BC Electronic Library Network

Innovation & Success 2018

Thompson Rivers University students at work

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BCELN
BRITISH COLUMBIA
ELECTRONIC LIBRARY NETWORK

BCELN.CA

Students attend a tour of Rare Books and Special Collections at UBC

Stories of Impact

The BC Electronic Library Network makes an impact on students, librarians, post-secondary organizations, and industry. Innovation & Success 2018 contains quotes and stories from our community that highlight the value BC ELN brings to the province. From creating safe spaces for students to ask questions about research via AskAway, to alleviating financial pressures on post-secondary libraries by securing discounted electronic resources, BC ELN makes a big difference.

Alongside these stories of impact, Innovation & Success 2018 details service area achievements, highlights the ways in which the consortium upholds Ministry priorities, and summarizes financials. I am proud to share this report, which demonstrates the significant contributions BC ELN makes to the province and beyond.
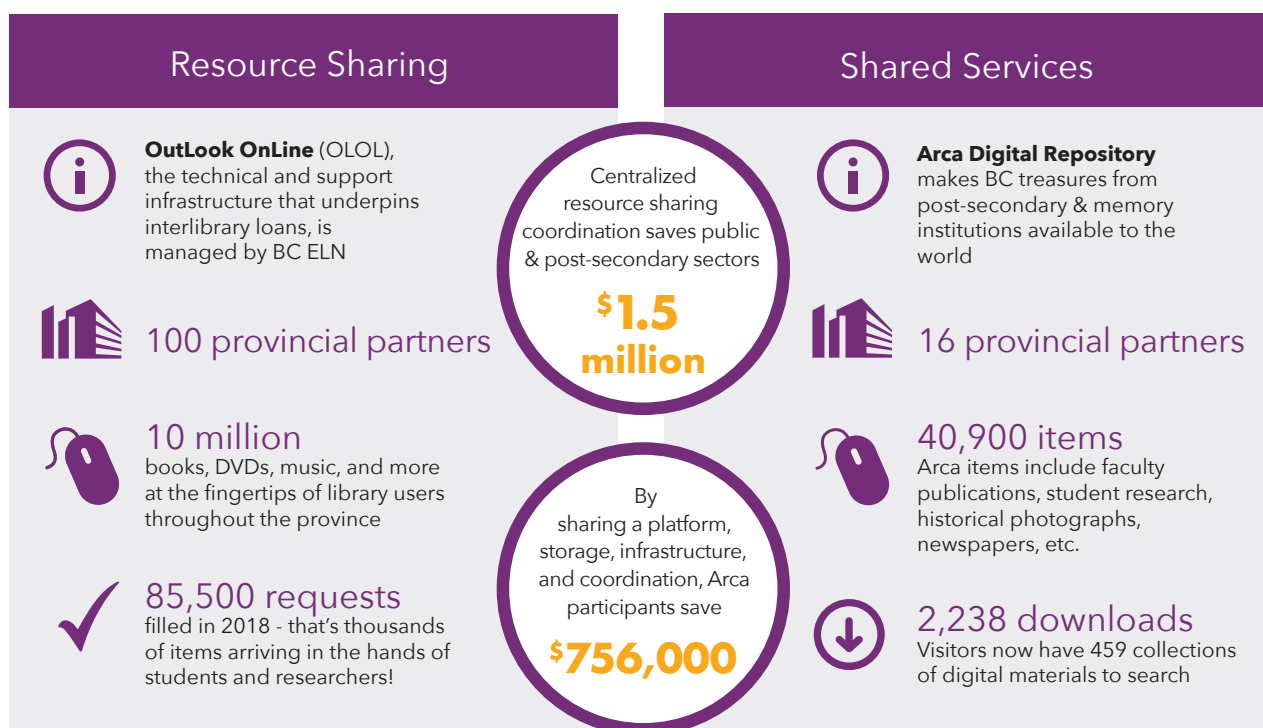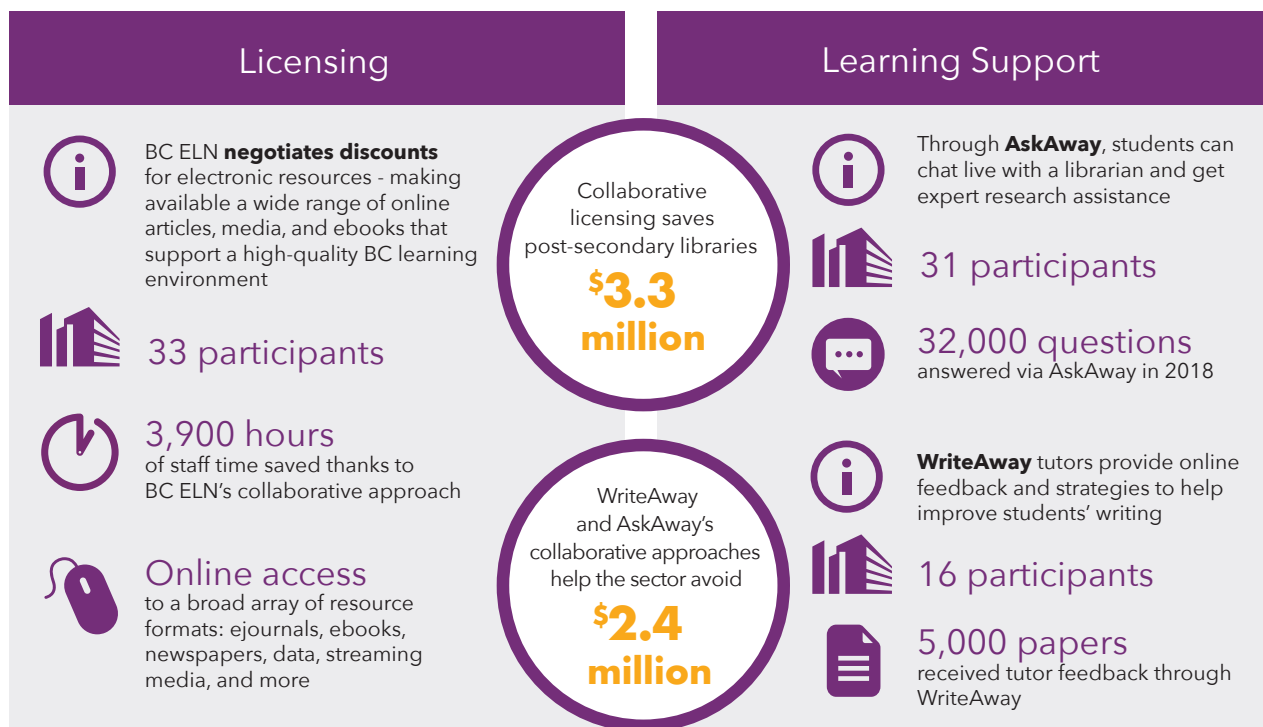
- Patricia Cia

Patricia Cia
BC ELN Steering Committee Chair
Director, Academic Innovation
Langara College

Anita Cocchia
Executive Director
BC Electronic Library Network

Sector Savings and Benefits

Licensing

BC ELN **negotiates discounts** for electronic resources - making available a wide range of online articles, media, and ebooks that support a high-quality BC learning environment

33 participants

3,900 hours of staff time saved thanks to BC ELN's collaborative approach

Online access to a broad array of resource formats: ejournals, ebooks, newspapers, data, streaming media, and more

Collaborative licensing saves post-secondary libraries **$3.3 million**

WriteAway and AskAway's collaborative approaches help the sector avoid **$2.4 million**

Learning Support

Through **AskAway**, students can chat live with a librarian and get expert research assistance

31 participants

32,000 questions answered via AskAway in 2018

WriteAway tutors provide online feedback and strategies to help improve students' writing

16 participants

5,000 papers received tutor feedback through WriteAway

Resource Sharing

OutLook OnLine (OLOL), the technical and support infrastructure that underpins interlibrary loans, is managed by BC ELN

100 provincial partners

10 million books, DVDs, music, and more at the fingertips of library users throughout the province

85,500 requests filled in 2018 - that's thousands of items arriving in the hands of students and researchers!

Centralized resource sharing coordination saves public & post-secondary sectors **$1.5 million**

By sharing a platform, storage, infrastructure, and coordination, Arca participants save **$756,000**

Shared Services

Arca Digital Repository makes BC treasures from post-secondary & memory institutions available to the world

16 provincial partners

40,900 items Arca items include faculty publications, student research, historical photographs, newspapers, etc.

2,238 downloads Visitors now have 459 collections of digital materials to search

[Click here for Actions & Achievements reports](#), which provide further detail on service area value.

Upholding Ministry Priorities

BC ELN furthers Ministry of Advanced Education, Skills & Training goals and priorities.

DELIVERING AFFORDABLE, ACCESSIBLE, HIGH QUALITY EDUCATION

BC ELN achieves optimal prices on eresources for partner libraries by leveraging group purchasing power. BC ELN's collaborative, centralized approach helps institutions avoid high costs associated with providing quality services like Arca, AskAway, and WriteAway.

PREPARING STUDENTS FOR THE FUTURE LABOUR MARKET

Through BC ELN, libraries empower students to achieve their education, employment, and training goals by providing access to thousands of journals, ebooks, and streaming video databases. BC ELN offerings come in a broad range of academic subject areas as well as industry-focused training such as tourism and specific trades like auto repair.

MAKING BC A DESTINATION OF CHOICE

High quality resources support high quality education, which attracts students and researchers from BC and around the world. AskAway and WriteAway's knowledgeable and friendly professionals help English as an Additional Language students navigate new institutions, while services like Arca showcase the province's digital assets, making BC an attractive option for scholars.

ASSISTING EDUCATIONAL TRANSITIONS

BC ELN's Common Suite is a collection of multi-disciplinary resources to which all partner libraries subscribe. The suite of EBSCO resources will be quite familiar to students who have had access to the EBSCOhost research platform in high school, making their first forays into post-secondary research less stressful. Additionally, students transitioning between BC post-secondary institutions can always rely on this common collection of academic information when doing research.

SUPPORTING INDIGENOUS LEARNING

BC ELN offers services that are well-suited for sharing information relevant to both Indigenous students and those seeking to learn about Indigenous Peoples. Examples include OutLook OnLine resource sharing, where students in the province can borrow materials from Indigenous collections housed in public or academic libraries from across BC, and Arca, where collections such as the Freda Diesing School of Northwest Coast Art highlight Indigenous works.

10%-75%

is the range of discounts available on BC ELN licensed resources

2.9 million

journals, newspapers, ebooks, videos, and maps are available through BC ELN

The Entrepreneurship Centre at the BC Institute of Technology Library

Collaborative Licensing

Using an approach that leverages group purchasing power, expert BC ELN negotiators work to ensure BC's students, faculty, and researchers have access to critical resources in a variety of formats.
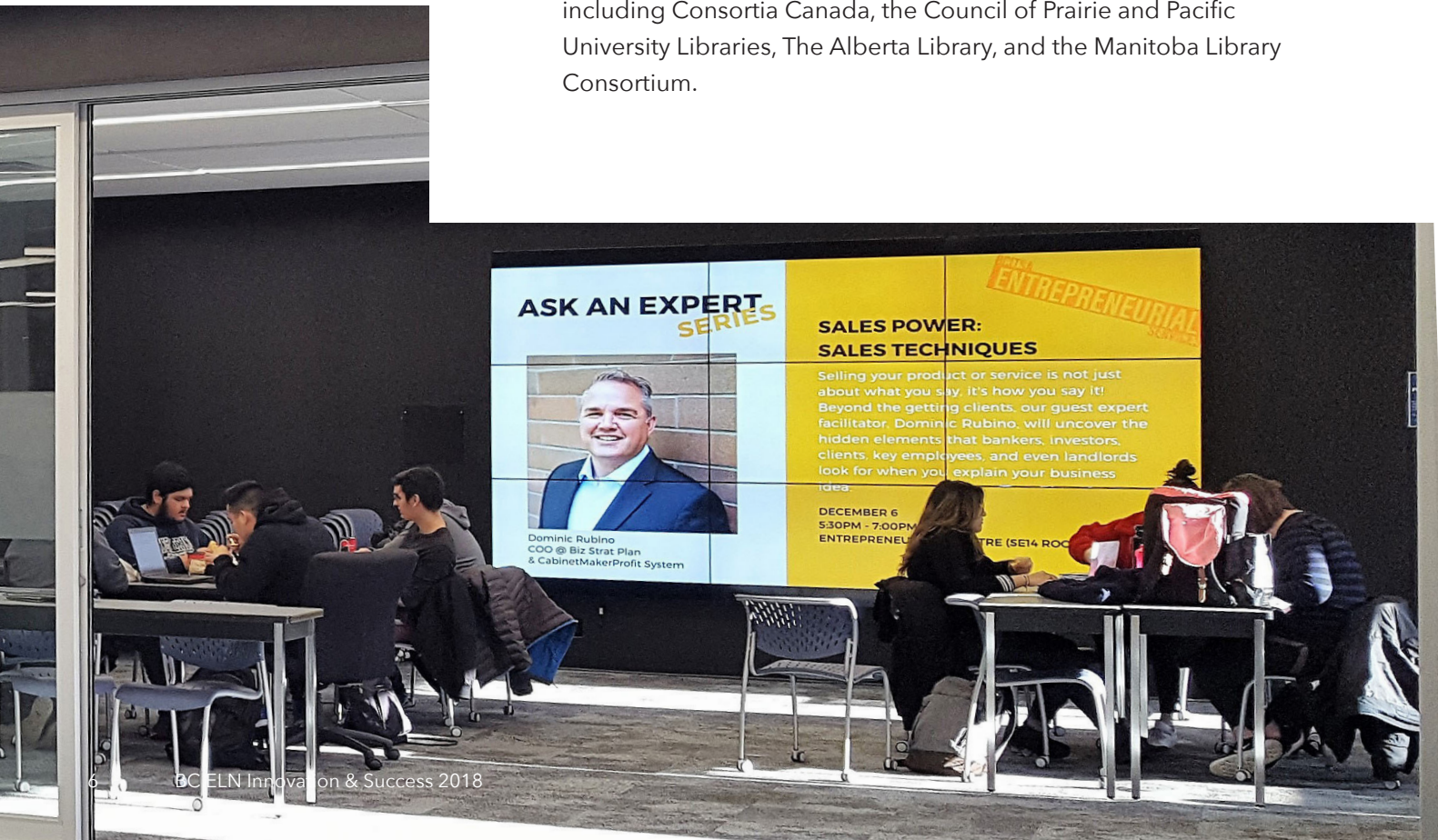
THE COMMON SUITE

With approval from the BC ELN Steering Committee in December 2017, BC ELN licensed and launched a Common Suite of electronic resources. All partner libraries subscribe to this Suite, consisting of Academic Search and Business Source. This shared set of online resources serves the broad needs of undergraduate students, and creates a common ground where all students – regardless of institution or location – have equal access to academic journals.

NEW RESOURCES AVAILABLE

BC ELN responded to partner library needs with a number of new license offers in 2018: LGBT Life with Full Text, Maclean's Magazine Archive, and Statista. To provide the best possible value, BC ELN frequently works in concert with other consortia including Consortia Canada, the Council of Prairie and Pacific University Libraries, The Alberta Library, and the Manitoba Library Consortium.

Resource Sharing

BC ELN supports a suite of tools that strengthens the entire research cycle from discovery to delivery, including OutLook OnLine. Jointly supported by the Ministry of Advanced Education, Skills & Training through BC ELN, and the Ministry of Education through the Libraries Branch, this shared service plays a critical role in resource sharing.

OUTLOOK ONLINE

The OutLook OnLine Administrative Centre (Admin Centre) strengthens the provincial interlibrary loan service, builds critical infrastructure, and provides library staff with essential front-line assistance.

In 2018, the Admin Centre coordinated a successful server migration from commercial hosting to Simon Fraser University's state-of-the-art cloud hosting facility. Considered a seamless transition, the move optimizes and increases sustainability of the OutLook OnLine service.

The Admin Centre responded to hundreds of support cases (413 to be precise) and was also contracted to support Reading Centres in BC with their interlibrary loans. Reading Centres are small, volunteer-run library offshoots that provide access to reading materials in remote areas.

Did you Know?

Students, faculty, and researchers can search OutLook OnLine and request materials across 100 public and post-secondary libraries. Close to 85,000 requests were filled in 2018!

Langara College Library

IT'S A HUGE BENEFIT

" I access a lot of articles for my assignments online through the library's "One Search" (EBSCO Discovery Service). It's simple to find articles – you can filter really easily and I'm familiar with this type of searching because I used EBSCOhost in high school. When the library doesn't have the article I need I just order it online through interlibrary loan. Collaboration between all the other schools to do this is helpful. And when I order online it's a huge benefit – I can do it from home, have the article sent right to me, and I don't have to worry about returning it.

- Matthew Hart, Second-Year Nursing Student at Coast Mountain College

University of BC Chapman Learning Commons

Learning Support

BC ELN acts as the administrative centres for both AskAway and WriteAway, key research and learning support services that connect learners with experts.

ASKAWAY CHAT REFERENCE

The Software Evaluation Committee made significant strides in 2018 towards choosing a software that will support AskAway as it moves forward. The Committee investigated chat reference software on the market and invited three selected providers to respond to a Request for Quote. This important work is expected to wrap up in early 2019 with a final recommendation going to the Advisory Committee for decision.

Recognizing that approximately 15-20% of AskAway questions focus on citations, the Admin Centre, informed by input from local coordinators, produced a much-needed Citation Best Practice Guide for service providers in 2018. The Admin Centre also developed new promotional materials to raise AskAway visibility and revised heavily-used scripted messages to become more user-centred. To improve communications and better promote the good work AskAway does, the Admin Centre launched the Chat Box, a newsletter that channels service updates, interesting initiatives, and tips to the AskAway community.

WRITEAWAY ONLINE TUTORING

In December 2017 the BC ELN Steering Committee officially welcomed WriteAway to join its expanding suite of online student learning support services, advancing BC ELN's strategic directive to nurture the virtual learning commons.

Loss of key WriteAway funding in 2018 made sustainability of the service top-of-mind. A Software Review Subcommittee was tasked with identifying a cost-effective software to support WriteAway, and ultimately selected Springshare's LibApps. The WriteAway Admin Centre provided multiple tools and points of support for administrators, tutors, and students to ensure a seamless transition.

University of Victoria faculty, staff, and community members look at medieval manuscripts

NEW ARCA MEMBERS

Athabasca University

Barkerville Historic Town

Brandon University

CAPER-BC

Peace Region Palaeontological Centre

EHLBC

Acting as the Electronic Health Library of BC's Administrative Centre, BC ELN provides project management, license negotiation, and technical support on a cost-recovery basis. BC ELN staff extend their consortial experience and expertise to generate significant savings for the health sector.

Shared Services

Managed by BC ELN, Arca Collaborative Digital Repository is a shared service that brings diverse sectors together to achieve a common goal: opening access to digital materials.

ARCA

Thanks to BC ELN's partnership with the Irving K Barber Learning Centre's BC History Digitization Program (BCHDP), BCHDP grant recipients may currently host their content in Arca at no cost. The Arca Administrative Centre worked hard in 2018 to advance this initiative, producing promotional material, speaking at conferences, and communicating directly with BCHDP grant recipients. Two groups accepted the offer, with more expected to join Arca in 2019.

To promote knowledge exchange and develop future skills, the Admin Centre collaborated with a UBC iSchool Digital Libraries course instructor to provide an Arca practice site for iSchool students to use.

With such a vibrant and rapidly expanding service in place, efforts were made in 2018 to develop and reinforce the Arca infrastructure. The Admin Centre coordinated a migration to Simon Fraser University's new cloud hosting environment, which brings faster connections, greater reliability, and increased security. To support current participants, the Admin Centre hosted the 2018 Arca Camp, an in-person unconference for Arca administrators focused on training and problem solving. Finally, the Arca Advisory Committee participated in a facilitated Action Planning session to refine Arca's purpose, vision, and priorities.

Spotlight on Urban Colleges

In 2017, we shone a spotlight on rural institutions. This year we turn our attention to another BC ELN constituency: Urban Colleges.

Urban Colleges of British Columbia play an important role in preparing students for occupations in the trades and technology sectors or as a pathway to further university education. In less than ten years, 42% of job openings in BC will require college or trade certifications.

Of BC ELN's 33 partner libraries, six institutions fall in the Urban Colleges constituency: Camosun College, Douglas College, Justice Institute of British Columbia, Langara College, Okanagan College, and Vancouver Community College.

Through BC ELN, these institutions license electronic resources, delivering valuable learning materials to their students and faculty at reduced costs for the library. All six institutions participate in OutLook OnLine, which enables interlibrary loans across the province, and AskAway, which provides point-of-need research support to students. Currently four of the institutions share collections via the Arca Digital Repository, and four offer online writing support to their students through WriteAway.

Thanks to the cost-saving opportunities available through BC ELN services, these colleges are able to meet the needs of their students and faculty, and ultimately prepare a capable and qualified future workforce.

Value for BC ELN's urban colleges:

124,150
students attend and have access to critical learning resources through BC ELN

24
electronic resources (e.g. databases) are licensed on average by each urban college

1 in 4
AskAway questions in 2018 were asked by students at urban colleges

74%
saved by participating WriteAway urban colleges thanks to the collaborative approach

Moving Forward

BC ELN is committed to meeting strategic goals as outlined in its Plan, while remaining responsive to Ministry and partner library needs. Some activities on the horizon for 2019:

HOSTING INTERNATIONAL CONSORTIAL MEETING

In April 2019 BC ELN will host the North American meeting of the International Coalition of Library Consortia (ICOLC). Attracting over a hundred individuals from consortia around the world, the meeting is an opportunity to talk about strategic and applied topics that advance both the individual and collective practices of consortia.

SERVICE AREA DEVELOPMENTS

BC ELN Service Areas continue to evolve in ways that align with participating institution needs. Some key activities for 2019 include: Development of accessibility enhancements and expansion of Arca to include Centre for Accessible Post-Secondary Resources British Columbia (CAPER-BC) materials, final selection of a platform for AskAway, and an update for OutLook OnLine, which will include improvements to search navigation and results, and customization of Patron-Initiated Interlibrary Loan Forms.

BC ELN Steering Committee
as of December 2018

Patricia Cia
Chair

Jonathan Bengtson
University of Victoria

Gwen Bird
Simon Fraser University

Anita Cocchia
BC ELN Executive Director

Rosie Croft
Small Universities

Natalie Gick
Simon Fraser University Officer

Adrian Mitescu
Associate Members

Todd Mundle
Regional Universities and Institutes

Susan Parker
University of British Columbia

Trish Rosseel
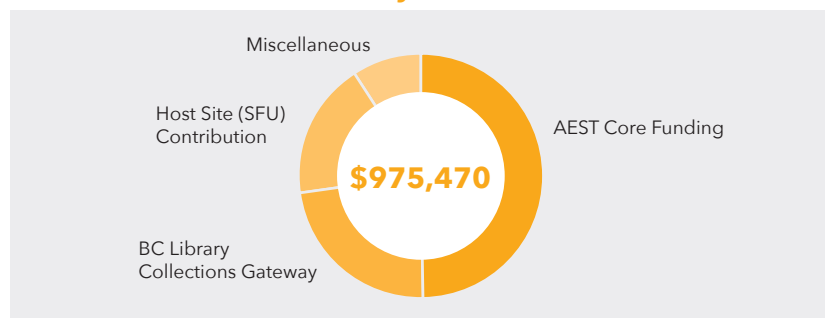Urban Colleges

Dawna Turcotte
Rural Colleges

Local drag queen Delica Cee speaks with students at a Columbia College Library hosted event (in partnership with the Gay-Straight Alliance).
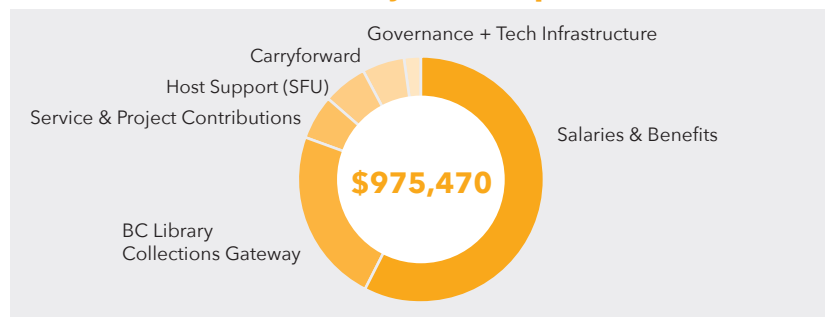
Financials

BC ELN is a partnership between British Columbia's post-secondary libraries and the Ministry of Advanced Education, Skills & Training. BC ELN leverages the Ministry's investment of just under $500,000 to deliver affordable services and incredible savings to the post-secondary sector and beyond.

2018/19 Projected Revenue

Miscellaneous

Host Site (SFU)
Contribution

AEST Core Funding

$975,470

BC Library
Collections Gateway

2018/19 Projected Expenses

Governance + Tech Infrastructure

Carryforward

Host Support (SFU)

Service & Project Contributions

Salaries & Benefits

$975,470

BC Library
Collections Gateway

eHLbc

BC ELN acts as the administrative centre of the Electronic Health Library of BC; eHLbc's finances and yearly achievements are reported in the annual Year in Review, available at:
eHLbc Key Documents

Kwantlen Polytechnic University students enjoy a stress busting activity at the library.

Douglas College Library

CORE ADMINISTRATION, LICENSING, GATEWAY

Supports and makes possible all of BC ELN's services and projects.

	2017/18 Actual	2018/19 Projected
	Revenue	**Revenue**
Core Funding (AEST)	485,417	485,417
Host Site (SFU) Contribution (Progress through ranks & general wage increases)	151,877	224,695
BC Digital Library Business Analysis Funding	15,000	2,044
BC Library Collections Gateway (including OutLook OnLine, OLOL Admin Centre, etc.)	180,221	175,977
Miscellaneous Revenue (Associate Membership Fees, Carryforward, Prepayments, Resource Sharing support, etc.)	84,035	87,337
Total	**916,550**	**975,470**
	Expenses	**Expenses**
Salaries & Benefits	526,831	556,775
Host Support (SFU)	56,000	56,000
AskAway Chat Reference Contribution	10,000	8,000
Arca Digital Repository Contribution	10,000	8,000
WriteAway Online Tutoring Contribution	3,000	10,000
BC Library Collections Gateway (OutLook OnLine System Costs, Canadian Hosting)	219,146	221,137
BC Historical Digitization Program, Irving K. Barber Learning Centre, UBC - Arca Support	n/a	12,477
BC Digital Library (BC ELN Contribution and Business Analysis Costs)	2,895	17,587
Administration/Communication/Governance	18,091	20,008
Technical Infrastructure	9,625	10,987
Total	**855,588**	**920,970**
Revenue - Expenses (Carryforward)	**60,962**	**54,500**

ASKAWAY

Funded by BC ELN and Participating Libraries

	2017/18 Actual	2018/19 Projected
	Revenue	**Revenue**
Partner Library Support (Service Support Fee + Flexible Contribution)	88,179	90,078
BC ELN Contribution	10,000	8,000
Miscellaneous Revenue (Carryforward, Contract Hours, etc.)	10,803	8,001
Total	**108,982**	**106,079**
	Expenses	**Expenses**
Staffing and Coordination Infrastructure	73,777	78,789
Extenuating Circumstances Fund	585	1,000
Administration/Communication/Governance	1,704	909
Software & Technical Infrastructure	26,733	25,381
Total	**102,799**	**106,079**
Revenue - Expenses (Carryforward)	**6,183**	**–**

WRITEAWAY

Funded by BC ELN and Participating Institutions

	2017/18 Actual	2018/19 Projected
	Revenue	**Revenue**
Irving K. Barber Learning Centre Contribution	5,000	n/a
Participant Service Support	30,251	33,349
Participant Software Support	n/a	15,000
BC ELN Contribution	3,000	10,000
Miscellaneous Revenue (Carryforward, Marketing, etc.)	3,880	987
Total	**42,131**	**59,336**
	Expenses	**Expenses**
Staffing and Coordination Infrastructure	40,398	47,296
Administration/Communication/Governance	1,061	442
Software & Technical Infrastructure	43	11,598
Total	**41,502**	**59,336**
Revenue - Expenses (Carryforward)	**629**	**–**

ARCA
Funded by BC ELN and Members

	2017/18 Actual	2018/19 Projected
	Revenue	Revenue
Member Service Support • Service Support Fees • Additional Support Fees • Additional Storage Fees	83,833	104,677
BC ELN Contribution	10,000	8,000
CAPER-BC Accessibility Customization	n/a	10,000
Miscellaneous Revenue (Carryforward, One-time set up fees, etc.)	26,767	15,795
Total	**120,600**	**138,472**
	Expenses	Expenses
Staffing and Coordination Infrastructure	55,510	88,520
Migration to SFU Hosting	8,622	n/a
Islandora Event Sponsorship	n/a	500
Islandora Foundation Membership	2,000	2,000
Administration/Communication/Governance	814	3,762
Software & Technical Infrastructure	42,978	28,835
Total	**109,924**	**123,617**
Revenue - Expenses (Carryforward)	**10,676**	**14,856**

LEARNER SUPPORT
Flow-through finances for licensing activities

	2017/18 Actual	2018/19 Projected
	Revenue	Revenue
Carryforward	37,449	(33,100)
Partner Library Contributions	4,390,866	4,625,041
Miscellaneous Revenue (Prepayments. etc.)	n/a	5,000
Total	**4,428,315**	**4,596,941**
	Expenses	Expenses
Payments to Vendors	4,461,416	4,591,941
Total	**4,461,416**	**4,591,941**
Revenue - Expenses (Carryforward)	**(33,100)**	**5,000**