BC ELN

Innovation
& Success
2016

BCELN
BRITISH COLUMBIA
ELECTRONIC LIBRARY NETWORK

CONTENTS

MESSAGE

Innovation & Success 2016 resonates with the stories of people who bring the BC Electronic Library Network (BC ELN) to life. Their words highlight the considerable value BC ELN's services deliver to library staff, learners, researchers, and educators from across the province.

Dr. Megan Otton and Sukhnain Sidhu at Langara College describe first-hand how WriteAway helps students develop strong writing skills that can be applied beyond a single paper. Dr. Otton describes WriteAway as a healing experience for some students, and Sukhnain says WriteAway has not only made her a better writer but also a more confident and resourceful student. As WriteAway advanced into its fifth year of service, submissions were up 17% from 2015, making it the busiest year yet.

Dr. Robert J. Lake, an instructor in the Faculty of Sport Science at Douglas College, shares his belief in making his research widely accessible through the DOuglas Open Repository (DOOR). Douglas College Library is one of 13 libraries that, in 2016, provided access to rich digital collections as part of the growing Arca collaborative digital repository. Building on the government's vision of providing barrier-free access to BC's digital assets, BC ELN collaborated with partners from diverse sectors to begin laying the foundation for a provincial digital library.

Library staff from North Island College and Surrey Public Library tell us how patrons, students, and faculty are empowered to request resources from across the province through OutLook OnLine (OLOL) and how the BC ELN OLOL Administrative Centre has significantly eased the transition to new enhancements in the system.

In 2016, AskAway and the Electronic Health Library of BC (e-HLbc) each celebrated 10 years of lively collaboration. AskAway service providers past and present came together to share stories and toast a decade of providing chat reference to students and faculty across the province. Speaking on the occasion, Elaine Fairey, Chair of the AskAway Advisory Committee, reflected, "Ten years of continuing collaboration is a real achievement – both for the service itself and the people on the front lines who use their considerable skills to help students from one another's institutions." Equally impressive, e-HLbc members and founders came together to celebrate 10 years as a consortium and envision new synergies between the health and library sectors in the coming five years.

Following extensive consultations with partners and stakeholders, BC ELN closed the year by endorsing a new strategic plan, which places the consortium on an exciting path of partnership, growth, and success. We are excited to move forward with our renewed vision as together "we seek a post-secondary community connected to knowledge" (BC ELN Strategic Plan 2016-21).

We're pleased to share *Innovation & Success 2016*, and we welcome your feedback.

Jonathan Bengtson
Chair, BC ELN
Steering Committee &
University Librarian,
University of Victoria

Anita Cocchia
Executive Director
BC ELN

"We seek a post-secondary community connected to knowledge."

BC ELN STRATEGIC PLAN 2016-21

UPHOLDING MINISTRY PRIORITIES

Supporting the goals of the BC Government and the Ministry of Advanced Education (AVED).

✓ **Support students in achieving their education, employment, & training goals**
Ministry of Advanced Education 2016/17 – 2018/19 Service Plan

BC ELN supports student ambitions by providing access to hundreds of thousands of books and journals, a growing repository of digital objects, and online help from expert researchers and qualified tutors.

✓ **Promote sector collaboration & inspire innovation**
Post-Secondary Administrative Service Delivery Transformation Strategic Plan 2016

Arca, BC's collaborative digital repository, continues BC ELN's tradition of developing novel collaborative services to advance the post-secondary sector. Through Arca, participating institutions benefit from cost-effective expertise, and BC citizens have unfettered access to inspiring digital collections.

✓ **Ensure institutions make efficient use of their resources while meeting budget targets**
Ministerial Mandate Letter, 2015

BC ELN leverages multi-institution purchasing power to secure deep discounts on learner resources. Institutions avoid high costs associated with providing vital learner services, such as AskAway chat reference and resource sharing software, by taking advantage of BC ELN's collaborative approach and centralized expertise.

✓ **Maximize the potential of BC's existing workforce & the workforce of the future**
BC's Skills for Jobs Blueprint, 2014

BC ELN licenses journal, eBook, and streaming video databases that support students preparing for a range of careers, including tourism and trades. The Electronic Health Library of BC (e-HLbc) provides access to a core suite of evidence-based resources for learners and practitioners in health, "one of the largest and fastest growing sectors in BC" (WorkBC.ca).

✓ **Develop a Provincial Digital Library to expand access to BC's open resources**
Minister's Announcement, 2014

BC ELN is a leading collaborator in the development of a Provincial Digital Library (PDL). In 2016, BC ELN contributed to organizing a cross-sector PDL symposium and tackled strategic and operational decisions as a member of the Steering Committee and Administrative Team.

VALUE SPOTLIGHT: CAMOSUN COLLEGE

Delivering value to BC ELN partner libraries, library staff, and learning and research communities.

Camosun College Library saves …

66%
by collaboratively licensing Academic Search Complete and Business Source Complete, freeing up funds for niche resources that support Camosun College programs

$47,627
by participating in the Arca collaborative digital repository

87%
by participating in WriteAway consortially

"The WriteAway tutors gave me a lot of sources to improve my writing skills. My instructor recognized my improvement. Thanks a lot!"

CAMOSUN COLLEGE WRITEAWAY LEARNER

Camosun College Library staff contribute …

0.2 FTE
to develop CCspace with the expert support of the Arca Administrative Centre

5 HOURS
per week, allowing learners and faculty to access

234 HOURS
of AskAway chat reference

Camosun College learners benefit from …

10 MILLION+
books at their fingertips through OutLook OnLine

access to core health information via e-HLbc at

$2.32 / YEAR

COLLABORATIVE LICENSING

Placing articles, eBooks, streaming media, and more in the hands of learners, educators, and researchers.

Key Achievements

- Established a firm maximum on price increases to achieve a low 1.7% average annual increase on renewal costs

- Renewed 39 provincial, 10 regional, and 26 national licenses, offering a total of 75 eResources to partner libraries

- Offered three new eBook collections to partner libraries: SAGE eBooks, ACLS Humanities eBook Collection, and Books at JSTOR

- Initiated a review of the common resource suite via a mandate survey and a facilitated All Partner Meeting

Columbia College students love Criterion-on-Demand! In 2016, with support from the library, a group of volunteers promoted Criterion to their fellow students. Usage of the Criterion collection – which includes movies and documentaries supporting language and literature courses – increased substantially after the promotion.

Criterion-on-Demand is one of many BC ELN eResources that together provide learners, educators, and researchers convenient access to 55,000 streaming videos to support their learning and engage their imaginations.

"The Shakespeare videos increased my interest in literature."

COLUMBIA COLLEGE STUDENT

$3.02 MILLION
saved by post-secondary libraries through collaborative licensing

3,600 HOURS
saved by library staff through consortially licensed renewals

66% SAVED
on a core suite of resources to ensure equitable access for all BC learners

Columbia College Library

RESOURCE SHARING

Enhancing access to the province's vast public and post-secondary library collections.

Key Achievements

- Achieved privacy-compliant Patron-Initiated Interlibrary Loans (PI-ILLs) at 26 sites

- Activated Live Shelf Status to display real-time shelf status for items in OutLook OnLine (OLOL) at six sites

- Distributed OLOL Support Centre Customer Satisfaction Survey to libraries, with a 56% response rate and a high satisfaction rate

- Responded to 587 OLOL support cases: 128 from post-secondary libraries and 459 from public libraries

- Performed 330 hours of troubleshooting to support libraries and enhance OLOL

What is OutLook OnLine (OLOL)?

OutLook OnLine connects the vast collections of BC's post-secondary and public libraries. No matter what they need or where they are in the province, patrons can quickly and conveniently access books, music, movies, and more through OLOL. The OLOL Administrative Centre supports both post-secondary and public libraries and is funded jointly by the Ministry of Education Libraries Branch and BC ELN.

Justice Institute of BC Library

"I have excellent support from the OLOL Support Centre when needed."

LANGARA COLLEGE LIBRARY

"When I was unable to find a rare publication in the SFU catalogue, I tried a different approach with OutLook OnLine. OLOL is a useful way to check for publications in the province, in one place. The publication turned up, in various libraries!"

SIMON FRASER UNIVERSITY LIBRARY

$509,000
saved through central coordination and collaborative licensing of resource sharing tools

83,753
interlibrary loan requests filled through OutLook OnLine

97% LIBRARIES
very likely or likely to use the OLOL Support Centre again

OutLook OnLine at Surrey Public Library

Cristina Teixeira is an Information Services Librarian at Surrey Public Library (SPL), where she oversees the Interlibrary Loans Department. "Interlibrary loans (ILLs) are important for our patrons because they fulfill a core service, which is to provide access to information, no matter what a patron wants." SPL processes thousands of interlibrary loans per year, and OutLook OnLine (OLOL) is the first place Interlibrary Loans staff search for an item when they are processing a request.

Along with several other libraries in the province, SPL recently soft-launched Patron-Initiated Interlibrary Loans (PI-ILLs) in OLOL, which allow patrons to submit and track interlibrary loan requests themselves. As patrons become more comfortable using library services in an online environment, PI-ILLs bring them into the fold. "We see PI-ILLs as an extension of the service provided by our online catalogue. We're hoping they will benefit patrons who are keen on having a little bit more independence and who have done ILLs in the past."

As SPL works through bugs and changes to the system, the OLOL Administrative Centre has saved them time and provided them with peace of mind. "The OLOL Admin Centre has been a phenomenal service. We've approached PI-ILLs with a lot less fear and intimidation knowing that we can ask questions at any point. We really appreciate the support, and we hope it's always there."

> **"We've approached PI-ILLs with a lot less fear and intimidation knowing that we can ask questions at any point."**
>
> **CRISTINA TEIXEIRA**
> **SURREY PUBLIC LIBRARY**

OutLook OnLine at North Island College

Mary Anne Guenther is Coordinator of Library Services at North Island College (NIC) and Katherine Percival is the Library Technician who mediates Interlibrary Loans for all four NIC campus libraries. Interlibrary loans help fill collection gaps to meet the needs of students and faculty in a range of programs. "I'm amazed at the wide variety of materials that our students and faculty have access to through ILLs," Katherine says.

Recently, NIC launched PI-ILLs in OutLook OnLine. "It enables our students by giving them the ability to search, locate, and request resources conveniently within a single interface," says Mary Anne. "So many of our students are comfortable online, and PI-ILLs seemed like the natural next step." Having four campuses presented challenges when implementing PI-ILLs, but the OLOL Administrative Centre supported NIC at every step of the way. "They helped us to see where we wanted to go with PI-ILLs and helped us get there."

Beyond PI-ILLs, Katherine has worked closely with the OLOL Admin Centre to optimize the system. "It's changed our use of OLOL dramatically," says Mary Anne. "The centralized accounting, invoicing, and statistics collection save our library time and money. OLOL is a very efficient and effective provincial service."

Katherine adds, "When we tell students and faculty that we can bring in items to support their research and education, they are so happy. And once they know about the ILL service, they really do use it."

> **"When we tell students and faculty that we can bring in items to support their research and education, they are so happy."**
>
> **KATHERINE PERCIVAL**
> **NORTH ISLAND**
> **COLLEGE LIBRARY**

LEARNING SUPPORT

Sharing online research and writing expertise to support students and faculty.

AskAway Key Achievements

- Celebrated AskAway's 10th anniversary with an in-person event at the BC Library Conference and sent party packs to partner libraries outside the Lower Mainland

- Provided training to 38 AskAway service providers via seven in-person and online sessions

- Developed and released AskAway Advisory Committee Member Best Practices, outlining representative roles and duties

- Championed support for the AskAway Qwidget in Summon Discovery Layer search results

"The librarian was extremely helpful. They were able to find a number of effective sources that will definitely help me with my paper. I feel more confident about writing this paper and will definitely use AskAway again if I have any more questions!"

UNDERGRADUATE STUDENT, DOUGLAS COLLEGE

WriteAway Key Achievements

- Confirmed continued funding from Irving K. Barber Learning Centre (UBC)

- Managed WriteAway's busiest year, with 17% more assignments submitted than the previous year

- Launched a new WriteAway website to support the work of tutors and coordinators through enhanced access to information and training

- Trained 30 WriteAway tutors to meet WriteAway competencies

- Collaborated with eTutor Alberta to present and promote online tutoring at the Canadian Writing Centres Association Conference

$161,085
saved by collaboratively licensing chat reference software

92% LEARNERS
very likely or likely to use AskAway again

Alexander College Library
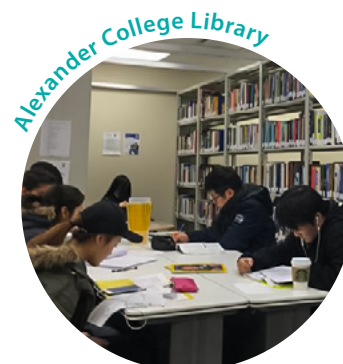
$184,500
saved by collaboratively licensing online tutoring software

1,900 STUDENTS
received formative feedback on

3,621 ASSIGNMENTS

WriteAway from an Instructor's Perspective

"The writing support we offer students at Langara College often makes a world of difference." Dr. Megan Otton, a faculty member in the Department of English at Langara College divides her time between teaching, providing writing support to international students, and coordinating the Writing Centre and WriteAway.

As an instructor, Dr. Otton often focuses on providing feedback on smaller grammatical issues, such as how to use a comma splice. "I don't have as much time to look at the big picture, and that's where WriteAway is invaluable to me." Dr. Otton says that WriteAway does an excellent job addressing higher order writing concerns, such as how to develop a strong thesis statement, structure paragraphs, and include strong supporting evidence.

By participating in the consortium, Dr. Otton has the opportunity to hear how other institutions with different demographics are addressing writing challenges, and she appreciates that WriteAway tutors receive rigorous training.

Dr. Otton understands how stressful writing can be for students. "Some of my students have had very negative experiences with writing, and it can cause them anxiety. WriteAway tutors are very positive and encouraging. There's no criticism or dismissal. There is always encouragement. I've seen first-hand that for many of my students, WriteAway is a healing experience."

"I've seen first-hand that for many of my students, WriteAway is a healing experience."

DR. MEGAN OTTON
LANGARA COLLEGE

WriteAway from a Student's Perspective

"I've always wanted to help people." Sukhnain Sidhu is a second-year student studying Psychology at Langara College. When she's not busy with classes, Sukhnain volunteers at the Surrey Art Gallery and takes photographs.

Sukhnain first heard about WriteAway when she was a student in Dr. Megan Otton's English class. "Megan would always talk about WriteAway. I asked myself, why have I not handed in just one or two paragraphs before?" With the encouragement of Dr. Otton and her mother, Sukhnain decided to submit a paper she'd been struggling with to WriteAway. She found the online service user-friendly, "It was much easier to submit than I actually thought. It's really accessible." Sukhnain appreciates that WriteAway tutors offer a fresh perspective on her writing. "WriteAway allowed me to present my writing on a clean slate. The WriteAway tutor highlighted the weaker parts of my essay and included the necessary information to help me improve. The tutor also went on to point out my strengths."

Due to a positive experience with WriteAway, Sukhnain has learned to become a more resourceful and proactive student. "I'll be taking a second-year English class in the summer, and I will for sure be using WriteAway again. I always like to check-in and know how my writing is coming along. Being open to improving has been a big lesson for me. WriteAway has made me a better writer. And, as my writing improves, I've also become a more confident speaker."

"WriteAway allowed me to present my writing on a clean slate."

SUKHNAIN SIDHU
LANGARA COLLEGE

SHARED SERVICES

Collaborating across sectors to expand access to BC's digital treasures and health resources.

Arca Key Achievements

- Welcomed six new libraries to Arca, bringing the total to 13 participating institutions

- Developed and launched the Arca Support website to provide Arca administrators centralized access to training webinars, documentation, and resources

- Created and released three modules to add utility to Islandora: Islandora Badges, Islandora Social Metatags, and Islandora URL Redirector

- Hosted Islandora Camp (iCampBC) to offer hands-on experience and information sessions to local and international Islandora users

- Signed an agreement with the Council of Prairie and Pacific University Libraries (COPPUL), allowing COPPUL members to join Arca and granting Arca members access to COPPUL's emerging suite of digital preservation tools

- Promoted the collaborative repository model nationally and internationally at conferences

Provincial Digital Library Key Achievements

- Assisted in organizing and participated in the cross-sector May 10th Provincial Digital Library (PDL) Symposium to discuss shared aspirations for a PDL

- Presented a session at the BC Library Conference, *The Provincial Digital Library: Ideas and Current Status*

- Participated in PDL Steering Committee meetings to discuss strategic directions

- Chaired the PDL Administrative Team meetings to help move the initiative forward

- Engaged in discussions with the Ministry of Education and Ministry of Advanced Education on PDL development

$559,787
cost avoidance through collaborative coordination and software support

2,559 OBJECTS
downloaded from Arca to support research and learning

e-HLbc 10th Anniversary Celebration & Strategic Planning Session

Electronic Health Library of BC (e-HLbc)

This year, e-HLbc celebrated 10 years of collaboration across health and post-secondary sectors, with BC ELN as the Administrative Centre since its establishment. In 2016, the e-HLbc Admin Centre negotiated licenses for 21 eResources with an approximate value of $3 million to bring students, researchers, and health practitioners quality health information.

Making Research Accessible Through DOOR

Dr. Robert J. Lake is a "firm believer in open access." An instructor and faculty member in the Department of Sport Science at Douglas College, Dr. Lake researches the social history of tennis.

Dr. Lake believes in making his work findable and accessible to all, and that's where the DOuglas Open Repository (DOOR) comes in. DOOR, which is part of the Arca collaborative digital repository, enables Dr. Lake to engage in scholarly communication by making a wide range of research output available in one place. "People searching the internet from anywhere in the world could read my work. When people type in my name or a search word, my DOOR publications will come up and people will be able to access my scholarly publications, conference presentations, and blog posts from one convenient, centralized location."

Increasingly, scholars like Dr. Lake are asked to demonstrate how their work has made an impact in the community. With the Altmetrics badge now enabled in Arca repositories, Dr. Lake can measure the impact of his work online, such as how many times it was shared on social media or covered by news agencies.

Many of Dr. Lake's colleagues in the field of sport science increasingly recognize the value of sharing their work widely. "Making our research accessible encourages everyone to adopt a more critical lens. I'm a firm believer that education should be accessible to all, irrespective of someone's ability to afford tuition fees. Sharing my research on DOOR is one way of doing that."

> **"People will be able to access my scholarly publications, conference presentations, and blog posts from one centralized location."**
>
> **DR. ROBERT J. LAKE**
> **DOUGLAS COLLEGE**

> **"Thank you for developing the DOuglas Open Repository (DOOR). I like how it is organized and it looks great. I did a bit of browsing and found many interesting things to read. Congratulations!"**
>
> **DR. KATHY DENTON**
> **PRESIDENT & CEO, DOUGLAS COLLEGE**

Connecting Distance Students to Vital Research

A University of Northern British Columbia (UNBC) Distance Student was receiving research help from a University of the Fraser Valley (UFV) Librarian on AskAway. The UNBC student was searching for a thesis they believed was only available for in-library use. The AskAway service provider was able to find the thesis in UNBC's digital collections, which are part of the Arca collaborative digital repository. The thesis, *Reducing barriers to accessing primary care for individuals with severe mental illness: examining characteristics of Canadian nurse practitioner practice* by Damen DeLeenheer was available to download in full.

The UNBC student was very pleased to be able to access the full-text from off-campus to support their nursing research!
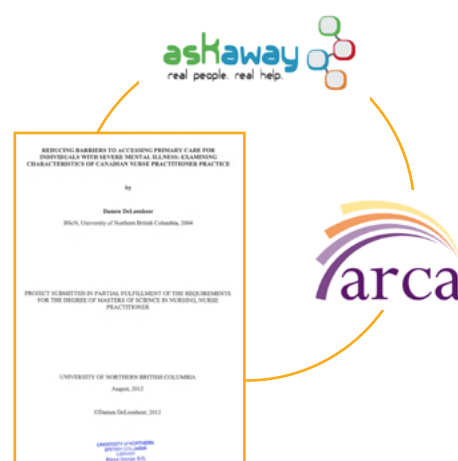
RESPONDING TO RISKS & OPPORTUNITIES

Sheltering BC ELN services and partner libraries from risks:

⚠ **Rising Price of Resources:** As subscription costs increase, libraries make tough decisions around which resources to license. BC ELN ensures that libraries of all sizes have access to resources at the lowest possible cost. With 35 years of negotiation expertise and the bargaining power of the consortium, BC ELN has more influence with vendors than any single library. In 2016, BC ELN set firm annual price increase maximums, partnered with regional and national consortia to leverage buying power, and negotiated multi-year agreements to control inflation costs and allow libraries to plan ahead.

⚠ **Shrinking Library Budgets:** BC ELN partners work together to provide services that would be challenging to offer alone. By sharing costs, expertise, and administration, innovative services such as AskAway, WriteAway, and Arca are possible in times of fiscal restraint.

⚠ **Loss of Funding and Support for Services:** When faced with the loss of funding, BC ELN develops creative approaches to ensure service sustainability. For example, after transitioning to financial self-sufficiency in 2014-15, AskAway is thriving and continues to provide essential chat reference service to learners across the province.

Benefiting learning and research communities:

💡 **Expanding Commitment to Openness:** From open educational resources to open access policies, institutions, governments, and granting agencies are affirming their commitment to openness. BC ELN has a long history of supporting this movement. The Arca digital repository allows scholars to share full-text copies of their research, extending knowledge beyond institutional walls. The Arca Administrative Centre contributes to Islandora's open source software community through module development and support to regional members. In support of the BC Open Textbook Project, BC Open Textbook catalogue records are hosted on the BC ELN website, making them accessible to libraries everywhere.

💡 **Supporting the Transition to eBooks:** Libraries favour collection policies that prioritize eBooks over print. Due to the high cost of eBooks, libraries may struggle to maintain well-rounded collections. This year, BC ELN negotiated three new eBook offers at heavily discounted rates to bring libraries affordable eBooks from multiple providers including SAGE, JSTOR, and the American Council of Learned Societies (ACLS).

💡 **Leveraging Collaborative Partnerships:** BC ELN is strengthened by its relationships with consortial partners. Collaboration with regional and national consortia provides greater discounts on licensed resources and shared expertise enhances complementary services. In 2016, BC ELN took advantage of greater discounts on licensed resources and signed an innovative agreement with the Council of Prairie and Pacific University Libraries (COPPUL) that allows COPPUL members to join Arca in exchange for the provision of digital preservation services to Arca participants.

ON THE HORIZON

Advancing collaborative priorities by ...

Developing Actions for BC ELN's Strategic Plan 2016-21

BC ELN's Strategic Plan 2016-21 was endorsed by the Steering Committee in December and released to the broader community soon after. As a next step, committees and governance bodies will develop actions for their respective service areas with the support of the BC ELN Office. These actions will outline operational activities that support and enhance each service and ultimately ensure that BC ELN realizes its strategic vision.

Investigating a Common Resource Suite

At the request of partner libraries, BC ELN has launched a review of the common resource suite, defined as a group of two or more electronic resources to which all members in a consortium subscribe. As a first step, a Common Suite Mandate Survey was distributed to all partner libraries. The survey's findings informed a facilitated session at the All Partner Meeting. Moving forward with identified guiding principles, BC ELN will explore options for a suite of resources that meets the needs of BC ELN's diverse partner libraries.

Building a Provincial Digital Library

After an exciting year participating in cross-sector visioning of a Provincial Digital Library, BC ELN will continue to be a strong partner as ideas take shape. BC ELN will provide leadership for the PDL Administrative Team, which has been investigating toolboxes and is working towards launching a prototype. As a member of the PDL Steering Committee, BC ELN will work to draw in representation and involvement from diverse sectors.

BC Institute of Technology Library

Thompson Rivers University Library

Trinity Western University Library

TAXPAYER ACCOUNTABILITY PRINCIPLES

Making responsible use of taxpayer dollars.

BC ELN exemplifies **cost consciousness**. For over 25 years, BC ELN has helped the post-secondary sector use resources more efficiently through consortial licensing and centralized service administration.

BC ELN is **accountable** to the government and partner libraries. Governance committees set consortial priorities. Progress and financial reporting are continual and transparent.

BC ELN staff are awarded **appropriate compensation** in adherence with host institution, Simon Fraser University, salary scales.

BC ELN is truly at the **service** of British Columbians. The consortium works to meet the information needs of the province's learners, educators, and researchers at the lowest possible cost.

BC ELN is built on **respect**. Partner libraries work as a collegial community. Decisions are made collaboratively for the betterment of all, and communication is open.

BC ELN operates with **integrity**. Long-term, trust-based relationships have been developed through honest communication and ethical practices.

"The partnership with BC ELN is an example of how strategic investment through Administrative Service Delivery Transformation (ASDT) can help turn a vision – in this case a shared provincial institutional repository (IR) – into a reality by building upon a 20-year history of collaboration among BC's public post-secondary libraries."

ASDT PROGRESS REPORT 2015/16

FINANCIALS

Core Administration and Gateway

Supports and makes possible all of BC ELN's services and projects.

2016/17 Projected	
	Revenue
Core Funding (AVED)	485,417
BC Library Collections Gateway (OutLook OnLine, OLOL Admin Centre, etc.)	183,458
Miscellaneous Revenue (Resource Sharing support, Associate Fees, prepayments, carryforward, etc.)	81,863
Total	**$750,738**
	Expenses
Salaries & Benefits	388,816
Host Support (SFU)	56,000
AskAway Service Support	15,000
Arca Service Support	15,000
BC Library Collections Gateway	255,910
• reSearcher Suite (resource linking software)	
• Union Databases & Integrated Online Requesting Service (incl. Libraries Branch share)	
• Canadian Hosting	
Administration / Communication / Governance	14,342
Technology Infrastructure	5,670
Total	**$750,738**
Revenue - Expenses	**–**

Arca Collaborative Digital Repository

Funded by BC ELN and participating libraries.

2016/17 Projected	
	Revenue
Partner Library Support	65,442
BC ELN Support	15,000
Miscellaneous Revenue (Islandora Foundation, iCamp support, carryforward, etc.)	35,986
Total	**$116,428**
	Expenses
Service Support	45,734
Islandora Events	5,509
Administration / Communication / Governance	3,386
Software & Technology	34,910
Total	**$89,539**
Revenue - Expenses	**26,889**

FINANCIALS CONTINUED

AskAway Chat Reference

Funded by BC ELN and participating libraries.

	Revenue
Partner Library Support	84,765
BC ELN Support	15,000
Miscellaneous Revenue (contract hours, marketing, carryforward, etc.)	14,549
Total	**$114,314**

	Expenses
Service Support	75,234
10th Anniversary Event & Party Packs	4,080
Administration / Communication / Governance	2,224
Technical Infrastructure (platform, etc.)	23,665
Extenuating Circumstances Fund	585
Total	**$105,788**
Revenue - Expenses	8,526

2016/17 Projected

WriteAway Online Tutoring

Funded in partnership with Irving K. Barber Learning Centre (UBC) and participating institutions.

	Revenue
Participant Support	27,965
Irving K. Barber Learning Centre (UBC) Support	8,000
Miscellaneous Revenue (marketing, carryforward, etc.)	3,702
Total	**$39,667**

	Expenses
Service Support	35,815
Administration / Communication / Governance	782
Technical Infrastructure	212
Total	**$36,809**
Revenue - Expenses	2,858

2016/17 Projected

Learner Resources

Flow-through finances for licensing activities.

	Revenue
Carryforward	(111,805)
Partner Library Contributions	4,239,265
Miscellaneous Revenue (prepayments, etc.)	28,033
Total	**$4,155,493**

	Expenses
Payments to Vendors	
Total	**$4,155,493**
Revenue - Expenses	–

FINANCIALS CONTINUED

Electronic Health Library of BC (e-HLbc)

BC ELN acts as host site and provides professional and administrative services on a cost-recovery basis.

	2016/17 Projected
	Revenue
Carryforward	33,933
Full Member Fees	108,600
Affiliate Member Fees	7,044
Miscellaneous Revenue (prepayments, etc.)	18,539
Total	**$168,116**
	Expenses
Coordination & Staffing	101,017
Strategic Planning & Anniversary Celebration	12,332
Administration / Communication / Governance	6,214
Technical Infrastructure	3,148
Total	**$122,711**
Revenue - Expenses	**45,405**

e-HLbc Licensing Initiatives

Flow-through finances for licensing activities.

	2016/17 Projected
	Revenue
Carryforward	128,017
Member Contributions	4,315,179
Affiliate Member Contributions 2016/17	31,850
Miscellaneous Revenue (prepayments, USD forward purchasing, etc.)	83,794
Total	**$4,558,840**
	Expenses
Payments to Vendors	4,350,690
Total	**$4,350,690**
Revenue - Expenses	**208,150**

ORGANIZATIONAL OVERVIEW

BC ELN is a partnership between the post-secondary libraries of British Columbia and the Ministry of Advanced Education. BC ELN operates with core funding from the Province of British Columbia, with additional project funding and staff time contributed by partner libraries.

Governance

BC ELN is guided by a Steering Committee with representation from BC post-secondary libraries and affiliated stakeholders. The BC ELN Steering Committee takes primary responsibility for approving and monitoring BC ELN's strategic plan, priorities, service policies, expenditures, and outcomes. Simon Fraser University serves as the administrative host of BC ELN.

Accountabilities

The BC ELN Steering Committee is accountable to partner libraries for the services and operations of the BC ELN partnership and to the Ministry of Advanced Education for cost-effective use of BC ELN core funding.

Strategic Directions

BC ELN's Strategic Plan 2016-21 was developed through extensive consultation and collaboration with partner libraries and stakeholders. BC ELN partner libraries exist in a dynamic environment, and the strategic plan balances concrete goals with flexibility to meet the needs of BC learners, educators, and researchers now and in the coming years.

BC ELN & e-HLbc Staff as of December 2016

Continuing Staff:

Anita Cocchia
Executive Director

Korinne Hamakawa
Client Support

Sunni Nishimura
Manager

Leigh Anne Palmer
Manager

Limited Term Staff:

Jennifer Bancroft, Coordinator (on leave)

Leah Hopton, Coordinator (on leave)

Cristen Polley, Coordinator

Myfanwy Postgate, Coordinator

Megan Robertson, WriteAway Coordinator

Brandon Weigel, Coordinator

Steering Committee
(as of December 2016)

Jonathan Bengtson
Chair
University of Victoria

Kim Isaac
Vice Chair
University of the Fraser Valley
Regional Universities and Institutes

Gwen Bird
Simon Fraser University

Melody Burton
University of British Columbia

Anita Cocchia
BC ELN Executive Director

Kate Cotie
Ministry of Advanced Education

Natalie Gick
Simon Fraser University Officer

Shirley Lew
Vancouver Community College
Urban Colleges

Scott Marsden
Alexander College
Associate Members

Brenda Mathenia
Thompson Rivers University
Small Universities

Lisa Petrachenko
University of Victoria

Shahida Rashid
College of the Rockies
Rural Colleges

PARTNERS

BC ELN is a partnership between the Province of British Columbia and 33 public and private post-secondary libraries.

Acsenda School of Management
Alexander College
British Columbia Institute of Technology
Camosun College
Capilano University
College of New Caledonia
College of the Rockies
Columbia Bible College
Columbia College
Douglas College
Emily Carr University of Art + Design

Justice Institute of British Columbia
Kwantlen Polytechnic University
Langara College
Nicola Valley Institute of Technology
North Island College
Northern Lights College
Northwest Community College
Okanagan College
Quest University Canada
Royal Roads University
Selkirk College

Simon Fraser University
Thompson Rivers University
Trinity Western University
University Canada West
University of British Columbia
University of Northern British Columbia
University of the Fraser Valley
University of Victoria
Vancouver Community College
Vancouver Island University
Yukon College

Licensing

OutLook OnLine

AskAway

WriteAway

Arca

e-HLbc
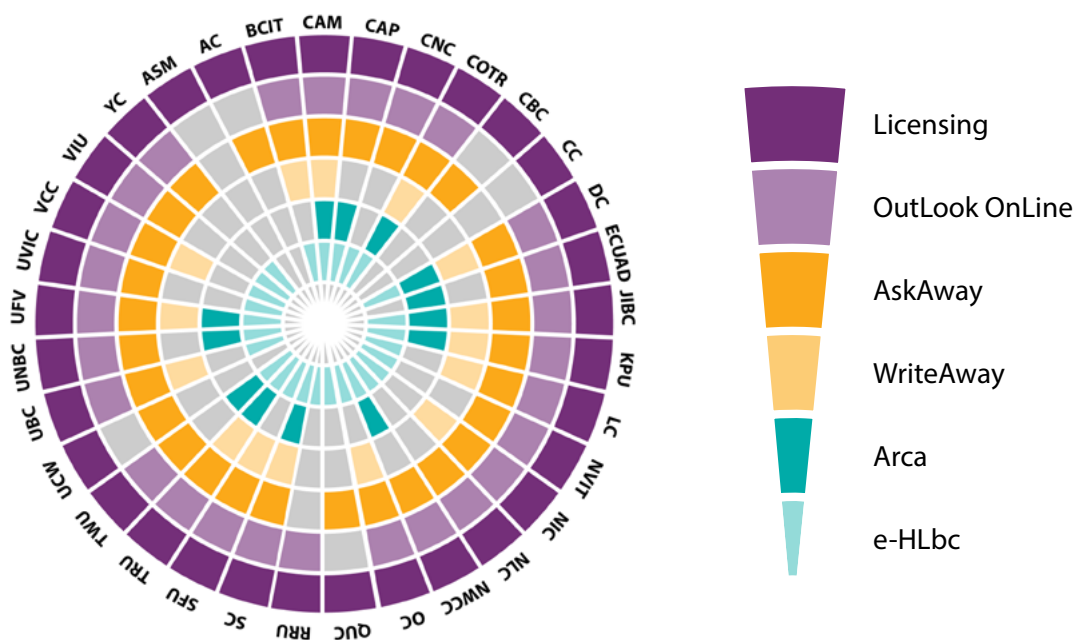
Cross-Sector and National Partnerships:

The Alberta Library • Association of BC Public Library Directors • BCcampus • BC Libraries Branch • BC Libraries Cooperative • BC Library Association • Consortia Canada • Council of Post-Secondary Library Directors • Council of Prairie and Pacific University Libraries • Educational Resource Acquisition Consortium • Health Authorities and Associations • International Coalition of Library Consortia • Irving K. Barber Learning Centre, UBC • Islandora Foundation • Ministry of Advanced Education • Ministry of Education • Ministry of Health • Public Library InterLINK • Royal BC Museum

2016 AT A GLANCE

Through collaborative licensing, BC ELN provided access to **60,000 full-text journals, magazines, and newspapers, 1.6 million eBooks, 55,000 videos, and 1.2 million images, maps, tables, and charts.**

83,753 books, movies, music, and more were shared with public and post-secondary library patrons through OutLook OnLine.

AskAway service providers responded to **30,612 chat reference questions.**

1,900 students received feedback from qualified tutors on **3,621 draft assignments.**

The Arca digital repository grew to include **16,446 digital objects** in **187 collections.**

bceln.ca

office@eln.bc.ca

778.782.7003

twitter.com/bceln