

Highlights

Consortial Licensing

- Renewed 40+ resources
- Released BC ELN 2013 Model License, revised in conjunction with Council of Prairie and Pacific University Libraries (COPPUL)
- Negotiated new licenses for EBSCO Source products
- Renewed Integrated Cadastral Information Service (ICIS), expanding access to ICIS member and provincial geographic data for educational and research purposes to all BC ELN partner libraries

Resource Sharing

- Formed Interlibrary Loan (ILL) Fee Review Task Group and supported initial meetings and preliminary investigations into ILL fees and processes
- Participated on Media Exchange Cooperative (MEC) Transition Team; transferred support of media lending and the distribution of media-related information to BC ELN

AskAway Chat Reference

- Renewed license of the QuestionPoint platform as per Advisory Committee's recommendation
- Negotiated 10 free trials of QuestionPoint institutional queues and facilitated setup for participating institutions

WriteAway Collaborative Online Tutoring

- Enabled 11-week summer pilot term, which included participation from: Camosun College, College of the Rockies, Douglas College, Kwantlen Polytechnic University, and Simon Fraser University
- Participated in eTutoring Consortial Meeting with Connecticut Distance Learning Consortium, BCcampus, and BC eTutoring Concept Committee representative

BC ELN Infrastructure

- Conducted office-wide restructuring of staff portfolios; assembled search committee to interview several candidates, and hired 3 limited term librarians
- Confirmed successful funding requests for BC ELN, AskAway, and WriteAway
- Spearheaded consortial assessment initiative to improve communication of BC ELN value

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 40+ resources
- Released BC ELN 2013 Model License, which was revised in conjunction with COPPUL; license is available for download at: <http://www.eln.bc.ca/docs/view.php?id=1080>
- Negotiated new licenses for EBSCO Source products: Applied Science & Technology Source, Art Source and Humanities Source
- Negotiated consortial licensing with two vendors for SMS reference products and launched trials
- Worked with Consortia Canada to streamline the Oxford University Press renewal process; lead negotiator on behalf of more than 100 participating libraries across Canada
- Liaised with publisher and investigated consortial pricing for expanded rights to Harvard Business Review materials
- Renewed Integrated Cadastral Information Service (ICIS), expanding access to ICIS member and provincial geographic data for educational and research purposes to all BC ELN partner libraries

Collaborations

- Participated in multiple meetings with The Alberta Library, COPPUL, and e-HLbc to discuss joint licensing initiatives
- Collaborated with COPPUL and Canadian Research Knowledge Network (CRKN) to coordinate shared membership
- Joined with 14 other Canadian consortia in Ottawa to discuss best practices in effective collaboration
- Provided website administration for Consortia Canada, including carrying out upgrades to functionality, appearance, and navigation

e-HLbc Administrative Centre

- Transitioned e-HLbc from the BC Academic Health Council (BC AHC) to Simon Fraser (SFU) University Library to ensure a strong and sustainable organization
- Coordinated the Consortia Canada renewal of McGrawHill's AccessScience and AccessEngineering products
- Negotiated a license for McGrawHill eBook Library's medical collections
- Renewed boutique licenses for Ageline, Alexander Street Press Online Video Collections, SPORTDiscus and SPORTDiscus with Full Text.
- Participated in CVHL Stakeholder Forum
- 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

- Transferred Resource Sharing portfolio to new Coordinator
- Launched a new ILL statistics reporting process as an interim mechanism while the previous system is retired and BC ELN ILL system is reviewed
- Formed Interlibrary Loan (ILL) Fee Review Task Group and supported initial meetings and preliminary investigations into ILL fees and processes
- Renewed the Auto-Graphics contract for another 3-year term
- Attended Public Library InterLINK vendor demonstrations of ILL Management platform Direct Patron Requesting functionality: viewed demos by Relais D2D, OCLC VDX, Auto-Graphics SHAREit, Equinox Fulfillment, and Innovative INN-Reach
- Attended the four-day Auto-Graphics User Group meeting in Ontario, California
- Participated on Media Exchange Cooperative (MEC) Transition Team; transferred support of media lending and the distribution of media-related information to BC ELN
- Worked with reSearcher team to support initial set-up of Columbia College in CUFTS
- Updated CUFTS Free! Collection to May 2013
- Updated Legislative Library MARC records to May 2013
- Participated in BCCATS meeting

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

- Managed launch of Nicola Valley Institute of Technology as new AskAway participating library
- Renewed license of the QuestionPoint platform as per Advisory Committee's recommendation, based on the vendor responses to the Request for Quote, platform demos, and vendor discussions
- Negotiated 10 free trials of QuestionPoint institutional queues and facilitated their setup for participating institutions
- Trained service providers in managing multiple queues and communicated guidelines for queue management
- Facilitated the launch of a new, upgraded QuestionPoint Qwidget and provided support and troubleshooting for its installation at 17 institutions
- Coordinated September-December 2013 and January-April 2014 schedules; 9 institutions volunteered a total of 18 weekly hours beyond their commitment levels
- Managed scheduling, project work, and hiring for 9 auxiliary staff, who provided 38 to 44 hours of service per week
- Trained 19 new and returning service providers during in-person and online training sessions
- For additional details, see the AskAway Coordinator Reports, available here: <http://askaway.org/staff/administrative-centre-reports>

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

- Acted as the WriteAway Administrative Centre, providing project management for the collaborative virtual writing support service WriteAway:
 - Managed summer pilot term (May 27 – Aug. 9), which included participation from: Camosun College, College of the Rockies, Douglas College, Kwantlen Polytechnic University, and Simon Fraser University; launched fall pilot term (on September 16th) with five aforementioned institutions and University of British Columbia
 - Provided training and support for Camosun College, the newest institution to join WriteAway for the summer term
 - Trained 2 new Institutional Coordinators and 11 new tutors for the Summer and Fall WriteAway terms
 - Developed summer and fall pilot term schedules in consultation with institutional coordinators
 - Co-facilitated Education Technology Users Group session on WriteAway in collaboration with BCcampus
- Supported the BC eTutoring Concept Committee, which exists to guide development of collaborative online tutoring services within British Columbia's post-secondary sector
- Participated in eTutoring Consortial Meeting with Connecticut Distance Learning Consortium, BCcampus, and BC eTutoring Concept Committee representative

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

- Participated in two BC Digitization Coalition meetings
- Provided feedback on Coalition Communication Plan for launch of portal and hosting service
- See BC Digitization Coalition website for more details: <http://wbtw.ca/>

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

- Transitioned Institutional Repository (IR) portfolio to new coordinator
- Surveyed broader consortial community requesting information about collaborative repositories; shared findings with community
- Worked with Institutional Repository Concept Committee to define needs and establish priorities for implementing institutional repositories

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.

Progress

- 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
- Created a Year In Review financial process to communicate with host institution
- Formalized a set of best practices for BC ELN account management
- Hired e-HLbc librarian (limited term), to provide project support for the operation of the consortium
- Hired 2 BC ELN librarians (limited term, contract) to provide project support for BC ELN core services and initiatives
- Spearheaded consortial assessment initiative to improve data collection; feedback to be sought with an intent to improve BC ELN projects and services, and to better communicate the consortium's value to the post-secondary sector

Strategy 4.2 Communicate Effectively

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

Progress

- Transferred Communications portfolio to new Project Coordinator
- Released the May issue of BC ELN Connect: <http://www.eln.bc.ca/view.php?id=75>, utilizing new email communication software
- Developed a Communications Project Overview and Timeline to manage communication flow throughout the year
- Communicated WriteAway progress to the wider writing support community; developed new WriteAway marketing materials for targeted use at participating institutions
- Produced blog posts aimed at AskAway partners