

BC ELN Progress Report

BC ELN reports biannually on progress made towards achieving its [Strategic Plan](#).

Highlights:

Established Province-Wide Common Suite

BC ELN coordinated the selection and licensing of a province-wide common suite of eResources that provides equity to the BC post-secondary system. The common suite will result in average annual savings of \$900,000 USD for the system.

Expanded Virtual Learning Commons

BC ELN officially welcomed WriteAway to its suite of collaborative services. Both AskAway and WriteAway welcomed new service participants in 2017. Columbia College Library joined AskAway, bringing the total to 31 institutions. Alberta's Northern Lakes College and BC's Trinity Western University joined WriteAway, bringing the total to 15 institutions.

Optimized Interlibrary Loans

The OutLook OnLine Administrative Centre sought feedback from partners in post-secondary and public sectors to enhance the service. The Administrative Centre also released a number of online training resources for library staff.

Supported Arca's Growth

Arca migrated from Amazon Web Services to SFU state-of-the-art cloud hosting; the move enhances Arca's scalability and sustainability, while leveraging existing relationships and administrative efficiencies with SFU, BC ELN's host institution. Arca also welcomed new sites BC History Digitization Project (bchdp.arcabc.ca) and Digitized Okanagan History (doh.arcabc.ca).

Strengthened BC ELN Communications

Partner libraries and Ministry provided feedback to help improve design of our annual reports. Future reporting will adopt a modular approach, display engaging visuals, present key activities, and include multi-year financials.

Supporting Learning & Research

Strengthen Our Licensing Program

Common Suite

- Launched the Common Suite Web <http://bcelnapps.ca/common-suite/>, a series of webpages to provide partner libraries with Common Suite information as well as a forum to ask questions
- Held one-on-one information sessions with each of BC ELN's 33 partner libraries
- Worked with Steering Committee to develop a common suite recommendation, gather feedback, and develop a modified proposal based on feedback from libraries
- Facilitated a decision-making session at All Partner Meeting in December; received direction to move forward with licensing a common suite that includes Academic Search Premier, Business Source Premier, and one Complete upgrade at no additional cost

License Renewals and Offers

- Renewed 33 resource licenses
 - Collaborated with Consortia Canada on 13 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)
- Collaborated with national consortia through Consortia Canada on new license for Chicago Manual of Style

Nurture the Virtual Learning Commons

AskAway

- Welcomed Columbia College Library to the service, bringing the total to 31 institutions participating in AskAway
- Shared results of the Action Plan vote with the AskAway Advisory Committee and outlined AskAway priorities for the coming year
- Targeted quality assurance with AskAway tips and refreshers for service providers shared via the mailing list and on the AskAway blog
- Collaborated with UBC and Ovid to enable an AskAway link in Ovid databases, expanding AskAway's "point of need" service philosophy
- Liaised with collaborative virtual reference colleagues across North America via two online meetings to share information and ideas
- Coordinated the Spring 2018 schedule; 8 institutions volunteered a total of 17 hours beyond their weekly commitments
- Conducted four AskAway training sessions: one online with 12 participants and three in-person at University of British Columbia (UBC) and Simon Fraser University (SFU) with 16 participants

- Managed scheduling and hiring for six contractors who contribute an average of 21 service hours per week

WriteAway

- Welcomed Alberta's Northern Lakes College and BC's Trinity Western University to WriteAway; 15 institutions participate in the service
- Initiated Software Review (Infrastructure Review)
 - Conducted an environmental scan
 - Reviewed potential software to identify effective options for meeting student needs and supporting service growth
 - Identified a stable institutional home for WriteAway (BC ELN)
- Requested that WriteAway join BC ELN's suite of collaborative services; was accepted by BC ELN Steering Committee at December meeting
- Facilitated service through record usage in Sept-Dec 2017, responding to 1793 student assignments
- Adopted Blackboard Collaborate Ultra as an online meeting platform with enhanced connectivity and interactivity to facilitate training and meetings
- Trained 17 new tutors in September 2017
- Adjusted scheduling to better meet peak usage periods and provide more consistent access to tutors from week to week

Building Library Infrastructure

Nurture Resource Sharing

Provide a Clearinghouse for System Created Metadata

- Posted and communicated updates to Legislative Library MARC records, and BC Open Textbook MARC records hosted on the BC ELN website

Sustain the BC Union Database

- Assessed usage of the BC Union Databases to support decision-making during the planned 2018 clean-up and optimisation process

Optimize Interlibrary Loan Management

- Implemented beta Desktop Delivery functionality in SHAREit to allow speedy delivery of electronic articles direct to student inboxes, a high-priority enhancement for BC post-secondary libraries
- Assessed partner library interest in an OpenILL enhancement to bring citation data seamlessly from electronic resource databases into an OutLook OnLine ILL request form
- Executed a 2017 InterLINK Working Group survey which provided data supporting recommendations on moving the consortia forward with Patron-Initiated Interlibrary Loan (PI-ILLs); report and recommendations presented at the InterLINK Public Library Directors meeting November 3, 2017
- Created and published a variety of online training resources for OutLook Online library staff on topics such as uploading documents for delivery and setting holiday closures, available on the OutLook OnLine Support Centre site: <http://ill.bceln.ca/>
- Planned and participated in the 2017 A-G SHAREit User Group Virtual Conference, and facilitated a group discussion session on PI-ILLs

Identify & Develop Shared Services Opportunities

Administer OutLook OnLine (OLOL)

- Issued the January - June 2017 OutLook Online Administrative Centre Progress Report: <http://ill.bceln.ca/reports>
- Delivered the inaugural OLOL Admin Support Centre Newsletter: <https://tinyurl.com/y9vx7mx2>
- Negotiated and renewed 2018 contract for OutLook Online Administrative Centre with Ministry of Education Libraries Branch

Partner in the BC Digital Library (BCDL)

- Participated on BCDL Steering Committee and BCDL Administrative Team
- Engaged in relationship-building across sectors to identify opportunities for collaboration
- Supported work on business analysis, laying the foundation for future of the BCDL initiative
- Collaborated with OurDigitalWorld and the National Heritage Digitization Strategy (Library and Archives Canada) to share information and best practices.

Build Arca

Develop & Enhance Arca's Customised Platform

- Migrated Arca from Amazon Web Services to SFU cloud hosting and acted as liaison between discoverygarden service provider and SFU IT
- Developed new functionalities for the Islandora platform to meet needs of Arca sites and the larger Islandora community; new functionalities include the ability to display Altmetrics, Scopus, CrossRef and Web of Science citation data in Arca repositories

Expand Membership Within & Beyond BC

- Approved a progressive 2018/19 Service Support Fee model which includes 150 GB of storage per institution and basic support; the model allows for separate purchase of additional storage and advanced support
- Approved extension of 2018/19 cost sharing model to non-BC ELN organisations within BC (on a pilot basis)
- Deployed new Arca child site for Digitized Okanagan History, a privately-funded collection of materials from Okanagan-region museums, archives and historical associations, led by staff at UBC Okanagan Library: <http://doh.arcabc.ca>
- Deployed a new Arca child site for the BC History Digitization Project, and migrated into it the Terrace Public Library's Eleanor Muehle Newspaper Archive from the now-defunct West Beyond the West Archivemata service: <http://bchdp.arcabc.ca>

Support Knowledge Exchange & Create Communities of Practice

- Supported and trained Arca site staff through the process of ingesting large batches for the Northern BC Digital Collection (UNBC), the Abbotsford, Sumas & Matsqui News (UFV), and KPU faculty publications.
- Attended the Islandora Annual General Meeting July 14, 2017.

Connecting Partners

Administer Electronic Health Library of BC (e-HLbc)

- Supported the election of three new representatives (two from Health Sector, one from Affiliates) to the Management Committee and election of new eHLbc Steering Committee Chair and Vice-Chair
- Presented a draft Membership Pledge to the Management Committee
- Created a refreshed logo and new eHLbc website to better need members' needs
- e-HLbc's full Progress Report can be viewed at <http://ehlbc.ca/about-us/key-documents>

Engage with Consortial Communities

- Participated in July and November Consortia Canada meetings to share information and ideas about reporting consortial value and ROI, as well as consortial communications
- Provided feedback on re-design and improved functionality of Points to the Past website - BC's open collection of primary source databases

Nurture New Partnerships & Relationships

- Welcomed Alberta's Northern Lakes College (NLC) to WriteAway after dissolution of eTutor Alberta; NLC serves a broad area comprised of over 50 communities including fifteen First Nations and four Métis Settlements
- Negotiated Letter of Agreement with Irving K Barber Learning Centre (IKBLC) at UBC for support and hosting of past and present BC History Digitization Grant recipients seeking hosting of their digitised materials.

Sustaining our Organization

Promote Good Governance

- Created and issued orientation messages with links to key documents to all new and returning steering committee members

Strengthen Consortial Operations & Infrastructure

Cultivate Staff Expertise & Capacity

- Held a one-day staff work retreat; session topics included understanding and enhancing peer strengths and consortial assessment
- Leigh Anne Palmer, BC ELN Manager, attended a five-day intensive residency focusing on leadership skills as part of the Library Leadership Excellence and Development (LLEAD) Program

Enhance Financial Infrastructure & Practices

- Collaborated with external program developer on billing system fixes

Maintain and Improve Communication Systems

- Reviewed and redesigned BC ELN internal digital file structure and classification system; began migration of files to SFU-hosted cloud storage
- Held information system for BC ELN staff on new mailing list management tool; began process of testing and migrating mailing lists
- Collected feedback from partner libraries and Ministry representative on BC ELN annual reporting to improve design and delivery of information

Sustain Healthy Funding

Encourage Assessment

- Held staff session on consortial assessment to generate ideas and identify gaps in BC ELN assessment
- Participated in Consortia Canada meeting in July to discuss assessment in consortia

Champion Our Work

- Broadcast BC ELN achievements through social media (Twitter) and via eNewsletters published in July, October, and December