

BC ELN Progress Report Highlights

Supporting Access to Resources

- Renewed 30 databases on behalf of 33 partner libraries; led renewal negotiations for two national licenses in concert with Consortia Canada
- Partnered with Libraries Branch (Ministry of Education) and Public Library InterLINK (public libraries consortium) to create a shared Outlook OnLine Administrative Centre that offers support, troubleshooting, and training for both post-secondary and public libraries

Facilitating Learning Support Services

- Completed a pilot year testing AskAway scheduling software, and achieved significant efficiencies in coordination costs
- Offered new in-person and online AskAway “Veterans’ Boot Camp” sessions for experienced service providers to focus on up-to-date processes and advanced skills; 37 service providers attended, feedback was highly positive
- Provided orientation, coordination, and support to two new WriteAway participating institutions: Okanagan College and Thompson Rivers University, bringing spring participation level to twelve institutions total

Digital and Open Access Initiatives

- Worked with AVED and ASDT Steering Committee to announce BC IR Network platform selection to the wider BC library community <<http://www.eln.bc.ca/docs/view.php?id=1573>>
- Announced seven IR early adopter sites: College of the Rockies, Douglas College, Emily University of Art + Design, Justice Institute of BC, Thompson Rivers University, University of the Fraser Valley and the University of Northern British Columbia

Ensuring BC ELN Sustainability

- Submitted annual report and expenditure summary to Ministry of Advanced Education
- Hired a full-time continuing Coordinator and two contractors to ensure BC ELN projects have appropriate human resources available
- Welcomed new Associate Member Acsenda School of Management

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 30 databases
- Led the Consortia Canada renewal of Quicklaw and LexisNexis Academic
- Collaborated with Consortia Canada on the following national license renewals:
 - Encyclopedia Britannica Online Academic Edition
 - Canadian Almanac and Directory
 - eHRAF Archaeology
 - eHRAF World Cultures
 - Globe and Mail
 - National Film Board CAMPUS
 - National Geographic
 - Project MUSE
- Collaborated on renewal licenses with Council of Prairie and Pacific University Libraries (COPPUL), The Alberta Library (TAL), and the Manitoba Library Consortium:
 - EBSCO ebook purchase
 - ebrary Academic Complete
- Reviewed suggestions from the 2014 Resource Forum, a tool allowing partner libraries to nominate resources for licensing consideration by the consortium

Collaborations

- Supported Points to the Past, an initiative by the University of Victoria, University of British Columbia, and Simon Fraser University libraries and Gale (Cengage Learning):
 - Participated on committees with universities and vendor
 - Supported set up of GEO-IP authentication and facilitated inclusion of Yukon territory
 - Assisted with development of communications pieces including logo, promotional materials, press release, and website
 - Responded to queries from library staff

e-HLbc Administrative Centre

- Released the Membership Pledge, confirming a three-year commitment for BC ELN to act as the Administrative Centre for e-HLbc:
(http://ehlbc.ca/sites/default/files/eHLbcMembershipPledge2015-18_o.pdf)

- Updated the Financial Framework Policy, e-HLbc's operating framework for understanding revenues and expenditures associated with e-HLbc's business; framework offers guidelines to facilitate effective stewardship of funds: (<http://ehlbc.ca/about-us/key-documents>)
- Secured funding for invoicing system upgrade
- Contributed to organization of the Canadian Health Libraries Association (CHLA) Conference held in June 2015:
 - Participated on the Conference Planning Committee
 - Recruited, liaised with, and coordinated sponsors and exhibitors for the event
 - Managed payment of sponsors and exhibitors
- See e-HLbc 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

- Negotiated contracts with Libraries Branch (Ministry of Education) and Public Library InterLINK (public libraries consortium) for a centralized, province-wide administrative centre for the OutLook OnLine (OLOL) shared service
- Contracted with Public Library InterLINK to transition OLOL to Canadian hosting and to support patron-initiated interlibrary loan requesting in OLOL for their members
- Worked with Auto-Graphics and the BC Libraries Cooperative to facilitate the transition of OLOL to Canadian hosting
- Presented at November 6, 2014 Public Library InterLINK Administrator Advisory Group Special Meeting on patron-initiated interlibrary loan requesting policy
- Submitted regular progress reports to Public Library InterLINK and Libraries Branch
- Completed information-gathering meetings with staff at all 18 InterLINK libraries to discuss options and preferences for the OLOL system
- Activated ERTI (Enhanced Request This Item) functionality at all 18 InterLINK libraries, and provided associated support, troubleshooting and documentation for libraries
- Worked with libraries to develop and implement workarounds to minimize the impact of the transition to Canadian hosting on libraries, including brokering all interlibrary loan requests going to UBC, SFU, UVic, TRU, and KPU
- Updated existing and created new OutLook OnLine support documentation for interlibrary loan staff
- Worked with vendor to resolve various bugs and layout issues appearing in new SHAREit 4.0 interface and develop options for a customizable and simplified interlibrary loan request form in OutLook OnLine

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

- Completed a pilot year testing scheduling software, and achieved significant efficiencies in coordination costs
- Coordinated responses to large-scale web security issues including Heartbleed and Internet Explorer hacks
- Analyzed patron survey results to gain insights into patron learning outcomes, and potential strategies to support patrons
- Updated training methodology to account for changes to the service and in response to feedback from both service providers and patrons
- Offered new in-person and online “Veterans’ Boot Camp” sessions for experienced AskAway service providers to focus on up-to-date processes and advanced skills; 37 service providers attended, feedback was highly positive
- Co-presented a session on virtual reference assessment at Ontario Library Association Super Conference with AskOntario coordinator: “If you can’t/don’t measure it, how do you prove its value?”
- Coordinated Spring and Summer 2015 schedules; In the Spring term, 9 institutions volunteered a total of 18 hours beyond their commitments; Up to 9 hours were volunteered in the Summer term
- Managed scheduling, project work, and hiring for 8 contractors, who contribute 17 to 35 hours of service per week [*17 Spring, 35 Summer*]

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: WriteAway Coordination

- Worked with BC eTutoring Concept Committee Chair to secure WriteAway funding for 2015/16 year from Irving K. Barber Learning Centre UBC and BCCampus; affirms continuation of BC ELN as Administrative Centre host for WriteAway
- Provided orientation, coordination, and support to two new WriteAway participating institutions (bringing spring participation level to twelve institutions total): Okanagan College and Thompson Rivers University

- Produced annual report WriteAway Actions & Achievements; report outlines accomplishments of the previous year and speaks to the value that WriteAway brings to the BC post-secondary sector, and is available at: <http://writeaway.ca/actionsachievements.php>
- Worked with Training Working Group to:
 - Develop resources for tutors responding to English as an Additional Language submissions
 - Revise tutor evaluation procedures
 - Create WriteAway specific training modules and material
- Coordinated meetings and provided agenda support for the WriteAway Advisory Committee and the BC eTutoring Concept Committee
- Coordinated Fall 2014 and Spring 2015 terms, including training of 16 tutors in both terms and collaborative scheduling of 12 institutions

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

- Provided a forum at the December All Partner Meeting for AVED to further communicate its vision of shared services and the Provincial Digital Library (PDL)
- Contributed to phase one of the PDL initiative through the work completed on the BC Institutional Repository Network (see Strategy 3.2)
- Met with BC Digitization Coalition (BCDC) Task Group Chair to discuss potential synergies between BCDC and phase two of the BC IR Network project

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

- Supported the Software Selection Committee (SSC) in issuing a Request for Quotation (RFQ) for repository software platforms, and managed communication with the five responding vendors
- Developed tools and criteria to facilitate evaluation of RFQ responses
- Hosted and facilitated software demonstrations for the broader community, including representatives from 11 post-secondary institutions as well as the K-12 and museum communities

- Liaised between Software Selection and Advisory Committees; SSC communicated its platform recommendation with Advisory Committee, which was in turn endorsed by Advisory Committee
- Worked with AVED and ASDT Steering Committee on the platform announcement to the wider BC library community <<http://www.eln.bc.ca/docs/view.php?id=1573>>
- Announced selection of Islandora, a platform supported and hosted in Canada by discoverygarden, as the software platform for the BC IR Network
- Announced seven early adopter sites: College of the Rockies, Douglas College, Emily University of Art + Design, Justice Institute of BC, Thompson Rivers University, University of the Fraser Valley and the University of Northern British Columbia
- Attended iCampBC, an Islandora training camp hosted by discoverygarden February 16-18; networked with attendees from BC institutions including VPL, UBC, UNBC, and SFU
- Submitted monthly project status reports to the Ministry of Advanced Education (AVED) and the Administrative Services Delivery Transformation (ASDT) Steering Committee; attended monthly meetings

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.

- Submitted annual report and expenditure summary to Ministry of Advanced Education
- Welcomed new Associate Member Acsenda School of Management, bringing BC ELN partner library total to 33 libraries
- Hired a full-time continuing Coordinator; duties include management of consortial resource sharing (including union databases, interlibrary loans), coordination of collaborative institutional repository and support for BC ELN database trials, renewals, and licensing
- Hired a contractor in partnership with Libraries Branch (Ministry of Education) and InterLINK public libraries; contractor provides support, troubleshooting, and training for both post-secondary and public libraries via the Outlook OnLine Administrative Centre
- Hired a contractor to act as Master Tutor for WriteAway; Master Tutor provides WriteAway tutor training, evaluation, and support, and assists with coordination of the service
- Provided support for BC ELN Steering Committee Terms of Reference (TOR) refresh; Steering Committee approved updated TOR in December 2014

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 2014*: report includes financial overview, program and service outcomes, management of risks and opportunities and future activities, and is available at: <http://www.eln.bc.ca/view.php?id=1793>
 - *AskAway Actions & Achievements 2014*: outlines outcomes 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 2014*: includes information about WriteAway's growth, 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 a number of special communication items which were shared with partner libraries in celebration of BC ELN's 25th Anniversary, including:
 - A collection of stakeholder stories which were shared via the 2014 Innovation & Success report
 - An e-thank you card sent to all partner library staff in acknowledgement of their contributions to twenty five years of collaborative success
 - The *Periodic Table of BC ELN Partner Libraries*, a graphic depicting the interrelatedness of all partner libraries, available at: <http://www.eln.bc.ca/images/periodic/PeriodicTable.pdf>
- Produced December 2014 and March 2015 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>)