

BC ELN Progress Report Highlights

Supporting Access to Resources

- Renewed licenses for over 40 resources, enabling post-secondary libraries to meet information needs of the province's learners, educators, and researchers
- Achieved significant discount (60%) for partner libraries subscribing to Curio.ca, a CBC/Radio Canada streaming product, through national Consortia Canada license
- Surveyed partner libraries to gauge interest in licensing IRIS video streaming service

Facilitating Learning Support Services

- Achieved full sustainability for AskAway after loss of significant funding from BCcampus
- Negotiated – for no additional cost to the AskAway system – free institutional queues for all libraries (value of up to \$30,000); as a result, 17 libraries have opted to initiate institutional queues
- Provided orientation, coordination, and support to four new WriteAway participating institutions (bringing fall participation to ten institutions total): British Columbia Institute of Technology, Emily Carr University of Art + Design, Justice Institute of British Columbia, and Selkirk College

Digital and Open Access Initiatives

- Received \$50,000 in funding to coordinate the development of a BC Institutional Repository (IR) Network; an additional \$50,000 in seed funding is anticipated in the next fiscal year to further support this initiative
- Facilitated discussion between Ministry of Advanced Education and partner libraries on Ministry Core Review and submitted briefing which summarized partner library directors' responses and recommendations to the Provincial Digital Library and Cross-Sector Shared Services

Ensuring BC ELN Sustainability

- Confirmed successful funding requests for BC ELN, AskAway, and WriteAway
- Provided support for Steering Committee Terms of Reference (TOR) refresh; facilitated the gathering of partner library feedback on current TOR

Bold Step 1

Increasing the Format and Content Range of Online Resources

Strategy 1.1: Grow Learner Resources (Collaborative Collection of High Quality Resources)

Maintain and expand collaborative collection of learner resources to include more content and a wider variety of formats, including streaming video and ebooks.

Progress

- Renewed over 40 databases
- Led the national Consortia Canada renewal of Oxford University Press products and Criterion on Demand license
- Collaborated with the Council of Prairie and Pacific University Libraries and The Alberta Library on the Criminal Justice Abstracts and the ebrary Academic Complete license renewals
- Initiated 2014 BC ELN Resource Forum to allow partner libraries to nominate resources they feel should be considered for licensing by the consortium
- Achieved a 60% participation discount for partner libraries subscribing to the Curio.ca (CBC/Radio Canada) streaming product due to BC ELN's participation in the national Consortia Canada license
- Surveyed BC ELN partner libraries to gauge interest in licensing IRIS video streaming service
- Agreed to take over streaming video collection formerly managed by Advanced Education Media Acquisitions Centre (AEMAC)

Collaborations

- Sent delegate to the International Coalition of Library Consortia meetings held at the National Library of Portugal in Lisbon and in Portland, Oregon, US
- Participated in initial discussions with Ministry of Advanced Education, Libraries Branch, and the BC Libraries Cooperative regarding the Provincial Digital Library initiative
- Met with partners from other sectors to discuss synergies with the BC Institutional Repository Network, including the BC Digitization Coalition and the BC Libraries Cooperative
- Presented at and hosted, along with other Western consortia, Consortia Canada meeting in Victoria, BC
- Met with the Executive Directors of the Ontario Colleges Library Service (OCLS) and the Statewide California Electronic Library Consortium (SCELC) to discuss range of services, governing structures, websites, tools, etc.

e-HLbc Administrative Centre

- Negotiated the Core Suite renewal for 2015 to 2018; renewal includes upgrade to CINAHL Complete, resulting in access to over 700 additional unique full text journal titles
- Began preparation of 2015-2018 e-HLbc Membership Pledge, the document will present membership benefits, responsibilities, and costs for the next three years
- Assisted Consortia Canada lead group with negotiation of three new American Psychiatric Publishing resources: *Diagnostic and Statistical Manual of Mental Disorders*, 5th ed. (DSM-5), PsychiatryOnline Core, and PsychiatryOnline Premium

- Published e-HLbc Fall 2014 Newsletter (e-Wire Magazine); newsletter includes an interview with Gwen Bird, the new SFU University Librarian (former COPPUL Executive Director) and an interview with frontline nurses at the Providence Health Care participating in the Practice-based Research Challenge
- Organized in person and virtual EBSCO training sessions for member institutions
- See Progress Report details at <http://ehlbc.ca/about-us/key-documents>

Strategy 1.2 Foster BC Library Collections Gateway

Support and expand the provincial resource sharing network.

Progress

- Successfully migrated all BC ELN partner libraries to the new OutLook OnLine 4.0 interface
- Contracted with InterLINK public libraries consortium to support their member migration to the new OutLook OnLine 4.0 interface
- Coordinated OutLook OnLine communication and support with Libraries Branch and InterLINK public libraries
- Supported partner libraries through the development of information webpages for OutLook OnLine <<http://www.eln.bc.ca/view.php?id=1617>>
- Performed survey of libraries on their methods of document delivery to inform work of the ILL Fee Review Task Group
- Participated in Auto-Graphics User Group and Technical Update teleconferences
- Updated Legislative Library MARC records to August 2014
- Represented BC ELN at the meeting on Permanent Conservation of Print Collection in Canada (Last Copy) held May 28, 2014 in Victoria BC

Bold Step 2 Facilitating Learning Commons Services

Strategy 2.1: Support AskAway Collaborative Virtual Reference Service

Maintain and coordinate the provincial post-secondary collaborative virtual reference service AskAway.

Progress

- Achieved full sustainability for AskAway after loss of significant funding from BCcampus
- Coordinated communication and information sharing between 30 participating library directors to reach an agreement for a final round of cost increases
- Negotiated – for no additional cost to the system – free institutional queues for all libraries (value of up to \$30,000); as a result, 17 libraries have opted to initiate institutional queues
- Ran a pilot test of software-driven scheduling to gain efficiency and flexibility when setting schedules term-by-term
- Coordinated Fall 2014 schedules; 9 institutions volunteered a total of 17 weekly hours beyond their commitment levels

- Managed scheduling, project work, and hiring for 7 auxiliary staff, who provided up to 21 hours of service per week
- Rebuilt the AskAway website and staff portal on upgraded platform (Drupal 7), giving local coordinators direct control over their institutions' information, automating many routine tasks, and making the website easier to use based on user experience testing as the site was developed

Strategy 2.2: Explore opportunities to facilitate additional learning commons services

Actively seek opportunities to participate in the development and support of learning commons services, such as the WriteAway Collaborative Virtual Writing Service, Virtual Study Rooms, or Resumé Writing / Career Services.

Progress

- Provided orientation, coordination, and support to four new WriteAway participating institutions (bringing fall participation to ten institutions total): British Columbia Institute of Technology, Emily Carr University of Art + Design, Justice Institute of British Columbia, and Selkirk College
- Supported WriteAway Advisory Committee and Training Working Group in developing strategies for services restructuring (e.g. hiring a Master Tutor, new scheduling processes, reducing time tutors spend on responses, etc.)
- Arranged meeting with Connecticut Distance Learning Consortium Master Tutor for BC consortium to learn about 30-minute response time strategies
- Participated on Master Tutor search committee; provided training to new Master Tutor in fall of 2014
- Coordinated meetings and provided agenda support for BC Math/Statistics Exploratory Group to investigate how Math/Statistics support could be offered within the BC eTutoring framework
- Implemented new collaborative scheduling process for fall term; created training video and provided support to orient institutions to new procedures
- Co-trained nine new WriteAway tutors to begin staffing the service in Fall 2014

Bold Step 3

Supporting Province-Wide Digitization and Scholarly Communication Initiatives

Strategy 3.1 Connect Learners, Educators & Researchers with Digital Collections

Contribute leadership and coordination to provincial and national digitization projects in cooperation with other groups such as the BC Digitization Coalition and Canadiana.org.

Progress

- Met with representative from the BC Digitization Coalition (BCDC) to maintain communications around the Provincial Digital Library initiative and BC Institutional Repository Network project
- Participated in formation of the BCDC Task Group to investigate organizational service needs and sustainability
- Attended two meetings of the BCDC Task Group

Strategy 3.2 Articulate & Implement Open Access Archives Strategies

Articulate and implement appropriate role for BC ELN in managing open access archives (e.g. Institutional Repositories, Learning Object Repositories) and supporting adoption by BC ELN partners.

Progress

- Submitted a business case to the Administrative Services Delivery Transformation (ASDT) Steering Committee from the Ministry of Advanced Education
- Received \$50,000 in funding to coordinate the development of a BC Institutional Repository (IR) Network; an additional \$50,000 in seed funding is anticipated in the next fiscal year to further support this initiative
- Established governance structure for the BC IR Network, with formation of Advisory Committee made up of representatives from partner libraries actively planning to move forward with institutional repositories.
- Facilitated formation of Software Selection Committee to develop and deliver an RFP, evaluate proponent responses and recommend a software platform for the BC IR Network.
- Supported work of Software Selection Committee in establishing Committee infrastructure and timelines and completing an environmental scan to establish a longlist of IR platforms.
- Coordinated presentations from libraries that have established IRs, to learn about workflow and the capabilities of platforms that are currently in use
- Strengthened BC IR Network presence on the BC ELN website to reflect on-going work: <http://www.eln.bc.ca/view.php?id=2190>

Shared Services and Provincial Digital Library

- Apprised BC ELN partner libraries of Ministry of Advanced Education (AVED) announcement concerning Core Review and related initiatives: a) shared services approach for libraries and b) Provincial Digital Library
- Facilitated discussion with AVED representatives regarding initiatives at two Steering Committee meetings
- Surveyed partner libraries on behalf of AVED for feedback on Core Review initiatives; collated and shared survey feedback at June Steering Committee meeting
- Prepared and submitted briefing document for AVED, summarizing BC ELN partner response to the Core Review announcement, and offering their recommendations on structure, governance, and potential participants in the initiatives
- Worked with AVED and the Administrative Service Delivery Transformation (ASDT) Steering Committee to make the BC Institutional Repository Network a core component of the Provincial Digital Library
- Participated in meetings with Ministry of Advanced Education, Libraries Branch, the BC Libraries Cooperative, and ERAC to discuss system impact of the Provincial Digital Library and shared services initiatives

Bold Step 4

Ensuring a Relevant, Responsive and Sustainable BC ELN

Strategy 4.1: Strengthen our Infrastructure

Ensure that the BC ELN Office has the human and financial resources needed to meet its Strategic Vision Goal effectively and efficiently.

- Confirmed annual budget allocation from Ministry of Advanced Education
- Confirmed BCcampus support for AskAway and WriteAway Virtual Learning Commons services
- Confirmed Irving K. Barber Learning Centre, UBC support for WriteAway
- Provided support for Steering Committee Terms of Reference (TOR) refresh; facilitated the gathering of partner library feedback on current TOR and consolidated into redline document for discussion and endorsement at winter All Partner Meeting
- Developed new protocols for billing and receiving invoices
- Transferred knowledge regarding financial and invoicing procedures to new Coordinator
- Attended the Association of Research Libraries sponsored Library Assessment Conference to learn best practices in assessment and reporting for the consortium
- Produced report on BC ELN licensing activities based on feedback collected via partner library survey (available at <http://www.eln.bc.ca/docs/view.php?id=1429>); implemented changes to licensing work as a result of this feedback
- Hired a full-time continuing Coordinator, duties include oversight of BC ELN's licensing portfolio, coordination of the BC IR Network project, and management of the e-HLbc consortium
- Renewed BC ELN librarian position (limited term) to provide technological infrastructure and project support, including AskAway, BC IR Network

Strategy 4.2 Communicate Effectively

Develop and refine BC ELN communications through targeting messages and marketing for diverse audiences.

Progress

- Communicated WriteAway progress to the wider writing support community; developed WriteAway marketing materials for targeted use at participating institutions
- Produced blog posts aimed at AskAway partners
- Demonstrated effectiveness of the BC ELN-fostered Drupal website to build an open source user community
- Engaged in BC ELN logo refresh with Raised Eyebrow Web Studio
- Invited partner libraries and stakeholders to submit stories in celebration of BC ELN's 25th Anniversary
- Produced April and September 2014 BC ELN Connect e-newsletters, which update partner libraries and other stakeholders on recent BC ELN initiatives (available at: <http://www.eln.bc.ca/view.php?id=75>)