

**Goal 1.** To build on existing projects and create new initiatives that take advantage of opportunities provided by emergent technologies and new resources to foster learner and researcher success.

Objectives	Activities/Results
<p>1.1 Pursue new products and services that meet users' needs</p>	<ul style="list-style-type: none"> <li>• <b>e-HLbc</b> launched on time April 1, 2006, including Biomedical Reference Collection - Comprehensive Edition; EBM Reviews; LWW Total Access Collection, and Medline (OVID and EBSCO).</li> <li>• <b>askaway... Real People. Real Help</b>, the Provincial Post-Secondary Virtual Reference Service launched September 25, 2006, a partnership of the Ministry of Advanced Education (\$130,000 in funding), BCcampus (\$35,000 in support for continued coordination), BC ELN, and Partner Libraries who provide staffing for the service. 20 libraries participate, providing 62 hours weekly of service. All participating libraries benefit. Libraries already offering virtual reference service are able to expand service hours. For some Partner Libraries, this is a new service. <b>askaway</b> is ready to provide high quality service through in-depth training of all participating staff members and double, triple or quadruple staffing to ensure responsive service.</li> <li>• OCLC QuestionPoint software selected for Provincial Post-Secondary Virtual Reference Service by Virtual Reference Management Committee. Joint purchase with the Provincial Public Library Virtual Reference Committee secures best possible pricing and other synergies such as sharing of negotiating expertise and training opportunities.</li> <li>• The brand for our VR service was selected. The service name and tag line are: askaway... Real People. Real Help. This brand has been endorsed by both the BC ELN/BCcampus VR Planning Team and the Public Library Services Branch (PLSB) VR Committee. The colour version of the logo can be viewed at: <a href="http://www.eln.bc.ca/vr_portal/askawaybrand.jpg">http://www.eln.bc.ca/vr_portal/askawaybrand.jpg</a></li> <li>• BCcampus part-time Project Coordinator position created and filled. Current focus is on Virtual Reference</li> <li>• Met with representatives from EBSCO, Gale, McGraw-Hill, Bowker, Micromedia ProQuest, OCLC, OVID, APA (American Psychological Association), myiLibrary, and Overdrive to review new product offerings and training opportunities.</li> </ul>

Objectives	Activities/Results
1.2 Ensure existing products and services meet users' needs	<ul style="list-style-type: none"> <li>• Coordinated database renewals</li> <li>• 83 products now licensed by BC ELN.</li> <li>• Coordinated training / information sessions on Virtual Reference / QuestionPoint (UBC, SFU, U Vic, UNBC, Malaspina University-College, Okanagan College, Douglas College, Thompson Rivers University, and Northwest Community College), American Psychological Association products (PsycINFO, PsycARTICLES, PsycABSTRACTS, PsycBOOKS, PsycEXTRA), e-HLbc webcast training sessions on EBSCO and OVID products, netLibrary new interface, and Access Science.</li> </ul>
1.3 Support and expand provincial resource sharing network	<ul style="list-style-type: none"> <li>• An Ariel Document Delivery Upgrade was made possible thanks to \$100,000 in special project funding from the Ministry of Advanced Education. This is a necessary upgrade to allow libraries to upgrade computer operating systems on Ariel stations, replace aging scanners, and to provide more reliable service. Enhanced security features allow more libraries to send directly, rather than relying on the Infotrieve store-and-forward server. Each BC ELN partner library was eligible for one full upgrade, one receive-only upgrade, and one scanner. Libraries could opt for additional purchases at discount pricing (invoicing will be rolled into 2006 ILL invoicing).</li> <li>• Ariel software purchased at 20% discount. The Fujitsu 5015C scanner was selected, a new model replacing the Fujitsu 15C scanners distributed as part of the 2001 Ariel project, after testing for Ariel compatibility by Okanagan College. Scanners were shipped to all participating libraries, in several installments due to limited supply of the scanners in North America as this model had just been released. All 25 participating libraries have received software and scanners and implementations are in progress.</li> <li>• reSearcher: CUFTS2 released and implemented by Partner Libraries, includes new Web 2.0 features such as tagging in CJDB. CJDB now has a MARC records export feature. New Forums developed for reSearcher support.</li> <li>• Participated in A-G User Group Meetings</li> <li>• Renewed A-G contract for OutLook OnLine services to March 31, 2009</li> <li>• Preliminary discussions on ISO ILL communications between Relais, (ILL management system recently purchased by universities), and AGent (OutLook) ILL. Vendor to vendor testing successfully completed. UBC and North Island College have volunteered for library-to-library testing.</li> </ul>

Objectives	Activities/Results
1.4 Coordinate technical implementation of BCcampus Library Services Portal	<ul style="list-style-type: none"> <li>• Participated in BCcampus Learner Services Committee meetings</li> <li>• Updated knowledgebase and conducted quality control for gateway.</li> </ul>
1.5 Develop mechanisms for demonstrating the value of BC ELN services	<ul style="list-style-type: none"> <li>• Met with Director, Policy and Systems Quality Branch (a new Branch reflecting Ministry reorganization. BC ELN now reports to the Policy and Systems Quality Branch).</li> <li>• Consulted with Ministry of Advanced Education on current and possible future approaches to accountability / performance measures, to be reflected in the 2006 - 2011 Strategic Plan.</li> <li>• Released 2005/2006 Year in Review <a href="http://www.eln.bc.ca/view.php?id=1375">http://www.eln.bc.ca/view.php?id=1375</a></li> <li>• Released May BC ELN Connect: <a href="http://www.eln.bc.ca/view.php?id=1339">http://www.eln.bc.ca/view.php?id=1339</a> Article <i>BC ELN: Core Values and Guiding Principles</i> illustrates a values-based approach to accountability, building on the 2006 <i>Appreciative Inquiry</i> exercise <a href="http://www.eln.bc.ca/view.php?id=1339#values">http://www.eln.bc.ca/view.php?id=1339#values</a>.</li> <li>• Released September BC ELN Connect: <a href="http://www.eln.bc.ca/view.php?id=1405">http://www.eln.bc.ca/view.php?id=1405</a></li> <li>• Preliminary analysis of needs for <i>Stories of BC ELN's Best</i> (database of stories for BC ELN website), based on <i>Appreciative Inquiry</i> interviews</li> </ul>
1.6 Develop five year strategic plan (2006-2011)	<ul style="list-style-type: none"> <li>• Central Vision Goal, Strategic Vision Goals, Bold Steps, Mission, and Core Values and Principles endorsed at July Steering Committee Meeting</li> <li>• BC ELN internal strategic planning meetings (May 30 - facilitated meeting, September 20)</li> <li>• Consulted with Ministry of Advanced Education staff on current and future potential accountability (performance) measures for BC ELN</li> <li>• BC ELN Connect article, <i>BC ELN 2006 - 2011: Vision and Strategy</i>, explains the strategic planning process to date and next steps: <a href="http://www.eln.bc.ca/view.php?id=1405#vision">http://www.eln.bc.ca/view.php?id=1405#vision</a></li> </ul>

Objectives	Activities/Results
<p>1.7 Improve administrative infrastructure to better support operational requirements</p>	<ul style="list-style-type: none"> <li>• BC ELN office remodeled to increase space effectiveness, space expanded to accommodate temporary contract staff.</li> <li>• Reviewed and updated BC ELN Tier Structure, to reflect changes at partner libraries over the last few years. After reviewing information gathered from the Ministry of Advanced Education, from post-secondary associations, from CPSLD and from provincial legislation, it was decided that additional indicators need to be considered when determining tiers. Analysis determined that the following indicators would form the basis of tier placement for each institution: <ul style="list-style-type: none"> <li>• their mandate as dictated through BC legislation</li> <li>• the credentials they award as tracked by the Ministry of Advanced Education</li> <li>• their representation through CPSLD categories</li> <li>• their affiliation with AUCC</li> <li>• their full-time enrolment figures (FTE) – which can further distinguish pricing once categories 1 – 4 are established.</li> <li>• The new Tiers, which take effect September 1, 2006, can be found at:</li> <li>• <a href="http://www.eln.bc.ca/view.php?id=1391">http://www.eln.bc.ca/view.php?id=1391</a></li> </ul> </li> </ul>
<p>1.8 Explore emerging technologies &amp; trends</p>	<ul style="list-style-type: none"> <li>• Presented at <i>British Columbia Library Conference 2006</i> on resource-sharing technologies, multi-sector licensing and digital commons.</li> </ul> <p>Staff also:</p> <ul style="list-style-type: none"> <li>• co-chairs Consortia Canada</li> <li>• presented at Canadian Health Libraries Association on <i>Open Access and the Medical Librarian</i>; article published in the Journal of the Canadian Health Libraries Association</li> <li>• presented on the digital commons and open access at the Canadian Library Association conference</li> <li>• Chair, BCLA Academic Librarians in Public Services (ALPS)</li> <li>• actively participate in other library association activities</li> </ul>

**Goal 2.** To sustain existing and create new relationships with cognate organizations in order to gain efficiencies and economies and deliver improved services, systems, and information resources to British Columbia learners and researchers

Objectives	Activities/Results
2.1 Develop relationships within the sector	<ul style="list-style-type: none"> <li>• Participated in BCcampus and Public Library Services Branch regional meetings at College of New Caledonia and Okanagan College</li> <li>• Irving K. Barber Learning Center participated in May 30 BC ELN internal strategic planning meeting</li> </ul>
2.2 Develop cross-sectoral relationships and initiatives	<ul style="list-style-type: none"> <li>• e-HLbc consortium launched with full participation of BC ELN Partner Libraries with health programs (24 libraries). BC ELN Manager and staff participate in May 16 public e-HLbc launch. The e-HLbc consortium requested that BC ELN undertake administration of e-HLbc consortium. BC ELN, SFU, and the e-HLbc Management Team are in the process of finalizing contract negotiations. BC ELN participates in the e-HLbc Training Team.</li> <li>• Joint planning for resource acquisition with ERAC (Ministry of Education's Education Resource Acquisition Consortium) and Public Library Services Branch.</li> <li>• Joint planning for Post-Secondary / Public Library Provincial Virtual Reference; participated in BC Public Library Virtual Reference Task Group, Service Model &amp; Evaluation Team, and Joint RFQ Evaluation Team</li> <li>• Participated in BC Public Library Overdrive working group. Launch of eaudio collection, with a primary focus on popular novels, anticipated for January 2006. Post-secondary participation in this project is anticipated at a later date, when other formats such as videos, e-text, and e-music, as well as more academic materials, can be included in the service.</li> </ul>
2.3 Maintain existing and create new relationships with relevant regional, national, and international consortia	<ul style="list-style-type: none"> <li>• First license, for <i>Grove Art and Music</i>, under Canadian OCLC network. Participation in the Canadian OCLC network will expand database licensing opportunities for partner libraries, making it possible for Canadian libraries to participate in large group purchases led by U.S. consortia.</li> <li>• Attended 17th Meeting of the International Coalition of Library Consortia, Philadelphia, April 2006</li> </ul>