

BC ELN Progress Report

BC ELN reports biannually on progress made on strategic goals (<https://bceln.ca/about/strategic-plan>).

Highlights:

BC ELN Funding and Accountability Reports

In March 2019 BC ELN received confirmation of its budget allocation from the Ministry of Advanced Education, Skills & Training of \$485,417 for 2019/20. BC ELN's main accountability report was released this spring. Called Innovation & Success 2018, the report includes financial savings delivered, service area achievements, and quotes from real people who benefit from BC ELN's collaborative programs View at: https://bceln.ca/sites/default/files/reports/Innovation_Success_2018_Online.pdf. Service area reports for Arca, AskAway, OutLook OnLine (now Illume), and WriteAway are available at the Actions & Achievements page (<https://bceln.ca/about/bceln-reports/actions-achievements>).

New AskAway Software Selected

After a fulsome evaluation process, the AskAway Software Evaluation Committee recommended LibraryH3lp for the service, a decision that was endorsed by the AskAway Advisory Committee. AskAway seamlessly switched to LibraryH3lp in May, with 180 service providers trained behind the scenes.

Library Consortia Meetings

Acting as the host consortium, BC ELN welcomed over a hundred delegates from 60 library consortia to BC to attend the International Coalition of Library Consortia (ICOLC) annual North American meeting in April. Along with sister consortium the Ontario Colleges Library Service, BC ELN also hosted a day-long Consortia Canada meeting in Vancouver of 20 attendees. Both the ICOLC and Consortia Canada meetings were excellent opportunities to demonstrate BC ELN's strengths and gain exposure to new ideas and approaches.

OutLook OnLine Rebrand and Software Upgrade

OutLook OnLine, the technical and support infrastructure that underpins resource sharing is now called Illume. The rebranding coincides with a major upgrade to version 6 of Illume's underlying SHAREit software, which will streamline future enhancements and increase security of the software.

New BC ELN Staff

BC ELN welcomed new Co-op Librarians Sophie Armond and Prubjot Gill this spring. Both are currently completing their MLIS studies at the UBC iSchool, and will be with BC ELN part-time until the end of 2019. Sophie and Prubjot will be supporting a variety of eHLbc and BC ELN services, including database trials and renewals, Arca, and resource sharing.

Supporting Learning & Research

Strengthen Our Licensing Program

Administration and Infrastructure

- Held multiple meetings with Library Directors to discuss rectifying historical tier inequities (tiers are used to determine subscription costs for member libraries); these conversations were held in consultation with the BC ELN executive as part of an initiative to bring equity to the tier system
- Trained two University of British Columbia iSchool (Library, Archival, and Information Studies) Co-op Librarians to support BC ELN licensing program

License Renewals

- Renewed 39 resource licenses
 - Collaborated with Consortia Canada on four national license renewals
 - Renewed two licenses in cooperation with other Western Canada consortia

Resource Selection

- Successfully negotiated upgrade pricing for EBSCO's Academic Search and Business Source Ultimate, the 2nd highest ranked resources by partner libraries in the last Resource Forum

Nurture the Virtual Learning Commons

AskAway

- Supported the AskAway Software Evaluation Committee's work to evaluate and recommend software for the service, including:
 - evaluating Request for Quote (RFQ) responses from three software providers
 - hosting software demonstrations and trials for the AskAway community and collecting feedback
 - reviewing software options and presenting final recommendation; Software Evaluation Committee recommended LibraryH3lp as the new software for AskAway, a decision that was endorsed by the AskAway Advisory Committee
- Migrated to LibraryH3lp software, a flexible and affordable chat reference software platform currently in use by three Canadian collaborative chat reference services
- Trained over 180 current service providers in ten online and in-person sessions on how to staff AskAway using the new software
- Offered online LibraryH3lp orientation sessions to over 25 local coordinators, providing guidance on common tasks performed in the new software
- Trained 17 new service providers in one online and one in-person session at the University of British Columbia

- Implemented LibraryH3lp chat boxes, buttons, tabs, and links on library websites, in databases, etc. to ensure students, faculty, and staff continue to access the service
- Launched AskAway successfully using new software on May 13th, providing uninterrupted service to students, faculty, and staff
- Coordinated the Summer 2019 schedules; nine institutions volunteered a total of 17 hours beyond their weekly commitments
- Managed scheduling and hiring for seven contractors who contribute an average of 28 service hours per week in the summer
- Released the 2018 AskAway Actions & Achievements report:
https://bceln.ca/sites/default/files/reports/Actions_Achievements_AskAway_2018.pdf

WriteAway

- Successfully transitioned to a new tutoring software platform, providing a more modern, streamlined interface for students submitting assignments
- Offered live online orientation sessions on new software for 41 tutors and coordinators
- Updated tutor, coordinator, and software guides to support service providers working with the new tutoring platform
- Held first meeting of fully constituted WriteAway Advisory Committee following administrative and governance transition as part of becoming a BC ELN service
- Presented at International Coalition of Library Consortia (ICOLC) meeting on building relationships between library and non-library consortia
- Released the first edition of WriteAway's new communication tool The Next Draft newsletter, which included information on service growth and the software transition (visit <https://writeaway.ca/about/news-and-reports>)
- Attended Canadian Writing Centre Association Conference and connected with members of the WriteAway community from BC and Alberta to discuss synergies and best practices
- Released the 2018 WriteAway Actions & Achievements report:
https://bceln.ca/sites/default/files/reports/Actions_Achievements_WriteAway_2018.pdf

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 (January 2019)

Sustain the BC Union Database

- Developed a union database cleanup action plan with input from Auto-Graphics
- Facilitated identification and correction of union database records with multiple 245 MARC fields to assist vendor resolution of blank title fields occurring in requests

Optimize Interlibrary Loan Management

- Investigated Auto-Graphics costs for NCIP implementation, used to connect library Integrated Library Systems (ILS) to SHAREit for automatic patron status look-up
- Provided training, advice & assistance to multiple libraries, including Bowen Public Library, North Vancouver City Library, Vancouver Island Regional Library, Powell River Public Library, Sechelt Public Library, Squamish Public Library & Whistler Public Library on steps for out-of-province requests

Identify & Develop Shared Services Opportunities

Administer OutLook OnLine (OLOL)

- Coordinated upgrade to Version 6 of the SHAREit software in partnership with Auto-Graphics and Simon Fraser University IT; the work involved a significant change in server architecture, and is intended to facilitate enhancement, security, and efficiency of the OutLook OnLine service
- Rebranded the OutLook OnLine service as Illume, in consultation with Libraries Branch, which included developing:
 - New Illume logo, colours, banner and taglines in consultation with Libraries Branch
 - The Illume Branding Toolkit containing new branding options to facilitate customizable library communications about the rebrand to their patrons, available here: <https://ill.bceln.ca/illumetoolkit>
 - Illume Support website using Drupal, and updated support materials to reflect new brand: <https://illumebc.ca>
- Participated in the Auto-Graphics 2019 User Group Conference, discussing and providing feedback on a variety of software issues including current & future enhancements, the upcoming V6 software features, and managing Union Databases
- Facilitated a session at the Auto-Graphics 2019 User Group Conference, as the Chair of User Group, on “What have we learned? Where do we go from here?” for multiple consortial customers

- Issued the July - December 2018 OutLook OnLine Administrative Centre Progress Report: <https://ill.bceln.ca/reports>

Build Arca

Develop & Enhance Arca's Customised Platform

- Released the new Islandora Remote Media module, which allows a site to catalogue, display, and stream files hosted elsewhere — from videos on YouTube and Vimeo, to audio in SoundCloud, etc.
- Launched a new series of short-form training videos, called Arca Minutes, which are focused on specific tasks and can be created quickly in response to user needs
- Began development of Islandora WestVault, a module that will automate preservation of Arca objects in the WestVault LOCKSS network, with partial funding from COPPUL

Expand Membership Within & Beyond BC

- Presented on Arca and other BC ELN services at the Beyond Hope Library Conference June 4, 2019 in Prince George in a session titled “Stronger Together: Provincial Collaborative Services For You!”
- Created new sites for partners from outside BC: Athabasca University and Brandon University from COPPUL; Red Deer College from NEOS (Based on approved letters of agreement with COPPUL and NEOS)

Enable Provincial Discovery

- Updated tens of thousands of objects with standardized genre terms, to enhance discoverability of digital materials

Support Knowledge Exchange & Create Communities of Practice

- Presented to library school students as part of the UBC iSchool “Digital Libraries and Archives” course, June 11, 2019

Connecting Partners

Administer Electronic Health Library of BC (eHLbc)

- Trained two University of British Columbia iSchool (Library, Archival, and Information Studies) Co-op Librarians to assist with eHLbc licensing program and support the work of the eHLbc manager
- eHLbc's Progress Reports can be viewed at <https://ehlbc.ca/about/ehlbc-reports/progress-reports>

Engage with Consortial Communities

Assume a Leadership Role in the Canadian Consortial Landscape

- Provided training and support documentation to fellow consortial staff members on how to use the new BC ELN-built Consortia Canada website
- Hosted, with sister consortium the Ontario Colleges Library Service, a day-long Consortia Canada meeting in Vancouver of 20 attendees to discuss topics such as Open Access, Indigenization, authentication, and e-resources of interest for licensing across the country
- Presented two sessions at the BC Library Conference:
 1. “No Villains, Only Partners: A Cooperative Approach to Resource Negotiations” which shared tips from the BC ELN consortial philosophy of non-adversarial negotiations
 2. “We'll Get There Together: Launching Collections into the Future with Arca, BC's Collaborative Digital Repository” which focused on the hub and spoke approach to collaboration and the benefits smaller institutions reap as a result of this approach

Contribute to International Consortial Dialogue

- Hosted a 2.5-day International Coalition of Library Consortia (ICOLC) meeting, attended by over 100 delegates from 60 consortia around the world; topics included cross-boundary collaboration, Equity, Diversity, & Inclusion, RA21, Open Access, and Controlled Digital Lending
- Met with Ohio, North Eastern, and Washington State writing tutoring consortia coordinators to discuss best practices and service development
- Met with Statewide California Electronic Library Consortium (SCELC) Executive Director to share best practices for resource sharing using SHAREit software, which the SCELC has recently licensed
- Met with Directors from the Private Academic Library Network of Indiana (PALNI) to discuss best practices for resource sharing and digital repositories

Nurture New Partnerships & Relationships

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

- Responded to expressions of interest in Arca from the Legislative Library of BC and the Prince George Public Library

Sustaining our Organization

Strengthen Consortial Operations & Infrastructure

- Communicated feedback via survey and interviews to SFU IT to improve systems; SFU IT provides the technical infrastructure for many of BC ELN operations, including email and cloud storage

Cultivate Staff Expertise & Capacity

- Hired two part-time Cooperative Librarians to support a variety of eHLbc and BC ELN services, including database trials and renewals, Arca, and resource sharing, and to share knowledge of consortial library practices with pre-career librarians

Maintain and Improve Communication Systems

- Published May 2019 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 2018 report: <https://bceln.ca/about/bceln-reports/innovation-success>
 - Actions & Achievements reports: <https://bceln.ca/about/bceln-reports/actions-achievements>

Sustain Healthy Funding

- Confirmed annual budget allocation from Ministry of Advanced Education, Skills & Training
- Received and acknowledged 2019 Accountability Letter from the Ministry
- Submitted 2018/19 Expenditure Plan to Steering Committee; plan endorsed at May meeting