

Supporting Learning and Research

Working together to secure quality educational resources and offer exceptional learner support.

Collaborative Licensing

Administration and Infrastructure

- Continued work in response to partner library concerns regarding the new user interfaces from EBSCOHost and EBSCO Discovery Service.
- Updated the existing EBSCO UI Issues spreadsheet based on EBSCO's progress and documented progress on BC ELN's EBSCO UI page here: <https://bceln.ca/ebSCO-ui>.
- Responded to BC ELN partner library concerns around political developments in the United States:
 - Addressed potential impacts of tariffs on electronic resources, confirming there are currently none.
 - Continued negotiating set annual increases with the largest vendors.
 - Communicated with vendors about member concerns and worked to get ahead of any possible changes in content or pricing.
 - Advocated on behalf of libraries in communications with EBSCO around the potential Education Resources Information Center (ERIC) content losses.
 - Confirmed that EBSCO would provide content gap coverage free of charge via their Education Abstracts database.
- Worked with Consortia Canada (led by the Canadian Research Knowledge Network) to transition the ACM Digital Library agreement to ACM Open, allowing ACM to slowly transition to a fully open model, based on continued support from subscribing libraries.
- Trained and supervised a new UBC iSchool co-op student on ConsortiaManager and licensing renewals work.

- Participated in Consortia Canada and Western Consortia meetings to discuss licensing topics, among other issues of relevance to Canadian library consortia.

License Renewals

- Renewed 36 resource agreements, covering 97 products, options, and add-ons:
 - Collaborated with Consortia Canada on 12 national agreements; acted as lead consortium on one of the agreements (LexisNexis).
- Renewed six agreements in cooperation with other Western Canada consortia, including Council of Prairie and Pacific University Libraries (COPPUL), The Alberta Library (TAL), eHLbc, and the Manitoba Library Consortium (MLC); acted as lead on four renewals.

Resource Selection

- Participated in a Consortia Canada agreement (negotiated by CAAL, the Council of Atlantic Academic Libraries) to offer libraries a subscription to OverDrive Magazines, a platform allowing patrons to enjoy over 4,000 magazines, ebooks, and audiobooks all in one place.
- Continued work on updating the New Resource Selection Process:
 - Continued internal discussions and planning around the launch of the New Resource Selection pilot to source and negotiate new resources for BC ELN.
 - Performed an environmental scan of resource selection processes at consortia nationally and globally, to develop best practices from consortial colleagues.
 - Developed and deployed a New Resource Selection Process feedback survey to BC ELN partner libraries, intended to capture partner library needs when revising the process.
 - Incorporated feedback on the process received from the survey.
 - Finalized timeline for pilot launch in Fall 2025.
- Learned that the American Psychological Association (APA) launched an electronic platform for their APA style manual and reached out to begin discussions around a consortial deal based on feedback from the previous New Resource Selection process in 2022.

Virtual Learner Support Services

AskAway

- Supported the AskAway Commitment Models Working Group in developing recommendations for service sustainability that were presented to and approved by the AskAway Advisory Committee.
- Supported the AskAway Advisory Committee Chair's attendance at the BC ELN Steering Committee meeting to present the AskAway commitment model and sustainability recommendations.
- Formed the AskAway Emerging Technologies Working Group to investigate and make recommendations for technologies that enhance the service.
- Hosted two AskAway Local Coordinators' meetings to discuss emerging technologies, EBSCO integrations, usage, and other topics impacting the service.
- Provided documentation and support to participating libraries integrating AskAway and LibraryH3lp into the new EBSCO User Interface (UI) so that students and other users can have uninterrupted access to chat support after the migration.
- Offered two online training sessions to train 22 new and returning AskAway service providers.
- Trained and supervised a new UBC iSchool student on AskAway Admin Centre support work.
- Hired three new BC ELN auxiliaries to staff AskAway on evenings and weekends.

WriteAway

- Organized four virtual WriteAway Sustainability Working Group Meetings.
- Consolidated WriteAway Sustainability Working Group ideas into four clear sustainability recommendations, which were approved by the WriteAway Advisory Committee.
- Supported WriteAway Advisory Committee Chair to attend BC ELN's Steering Committee for WriteAway sustainability recommendations endorsement.
- Completed a survey report of institution-identified barriers to joining WriteAway.

- Hosted a virtual WriteAway Advisory Committee Meeting.
- Prepared for the newly formed WriteAway Service Model Working Group.
- Updated WriteAway's Institutional Learning Support page to increase student access to support at their institution.
- Attended the Canadian Writing Centres Association Conference to learn about trends and best practices in post-secondary writing centres.

Building Library Infrastructure

Creating robust infrastructure for acquisition, storage, organization, discovery, and access.

Resource Sharing

Provide a Clearinghouse for System Created Metadata

- Posted updated B.C. Open Collection and B.C. Legislative Library MARC records to the BC ELN website.

Sustain the BC Union Database

- Sent semi-annual Union Database (UDB) full strip and reload reminder to all libraries and assisted multiple libraries with troubleshooting UDB record submissions.

Optimize Interlibrary Loan Management

- Assisted multiple ISO-target sites with troubleshooting of their SHAREit ISO communications.
- Provided feedback on critical changes to the SHAREit software functionality impacting the ability of ISO-target libraries to respond to SHAREit requests before they expire. The vendor Auto-Graphics applied back-end customer settings updates to resolve these issues.
- Assisted multiple libraries with options for Ex Libris Alma integration with SHAREit. Requested documentation and assistance from Auto-Graphics.
- Continued to communicate with Auto-Graphics on upcoming updates to ISO 18626 availability and OCLC API availability for interested Relais and Tipasa libraries.

- Worked with the vendor Auto-Graphics to provide feedback on ERTI smart-build changes that now impact live shelf status checks and reduce the effectiveness of Union Database holdings as the preferred authority for automatic lender list builds.
- Re-configured and updated all Search Only and Live Shelf Status Z39.50 targets with workarounds, so Search Only z-targets would use the “BC Union Catalogue” union database holdings for ERTI smart-builds instead.
- Assisted multiple libraries with Live Shelf Status (LSS) maintenance, set-up, and launch. This feature streamlines interlibrary loan processes by automating availability checking making it easier for staff to focus on available items only and provide faster loans to Illume patrons.
- Continued to work closely with multiple large pilot public libraries to launch NCIP, with *Prince George Public Library* launching in January. NCIP enables seamless communication between library ILL and ILS systems, allowing for patron-initiated interlibrary loan requests with automated authentication. This improves the user experience by reducing staff manual processing and ensuring faster access to requested materials.
- Provided support, training and troubleshooting to multiple libraries interested in activating, updating, or troubleshooting their Patron-initiated Interlibrary Loans.
- Provided feedback and suggestions to the vendor Auto-Graphics on new, existing, and in-progress enhancements and features including the Request Manager, User Admin module, Reports & Statistics, and Request Number Search changes.

Identify and Develop Shared Services Opportunities

Administer Illume

- Responded to and managed 377 support cases from public and post-secondary libraries, including brokerage support for multiple public Reading Centres.
- Continued to coordinate with the vendor Auto-Graphics and SFU IT on the May 12th SHAREit server migration to implement technical and infrastructure improvements. Created a test server plan and worked closely with the vendor to thoroughly test the new SHAREit server to achieve a seamless migration.

- Widely communicated the server migration on May 12th and successfully completed a seamless swap from the old server infrastructure to the new servers with the assistance of Auto-Graphics and SFU IT. Illume (SHAREit) relaunched after only a half day of scheduled down-time.
- Liaised with Auto-Graphics Helpdesk on behalf of Illume libraries on a variety of questions or issues related to the SHAREit software including Server Migration/Upgrades, NCIP, and SHAREit bugs/issues and enhancements/features.
- Provided support, training, and troubleshooting to multiple libraries interested in activating, updating or trouble-shooting their Patron-initiated Interlibrary Loans.
- Provided multiple training sessions via webinar, email, or telephone on a wide variety of topics including NCIP, Patron-Initiated ILL requesting, Live Shelf Status set-up and troubleshooting, ERTI Smart-builds lender list load leveling, Lender Pending Calculations, OpenILL, and third-party ILL software integration with SHAREit, Statistics, and more.
- Requested updates on important ongoing issues and feature feedback at monthly vendor meetings with the Head of Auto-Graphics Customer Support. These include Form field issues with the required/ mandatory status of fields (including Pickup Location & Patron's Library Card Number), Nonreturnable (Copy) form bugs, ERTI smart-build and Unfilled request issues, and the "My Library Owns" bugs.

Partner in the BC digital library

- Attended DigitalBC Committee meetings exploring approaches to provincial cross-repository discovery of BC's cultural and scholarly digital assets.
- Participated in the 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 the Early Notice Survey in preparation for the 2026-27 BC History Digitization Program (BCHDP) grant funding cycle.

- Trained two new student librarians on Support Service workflows in preparation for the upcoming cycle.
- Updated documentation and resources linked on the BCHDP Support site hosted on Github.
- Connected first-time applicants to digitization service providers, including the SFU Digitization Centre.

BCHDP-Arca Hosting Initiative

- Migrated the BCHDP Arca child site to the newest version of the platform, Islandora 2, and prepared the site for forthcoming launch. Migration and pre-launch activities included data migration, site configuration and theming, and metadata cleanup.
- Completed an ingest of newspaper collections from:
 - Swedish Heritage in British Columbia (round 1)
 - Museum of the Cariboo Chilcotin (round 1)
 - Kaatza Station Museum and Archives (round 2)
 - Sidney Museum and Archives (round 2)
- Met with the stewards of collections from the 2025-26 grant cycle that will be coming into Arca to answer questions about content ingest, metadata, and timelines.

Build Arca

Develop & Enhance Arca's Customized Platform

- Completed the majority of the data migration for all Arca sites to the new Islandora 2 platform, leaving only a handful of items for clean-up.
- Launched 21 sites in the new platform, with only 10 remaining.
- Negotiated a sustainable maintenance agreement with the service provider to ensure Arca is supported into the future.
- Launched the Local Contexts Integration module for Drupal, built in collaboration with a team of University of PEI software engineering students.

Expand Membership Within & Beyond BC

- Launched a pilot repository for Currio, a curriculum sharing initiative for BC post-secondary institutions.
- Onboarded Okanagan College with a new repository.

Support Knowledge Exchange & Create Communities of Practice

- Built a new, highly searchable documentation site for Arca admins using the new platform.
- Established a Mattermost chat server to facilitate communication between Arca partners.

Connecting Partners

Linking partners, organizations, and communities of practice to extend expertise, innovate programs, and nurture collaboration.

Administer the Electronic Health Library of BC (eHLbc)

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

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

Engage with Consortial Communities

Grow & Maintain Relationships with Provincial System Partners

- Presented “Research, Write, Succeed: Using AskAway and WriteAway as Learning Tools” in the demo fest at the Educational Technology Users Group (ETUG) Spring Workshop 2025, UBC Vancouver, to promote AskAway and WriteAway and hear about online learning support needs from attendees.
- Met with staff from BCcampus and Education Planner BC to share and learn about issues of common interest, including approaches to student needs assessment and the provincial Pressbooks service.
- 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 Directors of the Council of Prairie and Pacific University Libraries (COPPUL), Public Libraries InterLINK, and the BC Libraries Co-operative to discuss areas of common interest around consortial licensing and shared services.
- Attended, as a committee member, meetings of the Shared Educational Resources and Technology Advisory Committee (SERT), advising 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

- Chaired Consortia Canada (ConCan) meetings to discuss topics affecting consortia across Canada.
- Attended Canadian Collaborative Virtual Reference Services Group meeting to discuss topics affecting consortial chat reference services in Canada.
- Met with Executive Directors of the Ontario Council of University Libraries (OCUL), Ontario College Library Services (OCLS), and Canadian Research Knowledge Network (CRKN) to discuss topics of mutual interest, including the Library e-Resources Accessibility Portal assessment tool.
- Hosted and attended monthly Western Consortia meetings with The Alberta Library (TAL) and the Council of Prairie and Pacific University Libraries (COPPUL).

Contribute to International Consortial Dialogue

- Chaired the International Coalition of Library Consortia (ICOLC) Consortial Awareness Group:
 - Developed a presentation aimed at introducing library students and faculty to the function and importance of library consortia.
 - Hosted a series of peer-to-peer webinars on the topic of “Demonstrating Consortial Value.”
- Participated on the North American Virtual Reference Online Conference (NAVROC) 2025 Planning Committee to plan the NAVROC 2025 conference and contribute a Canadian perspective.

- Became a Sustaining Partner of ICOLC, making an annual financial contribution to support the global consortial community.
- Attended meetings of the ConsortiaManager Advisory Board along with directors from other international consortia invested in ConsortiaManager.

Nurture New Partnerships & Relationships

Reach out to potential partners to build new relationships and realize common goals

- Conducted outreach through the Removing Barriers Initiative, which is focused on addressing the potential barriers that Indigenous-led post-secondary institutions might face in joining the consortium:
 - Hired Two Worlds Consulting to support the Removing Barriers Initiative with an environmental scan and facilitation of engagement sessions.
 - Conducted outreach and met with staff at Nicola Valley Institute of Technology (NVIT), First Nations Education Steering Committee (FNESC), and the Indigenous Adult Higher Learning Association (IAHLA).
 - Prepared a backgrounder about the Removing Barriers Initiative for the IAHLA Board and was invited to present at the Board meeting in August 2025.
- Managed membership inquiries from two post-secondary institutions exploring Associate Membership with BC ELN:
 - Met with key staff at each applying library to discuss membership and clarify expectations.
 - Conducted site visits to understand library operations, services, and alignment with BC ELN priorities.
 - Delivered final membership recommendations to the BC ELN Steering Committee for decision.
- Delivered guest lectures to the LIBR 580: Collection Management class, introducing students to the vital role consortia play in licensing resources for libraries.

- Delivered a lunch-time session on AskAway, “All About AskAway,” to UBC iSchool students in collaboration with a UBC Librarian, introducing students to the collaborative service and virtual reference skills.

Sustaining our Organization

Fostering an organization that values transparency, cultivates improvement, and achieves excellence.

Promote Good Governance

Enhance External Communications

- Advanced the website redesign project to improve usability and meet member needs:
 - Developed user personas with input from internal staff to guide design decisions.
 - Conducted a card sorting activity to create an intuitive site structure.
- Conducted an audit of metrics used to measure and communicate the value of participating in Arca, to improve future data collection and documentation.
- Began work on an Accessible Communications Course to provide guidance to AskAway service providers and WriteAway tutors.

Support Governance Committees

- Facilitated special sustainability meetings for both AskAway and WriteAway Advisory Committees to develop action plans around increasing the long-term sustainability of these services.
- Communicated and implemented the Associate Member Criteria Working Group recommendations, which were approved by the BC ELN Steering Committee in December 2024.

Strengthen Consortial Operations & Infrastructure

Cultivate Staff Expertise & Capacity

- Initiated the search process for a project librarian position to support short-term project work across BC ELN service areas.

- Hired and trained two UBC iSchool student librarians, expanding team capacity while providing hands-on experience to support the students' professional development.
- Held an in-person Team Collaboration Day (April 2025) to foster team cohesion and solve problems together.
- Staff attended a variety of online webinars and conferences, including:
 - North American Virtual Reference Online Conference (NAVROC) 2025 online to learn about virtual reference research, best practices, and emerging technologies.
 - 2025 BC Library Association (BCLA) Conference in Nanaimo to network with colleagues and partners and to learn about current library initiatives and practices in the province.

Optimise Internal Infrastructure & Practices

- Consulted with SFU Finance and Library Management on optimising BC ELN financial infrastructure, consolidating and streamlining fund accounting practices.
- Strengthened internal financial, administrative, and human resources workflows, including developing more inclusive hiring practices for student librarians to attract a broader and more diverse pool of candidates.
- Documented workflows using a new internal documentation tool called Bookstack.
- Consulted with SFU Human Resources on development of an operations manager job description.

Sustain Healthy Funding

Champion our Work through Annual Reports etc.

- Produced the [BC ELN Innovation & Success 2024](#) annual report and Actions & Achievements reports for BC ELN's various service areas.
- Produced BC ELN Connect Newsletter (April), available at: <https://bceln.ca/news/connect-newsletter>.
- Received confirmation from the Ministry of Post-Secondary Education and Future Skills of a \$114,500 increase to BC ELN's base funding. This boost reflects

confidence in BC ELN's ongoing success in leveraging funding to deliver strong, system-wide benefits to libraries and learners.

- Conducted Executive Director meetings with library leaders at Acsenda School of Management, Columbia College, Columbia Bible College, Douglas College, Justice Institute of BC, UBC, Vancouver Community College, University Canada West, University of Northern British Columbia, Vancouver Island University, and Yukon University to understand partner library needs and priorities.
- Wrote an AskAway Case Study entitled "[Sustaining Virtual Library Support through Multi-Institutional Collaboration: AskAway Chat Reference](#)" published by BCcampus, as part of the [Shared Educational Resources and Technology \(SERT\)](#) Initiative.

Strengthened relationships and connections with the UBC iSchool

- BC ELN staff members Reba Ouimet and Leah Hopton presented to students at the UBC iSchool about consortial licensing and the larger consortial landscape.