

BC Electronic Library Network
Innovation & Success

2019

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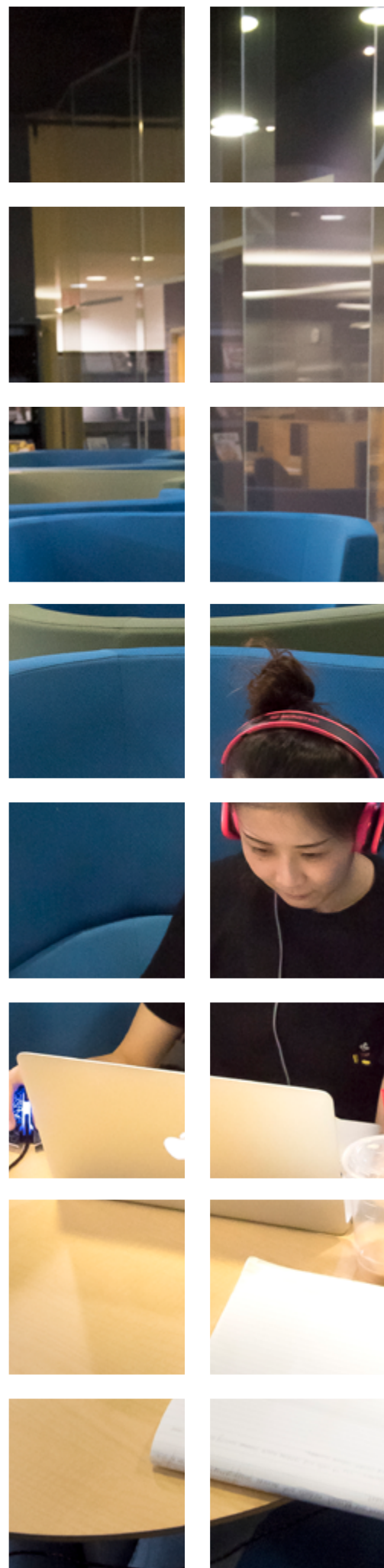
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Released March 2020

Cover Photo: Students in the Capilano University Library
Institutional photographs courtesy of the institution.



Chair's Message

The BC Electronic Library Network (BC ELN) continues to thrive after thirty years thanks to a model of active partnership among post-secondary libraries in the province.

BC ELN is committed to its mandate of developing and supporting services that allow post-secondary libraries to meet the expanding information needs of learners, educators, and researchers – at the lowest possible cost. BC ELN's efforts to reach this goal have ripple effects in the province and beyond, benefiting many more than its 33 partner libraries. From collaborating on licences with other Canadian consortia, to resource sharing among over a hundred provincial partners, BC ELN continually seeks opportunities to cooperate with others for mutual gain.

I'm pleased to present this Innovation & Success 2019 report which outlines BC ELN progress in advancing its programs and services. We welcome your feedback.

- Todd Mundle



Todd M. Mundle
BC ELN Steering Committee Chair
University Librarian
Kwantlen Polytechnic University



Anita B. Cocchia
Executive Director
BC Electronic Library Network

Provincial Savings and Benefits

BC ELN leverages the Ministry's modest investment of less than \$500,000 to deliver exceptional value to the post-secondary sector and beyond.



About

Collaborative Licensing

BC ELN negotiates discounts for electronic resources - providing affordable access to a wide range of online articles, media, and books.



Members

33
participating institutions



Institution Gains

- ✓ 45 years of combined negotiation experience at BC ELN
- ✓ Discounts on licences from 4 to 75%
- ✓ Institutions average 23 licences each with BC ELN



Sector Savings

Collaborative licensing saves post-secondary libraries

\$3.16 million

Resource Sharing

Thousands of materials are shared across the province each year via Illume, the technical and support infrastructure that underpins interlibrary loans.

102
provincial partners

- ✓ Over 10 million books, DVDs, music, and more are available through Illume
- ✓ Libraries save 56% on licensing costs thanks to consortial ILL software
- ✓ The Illume Admin Centre provides troubleshooting help to all 102 partners

Centralized coordination saves public & post-sec sectors

\$1.53 million

Learning Support

Learners from across the province receive expert help online through AskAway chat reference and WriteAway online tutoring.

31
AskAway participants
17
WriteAway participants

- ✓ Institutions are able to offer students 73 hours of chat reference a week
- ✓ WriteAway is open 24/7 and tutors return papers in 48 hours or less
- ✓ Both Admin Centres offer centralized training and support to service providers

WriteAway and AskAway's cooperative approaches help the sector avoid

\$1.86 million

Shared Services

BC ELN manages shared services such as Arca Digital Repository, which makes post-secondary & memory institutions' assets available to the world.

26
system partners

- ✓ Arca's centralized admin saves institutions 18,945 hours collectively a year
- ✓ Joining Arca saves institutions 73% over the cost of an individual installation
- ✓ Institutions are able to customize their Arca site to meet institutional needs

By sharing a platform, storage, infrastructure, and coordination, Arca participants save

\$1.16 million

Upholding Ministry Priorities



BC ELN's work aligns with and supports Ministry of Advanced Education, Skills and Training goals and priorities.

Supporting Indigenous learning

Indigenous students and those seeking to learn about Indigenous Peoples have access to helpful resources through BC ELN such as:

- Informit Indigenous Collection, a platform for Indigenous worldviews and research
- Can-Core, a streaming platform featuring a rich source of content about and by Canadian Indigenous people
- Illume resource sharing, where students can borrow materials from Indigenous collections (with appropriate rights) housed in public or academic libraries across BC

Delivering affordable, accessible, high quality education

BC students, educators, and researchers have:

- Access to critical learning resources, including online journals, ebooks, and streaming media, as well as open access and primary sources through Arca Digital Repository
- Learning support at their fingertips through AskAway Chat Reference and WriteAway Online Tutoring
- Access to resources and support regardless of institutional size or location in the province

Preparing students for future labour market

Students are empowered to achieve their education, employment, and training goals with access to thousands of journals, ebooks, and streaming video databases.

BC ELN offerings come in a broad range of subject areas and support industry-focused training such as tourism and specific trades like auto repair.

BC ELN achieves these outcomes with a collaborative approach to its programs and services:



Partner libraries' collective resources are leveraged to achieve significant discounts on eResources



A centralized approach helps institutions avoid high costs associated with providing award-winning services like Arca, AskAway, and WriteAway



The vast majority of BC ELN-provided resources and services are opt-in, meaning partner libraries are in the driver's seat when it comes to innovation

Collaborative Licensing

Strengthening our Licensing Program

A major focus in 2019 was rectifying historical tier inequities among partner libraries. Tiers are used to determine subscription costs for members. These conversations were held between the BC ELN Executive Director and Library Directors, in consultation with the BC ELN executive. Discussions were productive and ultimately successful, completing a long-time initiative to bring equity to the tier system.

In 2019 BC ELN successfully negotiated pricing for upgrades to EBSCO's Academic Search and Business Source, the second highest ranked resources by partner libraries in the last Resource Forum. BC ELN also offered new resources, including Harvard Business Review Press eBook Collection and the Can-Core video collection - which is 100% Canadian produced - at highly advantageous pricing thanks to BC ELN negotiations.

In 2019, BC ELN launched the Licence Permissions Project to enhance how BC ELN communicates licence permissions to partner libraries. This has been long-requested, as it will further support partner library work in understanding licence rights. BC ELN staff surveyed partner libraries to identify the licence permissions that are of high interest and began updating the display of permissions in the Terms and Conditions section of the BC ELN website. The project is expect to wrap up in early 2020 with expanded licensing information available to all partner library staff.

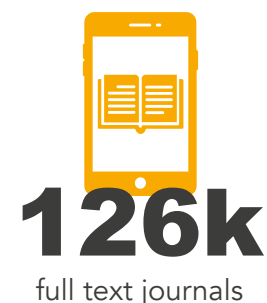


86 licensed resources are available through BC ELN

Students and researchers have access to a huge volume of online materials through BC ELN licensing, in a variety of formats.



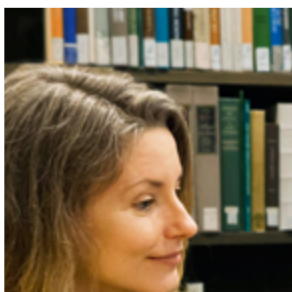
2.2m electronic books



126k full text journals




156k videos



Resource Sharing

BC ELN supports a suite of tools that strengthens the entire research cycle from discovery to delivery, including Illume. The Illume Interlibrary Loan Service is jointly supported by the Ministry of Advanced Education, Skills & Training through BC ELN, and the Ministry of Education through the Libraries Branch, and plays a critical role in resource sharing.



88.7k

interlibrary loan requests
filled through Illume
▲ up 4% over 2018

Almost half of the 88,700 interlibrary loans were patron-initiated (PI-ILL). PI-ILLs allow guest patrons the ability to search and submit their own requests.



747

support cases responded to
by Illume Admin Centre
▲ up 81% over 2018

“Patrons have mentioned their gratitude for bringing books in for them as they are on a limited income and could not afford to buy the books they bring in using the Illume service. Many patrons say ‘Thank you so much, what a great service you provide’ as they walk out with a smile on their faces.”

- Cranbrook Public Library

Illume: Fresh Look, Better Infrastructure

Illume is the technical and support infrastructure that underpins resource sharing throughout much of British Columbia. BC ELN hosts and staffs the Illume Administrative Centre and negotiates contracts that support both post-secondary and public libraries.

Formerly known as OutLook OnLine, the service re-branded to Illume in 2019. The Admin Centre made an Illume Branding Toolkit available to all participating library staff who were in turn able to customize the look and feel to meet their local needs.

Re-branding efforts were made in conjunction with an upgrade to Version 6 of the Auto-Graphics’ SHAREit software, which supports Illume. The upgrade involved a significant change in server architecture and will facilitate enhancement, security, and efficiency of the Illume service.

Illume Admin Centre staff play an active role in the Auto-Graphics user community, and in 2019 acted as Chair of the User Group. Staff participate in Auto-Graphics user meetings and advocate for BC libraries by submitting enhancement requests on their behalf.

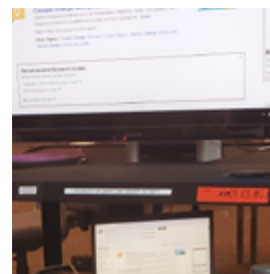




Photo: University of Victoria Library. Credit: UVic Photo Services

Learning Support

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

AskAway: New Platform and Expanded Hours

Wrapping up months of review and following a recommendation by the Software Evaluation Committee, the AskAway Advisory Committee selected LibraryH3lp as AskAway's new software platform. LibraryH3lp is a flexible and affordable chat reference platform currently in use by three other Canadian collaborative chat reference services. AskAway migrated to the new software in Spring 2019, providing uninterrupted service to students, faculty, and staff.

For the first time ever, AskAway expanded service hours to open at 9:00 am on weekday mornings beginning in Fall 2019. This extension increases weekly service to 73 hours and offers increased flexibility to students seeking research help.

WriteAway Welcomes its Newest Institution

WriteAway welcomed College of New Caledonia to the service in 2019, bringing the total number of participating institutions to seventeen. The service also transitioned to a new tutoring software platform in 2019 – LibAnswers – an affordable option that provides a more modern and streamlined interface for students submitting assignments. To further update the service, WriteAway refreshed its logo and branding, releasing attractive new materials to support participating institutions in marketing the service to their students and educators.



91%

of survey respondents were satisfied with AskAway and WriteAway
● no change from 2018



35.6k

AskAway questions answered in 2019
▲ up 11% over 2018



5,640

assignments submitted to WriteAway in 2019
▲ up 14% over 2018

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: More Digital Assets Available

Three new members joined Arca in 2019, bringing the number of system partners to 26, and adding to the rapidly expanding number of resources that are openly available to students and researchers in BC. To further improve discoverability of Arca's digital materials, in 2019 the Admin Centre coordinated updates of tens of thousands of objects with standardized genre terms. In addition, a new tool was released that allows sites to catalogue, display, and stream files hosted elsewhere, for example videos on YouTube, audio in SoundCloud, and ebooks on the Internet Archive.

In 2019, BC ELN finalized a unique Letter of Agreement with the Council of Prairie and Pacific University Libraries (COPPUL) allowing Arca sites to use WestVault, COPPUL's LOCKSS digital preservation service. Emily Carr University of Art + Design became the first Arca member to use WestVault under the new agreement, ensuring long-term conservation of a local digital collection.



18.3k

items available via Arca, including faculty publications, student research, historical photographs, and more
▲ up 103% from 2018



147k

visits to the Arca site in 2019
▲ up 86% from 2018

eHLbc: Supporting Access to Health Information Across BC

Acting as the Electronic Health Library of BC's Administrative Centre, BC ELN provides project management, licence 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 and post-secondary sectors. eHLbc's finances and yearly achievements are reported in the annual [Year in Review](#).

Photo: College of New Caledonia Library



Spotlight on: International Connections

BC ELN has long been an active participant in the International Coalition of Library Consortia (ICOLC), an informal group of approximately 200 library consortia from around the world. ICOLC supports consortia by facilitating discussion and problem-solving around issues of common interest.

In April 2019, BC ELN hosted a meeting of ICOLC members, welcoming over a hundred delegates from 60 library consortia to Vancouver for two and a half days. This biannual meeting has become a tradition for ICOLC, and provides an important forum to discuss strategic and applied topics that advance both the individual and collective practices of consortia.

The unofficial theme of April's meeting was *Collaborating beyond Consortia*. Many plenary and breakout sessions focused on discussing opportunities for cross boundary collaboration. Other topics included Equity, Diversity, & Inclusion, RA21, Open Access, and Controlled Digital Lending.

For BC ELN Office staff, the ICOLC meeting was an excellent opportunity to demonstrate our strengths and be exposed to new ideas and approaches. Meeting with national and international consortial peers offered BC ELN staff the opportunity to build relationships that can be drawn on to make services even better in the future.



Photo: Anita Cocchia, BC ELN Executive Director, Ann Okerson, ICOLC Coordinating Committee Chair, and Leigh Anne Palmer, BC ELN Manager and ICOLC Program Committee Chair.

As part of the registration process, BC ELN asked attendees to share words that identified key values of their consortia. The six most frequently shared words were made into buttons for attendees to wear. These are the values that unite us.



Moving Forward

BC ELN is committed to meeting goals as outlined in its Strategic Plan, while remaining responsive to Ministry and partner library needs. Some activities on the horizon for early 2020:

- In Summer 2019, BC ELN surveyed Partner Libraries to identify key permitted uses to display for each licence. In 2020 staff will complete the Permissions Project using this feedback and will add to licensing information displayed on the BC ELN website.
- BC ELN conducted a survey to explore interest in consortial support for Open Journal Systems in late Fall 2019. BC ELN will wrap up the investigative phase in 2020 with results and suggested next steps.
- In December 2019, the BC ELN Steering Committee endorsed a motion to eliminate ILL transaction fees for non book items between BC ELN partner libraries, with the understanding that the considerations that surfaced at the All Partner Meeting will be addressed. In 2020, the BC ELN Office will support this transition with analysis, documentation, and end-of-year assessment.

BC ELN Steering Committee as of December 2019

Todd Mundle
Chair

Jonathan Bengtson
University of Victoria

Gwen Bird
Simon Fraser University

Andrei Bondoreff
Ministry of Advanced Education, Skills & Training

David Burke
Rural Colleges

Anita Cocchia
BC ELN Executive Director

Rosie Croft
Small Universities

Brandon Dwyer
Ministry of Advanced Education, Skills & Training

Natalie Gick
Simon Fraser University Officer

Adrian Mitescu
Associate Members

Susan Parker
University of British Columbia

Trish Rosseel
Urban Colleges

Debbie Schachter
Regional Universities and Institutes

Photo: Woof, Salmon Arm campus therapy dog, Okanagan College Library



Financials: Core Administration, Licensing, Gateway

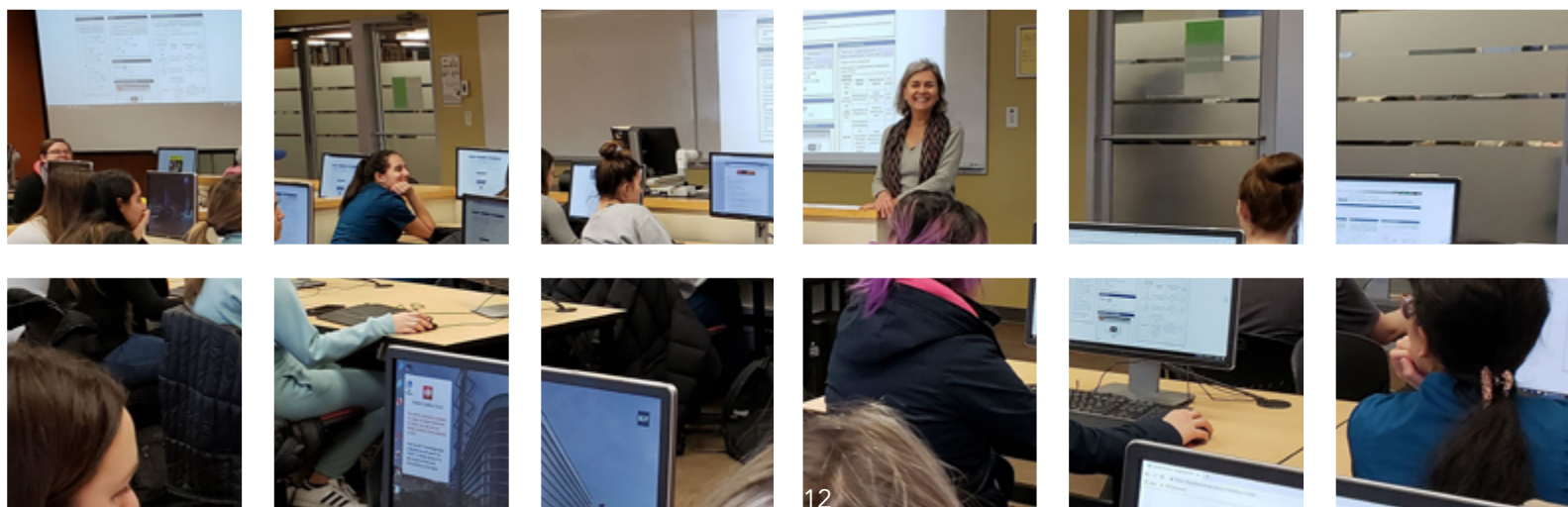
Supports and makes possible all of BC ELN's services and projects.

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 Actual	2019/20 Projected
	Revenue	Revenue
Core Funding (AEST)	485,417	485,417
Host Site (SFU) Contribution (Progress through ranks & general wage increases)	183,870	209,860
BC Digital Library Business Analysis Funding	2,044	n/a
Illume Interlibrary Loan Service (including Admin Centre, etc.)	364,849*	34,000
Miscellaneous Revenue (Associate Membership Fees, Carryforward, Prepayments, Resource Sharing support, etc.)	90,970	221,414
	Total 1,127,150	950,691
	Expenses	Expenses
Salaries & Benefits	553,876	524,164
Host Support (SFU)	56,000	56,000
AskAway Chat Reference Contribution	8,000	8,000
Arca Digital Repository Contribution	10,000	8,000
WriteAway Online Tutoring Contribution	10,000	12,000
BC Library Collections Gateway (Illume Service Costs, Canadian Hosting)	252,210	216,275
BC Historical Digitization Program, Irving K. Barber Learning Centre, UBC - Arca Support	12,477	5,760
Digital BC, formerly BC Digital Library, BC ELN Contribution (2018/19 includes \$15,735 Business Analysis External Funding)	18,528	2,677
Administration/Communication/Governance	21,617	23,546
Technical Infrastructure	11,446	7,268
	Total 954,154	863,690
	Revenue - Expenses (Carryforward) 172,997	87,001

*Includes \$134,386 prepayment for 2019/20.

Photo: BC Institute of Technology Library



AskAway

Funded by BC ELN and participating libraries.

	2018/19 Actual	2019/20 Projected
	Revenue	Revenue
Partner Library Support (Service Support Fee & Flexible Contribution)	90,078	95,610
BC ELN Contribution	8,000	8,000
Miscellaneous Revenue (Carryforward, Contract Hours, etc.)	8,199	3,083
Total	106,278	106,693
	Expenses	Expenses
Staffing and Coordination Infrastructure	77,359	87,223
Administration/Communication/Governance	1,054	274
Software & Technical Infrastructure	25,340	17,178
Total	103,754	104,675
Revenue - Expenses (Carryforward)	2,524	2,018

WriteAway

Funded by BC ELN and participating libraries.

	2018/19 Actual	2019/20 Projected
	Revenue	Revenue
Partner Institution Support Fee (Service & Infrastructure)	48,339	50,256
BC ELN Contribution	10,000	12,000
Miscellaneous Revenue - 2019/20 Carryforward of (\$2,207), Marketing etc. revenue of \$952	988	(1,255)
Total	59,326	61,001
	Expenses	Expenses
Staffing and Coordination Infrastructure	45,068	50,712
Administration/Communication/Governance	384	1,110
Software & Technical Infrastructure	16,081	9,179
Total	61,533	61,001
Revenue - Expenses (Carryforward)	(2,207)	—



Photo: Vancouver Community College Library. The students and faculty of the International Automotive Collision and Refinishing Diploma customized a Smart Car to put into VCC's Broadway Library. Its library-themed features include a fabricated book and pencil in place of the steering wheel and gearshift. The Smart Car (donated from ICBC) is used for quiet reading, meditation, working devices, group discussion, and more.

Arca

Funded by BC ELN and members.

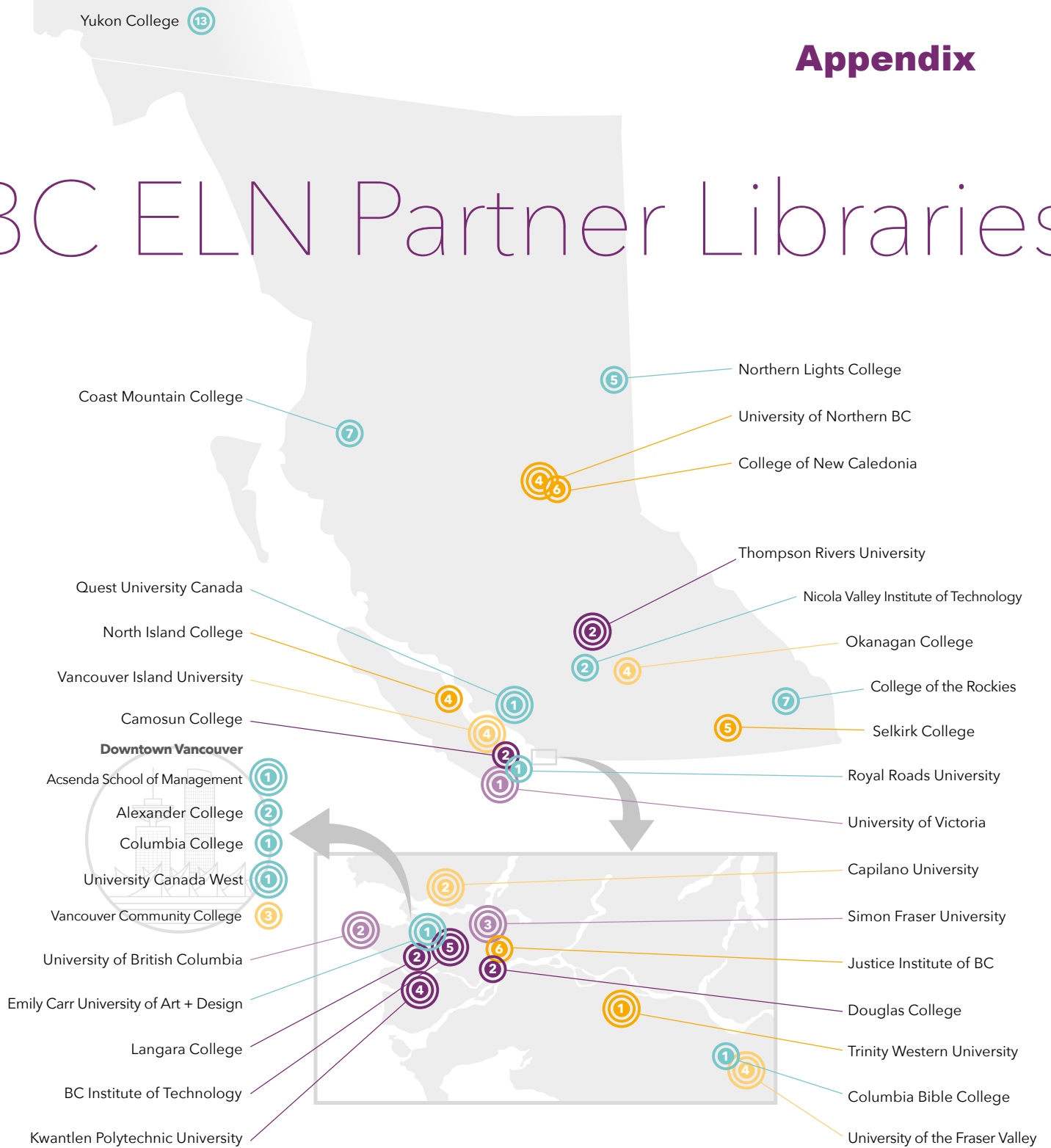
	2018/19 Actual	2019/20 Projected
	Revenue	Revenue
Member Service Support <ul style="list-style-type: none"> • Service Support Fees • Additional Support Fees • Additional Storage Fees 	100,510	117,860
BC ELN Contribution	10,000	8,000
CAPER-BC Accessibility Customization	10,000	n/a
Miscellaneous Revenue (Carryforward, One-time set up fees, etc.)	14,795	14,791
Total	135,305	140,651
	Expenses	Expenses
Staffing and Coordination Infrastructure	88,628	92,244
CAPER-BC Accessibility Customization	—	—
Islandora Event Sponsorship	500	n/a
Islandora Foundation Membership	2,000	4,000
Administration/Communication/Governance	3,825	3,203
Software & Technical Infrastructure	30,561	23,332
Total	125,514	122,779
Revenue - Expenses (Carryforward)	9,791	17,872

Learner Support

Flow-through finances for licensing activities.

	2018/19 Actual	2019/20 Projected
	Revenue	Revenue
Carryforward	(33,100)	75,872
Partner Library Contributions	4,801,730	4,763,843
Total	4,768,630	4,839,715
	Expenses	Expenses
Payments to Vendors	4,692,756	4,839,715
Total	4,692,756	4,839,715
Revenue - Expenses (Carryforward)	75,872	—

BC ELN Partner Libraries



Key

- More than 15,001 FTE
- Between 7,001-15,000 FTE
- Between 4,001-7,000 FTE
- Between 2,001-4,000 FTE
- Fewer than 2,000 FTE
- 3 Number of Campuses
- Predominantly 2-year programs
- 4-year programs