

BC ELN Progress Report

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:

Licensing News

BC ELN concluded its negotiations and launched the Common Suite, to which all partner libraries subscribe. Included in the suite are Academic Search and Business Source, two multi-disciplinary databases. Thanks to this shared collection, students can rely on a quality pool of academic resources, regardless of where they study in the province.

Online Learning Support Software Reviews

AskAway made major progress towards completing its software review process, including issuing a Request for Quote to three shortlisted software providers. The final selection will be announced in Spring 2019. WriteAway also completed its software review, choosing Springshare's LibApps as its new platform.

OutLook OnLine Optimizations

Software enhancements and new training supports were released in late 2018. In coordination with Auto-Graphics, Simon Fraser University IT, and BC Libraries Cooperative, OutLook OnLine successfully migrated to SFU's state-of-the-art cloud hosting facility, in order to optimize and increase the sustainability of the service.

Arca Membership Expansion and Platform Improvements

Arca Administrative staff provided site building and content migration assistance to new members Athabasca University, Barkerville Historic Town, Brandon University, the Centre for Accessible Post-secondary Education Resources (CAPER-BC), Northern Pacific Cannery, the Peace Region Paleontological Centre, and Red Deer College. Arca migrated to Simon Fraser University's cloud hosting environment, boasting faster connections, greater reliability, and increased security.

Consortial Global and Local Engagement

BC ELN will be hosting the North American meeting of the International Coalition of Library Consortia (ICOLC), which attracts over a hundred individuals from consortia around the world. The meeting will be held in April 2019, and is an opportunity to talk about strategic and applied topics that advance both the individual and collective practices of consortia. Recently BC ELN shared its expertise in Drupal website design by redesigning and migrating the Consortia Canada website. Feedback on the new site has been overwhelmingly positive: concan.ca.

Supporting Learning & Research

Strengthen Our Licensing Program

Licenses and Renewals

- Launched Common Suite - a suite of resources subscribed to by all 33 BC ELN post-secondary libraries.
- Renewed 34 resource licenses
 - Collaborated with Consortia Canada on 14 national license renewals; acted as lead consortium on 4 of the renewals
 - Renewed 6 licenses in cooperation with other Western Canada consortia including the Council of Prairie and Pacific University Libraries (COPPUL), the Electronic Health Library of BC (e-HLbc), The Alberta Library (TAL), and the Manitoba Library Consortium (MLC)

Resource Selection

- Engaged in negotiations for EBSCO's Academic Search and Business Source Ultimate upgrades, the second highest ranked resources by partner libraries
- Launched an offer for LGBT Life with Full Text, the third highest ranked resource for consortial licensing according to BC ELN's 2017 Ranking Survey

Nurture the Virtual Learning Commons

AskAway

- Facilitated the formation of the AskAway Software Evaluation Committee to evaluate chat reference software for the operation of the service; supported the committee in:
 - establishing timelines
 - developing functional requirements for proposed software
 - issuing a Request for Quote (RFQ) to selected software providers and managing subsequent communications
 - developing tools and criteria to facilitate the evaluation of RFQ responses
- Refreshed and created new AskAway scripted messages to create efficient workflows for staff, and to foster more proactive and user-centered communication with users
- Improved visibility by sharing resources for adding the AskAway chat box to EBSCO and ProQuest databases
- Supported participating libraries during OCLC QuestionPoint's transition to exclusive access via secure, encrypted HTTPS
- Launched "The Chat Box", a newsletter that channels service updates, valuable initiatives, tips and more to the AskAway community
- Trained 25 new service providers in two sessions: one online and one in-person session at the University of British Columbia
- Coordinated the Spring 2019 schedule; eight institutions volunteered a total of 17 hours beyond their weekly commitments

AskAway continued.

- Managed scheduling and hiring for seven contractors who contributed 21 hours of service per week

WriteAway

- Supported the work of the WriteAway Software Review Subcommittee which was tasked with investigating and evaluating software and software support options; aided the subcommittee in:
 - completing the software review
 - undergoing a trial process
 - developing a final recommendation
- Created a number of supports to assist tutors and coordinators with implementation of Springshare's LibApps - the chosen software - including: a virtual tour of the new software, guides for tutors and coordinators, and training videos
- Shared best practices and lessons learned with Université du Québec en Outaouais to inform their initial planning for asynchronous online tutoring
- Trained 14 new WriteAway tutors via online training sessions
- Coordinated the Spring 2019 schedule: 12 institutions contributed hours beyond their minimum semester commitments
- Managed scheduling and hiring for three contractors who contributed 38.5 hours to the semester

Support Every Student

Develop Accessibility Standards

- Surveyed a select number of BC ELN partner libraries to find out about their current activities regarding accessibility compliance and what they see as BC ELN's role in supporting the accessibility activities of partner libraries

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

Sustain the BC Union Database

- Identified 12 sites with problematic MARC records in preparation for a union database cleanup project planned for fall 2019
- Supported provincial consultations with Library and Archives Canada on BC participation in Voilà, the National Union Catalogue, which is a single point of access to the collections of libraries across Canada; provided information about OutLook OnLine (OLOL) union databases and feedback from OLOL libraries

Optimize Interlibrary Loan Management

- Explored, tested, and implemented an Interlibrary Loan (ILL) Review for all partner libraries, an enhancement feature which streamlines workflows for staff and patron-initiated ILLs
- Implemented a work-around for the RDA/AACR2 mis-match issue at all member libraries currently using live shelf availability checking (LSS) within OLOL, resulting in streamlined staff workflows and faster turnaround times
- Participated in, and helped to develop, the updated 2019 Auto-Graphics (A-G) Enhancement Voting Process, used to prioritise A-G work on outstanding and new enhancement requests
- Coordinated and supported implementation and improvements/updates of Patron-Initiated ILL (PI-ILL) for interested sites including Pender Island Public Library, Lillooet Public Library, and the Vancouver Public Library
- Created and published a variety of online training resources for OLOL library staff on topics such as the new ILL Review feature and Borrower & Lender Basic Workflow training for new staff, available on the OutLook OnLine Support Centre site: <https://ill.bceln.ca>
- Investigated interest in NCIP implementation, used to connect library Integrated Library Systems (ILS) to SHAREit for automatic patron status look-up; updated list of current ILS software and versions in use by interested libraries; requested pricing from Auto-Graphics for pilot implementation

Identify & Develop Shared Services Opportunities

Administer OutLook OnLine (OLOL)

- Coordinated, with Auto-Graphics, Simon Fraser University IT, and BC Libraries Cooperative, a successful server migration to SFU's advanced cloud hosting facility, in order to optimize and increase the sustainability of the OLOL service
- Negotiated and renewed 2019 contract for OutLook OnLine (OLOL) Administrative Centre with Ministry of Education Libraries Branch, with the additional contract to broker Reading Centre borrower requests and provide Reading Centre staff training on OLOL workflow, troubleshooting and all request management
- Provided in-depth interlibrary loans (ILL) software and workflow training and support to new BC Public Libraries Branch staff who broker Reading Centres (RC) borrower requests in OLOL
- Published the third OLOL Admin Support Centre Newsletter in October 2018 available at: <https://ill.bceln.ca/reports>

Administer OutLook OnLine (OLOL) continued.

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

Explore Synergistic Opportunities in the BC Community

- Distributed a survey to BC ELN partner libraries with the purpose of exploring the use of innovative technologies as services
- Investigated partner library interest in OpenAthens, a single sign-on electronic resource authentication support system
- Invited speakers from the BC ELN community and beyond to the November 30th BC ELN All Partner Meeting to share institutional experiences using innovating technologies

Partner in the BC Digital Library (BCDL)

- Participated in 3 BCDL Administrative Team meetings
- Contributed to BCDL November 1 Start Up Planning Meeting by:
 - Managing the meeting budget
 - Organizing facilities
 - Actively participating in the day's meeting with two BC ELN representatives attending
- Conferred on 3 occasions with National Heritage Digitization Strategy Secretariat, and OurDigitalWorld to discuss digital strategy

Partner with the Irving K. Barber Learning Centre at UBC's BC History Digitization Program (BCHDP)

- Presented at the BC Museums Association Conference, October 23, 2018 in Kelowna BC, titled "Arca: A Low-Cost, Supported Hosting Solution for BC History Digitization Program (BCHDP) Grant Recipients"
- Distributed 50+ in-house designed postcards to attendees of BC Museums Association Conference providing information and contact information for Arca-BCHDP hosting opportunity
- Prepared a progress report, expenditure summary and plan, and sustainability budget for the Arca-BCHDP pilot project

Build Arca

Develop & Enhance Arca's Customised Platform

- Migrated Arca to Simon Fraser University's leading edge cloud hosting environment, boasting faster connections, greater reliability, and increased security
- Worked with Arca administrators to standardize date formats and genre terms to enhance discoverability of digital materials
- Created a new module, Islandora ETDMS Download, to make it possible for theses in Arca to be harvested by Theses Canada

Expand Membership Within & Beyond BC

- Assisted new BCHDP members Barkerville Historic Town, Northern Pacific Cannery, and the Peace Region Paleontological Centre with ingestion of their materials into Arca
- Assisted non-BC ELN Arca members Athabasca University, Brandon University, the Centre for Accessible Post-secondary Education Resources (CAPER-BC), and Red Deer College with site-building and content migration
- Provided an online tour of Arca to BC Legislative Library staff who were investigating the possibility of Arca participation
- Met in person with Okanagan College library director to discuss future plans to join Arca
- Published article in the BC Library Association publication Perspectives: The Technology Issue (September 2018) titled "Arca: Technology to Let Your Digital Assets Shine!"; available at: <https://bclaconnect.ca/perspectives/2018/09/05/arca-technology-to-let-your-digital-assets-shine/>

Support Knowledge Exchange & Create Communities of Practice

- Held a facilitated Action Planning session for Arca Advisory Committee to refine Arca's purpose, vision, and priorities in the coming year
- Hosted the 2018 Arca Camp, an in-person "unconference" for Arca administrators where participants shared their tips and tricks for showcasing collections and soliciting content, received training on new or complex features, learned about new developments, and worked together to solve problems
- Acted as co-Release Manager for the Islandora 7.x-1.12 release, coordinating distributed community members to generate bug fixes and improve the core software
- Collaborated with a UBC iSchool Digital Libraries course instructor to provide an Arca sandbox site for iSchool students to use as part of their course work
- Met in-person with Digitised Okanagan History coordinator to discuss synergies and share expertise/strategies for supporting small GLAM organisations (i.e. galleries, libraries, archives, and museums)

Connecting Partners

Administer Electronic Health Library of BC (eHLbc)

- Hosted a facilitated, in-person eHLbc Management Committee Action Planning meeting to strategize and prioritize work for the coming 2-3 years
- Prepared and released the eHLbc Year in Review 2017: https://ehlbc.ca/sites/default/files/reports/eHLbc_YIR_2017.pdf
- eHLbc's Progress Reports can be viewed at <https://ehlbc.ca/about/ehlbc-reports/progress-reports>

Engage with Consortial Communities

Grow & Maintain Relationships with Provincial System Partners

- Met with new Ministry Representatives over 3 teleconferences to discuss current projects and value generated by BC ELN services
- Met with BC Libraries Cooperative Director Kevin Millsip on December 13th; discussed potential for future BC ELN-BC Libraries Cooperative synergies
- Met with Libraries Branch Director Mari Martin on November 20th; discussed OutLook OnLine, potential Shared Services synergies and BC ELN return on investment
- Met with BCNet Director, Shared Systems and Technologies Dean Crawford on September 26th; discussed potential synergies and participation in the December All Partner Meeting
- The OutLook OnLine Administrative Centre presented at system partner InterLINK's Interlibrary (ILL) frontline staff meeting; provided a report on recent Admin Centre activities, an update on InterLINK-specific optimizations, and an OLOL System Health Checklist, now available for all member libraries via OLOL support site: ill.bceln.ca
- Accepted an invitation to sit on the BC History Digitization Program grant adjudication committee

Assume a Leadership Role in the Canadian Consortial Landscape

- Contracted to complete a website re-design and migration for Consortia Canada; work included information organization review, webpage creation, uploading appropriate files for licensing work support, and designing a new logo and refreshed "look and feel" of the site
- Provided a facilitated action planning session for sister consortium Electronic Health Library of BC (eHLbc)
- Participated in the Joint National Heritage Digitization Strategy & Canadian Research Knowledge Network Workshop on Documentary Heritage, October 16th, 2018

Contribute to International Consortial Dialogue

- Attended online International Coalition of Library Consortia (ICOLC) Coordinating Committee meeting in December
- Presented at the ICOLC "Communications Share Fair"; shared best practices in consortial reporting
- Began preparation to host the ICOLC 2019 North American meeting: BC ELN staff member acting as Chair of program committee, developed website, contracted facilities for the event

Sustaining our Organization

Promote Good Governance

Enhance External Communications

- Held in-person BC ELN orientation sessions with new library director at the BC Institute of Technology in November
- Developed a “Value Dashboard” for new Ministry representatives; this informative document provides a succinct overview of BC ELN services and value generated by each
- Developed a Communications Strategy and Plan with goals for the coming year

Strengthen Consortial Operations & Infrastructure

Cultivate Staff Expertise & Capacity

- Attended a full-day Indigenous Cultural Acumen Training Workshop October 21st, 2018, an interactive workshop offering foundational information about the colonial context (historical and current) of Indigenous people in Canada
- Participated in the BC Academic Libraries Section 2018 Annual Winter Meeting
- Held two internal “Neat Stuff” meetings which provide BC ELN staff opportunities to share professional learning with one another

Enhance Financial Infrastructure & Practices

- Trained BC ELN Licensing Manager to oversee monthly bank reconciliations
- Designed new financial information gathering spreadsheets

Maintain and Improve Communication Systems

- Reviewed associate member criteria and contracts; updated language on website and issued Letters of Agreement to all associate members which cover the next three-years of membership
- Attended ICOLC Communications meetings to learn and share best practices with fellow consortial communications personnel
- Communications Lead attended three Adobe Creative Suite workshops to improve skills
- Met with SFU Privacy Officer to discuss privacy aspects of BC ELN services

Sustain Healthy Funding

Champion our Work

- Issued three BC ELN Connect e-newsletters (August, October, December) to the broader community; publications highlight newsworthy items and project progress
- Promoted the Points to the Past collection via social meeting, e-newsletter, and webinars
- Held a BC ELN Open House for SFU Library staff to visit the consortial offices and learn about their colleagues’ work