# BC ELN Progress Report: January – June 2026

BC ELN reports biannually on progress made supporting its core service areas and strategic priorities.

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# SUPPORTING LEARNING AND RESEARCH

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

## Collaborative Licensing

**Administration and Infrastructure**

- Surveyed vendors to clarify how generative AI is being used across their products and services licensed through BC ELN/eHLbc, either directly or via Consortia Canada deals.
    - Released results on website, supporting BC ELN partner libraries in making informed, evidence-based decisions about these resources.
- Launched the Library eResource Accessibility Portal (LEAP) Pilot in partnership with the Ontario Colleges Library Service (OCLS):
    - Sent out a call for volunteers, receiving more than required (7 instead of 5);
    - Hosted a BC ELN kickoff and welcome meeting for volunteers at Simon Fraser University, College of the Rockies, Douglas College, Thompson Rivers University, College of New Caledonia, Langara College, and the Justice Institute of BC;
    - Attended OCLS-hosted training for BC ELN volunteers; and
    - Began initial 1-year pilot term (April 1, 2026-Mar. 31, 2027) to complete eResource assessments using the LEAP assessment tool.
- Provided licensing and ConsortiaManager orientations for new provisional affiliate members, Adler University and LaSalle College.
- At the request of subscribers, organized and hosted a watercooler session to communicate changes around the transition of Consortia Canada's NFB CAMPUS agreement to public access and provide an avenue for subscriber decision-making.
- Attended and facilitated logistics around the annual EBSCO Day for BC ELN members.
- Participated in Consortia Canada and Western Consortia meetings to discuss licensing topics, among other issues of relevance to Canadian library consortia.

**License Renewals**

- Began work to renegotiate and renew the multi-year Undergraduate Resource Bundle (URB) for the new term in 2027:
    - Updated 2027-2030 URB webpages and structure with available information;
    - Announced the launch of the process to the BC ELN community;
    - Distributed the URB Participation & Feedback Survey to solicit feedback on the bundle and gauge initial commitments-in-principle from members; and
    - Hosted an initial URB Q&A information session for BC ELN members, providing an overview of the bundle, the process, and the anticipated timeline.
- Renewed 37 resource agreements, covering 82 products, options, and add-ons:
    - Collaborated with Consortia Canada on 18 national agreements; acted as lead consortium on one of the agreements (LexisNexis).
    - Renewed five 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**

- Offered five new Indigenous resources for BC ELN members:
    - Added four streamlined professional development micro-learnings to the existing 4 Seasons of Reconciliation agreement: Foundations of Truth & Reconciliation, Reconciliation Documentary Film Packs, September 30th (Orange Shirt Day & National Day for Truth & Reconciliation), and Treaty Perspectives.
    - In partnership with Consortia Canada, offered Indigenous Studies Source, a new full-text database, as an addition to the existing EBSCO Indigenous Peoples Databases agreement (formerly Bibliography of Indigenous Peoples in North America)

- Formally launched the revised New Resource Selection Process for 2026:
    - Collected new resource suggestions from members and curated suggestions into the 2026 Ranking Survey, which was then distributed to partner libraries.
    - Conducted analysis on the results of the Ranking Survey, and identified the top two highest priority resources: Canada Commons and O'Reilly for Higher Education
    - Updated the BC ELN community on the process via the 2026-27 Outcomes Report, which includes the ranking survey results and the negotiation outcomes for the top two resources each year.
    - Began investigations into the top two resources with the respective vendors, ProQuest and Trojman Corporation.
- Negotiated a low common inflationary renewal increase (2%) for EBSCO-licensed resources for June 2026 to May 2027; this was accomplished in partnership with other western consortia and provides stability for partner library budgets.

## Virtual Learner Support Services

**AskAway**

- Hosted two virtual AskAway Advisory Committee meetings, on February 6, and June 25, 2026, to approve the new sustainable commitment model for AskAway, endorse emerging technologies recommendations, approve best practices for handling GenAI questions, and discuss service priorities such as changing usage trends.
- Supported the Advisory Committee Chair's attendance at the BC ELN Steering Committee meeting on March 2, 2026, where the Steering Committee endorsed the new sustainable commitment model for AskAway.
- Released the new sustainable commitment model for AskAway, including new financial, staffing, and service hour models, to come into effect in the 2027-28 service year:
    - Supported the work of the Recommendations Implementation Team to develop the new model in consultation with participating libraries.
    - Announced the approved model to participating libraries to communicate the value of AskAway and the commitment to support a sustainable service in future.

    - Supported participating libraries' decision-making by developing resources and communications tools.
    - Confirmed participation in AskAway when the new commitment model takes effect in 2027-28 to help with budgeting, scheduling, and general planning.
- Supported the implementation of approved emerging technologies recommendations:
    - Supported the work of the Emerging Technologies Working Group to develop recommendations and present findings to the Advisory Committee.
    - Hosted a Lunch and Learn Session with 43 attendees, facilitated by the Working Group, to communicate the group's work, findings, and next steps to AskAway service providers and local coordinators.
- Migrated the service provider chat from Campfire to the LibraryH3lp Conference Room to improve administrative efficiency and service provider workflow.
- Hosted two local coordinators' meetings to share general service updates and focus on promotion, engagement, and developing GenAI best practices.
- Developed Best Practices for Handling GenAI Questions, in consultation with local coordinators, to help service providers feel prepared to answer questions about GenAI tools from students.
- Developed and released a new "AI Literacy" tag to track questions related to GenAI on the service and inform future service priorities and practices.
- Developed and released Promoting AskAway at the Desk: Talking Points for Staff to help library staff point students to AskAway when the library is closed or when students are studying off-campus.
- Together with WriteAway, released the Rural Promotion Package for AskAway and WriteAway to provide practical, ready-to-use materials that support promotion of these services in rural and remote institutional contexts.
- Filled 24 gaps in the Section 4 (July-August) schedule thanks to week-by-week volunteer coverage from seven participating libraries.
- Supervised a UBC iSchool student librarian at the AskAway Admin Centre.
- Offered asynchronous and live online training to 24 new and returning service providers.

- Allocated Year Two of two-year Ministry Removing Barriers funding to ensure evening and weekend service continuity for students and to support service sustainability work.

**WriteAway**

- Supported WriteAway's Technical Infrastructure Working Group in determining the technical requirements needed to fulfill the approved Service Model Working Group recommendations.
- Hosted one virtual WriteAway Advisory Committee meetings on June 26, 2026 to review WriteAway's Technical Infrastructure Working Group's recommendations and determine the next steps of WriteAway's sustainability work.
- Together with AskAway, released the Rural Promotion Package for AskAway and WriteAway to provide practical, ready-to-use materials that support promotion of these services in rural and remote institutional contexts.
- Offered four virtual synchronous and asynchronous training sessions to all new and returning WriteAway tutors.
- Hosted tutor and coordinator semesterly debrief meetings to provide general service updates, learn more about the continuing evolution of writing contexts at institution, and hear how the Admin Centre can better support institutional staff and students.
- Created WriteAway strategy videos to support tutor development.
- Began development of new tutor training modules to decrease barriers students experience when submitting assignments to WriteAway.
- Presented at the Canadian Writing Centres Association conference; presentation entitled "Tending the Writing Centre Community Garden: Insights and Inspiration from the WriteAway Context".
- Continued participation on the Canadian Writing Centre Association's Board of Directors.
- Attended the Educational Technology User Group (ETUG) gathering and learned more about how institutions are incorporation AI into their classrooms and writing support.

# BUILDING LIBRARY INFRASTRUCTURE

Creating robust infrastructure for acquisition, storage, organization, discovery, & 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 Illume libraries, assisted multiple libraries with troubleshooting UDB record submissions.
- Worked closely with Auto-Graphics (A-G) on next steps to restore Union Database loads after the retirement of long-time A-G staff responsible for this task.

**Optimize Interlibrary Loan Management**

- Completed an Environmental Scan of interlibrary loan software and solutions to identify opportunities, trends, and strategic directions related to resource sharing in the province, including a review of the current BC resource sharing landscape. Consulted with other Canadian and international consortia on resource sharing options.
- Submitted proposal to and received funding from the Public Libraries Branch (PLB) of the Ministry of Housing and Municipal Affairs to initiate a Needs Assessment of interlibrary loan software and solutions to identify opportunities, trends, and strategic directions related to resource sharing in the province.
- Worked with the PLB to map out the Needs Assessment project, building on the Environmental Scan, the Needs Assessment will provide provincial partners and libraries with the insights necessary to make decisions about future interlibrary loan infrastructure.
- Held a second follow-up water cooler session on March 25th, 2026, for all non-SHAREit sites using alternate software to discuss current integration progress and potential upcoming integration options, updates from BC ELN, vendor updates from Auto-

Graphics & OCLC, and current workflows and upcoming plans for libraries not using SHAREit as their primary ILL software.

- Continued to communicate with Auto-Graphics on upcoming updates to ISO 18626 availability and OCLC API availability for interested Tipasa and WorldShare libraries.
- After extensive testing and set-up, launched Alma ISO integration with SHAREit for the University of Victoria (BVIV) and Simon Fraser University (BVAS). Illume libraries can again seamlessly borrow & lend peer-to-peer with these partner libraries.
- Met with leadership, resource sharing and systems teams from the University of British Columbia (BVAU), to discuss workflow options and next steps for testing the ISO 18626 "Request Transfer" lender-of-last-resort integration option available for OCLC Tipasa. Communicated with both Auto-Graphics and OCLC on any vendor next steps necessary for implementation.
- Assisted multiple libraries with Live Shelf Status (LSS) maintenance, set-up, and launch, including our first SHAREit integrated EBSCO Folio software system. 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.
- Coordinated further with InterLINK to review alternative workflows for requesting Media for print disabled patrons from InterLINK libraries, including exploring any potential Auto-Graphics costs related to the addition of a new union database.
- Coordinated with new BC ELN member, Adler University, to join Illume via Alma ISO integration with SHAREit.

## Identify & Develop Shared Services Opportunities

**Administer Illume**

- Responded to and managed 370 support cases from public and post-secondary libraries, including brokerage support for multiple public Reading Centres.
- Coordinated closely with SFU IT and leadership on extended Illume (SHAREit) outages and issues related to external traffic overloading host site Simon Fraser University's

network. SFU IT implemented solutions to mitigate attacks and prioritize traffic to critical infrastructure such as Illume (SHAREit) in times of crisis, improving connectivity to the SHAREit server and resolving any further extended network outages.

- Communicated issues and service interruptions widely, including via BC ELN email and Illume (SHAREit). Provided alternate email contacts, telephone support, and frequent listserv updates, as well as information on troubleshooting and mitigation steps being taken by SFU IT and updates on resolutions and restoration of all services.
- Communicated updates to the Request Manager feature including newly created guides on navigation, configuration and the new Unread Notes feature. Communications and support included listserv announcements, staff dashboard announcements, and a drop-in session on launch day for assistance with how-to navigate and customize the new request manager. Coordinated sharing library feedback on the new feature with the vendor Auto-Graphics.
- 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 or automated patron authentication, 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 new Staff & Admin training, Search Customization, PI-ILL & Simplified Patron Forms, Document/Desktop Delivery and OpenILL, Search Target Resources, Staff Automatic Approval and Borrower Workflow, Z39.50 Searching and more.
- Requested updates on important ongoing issues and feature feedback at monthly vendor meetings with the Head of Auto-Graphics Customer Support and A-G Customer Success Manager.
- Provided a group drop-in training and demonstration session to Public and Post-secondary libraries on the new Request Manager navigation and customization. Session was very well attended with staff and admins from approximately 15 libraries attending.
- Provided multiple group staff & administrator training sessions to former OCLC Relais libraries transitioning to directly using SHAREit, to provide either primary ILL services or

in conjunction side-by-side with other non-integrated ILL systems (eg. WorldShare or Tipasa).

**Identify Opportunities for Cooperative or Shared Post-Secondary Library Infrastructure**

*BC ELN-BCHDP Support Service*

- Developed Early Notice Survey in preparation for 2027-28 grant funding cycle.
- Trained project librarian on Support Service workflows in preparation for upcoming cycle.
- Reviewed documentation and resources linked on the BCHDP Support site, making updates to reflect newer standards and best practices where necessary.
- Supported prospective applicants with digitization project planning, advising on in-house workflows or connecting with service providers like the SFU Digitization Centre as appropriate.

*BCHDP-Arca Hosting Initiative*

- Connected with the stewards of 6 incoming collections for winter 2026 to answer questions about content ingest, metadata requirements, and timelines.
- Completed ingests of collections from new partners:
    - Clayoquot Biosphere Trust (Round 1 of Clayoquot Transition Archive); and
    - S.U.C.C.E.S.S. (Round 1 of Evergreen News).
- Completed ingests of collections from returning partners:
    - Kaatza Station Museum and Archives (Round 3 of the IWA Newspaper Collection);
    - Sointula Museum (Aika Newsletter); and
    - Swedish Heritage in British Columbia (Round 2 of Svenska Pressen).

*Investigate the Feasibility of Shared Library Services Platforms (LSP)*

- Facilitated the Shared LSP Leadership and Advisory Group, supporting their work to fund a feasibility study and form a consultative group of library practitioners who will guide the study; collaborated with members of the Communications Strategy Working Group and the Consultant Selection Working Group to develop the communications framework and the request for proposals (RFP), respectively.
- Recommended membership for the Feasibility Study Resource Group to achieve a group representative of BC ELN partner libraries with experience across a diversity of library resource management systems, ensuring that feasibility study findings are grounded by multifaceted, B.C.-specific expertise.
- Organized funding for a feasibility study, achieving financial contributions from 19 BC ELN partner libraries that will be combined with financial support from BC ELN to hire a consultant; assisted decision-making for partner libraries by developing resources to promote equitable cost-sharing and convey the vision for a coordinated approach to LSPs.
- Built robust communications infrastructure to promote transparency and accessibility throughout the Shared LSP Initiative, offering multimodal engagement opportunities that include water cooler sessions, regularly updated webpages, and a dedicated listserv for interested community members.

*Identify Opportunities for Coordination and Support of Research Data Management*

- Conducted research data management needs assessment to identify current community needs regarding training, documentation, and information gathering ahead of the Tri-Agencies' formal implementation of the data deposit requirement in 2027.
- Initiated environmental scan of data repositories used by BC researchers.

## Build Arca

**Develop & Enhance Arca's Customized Platform**

- Added an ETDMS format to Arca's OAI-PMH feeds, to enable Library and Archives Canada to harvest theses.

- Added new metadata mappings to OAI-PMH to better support institutions' discovery layers and other harvesting needs.
- Implemented Cloudflare Turnstile to protect Arca content from bots and harvesters.
- Installed monitoring tools to capture system information and improve reliability.

**Enable Provincial Discovery**

- Set up and configured the Arca aggregator site to index and expose content from all Arca repositories and finalized content and theming.

**Support Knowledge Exchange & Create Communities of Practice**

- Revised the Arca Advisory Committee Terms of Reference to clarify membership and participation expectations.
- Began planning a 2026 Islandora Camp in collaboration with SFU.
- Met with SFU IT and the Ministry of Post-Secondary Education and Future Skills' Digital Policy Branch around the feasibility of a provincial research assistant AI using Arca as a testbed; supported Arca Advisory Committee discussions on privacy, ethical and technical implications.

## 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**

- Met with BC Libraries Cooperative to discuss current and upcoming projects and potential for collaboration.
- Met with executive directors of BCcampus, BC Council on Admissions and Transfer, Education Planner BC, and the Digital Policy Branch of the Ministry of Post-Secondary Education and Future Skills to share and learn about issues of common interest.
- Attended, as a committee member, meetings of the Shared Educational Resources and Technology Advisory Committee (SERT), building a toolkit to support the B.C. postsecondary system in developing, delivering, and sustaining educational technologies and curriculum and course materials.

**Assume a Leadership Role in the Canadian Consortial Landscape**

- Attended the Canadian Collaborative Virtual Reference Services Group meeting to discuss topics affecting consortial chat reference services in Canada.
- Met with Consortia Canada members to support formation of a committee working specifically on consortial resource sharing.
- 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**

- Licensing Manager assumed new 2-year position on the International Coalition of Library Consortia (ICOLC) Coordinating Committee, and joined the ICOLC AI Subcommittee.
- Communications Manager participated in the ICOLC Consortial Awareness Group.

# 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, accessibility, and meet member needs:
    - Determined key functionality for the website.
    - Built and tested website architecture in the selected Drupal theme, CivicTheme.

## Strengthen Consortial Operations & Infrastructure

**Cultivate Staff Expertise & Capacity**

- Staff attended the following conferences:
    - BC Library Conference
    - BCNET Connect Conference
    - Canadian Research Knowledge Network (CRKN) Virtual Conference
- Staff attended the following professional development opportunities:
    - Embedding an Equity Lens to Generative AI's Impact on Libraries
    - Toward Anti-Ableism – Staff Development Day 2026
    - OpenRS Town Hall

**Optimize Internal Infrastructure & Practices**

- Migrated internal documentation from Microsoft SharePoint to an open-source platform (BookStack), streamlining organization and promoting readability.

- Revised internal processes for equitably distributing work related to the promotion of justice, equity, diversity, and inclusion (JEDI) at BC ELN, ensuring that JEDI principles are embedded throughout and actively incorporated into all BC ELN service areas.

## Sustain Healthy Funding

**Champion our Work through Annual Reports etc.**

- Released the Illume Actions & Achievements Report 2025: https://bceln.ca/services/resource-sharing/illume/reports

**Strengthened relationships and connections with the UBC iSchool**

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