

Supporting Learning & Research

Strengthen Our Licensing Program

Administration and Infrastructure

- Negotiated a low common inflationary renewal increase for ProQuest-licensed resources for 2024; this was accomplished in partnership with other western consortia and provides stability for partner library budgets.
- In conjunction with contracted license agreement expert, continued the Licensing Terms & Conditions project:
 - Successfully negotiated with Criterion Pictures and World Book to put adapted versions of BC ELN's Model License in place for existing agreements.
 - Successfully negotiated with Criterion Pictures and Audio-Cine Films to put adapted versions of BC ELN's new Model Streaming License in place for existing Public Performance agreements.
 - Uploaded all fully executed license agreements to ConsortiaManager and discontinued posting on the BC ELN website to ensure a unified repository for all licensing documentation.
 - Completed the file structure reorganization and upload within BC ELN's internal storage structure.
- Facilitated a meeting between BC Data Service and specific subscribers to address questions around data formatting and End User License Agreements.
- Created and updated a webpage on the BC ELN website for members' reference outlining details, background, and actions taken around the new EBSCOHost and EBSCO Discovery Service user interfaces.

License Renewals

- Renewed 34 resource agreements, covering 73 products, options, and add-ons:
 - Collaborated with Consortia Canada on 17 national agreements.
- Renewed four 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 two renewals.

- Successfully negotiated a continuation of BC ELN's existing, advantageous pricing model with Films on Demand's new vendor (Criterion), along with a continuation of the same content offerings.
- Successfully negotiated a continuation of the current Sage EBA model for 2025-26.
- Transitioned the BC ELN-direct Criterion Public Performance agreement to a ConCan agreement, eliminating the 10% administrative fee.

Resource Selection

- Continued internal discussions around revising and launching the next New Product Selection Process. Set an initial timeline for the consultation and revision process.

Nurture the Virtual Learning Commons

AskAway

- The newly formed Commitment Models Review Working Group met regularly, surveyed participating libraries and other consortial services, and gathered data to inform their recommendations for AskAway service sustainability.
- Released new guidelines for service providers to use when a patron needs to report a medical emergency, to align with new recommendations from the Ministry of Post-Secondary Education and Future Skills for overdose prevention.
- Service providers and local coordinators attended an AskAway Lunch and Learn to learn about supporting students using generative AI in their research, presented in collaboration with the UBC Digital Tattoo Project team.
- Hosted a statistics drop-in session with local coordinators to share information about the types of AskAway data that are available and how to retrieve it, and to answer questions.
- Local coordinators updated the list of Recommended Citation Guides and Websites; highlights include a new section on citing generative AI and the new edition of Chicago Style.
- Supported participating institutions with AskAway implementation in the new EBSCO Discovery Service and communicated with the vendor to help ensure AskAway is easily recognizable and accessible to users.
- Hosted a virtual AskAway Advisory Committee meeting.
- Allocated two-year Ministry funding to renew the BC ELN student librarian position to provide AskAway Administrative Centre support.
- Offered asynchronous and live online training to over 20 new and returning service providers, facilitated by the AskAway student librarian.

- Hired three new auxiliary librarians and three returning auxiliary and student librarians to staff AskAway on evening and weekend shifts in the spring term.

WriteAway

- Welcomed Nicola Valley Institute of Technology as the newest member of WriteAway. WriteAway now serves 21 institutions in British Columbia and the Yukon.
- Implemented a new tutor training course with easy-to-follow modules to increase tutor understanding about the WriteAway tutoring approach. Tutors report they appreciate the accessible nature of the material as it is easy to refer back to.
- Surveyed participating institutions to seek feedback on WriteAway and identify factors that will impact service sustainability.
- Completed a survey report to support WriteAway sustainability conversations in 2025, summarizing key findings and potential areas for improvement.
- Began developing a survey for non-participating institutions to identify barriers to joining WriteAway, with the goal of understanding challenges and potential solutions to expand participation.
- Drafted an AI Guide to help tutors navigate student questions and concerns about artificial intelligence, ensuring consistent and informed responses.
- Hosted a virtual advisory committee meeting.

Building Library Infrastructure

Nurture Resource Sharing

Provide a Clearinghouse for System Created Metadata

- Posted updated B.C. Open Collection MARC records to the BC ELN website.

Optimize Interlibrary Loan Management

- Set-up, updated, and managed connections (Z39.50 Search Targets) that allow libraries to use their live catalogs through the interlibrary loan system. Worked closely with BC Coop Sitka support to add multiple new Evergreen library sites. Currently, 46 public and post-secondary libraries have these connections activated for search use or live availability checking.
- Provided support and troubleshooting to all libraries, helping them navigate recent changes to SHAREit functionality that created errors with Live Shelf Status (LSS) checks and automatic lender list load leveling.
- Assisted multiple libraries with Live Shelf Status (LSS) maintenance, set-up and launch. 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.
- Continued to work closely with multiple large pilot public libraries to launch NCIP messaging at interested sites. NCIP enables seamless communication between library ILL and ILS systems, allowing for patron-initiated interlibrary loan requests with automated authentication. This improves the user experience by reducing Staff manual processing and ensuring faster access to requested materials.
- Submitted several requests for improvements to the SHAREit interlibrary loan software, based on feedback from member libraries and Illume Support. Many of the enhancements suggested by BCUC were highly ranked by other SHAREit users for 2025, highlighting their broad value. Key requested features include:
 - Staff Dashboard Announcement/Message System - A tool to allow important updates and messages to be shared directly within the system.
 - "Owned By My Library" Improvements - Enhancements to make it easier for patrons and staff to see which items their library owns locally to instead only request items owned by other libraries.
 - "Duplicate Request" Feature - A function for staff to quickly create new requests from existing ones, streamlining workflows and saving time.

Identify & Develop Shared Services Opportunities

Administer Illume

- Responded to and managed 354 support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres.
- 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, and SHAREit bugs/issues.
- Helped libraries switch from Relais to Tipasa, an OCLC system for managing interlibrary loan requests. This included explaining the available options for connecting Tipasa with other systems, such as OCLC and Auto-Graphics ISO integration, and clarifying licensing restrictions for using the OCLC API with SHAREit.
- BC ELN Executive Director and Illume Support met with OCLC Canadian Executive Director to discuss OCLC Relais and Tipasa integration options with SHAREit.
- Provided support, training, and troubleshooting to multiple libraries interested in activating, updating or trouble-shooting their Patron-initiated Interlibrary Loans.
- Continued to coordinate with the vendor Auto-Graphics and SFU IT on an upcoming SHAREit server migration to implement technical and infrastructure improvements. Server migration is now expected for Winter 2024/25.
- Provided workflow tips and best practices to public, InterLINK and post-secondary libraries on how to manage temporary full or partial closures related to the Canada Post labour action. Libraries were also provided with recommendations and assistance with re-opening after the strike action ended.
- Provided multiple training sessions via webinar, email or telephone on a wide-variety of topics including NCIP, Patron-Initiated ILL requesting, Live Shelf Status set-up, new Copy and Loan Lender List Load Leveling Features, OpenILL/ OpenURL and 3rd party direct to SHAREit requesting, Statistics, and more.

Partner in the BC Digital Library (BCDL)

- Attended DigitalBC Committee meetings exploring approaches to provincial cross-repository discovery of BC's cultural and scholarly digital assets.
- Participated in Canadian Coalition for Digitized Heritage working group on Cross sectoral Capacity Building.

Identify Opportunities for Cooperative or Shared Post-secondary Library Infrastructure

BC ELN-BCHDP Support Service

- Launched an Early Notice Survey to gauge the need for support in the coming

year's BC History Digitization Program (BCHDP) grant cycle, which yielded 27 total responses.

- Provided support to 15 prospective BCHDP applicants, guiding them through the grant application process for the 2025/26 funding cycle. Support included guidance on digitization project workflows, assistance with grant writing, copyright advisory, and metadata review.
- Reviewed and provided feedback on draft applications for six institutions, offering suggestions to strengthen their proposals and improve their chances of securing funding.
- Facilitated connections for first-time applicants by linking them with experienced digitization service providers, such as SFU Library and Micro Com Services, ensuring they had access to technical expertise and appropriate equipment for their projects.
- Updated information and resources on BC ELN-BCHDP Support Service website to ensure alignment with current best practices in digitization.

BCHDP-Arca Hosting Initiative

- Continued to perform clean up on BCHDP Arca child site metadata in preparation for migration to Islandora 2.0.
- Connected with stewards of 6 incoming collections to check in on project progress and to discuss content ingest logistics, metadata, and timelines.
- Prepared templates for importing BCHDP collections with Islandora Workbench, a new tool facilitating batch ingests in the Islandora 2.0 environment.

Build Arca

Develop & Enhance Arca's Customised Platform

- Established consensus on metadata standards and migration mapping across all member sites, ensuring a smooth and consistent transition to the new Islandora platform. This shared framework will improve interoperability, discovery, and long-term sustainability of digital collections.
- Worked closely with all member sites to update thousands of repository items, ensuring metadata met migration standards. This effort significantly improved metadata consistency and quality, which will make collections more accessible and discoverable in the new system.
- Collaborated with discoverygarden and SFU Cloud Services to establish technical infrastructure for the new migration and resolve any issue.
- Received training and co-created documentation with discoverygarden on

building and migrating Arca sites for the new platform.

- Successfully migrated Douglas College's DOOR repository, marking a major milestone as the first migration to the new platform.
- Established a relationship with University of PEI's Software Engineering program, engaging students in Arca's development goals. This collaboration not only supports innovation and ongoing improvements but also provides students with real-world experience in digital repository development.

Expand Membership Within & Beyond BC

- Onboarded Okanagan College as a new Arca member, expanding the network of institutions using the shared digital repository platform.
- Established a new policy allowing non-library organizations to join Arca, provided they meet specific criteria and receive Advisory Committee approval. This policy opens the door for historical societies, museums, and other cultural organizations to access an affordable, professionally managed digital repository, increasing the reach and preservation of valuable local and historical content.
- Met with several membership candidates from non-library organizations interested in joining Arca. Discussions are ongoing, with the possibility of new partnerships in the coming year.

Support Knowledge Exchange & Create Communities of Practice

- Joined [Local Contexts Early Adopter Service Provider](#) program, to establish needs and guidelines for the relationship between Service Provider organizations and the Local Contexts Hub.
- Joined the Islandora Foundation Leadership Group, ensuring that the needs of organizations like Arca are considered in the direction of Islandora's future.

Connecting Partners

Administer Electronic Health Library of BC (e-HLbc)

BC ELN is the Administrative Centre for the Electronic Health Library of BC (eHLbc).

- eHLbc Progress Reports available at: <https://ehlbc.ca/about/ehlbc-reports/progress-reports>

Engage with Consortial Communities

Grow & Maintain Relationships with Provincial System Partners

- Met with Executive Directors of BCcampus and EdPlannerBC to share and learn about approaches to operations and finances within SFU hosted infrastructure.
- Met with Ministry of Post-Secondary and Future Skills (PSFS) and executive directors of other program offices (BCcampus, EdPlannerBC, BCCAT) at quarterly roundtable meeting.
- BC ELN ED served as a committee member on the Shared Educational Resources and Technology Advisory Committee (SERT) meetings; SERT's mandate is to advise the B.C. post-secondary system on shared and open models for developing, delivering, and sustaining educational technologies and curriculum and course materials.
- Met with InterLINK Executive Director to discuss existing and potential collaboration on resource sharing initiatives.
- Met with BC Libraries Co-op Interim Executive Director to discuss existing and potential synergies.

Assume a Leadership Role in the Canadian Consortial Landscape

- Attended Consortia Canada (ConCan) meetings to discuss topics affecting consortia across Canada.
 - BC ELN staff member Reba Ouimet continues to serve as ConCan Chair.
- 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

- BC ELN staff member Reba Ouimet continued to serve as co-Chair of the ICOLC- ConsortiaManager Working Group.

- Developed a subgroup to work on ConsortiaManager documentation for ICOLC
- Sunni Nishimura served on ConsortiaManager Advisory Board along with directors from other international consortia invested in ConsortiaManager.
- Cristen Polley joined the North American Virtual Reference Online Conference (NAVROC) Planning Committee to help plan the NAVROC 2025 conference.
- Leah Hopton continued to serve as Chair of the ICOLC Consortial Awareness Group. During this time the group:
 - Developed a draft "grab-and-go" presentation designed to educate library school students and faculty about the functions and benefits of library consortia.
 - Formed a small team to organize virtual ICOLC community learning sessions for early 2025 focusing on the theme "Demonstrating Consortial Value."
 - Engaged in action planning as a committee and established a set of goals for 2025. Key objectives include developing and sharing comprehensive models for ROI calculations and piloting a consortial buddy system.
 - CAG co-sponsored a 1-hour webinar with the ALA Core Consortium Management Interest Group. The topic was Demonstrating Consortial Value. Hannah Rosen (OhioNet), former CAG Chair and Leah Hopton (BC ELN) presented; There were 165 registrants for the session, with 109 attending.

Sustaining our Organization

Promote Good Governance

Enhance External Communications

- Stewarded the Removing Barriers Initiative:
 - Held initial exploratory meetings with individuals in the Indigenous Policy and Engagement branch of PSFS, NVIT, and SFU.
 - Formed an internal committee to create a Request for Proposals and select a consultancy to aid BC ELN in this work.
 - Met with selected consultants from Two Worlds Consulting to establish a work plan for community engagement that will begin in early 2025.
- Provided new library director orientations to BC ELN for: Yukon University, Coast Mountain College, and Okanagan College.

Support Governance Committees

- Supported BC ELN Steering Committee; assisted with July and December meetings.
- Provided administrative support for the Associate Member Criteria Working Group, which was tasked with reviewing current criteria and making recommendations for improvements. The group met through fall 2024 and delivered its recommendations at the December Steering Committee meeting.
- Onboarded new Steering Committee representatives, including new SFU Library Dean of Libraries and Host Institution representative.

Strengthen Consortial Operations & Infrastructure

Cultivate Staff Expertise & Capacity

- Hired a BC ELN Continuing Librarian to provide support across several service areas, with an initial focus on supporting the Arca Migration.
- Developed and implemented Remote Work Guidelines for BC ELN librarians within the SFU policy and collective agreement context, with best practices to ensure regular in-person team meetings and online social connections.
- Transitioned the BC ELN office to a 2-3 person onsite team at the SFU Library, with the rest of the team working primarily remotely.
- Held an in-person BC ELN Team Retreat in July 2024.

- The JEDI Collective continued to meet; initiatives included:
 - Hosted an online, half-day EDI 101 Workshop that was attended by all staff. Led by Ky Sargeant, the workshop was organized to foster common knowledge of EDI among team members and advance the priorities of the BC ELN JEDI Collective.
 - Developing a weighted evaluation matrix to prioritize actions that will advance EDI at BC ELN.
- Supervised two UBC iSchool Student Librarians.
- Formed an internal HR Working Group tasked with collating documentation that supports HR processes and procedures. The group's goal is to create a user-friendly and comprehensive guide for BC ELN current and future staff.
- Staff attended a variety of online webinars and conferences:
 - Positionality and Territory Acknowledgements Workshop (attended by C. Polley and L. Hopton)
 - The Effectiveness of Bilingual Writing Centres in Higher Education (attended by K. Beres)
 - Accessibility Bites: Plain Language (attended by C. Polley, L. Hopton, K. Beres)
 - Asynchronous Feedback: Access and Possibility (attended by K. Beres)
 - Digital Library Federation: Virtual Forum (attended by S. Han)
 - BCALS Knowledge and Ideas Exchange (attended by C. Polley)
 - Access Conference 2024 (attended by B. Weigel)

Enhance Financial Infrastructure & Practices

- Submitted budgets to Arca, AskAway and WriteAway Advisory Committees at fall meetings, a change to the previous pattern of submitting budgets at the spring meetings to better support partner library budget timelines.
- Worked with SFU Finance and SFU library finance team to streamline BC ELN service area budgeting practices within SFU finance system.
- Negotiated sustainable SFU hosting management for Arca and Illume infrastructure.

Sustain Healthy Funding

Champion our Work

- Planned for a BC ELN website redesign and migration to be completed by fall 2025 and consulted on process with SFU Library Drupal UI experts.
- Conducted a Member Engagement survey of BC ELN members to assess the kinds of connection, learning, and knowledge-sharing experiences the BC ELN community would benefit from.
- Conducted a Communications survey of BC ELN members to learn what information BC ELN partner library staff would like to know about the consortium, how they would like to access that information, and to explore how BC ELN can better demonstrate the value of its activities and services.
- Strengthened relationships and connections with the UBC iSchool:
 - Communications Manager Leah Hopton and Student Librarian Sameena Sheriff shared a presentation on “Empowering Libraries through Consortia” to iSchool Students and met with iSchool Director to discuss future opportunities to orient library school students to library consortia.
 - BC ELN staff members Reba Ouimet and Leah Hopton presented to students at the UBC iSchool about consortial licensing and the larger consortial landscape.
- Wrote a case study on AskAway and submitted it to the SERT group for publishing. The case study highlights the benefits and challenges of a collaborative digital service like AskAway to serve as a model for groups seeking to develop their own collaborative services.