

BC ELN Progress Report: January to June 2020

BC ELN reports biannually on progress made towards achieving its [strategic goals](#).

Highlights

BC ELN resources and services have remained available online to support institutions during COVID-19 disruptions. BC ELN staff are working remotely, and are available to help partner library staff: <https://bceln.ca/about/contact-us>

Licensing Portfolio

Throughout COVID-19 disruptions, BC ELN licensing renewals continued apace to ensure uninterrupted access to online resources. In cases where publishers temporarily opened access to their electronic resources to assist students through the crisis, BC ELN facilitated resource upgrades for interested institutions. At the request of partner libraries, the Office completed a Permissions Project that was launched in 2019; the Terms and Conditions section of the BC ELN website is now fully updated to display expanded information about resource licensing permissions.

Online Learning Support

Both AskAway and WriteAway saw considerable increases in student usage after COVID-19 related institutional closures, indicating the strong need for these online learning support services. Participating libraries responded with increased staffing and broader hours of service. Libraries were surveyed to understand needs and were offered enhanced training to support service providers.

Illume Interlibrary Loan Service

The Illume Administrative Centre provided guidance for BC libraries that temporarily halted interlibrary loans of physical items in response to the COVID-19 pandemic. The Centre advised on software and workflow adjustments, provided targeted training, guides and videos, and shared regular updates. Support was further provided to post-secondary libraries continuing to provide non-returnable resource materials.

Shared Services

The BC History Digitization Program (BCHDP) – Arca Hosting Initiative secured a continuation of funding to 2025 from the Irving K. Barber Learning Centre (IKBLC) at UBC Library. This ensures uninterrupted BC ELN support for Arca hosting for BCHDP grant recipients, and furthers a mutual goal of enhancing access to British Columbia's digital assets.

Consortial Governance

BC ELN provided in-house facilitation for both the BC ELN Steering Committee and eHLbc Management Committee to assist with strengthening their respective Terms of Reference. The BC ELN Steering Committee further developed orientation and engagement processes to better involve partner libraries.

Supporting Learning & Research

Strengthen Our Licensing Program

Administration and Infrastructure

- Completed candidate search and hired a permanent Licensing Coordinator in March 2020 to accommodate departure of Licensing Manager and temporary Coordinator
- Held multiple Licensing meetings to acquaint new Licensing Coordinator with resources and responsibilities
- Completed Permissions Project that was launched in 2019 and fully updated Terms and Conditions section of the BC ELN website to display expanded information about resource licensing permissions
- Met with Cambridge University Press representatives to explore pricing models for Canadian colleges
- Undertook focused initiative to move partner libraries to electronic funds transfer (EFT); 91% of the total number of BC ELN libraries now pay by EFT
- Prepared and reorganized the Licensing team's 2020 projects in Asana (project management software) to streamline renewals process and organize ongoing maintenance and projects
- Reviewed and refreshed foundational Licensing Portfolio documents to align with new approach

License Renewals

- Renewed 33 resource licences
 - Collaborated with Consortia Canada on four national license renewals
 - Renewed three licences in cooperation with other Western Canada consortia, including Council of Prairie and Pacific University Libraries (COPPUL), The Alberta Library (TAL), the Manitoba Library Consortium (MLC), and the Electronic Library of BC (eHLbc)
 - Negotiated transitional pricing for resource renewals as Yukon College transitioned to Yukon University
- Facilitated temporary open access and upgrades throughout May and June when appropriate for several current licensed resources in response to COVID-19
- Reviewed new and revised vendor licence agreements for 4 Seasons of Reconciliation, ACLS Humanities eBook, and Statista
- Led Consortia Canada renewal of LexisNexis Academic and Quicklaw; managed meeting with ConCan colleagues and multiple correspondences with vendor; working on implementing a new, more appropriate pricing model for this product.

Resource Selection

- Negotiated two new resources: Harvard Business Review Press eBook Collection and ProQuest Academic Video Online (AVON), a comprehensive video collection covering a range of academic topics.
- Participated in Consortium Canada offer to provide libraries with Audio Cine Film Streaming (ACF), a streaming collection of classic and popular films and 4 Seasons of Reconciliation, multi-media teaching resource that promotes a renewed relationship between Indigenous Peoples and Canadians.

Nurture the Virtual Learning Commons

AskAway

- Fortified AskAway in response to COVID-19 related library closures to ensure that students, instructors, and researchers had uninterrupted access to online chat reference during the crisis:
 - Increased AskAway's capacity to meet an approximately 60% increase in demand for the service in March 2020 versus March 2019;
 - Libraries committed to an additional 73 hours/week in the final 3 weeks of Section 2 (Jan-Apr)
 - Increased AskAway's capacity to meet an approximately 95% increase in demand in May and June 2020 versus May and June 2019:
 - Libraries committed to an additional 77 hours/week in Section 3 (May-Jun) and an additional 46 hours/week in Section 4 (Jul-Aug)
 - Offered an ad hoc online training session to 20 new and returning service providers to quickly prepare them to staff the service
 - Created COVID-19 specific FAQs to support service providers
 - Surveyed partner libraries to determine their chat reference needs during the semester break (i.e. mid-April to mid-May)
 - Extended AskAway service through the semester break period, with service hours Mondays to Fridays 9am-6pm
 - Created and shared online promotional material to help libraries inform their users that AskAway would be open during the semester break
 - Surveyed partner libraries to determine their chat reference needs during the summer to fall semester break (i.e. mid-August to mid-September)
- Supported service providers with the transition to the new APA Publication Manual, 7th edition so they can continue to provide students with relevant and current citation guidelines and examples
- Released the LibraryH3lp current AskAway chats status board to help service providers balance traffic on their shifts and provide more efficient service
- Followed the new Inclement Weather Guidelines to provide uninterrupted service during snow closures
- Released 2019 AskAway Actions & Achievements report highlighting the service's value and accomplishments, available at: <https://bceln.ca/about/bceln-reports/actions-achievements>

WriteAway

- Developed and implemented a COVID-19 contingency plan to provide uninterrupted support for institutions, tutors, and students during institutions' transition to remote instruction:
 - Surveyed participating institutions about online writing support needs during remote instruction
 - Extended January-April semester by two weeks to accommodate extended deadlines for student writing assignments
 - Increased staffing capacity to support higher service usage by students (institutions quickly added 246 hours to immediately respond to higher student demand in the last weeks of March and the beginning of April)
 - Increased minimum tutoring contributions for the May-August semester (17/18 institutions were able to contribute an additional 10% to their semester tutoring hours)
- Facilitated training for 42 new tutors using refreshed training materials
- Welcomed Alexander College as the 18th institution participating in WriteAway
- Revised and updated best practices for scheduling and procedures for backlogs
- Reached out to BC ELN Members that don't currently participate in WriteAway to discuss potential participation and how students can benefit from service (Alexander College, Ascenda School of Management, Capilano University, Columbia College, Columbia Bible College, Yukon University)
- Connected with institutions across Canada (in Alberta, Ontario, and Nova Scotia) to discuss merits of consortial online writing support
- Attended BC Chapter of the Canadian Writing Centre Association meeting to review and reflect on Royal Road's Four Feathers Writing Guide and Indigenous ways of knowing in writing, research, and scholarship
- Attended Online Writing Services Conference 2020 hosted by Lethbridge College to connect with peers and colleagues to discuss online writing support successes and challenges
- Attended Online Writing Centers Community Virtual Conversation Hour on "Branching Out for Better Marketing" led by Bethany Bibb, Associate Director of the Graduate Writing Center & SUU Writing Center, Southern Utah University - opportunity to connect with peers and colleagues in the United States and learn about promotional best practices
- Released 2019 Actions & Achievements highlighting WriteAway's value and growth, available at: <https://bceln.ca/about/bceln-reports/actions-achievements>

Support Every Student

Develop Accessibility Standards

- Researched vendors that completed the Voluntary Product Accessibility Template (VPAT) for their products and/or created accessibility statements (e.g., Alexander Street Press, Britannica, EBSCO, ITHAKA, LexisNexis, OUP, ProQuest)
- Monitored accessibility standards and projects that other consortia are working on (e.g., OCLS' work on Library eResources Accessibility Project)

Building Library Infrastructure

Nurture Resource Sharing

Provide a Clearinghouse for System Created Metadata

- Posted and communicated updates to BC Legislative Library MARC records and BC Open Textbook MARC records hosted on the BC ELN website including the complete 2019 yearly records

Sustain the BC Union Database

- Started work with Auto-Graphics to identify issues & next steps in the 2020 Union Database Clean-up Project to refresh all BC Union Catalogue, ELN Media Cat & ELN Serials Cat union database records and holdings

Optimize Interlibrary Loan Management

- Supported libraries through COVID-19 disruptions:
 - Developed and communicated multiple news items including tips for managing temporary closures related to COVID-19
 - Developed a list of Public & Academic libraries suspending ILL services and updated as libraries announced closures; Post-secondary list of libraries also included information on academic libraries still providing Non-returnable (copy) requests of ejournal materials
 - Discussed additional COVID-19 software settings and request workflow suggestions with the vendor Auto-Graphics and other SHAREit customers to ensure BC's libraries had optimal suggestions for proceeding with closures; Updates & suggestions/tips were shared with Illume libraries through the Illume website and listservs
 - Created a targeted group training session for academic libraries on optimizing Illume for Non-returnable (Copy) requesting-only during COVID-19 closures of physical materials requesting; The session was attended by over a dozen academic staff members
 - Created and communicated videos specific to updating the Illume (SHAREit V6) UX Admin interface to assist member libraries with communicating closures directly to their patrons via Illume
 - Enhanced the Illume Admin Centre support website with new and updated communications, many related to COVID-19 support; Created and updated 13 guides, 11 FAQs, semi-annual reports and multiple News notices of software/server updates and downtime
 - Contributed & shared Illume COVID-19 closure, workflow, and quarantine materials with other SHAREit customers to aid each other in addressing issues arising from the pandemic; The Illume Support Centre also reviewed shared materials of other customers to provide better support to our member libraries during this exceptional time

- Created and updated multiple guides on Patron-initiated Interlibrary Loans, including new videos for every step of the process, and related guides such as the Borrowing Policy and ILL Review
- Created and updated multiple guides on updated SHAREit V6 features including the ERTI Smart-build, Search Tips, and more
- Provided multiple one-on-one training sessions via webinar or telephone on a wide-variety of topics including Statistics, Searching & Search Resources/Targets, Request Manager Workflow, and more
- Worked with the vendor Auto-Graphics and other SHAREit customers to identify workflow issues, such as "Lost" requests deleting too soon, so Illume libraries could implement tips/suggestions and the vendor could update the software
- Contributed anonymized information on Illume participating members to a clearing house of Illume (SHAREit) customers; This clearing house was created by Auto-Graphics and SHAREit customers to promote and aid in collaborative sharing of solutions and troubleshooting for any issues encountered interacting & using SHAREit V6 with multiple varied library set-ups

Identify & Develop Shared Services Opportunities

Administer Illume

- Responded to and managed 261 support cases from public & post-secondary libraries, including brokerage for multiple public Reading Centres: Questions were predominantly regarding Holidays/Closures related to COVID-19, Training Support, ILL Request Support, Live Shelf Status, and V6 SHAREit software issues/bugs & enhancement requests
- Opened 17 Auto-Graphics (A-G) Helpdesk tickets via email or telephone, reporting a variety of issues related to the V6 SHAREit software issues/bugs, enhancements/features, and server updates
- Worked with A-G to coordinate necessary server updates, upgrades and troubleshooting of the new V6 software
- Attended A-G User Group Quarterly meetings as Chair of User Group and facilitated transfer of User Group Chair position in January 2020
- Issued the July- December 2019 Illume Administrative Centre Progress Report: <https://illumebc.ca/about-us/reports/progress>

Identify Opportunities for Cooperative or Shared Post-secondary Library Infrastructure

- Nurtured the BC History Digitization Program (BCHDP) – Arca Hosting Initiative:
 - Successfully negotiated sustainable 5-year funding (2021-2025) from the Irving K. Barber Learning Centre (IKBLC) at UBC Library ensuring continuation of essential Arca hosting and support for BC History Digitization Program (BCHDP) grant recipients, and furthering a mutual goal of supporting access to British Columbia's digital assets
 - Reviewed and assessed 27 grant applications as a member of the 2020 BCHDP grant adjudication committee
 - Discussed with BCHDP Arca hosting and support for 3 BCHDP grant applicants: Sidney Museum, Mackenzie & District Museum Society, and the Tofino Clayoquot Heritage

Museum, contingent on achieving sustainable funding for the BCHDP-Arca partnership after 2020

- Worked with Sidney Museum archivist on parameters for ingesting their Peninsula Newspaper project into Arca, a requirement of their 2020 BCHDP grant
- Supervised UBC iSchool professional experience student work, which included creating an Arca newsletter, metadata wrangling for 2 BCHDP collections, and researching the Digital Content Life Cycle
- Developed first in a series of Arca guides for small GLAM sector organizations to support widespread interest in making community newspaper collections accessible: Preparing Newspapers for Batch Ingest:
<https://docs.google.com/document/d/1owsIQYOgh6bawJygBIPSucXufSAkuK4t_adJwRLb2dU/edit?usp=sharing>
- Progressed on ingesting 3 new BCHDP collections: videos from the Heritage Park Museum in Terrace, community newspapers from Whiterock Museum & Archives, and oral history recordings from the Hazelton Pioneer Museum

Build Arca

Develop & Enhance Arca's Customised Platform

- Produced templates and documentation for Islandora Multi-Importer, allowing Arca sites to batch upload objects on their own with a spreadsheet of metadata instead of complex MODS XML files
- Installed caching software to improve performance and ease load on website
- Created custom ingest processing workers to ensure that each member site has fair access, i.e. sites ingesting large amounts of content will not affect ingest speed of other sites
- Performed a Privacy Impact Assessment and enabled Arca to connect with institutions' Centralized Authentication Systems, allowing users to log in with their institution accounts

Expand Membership Within & Beyond BC

- Migrated the Mount Royal University DSpace repository into Arca
- Built the Vancouver Public Library Arca site

Support Knowledge Exchange & Create Communities of Practice

- Met with Arca partners BC Regional Digitized History (BCRDH) to discuss best practices for a regional hub approach to GLAM sector participation in Arca, in line with Arca's strategic goal of actively pursuing GLAM sector partnerships within BC

Connecting Partners

Administer Electronic Health Library of BC (e-HLbc)

- Prepared and released the 2019 eHLbc Year in Review annual report to communicate the value of the consortium: https://ehlbc.ca/sites/default/files/reports/eHLbc_Year_In_Review_2019.pdf
- eHLbc Progress Reports available here: <https://ehlbc.ca/about/ehlbc-reports/progress-reports>

Engage with Consortial Communities

Assume a Leadership Role in the Canadian Consortial Landscape

- Hosted the first meeting with Canadian collaborative chat reference services colleagues to share and discuss common service and software challenges and opportunities

Contribute to International Consortial Dialogue

- Attended 4 meetings of the International Coalition of Library Consortia (ICOLC) Coordinating Committee
- Assisted with ICOLC's Statement on the Global COVID-19 Pandemic and Its Impact on Library Services and Resources in response to the COVID-19 crisis; both BC ELN and eHLbc are signatories on the statement
- Attended 3 meetings of the ICOLC Futures Committee

Nurture New Partnerships & Relationships

Reach out to potential partners to build new relationships and realize common goals

- Met with BC Libraries Cooperative staff to discuss potential consortial historical newspaper purchase
- Met with Ontario Colleges Library Service (OCLS) Executive Director to discuss support for members during COVID-19 pandemic
- Spoke with UBC iSchool associate professor teaching a new course entitled Information in Times of Crises to highlight the how BC ELN services help institutions navigate crises and risks

Sustaining our Organization

Promote Good Governance

- Steering Committee completed a performance review of BC ELN Executive Director

Enhance External Communications

- Communicated to partner libraries BC ELN Office's readiness to assist during COVID-19 disruptions via website, emails, newsletter, and meeting announcements
- Provided update to Ministry on BC ELN's COVID-19 related supports available to partner libraries
- Provided a BC ELN orientation to new Ministry representative
- Took steps to improve accessibility of BC ELN communications for the visually impaired, including:
 - Added alternative text to all images on BC ELN website
 - Revised BC ELN newsletter templates to align more closely with accessibility standards
 - Produced a best practice guide for BC ELN Office staff to produce PDF documents that are accessible

Support Governance Committees

- Facilitated governance sessions for both BC ELN Steering Committee and eHLbc Management Committee to assist with strengthening respective Terms of Reference
- Facilitated a discussion with BC ELN Steering Committee to develop strengthened committee orientation and engagement practices, as was suggested at the December 2019 All Partner Library meeting

Strengthen Consortial Operations & Infrastructure

Cultivate Staff Expertise & Capacity

- Shifted from monthly to weekly staff meetings to maintain connection and provide additional opportunities for information sharing as staff works remotely during COVID-19
- Completed hiring process of new Licensing Coordinator who will provide license support for both BC ELN and eHLbc; work included candidate search, interviews, reference checks, and orientation for new staff member
- Reassigned work duties to support one-year study leave of BC ELN Manager Sunni Nishimura

Enhance Financial Infrastructure & Practices

- Completed Year End accounting review of BC ELN and eHLbc cost recovery accounts to ensure flow-through activities are balanced

Sustain Healthy Funding

- Confirmed annual budget allocation from Ministry of Advanced Education, Skills & Training
- Submitted 2020/21 Expenditure Plan to Steering Committee; plan endorsed at May virtual meeting

Champion our Work through Annual Reports etc.

- Produced BC ELN and service area reports to communicate annual achievements and value of consortial activities:
 - BC ELN Innovation & Success 2019 report: <https://bceln.ca/about/bceln-reports/innovation-success>
 - Actions & Achievements reports: <https://bceln.ca/about/bceln-reports/actions-achievements>
- Issued following electronic newsletters:
 - BC ELN Connect (April) to the broader community; publication highlighted COVID-19 related support, newsworthy items, and project progress
 - WriteAway Next Draft (June) to WriteAway community; publication highlighted COVID-19 response, student feedback, new members, and preparations for summer term