

BC ELN Progress Report

BC ELN reports biannually on progress made on [strategic goals](#).

Highlights:

Licensing Portfolio

BC ELN set up transitional support for licensing with the departure of its long-time Licensing Manager. A temporary Coordinator was hired to maintain the portfolio while the Office conducted a candidate search. Licensing work carried on apace, and two new resources were licensed: Harvard Business Review Press eBook Collection (at a significant discount), and the Can-Core video collection, which has a particular focus on Canadian and Indigenous content.

Online Learning Support

AskAway and WriteAway maintain robust service delivery with their respective new software platforms. The AskAway Administrative Office continued to provide institutions with post-migration LibraryH3lp support, and the service expanded its hours and further developed contingency plans in the form of Inclement Weather Guidelines. WriteAway welcomed new member College of New Caledonia, released updated branding, and sought new members via a fall recruitment drive.

Illume Interlibrary Loan Service

The Illume Administrative Office continued to support institutions post-migration with Version 6 of the Auto-Graphics software, and actively participated in the Auto-Graphics user group community. After significant investigation, partner libraries opted to eliminate interlibrary loan transaction fees between BC ELN partner libraries at the December All Partner Meeting. The decision will create efficiencies and reduce system and partner library administrative costs.

Arca Collaborative Digital Repository

Arca welcomed three new member sites to the service: Mount Royal University, Vancouver Community College, and Vancouver Public Library. The service finalized its agreement with the Council of Prairie and Pacific University Libraries (COPPUL) which allows Arca sites to use WestVault, COPPUL's digital preservation service, and registered Emily Carr University of Art + Design as the first Arca member to use WestVault under the new agreement.

BC ELN Governance

The Office supported key work to update the BC ELN Steering Committee Terms of Reference (TOR). Support work included producing a summary document outlining suggestions to update and clarify language, and a facilitated session at the December All Partner meeting to walk attendees through updates and prompt discussion around the Steering Committee structure.

Supporting Learning & Research

Strengthen Our Licensing Program

Administration and Infrastructure

- Hired a temporary Licensing Coordinator to support licensing portfolio while Office underwent a candidate search for a permanent employee to coordinate this work

License Renewals

- Renewed 49 resource licences
 - Collaborated with Consortia Canada on 20 national licence renewals; acted as Lead Consortium on one of the renewals
 - Renewed 10 licences in cooperation with other Western Canada consortia, including Council of Prairie and Pacific University Libraries (COPPUL), Electronic Health Library of BC (eHLbc), Manitoba Library Consortium (MLC), and The Alberta Library (TAL)

Resource Selection

- Negotiated new resources, including Harvard Business Review Press eBook Collection and the Can-Core video collection, which has a focus on Canadian content
- Negotiated a major discount on the Harvard Business Review Press eBook Collection on behalf of BC ELN, COPPUL, and TAL; successfully shifted the starting price point from 10% discount off list price to a 30% discount, resulting in considerable savings for participating institutions
- Negotiated 4-year transitional pricing to aid subscribing libraries in implementing Statista's new pricing model
- Investigated licensing OpenAthens, a single sign-on authentication and access service, and held informal talks with other consortia; this activity was a follow-up on interest expressed in OpenAthens by partner library directors at the November 2018 All Partner Meeting

Nurture the Virtual Learning Commons

AskAway

- Extended AskAway service hours to open at 9:00am on weekday mornings beginning in Fall 2019, increasing weekly service from 67 to 73 hours and offering increased flexibility to students seeking research help
- Developed Inclement Weather Guidelines that outline practical steps the Administrative Centre can take when participating libraries are closed due to inclement weather (e.g. snow), with the goal of providing uninterrupted service
- Continued to provide post-migration LibraryH3lp software support to service providers and local coordinators via the AskAway blog, FAQs, and online training sessions

- Worked with libraries to reallocate shifts and create more balance among institutions staffing AskAway evenings and weekends; this was identified as a priority during action planning
- Trained over 55 new and returning service providers in two online sessions and two in-person sessions: one at the University of British Columbia and one at Simon Fraser University
- Hosted a virtual local coordinators' meeting to:
 - discuss how to support students during the transition to the 7th edition of APA style,
 - generate ideas for promotion and communication best practices, and
 - check-in on the LibraryH3lp software migration
- Hosted an online meeting with collaborative virtual reference colleagues across North America, sharing ideas, best practices, and trends in chat reference service support and delivery
- Developed a refreshed promotional poster, offering a quick and customizable option for libraries to raise awareness of AskAway
- Coordinated the Fall 2019 and Spring 2020 schedules; nine institutions volunteered a total of 35 hours beyond their weekly commitments
- Managed scheduling and hiring for eight contractors who contribute 32 service hours per week

WriteAway

- Welcomed College of New Caledonia as a new participating institution, amplifying writing support for students studying at WriteAway's northernmost institution
- Unveiled refreshed WriteAway logo and updated promotional materials; new look is fresh, modern, and approachable
- Initiated First-Year Focus discussions with coordinators with a goal of encouraging first-year students to submit their assignments to WriteAway in order to achieve critical learning outcomes – outcomes that are similar across institutions
- Ran a WriteAway recruitment drive that encompassed:
 - Engaging with former eTutor Alberta institutions, which lost their consortial writing support service in 2018
 - Held multiple conversations with BC ELN members that had expressed interest
- Provided students with over 1,700 hours of tutoring during the September-December 2019 semester, the largest number of tutoring hours yet per semester
- Celebrated Tutor Appreciation Week (October 7-11); this is the third year that WriteAway has acknowledge the hard work of tutors with a prize draw
- Trained 17 new tutors for the September-December semester

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 (May - September 2019)

Sustain the BC Union Database

- Rebranded the OutLook OnLine union database to the BC Union Catalogue, recalling the name of the original provincial bibliographic database of library collections, and mitigating staff and patron confusion caused by the OutLook OnLine brand

Optimize Interlibrary Loan Management

- Supported BC ELN Steering Committee discussion on eliminating interlibrary loan transaction fees between BC ELN partner libraries, which would create efficiencies and reduce system and partner library administrative costs
 - Developed and issued the Interlibrary Loan Transaction Fee Backgrounder, to inform internal partner library discussions about the elimination of ILL transaction fees prior to the December All Partner Meeting
 - Facilitated session at the December All Partner Meeting leading to a recommendation from all partners to the Steering Committee to eliminate ILL transaction fees among BC ELN partner libraries
- Worked with six BC ELN partner libraries and Auto-Graphics to resolve critical communication issues between the new SHAREit V6 software and Relais/VDX ILL management software
- Enhanced the Illume Admin Centre support website with updated content including 18 guides about new or updated functionality, 14 FAQs, semi-annual reports and news items: <https://illumebc.ca/>
- Maintained a current, user-facing bug and enhancement request list to share up-to-date information with libraries about the Version 6 software implementation
- Delivered an in-person half day Illume training session to 30 Richmond Public Library staff
- Provided Out-of-Province request training, support and advice to multiple libraries, including Burnaby Public Library, Nelson Public Library, Salt Spring Public Library and more

Identify & Develop Shared Services Opportunities

Administer Illume

- Coordinated Auto-Graphics and Simon Fraser University IT work on necessary server updates, upgrades and troubleshooting of the new V6 software
- Attended A-G User Group Quarterly meetings as Chair of User Group and facilitated a process for identifying a new User Group Chair
- Submitted enhancement features requested by BC libraries to Auto-Graphics and participated along with other consortia in discussing and voting on future enhancements
- Discussed with Ministry of Education Public Libraries Branch Illume participation by anomalous library organizations such as Decoda, William Head Institution, and Union of BC Indian Chiefs
- Created 45 custom Illume library banners and configured 12 Illume sites with local branding to assist in communicating to patrons the rebrand from OutLook OnLine to Illume
- Issued the January - June 2019 OutLook OnLine Administrative Centre Progress Report: <https://illumebc.ca/about-us/reports/progress>

Partner in DigitalBC (Formerly BC Digital Library)

- NB: The *BC Digital Library* was renamed *DigitalBC*. The new name more accurately captures the inclusivity of the initiative, which is comprised of not just libraries but galleries, archives, and museums as well.
- Participated in 3 DigitalBC Administrative Team meetings

Identify Opportunities for Cooperative or Shared Post-secondary Library Infrastructure

- Leveraged partnership with the Irving K. Barber Learning Centre at UBC's BC History Digitization Program (BCHDP)
 - Confirmed 7 new BCHDP grant recipients as participants in the BCHDP Arca site: Grunt Gallery, Hazelton Pioneer Museum, Heritage Park Museum (Terrace), Karen Jamieson Dance Society, Nicola Valley Museum, Potters Guild of BC, and the Whiterock Museum and Archives.
 - Supported ingest of content from Hazelton Pioneer Museum, Northern Pacific Cannery, and the Potters Guild of BC
 - Negotiated with McIntyre Streaming an extension of advantageous BC ELN pricing to non-BC ELN GLAM organizations, allowing BCHDP grant recipients using Arca to host videos at an affordable rate
 - Developed and implemented marketing and outreach plans for recruiting BCHDP grant recipients with co-op student librarian, including a bespoke email campaign and a downloadable brochure explaining the partnership in more detail: <https://vault.sfu.ca/index.php/s/oUVWLKIF0CAD45x>
 - Hosted a webinar for interested BCHDP grant recipients to introduce the Arca partnership; webinar was recorded and shared with interested groups who were unable to attend

Build Arca

Develop & Enhance Arca's Customized Platform

- Finalized the Letter of Agreement between the Council of Prairie and Pacific University Libraries (COPPUL) and BC ELN allowing Arca sites to participate in WestVault, COPPUL's LOCKSS digital preservation service
- Registered Emily Carr University of Art + Design as the first Arca member to use WestVault under the new agreement
- Negotiated 2019/20 hosting storage and maintenance costs with SFU IT Cloud Hosting to secure sustainable storage pricing for Arca members
- Built a new Simple Archive toolchain for the Move to Islandora Kit, providing a path to migrate sites from DSpace and allowing new joins to easily migrate materials into Arca
- Contributed 10 code improvements and bugfixes to community modules

Expand Membership Within & Beyond BC

- Added three new Arca members: Mount Royal University, Vancouver Community College, and Vancouver Public Library
- Held a facilitated session with the Arca Advisory Committee to determine Arca's long-term growth strategy; decision made to take a proactive approach to partnerships within the BC GLAM sector

Support Knowledge Exchange & Create Communities of Practice

- Convened the Islandora Multi-Tenancy Interest Group and led the Islandora community in developing a framework to support multisites in Islandora 8
- Presented at Canadian Knowledge Research Network (CRKN) Access to Knowledge conference about Arca's adoption of Rights Statements and to encourage their use in Canada
- Consulted with CRKN on the pricing and rollout of the DataCite Canada Consortium, ensuring that the needs of small sites will be addressed as their model develops
- Participated on the Local Arrangements Committee for the international Islandora Conference, held in Vancouver October 7-11, 2019
- Led a workshop on using Islandora as an Institutional Repository at the 2019 Islandora Conference in Vancouver
- Contributed improvements to the Islandora Enterprise (ISLE) community project installation documentation to clarify the process and thus make it easier for Arca and other sites to use ISLE, migrate to it, or install new Islandora sites

Connecting Partners

Administer Electronic Health Library of BC (eHLbc)

- Prepared and released the 2018 eHLbc Year in Review annual report to communicate the value of the consortium: http://ehlbc.ca/sites/default/files/reports/EHLbc_YIR_2018.pdf
- Transitioned, in coordination with BC ELN, to a temporary eHLbc licensing coordinator while the open position is filled; participated in search committee
- eHLbc Progress Report available here:
http://ehlbc.ca/sites/default/files/reports/eHLbc_Admin_Centre_Prog_Report_2019-07-01_1231.pdf

Engage with Consortial Communities

Assume a Leadership Role in the Canadian Consortial Landscape

- Facilitated meeting and supported transition between incoming and out-going Consortia Canada Chairs
- Attended November 2019 Consortia Canada meeting
- Attended December 2, 2019 Libraries and the Climate Crisis event; this invitation-only meeting had a focus of bringing together a group of library professionals to discuss future roles libraries could play in tackling the climate emergency

Contribute to International Consortial Dialogue

- Met with Resource Sharing staff from the Statewide California Electronic Library Consortium (SCELC) to discuss their migration to the SHAREit ILL management platform
- Attended 6 meetings of the International Coalition of Library Consortia Coordinating Committee

Nurture New Partnerships & Relationships

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

- Responded to request for Arca membership from Vancouver Public Library; confirmed VPL participation beginning January 1, 2020
- Provided in-person demonstration of the Arca service to staff at the Legislative Library of BC

Sustaining our Organization

Promote Good Governance

Enhance External Communications

- Held BC ELN orientation sessions for new library directors at Coast Mountain College, College of the Rockies, Nicola Valley Institute of Technology, and Trinity Western University

Support Governance Committees

- Facilitated discussion at the July BC ELN Steering Committee to explore potential growth scenarios for Arca; outcomes of the discussion were brought forward to the Arca Advisory Committee
- Supported work to update the Steering Committee Terms of Reference (TOR):
 - Produced a summary document outlining suggestions to update and clarify language in the TOR
 - Facilitated session at the December All Partner Meeting to walk attendees through suggested updates and prompt discussion around the Steering Committee structure

Strengthen Consortial Operations & Infrastructure

- Met with SFU IT to discuss technology infrastructure that this department provides BC ELN; discussed ticketing system, helpdesk, billing cycle and costs, and developing a Memorandum of Understanding

Cultivate Staff Expertise & Capacity

- Supported BC ELN Manager participation in the full year Library Leaders Excellence and Development (LLEAD) program, including a week-long residency at Loon Lake November 24-29, 2019

Enhance Financial Infrastructure & Practices

- Transitioned support for monthly bank reconciliations from Licensing Manager (outgoing) to Coordinator on staff

Maintain and Improve Communication Systems

- Held Staff Day with a focus on Communications strategies; discussed key audiences, messaging, and broadcast channels
- Reviewed and revised meetings and minutes procedures and documentation to standardize across Service Areas

Sustain Healthy Funding

Champion our Work through Annual Reports etc.

- Issued two BC ELN Connect e-newsletters (August, December) to the broader community; publications highlight newsworthy items and project progress
- Presented to UBC iSchool students “A Day in the Life of a BC ELN Consortial Librarian” on November 21, 2019