

BC ELN Progress Report Highlights

Supporting Access to Resources

- Renewed 43 resources on behalf of 33 partner libraries; led renewal negotiations for four national licenses in concert with Consortia Canada
- Distributed the BC ELN Ranking Survey (a tool to gauge interest in licensing new resources) to partner libraries; initiated consortial pricing discussions for Books at JSTOR, voted one of the top-ranking resources

Facilitating Learning Support Services

- Created and shared Visibility Best Practices web pages, the first in a series of AskAway Best Practices
- Expanded reach of WriteAway Online Collaborative Tutoring service by welcoming four new institutions: Langara College, North Island College, University of the Fraser Valley, and Vancouver Community College

Digital and Open Access Initiatives

- Contributed to provincial idea-sharing around the Provincial Digital Library (PDL) concept; facilitated forums for discussions both within post-secondary library sector and without
- Completed phase 1 of Arca project: launch of digital repositories at seven early adopter sites
- Received \$50,000 in funding from the Ministry of Advanced Education (AVED) for phase 2 of the Arca project, to support continued development of the digital repositories, development of a cross-repository search layer, and establishment of a plan for project sustainability

Ensuring BC ELN Sustainability

- Confirmed annual budget allocation from Ministry of Advanced Education
- Confirmed WriteAway funding for 2015-16 from BCcampus and Irving K. Barber Learning Centre, UBC
- Began foundational work in support of BC ELN's next five-year Strategic Plan (hired facilitator, launched survey of partner libraries, conducted Environmental Scan)

Bold Step 1

Increasing the Format and Content Range of Online Resources

Strategy 1.1: Grow Learner Resources (Collaborative Collection of High Quality Resources)

Maintain and expand collaborative collection of learner resources to include more content and a wider variety of formats, including streaming video and ebooks.

Progress

- Renewed 43 resources, enabling post-secondary libraries to meet information needs of the province's learners, educators, and researchers
- Led Consortia Canada renewals of:
 - American National Biography
 - Berg Fashion Library
 - Dictionary of National Biography
 - Oxford University Press resources
- Collaborated on renewal licenses with the Electronic Health Library of British Columbia (e-HLbc), the Council of Prairie and Pacific University Libraries (COPPUL), The Alberta Library (TAL), Manitoba Library Consortium (MLC), and the BC Libraries Cooperative (BC Coop):
 - Criminal Justice Abstracts
 - CPI.Q (Canadian Periodical Index)
 - EBSCO Academic eBooks
 - EBSCO Discovery Service
- Achieved a 20% participation discount for partner libraries subscribing to EBSCO's Academic eBooks Collection, a multi-disciplinary database of over 32,000 ebooks from 90 of the world's top university presses
- Distributed the 2015-16 Ranking Survey, inviting partner libraries to rank the top three resources from a list of generated collaboratively through the BC ELN Resources Forum
- Issued a letter to vendors indicating concerns over predatory journal content in collections
- Initiated discussions for consortial pricing for Books at JSTOR, top-ranking resource in the 2015-16 Ranking Survey
- Supported comparison of products for the Undergraduate Foundation Collection (a suite of essential, foundational databases for meeting the needs of undergraduate learners) through development of a UFC Proposals webs page presenting title analysis, cost models, and discussion forum
- Renewed EBSCO-based Undergraduate Foundation Collection for a two-year term, with an optional third year

Collaborations

- Consulted with other consortia on expectations of annual price increase limits for consortial licenses; resulted in letter to vendors outlining acceptable limits of annual increase
- Participated in in-person discussions with Educational Resource Acquisition Consortium (ERAC) and BC Libraries Cooperative on licensing issues that impact all sectors

e-HLbc Administrative Centre

- Coordinated Exhibits and Sponsors at the Canadian Health Libraries Association (CHLA) Conference in 2015; successfully achieved modest revenue from activities.
- Released the Core Suite Case for Renewal 2015 detailing the costs and savings of licensing resources through e-HLbc
- Produced Year in Review 2014 detailing the benefits of e-HLbc's products, services, and programs (available at: http://ehlbc.ca/sites/default/files/eHLbc_YIR2014.pdf)
- e-HLbc's full Progress Report can be viewed at: http://ehlbc.ca/sites/default/files/eHLbc_AdminCentre_ProgressReport_May-Oct2015.pdf

Strategy 1.2 Foster BC Library Collections Gateway

Support and expand the provincial resource sharing network.

Progress

- Facilitated the transition of the union databases and resource sharing software to Canadian hosting, including brokerage of library interlibrary loan (ILL) requests to Relais-ISO libraries during May
- Developed best practices and updated documentation on uploading records to the union databases to optimize functionality
- Activated ERTI (Enhanced Request This Item) functionality for all OutLook OnLine (OLOL) institutions, public and post-secondary libraries, and provided associated training, troubleshooting and support documentation through a variety of online training sessions and webinars
- Presented "Diamond in the Rough: Making OutLook OnLine work for you" session at Beyond Hope Conference in Prince George (June 1-2, 2015), a hands-on session about ERTI functionality in OutLook OnLine
- Responded to and managed approximately 150 separate OLOL support cases from public and post-secondary libraries
- Worked on building a new support website for OLOL containing training guides, documentation and FAQs
- Transitioned to a new support staff person for the Administrative Centre in September

- Completed contract with Public Libraries InterLINK to implement OLOL optimizations for their members
- Participated in communications with Auto-Graphics, as well as quarterly user group meetings with the vendor and other SHAREit consortia, to discuss upcoming enhancements
- The OutLook OnLine Administrative Centre progress reports can be viewed online at: <http://ill.bceln.ca/reports>

Bold Step 2

Facilitating Learning Commons Services

Strategy 2.1: Support AskAway Collaborative Virtual Reference Service

Maintain and coordinate the provincial post-secondary collaborative virtual reference service AskAway.

Progress

- Created and shared Visibility Best Practices web pages, the first in a series of AskAway Best Practices (available at: <http://askaway.org/staff/best-practices/visibility>)
- Negotiated QuestionPoint software contract for a one-year extension plus optional years, to provide software stability
- Coordinated the Fall 2015 schedule; 16 institutions volunteered a total of 40 hours beyond their commitments
- Facilitated two AskAway training sessions in September; one online with 6 attendees, one in person at SFU with 10 attendees
- Managed scheduling, project work, and hiring for 5 contractors, who contribute 15 hours of service per week

Strategy 2.2: Explore opportunities to facilitate additional learning commons services

Actively seek opportunities to participate in the development and support of learning commons services, such as the WriteAway Collaborative Virtual Writing Service, Virtual Study Rooms, or Resumé Writing / Career Services.

WriteAway Online Collaborative Tutoring: Progress

- Provided orientation, coordination, and support for four new WriteAway participating institutions (bringing fall participation to 15 institutions total): Langara College, North Island College, University of the Fraser Valley, and Vancouver Community College

- Supported final wind-down meetings of both the WriteAway Advisory and BC eTutoring Concept Committees (facilitated communications, assisted with agenda creation and recording of meeting minutes)
- Provided support for new streamlined BC eTutoring Steering Committee (communicated with online tutoring stakeholders about new committee, provided support for development of Terms of Reference, liaised with participating institutions to invite members to join the committee)
- Developed WriteAway-specific multi-media training for tutors, including online training and a video tutorial collection
- Enhanced promotional materials for participating institutions, including revised print materials and development of a “promotion plan” to guide institutions in timing and nature of WriteAway promotion rollout
- Coordinated Summer 2015 term, including training of 8 tutors and collaborative scheduling of 12 institutions
- Trained 21 new WriteAway tutors to begin staffing in Fall 2015; supported collaborative scheduling of 15 institutions

Bold Step 3

Supporting Province-Wide Digitization and Scholarly Communication Initiatives

Strategy 3.1 Connect Learners, Educators & Researchers with Digital Collections

Contribute leadership and coordination to provincial and national digitization projects in cooperation with other groups such as the BC Digitization Coalition and Canadiana.org.

Shared Services and Provincial Digital Library: Progress

- Attended preliminary post-secondary brainstorm meeting around the Provincial Digital Library (PDL) concept at the BC Libraries Co-op offices (April 2015)
- Participated in BC Library Association meeting of interested parties in the PDL (July 2015)
- Contributed to PDL November 4th Planning Committee; group worked to organize a cross-sectoral meeting to exchange ideas on the development of a PDL
- Issued call to BC ELN partner libraries for expressions of interest in serving on a BC ELN PDL Task Group; the task group will explore how the post-secondary sector can contribute to the vision of a provincial digital library
- Met with multiple ministries in Victoria BC to discuss PDL and shared services

Strategy 3.2 Articulate & Implement Open Access Archives Strategies

Articulate and implement appropriate role for BC ELN in managing open access archives (e.g. Institutional Repositories, Learning Object Repositories) and supporting adoption by BC ELN partners.

Progress

- Supported work of BC IR Network Advisory Committee in developing, selecting and announcing a name (Arca), logo, colour scheme and tagline for the BC IR Network
- Liaised between the vendor discoverygarden and seven early adopter sites on implementation of Islandora, troubleshooting, and custom development requests
- Facilitated formation of the Arca Implementation Working Group to decide on a metadata schema, and to develop the theming, ingest workflows and defaults for the Arca repositories
- Supported work of the Implementation Working Group by building communications infrastructure, recording and facilitating weekly meetings, and liaising with discoverygarden on implementation, theming, and training
- Acquired *arcabc.ca* domain for the Arca project, which forms the basis of project URLs for the central Arca site and individual institutional sites
- Received \$50,000 in funding from the Ministry of Advanced Education (AVED) for phase 2 of the Arca project, to support continued development of the institutional repositories, development of a cross-repository search layer, and establishment of a plan for project sustainability
- Submitted monthly project status reports to AVED and the Administrative Services Transformation (ASDT) Steering Committee; attended monthly meetings

Bold Step 4

Ensuring a Relevant, Responsive and Sustainable BC ELN

Strategy 4.1: Strengthen our Infrastructure

Ensure that the BC ELN Office has the human and financial resources needed to meet its Strategic Vision Goal effectively and efficiently.

- Confirmed annual budget allocation from Ministry of Advanced Education
- Confirmed BCcampus support for WriteAway
- Confirmed Irving K. Barber Learning Centre, UBC support for WriteAway

- Strengthened invoicing system and accounting processes to ensure financial stability, including: Double review of cheque deposits, implementation of an online accounting system, and monthly bank reconciliations
- Began developing background materials in preparation for the next BC ELN strategic plan; hired a facilitator to provide guidance and support with strategic planning process
- Launched the BC ELN Strategic Planning Partner Library Survey to learn more about priorities at partner libraries, and to identify opportunities for the consortium to grow as it prepares for its next 5-year strategic plan
- Hired limited term librarian to provide additional project support as various BC ELN staff members are on leave
- Held Staff Retreat to develop BC ELN staff team strengths, discuss strategic planning theme, and plan website design

Strategy 4.2 Communicate Effectively

Develop and refine BC ELN communications through targeting messages and marketing for diverse audiences.

Progress

- Held in-person BC ELN orientation sessions with new library directors at Columbia College and Vancouver Community College
- Collaborated with Affinity Bridge web developers to prepare for BC ELN website migration to Drupal CMS
- Launched BC ELN Twitter account to broaden reach of messaging
- Produced July 2015 BC ELN Connect e-newsletter, which updates partner libraries and other stakeholders on recent BC ELN initiatives (available at: <http://www.eln.bc.ca/view.php?id=75>)