BC Electronic Library Network

Progress Report October 1, 2009 – March 30, 2010

Complete BC ELN Strategic Plan, including *Vision, Mission and Values 2006-2011*, *Strategies, Outcomes / Milestones and Yardsticks of Success (2006 - 2008)*, and *Strategic Plan Refresh 2009-2011* available at <http://www.eln.bc.ca/view.php?id=1275>

Highlights of the Progress Report

Membership: Following an 18-month pilot, the BC ELN Steering Committee endorsed Quest University Canada (QUC) as a BC ELN Associate Member. QUC is currently participating in AskAway and database licensing.

Communications: At the request of the Ministry of Advanced Education and Labour Market Development (ALMD), BC ELN submitted the *2009 Innovation & Success Report* for use in Ministry budget deliberations. The Report placed an emphasis on accountability for current base spending and 'showing our value', and included the 2010/2011 budget request. <http://www.eln.bc.ca/Innovation_Success_Report_2009.pdf>

Database Licensing: BC ELN renewed 34 products from October to April. Included were 5 BC ELN-led major Consortia Canada license renewals, including most notably the LexisNexis license, a coast-to-coast license with over 100 participating libraries and a total value of over $1 million; the expanded participation resulted in lower costs to BC ELN libraries versus the previous year.

Collaborations & Initiatives:

√   Progress on sustainability of the Undergraduate Foundation Collection (UFC) continued with a partner library survey to elicit priorities and perspectives on the core suite concept, its contents and possible costing models. Vendor negotiations got underway, and the BC ELN Office kept libraries informed via a series of emails and updates to the Sustainability Toolkit: <http://www.eln.bc.ca/view.php?id=1739>

√   At the request of BCcampus, AskAway submitted a 2010/2011 Shared Services Request document for use in BCcampus budget deliberations. The document reported back on 2009 usage, achievements and placed an emphasis on measuring value added for users and partner libaries. <http://www.eln.bc.ca/askaway/documents/AskAway_SSR.pdf>

√   BC ELN was an active participant in the BC Digitization Coalition, hosting and launching the organization's website <http://wbtw.ca>. BC ELN played a major role in producing *Components of a Provincial Digitization Initiative*, a document describing the components or 'building blocks' necessary to create a functioning digitization initiative, and the strategies the Coalition will undertake to get there. <http://wbtw.ca/digi_coalition_components_2010-2-4.pdf>

Bold Step 1: Enhancing our Services

Strategy 1.1 Learner Resources (Licensing) (see also 2.3 Expanded Learning Resources Strategy)

√   Renewed 34 products

√   Negotiated successfully zero or very low percentage inflationary increases for many renewals, in response to the difficult economic climate and budget cutbacks at many partner libraries

√   Negotiated expanded access to BC geo-spatial data from the Integrated Cadastral Information Society (ICIS); organized a training workshop and creating supporting materials for current pilot participants

√   Contacted several vendors to obtain pricing for ejournal packages and databases nominated in previous Ranking Surveys

Strategy 1.2 BC Library Collections Gateway (Resource Sharing)

- √ OutLook OnLine AGent software updated to Version 3.5
- √ Assisted several partner libraries with investigation of replacement components for the Ariel scanning stations
- √ Explored with reSearcher staff issues around (a) transitioning support for reSearcher tools and (b) promotion of new reSearcher components to BC ELN partner libraries
- √ Assisted Kwantlen Polytechnic University and Thompson Rivers University with establishing communication protocols between OutLook OnLine ILL Management System and RELAIS

Strategy 1.3: AskAway: Post-secondary Virtual Reference

- √ Over 13,600 questions asked, a 49% increase over the same period in 2008/2009
- √ Provided 5 in-person training sessions for new service providers and local AskAway administrators; coordinated an online professional development session
- √ Worked with UBC library to implement a UBC guest login for AskAway service providers
- √ Surveyed participating libraries for AskAway Support Fee; all libraries agreed to support
- √ Developed AskAway Service Continuity Plan
- √ Set up two new participating libraries: Quest University Canada and Alexander College
- √ Advisory Committee decision to increase Fall 2010 staffing levels to meet increased demand, based on results of service provider survey about increasing traffic levels
- √ Partnered with BCcampus Communications staff to showcase AskAway on BCcampus website
- √ Submitted Shared Services Request to BCcampus [funding confirmed April 2010]: <http://www.eln.bc.ca/askaway/documents/AskAway_SSR.pdf>

Strategy 1.4 Information Literacy

- √ Continued support of ALPS LINK initiative, including technical support for the ALPS LINK portal: < http://www.eln.bc.ca/irl/>
- √ Participated in the ALPS LINK fall campaign to recruit learning objects for the repository, including creating flyers for the contest, doing publicity, and updating the repository documentation

Strategy 1.5 Feature Film/Public Performance Rights Licensing

- √ BC ELN Office tasked with renewal of feature film public performance licenses, formerly coordinated by the Advanced Education Media Acquisitions Centre (AEMAC); see December 2009 BC ELN Steering Committee Minutes: <http://www.eln.bc.ca/steeringcmte/SC_Minutes_1209.pdf>
- √ Transferred contacts and licensing information from AEMAC
- √ Began vendor negotiations with Criterion and Audio-Cine

Bold Step 2: Build the BC Library: Collaborations and Initiatives

Strategy 2.1: Multi-sector Library Initiatives

- √ Participated in BC Books Online Steering and Executive Committees
- √ Continued meeting with ERAC and Public Libraries to resolve issues relating to multi-sector services
- √ Participated in meetings with Public Library AskAway Advisory Committee to strategise on alternative models for a public library virtual reference service for BC
- √ Met with AskAway Joint Administrative Group to evaluate impacts that loss of public library service funding will have on post-secondary service

Strategy 2.2: Electronic Health Library of BC (e-HL*bc*)

√ Participated in Management Committee meetings and the Spring 2010 e-HL*bc* Steering Committee meeting

√ Primary Administrative Centre activities:

    √ Negotiated consortial boutique licenses for e-CPS and e-Therapeutics+

    √ Facilitated review of e-HL*bc* governance and Terms of Reference documents

    √ Liaised with the Management and Steering Committees to develop strategic planning framework to present to the Steering Committee

    √ Coordinating the redesign and migration of the e-HL*bc* website.

√ e-HL*bc* Progress Report: <http://ehlbc.ca/about/documents>

Strategy 2.3: Expanded Learning Resources (Undergraduate Foundation Collection)

√ Undergraduate Foundation Collection (UFC):

    √ Surveyed partner libraries to elicit priorities and perspectives on the core suite concept and its contents

    √ Developed a number of cost models to determine how UFC costs could be allocated

    √ Began vendor negotiations while keeping libraries informed through a series of update messages

    √ Updated *UFC Sustainability Toolkit* <http://www.eln.bc.ca/view.php?id=1739>

Strategy 2.4: Coordinated National Licensing

√ Led the renewals of 5 major Consortia Canada license renewals, including most notably the LexisNexis license, a coast-to-coast license with over 100 participating libraries and a total value of over $1 million; the expanded participation resulted in lower costs to BC ELN libraries versus the previous year

√ Continued to support the Consortia Canada website, and made improvements to content, functions, and usability

√ Renewed 3 products led by Consortia Canada

Strategy 2.5: Post-secondary Reciprocal Borrowing Strategy

√ Transferred responsibility for website clearinghouse of existing reciprocal borrowing procedures to CPSLD Subcommittee

Bold Step 3: Develop Digital Collections

Strategy 3.1: Facilitate the Creation of Digital Collections

√ Participated actively in the BC Digitization Coalition, and played a major role in creating that organization's core strategies document, the *Components of a Provincial Digitization Initiative*, available here: <http://wbtw.ca/digi_coalition_components_2010-2-4.pdf>

√ Presented on the Components document at a joint meeting involving the Coalition and UBC, SFU, UVic, and VPL; participated in the strategizing session which identified new opportunities for cooperation between these two groups

√ Co-led the *Northern Dialogue on Digitization*, a mini-symposium in Fort St. John

√ Hosted and launched the BC Digitization Coalition website: <http://wbtw.ca>

Bold Step 4:   Raising our Profile and Strengthen our Infrastructure

Strategy 4.1: Target communication for different audiences

- √ Released *2009 Innovation & Success* annual report [funding received April 2010]: <http://www.eln.bc.ca/Innovation_Success_Report_2009.pdf>
- √ Produced 1-page briefing notes on BC ELN services at request of ALMD
- √ Released *BC ELN Connect*, December 2009 <http://www.eln.bc.ca/view.php?id=1760&printformat=1>

Strategy 4.2: Strengthen our Infrastructure

- √ Engaged in review of BC ELN Terms of Reference (TOR)
    - √ Participated in Terms of Reference Subcommittee meetings
    - √ Hosted and facilitated an All-Directors meeting October 15, 2009
    - √ Consolidated and released summary information and evaluation feedback from October 15 meeting to all BC ELN library directors
    - √ Worked with Subcommittee to produce draft TOR document, to be shared with partner libraries at an All-Partner meeting in June 2010
- √ Established plans to maintain BC ELN services during the Olympic period [February 12-28]
- √ Implemented a number of improvements to the BC ELN website as part of an ongoing cycle to fix bugs and add new functionality; highlights include the new "printable version" button on each page, website security updates, and improvements to navigation
- √ Completed a revision of important website content which explains BC ELN's licensing principles and processes, including the Licensing Framework, Licensing Tier Model, and About pages
- √ Installed and launched WordPress software to host the AskAway blog and create capacity for future BC ELN blogs

Strategy 4.3: Membership Criteria

- √ Endorsed Quest University Canada as an Associate Member
- √ Developing web pages that outline the roles and responsibilities of full and associate members