

## BC ELN Progress Report: January to June 2018

BC ELN reports biannually on progress made on strategic goals. Previous progress reports are available at: <https://bceln.ca/about/bceln-reports/progress-reports>

### Highlights:

#### *2018/19 BC ELN Funding Secured*

BC ELN is pleased to announce that the Ministry of Advanced Education, Skills and Training has confirmed BC ELN's annual budget allocation of \$485,417 for 2018/19. Thanks goes to the Ministry and BC ELN partner libraries for all the support in funding, staff time, input, and feedback.

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#### *Annual Reports Published*

BC ELN's annual Innovation & Success report and service area Actions & Achievements reports were released. Thanks to feedback received from Ministry and partner libraries, the documents are concise, value-driven, readable online, and visually engaging.

- Innovation & Success 2017: [https://bceln.ca/sites/default/files/reports/Innovation\\_Success\\_2017.pdf](https://bceln.ca/sites/default/files/reports/Innovation_Success_2017.pdf)
  - Actions & Achievements 2017: <https://bceln.ca/about/bceln-reports/actions-achievements>
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#### *Licensing Successes*

BC ELN concluded negotiations for the 2018-2021 Common Suite, a shared collection of resources available to learners, faculty, and researchers across BC. The consortium also secured two new much-desired licenses: Statista and Macleans Magazine Archive.

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#### *Online Learning Services Software Reviews*

Both AskAway and WriteAway are exploring software options to ensure users have the most positive experience possible, while keeping costs low for participating institutions. Work underway includes conducting environmental scans, and in WriteAway's case, trialing software.

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#### *Privacy Compliance for OutLook OnLine*

OutLook OnLine has achieved 100% compliance of all post-secondary and public libraries using OLOL patron-initiated interlibrary loan (ILL). This ensures that handling of patron information meets BC protection of privacy requirements.

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#### *Sharing BC ELN's Expertise*

This spring BC ELN staff spoke with several external groups (including the BC Career College Association (BCCCA), Centre for Accessible Post-secondary Education Resources (CAPER-BC), and consortia in Pennsylvania (HSLC) and Indiana (PALNI)) to advise, share information on BC ELN successes, and explore opportunities for collaboration.

# Supporting Learning & Research

## Strengthen Our Licensing Program

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### *Administration and Infrastructure*

- Held a staff workshop to assess internal licensing procedures and train staff on protocols for renewing electronic resource licenses
- Made improvements to financial tracking of electronic resource expenditures to ensure quality control and create further efficiencies
- Reviewed model licenses of North American academic library consortia in preparation for updating BC ELN's model license

### *Common Suite (2018-2021)*

- Concluded Common Suite negotiations
  - Finalized and confirmed individual institution pricing
  - Negotiated new Terms & Conditions with EBSCO
  - Working with vendor and partner libraries to troubleshoot challenges caused by changes in access levels
  - Identified complementary and optional upgrades for all partner libraries

### *Resource Selection*

- Licensed 2 new resources in response to BC ELN partner library needs with Consortia Canada: Statista (subscription) and Macleans Archive (perpetual access):
  - Statista was ranked as the highest priority resource by partner libraries in the 2017 Ranking Survey
  - Macleans Archive was highly desired by partner libraries as indicated via poll; a 30% discount off list price was achieved

### *License Renewals*

- Renewed 39 resource licenses
  - Collaborated with Consortia Canada on 4 national license renewals; acted as lead consortium on 4 of the renewals
  - Renewed 2 licenses in cooperation with other Western Canada consortia

## Nurture the Virtual Learning Commons

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### *AskAway*

- Created and shared Best Practices: Handling Citation Questions, the third in a series of best practices, to provide guidance and consistency in how citation questions are handled: <https://askaway.org/staff/handling-citation-questions>
- Conducted a preliminary environmental scan to identify options for collaborative chat reference software as one of AskAway's identified service priorities
- Hosted a virtual Local Coordinators' meeting to discuss recent service developments and ideas for raising AskAway visibility at partner libraries
- Designed and shared new AskAway promotional material to support the promotion of AskAway at partner libraries
- Conducted four AskAway training sessions: two online with 12 participants and two in-person at University of British Columbia (UBC) with 11 participants
- Coordinated the Summer and Fall 2018 schedules; 13 institutions volunteered a total of 34 hours beyond their weekly commitments
- Managed scheduling and hiring for seven contractors who contribute an average of 27 hours of service per week
- Hosted a virtual meeting with collaborative virtual reference colleagues across North America and participated in two additional meetings to share information and ideas
- Released AskAway Actions & Achievements 2017 report: [https://bceln.ca/sites/default/files/reports/Actions\\_Achievements\\_AskAway\\_2017.pdf](https://bceln.ca/sites/default/files/reports/Actions_Achievements_AskAway_2017.pdf)

### *WriteAway*

- Continued governance and administrative transition after joining BC ELN's suite of online learning services
- Implemented a new annual Software Support Fee, taking further steps towards long-term service stability
- Negotiated contract extension with CTDLC to ensure uninterrupted access to current online tutoring platform through December 2018
- Progressed with software review to identify operational and cost-effective options for online tutoring
- Presented at Learning Specialists Association of Canada (LSAC) Pacific Region Conference, expanding network of contacts and establishing relationships with learning support staff across British Columbia and Canada
- Released the WriteAway Actions & Achievements 2017 report: [https://bceln.ca/sites/default/files/reports/Actions\\_Achievements\\_WriteAway\\_2017.pdf](https://bceln.ca/sites/default/files/reports/Actions_Achievements_WriteAway_2017.pdf)

# Building Library Infrastructure

## Nurture Resource Sharing

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### *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

### *Sustain the BC Union Database*

- Shared results and recommendations from a BC Union Databases usage assessment with the BC Cataloguing and Technical Services Interest Group (BCCATS) at their Spring 2018 meeting

### *Optimize Interlibrary Loan Management*

- Achieved full privacy compliance of all post-secondary and public libraries using OutLook OnLine (OLOL) patron-initiated interlibrary loan (ILL)
- Implemented guest and patron requesting limits for interested libraries, a high priority feature for BC libraries that use OLOL patron-initiated ILL
- Communicated with Libraries Branch and OCLC regarding the transition and access for BC libraries to the Library and Archives Canada Voilà Z39.50 Search Target
- Created and published a variety of short training videos for OLOL library staff on topics such as the new Blocked Lenders List feature and search target configuration, available on the OutLook OnLine Support Centre Site: <https://ill.bceln.ca>
- Participated in the Auto-Graphics Academic Focus Group to discuss SHAREit features and desired functionality specific to academic needs, along with invitees from North American post-secondary organizations

### *Points to the Past (Free historical resources for British Columbians)*

- Collaborated with Gale Cengage to redesign Points to the Past website and logo, creating a more streamlined experience for users ([pointstothepast.ca](http://pointstothepast.ca))
- Communicated across sectors to invite users to visit the new site

## Identify & Develop Shared Services Opportunities

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### *Administer OutLook OnLine (OLOL)*

- Facilitated vendor and host communications in preparation for migrating OLOL from commercial hosting to SFU state-of-the-art cloud servers, expected in summer/fall 2018
- Renewed the 2018 contract for SHAREit software at a modest 3% increase
- Released the OutLook OnLine Actions & Achievements 2017 Report: <https://bceln.ca/about/bceln-reports/actions-achievements>
- Issued the June - December 2017 OutLook Online Administrative Centre Progress Report: <https://ill.bceln.ca/reports>
- Delivered the May 2018 OutLook OnLine Administrative Support Centre Newsletter: <https://tinyurl.com/ybhr9wwj>

### *Partner in the BC Digital Library (BCDL)*

- Contributed to BCDL Administrative Team (6 meetings)
- Participated on the BCDL Steering Committee
- Provided financial infrastructure to hold funds earmarked for the BCDL Business Analysis
- Conferred with Library and Archives Canada, National Heritage Digitization Strategy Steering Committee, and OurDigitalWorld to discuss digital strategy

## **Build Arca**

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### *Develop & Enhance Arca's Customised Platform*

- Developed tools to make objects' usage rights explicit, including Creative Commons and Rights Statement badges
- Supported Arca admins to retroactively apply usage rights information to thousands of repository objects
- Built a new site to host BCHDP grant recipients' projects, and migrated the Terrace Public Library's Historical Newspapers as its inaugural collection
- Supported the latest Islandora release (7.x-1.11) as a tester and component manager
- Acquired SSL certificates, enforcing secure HTTPS browsing on all sites
- Introduced per-site storage reports to support the new cost-sharing model

### *Expand Membership Within & Beyond BC*

- Brought three new partners into Arca: Brandon University, Athabasca University, and Red Deer College
- Reached out to 18 previous recipients of BC History Digitization grants to assess interest in Arca hosting and support
- Initiated process of bringing Port Edwards Historical Society's Northern Pacific Cannery and Barkerville Historic Town Chinese Language digital collections into Arca
- Presented at the Okanagan Region Historical Digitization Project Partners' Meeting (June 2018)

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

- Wrote documentation to further empower Arca admins to customize their own sites, outlining recommended Solr fields to help improve display and search results
- Released the Arca Actions & Achievements 2017 Report:  
[https://bceln.ca/sites/default/files/reports/Actions\\_Achievements\\_Arca\\_2017.pdf](https://bceln.ca/sites/default/files/reports/Actions_Achievements_Arca_2017.pdf)

## Connecting Partners

### Administer Electronic Health Library of BC (e-HLbc)

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- Released the Case for Renewal 2018-2022 and confirmed that all members renewed their commitment to eHLbc's Core Suite: <https://ehlbc.ca/about/ehlbc-reports/case-for-renewal>
- Renewed eHLbc's Core Suite for 2018-2022, including free provided access to the Nursing eBook Collection, ~550 ebooks
- Supported correspondence between the eHLbc Management Committee and the Canadian Pharmacists' Association (CPhA) regarding CPhA's decision not to renew eHLbc's license for eCPS and RxTx
- Welcomed the Association of Registered Nurses of BC as an Affiliate Member, bringing the total number of eHLbc members to 50
- eHLbc's full Progress Report can be viewed at <https://ehlbc.ca/about/ehlbc-reports/progress-reports>

### Engage with Consortial Communities

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- Attended the International Coalition of Library Consortia (ICOLC) meeting in Detroit (April 2018); announced BC ELN to host April 2019 ICOLC meeting. Also conferred with fellow consortia on relevant topics including:
  - Management issues and the future of consortia
  - Open education resources, open textbooks
  - eBooks and the Integrated Library System (ILS) marketplace
- Met with Director of Library Services for HSLC, a Pennsylvania library consortium, to answer questions about our installation of Islandora and experience with discoverygarden
- Provided information on BC ELN experience with OutLook OnLine/AutoGraphics at request of sister consortium PALNI (Private Academic Library Network of Indiana)
- Attended Galleries, Libraries, Archives, and Museums (GLAMs) Summit 2018 (Toronto) to seek out collaborative opportunities

### Nurture New Partnerships & Relationships

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- Provided expertise to the BC Career College Association (BCCCA) on consortial licensing and negotiations to support their development of a collaborative licensing approach that meets the specific needs of private career colleges and the learners they serve
- Met with the Centre for Accessible Post-secondary Education Resources (CAPER-BC), at their invitation, to discuss Arca's potential as a repository for BC post-secondary materials digitized and transformed into alternate formats for BC post-secondary students (*This initiative has provincial funding*)
- Negotiated Letter of Understanding with the NEOS consortium of Alberta libraries for NEOS member library participation in Arca
- Presented at the Archives Association of BC conference and the BC GLAM Symposium about the BC ELN partnership with Irving K Barber Learning Centre (IKBCL) at UBC to provide Arca hosting and support for BC History Digitization Grant recipients

# Sustaining our Organization

## Strengthen Consortial Operations & Infrastructure

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### *Cultivate Staff Expertise & Capacity*

- Struck a search committee of internal and external members to find and hire a BC ELN Librarian, Externally Funded
- Conducted a facilitated strategic development session for all staff to review current projects and identify areas of future growth

### *Maintain and Improve Communication Systems*

- Published April 2018 issue of BC ELN Connect e-newsletter: <https://bceln.ca/news/connect-newsletter>
- Produced BC ELN and service area reports to communicate annual achievements and value of consortial activities:
  - BC ELN Innovation & Success report: <https://bceln.ca/about/bceln-reports/innovation-success>
  - Actions & Achievements reports: <https://bceln.ca/about/bceln-reports/actions-achievements>

## Sustain Healthy Funding

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- Confirmed annual budget allocation from Ministry of Advanced Education, Skills & Training
- Received and acknowledged 2018 Accountability Letter
- Submitted 2018/19 Expenditure Plan to BC ELN Steering Committee; plan endorsed at May meeting