

Progress Report April 1, 2009 – September 30, 2009

Complete BC ELN Strategic Plan, including *Vision, Mission and Values 2006-2011, Strategies, Outcomes / Milestones and Yardsticks of Success (2006 - 2008)*, and *Strategic Plan Refresh 2009-11* available at <<http://www.eln.bc.ca/view.php?id=1275>>

Highlights of the Progress Report

Strategic Plan Refresh: Partner libraries expressed unanimous support for the BC ELN Strategic Plan Refresh 2009-11 document. Libraries indicated that sustaining BC ELN's core services of database licensing, resource sharing, and AskAway were priorities; strong support was indicated for all emerging programs and services.

Licensing: The BC ELN Office continued to work on behalf of partner libraries in helping vendors to understand the difficult economic times faced by libraries. The ICOLC *Statement on the Global Economic Crisis and its Impact on Consortial Licenses* was a useful tool during license negotiations, which resulted in many vendors offering zero or very low percentage inflationary increases. BC ELN successfully brought this same principle to negotiations with vendors on national Consortia Canada licenses for Oxford University Press and Lexis-Nexis.

Collaborations & Initiatives:

- ✓ In cooperation with Public Library AskAway, BC ELN renewed the QuestionPoint virtual reference software license. AskAway user demand continued to skyrocket, with statistics up 140% over the same period last year.
- ✓ BC ELN renewed the e-HLbc Administrative Centre contract for a three-year term with the BC Academic Health Council.
- ✓ Preparations for sustainability of the Undergraduate Foundation Collection (formerly Multi-Sector Bundle) continued with the launch of a Sustainability Toolkit.
- ✓ Progress on the Associate Membership Pilot Project continued with Quest University continuing their pilot, Alexander College beginning this year, and the start of discussions with the Vancouver Art Institute.
- ✓ BC ELN participated in the creation of the *Digitization Symposium Final Report*, and continued moving forward on digitization initiatives as part of the newly formed BC Digitization Coalition.

Office staff changes: Heather Morrison began a one-year study leave on September 1, 2009 and her duties were temporarily reassigned to other office staff and contractors.

Bold Step 1: Enhancing our Services

Strategy 1.1 Learner Resources (Licensing) (see also 2.3 Expanded Learning Resources Strategy)

- ✓ Renewed 42 products
- ✓ Completed 2008-09 Ranking Survey and began investigations toward licensing the highly ranked products
- ✓ Negotiated successfully zero or very low percentage inflationary increases for many renewals, in response to the difficult economic climate and budget cutbacks at many partner libraries
- ✓ Facilitated Gibson Library Connections and Alexander Street Press presentations at UBC
- ✓ Participated in the first Login Canada Library Day (vendors included McGraw-Hill, Sage, etc.)
- ✓ Coordinated on-going discussions on post-secondary access to BC geo-spatial data

Strategy 1.2 BC Library Collections Gateway (Resource Sharing)

- ✓ Transitioned Korinne into first point of contact for supporting libraries in Heather's absence
- ✓ Updated OutLook OnLine AGent software to Version 3.4 which includes two enhancements suggested by BC ELN libraries: a configurable ILL request form including student-related information; and greater control over the specification and tracking of due dates
- ✓ Hosted *What's New in ILL? Virtual Round Table* web-conference using *dimdim*, VOIP (voice over IP) web-based conferencing software
- ✓ Submitted report and presented *Creative Commons and Media: An Introduction* at the Media Exchange Cooperative (MEC) Annual General Meeting

Strategy 1.3: AskAway: Post-secondary Virtual Reference

- ✓ Over 3600 questions asked from April to September 2009, 140% increase over the same period in 2008
- ✓ 15 partner libraries (one more than last year) contributed approximately 99 staff hours per week for the May to August 2009 Summer term
- ✓ Signed license agreement with OCLC QuestionPoint to provide virtual reference software for the provincial virtual reference service, in cooperation with Public Library AskAway
- ✓ Coordinated printing and delivery of AskAway marketing materials to partner libraries
- ✓ Hired two new AskAway auxiliary staff, renewed contracts for two other auxiliaries
- ✓ Provided 5 in-person training sessions for new service providers and local AskAway administrators
- ✓ Released *AskAway Update, May 2009* <<http://www.eln.bc.ca/view.php?id=1726>>

Strategy 1.4 Information Literacy

- ✓ Continued support of ALPS LINK initiative, including technical support for the portal
- ✓ Participated in planning and launching the fall 2009 promotional campaign

Bold Step 2: Build the BC Library: Collaborations and Initiatives

Strategy 2.1: Multi-sector Library Initiatives

- ✓ Participated in BC Books Online Steering and Executive Committees
- ✓ Library 2020:
 - ✓ Participated in Interim Steering Committee meeting, June 15 2009 (BC ELN recorder)
 - ✓ Facilitated logistics for consultation at BC Library Conference breakfast (April 2009)
- ✓ Continued meeting with ERAC and Public Libraries to explore potential joint initiatives

Strategy 2.2: Electronic Health Library of BC (e-HLbc)

- ✓ Participated in the Spring 2009 e-HLbc Steering Committee meeting
- ✓ Renewed Administrative Centre Contract for a three year term with BC Academic Health Council (BCAHC), April 1, 2009 - March 31, 2012
- ✓ Primary Administrative Centre activities:
 - ✓ Negotiating consortial boutique licenses for STAT!Ref, e-CPS, and e-Therapeutics+
 - ✓ Recruited and implemented access for new affiliate member the BC Association of Kinesiologists and new full member Nicola Valley Institute of Technology
 - ✓ Migrated e-HLbc newsletter, *e-Wire Magazine*, to an online format:
<<http://ehlbcnews.bcahc.ca>>
- ✓ See the e-HLbc Progress Report for more details <<http://ehlbc.ca/about/documents>>

Strategy 2.3: Expanded Learning Resources (Multi-Sector Bundle/Undergraduate Foundation Collection)

- ✓ Multi-sector Bundle / Undergraduate Foundation Collection:
 - ✓ Renamed provincial core suite bundle the Undergraduate Foundation Collection (UFC); created new logo
 - ✓ Developed UFC evaluation plan, which will include partner library survey, sustainability toolkit, costing models and continued vendor negotiations
 - ✓ Launched *UFC Sustainability Toolkit* <<http://www.eln.bc.ca/view.php?id=1739>>

Strategy 2.4: Coordinated National Licensing

- ✓ Led the national renewal of Oxford University Press products, with scope expanded to include Grove products
- ✓ Negotiated successfully a settlement regarding changes to a BC ELN-led Consortia Canada license for LexisNexis Environmental
- ✓ Renewed 9 other products led by Consortia Canada
- ✓ Passed coordination of CPI.Q national license to CREPUQ

Strategy 2.5: Post-secondary Reciprocal Borrowing Strategy

- ✓ Continued maintenance of Reciprocal Borrowing "clearinghouse" webpage <<http://www.eln.bc.ca/view.php?id=1536>>

Bold Step 3: Develop Digital Collections

Strategy 3.1: Facilitate the Creation of Digital Collections

- ✓ Participated in the creation of the *Digitization Symposium Final Report* <http://symposium.westbeyondthewest.ca/final_report.php>
- ✓ Coordinated very successful Digital Collection Builder Training Workshop
- ✓ As a member of the new BC Digitization Coalition (formerly Digitization Symposium Organizing Committee), continued to work on achieving a strategy to implement the next steps in the Report, including developing relationships with key stakeholders across sectors and creating a "vision" document for a provincial initiative

Strategy 3.2: Provincial Institutional Repository (IR) Strategy

Bold Step 4: Raising our Profile and Strengthen our Infrastructure

Strategy 4.1: Target communication for different audiences

- ✓ Released 2008/09 Year In Review <<http://www.eln.bc.ca/view.php?id=1733>>
- ✓ Released *BC ELN Connect*, June 2009 <<http://www.eln.bc.ca/view.php?id=1737>>
- ✓ Revised and updated "About BC ELN" website
- ✓ Developed communication plan to take into account Heather's absence and Sunni's lead

Strategy 4.2: Strengthen our Infrastructure

- ✓ Planned and implemented the Strategic Plan Refresh 2009-11, a major operational update of the BC ELN 2006-2011 Strategic Plan
 - ✓ Facilitated a Strategic Plan Refresh consultation process with partner library directors
 - ✓ Compiled Strategic Plan consultation responses <<http://eln.bc.ca/0907consultsummaryfinal.pdf>>

- ✓ Strategic Plan Refresh draft document approved by partner library directors and BC ELN Steering Committee
- ✓ Launched *Strategic Plan Refresh 2009-11* <<http://eln.bc.ca/0911refreshfinal.pdf>>
- ✓ Engaged in review of BC ELN Terms of Reference
 - ✓ Participated in Terms of Reference Subcommittee meetings
 - ✓ Hired facilitator for All Directors Meeting to review BC ELN Terms of Reference

Strategy 4.3: Membership Criteria

- ✓ Continued pilot project September 1, 2008 – January 31, 2010 for Associate Member Quest University Canada
- ✓ Secured Alexander College for Associate Membership pilot project running September 1, 2009 – August 31, 2010
- ✓ Began discussions with Vancouver Art Institute, potential new member