



December 2013

Volume 11.3



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Happy Holidays from BC ELN!

In this holiday issue of BC ELN Connect, we bring you Resource Sharing news, an All Partner Meeting report, some ways to talk about the value of BC

ELN, and much more. We welcome your comments on this and any issue of BC ELN Connect: office@eln.bc.ca

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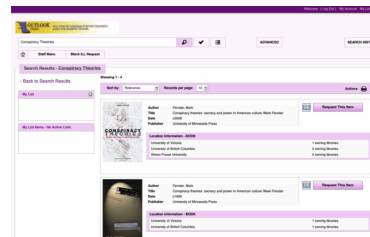
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Resource Sharing: What you Need to Know about Upcoming Changes

"This is the year of ILL!" - Caroline Daniels, KPU

Over the past few months, BC ELN has heard from partner libraries who feel the time is right to revisit interlibrary loan (ILL) system processes and tools, a feeling driven by evolving technologies and user expectations. Serendipitously, 2014 will begin with a system-wide migration to a beautiful new interface for Outlook OnLine, BC's search portal of library resources. Here's what you need to know about the Outlook OnLine migration and anticipated changes to BC ELN's Resource Sharing system.



What is OutLook OnLine?

OutLook OnLine (OLOL) forms the backbone of the provincial resource sharing system, and is administered and supported by Libraries & Literacy Branch for public libraries, and by BC ELN for post-secondary libraries. OutLook OnLine is:

- a search portal to resources held at BC public and post-secondary libraries;
- a union database of provincial library resources;
- an integrated ILL management platform used by most post-secondary and public libraries.

What is changing?

Auto-Graphics, the vendor for OutLook OnLine, has announced that they will be migrating all clients to a new 4.0 interface for the search portal and ILL platform. The functional changes will be to the search and discovery layer only - there will not be any substantive changes to the ILL functionality of the platform with this migration. Major changes include:

- major usability and performance enhancements;
- mobile accessibility with move to HTML 5-based architecture;
- ability to customize colours, features etc. at the library or system level;
- discovery options that make use of jacket art;
- improved virtual searching of library catalogues via Z39.50 (currently university libraries).

We're very excited about these changes, based on sneak peaks of the new interface!

When will the migration happen?

Auto-Graphics (A-G) anticipates that BC libraries can begin migrating to the new interface in February 2014, contingent on the results of their final tests and piloting. The current expected deadline for all BC ELN libraries to migrate is June 2014, at which point A-G will 'switch off' the old interface. Once we receive a green light from A-G, the BC ELN Office will launch the migration with a series of webinars and communications for partner libraries on the upcoming changes, timelines, etc. The Office will work with partner libraries as they are ready to migrate, providing training and support as needed.

What other changes can we expect?

A Closer Look at ILL Fees for Non-Returnables: This summer the BC ELN Steering Committee struck an ILL Fee Review Task Group to examine BC ELN ILL fees for non-returnables. The Task Group is undertaking a study period to examine impacts of system tools on BC ELN ILL activities and possible ripple effects of changes to BC ELN ILL fees on the BC ELN and COPPUL consortia. A recommendation on BC ELN ILL fees for non-returnables will be brought to partner libraries and the Steering Committee at the conclusion of the study period.

More Live Results and Shelf Status Checks: At present, most BC ELN libraries are

physically uploading catalogue records to the OutLook OnLine union database, while live search results from university library catalogues are pulled in via a virtual Z39.50 connection. The improvements to OutLook OnLine architecture, search and mapping technologies mean that more interested libraries can move to virtual participation in the union database, either as an alternative or a supplement to uploading physical records. Another option for libraries is to turn on shelf-status checking, also accomplished via a Z39.50 connection to the library ILS. Contact Sunni if your institution is interested in moving to virtual participation.

Optimising Connections: At present many ILL requests are being handled manually by ILL staff. Over the coming year the Office will work with partner libraries to optimize communications protocols between resource sharing tools so that more inputting of requests can be automated.

Facilitating Electronic Document Delivery: As more libraries seek to find low cost replacements for the Ariel document delivery system, one option is to make use of the simple electronic document delivery tool within the A-G ILL management platform. The Office will support partner libraries that wish to take advantage of this functionality, and will work with the vendor towards a solution that more closely meets the document delivery needs of our partner libraries.

Questions? Contact Sunni Nishimura with any questions about the migration or the BC ELN Resource Sharing system.



Library Directors in Conversation at
BC ELN All Partner Meeting

All Partner Meeting 2013

Simon Fraser University's Morris J. Wosk Centre for Dialogue in downtown Vancouver was the setting of the BC ELN All Partner Meeting (APM) held on December 13th. Hosted by BC ELN Steering Committee Chair Rosie Croft of Royal Roads University, the meeting featured presentations and discussion about core and upcoming projects of BC ELN. The event provided an opportunity for dialogue about future actions in the advancement of these projects.

In addition to updates on AskAway, online collaborative tutoring in the province, and ongoing interlibrary loan task group efforts, directors of BC ELN partner libraries contributed ideas on the topic of collaborative institutional repositories to inform the ongoing work of the Collaborative IR Program Concept Committee. Discussion of BC ELN's assessment work on virtual learning services and licensing sparked an engaging conversation on the importance of assessment for all institutions. The meeting wrapped up with a sneak peek of the updated interface for OutLook OnLine, now known as SEARCHit, which will be rolling out in 2014.

BC ELN in an Elevator

From time to time the BC ELN Office gets asked for a summary of its activities so library directors can use these in written communications. Not only did we think a one page summary of BC ELN's overall activities would be helpful to share with everyone (download at: <http://www.eln.bc.ca/docs/view.php?id=1245>), it also got us thinking: Wouldn't it be great if our partners had a BC ELN elevator speech in their back pockets - a set of brief talking points they could use to describe the valuable work BC ELN does? Well, without further ado, here it is...



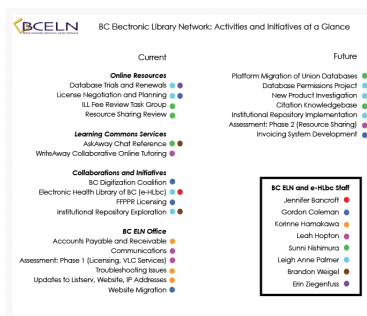
Photo "Elevator Numbers" by Daryl Mitchell, used under CC BY-SA 2.0

BC ELN in a (Minute or Less) Nutshell

BC ELN stands for the BC Electronic Library Network - and it's just that: A Network of post-secondary libraries working together to achieve common goals. Those goals include:

- Licensing resources - things like electronic journals and books and streaming videos - that let students, educators, and researchers access valuable academic information online
- Supporting a system that lets folks search for, discover, and get their hands on the documents they need for their research - no matter which institution they attend
- Encouraging student success through AskAway virtual chat reference and a pilot initiative that provides online writing support
- Supplying students and health practitioners with equitable access to information through a consortium of health libraries
- Exploring ways to share BC's knowledge production through digitization and a collaborative institutional repository program

BC ELN is able to centrally coordinate all this on behalf of partner libraries thanks to the pooling of resources and ideas. The result: cost-effective, impactful programs and services that benefit the whole sector.



Initiatives at a Glance

Want a quick overview of BC ELN activities and initiatives (both current and future)? Want to know which BC ELN staff member is working on what project? Look no further than the new "Initiatives at a Glance" handout. Colourful and informative, this handout will be available on the BC ELN website soon.

Download the PDF BC ELN Initiatives at a Glance: <http://www.eln.bc.ca/docs/view.php?id=1246>

BC ELN Collaborations

AskAway Update: Streamlining the Scheduling Process



More new and exciting changes are happening at AskAway! During the fall term scheduling software was explored to assist in offering more flexibility and options to participating institutions. Software would allow scheduling further in advance, give institutions the ability to trade shifts across terms, and improve overall efficiency and effectiveness of the collaborative.

Over the fall term software options were explored, and a substantial discount for ShiftPlanning was negotiated. ShiftPlanning is a web-based product with many useful features, including:

- Automatic population of a schedule based on each institution's availability preferences
- Automatic updates to the schedule when trades are confirmed
- Optional notifications for upcoming shifts

There are a lot of benefits to making this transition, but there would also be accompanying changes at the local level. The Scheduling Software Pilot Team, which includes volunteers from five participating institutions, will be managing a one-year trial to work out how software-assisted scheduling would be implemented, what the benefits and drawbacks are, and how best to manage the changes for participating institutions.

The pilot will be phased in over the coming months. Participating institutions are currently being consulted about their preferred account settings, and accounts should be set up in January. Customized tutorials will be released to get local coordinators started.

WriteAway Update: A Fall to Remember



It was a busy fall for WriteAway both on the front lines of online tutoring and behind the scenes with committee work. From September 16th to December 6th, six institutions (Camosun College, College of the Rockies, Douglas College, Kwantlen Polytechnic University, Simon Fraser University and University of British Columbia) invited selected groups on campus to use the WriteAway service. Over the 12-week term, tutors were extremely busy responding to the 802 papers and 18 eQuestions (brief writing and grammar-related questions) that were submitted.

Students that used WriteAway shared their thoughts on the difference that receiving feedback from a tutor has made in their writing or coursework:

"It has helped a great deal. I am more aware of my writing and am already seeing

improvements"

"I am much more confident handing in my paper now that I am aware of my mistakes"

"I am able to review my paper again and better understand how my writing could be better"

The WriteAway Advisory Committee assembled in November for its first meeting since being formed. The Advisory Committee focuses on policy and planning, and operations. It was an engaging meeting with members showing great enthusiasm for the WriteAway initiative. The BC eTutoring Concept Committee also met this fall to converse about the future directions of online tutoring in the province. The Concept Committee assembled an exploratory group which is tasked with investigating how online Math/Statistics support might be offered collaboratively in BC, with a focus on how other consortia using the eTutoring platform successfully offer this type of service.

E-HLbc Update: Winter Activities

Electronic Health Library of BC



After a summer of transitions and transformations, e-HLbc is settling down to business. e-HLbc held its Management Committee and Steering Committee meetings this fall. e-HLbc's Financial Framework Policy and Travel Policy were revised so that they are now in line with e-HLbc's new host institution SFU. In preparation for the 2015 Core Suite renewal, the e-HLbc Administrative Centre is harvesting consortial statistics for Core Suite resources and is gathering FTEs and head counts to submit to vendors.

The e-HLbc Administrative Centre has been busy negotiating pricing for renewals of the boutique licenses Ageline, Alexander Street Press, Canadian Health and Research Collection, Dynamed, and Health Source & Alt Health Watch. e-HLbc is managing the transition of the Dynamed license from the Canadian Virtual Health Library (CVHL) licensing portfolio to e-HLbc and, in collaboration with Consortia Canada, has taken the lead negotiating the licensing of the Diagnostic and Statistical Manual of Mental Disorders (5th ed.).

For this year's new product selection process, Drupal was used to develop a new Electronic Suggestion Box (e-Box) on the e-HLbc website. e-HLbc member librarians have submitted new product suggestions to the e-Box, and the e-HLbc Administrative Centre staff is preparing a ranking survey of suggested products to send to members in the New Year.

Staff is busy working with the local developer, Raised Eyebrow, to migrate the e-HLbc website to the Drupal 7 platform. Keep your eyes open for a new website in 2014! Happy holidays from the e-HLbc Administrative Centre!

Staff News

BC ELN Staff Knowledge Building

Over the fall months, several BC ELN staff attended national and international conferences, meetings and workshops. Gordon Coleman traveled to St. John's in September to attend [Access Conference 2013](#), "Canada's premier library technology conference", while Sunni Nishimura and Anita Cocchia attended an Auto-Graphics User Group meeting in sunny California. In October, Leah Hopton attended the first ever [Canadian Library Assessment Workshop](#) hosted by CARL in Toronto. In November, Leigh Anne Palmer attended a one-day workshop on consortial ebook licensing in [Charleston](#). That same month Gordon Coleman and Brandon Weigel were both a part of [Code4Lib](#), an annual conference focusing on library systems and technology that was co-sponsored in 2013 by BC ELN.

Auto-Graphics User Group meeting

Anita Cocchia and Sunni Nishimura

At the end of September Anita and Sunni headed to hot and sunny Ontario, California to attend a 3-day Auto-Graphics (A-G) User Group meeting. The meeting provided an opportunity to network with resource sharing leaders from 7 US statewide consortia, and to get a sneak peak at the brand new 4.0 interface for the A-G search platform, union database and ILL management tool, known collectively in BC as OutLook Online. Anita and Sunni came back buzzing with ideas and energy for the BC ELN Resource Sharing system - read more about the upcoming changes in this issue of the Connect: Resource Sharing: What You Need To Know About Upcoming Changes.

Canadian Library Assessment Workshop

Leah Hopton

In October 2013 the Canadian Association of Research Libraries and Ryerson University Library and Archives sponsored the first ever Canadian Library Assessment Workshop. Capped at 50 participants, the two-day workshop offered a variety of opportunities for library staff to discuss methods of collecting and sharing outcomes-based evidence. Topics covered included Data Visualization, Assessing Information Literacy and provision of Electronic Resources, and best practices in communicating assessment results - among many others. While BC ELN assesses its work in a consortial context rather than within a single institution, many valuable ideas collected at this workshop have relevance to the Assessment work BC ELN is doing.

Code4Lib

Gordon Coleman and Brandon Weigel

BC ELN was proud to co-sponsor the first code4lib BC event on November 28 and 29 in Vancouver. Code4lib is a well-respected annual conference focusing on library systems and technology. Typically it takes place in the US in the spring, but recently a number of smaller regional code4lib events have spun off. Code4Lib features a more casual "un-conference" style, with short presentations and self-organizing breakout groups.

At this event over 80 participants enjoyed a series of lightning talks on topics ranging from RDA to linked data to accessible web design, plus talks by programmers and systems librarians on tools they had built for their libraries. On the first day May Chan of Burnaby Public Library capped the lightning talks with an inspiring piece called "Hackfests for the Uninitiated". Following the lightning talks, participants proposed topics for breakout sessions and organized themselves into groups to participate. Over the two days these breakout groups learned about website archiving tools, GitHub version control software, new metadata standards, and other topics. The format created an event which was much more hands-on and discussion oriented than a typical conference. Participants were enthusiastic about holding a similar event again next year.

Consortial ebook Licensing Workshop

Leigh Anne Palmer

In tandem with the Charleston Library Conference, the International Coalition of Library Consortium (ICOLC) sponsored a one day workshop dedicated to consortial ebook licensing. Consortial colleagues from across North America shared exciting information about their current and upcoming ebook programs, pricing models, best practices, licensing terms, and how to measure program results. eBooks are becoming increasingly integral formats in BC ELN partner libraries' collections; attending the ICOLC workshop on behalf of BC ELN gave me the rare opportunity to spend a whole day brainstorming challenging ebook issues with colleagues, grappling with crucial questions around the goal of ebook collections - long term collection building or providing access affordable access - and thinking creatively about how to meet increasing demand for these formats in post-secondary environments.

BC ELN Office Sharing the Cheer

The BC ELN team celebrated the holiday season not only with a stellar potluck and holiday decorating with origami crafts, but also through the sponsorship of a family in need of holiday assistance with gifts and food. Post-potluck, this well-fed and full of cheer team wrapped and prepped gifts for their family sponsored via the Caring Neighbours Program of Family Services of Greater Vancouver.



Learn more about this program and others like it to bring some cheer to a family in need when the holidays roll around again next year!

Caring Neighbours Program of Family Services of Greater Vancouver: <http://www.fsgv.ca/mainpages/ourfunders/2013caringneighboursprogram.html>

YWCA of Metro Vancouver Presents of Peace Program: http://www.ywcavan.org/content/Holiday_Giving_Presents_of_Peace/138

Surrey Christmas Bureau Adopt-A-Family (AAF) Program: <http://christmasbureau.com/adopt-a-family/>

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