

## **BC Electronic Library Network Steering Committee Meeting Minutes Monday, November 22, 2010**

### **In Attendance:**

Ken Cooley, University of Victoria  
Charles Eckman, Simon Fraser University  
Mary Anne Guenther, North Island College,  
Rural Colleges  
April Haddad, Justice Institute of British  
Columbia, Urban Colleges  
Nancy Levesque, Thompson Rivers University,  
Small Universities

Cathy MacDonald, Kwantlen Polytechnic  
University, Regional Universities  
Todd Mundle, Simon Fraser University Officer  
Ingrid Parent, University of British Columbia  
Marnie Swanson, University of Victoria, Chair  
Venessa Wallsten, Quest University Canada,  
Associate Member

### **BC ELN Staff:**

Anita Cocchia  
Gordon Coleman  
Korinne Hamakawa, (Recorder)

Heather Morrison  
Sunni Nishimura, AskAway Coordinator  
Leigh Anne Palmer, e-HLbc Coordinator

### **Regrets:**

Kate Cotie, Ministry representative

### **Opening remarks:**

M. Swanson, chair, welcomed everyone and introduced the new representatives.

## **1. Adoption of Agenda**

Minutes of the June 14, 2010 meetings were approved by email.  
Agenda was adopted as tabled.

## **2. Items for discussion**

### **2.1 Strategic Planning, 2011-2016 - Update**

**A. Cocchia** reported that the Office has completed research and interviews with potential facilitators for the 2011-2016 in-person strategic planning session. Myriam Laberge has been selected as the facilitator, both for her previous experience and her innovative approach.

**H. Morrison** provided an overview of the overall process. A first step will be an environmental scan of the key trends in information technologies, libraries, and the province that seem likely to provide the opportunities for BC ELN's programs and services to evolve and grow. Some examples of current trends include e-books, mobile services, on-going changes in scholarly communication & publishing services, changes in copyright law, and Ministry changes. The environmental scan document will be shared as part of the December 2010 BC ELN Connect.

Early in the new year, BC ELN will be looking for input from all stakeholders through a community engagement process. The means by which this will take place isn't yet decided;

examples of how it has been done in the past are an Electronic Town Hall and Brainstorm Blog. There is a limited budget for this part of the process, and ideally it will be completed by March. Informal preliminary conversations have been taking place around resource sharing and other topics which will feed into the strategic planning process. A formal in-person consultation will take place Thursday and Friday April 28 – 29, 2011 at the Hilton Metrotown in Burnaby. The session will consist of an evening social event with a light working activity, and an all-day session. Transportation and accommodation costs will be covered for those outside the Lower Mainland.

The facilitator will be Myriam Laberge of Breakthroughs Unlimited, who facilitated the 2006 strategic planning session. Myriam has a wide range of experience with a variety of facilitation techniques, as well as custom blending of techniques to create unique meetings. In addition to facilitation experience, Myriam's experience include Designing and teaching Executive Programs on multi-stakeholder engagement and dialogue at SFU, and Boston College's Centre for Corporate Citizenship, and leading the *Masterful Facilitation Institute* which she co-developed. A graphics facilitator will also participate in the session.

Two questions were posed to the committee for discussion:

1. Who should be on the invitation list for the in-person BC ELN 2011-2016 strategic planning session?
2. What is your preferred approach to the Community Engagement phase of the BC ELN 2011-2016 strategic planning process?

**Invitation List:** In the past, invitees included one representative per library plus a few external stakeholders from BCcampus, BC Library Association, Irving K. Barber Learning Centre, and the Public Library Services Branch. The formulation of the upcoming invitation list must take into account sessions costs and room size.

The importance of including external stakeholders in the strategic planning process was affirmed, whether external stakeholders needed to be included during priority-setting was discussed. The committee agreed that the priority-setting exercise should be for BC ELN members.

Suggestions for external stakeholders included: representatives of the museum and archives community, public libraries, the Irving K. Barber Learning Centre, the K-12 sector, and SLAIS.

**Community Engagement:** BC ELN takes prides in grassroots, field-driven planning processes. More than 300 members of the BC post-secondary library community are directly involved in BC ELN at many levels - all of the staff who participate in the BC ELN resource teams, in the areas of collections, resource sharing, the AskAway service providers and administrators, to name a few. Past approaches to making sure that all members of the BC ELN community have an opportunity to provide input into strategic planning have included an Electronic Town Hall, an Electronic Brainstorm Blog, on-site visits, peer interviews and surveys.

In discussion, some form of virtual forum was agreed upon as the best method of community engagement, given the constraints of time and budget. One member of the committee expressed the value of on-site visits to support BC ELN initiatives at the local level. While the costs of on-site or regional visits for the strategic planning process were felt to be too prohibitive, the committee agreed that regular on-site visits might come out of the strategic planning process. Several committee members expressed that the virtual forum might be used

to form follow-up focus sessions via teleconference. The importance of directors encouraging staff to participate in the community engagement process was emphasized.

## **2.2 Ministry Reporting Strategy, 2010/2011**

**A. Cocchia** provided background on past approaches to the end-of-fiscal Ministry reporting strategy. For the past two years the BC ELN Ministry representative (K. Cotie) has requested that, rather than a budget presentation, a document be submitted that focused on accountability and what BC ELN brings to the system. In response, BC ELN has produced the *Innovation & Success Report*. In conversation, K. Cotie suggested that BC ELN proceed with this same approach this year.

The committee agreed to proceed with the 2010 Innovation & Success report. Suggestion was made to focus on the long-term value of BC ELN, emphasizing the multi-year commitments made, the strategic planning process, and the role of BC ELN as essential infrastructure, as well as the return on investment for government.

A draft report will be submitted to the Steering Committee for review in mid-January, with a Ministry submission date of January 31<sup>st</sup>.

## **2.3 BC Steering Committee Terms of Reference – Update**

**G. Coleman** provided an overview of the changes to the Steering Committee Terms of Reference (TOR). The Steering Committee requested a review of the Terms of Reference in July 2009. The process involved the work of a subcommittee of 8 and 2 all partner library meetings. The revised TOR was endorsed at the June 14, 2010 Steering Committee meeting.

Highlights of the changes to the TOR:

- The Steering Committee will meet three times per year, including one All Partner meeting to which all partner library directors are invited.
- Typically the All Partner meeting will take place in November along with a Steering Committee Business Meeting. The Steering Committee will meet virtually in January/February, and in person in June/July.
- BC ELN Associate Members now elect a non-voting representative to serve on the Steering Committee. Meanwhile external stakeholders including the BCLA, PLSB, and CPSLD no longer have seats on the Committee. Instead, they will be invited as guests to meetings when appropriate.
- Steering Committee members representing a constituency are elected for a one-year term, and may be re-elected for a second year. Elections are carried out by email in September, and terms begin October 1.
- At the November Business Meeting each year, the Steering Committee elects a Vice-Chair from among voting members (excluding the host institution representative). She or he serves as the Vice-Chair until the following September, and becomes the new Chair on October 1.
- The Vice-Chair represents their constituency or institution during their year. The Chair serves at-large and does not carry other representational duties.
- In order to execute urgent business between regularly scheduled meetings of the Steering Committee, the Executive Director may consult with or receive advice from the Executive Committee. It consists of the Chair, the Vice-Chair, and the officer of the host institution.

The updated BC ELN Steering Committee Terms of Reference are available on the website:  
<<http://www.eln.bc.ca/view.php?id=1688>>

### **3. Items for decision**

#### **3.1 Steering Committee Vice-Chair - Election**

**M. Swanson** called for nominations for the position of Vice-Chair. The term is for one year, October 1 to September 30. The Vice-Chair serves on the Executive Committee. At the end of their term, the Vice-Chair becomes the Chair and no longer represents a constituency. The governance category that the Vice-Chair represents elects a new representative.

A. Haddad nominated M.A. Guenther. No other nominations were put forward.

M.A. Guenther was elected Vice-Chair by acclamation.

### **4. Items for Information**

#### **4.1 AskAway Advisory Committee Report**

**M.A. Guenther**, current chair of the AskAway Advisory Committee, reported on Committee activity.

AskAway is now in its 4th year of service. Up until now, there has been a fairly informal approach to policies. The Committee has begun the work of formalizing policies, which will be of benefit in strengthening the internal infrastructure of the service.

The AskAway Advisory Committee has begun this process with the Benefits and Responsibilities of Participating Libraries, available here:  
<http://www.eln.bc.ca/askaway/index.php?page=benefits>

The Benefits and Responsibilities policy will provide the Committee with a mechanism to evaluate the health of the service's internal infrastructure, as well as providing a starting place for new libraries interested in joining the service. The Participating Library Responsibilities policy as it stands now applies to September through April participation.

In light of the changes to the BC ELN Steering Committee Terms of Reference, the Advisory Committee is considering changes to its own TOR, as the Advisory Committee has traditionally been in line with the BC ELN Steering Committee TOR. Once the revised TOR have been approved by the Advisory Committee, they will be brought to the Steering Committee for endorsement.

The Advisory Committee agreed to establish an Emerging Technologies Subcommittee in order to examine options such as text message reference and to prepare for the 2013 QuestionPoint software license end date. This committee will stay abreast of current reference technologies and advise the AskAway Advisory Committee on the feasibility of those technologies. There has been a great deal of interest already, and it is likely that the committee will take the form of a listserv discussion group to begin with. Working groups will be formed as necessary from that larger group to move initiatives forward.

A question was asked about the impact of the loss of the Public Library AskAway service on the post-secondary service. The AskAway Coordinator reported that there has been no significant impact to date; in the summer changes were made to the AskAway.org website and marketing materials to redirect post-secondary patrons to their own library websites.

## 4.2 Ministry Changes

**A. Cocchia** reported on her conversation with K. Cotie. In October, the Ministry of Advanced Education and Labour Market Development (ALMD) was split into two ministries with the recent cabinet shuffle: the Ministry of Science and Universities and the Ministry of Regional Economic and Skills Development. K. Cotie reported that the Ministry reorganization should not be viewed as a 'core review' but just a realignment; there has been no discussion of discontinuing services. Until further notice, K. Cotie and R. Umpherson will continue to be the BC ELN Ministry representatives.

Concern was expressed that the splitting of ALMD might alter or damage the perception of the value of BC ELN. The Committee affirmed the importance of emphasizing to government the efficiencies created by BC ELN and the unique value of its system-wide approach.

## 4.3 Progress Report, April - September 2010

**A. Cocchia** reported that the BC ELN Office is in the final stages of G. Coleman being approved for a one year, full salary study leave as per SFU policy. His leave will be effective May 1, 2011 to April 30, 2012. During the leave the office will be reassigning some duties in the office and reassessing priorities. G. Coleman's focus while on study leave will be on skill development in the area of computer programming, specifically with the Drupal Content Management System. This will have an important impact on the BC ELN web site migration to Drupal that will be scheduled on his return.

A significant activity of these last 6 months has been the launch of a series of web pages that outline the benefits, privileges and responsibilities of BC ELN members. This work has been prompted by the significant turnover in library directors over the past few years, as well as turnover in Ministry staff. As well, the pages outline how private institutions can approach BC ELN to become members. The pages are not static, but will be constantly evolving and improving. The pages are available here: <<http://www.eln.bc.ca/view.php?id=1816>>

**H. Morrison** reported briefly on her year-long study leave, completed in September 2010. She pursued the first year of an SFU PhD program on scholarly communications and open access, and worked on the environmental scan work for the strategic planning process. She is currently performing informal resource sharing consultations with the resource sharing community and resuming some database licensing work.

**S. Nishimura** reported on database licensing. The office has performed 44 renewals since April. Four new products have been licensed. Three of the new products were formerly included as part of the Undergraduate Foundation Collection: LISTA, Professional Development Collection and WorldBook. Vendors were eager to work out consortial pricing and extended free access to libraries from July to September, when trials could begin. The fourth new product was top-ranked in the latest BC ELN Ranking Survey: Canadian Points of View. BC ELN libraries now enjoy access to the Encyclopedia of BC on a new platform, KnowBC.com, along with other BC reference titles such as *Marine Life of the Pacific Northwest* and *The Encyclopedia of Raincoast Place Names*.

The BC ELN Resources Forum has been open for nominations of products that libraries would like BC ELN to consider licensing. Early in the new year the Ranking Survey will be available, allowing libraries one vote per library for the product they place highest priority on. BC ELN will pursue licensing based on the results of the ranking survey. Results from previous ranking surveys can be viewed on the website here: <<http://www.eln.bc.ca/view.php?id=1022>>

A question was raised about the costs of KnowBC. A. Cocchia reported that in 2005, the K-12, public and post-secondary sectors jointly funded the EBC license. This agreement will be in place for one more year. Before the end of the current license BC ELN will put out information to libraries regarding licensing fees.

A question was raised about BC Books Online, which is not a BC ELN initiative. L. A. Palmer is the BC Books Online coordinator and provided some background. BC Books Online is a cooperative of BC libraries and BC publishers, and is an outcome of a move by BC publishers to capitalize on the digital realm. The collection will consist of BC published books on BC subjects for the K-12, public and post-secondary sectors of BC. The Beta version is being tested by several partners including SFU, NIC and UBC. The project has hired a consultant to develop a business plan and recommendations for finding funding support for the initiative. Concerns were raised about the competing access priorities for libraries and publishers; publishers have expressed openness and flexibility on how the data is accessed. A report will be issued once the Beta testing is complete. It was noted that a number of institutions are pursuing on-demand publishing via Espresso or Xerox stations in their bookstores.

**G. Coleman** reported on Public Performance Rights (PPR) licensing. BC ELN assumed the licensing of two PPR licenses formerly handled by AEMAC. These licenses are with the two major PPR agencies in Canada, Audio-Cine and Criterion. The two licenses grant PPR for almost all of the major US and Canadian studios and production companies and many independent producers and foreign films. They give licensing institutions the right to show films in the classroom. Both licenses were renewed with a number of positive changes:

- Prices declined for almost all libraries with only two exceptions
- Administration fee was reduced for all sites by 5%
- Addition of a major new studio: HBO, known for TV dramas like *The Sopranos*, *The Wire*

BC ELN will check-in with libraries around the PPR licenses in the Spring to determine if it is meeting their needs. Bill C-32 has passed second reading and is now in committee; if it passes BC ELN staff will determine how it impacts PPR.

The PPR project page and FAQs are now available on the BC ELN website:  
<<http://www.eln.bc.ca/view.php?id=1849>>

During discussion it was noted that the BC ELN PPR licenses cover classroom use only. BC ELN can facilitate additional needs such as for profit performances by a student union, or additional studios. There is interest in streaming media products, but it is such a new area that there aren't any aggregators to work with yet. The committee expressed its appreciation to the Office staff for their work on the PPR licenses.

**L. A. Palmer** reported from the e-*HLbc* Administrative Centre. e-*HLbc* is also beginning their first strategic planning process. Marleen Morris and Associates has been hired to facilitate the planning and a 1.5 day in-person session that will take place in late February in Burnaby.

e-HLbc has negotiated its third boutique license for the Canadian Health Research Collection. New subscribers receive a ~33% discount off of list price while existing subscribers receive ~23% discount. e-HLbc has welcomed a new member – the BC Association of Speech Language Pathologists and Audiologists.

The largest project is the development of a new consortial e-HLbc website. A new website was included as one of e-HLbc's service delivery priorities in terms of solidifying the consortiums infrastructure. The process of selecting a website development firm has been ongoing since the spring, in collaboration with G. Coleman. A request for Expressions of interest was sent to 7 firms of interest, and 5 submitted responses. Three firms were interviewed and Raised Eyebrow was selected as the firm with the best understanding of the audience, proven project management skills, technical expertise and reasonable cost. Work is now underway on the website.

During discussion, a question was raised regarding the end date for the current three year license for the e-HLbc core suite. The current license ends March 1, 2012. Stakeholder input will be solicited before the end of the license.

## **5. New Business**

There was no new business.

## **6. Next meeting**

The next meeting will be set via listserv. As per the new Terms of Reference, this meeting will be a virtual meeting in January or February 2011.