

Progress Report October 1, 2010 – March 31, 2011

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 2009-2011* available at <http://www.eln.bc.ca/view.php?id=1275>

Highlights

Strategic Planning: the planning process for 2011 – 2016 began with an environmental scan document posted in the December 2010 BC ELN Connect, and the February 2011 Community Garden where all BC ELN stakeholders were invited to contribute ideas for BC ELN's future.

Resource Sharing Consultations: in depth consultation sessions were held with all partner libraries, and reported on at the February 2011 Steering Committee meeting.

Database Licensing: launched FAQ on Public Performance Rights.

Ranking Survey: conducted 2010/11 Ranking Survey and preliminary investigation into winning products *Films on Demand, Critical Video Editions, and Summon*.

Collaborations & Initiatives:

- ✓ Chaired the Provincial Digitization Portal Working Group
- ✓ Worked with BCCATS team to make library catalogue records for free resources through the Legislative Library available for download from the BC ELN website

Ministry changes: two Ministry changes, now reporting to the Governance and Quality Assurance Branch within the Students, Institutions and Programs Division in the Ministry of Advanced Education.

Bold Step 1: Enhancing our Services

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

- ✓ Renewed 27 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
- ✓ Conducted 2010-2011 Ranking Survey. Fourteen products were nominated by partner libraries, and 29 libraries participated in the voting. Of the three winning products, BC ELN has already investigated one and found that it is not available for consortial licensing. Licenses with the other two, both online video collections, will be pursued over the summer.
- ✓ Responded to in-depth questions about details of Terms and Conditions of BC ELN license agreements
- ✓ Verified Summary Information on BC ELN website for license terms

Strategy 1.2 BC Library Collections Gateway (Resource Sharing)

- ✓ Conducted in-depth consultations on resource sharing with all partner libraries and reported to the BC ELN Steering Committee
- ✓ Worked with group of university librarians to make customized library catalogue records for freely available materials from the Legislative Library available for download from the BC ELN website
- ✓ Updated OutLook OnLine AGent software to Version 3.7
- ✓ Updated CUFTS Free! Open Access Journals collection, which now exceeds 10,000 titles
- ✓ Attended BCCATS spring meeting

Strategy 1.3: AskAway: Post-secondary Virtual Reference

- ✓ Answered over 15,200 questions asked via AskAway, a 12% increase over the same period in 2009-10
- ✓ Submitted 2010/11 Report and 2011/12 Shared Services Funding request to BCcampus
- ✓ Provided 1 in-person training session (hosted by BCIT) for 6 new service providers; provided 1 virtual training session for a new AskAway local coordinator (Yukon College)
- ✓ Hosted December 5th meeting (in conjunction with December ALPS meeting) of 19 AskAway Local Coordinators to share experiences and discuss issues related to coordination of AskAway; constructed Local Coordinator's Wiki to facilitate sharing of expertise among Coordinators: <http://askawaybc.pbworks.com/w/page/36001707/Local-Coordinators-Wiki-Home>
- ✓ Facilitated first 2 virtual meetings of Emerging Technologies Committee to discuss emerging reference technologies and their implications for AskAway; constructed Emerging Technologies Committee Wiki to facilitate discussion: <http://askawaybc.pbworks.com/w/page/36350183/Emerging-Technologies-Wiki-Home>
- ✓ Compiled a Spring (Jan-Apr) schedule with participating libraries providing 197 staff hours per week (including 20 additional hours volunteered by 12 libraries) and BC ELN auxiliary staff providing 35 staff hours per week
- ✓ Worked with the InterLINK virtual reference committee on transfer of AskAway.org domain to post-secondary AskAway
- ✓ Followed up with participating libraries showing low usage of AskAway with suggestions for website visibility strategies
- ✓ Developed AskAway participating library Benefits and Responsibilities page: <http://www.eln.bc.ca/askaway/index.php?page=benefits>
- ✓ Provided communication to AskAway participating libraries around the Vancouver Island University labour dispute

Strategy 1.4 Information Literacy

- ✓ Continued support of ALPS LINK initiative. Key achievements include launching the new LINK portal with a new "look and feel" and an improved back-end technical infrastructure
- ✓ Participated in the LINK Committee's fall campaign, including preparing and sending out messages about the contest

Strategy 1.5 Feature Film / Public Performance Rights Licensing

- ✓ Released FAQ answering the most common questions asked by participating libraries < <http://www.eln.bc.ca/view.php?id=1850> >
- ✓ Provided support with invoicing issues and rights troubleshooting

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

Strategy 2.1: Multi-sector Library Initiatives

- ✓ Participated in discussions with InterLINK VR task group on shared training possibilities
- ✓ Participated in BC Books Online Steering and Executive Committees
- ✓ Continued meeting with ERAC and Public Libraries to explore potential joint initiatives

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

- ✓ Participated in Management Committee meetings and the Spring e-HLbc Steering Committee meeting
- ✓ Primary Administrative Centre activities:

- ✓ Facilitated the redesign and migration of the e-*HLbc* website
 - ✓ Engaged in negotiations for core resource suite and negotiated consortial boutique licenses
 - ✓ Coordinated e-*HLbc* strategic planning process
 - ✓ Facilitated communication between e-*HLbc* and the Canadian Virtual Health Library (CVHL)
- ✓ e-*HLbc* Progress Report: <<http://ehlbc.ca/about/documents>>

Strategy 2.3: Expanded Learning Resources (Undergraduate Foundation Collection)

- ✓ Initiated preparations for the automatic June 2011 renewal of the UFC

Strategy 2.4: Coordinated National Licensing

- ✓ Continued to support the Consortia Canada website
- ✓ Renewed 5 products led by Consortia Canada, including leading the national licenses for LexisNexis and for ProQuest's Canada's Heritage from 1844

Bold Step 3: Build the BC Library: Collaborations and Initiatives

Strategy 3.1: Facilitate the Creation of Digital Collections

- ✓ Chaired the Provincial Digitization Portal Working Group. The group presented its final report to the Coalition in February, recommending a set of three integrated technical components for advancing the mission of the Coalition
- ✓ Continued to play an active role in the Coalition, representing the interests and perspectives of BC ELN partner libraries

Bold Step 4: Raising our Profile and Strengthen our Infrastructure

Strategy 4.1: Targeted communication for different audiences

- ✓ Released 2010 Innovation & Success annual report [funding received April 2011]: <http://www.eln.bc.ca/Innovation&Success2010.pdf>
- ✓ Released November and December 2010 BC ELN Connect: <http://www.eln.bc.ca/view.php?id=75>
- ✓ Hired Communications Librarian to assist with communications for AskAway, e-*HLbc* and BC ELN

Strategy 4.2: Strengthen our Infrastructure

- ✓ Re-aligned with Ministry through two major changes (to Ministry of Regional Economic and Skills Development, now reporting to the Governance and Quality Assurance Branch within the Students, Institutions and Programs Division in the re-merged Ministry of Advanced Education).
- ✓ Briefed and engaged new Ministry staff in BC ELN planning and priority-setting
- ✓ Developed BC ELN 2011 – 2016 Strategic Plan process
 - ✓ Environmental scan document released through December 2010 BC ELN Connect < <http://www.eln.bc.ca/view.php?id=1868&printformat=1#envi>>
 - ✓ Community Garden online forum available to all BC ELN stakeholders to contribute ideas for 2011 – 2016 Strategic Plan

Strategy 4.3: Membership Criteria

- ✓ Commenced discussions with Eton College and Columbia Bible College, potential new members