Covid Relief & Recovery Funding Project
Project Name: Using BC Services Card to Validate Patron Online Account Requests

Projected amount from proposal to branch: $xxx
Anticipated timeline: August 1, 2022 - December 31, 2023

Background & Purpose
Every year, thousands of adults across BC are issued new public library cards. In 2019, over 17,000 new adult borrower cards were issued in BC public libraries that use Sitka's Evergreen. In 2020, nearly 9,000 were issued and over 11,000 have been issued so far in 2021. When a new library card is issued, staff usually need to see the patron in-person to verify their identification and with strict privacy legislation, ID numbers cannot, of course, be stored in the library system. What if new library patrons could register seamlessly online, authenticating against their BC Services Card? This could enable patrons to get full library service much more quickly and easily and would also save significant library staff time and cost as they wouldn't need to manually verify identification with the patron present. For example, if just half of the over 11,000 new adult borrower cards issued in 2021 could have been authenticated via BC Services Card Authentication, it could have saved a minimum of 500 hours and associated staff costs province-wide, while making the process easier and faster for patrons.

Risks & Benefits
The Co-op's Systems Manager and Lead Evergreen Specialist have already had a brief exploratory discussion with Government Identity Management staff to ensure this project was within scope for their service. While this project has obvious potential advantages, there are many unknowns at this early stage, including:
- Clarity on patron/library staff needs, potential issues and exceptions
- How this would integrate with Evergreen's existing Patron Self-Registration function and what further development would be required, i.e. likely changes/additions needed with Library Settings Editor and ability for libraries to turn the function and/or authentication service on/off
- In Evergreen, all patrons must be assigned a barcode, so would need to develop a way to auto-generate barcodes in a range designated for each library
- How this code could be written to meet our local needs, while being "generic" enough to be accepted upstream for the wider Evergreen user base.
  - *The infrastructure and framework for this project (e.g. SAML) would have wider use for authenticating 3rd party vendor-provisioned services for libraries*

Project Goal
To determine the feasibility of implementing authentication via the BC Services Card for new library patrons.and pilot an early implementation

Approach

Co-op staff would begin by following Step 1 as outlined on the [onboarding process page](#) of the BC Services Card Authentication Service. NOTE: Co-op Support staff may be able to begin consultation in September 2022 with a few interested BC public libraries to better understand needs and issues, as well as flagging areas of the Evergreen software that would need development to support BCSC Authentication. Beyond that, this has potential to be a very large project requiring significant in-house development time, which is already fully tasked until Fall 2022.

Funding Required
$xxxx