

BC ELN Progress Report Highlights

Supporting Access to Resources

- Renewed 31 eResources on behalf of 33 partner libraries and finalized negotiations for Books at JSTOR with a 45% discount
- Launched the new OutLook OnLine Administrative Support Centre website: <http://ill.bceln.ca/>
- Released the inaugural *OutLook OnLine Actions & Achievements 2015*: http://bceln.ca/sites/default/files/reports/LOLOL_Actions_Achievements_2015.pdf

Facilitating Learning Support Services

- Provided training and support to 31 new WriteAway tutors from 12 institutions
- Contributed to the ongoing development of the eTutoring platform to improve usability for students, tutors, and institutional coordinators
- Continued to provide ongoing support, training, and collaborative scheduling for AskAway and WriteAway to ensure that learning support services run smoothly throughout the year

Digital and Open Access Initiatives

- Launched Arca to the post-secondary and library communities and issued a call for new institutions to join, bringing the number of participating sites to ten
- Renewed contract with discoverygarden for 2016/17 support and hosting of the Arca platform, Islandora
- Participated in planning committees to organize a Provincial Digital Library meeting on November 4th and to plan a broader cross-sector symposium on May 10th

Ensuring BC ELN Sustainability

- Submitted annual report and expenditure summary to the Ministry of Advanced Education
- Gathered information and feedback from partner libraries and external stakeholders to inform BC ELN's Strategic Plan 2016-2021 and drafted a preliminary Strategic Plan to submit to the Steering Committee
- Migrated content and made refinements to the new BC ELN website

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 31 eResources
- Engaged vendors in discussions about reasonable rates of increase for database subscriptions, in light of stagnant budgets and disadvantageous exchange rates
- Led the Consortia Canada renewal of Quicklaw and LexisNexis Academic
- Collaborated with Consortia Canada on the following national licence renewals:
 - Canadian Almanac and Directory
 - eHRAF Archaeology
 - eHRAF World Cultures
 - Encyclopedia Britannica Online Academic Edition
 - Globe and Mail
 - National Film Board CAMPUS
 - National Geographic
 - Project MUSE
- Collaborated on renewal licences with Council of Prairie and Pacific University Libraries (COPPUL), The Alberta Library (TAL), and the Manitoba Library Consortium:
 - EBSCO ebook purchase
 - ebrary Academic Complete
- Finalized negotiations for Books at JSTOR with a 45% discount for collection purchase and demand-driven acquisition
- Engaged Lynda.com in preliminary discussions on consortial licensing options

Collaborations

- Attended the International Coalition of Library Consortia (ICOLC) meeting in Los Angeles
- Participated in initial discussions on the possibility of a Provincial Digital Library (PDL) for British Columbia, including membership on the PDL Planning Committee
- Announced that BC ELN will host the Islandora Camp (iCampBC) at SFU Harbour Centre July 18-20th, 2016

e-HLbc Administrative Centre

- Welcomed two new affiliate members: the First Nations Health Authority (FNHA) and the Canadian Association of Occupational Therapists – BC Chapter (CAOT-BC)
- Acquired Elsevier’s Clinical Skills, a new boutique licence for the health authorities
- Organized vendor Clinical Skills WebEx demonstrations focused on the information needs of nursing faculty and students
- Distributed a Licensing Activities Survey to members to understand how e-HLbc licensing activities are meeting the needs of member institutions and adding value to membership
- See e-HLbc Progress Reports at <http://ehlbc.ca/about-us/key-documents>

Strategy 1.2 Foster BC Library Collections Gateway

Support and expand the provincial resource sharing network.

BC Library Collections Gateway: Progress

- Began conducting Resource Sharing Survey follow-up calls with electronic resources staff at BC ELN non-COPPUL libraries to clarify use of reSearcher tools (GODOT, CUFTS)
- Worked with the Cataloguing and Technical Services Interest Group (BCCATS) to implement a BC Open Textbook MARC records download page on the BC ELN website: <http://bceln.ca/services/resource-sharing/bc-open-textbook-marc-records>
- Activated Live Shelf Status checks at an additional five public and post-secondary libraries. Set-up in progress with another seven libraries, including the Sitka Z39.50 target that can be applied to activation of over 50 libraries
- Worked with Auto-Graphics to resolve vendor holdings retrieval issues to facilitate successful live shelf status activation for all sites
- Responded to and managed nearly 300 OutLook OnLine (OLOL) support cases from public and post-secondary libraries and opened 34 Auto-Graphics Helpdesk tickets
- Implemented an encryption certificate and security upgrade to Canadian servers
- Supported pilot sites on customising patron and staff request forms in preparation for the implementation of Patron-Initiated Interlibrary Loans
- Launched a new OLOL Administrative Support Centre website including 25 guides, news feed, and 61 FAQs: <http://ill.bceln.ca/>
- Tested the responsive interface redesign for SHAREit, provided feedback to Auto-Graphics, and developed support materials for libraries
- Analyzed and voted on possible SHAREit enhancements as part of the vendor selection process, prioritising customisable patron forms and statistics improvements
- Released the *OutLook OnLine Actions & Achievements 2015*: http://bceln.ca/sites/default/files/reports/OLOL_Actions_Achievements_2015.pdf
- See OutLook OnLine Administrative Centre Progress Report details 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.

AskAway Virtual Reference: Progress

- Coordinated spring and summer 2016 schedules; 11 institutions volunteered a total of 46 hours beyond their commitments
- Managed scheduling, project work, and hiring for five contractors who contribute 15 hours of service per week
- Facilitated two AskAway training sessions in January: one online with four attendees and one in-person at Simon Fraser University with five attendees

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

- Held first meeting of the newly formed BC eTutoring Steering Committee on December 10
- Continued discussions with eTutoring consortia in Alberta and the United States to encourage reflection on and enhancement of service models, promotion, program assessment, tutor training, and communication with students
- Coordinated September – December 2015 and January – April 2016 semesters, including training of 31 new tutors over the two terms
- Facilitated collaborative scheduling of 1,222 tutoring hours for September – December 2015 and 1,237.5 tutoring hours for January – April 2016
- Produced *WriteAway Actions & Achievements 2015*:
http://bceln.ca/sites/default/files/reports/WriteAway_Actions_Achievements_2015.pdf

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.

Provincial Digital Library: Progress

- Contributed to provincial brainstorming on the Provincial Digital Library (PDL) at a cross-sector meeting November 4th
- Supported the development of the BC ELN PDL Resource Group to explore how the post-secondary sector can contribute to the vision of a PDL
- Supported the PDL Planning Committee call-out for participants in two subcommittees: PDL Funding Committee and PDL Infrastructure, Architecture and Metadata Committee
- Participated in the May 10th Planning Committee to organize a cross-sector PDL Symposium in conjunction with the BC Library Conference

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.

Arca Collaborative Digital Repository: Progress

- Completed work on Arca beta site implementation and launched the beta site to the post-secondary library community for testing and feedback
- Launched Arca beta site to the wider BC post-secondary community, the BC public library community, and to the national library community via a communiqué
- Supported the work of the Arca Implementation Working Group and the Arca Advisory Committee in developing and approving a submission agreement template that can be adapted as needed by participating sites
- Facilitated the formation of the Arca Discovery Layer Task Group, with a mandate to develop functional requirements and a solution recommendation for the Arca Phase 2 cross-repository search layer
- Issued invitation to BC post-secondary institutions to join Arca, with four new institutions joining: Camosun College, Capilano University, Selkirk College, and Trinity Western University
- Communicated with COPPUL about the possibility of offering Arca services to COPPUL members in exchange for preservation services for BC ELN members
- Liaised between the vendor discoverygarden and ten participating sites on Islandora implementation, troubleshooting, functionality enhancements, and custom development
- Delivered Arca orientation for repository coordinators at three new Arca sites
- Renewed contract with discoverygarden for 2016/17 support and hosting of Arca's Islandora platform
- Submitted monthly project status report to the Ministry of Advanced Education (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.

Progress

- Developed an environmental scan, completed the partner library staff survey, and held interviews with external stakeholders to inform BC ELN's Strategic Plan 2016-2021
- Facilitated a Steering Committee session designed to rework and refine BC ELN's vision and mission statements
- Organized and participated in a facilitated All Partner Strategic Planning session at the December All Partner Meeting
- Drafted a preliminary Strategic Plan to submit to the Steering Committee for review and feedback

Strategy 4.2 Communicate Effectively

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

Progress

- Produced the following annual reports:
 - *Innovation & Success 2015*: report includes service achievements and outcomes, financial overview, response to risks and opportunities, and strategic planning activities. The report is available at <http://bceln.ca/sites/default/files/reports/InnovationSuccess2015.pdf>
 - *OutLook OnLine Actions & Achievements 2015*: report includes a timeline of OLOL history, achievements and outcomes of the previous year, the value OLOL brings to the province, and future activities. The report is available at http://bceln.ca/sites/default/files/reports/OLOL_Actions_Achievements_2015.pdf
 - *WriteAway Actions & Achievements 2015*: report includes achievements and outcomes of the previous year, a tutor spotlight, the benefits of joining WriteAway, and the value WriteAway brings to post-secondary institutions in BC. The report is available at http://bceln.ca/sites/default/files/reports/WriteAway_Actions_Achievements_2015.pdf
- Created and shared October and December 2015 BC ELN Connect newsletters to update partner libraries and other stakeholders on recent BC ELN initiatives and profiles, available at <http://bceln.ca/news/connect-newsletter>
- Launched the BC ELN Twitter account at <https://twitter.com/bceln>
- Collaborated with a Vancouver-based web development company to prepare the new BC ELN website for launch, including migrating content, reporting bugs, and receiving training