

## **BC ELN Progress Report**

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

### **July – December Progress Highlights**

BC ELN began a strategic planning process in Fall 2021, which included surveying staff and partner libraries, and holding meetings guided by external facilitators. The process will conclude in mid-2022.

#### **Licensing Portfolio**

- In collaboration with BC Libraries Cooperative, BC ELN successfully led negotiation and licensing of Historical Newspapers of BC; by achieving targeted spend, ProQuest will provide BC and the Yukon access to archives of The Province, the Vancouver Sun, and the Times Colonist
- Completed the BC ELN New Product Selection process; identified four resources to investigate for consortial licensing
- Investigated options for licensing infrastructure replacement; selected ConsortiaManager as new licensing management software and will transition to ConsortiaManager in 2022

#### **Online Learning Support**

- Both AskAway and WriteAway continued to reinforce their services with increased hours to support institutional COVID-19 responses, and to meet student need
- AskAway completed its Proactive Chat Pilot; the Advisory Committee approved Proactive Chat for the service
- WriteAway implemented a new definition of weekend staffing to include Fridays and Mondays, resulting in a more balanced schedule and more consistent response times

#### **Illume Interlibrary Loan Service**

- Provided ongoing support to library staff through the COVID-19 pandemic with training, guides, and troubleshooting
- Completed the Union Database Clean-up Project, an initiative to refresh all BC Union Catalogue records and holdings, resulting in more streamlined service
- Continued to support the elimination of ILL Fees for non-returnable items between partner libraries by assisting libraries to implement best practices

#### **Shared Services**

- Arca launched Traditional Knowledge Labels; these allow groups hosting materials in Arca to add labels and notices on objects with connections to Indigenous communities
- Aided 19 GLAM institutions seeking help with their BC History Digitization Program (BCHDP) grant applications through the BCELN-BCHDP Support Service
- Announced the Indigitization Program-Arca Hosting Initiative pilot, which enables Indigitization Program participants to host their materials in Arca

# Supporting Learning & Research

## Strengthen Our Licensing Program

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### *Administration and Infrastructure*

- Investigated next steps for BC ELN's licensing infrastructure, which requires upgrading:
  - Investigated web tool upgrades as well as ConsortiaManager, a licensing management software designed for consortia; determined ConsortiaManager was the optimal solution to provide efficiencies, streamline activities for members, and reduce costs for BC ELN
  - Led multi-consortial negotiations for ConsortiaManager on behalf of interested Canadian consortia
- Negotiated a common inflationary renewal increase for ProQuest licensed resources through cross-consortial collaboration with COPPUL and TAL, resulting in pricing benefits and system-wide equity for libraries in Western Canada
- Created a Licensing Actions and Decisions document outlining important activities in support of licensing workflows, ensuring continuity of knowledge for co-op students and those working on renewals
- Standardized resource names across licensing tools and BC ELN website, ensuring consistency and clarity for partner libraries and staff
- Brought Communication and Mass Media Complete pricing model in line with BC ELN's standard pricing model

### *License Renewals*

- Renewed 47 resource and service licences:
  - Collaborated on 22 national licence renewals with Consortia Canada
  - Renewed 5 licences in cooperation with other Western Canada consortia including Council of Prairie and Pacific University Libraries (COPPUL), the Alberta Library (TAL), the Electronic Health Library of BC (eHLbc), and the Manitoba Library Consortium (MLC); acted as lead on one renewal

### *Resource Selection*

- Completed the BC ELN New Product Selection process for 2021:
  - Upon closure of the BC ELN Resource Forum, launched the BC ELN Ranking Survey; 22 resources suggested by BC ELN partners
  - The Survey concluded with 23 libraries voting on their top choices to investigate for future consortial licensing (70% response rate)

- Began investigations into the top four highly prioritized resources
- Secured free province-wide access to three historical newspapers of BC archives for all British Columbians and Yukoners by reaching target spend of \$1,150,000 CAD
  - Along with the BC Libraries Cooperative, successfully led negotiation and licensing of a new offer for BC Historical Newspapers one-time purchase, which includes archived content from *The Province* (1898-2010), the *Vancouver Sun* (1912-2010), and the *Times Colonist* (1884-2010)

## Nurture the Virtual Learning Commons

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### *AskAway Chat Research Help*

- Supported AskAway institutions in response to the Fall return to campus to ensure that learners, instructors, and researchers had reliable access to online research help:
  - Opened AskAway two weeks early in September, with service hours Monday to Friday 9am to 5pm, in response to partner library needs
  - Added capacity to the collaborative schedule to meet anticipated demand in Section 1 (September-December) 2021, at the direction of the Advisory Committee
- Led the work of the Proactive Chat Pilot Task Group in:
  - Developing communications and support materials for service providers
  - Launching a proactive chat pilot
  - Creating and sharing pilot assessment tools
  - Gathering and analyzing pilot data
  - Writing a final report and developing a recommendation to present to the Advisory Committee; proactive chat was approved for the service
- Published two editions of “The Chat Box”, AskAway’s newsletter, to broad audience
- Trained 30 new and returning service providers in four online sessions to prepare them to staff the service
- Met with collaborative virtual reference coordinators across North America to share ideas, best practices, and trends in chat reference service support and delivery

### *WriteAway*

- Supported WriteAway institutions in maintaining elevated levels of tutoring hours (implemented when COVID-19 began) to provide reliable and efficient online writing support for students, with approval by the WriteAway Advisory Committee
- Implemented a re-defined concept of “weekend” tutoring to include Friday and Monday, resulting in a more balanced schedule throughout the week for more consistent

response times

- Developed new Job Description for the WriteAway Coordinator position, in consultation with WriteAway stakeholders
- Submitted WriteAway Coordinator job description for approval by SFU Human Resources
- Extended contract for temporary WriteAway support to help meet WriteAway service needs during search process for WriteAway coordinator
- Published Fall issue of “The Next Draft”, WriteAway’s newsletter, to broad audience
- Held a facilitated WriteAway Coordinators’ Meeting in December to provide a forum for cross-institutional connections, share updates on WriteAway, and discuss potential improvements to WriteAway tutor training
- Created and released new WriteAway marketing materials to support partner institutions; materials included posters, bookmarks, and social media content

# Building Library Infrastructure

## Nurture Resource Sharing

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### *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

### *Sustain the BC Union Database*

- Completed the Union Database Clean-up Project, an initiative to refresh all BC Union Catalogue records and holdings
  - Finished refresh of 3.5 million union database records after receiving MARC record extracts from every Illume participating library
  - Removed 1 million records with erroneous or incomplete information
  - Identified remaining issues to be investigated in 2022, such as eJournal records for academic libraries and other issues that support more optimal load leveling

### *Optimize Interlibrary Loan Management*

- Continued to support libraries through the COVID-19 pandemic:
  - Provided online live training to multiple libraries to support new & returning staff, around optimizing workflows to include shifting pandemic procedures, and optimizing Illume features in order to assist reduced Staff
- Enhanced the Illume Admin Centre support website with new and updated communications; created and updated 24 guides, 17 FAQs, semi-annual reports, a newsletter and multiple news notices of software/server updates, bugs/issues and downtime
  - Created and updated multiple guides on Union Databases, Search Tips, Desktop Delivery, Undo Request Statuses, Best Practices, ILL Lender Policies, and more
- Provided multiple one-on-one and group training sessions via webinar or telephone on a wide-variety of topics including Request Workflow, ISO site set-up, Z39.50 configuration, Live Shelf Status, Search & requesting, Patron initiated ILLs and more
- Supported the work of eliminating ILL fees for non-returnable items between partner libraries:
  - Completed a review of all BC ELN post-secondary libraries and their current settings recommended within the Best Practices for SHAREit Academic Libraries
  - Contacted libraries with outstanding configuration issues to provide training and assistance in support of compliance with the Best Practices
  - Provided individual and group staff training online for Administrators & Staff to

discuss workflow, settings configuration, load leveling, and optimization features, such as live shelf checks, available to support best practices

- Worked closely with two participating libraries, Capilano University and British Columbia Institute of Technology, to ensure their Relais software (different from the SHAREit software most Illume participants use) is configured to interoperate with Illume
- Worked closely with Trinity Western University (TWU) in order to onboard the institution as an Illume participating library in 2022; completed configuration, and set-up and testing of ISO communications between Relais and SHAREit
- Supported InterLINK Public Libraries in developing and publishing ILL policy pages, including creating and communicating a template with recommendations on publishing ILL Policy pages

## Identify & Develop Shared Services Opportunities

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### *Administer Illume*

- Responded to and managed 319 support cases from public & post-secondary libraries, including ramping up brokerage support for multiple public Reading Centres; questions were predominantly related to Training Support, ISO Support, Lender Policies, SHAREit Software Issues & Bugs, and Union Databases records
- Worked to bring BC ELN Associate Members into the Illume interlibrary Loan system:
  - Developed a 10-Step Action Plan for BC ELN Associate members approved for participation in Illume
  - Worked closely with associate member Alexander College to provide training and onboarding, including an in-person session with Administrators and Staff regarding Illume workflow, best practices, and benefits & responsibilities
  - Communicated the new participation plan to additional associate members interested in Illume participation including University Canada West and Acsenda College
- Issued the July - December 2021 Illume Administrative Centre Progress Report: <https://illumebc.ca/about-us/reports/progress>
- Published “Spark”, Illume’s newsletter, to broad audience

### *Partner with DigitalBC*

- Attended regular DigitalBC Committee meetings and supported discovery platform development and grant application work to continue moving the initiative forward
- Supported application for a Canada Healthy Communities - Digital Solutions grant to fund infrastructure development for DigitalBC; application was unsuccessful
- Solicited letters of support for DigitalBC from community partners for grant applications

## *Identify Opportunities for Cooperative or Shared Post-secondary Library Infrastructure*

### BC History Digitization Program (BCHDP)-Arca Hosting Initiative and Support Service

#### Administrative Work

- Attended three BCHDP partnership meetings with the Head of Digital Programs and Services at the Irving K. Barber Learning Centre at University of British Columbia (UBC)
- Developed the BCHDP Support Site <<https://arca.bcelnapps.ca/bchdp/intro>> and began populating it with support materials developed by BCHDP contractors and co-op student
- Hired and supervised 3 contractors to support BCHDP grant applicants
- Supervised a high school Work Experience student project to prepare BCHDP-funded Société historique francophone de la Colombie-Britannique (SHFCB) materials for digitization

#### Grant Applicant Support

- Launched an Early Notice survey for prospective BCHDP grant applications to indicate their interest in receiving support; received 54 responses, 27 of which were from target audience of small Galleries, Libraries, Archives, and Museums (GLAM)
- Reached out to 27 organizations and conducted 28 meetings with 24 respondents to ascertain and address their support needs in applying for a BCHDP grant
- Finalized display customization of Sidney Museum newspapers collection in the BCHDP Arca site; attended official virtual launch of the Arca collection which showcased it for community members
- Provided support for a Selkirk College BCHDP grant application to digitize Kootenay region newspapers
- Consulted with the UBC Digitization Centre on a potential BCHDP digitization project for the Alder Grove Historical Society
- Connected BCHDP Early Notice respondents Alkw Media Society (Nuxalk Radio) and Tswaout First Nation with Indigitization to explore potential partnership
- Indexed and made searchable past BCHDP grant applications to facilitate support

#### Outreach

- Presented with BCHDP staff about the BCHDP Support Service to the GLAM sector community as part of the Maskwacis Cultural College Microlearning Series; “Put It Online! Support for Small BC GLAMs Seeking Funding to Digitize BC Historical Materials,” October 27, 2021

- Presented about the needs of small GLAM sector organizations at the regional consultation meeting with the provincial Parliamentary Secretary for Arts and Film

#### Digitization Work

- Created project workflow frameworks for newspaper, photograph, object and VHS tape digitization projects to guide BCHDP grant applicants
- Compiled guides for best practices on creating and implementing low-cost digital preservation systems for small GLAM organizations and about Traditional Knowledge (TK) Labels and applying Cultural Institution Notices to Arca collections
- Coordinated preparation of metadata for ingest of SHFCB and BC Society for the Museum of Original Costume (SMOC) collections into Arca
- Coordinated metadata preparation of City of Port Coquitlam collection of BCHDP-funded materials for ingest into Arca
- Consulted with SFU Library Digitization Centre on two potential BCHDP digitization projects for the Centre for Socialist Education and SMOC (planned to host in the BCHDP Arca site)

#### Indigitization Program - Arca Hosting Initiative

- Announced the initiative via news release distributed to multiple channels (e.g. listservs, social media)
- Provided an Arca orientation for members of the Indigitization Program Board
- Provided an Arca training session for Indigitization Program staff
- Met with Indigitization Program staff and Taku River Tlingit First Nations community members about possibility of hosting a collection of oral histories in Arca

#### Xwi7xwa Library Digitization Partnership

- Consulted with SFU Library Digitization Centre on quote for digitization of Xwi7Xwa Library's 27,000-page collection of Indigenous community newspapers
- Coordinated transfer of Xwi7Xwa Library collection to SFU Library for digitization
- Prepared Xwi7Xwa Library project metadata for SFU Library digitizers
- Met with Xwi7xwa Library staff to discuss communications for this project, including a news release and webpage

#### Open Journal Publishing – Pilot Service

- Launched a provincial service providing Open Journal System (OJS) journal hosting and support to BC ELN partner libraries
- Partnered with University of Alberta Library to provide free hosting and maintenance



- Provided hosting and testing space to six BC ELN partner libraries:
  - Douglas College
  - Emily Carr University of Art + Design
  - Justice Institute of BC
  - Kwantlen Polytechnic University
  - Thompson Rivers University
  - University of the Fraser Valley

## Build Arca

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### *Develop & Enhance Arca's Customized Platform*

- Completed and launched the Islandora Traditional Knowledge (TK) Labels module, which works with the Local Contexts API to add dynamic TK Labels and Biocultural Notices on objects with connections to Indigenous communities
- Participated in a Local Contexts consultation session to share expertise about Islandora TK Labels module
- Selected a vendor and approved funding for a Migration Assessment Project that will lay the groundwork for an Arca migration to Islandora 2.0
- Resolved an outstanding vulnerability to bot attacks by bringing all members under firewall protection. This required reevaluating some ingest practices and other processes which should ultimately make the platform more efficient

### *Expand Membership Within & Beyond BC*

- Communicated with the BC Libraries Cooperative on options for public libraries interested in digital repository services
- Presented about Arca to Langara College Library Technician Program students

### *Enable Provincial Discovery*

- Met with DigitalBC technical lead to resolve all outstanding questions about harvesting Arca. Provided approaches to metadata interpretation and technical solutions that simplify harvesting and display for all member sites in the DigitalBC platform.

### *Support Knowledge Exchange & Create Communities of Practice*

- Released "The Arc" newsletter December 2021, providing news about Arca with partners and the wider BC ELN community: <https://bceln.ca/news/the-arc>
- Completed National Heritage Digitization Strategy (NHDS) Strategic planning consultation survey

- Participated in NHDS stakeholder roundtable discussion to contribute to the NHDS strategic planning process

## Connecting Partners

### Administer Electronic Health Library of BC (eHLbc)

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BC ELN is the Administrative Centre for the [Electronic Health Library of BC](https://ehlbc.ca/) (eHLbc).

- eHLbc Progress Reports available here: <https://ehlbc.ca/about/ehlbc-reports/progress-reports>

### Engage with Consortial Communities

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#### *Grow & Maintain Relationships with Provincial System Partners*

- Participated in 2 roundtable sector organization discussions hosted by the Ministry of Advanced Education and Skills Training, and attended by BC ELN, EducationPlannerBC, BCcampus, and BC Council on Admissions and Transfer (BCCAT)

#### *Assume a Leadership Role in the Canadian Consortial Landscape*

- Hosted a Canadian Collaborative Chat Reference Services meeting to connect with consortial colleagues from across the country (e.g. Ontario Council of University Libraries, Ontario Colleges Library Service, and Novanet), and to share expertise and ideas
- Attended Consortia Canada virtual meeting
- Participated in media discussion meeting with other Canadian consortia
  - Discussed issues with current media streaming resources (Curio, Films on Demand, etc.) with other consortia
  - Sent out survey (created by COPPUL) to poll libraries about issues they've encountered
  - Signed collaborative draft letter from Consortia Canada to media vendors highlighting the issues members reported and requesting strategies for resolution
- Participated in Western Consortia meetings to discuss and move forward on cross-consortial collaborations (e.g. Negotiated a common inflationary renewal increase for ProQuest licensed resources through cross-consortial collaboration with COPPUL and TAL, resulting in pricing benefits and system-wide equity for libraries in Western Canada).

#### *Contribute to International Consortial Dialogue*

- Attended 4 meetings of the International Coalition of Library Consortia Coordinating Committee
- Contributed to goals of the ICOLC Consortial Awareness Group, an international working

group aimed at raising awareness of library consortia; developed a one-page explainer and presentation slides

## Nurture New Partnerships & Relationships

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

- Developed partnership with DataBC to make BC Assessment data sets available to partner libraries; piloting with British Columbia Institute of Technology and University of British Columbia
- Strategized with BC Libraries Cooperative, Focused Education Resources (K-12) and ProQuest to advance initiative to provide free provincial access to BC's historical newspaper archives (Vancouver Sun, Province, times Colonist)
- Attended International Coalition of Library Consortia EMEA (Europe, Middle East, and Africa) meeting

# Sustaining our Organization

## Promote Good Governance

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### *Enhance External Communications*

- Met with Ministry of Advanced Education and Skills Training (AEST) representative and AEST Communications team to discuss cross-sharing and promotion of messaging
- Created a LinkedIn page for BC ELN to share news updates; published series of articles on fostering a strong team dynamic; reached out to partner library directors to connect online
- Held BC ELN orientation session for new library directors at Columbia Bible College, University of the Fraser Valley and University of Northern British Columbia; shared customized dashboards highlighting BC ELN value for institutions

### *Support 2022-2027 Strategic Planning*

- Gathered input from Steering Committee on Strategic Planning wants and needs through facilitated internal discussion
- Conducted a search to find an external facilitator who can guide the BC ELN strategic planning process; involved call-out for applicants, preliminary discussions with 7 interested facilitators, review of 4 submitted proposals, and final selection with Executive Director and Senior Manager
- Surveyed partner libraries to gather input in preparation for Strategic Planning meetings
- Facilitated a staff input session to identify strengths, weaknesses, opportunities, and threats within the BC ELN context to bring forward to strategic planning sessions
- Communicated with partner libraries about Strategic Planning meetings and provided liaison support to external facilitators

## Strengthen Consortial Operations & Infrastructure

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- Hired Myfanwy Postgate into a continuing BC ELN Librarian with External Funding position (as Illume Coordinator) after completing a search process
- Provided administrative support to Steering Committee through meeting coordination and orientation materials provided to new and returning members
- Held a two-and-a-half-day staff retreat to foster a positive return to in-person work; topics ranged from team strengths, finding areas for cross-team collaboration, and problem-solving
- Provided training to licensing coordinator who will oversee for monthly reconciliations

and year-end reviews

- Communications Manager completed two online facilitation courses: Facilitation Methods and Strategic Planning

#### *Maintain and Improve Communication Systems*

- Attended 3 meetings with AEST representative
- Provided updates to AEST re: planned communications and announcements

#### Associate Member Support

- Reviewed and revised Associate Member Letters of Agreement and website content for consistency and clarity
- Communicated with institution applying for associate membership to clarify BC ELN expectations

## **Sustain Healthy Funding**

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- Drafted an AEST Funding request for bridge funding to support digital learner support services AskAway and WriteAway

#### *Champion our Work through Annual Reports etc.*

- Published 3 issues of BC ELN Connect Newsletter, archived at: <https://bceln.ca/news/connect-newsletter>
- Created and distributed a one-page explainer in collaboration with the ICOLC Consortial Awareness Group to quickly and easily explain the key activities and benefits of library consortia