



## **BC Electronic Library Network All Partner Meeting Summary December 5, 2014**

### **In Attendance:**

Anne Andres, Columbia Bible College  
Tim Atkinson, Vancouver Community College, *Chair*  
Gwen Bird, Simon Fraser University  
Melody Burton, University of British Columbia (Alternate)  
Patricia Cia, Langara College  
Ken Cooley, University of Victoria (Alternate)  
Rosie Croft, Royal Roads University  
Gregg Currie, Selkirk College  
Ali de Haan, University Canada West  
Kathy Dutchak, British Columbia Institute of Technology (Alternate)  
Ted Goshulak, Trinity Western University  
Mary Anne Guenther, North Island College  
April Haddad, Justice Institute of British Columbia  
Sybil Harrison, Camosun College  
Kim Isaac, University of the Fraser Valley  
Grace Makarewicz, Capilano University  
Scott Marsden, Alexander College  
Brenda Mathenia, Thompson Rivers University  
Todd Mundle, Kwantlen Polytechnic University  
Kathy Plett, College of New Caledonia  
Shahida Rashid, College of the Rockies  
James Rout, Emily Carr University of Art + Design  
Debbie Schachter, Douglas College  
Dawna Turcotte, Northern Lights College  
Ross Tyner, Okanagan College  
Venessa Wallsten, Quest University Canada  
Melanie Wilke, Northwest Community College  
Martin Young, BC Ministry of Advanced Education (Alternate)

### **BC ELN Staff:**

Jennifer Bancroft (Recorder)  
Anita Cocchia  
Korinne Hamakawa  
Leah Hopton  
Sunni Nishimura  
Brandon Weigel

## **Regrets:**

Jonathan Bengston, University of Victoria  
Jean Blackburn, Vancouver Island University  
Kate Cotie, BC Ministry of Advanced Education  
Yvonne de Souza, Columbia College  
Linda Epps, Nicola Valley Institute of Technology  
Natalie Gick, Simon Fraser University Officer  
Ingrid Parent, University of British Columbia  
David Pepper, British Columbia Institute of Technology  
Rob Sutherland, Yukon College  
Allan Wilson, University of Northern BC



## **Opening Remarks**

T. Atkinson, Chair, welcomed everyone, and invited new attendees to introduce themselves.

### **1. Adoption of Agenda**

S.Harrison asked for an update on the Points to the Past initiative. The agenda was amended with the item added to New Business.

### **2. Initiatives-at-a-Glance and Subcommittee Reports**

T. Atkinson spoke to the BC ELN Initiatives-at-a-Glance document included in the agenda package. Current BC ELN Office staffing levels are down as Gordon Coleman has accepted a position at SFU Library as Head of Acquisitions & Serials, and Leigh Anne Palmer is on medical leave and will soon begin parental leave.

The Initiatives-at-a-Glance document itemizes high priority tasks such as the Undergraduate Foundation Collection renewal, subscription renewals, the development of the BC Institutional Repository Network, and the AskAway and WriteAway services. Non-priority items have been placed on hold until the Office has greater capacity to carry them out.

Plans are being formulated to fill the vacant continuing position and to find interim/short-term project-level support.

### **AskAway Subcommittee Report**

M. Wilke, Chair of the AskAway Advisory Committee, began with a sustainability update. Last year, BCcampus' funding was cut, and as a result BCcampus had to withdraw funding from AskAway resulting in a loss of \$55,000, or approximately half the service's

budget. For 2014/15 BCcampus was able to provide \$25,000 in transition funding, but as of 2015/16 all BCcampus funding will be withdrawn.

The AskAway Advisory Committee reviewed various options on how to proceed in light of the funding shortfall. The consensus was:

- The service should continue at its present level, to maintain value for students.
- Being funded by partner libraries is the most sustainable way to keep the service running.

In consultation with AskAway partner libraries, and with the approval of library directors, an approach was developed that offered libraries flexibility on how to make additional contributions to the service. Libraries could contribute dollars, staffing hours on evenings and weekends, or a combination of the two.

As a result of these changes by 2016 AskAway will be sustained by its partner libraries, with some support from BC ELN.

As part of the 2014/15 renewal of AskAway's QuestionPoint license, the vendor agreed to make institutional queues available to all AskAway partner libraries at no charge. Since 2013/14 AskAway has been running a successful trial of institutional queues for a small group of libraries.

The negotiated agreement offers significant savings for participating libraries – a value of \$30,000 to the service. Libraries were invited to take advantage of this added value; 17 partner libraries now use institutional queues with AskAway.

## **BC Institutional Repository Network Subcommittee Report**

D. Schachter, Chair of the BC Institutional Repository (IR) Network Advisory Committee, delivered an update on the committee's work.

In June, the committee submitted a business case for the BC IR Network to the Administrative Services Delivery Transformation (ASDT) Steering Committee. The ASDT Steering Committee and the Ministry of Advanced Education awarded BC ELN \$50,000 in 2014/15 to coordinate development of the BC IR Network and to support early adopters. An additional grant of \$50,000 is planned for 2015/16 to continue the implementation of the Network and support development of a discovery portal. BC ELN has a two-year timeline to produce deliverables.

The BC IR Network Concept Committee drafted provisional Terms of Reference for the BC IR Network Advisory Committee, and sent out a call for expressions of interest from partner libraries wishing to participate on the committee. The Advisory Committee is made up of librarians from eight institutions. Its focus is on policy, planning, and directing the initiative's operations.

In September, the Advisory Committee struck a Software Selection Committee (SSC) to develop and deliver a Request for Quote and recommend a software platform. The SSC expects to provide a software recommendation by early February 2015. Once software has been selected and licensed, work will begin on the pilot phase of implementing IRs at early adopter sites.

## **WriteAway Subcommittee Report**

L. Hopton, WriteAway Coordinator, delivered the update as a follow-up to BC eTutoring Concept Committee Chair Elaine Fairey's report on the WriteAway service at the last All Partner Meeting.

Following a membership drive to invite new institutions to join the service, WriteAway expanded in September 2014 to include four new joining institutions: British Columbia Institute of Technology, Emily Carr University of Art + Design, the Justice Institute of British Columbia, and Selkirk College. These new institutions joined WriteAway's current six institutions, bringing the total number of participating institutions to ten. Furthermore, Okanagan College plans to join the WriteAway service in January 2015.

With direction from the BC eTutoring Concept Committee, the WriteAway Advisory Committee worked on implementing a number of changes to the service over the spring and summer months. Changes included: reducing the minimum number of hours institutions are required to contribute each term, reducing the amount of time tutors spend per paper while maintaining a high quality of feedback, and hiring a part-time Master Tutor who provides training and support to WriteAway tutors.

The BC eTutoring Concept Committee is now looking ahead to secure funding for 2015/16.

## **BC ELN Office Update**

A. Cocchia called attention to the BC ELN Progress Report included in the agenda package, and also available at: <http://www.eln.bc.ca/view.php?id=2174>. The Progress Report highlights current projects underway at the BC ELN Office. A. Cocchia focused her update on licensing activities.

As part of a larger assessment strategy to review core areas of service, the BC ELN Office conducted a survey of partner libraries in early 2014 to determine how BC ELN licensing activities are meeting library needs and making a difference for students, educators, and researchers in the province.

In response to feedback it received in the survey, BC ELN has begun implementing improvements to licensing-related activities. These improvements include reviving the Resources Forum for 2014, creating an FAQ page to address comments and questions around the product selection process, and modifying the new resource ranking survey.

## **3. Ministry Report**

M. Young delivered an update for the BC Ministry of Advanced Education (AVED). Focusing on shared services as defined by AVED, M. Young explained that the goal is to make library services more useful and available rather than being a cost savings exercise.

The Ministry's vision of shared services in libraries is for the post-secondary, public, and K-12 sectors to work together collaboratively to promote improved public access to

academic research and other digital resources across the province. This is an opportunity to highlight work that is already in progress, and review how it is working.

The Provincial Digital Library is part of the government's shared services initiative. Phase one of the Provincial Digital Library is already underway with the development of the BC Institutional Repository Network. The discovery layer that will link the institutional repositories will form an important part of the Provincial Digital Library.

#### **4. Visualizing the Future**

L. Hopton facilitated two exercises on visualizing the future of academic libraries. The exercises were intended to stimulate thinking and generate ideas as a foundation for BC ELN's five-year strategic planning process, which will begin next year.

In the first "catalyst activity," library directors were paired off and given two minutes at a time to discuss a succession of future-oriented questions related to key trends, innovations, and challenges in academic libraries.

The second activity involved looking back to BC ELN's origins and then looking ahead to its future. Included in the agenda package was the story "Towards the year 2000" published in the 1989 Open Learning Agency's final report entitled the "Electronic Library Network Project" (<http://summit.sfu.ca/item/313>). The story published in 1989 envisioned how Terry, a business student, would experience library services in the year 2000.

Library directors were asked to re-envision the story of Terry "towards the year 2040." Each group of library directors was given a different Terry persona, and collectively wrote a story about their Terry's interactions with academic library services in the year 2040. The written stories were collected and will be shared in future communications.

#### **5. Steering Committee Terms of Reference Refresh Discussion**

T. Atkinson facilitated a discussion of the Terms of Reference (TOR) refresh. At the June 20, 2014 BC ELN Steering Committee meeting, the committee decided that a full review of the TOR was not necessary as an extensive review was completed in 2010, but a refresh of the TOR was appropriate. Following this decision, Steering Committee representatives collected feedback from constituents. Suggested changes were discussed at a November 17, 2014 virtual meeting of the Steering Committee. Changes included the request that Associate Members be granted voting status on the Steering Committee, the need to create a clearer relationship between the committee Chair and Vice-Chair, clarity around the purpose of the All Partner Meeting, and subcommittee reporting and process for dissolution. Outcomes of the Steering Committee discussion were reflected in the redline document included in the All Partner Meeting agenda package.

Questions brought forward during the meeting related to the voting status of Associate Members and the accompanying right to run for Chair of the Steering Committee, and the overall purpose of the All Partner Meeting and how topics are selected for inclusion in the agenda.

The recommended changes to the TOR were endorsed by the library directors and were presented to the Steering Committee for approval at the Business Meeting.

## **6. Interlibrary Loan Discussion**

A. Cocchia and S. Nishimura facilitated an interlibrary loan discussion and brainstorm session. Responding to the ILL Fee Review Task Group's need for more information on how system tools impact the BC ELN ILL network, the BC ELN Office spent the year reviewing the ILL system, performing surveys, analyzing statistics, and gathering information from external groups. In addition, BC ELN supported the migration of 26 participating post-secondary libraries to a new interface for OutLook OnLine. This migration increases the potential of the system exponentially.

A. Cocchia reported on the successful migration, optimizations that are possible because of the new interface, and the upcoming transition to Canadian hosting.

One new feature of the updated platform is that optimizations can be implemented on a library-by-library basis, rather than as a system default for all libraries. While this may have some benefits, the greatest benefits are achieved when libraries implement optimizations collectively.

A. Cocchia confirmed that work is underway to transition OutLook OnLine and the ILL management system to Canadian hosting. This was initiated and financially supported by the InterLINK public libraries, as part of their move towards patron-initiated ILL. As the platform and data currently sit on American servers, use of the platform is limited by privacy restrictions. With the data on Canadian servers, patrons will be empowered to be more actively involved in fulfilling their ILL needs.

S. Nishimura described in greater detail the new interface optimizations and their workflow implications. Implementing the new optimizations will take libraries further along the path towards patron-initiated requesting and will reduce staff intervention through automation.

Examples of optimizations include setting up OpenURL search strings and live item status (via Z39.50), automating availability checks, inputting local ILL policies, allowing patron login to track requests, and enabling request forms pre-populated with patron information.

There was some general discussion about the implementation of the optimizations and the projected timeline for carrying them out. To a question about automating Godot, A. Cocchia responded that link resolvers are more complicated, and that BC ELN will start with OutLook Online optimizations before turning its attention to Godot.

Another area under exploration is establishing a provincial 'help desk'. In partnership with InterLINK and the Ministry of Education's Libraries Branch, a centralized provincial approach would support all participants of OutLook OnLine in the areas of troubleshooting, training, implementation of optimizations, etc.

At the end of the discussion, a straw poll was taken to decide how to move forward. The majority of library directors voted in favour of BC ELN moving forward collectively towards Patron-initiated ILL system optimizations and a review of ILL fee reductions.

The question of Associate Member participation in OutLook OnLine and other ILL initiatives was raised. A. Cocchia responded that this issue will be investigated over the next months and brought to the Steering Committee.

## **7. New Business**

S. Harrison asked for an update on the Points to the Past initiative. K. Cooley spoke about how the initiative came to fruition. The three large research libraries in the province, UVic, UBC, and SFU, already purchase much of Gale's digital content. A unique agreement with Gale was made that, with the purchase of the remaining Gale content, access would be made available for free to the entire province. Access to the resources is available through the Points to the Past website <pointstothepast.ca> using Geo-IP authentication.

## **8. Next Meeting**

The next All Partner Meeting will be held in a year's time, most likely early December 2015.

## **9. BC ELN 25<sup>th</sup> Anniversary Celebration**

T. Atkinson spoke of BC ELN's many accomplishments in the past 25 years. Cake was shared and all present raised their glasses of cranberry spritzers to another 25 great years of BC ELN.

### **BC ELN 25<sup>th</sup> Anniversary Speech**

Cast your mind back to 1989... Shoulder pads were large and sweaters were geometric... The Berlin Wall came tumbling down... Brian Mulroney was Prime Minister... and the Calgary Flames won the Stanley Cup!

In British Columbia, the Ministry of Advanced Education and Job Training announced an ambitious 'Access for All' educational strategy designed to increase capacity of university, college and institute programs, develop degree-granting 'university colleges', expand open learning opportunities, create partnerships across diverse sectors, and foster innovation through use of new technologies. Post-secondary libraries were seen as an integral part of the 'Access for All' vision, and the concept of the British Columbia Electronic Library Network (ELN) was born.

BC ELN has accomplished so much in the past 25 years... from establishing the Undergraduate Foundation Collection to creating the BC Library Collections Gateway. AskAway has been a huge success by providing anytime, anywhere access to research and writing assistance and WriteAway is hot on its heels. Most recently, the announcement of funding for the BC Institutional Repository Network marks the beginning of a burgeoning initiative that will support the development and implementation of digital repositories at BC post-secondary institutions.

Behind all of these successes are the partner libraries working together to "get the job done". The metaphor of a periodic table is apt for our collection of libraries. Each one is distinct, each one is an essential element... and together we make great chemistry! Please – raise your glasses: here's to another 25 great years of BC ELN!