

BC ELN Progress Report

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

Supporting Learning & Research

Strengthen Our Licensing Program

Administration and Infrastructure

- Negotiated a low common inflationary renewal increase for ProQuest-licensed resources for 2024; this was accomplished in partnership with other western consortia and provides stability for partner library budgets.
- Trained and supervised a UBC iSchool co-op student on ConsortiaManager, licensing renewals, and BC ELN project work.
- In conjunction with contracted license agreement expert, continued the Licensing Terms & Conditions project:
 - Posted the BC ELN model license to the BC ELN website and added a corresponding overview summary explaining the terms of the agreement clearly and concisely.
 - Successfully negotiated with EBSCO and ProQuest to adopt the BC ELN Model License agreement with small changes, resulting in an EBSCO-BC ELN Master License and a ProQuest-BC ELN Master License applying to all agreements with those vendors.
 - With permission, began adapting COPPUL's existing Model Streaming License for BC ELN's needs.
 - Began negotiations with smaller vendors to adopt BC ELN's Model License, or update existing licenses as needed.
- Began work on formalizing the pilot partnership with BC Data Service/BC Assessment to provide members with access to BC Assessment datasets.
 - Met with BC Data Services team to consult about process and future planning.
 - Drafted an initial Memorandum of Understanding (MOU) for review by the BC Assessment/BC Data Services representatives.
 - Cleaned up internal infrastructure, communications, and process around participating in the partnership.

- Collected necessary data and began preparations for a public space to post the information about the partnership.

License Renewals

- Renewed 35 agreements:
 - Collaborated on 16 national agreement renewals with Consortia Canada.
 - Renewed 4 agreements 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 two

Resource Selection

- Completed the Undergraduate Resource Bundle investigation process:
 - Captured data from final two surveys, which determined members were satisfied with the outcomes of the negotiations and the final pricing offer.
 - Updated all information on the BC ELN website for partner library reference.
 - Prepared internally for launching the agreement offer in ConsortiaManager.

Nurture the Virtual Learning Commons

AskAway Chat Research Help

- Confirmed Removing Barriers funding of \$30,000 over 2 years to help remove barriers for participating and prospective partner libraries.
- Released AskAway's 2023-28 Action Planning Framework: <https://bceln.ca/services/learning-support/askaway/action-planning>
- Hosted a lunch and learn for service providers and coordinators to learn about a collaborative research project and publication using AskAway transcripts; approximately 35 attendees.
- Hosted first local coordinator "Prep-a-Palooza" online work party to bring coordinators together to complete common tasks and prepare AskAway for the upcoming term.
- Released a new refresher quiz for service providers to help them keep skills up to date.
- Trained 33 new and returning service providers in two online sessions and one optional practice session.

- With Ministry bridge funding:
 - trained and supervised a student librarian to provide additional evening and weekend staffing and support the Admin Centre.
 - added additional BC ELN shifts to the collaborative schedule to meet increased traffic during peak periods; participating libraries also added additional hours.
- Communicated with the AskAway community during job action at host institution, SFU.
- Hosted Fall meeting with Canadian collaborative chat service coordinators from OCUL, OCLS, and Novanet.

WriteAway Online Writing Support

- Confirmed Removing Barriers funding of \$30,000 over 2 years to help remove barriers for participating and prospective partner institutions.
- Celebrated the 10-year anniversary of WriteAway. The Administrative Centre sent party packs to participating institutions which included treats and promotional materials. These packs were designed to allow each institution to commemorate the occasion in their unique way alongside tutors and students.
- Supported new member Coquitlam College, which joined WriteAway in January 2023.
- Ensured WriteAway operated without disruption while a search for a new WriteAway coordinator was conducted.
- Supported approximately 3500 student writing submissions and saw a 40% increase in eQuestion submissions.

Building Library Infrastructure

Nurture Resource Sharing

Provide a Clearinghouse for System Created Metadata

- Published updated information related to changes in the MARC record processing and name of the BC Open Textbook collection, which has now been renamed the B.C. Open Collection by BCcampus. Coordinated regular Holdings Management updates for the B.C. Open Collection package with the vendor EBSCO. Posted updates to the B.C. Open Collection MARC records hosted on the BC ELN website.

Sustain the BC Union Database

- Investigated request errors potentially caused by holder-less deleted records, and coordinated with Auto-Graphics on a temporary hold to automatic deletions of these records until the issue could be resolved.

Optimize Interlibrary Loan Management

- Enhanced the Illume Admin Centre support website with new and updated communications. Created and updated 5 guides, 5 FAQs, semi-annual reports and multiple News notices of software/server updates & downtime.
- Updated guides with changes related to existing features, such as Patron Email Notices, OpenILL and OpenURL, and communicated as appropriate.
- Provided multiple training sessions via webinar, email or telephone on a wide-variety of topics including SIP2/NCIP, Patron-initiated Interlibrary Loan requesting, OpenILL/OpenURL and 3rd party direct to SHAREit requesting, ISO configuration/issues, Search Targets/Resources, new Features/Enhancements, Statistics, and more.
- Coordinated a software solution with Auto-Graphics to resolve issues with the Staff Notices feature.
- Continued to work closely with vendors Auto-Graphics and EBSCO to finalize the upcoming new OpenILL feature, now expected in early 2024, which allows patrons to submit pre-populated ILL requests, containing bibliographic data from external 3rd party vendors or library web forms. Provided additional feedback to Auto-Graphics to enhance the feature to be used effectively with Nonreturnable (Copy) requesting from discovery layers and database resources.

Identify & Develop Shared Services Opportunities

Administer Illume

- Responded to and managed 195 support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres. Questions were predominantly related to BVIL Brokering, Software Settings/Configuration, Patron-initiated ILLs, Training Support, ILL Request Support, and SIP2/NCIP.
- Launched the addition of new full participating member Alexander College (BBAC) to public and post-secondary libraries in November 2023.
- Communicated solutions via the listservs, training and emails, to resolve SPF Record issues with Patron Email Notices from SHAREit, as well as the software updates to resolve SPF issues with the Staff Email Notices feature.

- Worked closely with multiple large public libraries interested in exploring SIP2 or NCIP to enhance or implement Patron-initiated requesting with automated patron authentication, as well as other staff workflow optimizations. Assisted libraries with creating updated workflows related to SIP2 or NCIP communications.
- Issued the January – June 2023 Illume Administrative Centre Progress Report: <https://illumebc.ca/about-us/reports/progress>.

Identify Opportunities for Cooperative or Shared Post-secondary Library Infrastructure

BC ELN-BCHDP Support Service

- Launched an Early Notice Survey to gauge the need for support in the coming year's BC History Digitization Program grant cycle, which yielded 17 total responses.
- Supported 11 prospective applicants through the 2024/25 grant cycle.
- Provided feedback on draft applicants for 6 sites.
- Connected first-time applicants to established digitization service providers.
- Trained and supervised 2 student librarians on digitization project workflows and grant application review.
- Referred prospective applicants to BC Regional Digitized History (BCRDH) and the Archives Association of BC for regional and more targeted support.
- Migrated BC ELN-BCHDP Support Service website to a future-friendly, Markdown-based documentation site built on Github Pages.

BCHDP-Arca Hosting Initiative

- Successfully negotiated with the Irving K. Barber Learning Centre at UBC for additional funding within existing agreement to cover costs of storage for BCHDP collections, ensuring their stability for the duration of the agreement.
- Ingested digitized materials from the John Vance Fonds for the Vancouver Police Museum and Archives to the BCHDP Arca child site, performing metadata review and corrections as necessary.
- Ingested a newspaper collection for the Kaatza Station Museum and Archives to the BCHDP Arca child site.
- Continued to upgrade metadata on the BCHDP Arca child site in preparation for platform migration to Islandora 2.0.
- Reviewed metadata requirements and templates with eight organizations intending to apply in the 2024/25 BCHDP grant funding cycle who expressed interest in eventual ingest into Arca.

Research Data Management

- Surveyed partner libraries to learn about their RDM activities and needs.
- Facilitated information sessions offered by the Federated Research Data Repository (FRDR) and Borealis for interested partner libraries.
- Presented RDM recommendations to the BC ELN Steering Committee.
- Attended meetings of the Canadian Coalition for Digitized Heritage Advisory Committee.

Build Arca

Develop & Enhance Arca's Customized Platform

- Negotiated and signed migration contract with discoverygarden.
- Successfully applied for \$500,000 funding from Ministry for Arca migration.
- Negotiated sustainable infrastructure deal with SFU for Arca and BC ELN servers going forward.
- Established a project plan and budget for Arca migration.
- Worked with partner libraries to correct metadata errors and duplication across the repositories to bring them to standard.
- Posted an Arca Migration Specialist position to support partner libraries during the Arca migration.
- Onboarded new members: North Shore Digital Libraries and University Canada West.
- Established a Theming Subgroup to identify member preferences and requirements for the new site.

Connecting Partners

Administer Electronic Health Library of BC (eHLbc)

BC ELN is the Administrative Centre for the [Electronic Health Library of BC](#) (eHLbc).

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

Engage with Consortial Communities

Grow & Maintain Relationships with Provincial System Partners

- Attended Ministry-hosted status update meeting for BC ELN, EducationPlannerBC, and BCcampus, regarding the service agreement between the Government of BC and SFU (September 2023).
- Met with InterLINK Executive Director to discuss existing and potential collaboration on resource sharing initiatives.

Assume a Leadership Role in the Canadian Consortial Landscape

- Attended Consortia Canada (ConCan) meetings to discuss topics affecting consortia across Canada.
- Attended Canadian Collaborative Virtual Reference Services Group meetings to discuss topics affecting consortial chat reference services in Canada.

Contribute to International Consortial Dialogue

- Two BC ELN staff members attended the International Coalition of Library Consortia (ICOLC) meeting in Prague from October 25 to 27th. This event offered a valuable opportunity to learn from and network with other consortial staff from around the globe.

Sustaining our Organization

Promote Good Governance

Enhance External Communications

- Developed an orientation series for partner library staff to learn about BC ELN and its services.

Strengthen Consortial Operations & Infrastructure

Cultivate Staff Expertise & Capacity

- Trained licensing staff on financial reconciliation.

- Participated in Executive Director search process. Two staff members served on the search committee and all staff met prospective candidates.
- Held a 2-day BC ELN Team Retreat (September 2023) to re-connect under new leadership and prioritize for the year ahead.
- Established internal working groups to manage facilities and safety issues in BC ELN temporary office at SFU swing space while the Bennett Library undergoes renovation.
- Attended the Access Conference Oct 23-25, 2023 Halifax, NS

Maintain and Improve Communication Systems

- Maintained essential operations while SFU labour action impacted BC ELN Office from October 3 – 19, 2024.
- Communicated proactively with Steering Committee Executive and BC ELN community during the labour action at SFU.
- Held an extraordinary meeting of BC ELN Steering Committee for an update from Ministry on the service agreement between the Government of BC and SFU.
- Developed an improved Student Librarian onboarding process.

Sustain Healthy Funding

Champion our Work through Annual Reports etc.

- Conducted Executive Director meetings with library leaders at Camosun College, Royal Roads University, University of Victoria and Vancouver Island University to understand partner library needs and priorities, part of a 2-year plan to meet with all BC ELN partner libraries by 25/26.
- Hosted and facilitated a BC ELN All Partner Meeting with guest speaker (December 2023) in downtown Vancouver, followed by a Steering Committee Business meeting.
- Produced 3 issues of BC ELN Connect (Aug, Nov, Dec).