

**BC Electronic Library Network**  
**STEERING COMMITTEE Meeting**  
**Minutes: December 11, 2006**

**In Attendance:**

Patti Barnes  
Anita Cocchia  
Gordon Coleman  
Lynn Copeland  
Bob Foley (Chair)  
Lila Heilbrunn  
David Karpinen

Ewa Kniec (Recorder)  
Nancy Levesque  
Heather Morrison  
Todd Mundle  
Sunni Nishimura  
David Pepper  
Peter Ward (for Tim Atkinson)

**Regrets:** Tim Atkinson, Kate Cotie (AVED), Inba Kehoe (BCLA), Jim Looney (PLSB), Marnie Swanson.

**Opening Remarks:**

B. Foley welcomed the group and asked Steering Committee members to introduce themselves. B. Foley also welcomed Sunni Nishimura, BCcampus/Virtual Reference Coordinator, and Peter Ward, Interim Deputy University Librarian, UBC.

**1. Adoption of Agenda**

The Agenda was adopted as tabled.

**2. Items for information**

**2.1 Progress Report, April – November 2006**

A. Cocchia presented the Progress Report from April – September 2006, available on the BC ELN website at <http://www.eln.bc.ca/view.php?id=128>, and asked for updates from BC ELN staff to December.

H. Morrison presented an overview of the Ariel Document Delivery upgrade, and explained the process of ongoing monitoring of developments in document delivery software and the Infotrieve self-help model for Ariel. E. Kniec conducted a survey in November 2006 to assist libraries with technical troubleshooting in Ariel implementation. 12 libraries have implemented Ariel 4.1.1, and another 6 have indicated they plan to implement in November or December. Some of the implementation issues will disappear when all libraries are on the same version. Ariel 4.1.1 was a needed upgrade as the version purchased in 2001 does not support newer operating systems. Better security features will translate into more reliable document delivery service, resulting in fewer service delays and saving staff time.

G. Coleman reported on two related projects in the field of information literacy. *Academic Resources Toolbox*: G. Coleman has been working with librarians at three post-secondary libraries on a set of online tutorials on core information literacy skills. Once complete, these tutorials will be available in the BCcampus SOL\*R repository, for librarians across the province to re-use or adapt. Creating online tutorials in this way will leverage the work of a few librarians for the benefit of all. BC ELN's role will be in communication and coordination. *ALPS Shareable Online Resources*: The British Columbia Library Association's Academic Librarians in Public Service (ALPS) section is developing a collection of learning objects by and for librarians. G. Coleman has provided technical assistance with setup for the project.

A. Cocchia announced the launch of BC ELN's Annual Ranking Survey on December 4. Response deadline is December 15. The top 3-5 titles will inform the licensing process for 2007/2008.

A. Cocchia participated in the *Campus 2020: Thinking Ahead* provincial symposium, October 31 - November 1. Over 200 invited stakeholders from around BC worked with advisors to examine the possibilities for post-secondary education in 2020. A number of attendees referred to the AskAway virtual reference service as an example of a successful collaboration.

On December 5 and 6, A. Cocchia attended the Library and Archives Canada *Digital Information Strategy: National Summit*. The summit was held to determine the elements of a national strategy to strengthen and sustain Canada's digital heritage. As an outcome of the meeting, a Strategy Development Committee is being formed.

## 2.2 e-HLbc Update

N. Levesque, co-chair of the e-HLbc Management Committee, presented an update on e-HLbc governance. N. Levesque thanked A. Cocchia for her commitment to the project. The service contract with BC ELN has been signed and is in effect until March 31, 2008. The next step is the development of the web site.

### Discussion

- There was a question about how libraries should plan to finance the e-HLbc databases once the Ministry funding expires. A. Cocchia clarified that the e-HLbc project has no Ministry subsidy. The projected expenses presented to the partner libraries at the beginning of the initiative give an estimate as to the costs at the end of the three year contract.

## 2.3 Virtual Reference Update

S. Nishimura presented an update on the **askaway: Real People. Real Help** service. The AskAway service started with a soft launch on September 25. The official launch of the service by the Ministry of Education and Ministry of Advanced Education was on October 17, 2006. The launch received provincial and local media coverage. Service statistics doubled after the official launch. The January schedule has been finalized to include all 27 institutions. The service has expanded from 62 hours in September to 67 hours per week in January. The Virtual Reference Planning team is planning to have the marketing materials such as bookmarks, posters, fliers and magnets ready in January. Other library groups, including Knowledge Ontario, are very interested in the BC Askaway service, which is regarded as highly successful. The Ontario Library Association has invited BC ELN to present this service at their conference. A session on **AskAway** is also planned for the BC Library Conference in April 2007.

## 3. Items for decision

### 3.1 Strategic Plan: Strategies, Outcomes/Milestones and Yardsticks of Success, 2006-2008

H. Morrison presented the Strategies, Outcomes / Milestones and Yardsticks of Success (2006 - 2008), and outlined the development process. The Central Vision Goal, Strategic Vision Goals, Bold Steps, Mission, and Core Values and Principles were endorsed at the July Steering Committee meeting. The Strategies emerged from the March 2006 large in-person planning session. BC ELN staff, in consultation with partner libraries, developed specific outcomes and milestones for each Strategy. The Yardsticks of Success were developed on the basis of a suggestion by Susan Brown at the July Steering Committee meeting, to incorporate accountability measures into the strategic plan. The current Draft was circulated to all partner library directors and Steering Committee members for feedback on November 15. A number of people responded. The feedback was very positive. The most common response was that this

document accurately reflects the outcome of the March in-person session. There were a number of individual questions, which have been answered on a one-on-one basis, and suggestions for improvement to the wording, which were reflected in the draft presented for endorsement. It was noted that this plan is designed to be flexible, to allow for the development of new Strategies, Outcomes / Milestones as needed.

#### *Discussion*

- CPSLD has recently updated its Membership Criteria. The document will be consulted in developing the BC ELN Membership Criteria.

**Motion:** *that the Steering Committee accepts the Strategies, Outcomes/Milestones and Yardsticks of Success, 2006-2008 as discussed*

**Moved:** N. Levesque

**Seconded:** D. Pepper

**Carried**

### **3.2 Budget Submission Strategy, 2007/2008**

A. Cocchia presented an overview of past budget submissions to the Ministry. BC ELN plans to use the same successful budget strategy, including an in-person meeting with AVED, a broad presentation of BC ELN's finances, emphasis on system benefits in providing BC ELN with additional funding, and suggested specific projects for potential funding. A. Cocchia asked for additional feedback on the list of projects included in the Steering Committee documents and invited additional suggestions for discussion.

#### *Discussion*

- The committee agreed that BC ELN arrange for in-person meeting with the Ministry.
- There was strong support for the first two ideas presented, and agreement that these were the highest priorities: AskAway, and Expanding Learner Resources.
- B. Foley noted that C. Compton-Smith had sent a letter on behalf of the Virtual Reference strongly supporting the askaway service as a priority for this year's Budget request.
- There was also a question whether BC ELN should include a funding request for the BC Library Symposium. The funds are already in place.

**Motion:** *that the Steering Committee accepts the 2007/2008 Budget Submission Strategy as discussed*

**Moved:** T. Mundle

**Seconded:** D. Pepper

**Carried**

### **4. New Business**

L. Copeland talked about the Alouette Canada project (<http://www.alouettecanada.ca/home-e.php>), launched by the Canadian Association of Research Libraries. The main objective of the project is to have the Canadian cumulative cultural heritage accessible online. There could potentially be a role for BC ELN, for example coordinating BC resources in cooperation with PLSB, which would fit with 3.1 in the Strategic Plan 2006-2011: Bold Steps.

### **5. Next meeting**

The date and time of the next meeting will be determined via the Steering Committee email list.

Meeting adjourned