

Introduction

As most of you already know, ELN will be moving to another post-secondary institution as a result of the OLA core review. Following is the latest information on the transition process.

On Wednesday, March 12, 2003, the Ministry of Advanced Education issued Requests for Expressions of Interest (RFEOI) for three lines of business currently housed at OLA to all 26 post-secondary institutions. The three lines of business are the BC Open University / Open College, the International Credential Evaluation Service, and BC Electronic Library Network. The deadline for responses to RFEOI is May 9, 2003. Questions about the Expression of Interest process can be directed to Mark Spalding, Associate Director (marks@ola.bc.ca), OLA.

The Strategic Planning process is nearing completion, thanks to valuable input from ELN partner libraries through the Town Hall and the Steering Committee at the Strategic Planning Retreat. See the article, ELN in 2010? for further details and a look at one of the more interesting exercises at the retreat...

A new paradigm in resource sharing technology is introduced in this issue: the BC LibraryCollectionsGateway. See John Durno's article for details on BCLCG from the user's perspective.

Two new partners joined NET in April: the University of British Columbia and the Institute of Indigenous Government. ELN libraries are participating in ISO ILL testing with Auto-Graphics. A final report of the Working Group on De-Duplicating OutLook OnLine records is anticipated in the near future.

With this issue, the series on database usage statistics continues with two articles.

The first article on database usage and international guidelines, standards, and studies, features the *ICOLC Guidelines for Statistical Measures of Usage of Web-based Indexed, Abstracted, and Full Text Resources*, and Project COUNTER.

The second article is a continuation of the series on how to obtain usage statistics for your ELN licensed subscriptions.

Happy Reading, Anita

Anita Cocchia, Manager, ELN

ELN in 2010?

The December issue of ELN Connect featured an overview of the structure of the innovative Town Hall, designed to provide ELN partner library staff and key stakeholders with an opportunity to provide input at an early stage of the strategic planning process. **The Town Hall was a huge success. Exactly 100 people representing 30 organizations participated.** A Summary Report of the Town Hall discussion can be found at <http://www.eln.bc.ca/about/planning/townhallsummaryfinal.pdf>.

Members of the ELN Steering Committee participated in a Strategic Planning Retreat Feb. 27 & 28. "ELN Evolution" and "ELN Services 2003: Highlights", two documents prepared for the Retreat, present a snapshot of ELN's history and successes to date. These documents can be found on the "What's new" section of the ELN web site @ <http://www.eln.bc.ca/>

Drawing on input from the Town Hall and the Steering Committee's Strategic Planning Retreat, a draft 2003-2006 BC ELN Strategic Plan & 2003-2004 Strategic Priorities was prepared.

After incorporating feedback from partner libraries, the draft Strategic Plan will be posted to the Steering Committee for endorsement. By early May we expect to have a completed 2003-2006 Strategic Plan.

For those not attending the Steering Committee's Strategic Planning Retreat, we'd like to share with you the results of one of the most intriguing exercises. Following are extracts from three Vision

Scenarios developed by participants, each one a day in the life of an ELN partner library client in 2010. We hope you enjoy reading the scenarios as much as the participants enjoyed creating them!

Fatima, a UVic dorm student in the Expanded Medical Program jointly offered by the University of Victoria, University of Northern British Columbia and University of British Columbia... stops by the library reference desk to find more library resources on Alzheimer's'.

The friendly reference librarian is happy to assist her. After a dialogue in which the librarian helps Fatima narrow down her topic, **the librarian uses voice commands with her desktop computer** to specify the material needed. A list of scholarly materials is returned in seconds and Fatima is handed a colour copy with graphics...

Later, Fatima and her team of fellow students (Pierre from Montreal, Kim from China and Marcello from Italy) decide to get help from a librarian through a virtual reference session. They don't realize it but they are interacting with a librarian at UNBC who directs them to some historical articles from a 1920 issue of the American Journal of Medicine, currently housed at the University of Victoria.

Fatima volunteers to go down to the compact storage area. Once there **she issues a request to the robot to retrieve the needed volume.** She scans the necessary pages on the spot and returns to the study room...

Joanna, a student at Selkirk College enrolled in a fisheries course at Malaspina University-College, starts her research at the Malaspina University-College library web site, where she connects to a virtual reference service to ask a librarian how to access the resource suggested by her professor.

The librarian activates a service that provides a split screen, showing the librarian on one side of the screen and the search resources on the other side. Joanna and the librarian are able to speak to each other as well.

The librarian guides Joanna through the use of the GIS system to track Skeena salmon, which have been radioactively tagged, in real time. Joanna is able to download mapping information into an SPSS system. The librarian **then seamlessly transfers Joanna to the virtual information commons...**

Later, Joanna... searches in Outlook OnLine and finds an oral history recording by a native elder talking about the times when the salmon were so thick you could walk across a river on their backs. This oral history was digitized by Bella Coola Public Library, and when Joanna clicks on the link for the record, she can instantly hear the recording...

An **unnamed, untenured faculty member** tackles...a knotty problem, the solution of which requires that he must locate a rare physical copy of an obscure medieval mathematical manuscript. "Piece of cake" he thinks, as he connects to an ELN-developed federated interface enabling him to search over 500 manuscript databases simultaneously. Locating what appears to be the only

extant copy in Prague, he has the library there scan and OCR the document so that he can confirm it really is what he is looking for. The library is happy to provide the material as part of their commitment to an international resource sharing initiative coordinated by ELN/IFLA. **As he dons his VR specs and ELN-adapted glove, the manuscript appears, hovering before him in mid air...**

Excerpt from **ELN Services 2003: Highlights**

Database Licensing

43 research databases licensed on behalf of 31 Partner Libraries

Flexibility for libraries to select according to local needs

Over 6,000 fulltext journals and electronic books offered at consortial pricing in all major academic disciplines

Discounts in some cases exceed 50% of list price

Priorities for licensing are determined by Partner Libraries' suggestions and votes

Consortial offers for highly specialized databases through partnerships with other consortia

Highly efficient, largely automated tracking and invoicing procedures

From: ELN Services 2003: Highlights at <http://www.eln.bc.ca/>

The BC LibraryCollectionsGateway (BCLCG)

"BC LibraryCollectionsGateway (BCLCG)" is a shorthand way of referring to all of the electronic document locating and requesting services that ELN coordinates, which currently include GODOT, the Union Databases, and Impact/ONLINE.

One of the reasons for coining this new term is that the lines between the individual technologies are not as clearly drawn as they used to be, thanks to their ongoing integration via standards and protocols such as ISO ILL, Z39.50, and eventually NCIP. Increasingly, it makes sense to refer to the individual technologies as the components of a system-wide service.

So how does this look from the learner's perspective?

Let's walk through some of the pathways a learner might take to access information via ELN's integrated information delivery system.

As a first step, the learner connects to one of ELN's licensed research databases. The learner may be connecting from on site at their home library, or from off site via their library's remote access portal.

In this example, the learner begins their process of resource discovery by searching in the database for articles related to their topic of interest. Because many of ELN's licensed databases contain substantial amounts of full text,

the learner may find they need look no further to meet their information needs.

However, the learner may also come across citations for articles which are not present in full text, but which may be available in other full text electronic collections, or in one or more of BC's post-secondary or public library print collections.

To locate one of these articles, the learner clicks on a link which transmits the citation data from the research database to the BC Library Collections Gateway.

The gateway then performs multiple lookups to locate the article:

First it searches the library's electronic full text collections, to determine whether the article is available in electronic format from another database. If it is, the learner is given the option to link directly to the article for one-click retrieval.

The gateway also determines whether the article is available in print, by searching a database containing the combined holdings of most BC post-secondary and public libraries, and performing a live lookup on the catalogues of BC's large universities and some additional sites.

If the article is available in print, the learner is given the option to request it for delivery. Should this option be selected, the gateway transfers citation and delivery point data to a request management system, which in turn informs staff at the supplying library that the article has been requested.

The supplying library retrieves the article from their collection and delivers it to the learner's home library. (In this example the article is converted into digital format and transmitted over the internet via BC ELN's Ariel network.) The home library then delivers the article to the learner. The turnaround time for the process I have just described is typically about 2 working days, thanks to the efficient workflow of our partner libraries facilitated by BC ELN's automated requesting and delivery systems.

These are only some of the ways that learners may access information via BC ELN's integrated services. The learner may also search the gateway directly to locate and request known items, including books and other media.

The Outlook for Resource Sharing

The University of British Columbia joined NET effective April 1, 2003. This will mean cost savings for ELN Partner Libraries, as the \$5.00 per item rate will apply to UBC supplied items.

UBC's participation is also expected to reduce the per-transaction ILL administration fee for all transactions. How this works: the ILL administration fee is determined on a cost-recovery basis. ELN's costs to provide the invoicing service are divided by the number of borrowing requests. Because of ELN's efficient automated invoicing procedures, additional requests have little impact on ELN's costs.

With UBC joining in April, it is anticipated that the ILL administrative

fee will be reduced in 2004, then again in 2005 reflecting a full year of UBC participation.

The Institute of Indigenous Government / Union of BC Indian Chiefs (IIG) serial records are available through the ELN Serials database for the very first time! To place an interlibrary loan request, e-mail library@ubcic.bc.ca. Godot requesting will be available in the near future.

Auto-Graphics has programming underway to make the Impact/ONLINE ILL module ISO compliant. The University of British Columbia, Simon Fraser University, and Vancouver Public Library, all RSS users, have volunteered to participate in testing.

ISO 10160/10161 is an international standard for interlibrary loans communications, designed to allow requests to be transmitted between different interlibrary loans systems.

Last fall, the Public Library Services Branch of the Ministry of Community, Aboriginal and Women's Services, initiated a Working Group on De-duplicating Outlook OnLine records. The primary mandate of this group is to develop minimum cataloguing standards for public libraries; other tasks include investigating the possibility of reducing duplication through changes in the matching algorithm and/or the use of filters. A final report of this Working Group is anticipated in the near future.

Several post-secondary participants have acted as consultants on the Working Group on Deduplicating Outlook OnLine records. Thanks to Douglas College's Penny Swanson, Kwantlen

University College's Phyllis Liu, and Vancouver Community College's Carol Elder, for their assistance!

Database Usage Statistics: International Guidelines, Standards, and Studies

In recognition of the needs of libraries everywhere for quality database usage statistics, the International Coalition of Library Consortia (ICOLC) developed the *ICOLC Guidelines for Statistical Measures of Usage of Web-based Indexed, Abstracted, and Full Text Resources (update December 2001)*, which can be found at <http://www.library.yale.edu/consortia/2001currentpractices.htm>

These *Guidelines* have been formally endorsed by 79 of the consortial members of ICOLC in North America, Europe, Asia, Africa, and Australia, including BC Electronic Library Network.

Suggested data elements include:

- number of sessions (logins)
- number of queries (searches)
- number of fulltext context units examined, downloaded, or otherwise supplied to user.

The ICOLC *Guidelines* specify a number of data elements that libraries need, such as number of sessions (logins), number of queries (searches), and number of fulltext context units examined, downloaded, or otherwise supplied to user. If you would like to see how your vendors' statistics measure up, check out the samples of

quality usage reports included in the *Guidelines*.

The *Guidelines* also emphasize the necessity of privacy for users, institutions, and consortia, addressed in further detail in the *ICOLC Privacy Guidelines for Electronic Resources Vendors* (July 2002) <http://www.library.yale.edu/consortia/2002privacyguidelines.html>

By agreeing on guidelines for database usage statistics, consortia simplify the development process for vendors and publishers. That is, vendors and publishers only have one set of standards to adhere to, rather than wish lists developed separately by a myriad of individual customers.

Two of the vendors covered in this issue's article on database usage statistics, Cambridge Scientific Abstracts and GaleGroup, aim to meet the ICOLC *Guidelines*.

Recently, ICOLC issued a statement of support for Project Counter's Code of Practice <http://www.projectcounter.org/>. COUNTER stands for Counting Online Usage of NeTworked Electronic Resources. The Counter Code of Practice is consistent with the ICOLC *Guidelines*. Counter has received support from a variety of publisher groups, library associations, and standards bodies.

Several vendors have announced that their usage statistics are in compliance with Release 1 of Project Counter, including Oxford University Press (Oxford English Dictionary, American National Biography, Oxford Reference Online). Other leading vendors have

indicated their intention to become compliant by the end of the year, including Ebsco and Ingenta (Reveal Research Alerts).

ICOLC provides information about the *Guidelines* and other ICOLC documents through press releases. Individual consortia and libraries can help out as well: whenever a vendor or publisher asks what you'd like to see in your database usage statistics, just point to the ICOLC Guidelines at <http://www.library.yale.edu/consortia/2001currentpractices.htm> and Project Counter at <http://www.projectCounter.org/>

Database Usage Statistics - Part 4

This article is a continuation of the Database Usage Statistics series which began with the Dec. 01 issue.

ACM Digital Library

ACM Digital Library produces database usage statistics on a biannual basis; the next report is anticipated in 2004. Contact ELN after June 2004 for an update on the timing of the next report.

Canada's Heritage Since 1844 is accessed through Micromedia's CIRC platform, along with Canadian Almanac, Canadian Newdisc (until June, 2003), and CBCA Fulltext Education. Statistics are available on request from ELN.

Encyclopedia of British Columbia

To obtain information on the number of logins for your library, go to <http://www.knowbc.com/iebc/admin/adminintool.asp>

Enter your library's username and password and click on "get stats".

CSA Sociological Abstracts

To generate usage statistics for CSA Sociological Abstracts, go to http://mars2.csa.com/CSA/OU_Login.asp (or, from the CSA home page, click on Support, then Usage Reporting under IDS Administration).

Enter the username and password supplied to your library by CSA when your subscription began. If you have lost your username and password, e-mail support@csa.com

Gale Literary Database

CPI.Q subscribers please note that the following instructions for obtaining usage statistics for Gale Literary Database are the same as for CPI.Q, as reported in the Summer 2002 (1:4) edition of ELN Connect. For details on your library's user account for InfoTrac, contact Gale Technical Support, 800 877 4253 option 4, technicalsupport@gale.com

Use Gale's InfoTrac Config module to run reports or to set up automatic e-mailing of reports. At the time library accounts were initially activated, Gale provided each library with a unique user account for InfoTrac Config. If you've lost your account id, please contact Gale Technical Support at 1-800-877-GALE. Detailed instructions for generating usage reports are available on Gale's web site at http://www.galegroup.com/customer_service/technical_information/faq/web/usage_report.htm

netLibrary

Usage reports available for netLibrary include Popular Ebooks, Activity by Title, and Turn-Away Statistics.

To access your library's Netlibrary statistics, go to <http://www.netlibrary.com/resourcecenter/index.asp> and enter your organization's name and password, as well as your username and password.

If you have forgotten your username and password, contact netLibrary's Support group using the "Contact us for Further Assistance" link located at the bottom of the Table Of Contents on the netLibrary Help page.

World Cat

To access usage statistics for World Cat, go to <http://firstsearch.oclc.org/admin> and enter your authorization name and password. Statistics are provided for number of sessions, number of searches performed, and number of session turnaways.

If you have any questions about database usage statistics, please contact:

*Heather Grace Morrison
Project Coordinator*

hmorrison@ola.bc.ca

phone: (604) 431-3019

toll free: 1-800-663-1663 x3019

Staff notes

Ewa Kniec, Client Support, currently on maternity leave, gave birth to Emil Dominick at 1:00 a.m. on Jan. 1, 2003. Emil, weighing in at 9.3 pounds, was the first baby born at the Royal Columbian Hospital and the 3rd baby born in 2003 in the Lower Mainland. Mother & baby are doing well!

Heather Brown is replacing Ewa as ELN Client Support while she is on maternity leave. Heather's contact info:
phone: (604) 431-3020
toll free: 1-800-663-1663 x3020
fax: (604) 431-3385 heatherb@ola.bc.ca

Anita Cocchia, ELN Manager, co-chaired a Consortia Canada meeting in Toronto, Feb. 10 - 11, 2003. Highlights of current priorities include redesign of the Consortia Canada web site, review of national database licensing procedures, and extending opportunities to participate in national initiatives to all Canadian consortia.

John Durno's article, "Open Content: Open Source, Hold the Software", will be published in Feliciter 49:2 (2003)