

## Progress Report April 1 - September 30, 2008

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

### Bold Step 1: Enhancing our Services

Strategy	Outcomes / Milestones
<b>1.1 Licensing</b>	<ul style="list-style-type: none"> <li>✓ Announced results of the 2007-08 Ranking Survey &lt;<a href="http://www.eln.bc.ca/view.php?id=1582">http://www.eln.bc.ca/view.php?id=1582</a>&gt;</li> <li>✓ New products: Developed operating pilot project with five partner libraries for access to provincial GIS data sets held by the Integrated Cadastral Information Society (ICIS) and the Integrated Land Management Bureau (ILMB).</li> <li>✓ see 2.2, Expanded Licensing Strategy, for new products under Multi-Sector Bundle</li> <li>✓ Renewed 59 products</li> <li>✓ New license agreements signed with three major vendors: EBSCO, ProQuest, and Wilson, based on BC ELN Model License revised March 2008</li> <li>✓ EBSCO and ProQuest administration webinar</li> </ul>
<b>1.2 Resource Sharing</b>	<ul style="list-style-type: none"> <li>✓ University of Victoria Library joins Outlook OnLine ILL network via ISO ILL with their Relais ILL management system</li> <li>✓ Open Access and Free Collections (over 5,000 journals total) added to Outlook OnLine and BC ELN Serials</li> <li>✓ More frequent updates (minimum monthly) to CUFTS Free! Open Access Collections scheduled</li> <li>✓ reSearcher Google Scholar activation instructions released</li> <li>✓ Resource Sharing webpage updated and reorganized to reflect growing activity</li> <li>✓ Made available library catalogue records for over 3,400 publicly accessible netLibrary e-books</li> <li>✓ Member of the public library ILS (Sitka) Advisory Committee</li> </ul>

<p><b>1.3: Virtual Reference</b></p>	<ul style="list-style-type: none"> <li>✓ 27 partner libraries contributed approximately 92 staff hours per week for the May – August term</li> <li>✓ Over 1500 questions asked from May – August, in total almost 17,500 sessions handled since service opened October 2006 (post=secondary)</li> <li>✓ AskAway Advisory Committee reviewed institutional commitments and proposed 2 possible alternative models to partner libraries; one model was approved by partner libraries and implemented for the September 2008 schedule. The model can be viewed here: <a href="http://www.eln.bc.ca/askaway/index.php?page=policies#hours">http://www.eln.bc.ca/askaway/index.php?page=policies#hours</a></li> <li>✓ Based on the results of the AskAway Partner Library Survey, the Advisory Committee formed two subcommittees to work on Sustainability and Communications</li> <li>✓ The Sustainability Subcommittee developed and implemented a survey of AskAway libraries in order to gather ideas and feedback about the sustainability of the service, with the eventual goal of developing an “AskAway Adds Value Toolkit” that library administrators can use in budget consultations.</li> <li>✓ The BC ELN Steering Committee endorsed two amendments to the AskAway Advisory Committee terms of reference: the addition of a position for the CPSLD President; and the addition of two members-at-large positions to ensure adequate representation from AskAway administrators and service providers on the committee. Advisory Committee terms of reference are available here: <a href="http://www.eln.bc.ca/askaway/index.php?page=advcomm">http://www.eln.bc.ca/askaway/index.php?page=advcomm</a></li> <li>✓ 2 in-person training sessions in Lower Mainland and Vancouver Island</li> <li>✓ Met with OCLC QuestionPoint representatives to discuss software features and status of co-browse; result was a shift in system requirements and policies away from using co-browse</li> </ul>
<p><b>1.4 Information Literacy</b></p>	<ul style="list-style-type: none"> <li>✓ Entered into informal partnership with the BCLA ALPS LINK group, designed to facilitate librarians' sharing of materials for information literacy through the BCcampus SOL*R repository</li> <li>✓ Academic Resources Toolbox (ART): Modules 5 and 6 completed, and a context document developed.</li> </ul>

## Bold Step 2: Building the BC Library

Strategy	Outcomes / Milestones
<b>2.1: BC Library</b>	<ul style="list-style-type: none"> <li>✓ Two Interim Steering Committee Meetings [Sept 15 hosted by BC ELN] Meeting Summaries available at &lt;<a href="http://library2020.bclibrary.ca/next-steps">http://library2020.bclibrary.ca/next-steps</a>&gt;</li> <li>✓ Contributed funding to hire Library2020 Contractor to develop business case.</li> </ul>
<b>2.2: Expanded Licensing Strategy</b>	<p><b>2.2.1 Coordinated Provincial Licensing</b></p> <ul style="list-style-type: none"> <li>✓ Multi-Sector Bundle launched August 1, 2008. BC ELN, Public Library Services Branch (PLSB), and the Education Resources Acquisition Consortium (ERAC) negotiate pan-British Columbia licenses for a suite of resources, including: <i>Encyclopedia of BC; World Book: Advanced, Online Reference Center, Kids, French; EBSCO Database Package: Academic Search Premier, Business Source Premier, Canadian Reference Centre, Consumer Health Complete, Professional Development Collection, Library, Information and Technology Abstracts Full Text (LISTA), Masterfile Premier, Primary Search and Middle Search, NoveList and NoveList K-8</i> . Details at &lt;<a href="http://www.eln.bc.ca/view.php?id=1580">http://www.eln.bc.ca/view.php?id=1580</a>&gt;</li> <li>✓ BC ELN has received funding from the Ministry of Advanced Education and Labour Market Development in the amount of \$250,000 to cover the "gap" between the current spend of BC ELN partner libraries and what is needed to provide the full Multi-Sector Bundle to all BC ELN libraries for 2 years.</li> </ul> <p><b>2.2.2 e-HLbc Consortium (Electronic Health Library of BC)</b></p> <ul style="list-style-type: none"> <li>✓ Contracted for interim staffing from May - August.</li> <li>✓ Hired new e-HLbc Coordinator to begin September 2008.</li> <li>✓ Gathered and updated membership information to facilitate the renewal of e-HLbc's core suite of resources</li> <li>✓ Developed, administered, and promoted the New Product Selection Forum, which included an electronic suggestion box (e-box), discussion forum, and ranking survey</li> <li>✓ - See the e-HLbc Progress Report for more details &lt;<a href="http://ehlbc.ca/about/documents">http://ehlbc.ca/about/documents</a>&gt;</li> </ul> <p><b>2.2.3 Coordinated National Licensing</b></p> <ul style="list-style-type: none"> <li>✓ BC ELN led licenses during this period included: American National Biography Online, Dictionary of National Biography, Oxford English Dictionary, Oxford Reference Online, Oxford Scholarship Online</li> <li>✓ BC ELN benefited from offers led by other consortia: AccessScience, ACM Digital Library, Digital Engineering Library, Encyclopedia Britannica Online, Groves Art, Grove Music</li> <li>✓ Successfully negotiated new national license for LexisNexis Academic, Quicklaw and Quicklaw Premium.</li> </ul>
<b>2.3: One-Card Strategy</b>	<ul style="list-style-type: none"> <li>✓ Clearinghouse of existing reciprocal borrowing agreements for partner libraries released.</li> </ul>

### **Bold Step 3: Developing Digital Collections**

<b>Strategy</b>	<b>Outcomes / Milestones</b>
<b>3.1: Facilitating the Creation of Digital Collections</b>	<ul style="list-style-type: none"><li>✓ Member of the West Beyond the West: BC Digitization Symposium, (December 1-2, 2008) Planning Team</li><li>✓ Participating in Canadiana.org Membership Team</li><li>✓ Analyzed functional issues with the current West Beyond the West portal, and preparing for a third-generation portal based on web services technology.</li><li>✓ Loaded five new BC digital collections into the West Beyond the West search portal (Alouette Canada)</li><li>✓ Coordinated funding to complete the Alouette Canada Metadata Toolkit application for building digital collections</li></ul>
<b>3.2: Provincial Institutional Repository (IR) Strategy</b>	<ul style="list-style-type: none"><li>✓ BC ELN staff monitor IR developments locally and internationally.</li><li>✓ Meeting with KnowledgeBC staff to explore opportunities around incorporating post-secondary research content into their portal.</li></ul>

### **Bold Step 4: Raising our Profile**

<b>Strategy</b>	<b>Outcomes / Milestones</b>
<b>Targeted communication for different audiences</b>	<ul style="list-style-type: none"><li>✓ Released BC ELN Connect, Communiqué, May and December 2008, &lt;<a href="http://www.eln.bc.ca/view.php?id=75">http://www.eln.bc.ca/view.php?id=75</a>&gt;</li><li>✓ Released 2007/2008 Year in Review &lt;<a href="http://www.eln.bc.ca/view.php?id=1366">http://www.eln.bc.ca/view.php?id=1366</a>&gt;</li><li>✓ Implemented Feedback Form on BC ELN website &lt;<a href="http://www.eln.bc.ca/feedback/feedback.php">http://www.eln.bc.ca/feedback/feedback.php</a>&gt;</li></ul>

## **Bold Step 5: Strengthening our Infrastructure**

<b>Strategy</b>	<b>Outcomes / Milestones</b>
<b>5.1: Strengthening our Infrastructure</b>	<ul style="list-style-type: none"><li>✓ Hired new Client Support Specialist to begin April 2008.</li><li>✓ Preliminary analysis for 2008-09 Strategic Plan refresh</li><li>✓ Preparations for migrating website to the Drupal CMS. Steps include: listserv rationalization, better documentation, and a variety of bug fixes.</li><li>✓ In discussion with consortial partners (CRKN, CREPUQ) for cooperative development of a "Library Consortium" Drupal module.</li><li>✓ Implemented mobile communication technology for key BC ELN staff to enhance work effectiveness off-site.</li></ul>
<b>5.2: Membership Criteria</b>	<ul style="list-style-type: none"><li>✓ Began pilot project September 1, 2008 - August 31, 2009 for new Associate Member Quest University Canada</li><li>✓ Updated Governance Categories and Pricing Tiers to reflect institutional status changes at BC ELN partner library institutions. Institutional names updated on BC ELN website.</li></ul>