

Illume Actions & Achievements 2024

Illume is a broad interlibrary loan network connecting 104 public and post-secondary libraries across British Columbia and the Yukon. By sharing infrastructure, Illume libraries broaden access to resources, streamline their workflows, and deliver cost-effective solutions to their communities.

This report reflects on Illume's key activities in 2024, celebrates the achievements made possible through collective effort, and outlines priorities for the year ahead.



Illume by the Numbers

Illume delivers incredible benefits to participating libraries:

- **\$1.65M Saved Through Collaboration:** Illume's shared system means smarter spending across BC & Yukon libraries.
- **104 Libraries Connected:** Through Illume, each participating library extends what they offer patrons far beyond their home collections.
- **600+ Support Cases Resolved:** The centralized Illume Support Centre provides fast, knowledgeable help to all Illume libraries.
- **80,000 Requests Fulfilled Annually:** Thousands of items are delivered each year to eager readers' home libraries and inboxes.
- **10+ Million Items Available:** From books to DVDs to articles, patrons are just a request away from the items they need and want.

Actions & Achievements



SHAREit is the software platform that powers the Illume interlibrary loan service. The Illume Support Centre serves as a vital link between participating libraries and the software vendor, Auto-Graphics. In addition to providing day-to-day technical support, the Support Centre gathers feedback and enhancement ideas from across the network, and advocates for improvements that reflect the needs and priorities of Illume libraries.

Enhancements & Optimizations

The Illume Support Centre communicates library needs and requests for the SHAREit software. Illume's enhancement requests have led to concrete changes that improve library workflows.

Key achievements in 2024:

- Submitted multiple enhancement requests, many of which received top votes from all SHAREit customers. Requested features included: duplicate request creation, staff dashboard message notifications, and "Owned By My Library" improvements.
- Worked closely with multiple large public libraries, including the Greater Victoria Public Library, Prince George Public Library, and Vancouver Island Regional Library, interested in implementing NCIP to enhance or implement Patron-initiated requesting with automated patron authentication.
- Coordinated necessary updates, upgrades and troubleshooting with Auto-Graphics and SFU IT to ensure system reliability.

Supporting SHAREit Software Functionality

The Illume Support Centre ensures that libraries across the province have the help they need to make the most out of the SHAREit platform.

Key achievements in 2024:

- Responded to and managed over 600 support cases from post-secondary and public libraries.
- Helped libraries troubleshoot Union Database (UDB) record submissions.
- Provided support, training and troubleshooting to multiple libraries interested in activating, updating or troubleshooting their Patron-initiated Interlibrary Loans (PI-ILL)
- Assisted multiple ISO-target sites with troubleshooting or updates of their SHAREit ISO configuration.
- Coordinated Live Shelf Status (LSS) set-up, support, and troubleshooting for over a dozen libraries.
- Managed Z39.50 target setup and updates for 46 participating libraries.

Training, Communication & Outreach

The Illume Support Centre ensures that libraries are confident users of SHAREit. Through training, communication, and professional development, the Support Centre helps libraries stay current and make the most of available features.

Key achievements in 2024:

- Delivered multiple training sessions (group and individual) on NCIP, Patron Initiated-ILL, Live Shelf Status, statistics, OpenILL, and more.
- Created or updated 14 guides, 15 FAQs, and multiple news updates on illumebc.ca.
- Maintained a detailed V6 Known Bugs & Issues page for the SHAREit software.
- Provided guidance to libraries on how to manage temporary closures during the 32-day Canada Post labour action. Libraries were also provided with recommendations and assistance with re-opening after the strike action ended.
- Participated in professional development conferences such as the Northwest Interlibrary Loan & Resource Sharing Conference and Auto-Graphics User Group meetings.



NCIP integration helps Illume work smarter.

NCIP (or SIP/SIP2) technology acts like a bridge between Illume and a library's ILS system, helping them "talk" to each other. Once set up, NCIP can improve the experience for both staff and users, like by verifying their account and checking if someone has too many fines before a request goes through, as well as creating brief ILS records to check-out ILL materials.

Collaborations & Strategic Development

In 2024, the Illume Support Centre connected with libraries, vendors, and partner organizations to advance resource sharing strategies and address future needs.

Key achievements in 2024:

- Coordinated server migration planning with Auto-Graphics and SFU IT to transition from end-of-life server infrastructure.
- Met with OCLC Canada to discuss API licensing and ISO integration issues.

- Presented at the Northern Library Federations' roundtable to promote Illume Support assistance to libraries interested in SHAREit optimization features.
- Surveyed BC ELN members about the future of media resource sharing to develop best practices which will be shared in 2025.



Staying a Step Ahead on Security

In 2024, Illume undertook a cybersecurity review of the SHAREit software and account infrastructure to ensure that all data remains secure. The Support Centre developed and shared new SHAREit Account Best Practices, helping libraries update and strengthen their login credentials. These efforts reflect Illume's commitment to evolving security standards and protecting the integrity of the interlibrary loan network.

Looking Ahead: 2025 Priorities

Building on 2024 successes, the Support Centre will continue to enhance resource sharing services across BC and the Yukon in 2025.

Planned activities:

- Building on pilot efforts, continue to roll out NCIP-based to additional libraries. New documentation and training will be developed to support libraries interested in adopting NCIP/SIP2 or LDAP/ SSO authentication for more seamless and automated patron services.
- Continue conversations with OCLC and Auto-Graphics on ISO/API interoperability and licensing.
- Complete the SHAREit server migration to transition from end-of-life server infrastructure and to improve long-term security and stability.

Essential Partners

The BC Electronic Library Network hosts and staffs the Illume Support Centre and negotiates contracts that support both post-secondary and public libraries.

The Public Libraries Branch, Ministry of Municipal Affairs funding ensures all BC public libraries have equitable access to Illume.

Simon Fraser University IT Services provides local, state-of-the-art cloud hosting for our Canadian Illume server.

Public Library InterLINK provides funding for Canadian hosting of Illume.

Auto-Graphics Inc. is the provider of British Columbia's interlibrary loan SHAREit management system which hosts our local shared union database.