

Supporting Learning & Research

Strengthen Our Licensing Program

Administration and Infrastructure

- On behalf of Consortia Canada, successfully negotiated a new three-year term for ConsortiaManager, BC ELN's e-resources management platform, with an ongoing 30% discount.
- Responded quickly and efficiently to act as a communications hub upon learning about issues with the new EBSCOHost and EBSCO Discovery Service user interfaces.
 - Corresponded and met with the vendor between January-May to raise concerns, get updates, and discuss issues directly.
 - Compiled a spreadsheet of concerns and questions raised by partner libraries and updated the spreadsheet with status updates provided by EBSCO.
 - Communicated information back to partner libraries.
 - Set up a watercooler session for partner libraries to discuss issues and solutions with one another.
 - Provided EBSCO with further feedback from partner libraries after the session.
- In conjunction with contracted license agreement expert, continued the Licensing Terms & Conditions project:
 - Successfully negotiated with smaller vendors, including Gale, Criterion, Audio-Cine Films, and Harbour Publishing to put adapted versions of BC ELN's Model License in place for existing agreements.
 - Began the final stages of the project: uploading all license documents to ConsortiaManager and reorganizing within BC ELN's internal storage structure.
- Formalized and launched partnership with BC Data Service/BC Assessment to provide members with access to BC Assessment datasets
 - Added three new libraries to the partnership since May 1st; 12 BC ELN partner libraries now have access to the datasets.
 - Published an updated BC Data Service-BC ELN partnership webpage with relevant information.

- Responded quickly to participating libraries' questions and coordinated responses with BC Data Service/BC Assessment.
- Posted all 'ConsortiaManager Tip of the Month' emails to the ConsortiaManager site for members to revisit.
- Trained and supervised two UBC iSchool co-op students on ConsortiaManager and licensing renewals work.

License Renewals

- Renewed 35 resource agreements, covering 106 products, options, and add-ons:
 - Collaborated with Consortia Canada on 12 national agreements; acted as lead consortium on one of the agreements (LexisNexis).
 - Renewed eight agreements in cooperation with other Western Canada consortia, including COPPUL, TAL, eHLbc, and the Manitoba Library Consortium (MLC); acted as lead on five renewals.
- Negotiated with 4 Seasons to allow for uninterrupted continuation of the BC ELN subscriber agreement, with a standard annual increase to the existing price model, despite the termination of a broader Consortia Canada agreement.

Resource Selection

- Launched the Undergraduate Resource Bundle (URB) via ConsortiaManager, along with its corresponding, newly negotiated EBSCO-BC ELN Master License.
- Finalized and posted the results of the previous New Product Selection Process on the BC ELN Outcomes Report.
- Began discussions around revising and launching the next New Product Selection Process.

Nurture the Virtual Learning Commons

AskAway

- Implemented measures to respond to increased usage of the service and to ensure service sustainability, including forming the Commitment Models Review Working Group.
- Allocated two-year Ministry funding to support the service via additional collaborative staffing support and Admin Centre support.
- Hosted a virtual meeting for local coordinators to connect with one another and share updates from their institutions.
- Offered asynchronous and live online training to over 25 new and returning service providers, facilitated by the AskAway student librarian.
- Hired six auxiliary and student librarians in the spring term and eight auxiliary and student librarians in the summer term to staff AskAway on evening and weekend shifts.

WriteAway

- Hired Kyle Beres as the new WriteAway Coordinator.
- Welcomed Okanagan College as the newest member. WriteAway now serves 20 institutions in British Columbia and the Yukon.
- Used two-year Ministry funding to assist Okanagan College in joining the service, and to hire auxiliary tutors to support weekend and peak submission times, resulting in decreased wait times for students.
- Hosted a virtual institutional coordinator semester debrief meeting and advisory committee meeting.
- Began work on revising WriteAway tutor training to enhance tutor engagement and community building.
- Began work on a survey to better understand the barriers and benefits to participating in WriteAway, which will inform WriteAway Advisory Committee Action and Sustainability Planning.

Building Library Infrastructure

Nurture Resource Sharing

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.

Optimize Interlibrary Loan Management

- Assisted multiple ISO-target sites, including the British Columbia Institute of Technology (BBIT) and Royal Roads University (BRCZ) with troubleshooting or update of their SHAREit ISO configuration.
- Configured, mapped and managed updates to Z39.50 Search Targets for multiple libraries, including Burnaby Public Library (BB), Fort St. James Public Library (FSJA), BNVD, Tumbler Ridge Public Library (BTR), Vancouver Island Regional Library (BNVI), and BWV. A total of 43 public & post-secondary participating & partner libraries have Z-targets activated.
- Launched and supported implementation of the finalized OpenILL feature to post-secondary and public libraries desiring 3rd party integration of pre-populated SHAREit requests. Developed an updated guide and set-up training video to assist with local configuration.
- Assessed the internal and external cybersecurity of the SHAREit software & account security in order to ensure that patron and staff data within the Illume service is as secure as possible.
 - Developed, communicated about and supported implementation of SHAREit Account Best Practices to strengthen, update and encrypt storage of all BC ELN SHAREit accounts in response to increased demands for improved security practices.
- Continued to work closely with multiple large public libraries, including the Greater Victoria Public Library (BVI), Prince George Public Library (BPG) and Vancouver Island Regional Library (BNVI), interested in implementing NCIP to enhance or implement Patron-initiated requesting with automated patron authentication.
- Provided support, training and troubleshooting to multiple libraries interested in activating, updating or trouble-shooting their Patron-initiated Interlibrary Loans, including Alexander College (BBAC) and three public libraries.
- Provided feedback and suggestions to the vendor Auto-Graphics on new, existing and in-progress Enhancements & Features including OpenILL, Statistics, and Patron & Staff Notices.

Identify & Develop Shared Services Opportunities

Administer Illume

- Responded to and managed 285 support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres. Questions were predominantly related to BVIL Brokering, SHAREit Software Issues & Bugs, NCIP/SIP2, Training Support, Z-Target Set-Up & Issues, Login & Access, Patron-initiated ILLs, and the Union Database.
- Liaised with Auto-Graphics (A-G) Helpdesk on behalf of Illume libraries on a variety of questions or issues related to the SHAREit software including patron-initiated requesting, statistics, NCIP, server updates/migration, and site configuration.
- Coordinated with the vendor Auto-Graphics and SFU IT on an upcoming SHAREit server migration to implement technical and infrastructure improvements. Server migration is expected for Fall/Winter 2024/25 after updates to the SHAREit software are available to support upgraded infrastructure.
- Communicated updates on the new Beta Statistics feature available in SHAREit, including advice about issues (now resolved) and our updated Statistics guide with recommendations and tips. Provided member library feedback and Illume Support Centre recommendations to vendor.
- Presented an update on SHAREit optimization features to the June 26th, 2024 Northern Library Federations (Central, East & West) Round-Table to promote Illume Support assistance to libraries interested in SHAREit optimization features and streamlining staff workflow.
- Provided multiple training sessions via webinar, email or telephone on a wide-variety of topics including NCIP, PI-ILL requesting, OpenILL/OpenURL and 3rd party direct to SHAREit requesting, Search Targets/Resources, new Features/Enhancements, Statistics, and more.
- Attended or reviewed professional development sessions related to emerging interlibrary topics including “Licensing & Resource Sharing”, “Artificial Intelligence and a Smarter ILL Future”, the Boston Library Consortium’s “E-Book ILL Roadmaps” and ICOLC’s “Implementing Consortial CDL for ILL”.
- Attended A-G User Group Quarterly meetings to provide BCUC feedback and Enhancement suggestions to the vendor Auto-Graphics and other consortia & library systems using SHAREit software.

Partner in the BC Digital Library (BCDL)

- Attended regular DigitalBC Committee meetings exploring approaches to provincial cross-repository discovery of BC's cultural and scholarly digital assets.
- Participated in Canadian Coalition for Digitized Heritage working group on Cross-sectoral Capacity Building.

Identify Opportunities for Cooperative or Shared Post-secondary Library Infrastructure

BC ELN-BCHDP Support Service

- Developed Early Notice Survey in preparation for 2025-26 grant funding cycle.
- Trained two new student librarians and one contractor on Support Service workflows in preparation for upcoming cycle.
- Built a new documentation website using Github and mkdocs to communicate Support Service information resources.
- Connected first-time applicants to digitization service providers and created a new digitization service agreement for partners hoping to work with SFU Digitization Centre.
- Referred some prospective applicants to system partners BC Regional Digitized History (BCRDH) and the Archives Association of British Columbia (AABC) for regional and more targeted support.

BCHDP-Arca Hosting Initiative

- Spoke with stewards of six incoming collections for 2024 to answer questions about content ingest, metadata, and timelines.
- Completed ingest of the Kaatza Station Museum and Archives' newspaper collection.
- Completed ingest of the Vancouver Police Museum and Archives' John Vance fonds.
- Performed clean up on BCHDP Arca child site metadata in preparation for migration to Islandora 2.0.

Build Arca

Develop & Enhance Arca's Customised Platform

- Onboarded limited term Arca Migration Specialist to support the migration process for Arca's Islandora digital repository platform from the end-of-life Legacy version to the new Islandora 2.0. The Specialist is:
 - Liaising between the Arca migration team and Arca's local

- administrators to ensure data and metadata are kept up to standard in preparation for migration.
 - Monitoring and testing new platform software and configurations ahead of individual site migration.
 - Assisting with troubleshooting inquiries from members, ensuring the operational needs of the service are met while the migration is in progress.
- Began process of migrating Arca to Islandora 2:
 - Developed and approved a budget, action plan, and infrastructure plan.
 - Adjusted timelines to accommodate vendor delays.
 - Set up a demo site for Arca members to explore the new platform and test configurations.
 - Attended weekly meetings with vendor to answer questions, track progress, etc.
 - Resolved metadata mappings and inconsistencies across all Arca repositories.
 - Defined base theming and configuration requirements.
 - Built local development instances to allow Arca manager to contribute directly to development of the new system.
 - Set up a Mattermost server to communicate with Arca members about migration in real-time for consultation about metadata issues, configuration questions, and timeline updates.
- Built a new Arca documentation website for the new platform using Github and mkdocs:
 - Provides instructions and guidance for use cases identified by Arca admins.
 - Also used to coordinate critical migration information, including timelines and detailed instructions for critical pre- and post-migration tasks to be performed by Arca admins.
 - Available at <https://bceln.github.io/arca-docs>
- Supported the BC Regional Digitized History (BCRDH) and Nicola Valley Institute of Technology in defining and scoping a request for new shared collection functionality:
 - Shared collections support Indigenous language programs co-ordinated by UBC and NVIT.
 - These collections must exist and be accessible from both the BCRDH and NVIT repositories.

- Arca Office is supporting the two organizations in defining requirements and working with the vendor to identify a technical approach to creating this functionality, which would create the potential for more collaboration between different Islandora repositories within Arca or beyond.

Expand Membership Within & Beyond BC

- Met with several sites expressing interest in joining Arca, including post-secondary libraries and smaller GLAMs (galleries, libraries, archives and museums).
 - GLAM sites that had been exposed to Arca through the BC History Digitization Program (BCHDP) expressed interest in hosting other digital collections on the platform, prompting a wider discussion on membership by the Arca Advisory Committee.
 - Communicated with an interested post-secondary library who learned about Arca through existing member admins, resulting in a tentative agreement to onboard a new member post-migration.
- Arca Advisory Committee voted to extend Arca membership eligibility to non-library organizations such as galleries, archives, and museums, serving an identified need in the GLAM sector to provide a sustainable, standards-based home for digital heritage materials.

Support Knowledge Exchange & Create Communities of Practice

- Joined the Local Contexts Service Provider Early Adopter program, to guide development of the Traditional Knowledge Labels API in a way that supports consortial needs.

Connecting Partners

Administer Electronic Health Library of BC (e-HLbc)

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

- Met with Executive Directors of BCcampus and EdPlannerBC to share and learn about approaches to operations and finances within SFU hosted infrastructure.
- Met with Ministry of Municipal Affairs' Public Libraries Branch to discuss Illume partnership and associated projects.
- Met with Director of Irving K. Barber Learning Centre at UBC to discuss BC History Digitization Program partnerships.
- Met with Executive Director of COPPUL to discuss areas of common interest around consortial licensing.
- Met with InterLINK Executive Director to discuss existing and potential collaboration on resource sharing initiatives.
- Attended as a committee member the first Shared Educational Resources and Technology Advisory Committee (SERT) meeting; SERT's mandate is to advise the B.C. post-secondary system on shared and open models for developing, delivering, and sustaining educational technologies and curriculum and course materials.

Assume a Leadership Role in the Canadian Consortial Landscape

- Attended Consortia Canada (ConCan) meetings to discuss topics affecting consortia across Canada.
 - BC ELN staff member Reba Ouimet appointed ConCan Chair.
- Attended Canadian Collaborative Virtual Reference Services Group meetings to discuss topics affecting consortial chat reference services in Canada.

Contribute to International Consortial Dialogue

- 3 BC ELN Staff members attended the International Coalition of Library Consortia (ICOLC) North American meeting in Anaheim CA.
 - Presented on two separate panels: Demonstrating Consortial Value and Updates from Consortia.
 - Presented a session on Consortial Metrics.
- BC ELN staff member Leah Hopton appointed Chair of the ICOLC Consortial Awareness Group.
 - Organized a virtual “Show and Tell” session for consortial staff to share tools and techniques in relation to demonstrating value.
 - Surveyed ICOLC membership to investigate if further “Show and Tell” sessions are of interest.
 - Co-Created a 1-hour presentation geared towards library school and program students for consortial staff to raise awareness of future interactions with consortia.

Sustaining our Organization

Promote Good Governance

Enhance External Communications

- Created and maintained a strategic framework dashboard, which provides at-a-glance status updates on strategic priorities, available at: <https://bceln.ca/about/strategic-plan>

Support Governance Committees

- Provided administrative support for the May 30th BC ELN Steering Committee.

Strengthen Consortial Operations & Infrastructure

Cultivate Staff Expertise & Capacity

- Posted BC ELN Continuing Librarian position to provide support across several service areas.
- Supported staff members’ attendance at the BC Library Conference (April 2024) and the Vancouver Island Library Staff Conference (May 2024).
- Established the JEDI (Justice, Equity, Diversity, and Inclusion) Collective, a

working group of BC ELN staff that aims to create an inclusive work environment and strengthen BC ELN's commitment to EDI principles internally.

- The Collective's long-term goal is to extend this internal learning to BC ELN's services, governance committees, and external communications.
- Staff attended a variety of online webinars and conferences, topics included:
 - Decolonization, allyship, and inclusion
 - Generative AI in Post-secondary education
 - Data privacy
 - Trends in digital learning
 - Trans and gender diverse voices in libraries
 - Writing centres
 - Lived experiences of library workers with disabilities
 - Information literacy and instruction

Enhance Financial Infrastructure & Practices

- Developed and presented BC ELN 2024/2025 budget to BC ELN Steering Committee.
- Consulted with SFU Finance and Library Management on optimising BC ELN financial infrastructure, including change to Project Carryforward Fund management.
- Developed BC ELN Office Continuity Plan outlining priorities and actions in the event the BC ELN Office is impacted by labour action.

Sustain Healthy Funding

Champion our Work through Annual Reports etc.

- Produced the BC ELN Innovation & Success 2023 annual report and Actions & Achievements reports for BC ELN's various service areas.
- Produced two issues of the BC ELN Connect Newsletter (April and June), available at: <https://bceln.ca/news/connect-newsletter>.
- Confirmed annual budget allocation from Ministry of Post-Secondary Education and Future Skills.
- Conducted Executive Director meetings with library leaders at Douglas College, Kwantlen Polytechnic University, Langara College, UBC 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.

- Initiated planning for a BC ELN website redesign and migration to be completed by fall 2025.
- Provided an update on the work of the BC ELN consortium to the Council of Post-secondary Library Directors virtual spring meeting (May 2024).