

# BC ELN Progress Report: July – December 2025

BC ELN reports biannually on progress made supporting its [core service areas](#) and [strategic priorities](#).

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## SUPPORTING LEARNING AND RESEARCH

Working together to secure quality educational resources and offer exceptional learner support.

### Collaborative Licensing

#### Administration and Infrastructure

- Negotiated a low common inflationary renewal increase for ProQuest-licensed resources for 2026; this was accomplished in partnership with other western consortia and provides stability for partner library budgets.

- In alignment with BC ELN’s [strategic goals](#) around accessibility, proposed and received approval from the BC ELN Steering Committee to partner with the Ontario Colleges Library Services (OCLS) in a one-year pilot of their Library eResources Accessibility Portal (LEAP).
  - Discussions with OCLS about next steps are underway and BC ELN hopes to launch the pilot by April 1, 2026.
- Participated in Consortia Canada and Western Consortia meetings to discuss licensing topics, among other issues of relevance to Canadian library consortia.
- Trained BC ELN’s newest Project Librarian on ConsortiaManager and licensing renewals work.
- Supported libraries following Statista’s discontinuation of IP authentication support prior to the end of the ongoing term:
  - Acted as a communication hub for BC ELN subscribers: sent out six mass emails to subscribers communicating changes and updates over the past six months.
  - Compiled information about current authentication methods and timelines for transition from existing subscribers and communicated this to the vendor.
  - Coordinated the transition of subscribers from IP authentication to an alternate method and advocated for vendor support during this process.
  - Attended Statista vendor meetings to keep up to date on developments and give voice to BC ELN subscriber concerns.
  - Attended Consortia Canada meetings about the renewal and changes and contributed BC ELN subscriber feedback to license and documentation development, as well as negotiations.
  - Coordinated with Consortia Canada partners and agreement lead to add relevant language to the license, extend the renewal deadline and authentication transitions, and ensure subscribers are transitioned smoothly and without interruption.
- Supported libraries with changes to the National Film Board CAMPUS agreement after its transition to public access:
  - Communicated changes and updates to the agreement to BC ELN subscribers.

- Met with Consortia Canada participants and with ConCan lead directly to discuss legal parameters, license and documentation updates, and negotiations.
- Contributed to the development of the new Decision Tool checklist to determine if libraries require a license for their organization's use.
- At the request of subscribers, organized and scheduled a watercooler session to discuss changes in the agreement and next steps in advance of the renewal deadline.

### License Renewals

- Renewed 35 resource agreements, covering 71 products, options, and add-ons:
  - Collaborated with Consortia Canada on 18 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.

### Resource Selection

- Participated in Consortia Canada offer to provide BC ELN libraries with APA Style Manual, an online, full-text version of the Publication Manual of the American Psychological Association with institution-wide, cover-to-cover access to the most widely used academic writing style guide in the world. This was voted as the highest priority resource in the [2022 New Resource Selection process](#).
- Met and negotiated with Reconciliation Education to begin work on new Indigenous-focused resources in the existing *4 Seasons of Reconciliation* agreement package, in alignment with [BC ELN's Strategic Framework](#).
- Met with Langara College Associate Director of Academic Success to discuss some urban colleges' interest in consortial licensing of Nimbus Learning.
- Completed and soft-launched the updated [New Resource Selection process](#) in September providing a more streamlined and responsive process for libraries to submit and prioritize resources for consortial licensing:
  - Announced the launch of the new process to the BC ELN community at large.

- Opened the suggestion form on a year-round basis for partner library submissions.
- Updated and streamlined related webpages, FAQs, and outcomes reports.
- Developed a new [Vendor Checklist](#) to cut down on negotiating time and ensure potential vendor partners align with BC ELN’s licensing principles.
- Created clear and detailed internal documentation for BC ELN staff who may work on the process in the future.

## Virtual Learner Support Services

### AskAway

- Supported the work of the AskAway Recommendations Implementation Team, which formed in July 2025 to develop commitment model scenarios, consult with participating libraries, and present recommendations to the AskAway Advisory Committee for [AskAway service sustainability](#).
- Supported the work of the [AskAway Emerging Technologies Working Group](#), which has been meeting regularly since January 2025, consulting with the AskAway community, and communicating with the vendor to explore new technologies to enhance the service; recommendations will be brought to the Advisory Committee in early 2026.
- Allocated Year Two of two-year Ministry funding to ensure evening and weekend service continuity for students and to support service sustainability work.
- Together with WriteAway, hosted a watercooler session, “AskAway and WriteAway Promotion at Rural Institutions” on October 15, 2025, to learn from local coordinators about student learning and research needs at rural and remote campuses and how to tailor AskAway and WriteAway promotion to meet these needs.
- Hosted a virtual “Prep-a-Palooza” work party for AskAway local coordinators to help prepare AskAway at their libraries for the Fall term.
- Hosted a virtual AskAway Advisory Committee meeting on November 24, 2025, where the Committee approved the 2026-27 Expenditure Plan and service support fees.

- Supported the Advisory Committee and the Implementation Team Chairs to attend BC ELN's All Partner Meeting on December 5, 2025, to present on AskAway's 2025 sustainability work.
- Relocated the participating library guest logins to LibraryH3lp for improved security and ease of access for service providers.
- Migrated the Admin Centre email address and the AskAway listservs to the bceln.ca domain to resolve technical issues and improve communications among AskAway participants.
- Supervised a UBC iSchool student librarian at the AskAway Admin Centre.
- Offered asynchronous and live online training to 30 new and returning service providers, facilitated by the AskAway student librarian.
- Hired two new auxiliary librarians and six returning auxiliary and student librarians to staff AskAway on evening and weekend shifts.

### **WriteAway**

- Facilitated four meetings of the WriteAway Service Model Working Group that is developing WriteAway sustainability recommendations to deliver to the WriteAway Advisory Committee.
  - Created three surveys to gather input from participating institutions' undergraduate and graduate students, and faculty members.
- Analysed data from 2024 and 2025 sustainability surveys.
  - Created eight recommendations for service model changes, which were approved by the WriteAway Advisory Committee at their November 25, 2025, meeting.
- Allocated Year Two of two-year Ministry funding to ensure service continuity for students and support service sustainability work.
- Hosted a virtual WriteAway Advisory Committee meeting on November 25, 2025.
- Supported the WriteAway Advisory Committee Chair to attend BC ELN's All Partner Meeting on December 5, 2025, to present on WriteAway's 2025 sustainability work.

- Hosted two online Institutional Coordinators debrief meetings on August 12 and December 10, 2025, to discuss term successes and challenges and prepare for the upcoming terms.
- Hosted two online Tutor Debrief Meetings on August 7 and December 3, 2025, to bring tutors together, share experiences on the service, and provide feedback to the Admin Centre.
- Update and created new tutor resources to support tutors and improve service to students:
  - Updated the WriteAway Standards of Practice: Effective Tutor-Student Interaction to maintain a shared understanding of collective responsibilities among tutors and to provide effective, equitable writing support to students.
  - Updated the Student Submission Form, based on feedback, to decrease tutor stress and provide tutors with more useful context prior to claiming a submission.
  - Created a customizable scripts document for tutors that aligns with the WriteAway feedback structure to better support tutors in providing meaningful feedback for students in a timely manner.
  - Launched the WriteAway Strategy Spotlight: a collection of short WriteAway tutor training videos to offer practical strategies and walk-throughs to help tutors navigate common tutoring scenarios.
- Offered a WriteAway Tutoring Platform Workshop for new tutors on September 18, 2025.
- Began work on the Canadian Writing Centre Association board as a member-at-large.
- Discussed the value proposition for the WriteAway service, identified key benefits, and validated them through partner interviews with a BC ELN student librarian to provide clearer, more relevant communications to partners about the service's value.

## BUILDING LIBRARY INFRASTRUCTURE

Creating robust infrastructure for acquisition, storage, organization, discovery, & access.

### Resource Sharing

#### Provide a Clearinghouse for System Created Metadata

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

#### Sustain the BC Union Database

- Sent semi-annual Union Database (UDB) full strip and reload reminder to all Illume libraries and assisted multiple libraries with troubleshooting UDB record submissions.

#### Optimize Interlibrary Loan Management

- Submitted proposal to and received funding from the Public Libraries Branch (PLB) of the Ministry of Housing and Municipal Affairs to initiate an environmental scan project to identify opportunities, trends, and strategic directions related to resource sharing within British Columbia.
- Worked with the PLB to map out the environmental scan project, positioning the province to make informed, collaborative decisions about the future of Illume's infrastructure.
- Held a watercooler session on November 19, 2025, for all non-SHAREit sites using alternate software (e.g., Relais which is retiring mid-2026) to discuss current and upcoming integrations, updates from BC ELN, vendor updates from Auto-Graphics & OCLC, and current workflows and upcoming plans for libraries not using SHAREit as their primary ILL software.
- Coordinated with other SHAREit consortia, such as the Pennsylvania RAILS consortium, on Alma ISO integration with SHAREit and created shared documentation (including video demonstrations) for BC ELN Alma libraries interested in ISO integration.
- Configured multiple ISO Alma test sites, with assistance from the Auto-Graphics Director of IT and started Alma SHAREit ISO integration testing with Simon Fraser University (BVAS).

- Continued to communicate with Auto-Graphics on upcoming updates to ISO 18626 availability and OCLC API availability for interested Relais and Tipasa libraries.
- Assisted multiple ISO-target sites with troubleshooting of their SHAREit ISO communications.
- BC ELN Executive Director and Illume Resource Sharing Manager met in-person with OCLC representative to discuss integration options for OCLC products such as Tipasa and WorldShare.
- Successfully tested the new import from spreadsheet option in SHAREit for updating Live Shelf Status locations en masse. This new feature, requested by Illume Support, will allow libraries with thousands of Shelf Locations to more easily activate and update live availability checking.
- Continued to work with the vendor Auto-Graphics to provide feedback on ERTI smart-build changes impacting live shelf status checks and explore solutions to mitigate the impact on Union Database holdings as the preferred authority for automatic lender list builds.
- 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 and improve NCIP, with Prince George Public Library implementing Patron-initiated requesting with NCIP in September. 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.
- Provided feedback and suggestions to the vendor Auto-Graphics on new, existing, and in-progress enhancements and features including the new Staff Dashboard Alert Messaging System, Request Number and Browse Searches, Request Manager Configuration, Patron Message/Notices, User Admin module, and OpenILL.
- Coordinated with InterLINK to explore alternative workflows, other than InterLINK brokering via shared UDB records uploaded to the BC Union Catalogue, for requesting Media for print disabled patrons from InterLINK libraries.

## Identify & Develop Shared Services Opportunities

### Administer Illume

- Responded to and managed 303 support cases from public and 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 and enhancements/features.
- Provided support, training, and troubleshooting to multiple libraries interested in activating, updating or trouble-shooting their Patron-initiated Interlibrary Loans.
- Provided multiple training sessions via webinar, email, or telephone on a wide variety of topics including Z39.50 Searching, Search Customization, Union Databases, PI-ILL & Simplified Patron Forms, Document/Desktop Delivery and OpenILL, Search Target Resources, Staff Automatic Approval and Borrower Workflow, NCIP, new Staff & Admin training, and more.
- Requested updates on important ongoing issues and feature feedback at monthly vendor meetings with the Head of Auto-Graphics Customer Support. These include issues with Patron Notices, Reports & Statistics, Indigenous characters, the new User Admin module, Unfilled request workflow issues, and ERTI smart-build problems.
- Communicated the important feature changes to Live Shelf Status locations mapping and promoted this feature to libraries now that it is easier to set-up with Illume Support.
- 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 Postal service labour action. Libraries were also provided with recommendations and assistance re-opening after the strike action ended.
- Provided multiple sessions with Library Systems/IT Teams interested in improved set-up and configuration in SHAREit for patron authentication (e.g., NCIP or OpenAthens SSO) and patron-initiated ILLs.
- Provided a group training and demonstration session to public and post-secondary libraries on NCIP authentication and set-up with the assistance of Prince George Public Library (BPG).

- Provided a group training and demonstration session to post-secondary libraries on OpenILL and Desktop Delivery features in SHAREit.
- Communicated an annual assessment and refresh of all live shelf status Locations and Status mappings with the 25 current live shelf status libraries and assisted multiple libraries with Live Shelf Status set-up, mapping updates, and troubleshooting to resolve firewall/access issues or connection problems.

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

- Attended DigitalBC Committee meetings exploring approaches to provincial cross-repository discovery of B.C.'s cultural and scholarly digital assets.
- Participated in the 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 26 total responses.
- Provided substantive support to 17 prospective BCHDP applicants, guiding them through the grant application process for the 2026/27 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 seven organizations, offering suggestions to strengthen their proposals and improve their chances of securing funding.
- Updated information and resources on the BC ELN-BCHDP Support Service website to ensure alignment with current best practices in digitization.

#### *BCHDP-Arca Hosting Initiative*

- Drafted documentation for end users on conducting keyword searches in the BCHDP Arca child site, which has migrated to Islandora 2.0.
- Connected with stewards of five incoming collections to check in on project progress and to discuss content ingest logistics, metadata, and timelines.

- Shared metadata spreadsheet templates with stewards of incoming collections, met via Zoom to advise on formatting and field selection, and performed quality control on draft spreadsheets to catch any inconsistencies prior to ingest to Arca.

#### *Investigate the Feasibility of a Shared Library Services Platform*

- Sent a call-out for members of the Shared Library Services Platform (LSP) Leadership and Advisory Group, who were confirmed by the Steering Committee during the December 5, 2025, Business Meeting.
- Drafted Terms of Reference for the Shared LSP Leadership and Advisory Group and implemented feedback from the Steering Committee, developing an equitable governance system for the shared LSP project.
- Hosted a discussion about the potential shared LSP at the BC ELN All Partner Meeting on December 5, 2025, wherein participants communicated their vision for the project to guide the Shared LSP Leadership and Advisory Group.

## **Build Arca**

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

- Re-architected the new Arca environment to support IP embargoes, larger file uploads, and fix numerous bugs.
- Established a common OAI-PMH configuration and worked with EBSCO to set up all migrated repositories in EDS.
- Resolved numerous bugs to ensure smooth operation of the service.
- Established a process to query storage usage for each participating site.
- Built servers and began the work on building a new Arca aggregator site, to support searching across all Arca repositories.
- Progressed the Arca migration to 27 out of 31 sites launched in the new platform.
- Discussed the value proposition for Arca, identified key benefits, and validated them through partner interviews with a BC ELN student librarian to provide clearer, more relevant communications to partners about the service's value.

- Evaluated Arca’s ROI calculations as part of an ongoing effort to improve transparency and ease reproducibility of statistics for the service.
- Advisory Committee approved the 2026-27 expenditure plan and set the service support fee for the coming year.
- Established processes to streamline the deployment of updates to Arca sites and make the update process safer and more reliable.
- Established a process to support institutional Single Sign-On in Arca sites.
- Launched a ticketing system for Arca support, to facilitate tracking, delegation, and coordination of support efforts, and to improve the Arca knowledgebase.

### **Expand Membership Within & Beyond BC**

- N/A (no new members since July)

### **Enable Provincial Discovery**

- Established the architecture and design for the Arca aggregation site, which will allow searching across all Arca repositories.

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

- Participated in the Local Contexts Technical Implementation Working Group, to guide the development of the Local Contexts API in supporting Traditional Knowledge Labels and Biocultural Notices in digital repositories.
- Published comprehensive new documentation for running batch operations with the Islandora Workbench tool.
- Joined the Islandora Workbench Working Group, to ensure the sustainable development of a critical Islandora tool.
- Invited to exploratory discussions with SFU IT and the Ministry of Post-Secondary Education and Future Skills’ Digital Policy Branch around the feasibility of a provincial research assistant AI using Arca as a testbed; the Arca Advisory Committee developed preliminary questions for the developers around privacy, ethical and technical implications.

## CONNECTING PARTNERS

Linking partners, organizations, and communities of practice to extend expertise, innovate programs, and nurture collaboration.

### Administer the Electronic Health Library of BC (eHLbc)

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

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

### Engage with Consortial Communities

#### Grow & Maintain Relationships with Provincial System Partners

- Collaborated with executive directors of the Council of Prairie and Pacific University Libraries (COPPUL) and the NEOS library consortia on a letter expressing concern over amendments to the Canada Post Corporations Act contained in Bill C-15 which would repeal the Library Materials Shipping Rate; the letter was sent to members of Parliament and members of the committee considering the amendments.
- Attended meeting of BC ELN staff and BC Libraries Cooperative staff to discuss current and upcoming projects and potential for collaboration.
- Met with executive directors of BCcampus, BC Council on Admissions and Transfer, Education Planner BC, and the Digital Policy Branch of the Ministry of Post-Secondary Education and Future Skills to share and learn about issues of common interest.
- Attended, as a committee member, meetings of the Shared Educational Resources and Technology Advisory Committee (SERT), building a toolkit to support the B.C. post-secondary system in developing, delivering, and sustaining educational technologies and curriculum and course materials.
- Met with the Library Director of the Vancouver Public Library to discuss items of mutual interest.

#### Assume a Leadership Role in the Canadian Consortial Landscape

- Chaired Consortia Canada (ConCan) meeting to discuss topics affecting consortia across Canada.

- Hosted and attended monthly Western Consortia meetings with The Alberta Library (TAL) and the Council of Prairie and Pacific University Libraries (COPPUL).
- Met with the executive directors of COPPUL, the Canadian Research Knowledge Network (CRKN), the Ontario Council of University Libraries (OCUL), and Ontario College Library Services (OCLS) to discuss matters of common interest, including shared library service platform initiatives.
- Hosted the Canadian Collaborative Virtual Reference Services Group meeting to discuss topics affecting consortial chat reference services in Canada together with colleagues at Novanet, OCUL, and OCLS.

### **Contribute to International Consortial Dialogue**

- Facilitated sessions on “Consortial Staff Training and Professional Development” and “Demonstrating Consortial Value” at the International Coalition of Library Consortia (ICOLC) meeting in Nice, France, September 29-30, 2025.
- Attended meetings of the ConsortiaManager Advisory Board along with directors from other international consortia invested in ConsortiaManager.

## **Nurture New Partnerships & Relationships**

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

- Continued outreach through the Removing Barriers Initiative, which is focused on addressing the potential barriers within BC ELN structures that Indigenous-led post-secondary institutions might face in participating in BC ELN services:
  - Presented about the initiative to the Indigenous Adult Higher Learning Association (IAHLA) Board in August; agreement was reached to form an exploratory group of IAHLA and BC ELN representatives to explore possible opportunities.
  - Received preliminary findings from Two Worlds Consulting based on outreach to date.
  - Identified BC ELN Steering Committee members to sit on the exploratory group alongside IAHLA Board members and First Nations Steering Committee (FNESC) staff.

- Approved provisionally membership for two new Associate Members, La Salle College and Adler University, at the July 17, 2025, Steering Committee meeting:
  - Oriented new library directors to the BC ELN consortium and shared opportunities for collaboration.
  - Onboarded staff at new member libraries to BC ELN licensing and invoicing workflows.

## **SUSTAINING OUR ORGANIZATION**

Fostering an organization that values transparency, cultivates improvement, and achieves excellence.

### **Promote Good Governance**

#### **Enhance External Communications**

- Advanced the website redesign project to improve usability and meet member needs:
  - Developed a top-level menu structure.
  - Identified minimum viable product needs for each of the service areas.
  - Selected a Drupal theme for the new website.

#### **Support Governance Committees**

- Supported the BC ELN Steering Committee; assisted with July 17 and December 5, 2025, meetings.
- Onboarded a new BC ELN Steering Committee representative for Teaching Universities and Technical Institutes.
- Oriented the University of the Fraser Valley interim University Librarian and the new Yukon University Librarian to BC ELN.

## Strengthen Consortial Operations & Infrastructure

### Cultivate Staff Expertise & Capacity

- Hired and onboarded two limited term Project Librarians, creating additional capacity for emerging priorities such as AskAway and WriteAway sustainability and shared library services platform initiatives.
- Held a two-day in-person Team Retreat (September 2025) to foster team cohesion and nurture a positive team culture.
- Developed and released the BC ELN Staff Statement on Justice, Equity, Diversity, and Inclusion to share and articulate our commitment to EDI in our work at BC ELN.
- Staff attended a variety of conferences and webinars, including:
  - The International Coalition of Library Consortia (ICOLC) meeting in Nice, France September 29-30, 2025; sessions included “Geopolitics, Crises & Cross-border Issues,” “License negotiations,” and a ConsortiaManager User Group update.
  - IslandoraCon 2025, held online. Relevant sessions included “Migrations at Scale: migrating Islandora sites with millions of objects”, “Migrating Metadata to Modern Islandora: Challenges, Strategies, and Lessons Learned”, “Introducing scyllaridae: a new framework for building Islandora microservices”, “Architecting Islandora for Consortia”, and a workshop on building Views.
  - Northwest Interlibrary Loan & Resource Sharing Conference (NWILL) 2025, attended virtually. Sessions included “Developing Staff Training Resources for ILL in a Consortial Environment”, “Analyzing chat transcripts to improve interlibrary loan services”, and “Digital Lending Toolkit: Blueprints for our Resource Sharing Future.”
  - The Future of Resource Sharing Summit, hosted in-person and virtually by CAAL-CBPA/Novanet on October 20, 2025; sessions included a keynote on building an interoperable national lending network in Australia, and panel discussions on resource sharing systems in Canada.

### Optimise Internal Infrastructure & Practices

- Migrated BC ELN filesystem to Teams to comply with SFU IT security policies.

- Migrated BC ELN and eHLbc online training and orientation courses to the new SFU Canvas Cloud platform to provide uninterrupted access to BC ELN members.
- Consulted with SFU Finance and Library Management on optimising BC ELN financial infrastructure, consolidating and streamlining fund accounting practices.
- Worked with SFU Finance to optimise procedures for approving high-value invoices.

## **Sustain Healthy Funding**

### **Champion our Work through Annual Reports etc.**

- Produced Actions and Achievements reports for BC ELN's service areas, available at: <https://bceln.ca/about/bceln-reports/actions-achievements>
- Produced BC ELN Connect Newsletters (October and December), available at: <https://bceln.ca/news/connect-newsletter>
- Conducted Executive Director meetings with library leaders at Acsenda University, North Island College, Trinity Western University, Vancouver Community College, University Canada West, and Yukon University to understand partner library needs and priorities.
- Hosted the BC ELN All Partner Meeting (downtown Vancouver, December 5, 2025), including engaging a facilitator and inviting a guest speaker, to bring partner library directors together in-person for a day of idea sharing and networking.

### **Strengthened relationships and connections with the UBC iSchool**

- Together with a colleague at UBC Library, delivered a guest lecture to the UBC iSchool class LIBR 530: Information Services in Libraries, introducing students to AskAway and BC ELN collaborative services.