

## BC ELN Progress Report Highlights

### *Supporting Access to Resources*

- Renewed over 35 databases on behalf of 32 partner libraries; led negotiations for two national licenses in concert with Consortia Canada
- Leading a national initiative to license Criterion on Demand, a new streaming media product for Hollywood feature films
- Hosted and facilitated BC Resource Sharing Strategy session with Libraries & Literacy Branch, InterLINK, and the BC Libraries Cooperative to discuss collaborative management of the Auto-Graphics SHAREit platform used for Outlook OnLine

### *Facilitating Learning Support Services*

- Developed strategies to mitigate a \$55,000 budget cut to AskAway and build a stronger, more sustainable model for funding; worked with AskAway participating libraries to identify ways to increase support of service within existing budget and staffing limitations
- Managed two successful WriteAway terms - Fall 2013 and Spring 2014 - with six institutions: Camosun College, College of the Rockies, Douglas College, Kwantlen Polytechnic University, Simon Fraser University, and the University of British Columbia

### *Digital and Open Access Initiatives*

- Facilitated discussion on provincial collaborative IRs at the December 2013 BC ELN All Partner Meeting, where the IR Concept Committee's vision of a collaborative IR program was endorsed
- Developed and presented a proposal for seed funding for a provincial Institutional Repository project to the Administrative Services Delivery Transformation Steering Committee (Ministry of Advanced Education)

### *Ensuring BC ELN Sustainability*

- Produced the *Innovation and Success 2013* annual report; report includes financial overview, service developments, and future activities. Available at: <http://www.eln.bc.ca/view.php?id=1793>
- Continued to refine financial and invoicing systems and procedures to strengthen infrastructure

## **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 35+ databases
- Released EBSCO and MUSE e-books special end-of-year purchase offer
- Negotiated pricing for EBSCO's Discovery Service (EDS) to improve discovery of licensed and purchased library resources at post-secondary institutions around the province
- Led the national Consortia Canada renewal of the LexisNexis Academic and QuickLaw licenses; over 100 Canadian libraries participate in this license
- Negotiated new national pricing models for Proquest's Historical Newspapers, formerly known as Canada's Heritage from 1844 - The Globe and Mail, which resulted in a decrease in renewal pricing for the majority of BC ELN subscribers
- Renewed Feature Film Public Performance Rights licenses on behalf of 21 institutions
- Leading a national initiative to license Criterion on Demand, a new streaming media product for Hollywood feature films
- Organized an Alexander Street Press orientation session for partner libraries at the University of British Columbia
- Held discussions with BC Library Federation leads to investigate BC ELN partner libraries interest in participating in collaborative purchasing of library materials (e.g. barcode labels, security strips)

#### **Collaborations**

- Collaborated with e-HLbc to extend BC ELN's EBSCO Discovery Service pricing offering to e-HLbc members
- Held multiple meetings with The Alberta Library, COPPUL, BC Libraries Cooperative, and e-HLbc to discuss joint initiatives
- Coordinated facility preparations for hosting national meeting of Consortia Canada

#### **e-HLbc Administrative Centre**

- Supported member institutions through product selection process and applied new tools to facilitate process; as a result, e-HLbc is now investigating four new products for licensing
- Renewed and increased the number of subscribers to Canadian Health Research Collection, Dynamed, e-CPS / e-Therapeutics+, Health Source & Alt HealthWatch
- Collaborated with Consortia Canada in negotiating with the American Psychiatric Association for Fifth Edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM-5)
- Released the e-HLbc Year in Review 2013, which provides members and stakeholders with in-depth information about e-HLbc's activities, products and services, and programs, available 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

- Hosted and facilitated BC Resource Sharing Strategy session with Libraries & Literacy Branch, InterLINK, and the BC Libraries Cooperative to discuss collaborative management of the Auto-Graphics SHAREit platform used for OutLook OnLine
- Facilitated discussions between Auto-Graphics and InterLINK to develop processes for a Canadian Server
- Attended five Auto-Graphics training sessions and three User Group meetings on new 4.0 OutLook OnLine interface
- Collaborated with Libraries & Literacy Branch to set up branding and global settings for the new interface
- Collaborated with Libraries & Literacy Branch and InterLINK to develop training and support materials for the new interface
- Met in person with ILL staff at institutions to gather information about how OutLook OnLine and reSearcher are being used to support BC ELN resource sharing, and to explore opportunities for optimizations or enhancements
- Facilitated work of ILL Fee Review Task Group, hosted three meetings and undertook research to support preliminary findings and reporting back to BC ELN Steering Committee at December 13, 2013 meeting; Task Group Report available here: <http://www.eln.bc.ca/docs/view.php?id=1228>
- Launched new BC ELN Media Resource Sharing page and resources: <http://www.eln.bc.ca/view.php?id=2114>
- Updated Legislative Library MARC records to March 2014

## 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

- Developed strategies to mitigate a \$55,000 budget cut and build a stronger, more sustainable model for AskAway funding
- Worked with participating libraries to identify ways to increase support of AskAway within existing budget and staffing limitations
- Obtained \$25,000 from BCCampus for the transition to new funding models
- Offered trials for two SMS (text reference) platforms – Mosio for Libraries and Upside Wireless
- Coordinated service providers and local coordinators to implement a consistent and controlled response to a substantially disruptive patron
- Developed new tools for resolving persistent disruptions by problem patrons while maintaining protections for patron privacy

- Surveyed institutions to determine interest in a collaborative citation guide knowledgebase
- Developed workarounds and solutions for technical conflicts between the new Qwidget and existing services
- Coordinated Summer 2014 schedules; 15 institutions volunteered a total of 14 weekly hours beyond their commitment levels
- Managed scheduling, project work, and hiring for eight auxiliary staff, who provided 38 to 39 hours of service per week
- Trained five new and returning service providers during in-person and online training sessions
- For additional details, see the AskAway Coordinator Reports, available here: <http://www.eln.bc.ca/askaway/index.php?page=advcomm#minutes>

#### 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

- Provide ongoing project management for the collaborative virtual writing support service WriteAway
- Managed two successful WriteAway terms - Fall 2013 (Sept. 16 to Dec. 6) and Spring 2014 (Jan. 20 to Apr. 11) - with six institutions: Camosun College, College of the Rockies, Douglas College, Kwantlen Polytechnic University, Simon Fraser University, and the University of British Columbia
  - Developed consortial schedules in collaboration with institutional coordinators at six institutions
  - Trained 7 new tutors to staff WriteAway for the Spring term
  - Monitored WriteAway queue and communicated with institutional coordinators to manage efficient turnaround times
  - Produced monthly and cumulative statistics for Fall and Spring terms
- Facilitated a presentation at the December 2013 All Partner Meeting by the Chair of the BC eTutoring Concept Committee to share information and engender interest in WriteAway
- Shared WriteAway experiences and knowledge with eCampus Alberta, a group that has since set up a parallel collaborative writing support service
- Collaborated with international eTutoring coordinators via Connecticut Distance Learning Consortium-facilitated eTutoring Meta-Consortial meetings

## **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**

- Attended two meetings of the BC Digitization Coalition; coalition accomplishments include:
  - Redesigning search portal and acquired metadata from Prince George Library, Vancouver Public Library, and British Columbia Institute of Technology
  - Launching West Beyond the West digital collection hosting; BC ELN partner library University of the Fraser Valley a new subscriber

#### 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**

- Explored existing consortial Institutional Repository (IR) implementations in North America and across the world
- Formulated a preliminary functional requirements document to support the evaluation of existing IR software solutions in the market
- Worked with the IR Concept Committee to develop a common vision for a provincial IR program to recommend to BC ELN Library Directors
- Facilitated discussion on provincial collaborative IRs at the December 2013 BC ELN All Partner Meeting, where the IR Concept Committee's vision of a collaborative IR program was endorsed
- Developed and presented a proposal for seed funding for a provincial IR project to the Administrative Services Delivery Transformation (ASDT) Steering Committee from the Ministry of Advanced Education
- Invited by ASDT Steering Committee to submit a business case on the efficiencies and cost savings ensured by moving forward collaboratively on IR licensing and development with seed funding

## 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

- Submitted annual report and funding request to Ministry of Advanced Education
- Continued to refine financial and invoicing procedures to strengthen infrastructure
- Developed a joint e-HLbc-BC ELN strategy to share staff skills and expertise in order to achieve greater productivity and efficiency
- Implemented Phase 1 of the BC ELN assessment plan; this phase targeted assessment of licensing activities and virtual learning commons services to determine where value lies and where improvements could be made

#### Strategy 4.2 Communicate Effectively

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

#### Progress

- Produced following annual reports:
  - *Innovation and Success 2013*: report includes financial overview, service developments, risks & opportunities, and future activities, and is available at: <http://www.eln.bc.ca/view.php?id=1793>
  - *AskAway Actions & Achievements 2013*: outlines accomplishments of the previous year and speaks to the value AskAway brings to the BC post-secondary sector. The report is available at: <http://www.eln.bc.ca/view.php?id=1906>
  - *WriteAway Actions & Achievements 2013*: includes information about WriteAway's pilot year, key accomplishments, and select results from the fall student survey. The report is available at: <http://www.eln.bc.ca/view.php?id=2094>
- Produced October 2013 and December 2013 BC ELN Connect e-newsletters, available at: <http://www.eln.bc.ca/view.php?id=75>
- Met with new partner library directors at Northwest Community College and University of Northern BC to provide orientation to BC ELN