

**British Columbia Electronic Library Network EBSCO Master Agreement. 2023**

**THIS AGREEMENT** is made 13<sup>th</sup> day of November 2023

**BETWEEN: EBSCO Publishing** of 10 Estes Street, Ipswich, MA, 01938, USA (herein referred to as the "Licensor")

**AND: BRITISH COLUMBIA ELECTRONIC LIBRARY NETWORK (BC ELN),** 8888 University Drive, British Columbia, V5A 1S6 (herein referred to as "the Consortium")

**WHEREAS** the Consortium is authorized to act for and sign this License Agreement ("Agreement") on behalf of its member organizations, hereinafter known as the "Member(s)". Rights and responsibilities referenced in this Agreement in regard to "Consortium" shall apply to all Members covered under this Agreement; however, the Consortium is responsible only for fulfillment of its individual responsibilities under this Agreement. The Consortium nor any other Member shall be liable for any breach or default of another Member., and

**WHEREAS** the Licensor holds or administers the rights granted under this Agreement; and

**WHEREAS** the Licensor desires to grant to Members of the Consortium the license to use such rights for the License Fee, as detailed in the attached Schedule(s), subject to the terms and conditions of this Agreement. Where applicable, additional Exhibits and Appendices may be attached to address more specific terms and conditions, e.g. terms and conditions specific to certain formats such as e-books, or special purchase conditions such as Perpetual Access, in which case the attached Exhibits and Appendices form part of this Agreement.

**IT IS AGREED AS FOLLOWS**

**1. DEFINITIONS**

In this License, the following terms shall have the following meanings:

**Accessible Formats** Content in a format that is perceivable and operable by persons with visual, perceptual, physical, or other print disabilities, and is usable with assistive devices and software.

**Authorized Users** Authorized Users include all individuals who are granted Library privileges according to the policies of Member. This includes all current students, staff, and faculty of Member, (whether full- or part-time, permanent, temporary, contract or visiting appointments), retired faculty and staff, alumni (when allowed as indicated in the attached Schedules), and researchers, associated with Member regardless of the physical location of such persons.

Within non-academic institutions, this also includes individuals who

are working or studying at the Member including clinical and allied healthcare practitioners and staff (whether full- or part-time, permanent, temporary, contract or visiting appointments), and individuals who are independent contractors or employed by independent contractors associated with Member regardless of the physical location of such persons.

Authorized Users also include individual members of the public (walk-in users) while they are physically on the premises of a Member. For the avoidance of doubt, walk-in use is intended for individual users, not as a substitution for a License Agreement by another institution.

<b>Bibliographic Reference Management Systems</b>	Bibliographic Reference Management Systems, also referred to as reference management, citation management, or personal bibliographic management software, are tools used by scholars and authors for storing, organizing, and sharing bibliographic citations or references, and for formatting bibliographies useful for authors' articles.
<b>Click-Through License</b>	Terms and conditions relating to Licensed Materials that the Licensor requires Authorized Users to accept by clicking a button or hyperlink in to gain access on the Platform.
<b>Commercial Use</b>	Use of the Licensed Materials for the purposes of monetary reward (whether by Member or Authorized Users) by means of sale, resale, loan, transfer, hire or other form of commerce. For the avoidance of doubt, neither recovery of direct costs exclusive of the License Fee by a Member from Authorized Users, nor use of the Licensed Materials by a Member or by an Authorized User in the course of research funded by a commercial organization, nor the payment of a fee by a person to be registered with a Member, is deemed to be Commercial Use.
<b>Confidential Information</b>	Designates any information for which the access is restricted under any Canadian federal or provincial legislation.
<b>Consortium</b>	The group of organizations (which may have multiple sites) and their associated libraries that have formed a single collective representation for negotiation and execution of this Agreement. The group includes private and public post-secondary institutions, and other educational institutions and research organizations and their associated libraries.
<b>Course Packs</b>	A collection or compilation, in print or electronic form, of scholarly materials (e.g. book chapters, journal articles) assembled by staff of a Member for use by students in a class for the purpose of instruction.
<b>Digital Rights</b>	Also referred to as "DRM", access control technologies that are used to

<b>Management</b>	limit the use of digital content and devices in on-line or off-line environments.
<b>Digital Watermarking Technology</b>	The process of embedding information into a digital document, which may be used to verify its authenticity or the identity of its owners.
<b>Discovery Services</b>	User interface and search systems for discovering and displaying content from local, database, and web-based sources.
<b>Electronic Learning Environments</b>	Use of parts of or linking to the Licensed Materials in virtual and managed environments (including but not limited to virtual learning environments, managed learning environments, virtual research environments, library environments, and courseware technologies) hosted on a Member's Secure Network for use by its faculty, students and staff in connection with specific courses of instruction offered by a Member.
<b>Electronic Reserve</b>	Electronic copies of Licensed Materials (e.g. book chapters, journal articles, abstracts) made and stored on a Member's Secure Network for use by Authorized Users in connection with specific courses of instruction offered by Members to such Authorized Users.
<b>Interlibrary Loan</b>	A transaction in which Licensed Materials, or a copy of Licensed Materials, is made available by Members to another upon request.
<b>License Fee</b>	The applicable fee for a license to the Licensed Materials, whether a one-time fee or an annual or other subscription fee, as set out in <b>Schedule 1</b> , or in new Schedules to this Agreement, which may be agreed by the parties from time to time.
<b>Licensed Materials</b>	The materials as detailed in the attached Schedule(s) as may be amended from time to time by agreement between the parties.
<b>Member</b>	Universities, educational institutions, research organizations, public libraries, or healthcare facilities that are in membership of the Consortium, or for whom the Consortium license resources, and are listed in the attached Schedule(s), and which have agreed by virtue of their membership to be bound by the terms and conditions of this License as if they were a party to it jointly with the Consortium.
<b>Open Access Repository Services</b>	Online services designed to preserve and provide open access to journal article reprints or preprints, audio, video and other media, and/or digital data. Repositories may be maintained by, but not limited to, author's employing institution, an academic consortium, a discipline- based entity, or a governmental funding agency.

<b>Perpetual Access</b>	Provisions in this Agreement for continuation of access, archiving and use of Licensed Materials that shall survive any termination of the Agreement and ensure continued access consistent with the then current recognized standards in the publishing industry.
<b>Platform</b>	The combined hardware and software used by the Licensor to provide online access to the Licensed Materials.
<b>Scholarly and Educational Use</b>	Use of the Licensed Materials for the purpose of academic research, scholarship, education, and other related purposes, including extraction and manipulation for the purpose of illustration, explanation, example, comment, criticism, teaching, research, and analysis.
<b>Secure Network</b>	A computer network that incorporates reasonable security measures to only allow access to Authorized Users by secure authentication, consistent with current industry standards.
<b>Text and Data Mining</b>	A machine process by which information may be derived from the Licensed Materials by identifying patterns and trends within natural language through methods such as text categorization, statistical pattern recognition, concept or sentiment extraction, and the association of natural language with indexing terms.
<b>Usage Data</b>	Data collected by the Licensor of the activities or uses on the Platform on the number of chapters, articles or other single items downloaded, printed or viewed from the Licensed Materials.

## 2. LICENSE GRANT

- 2.1 **GENERAL.** The Licensor hereby grants to the Members of the Consortium, subject to and in accordance with the terms of this Agreement, a non-exclusive and non-transferable right, through-out the world, to access and use the Licensed Materials at the sites of Members or remotely, via a Secure Network, for the purposes of private study, research, education, distance learning, teaching, administrative use, and other Scholarly and Educational Use consistent with the normal practices and activities of Consortium and Members.

Such use shall be consistent with the fair dealing doctrine and exceptions for educational institutions and libraries permitted under the Copyright Act of Canada or the doctrine of “fair use” as defined under the laws of the United States. Nothing in this Agreement shall prevent Authorized Users and Members from carrying out acts -

and the Licensor agrees not to configure the Platform or take any other actions that would have the effect of preventing Authorized Users and Members from carrying out acts - that are permitted under the Copyright Act of Canada.

- 2.2 PERPETUAL ACCESS.** Where applicable, the Licensor hereby grants to the Consortium and the Members a non-exclusive, royalty-free, perpetual license for Members and their Authorized Users to use, after the termination of this Agreement, the Licensed Materials for which Perpetual Access rights are granted, as specified in the attached Schedule(s). Such use shall be in accordance with the provisions of this Agreement relating to the use of Licensed Materials, including restrictions on use and related liabilities, which provisions shall survive any termination of this Agreement, as per **9.3 [Termination with Perpetual Rights]**.

### **3. PERMITTED USES**

Permitted Uses under Section 3 apply to the content in EBSCO databases. Additionally, publishers may impose their own conditions of use applicable only to their content. Such conditions of use shall be displayed on the computer screen displays associated with such content. As long as the following uses are not prohibited in the copyright statement accompanying the content to be used, Member and Authorized Users may use the licensed material as follows:

- 3.1 ACCESS and USE.** Member and Authorized Users may access and use Licensed Materials from the premises of the Member, or remotely, via a Secure Network, to search, retrieve, display, download, print, save and view the Licensed Materials.
- 3.2 ALTER or MODIFY.** If the Licensed Materials are not already provided in Accessible Formats, Member and Authorized Users may alter or modify the Licensed Materials as necessary to provide an equivalent level of service to Authorized Users with disabilities if the Licensed Materials
- 3.3 CLASSROOM HANDOUTS.** Member may distribute classroom handouts, as single copies of individual items of the Licensed Materials, in print or electronic form. For the avoidance of doubt, classroom handouts shall include the distribution of a copy for teaching purposes to all individual student Authorized Users in a class at a Member.
- 3.4 ELECTRONIC RESERVES and VIRTUAL LEARNING.** Members and Authorized Users may incorporate parts of the Licensed Materials in, resource lists and in any other material (including but not limited to multi-media works) to be used in the course of instruction and/or in virtual and managed environments (including but not limited to virtual learning environments, managed learning environments, virtual research environments and library environments) hosted on a Secure Network, but not for Commercial Use. Each item shall carry appropriate acknowledgement of the source, listing title and copyright owner. Permission to include content in course

packs is NOT included under the terms of this License.

If the Licensor does not have the right to grant all rights for all Licensed Materials these rights will apply exclusively to the content for which the Licensor does have such rights, as specified in the attached Schedule(s).

- 3.5 **DATA and TEXT MINING.** Not allowed. Intentionally Removed.
  - 3.6 **INTERLIBRARY LOAN.** Member may distribute a single copy of an individual document, being part of the Licensed Materials, by paper or electronic means, to another institution within the guidelines of traditional interlibrary loan practices and applicable copyright laws.
  - 3.7 **PERSISTENT LINKS.** Member may create persistent links to individual articles for access by Authorized Users via a Secure Network.
  - 3.8 **PUBLIC PERFORMANCE RIGHTS.** Subscription to Licensed Materials includes Public Performance Rights for private, educational and research purposes but not for Commercial Use.
  - 3.9 **RESEARCH and TEACHING and PROFESSIONAL PRACTICE.** Member and Authorized Users may (a.) incorporate parts of the Licensed Materials in printed or electronic form in assignments, portfolios, theses, dissertations, teaching, conference presentations, and lectures, with appropriate credit; (b.) make full use, with appropriate credit, of the Licensed Materials in research and publications for personal, scholarly, educational, medical information purposes, or other professional non-commercial use.; . For the avoidance of doubt, none of these activities may be undertaken for Commercial Use.
  - 3.10 **SCHOLARLY SHARING.** Authorized Users may transmit to a third party colleague, who is not an Authorized User, in hard copy or electronically, reasonable amounts of the Licensed Materials for Scholarly and Educational Use, but not for Commercial Use.
  - 3.11 **TRAINING AND MARKETING MATERIALS.** Member may display, download or print the Licensed Materials for the purpose of internal marketing or testing or for training Authorized Users.
  - 3.12 **USAGE DATA SHARING.** Consortium and Members are permitted to share Usage Data, with the exception of sharing Usage Data to any third-party competitors, provided that the disclosure of such data fully protects the anonymity of individual users and the confidentiality of their searches and is not contrary to applicable privacy laws.
4. **PROHIBITED USES**

- 4.1 **COMMERCIAL USE.** Consortium, Member, and Authorized Users may not use any part of the Licensed Materials for any Commercial Use without the Licensor's explicit permission. For the avoidance of doubt, recovery of direct costs incurred by the Member in the course of providing access to Authorized Users or Walk-in Users (e.g. printing, photocopying, or administration fee) including interlibrary loan, is not deemed to be Commercial Use.
- 4.2 **MODIFYING WORKS.** Consortium, Member, and Authorized Users may not abridge, modify, translate, or adapt works in order to publish, distribute or make available the Licensed Materials, other than as permitted in this Agreement.
- 4.3 **PUBLIC REDISTRIBUTION.** Except as permitted in this Agreement, Consortium, Member, and Authorized Users may not re-distribute, reproduce or transmit to anyone other than Authorized Users the whole or any part of the Licensed Materials by any means including electronic (e.g. via email), nor post it on publicly-accessible web sites or networks.
- 4.4 **REMOVAL OF COPYRIGHT NOTICE.** Consortium, Member, and Authorized Users shall not remove, obscure or alter in any way the authors' names or the Licensor's copyright notices, trademark notices, other notices, logos or other means of identification or disclaimers as they appear in the Licensed Materials.
- 4.5 **SYSTEMATIC DOWNLOADING.** Except as permitted in this Agreement, Consortium, Members, and Authorized Users shall not systematically make print or electronic copies of multiple extracts of the Licensed Materials, or use robots, spiders, crawlers or other automated downloading programs, algorithms or devices to continuously and automatically search, scrape, extract, deep-link, index, or disrupt the use of the Licensed Materials for any purpose.

## 5. THE LICENSOR'S UNDERTAKINGS

- 5.1 **ACCESS.** Licensor shall, upon the subscription start date of the License Agreement as specified in Schedule 1, make the Licensed Materials available to the Members. Licensor shall provide sufficient information to the Consortium and Member to enable Authorized Users to access the Licensed Materials. Whenever feasible, Licensor will use the OpenURL standard (ANSI/NISO Z39.88) to create persistent links.

Licensor shall ensure that the Platform has adequate capacity and bandwidth to support the usage by the Members and Authorized Users at a level commensurate with the standards of availability for information services of similar scope operating via the World Wide Web. Licensor shall ensure that Licensed Materials will be accessible, with exceptions as noted on our VPATs (<https://connect.ebsco.com/s/article/EBSCO-VPATs>), and interoperable with prevailing Web browsers including, at a minimum, the most recent two major releases (current release and one release prior).

Licensor will provide commercially recognized authentication methods for access to Licensed Materials.

5.2 **ACCESSIBLE FORMATS.** Licensor shall conform to the ISO Standard (ISO/IEC 40500:2012) and any subsequent updates based on the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 and comply with applicable Canadian laws relating to accessibility to ensure that the Licensed Materials are accessible to all Authorized Users. If Licensed Materials are not in Accessible Format, **3.2 [Alter or Modify]** will apply.

5.3 **AUTHOR'S RIGHTS TO USE THEIR OWN WORK.** Not allowed. Intentionally Removed.

5.4 **AVAILABILITY OF LICENSED MATERIALS.** Licensor shall use reasonable efforts to make the Licensed Materials available to Consortium and Member at all times and on a twenty-four hour basis, save for routine maintenance (for which Licensor shall notify Consortium in advance), and to restore access to the Licensed Materials as soon as possible in the event of an interruption or suspension of the service. Scheduled down-time will be performed at a time designed to minimize inconvenience with advance notice. Other than for routine maintenance, it is expected that the service will be available on average 98% of the time or better.

If the Licensed Materials fail to operate in conformance with the terms of this Agreement, Consortium shall immediately notify Licensor, and Licensor shall promptly use reasonable efforts to restore access to the Licensed Materials as soon as possible. If Licensor fails to repair the nonconformity in a reasonable time, Licensor shall make appropriate restitution, such as providing a special discount equivalent to the amount of the excessive downtime to the product on the next renewal, extending the license term, or providing a refund. Persistent failure to comply with the provisions set forth in this Agreement may be treated as a breach of this Agreement and **9.5 [Early Termination for Breach]** will apply.

5.5 **BRANDING.** Licensor will provide to each Member the option to brand the Licensor's Platform with the name of the Member.

5.6 **CLICK THROUGH LICENSES.** Not applicable. Intentionally Removed.

5.7 **COPYRIGHT STATEMENT PERMITTED USE RESTRICTIONS OF THIRD-PARTY CONTENT PROVIDERS.** Third-party content providers to the Licensor may impose their own conditions of use applicable only to their content. Prohibited uses of the content will be displayed in the Copyright statement accompanying the content.

5.8 **DIGITAL RIGHTS MANAGEMENT.** With regard to EBSCO eBooks only, Licensor utilizes Digital Rights Management (DRM) practices in order to securely monitor access to and usage of EBSCO eBooks. Consortium agrees that any use of eContent by Consortium, Member and its Authorized Users is governed by and will



comply with applicable laws. Consortium acknowledges that Member and Authorized Users have no right to make copies of any eContent, or any portions thereof, except to the extent permitted by this Agreement and applicable copyright laws. Consortium may print or download limited portions of eContent, where such functionality is available, as long as those actions comply with applicable copyright laws. For the avoidance of doubt, this Section 5.8 only applies to EBSCO eBooks and does not apply to any other EBSCO product, database or service.

- 5.9 DIGITAL WATERMARKING TECHNOLOGY.** If Licensor utilizes any type of Digital Watermarking Technology for any element of the Licensed Materials, Licensor agrees that watermarks will not be visible to the human eye and will not degrade image quality. These watermarks shall not contain information pertaining to Authorized Users such as account numbers or IP addresses. However, if Digital Watermarking Technology is used, limited user information may be included, such as Licensee name and associated EBSCOhost profile, but such information will not be personal or identifying of any user. Any Digital Watermarking Technology shall be applied in a manner consistent with applicable privacy and data protection laws to protect the anonymity of individual users and the confidentiality of their access or usage of the Licensed Materials.
- 5.10 DISCOVERY SERVICES.** Where Licensor has such rights, Licensor agrees to provide third-party vendors of Discovery Services, on an ongoing and timely basis, with as comprehensive content for indexing as possible, including citation metadata (including subject heading and keywords), abstracts, and full text, to facilitate optimal discovery of the Licensed Materials for the benefit of Authorized Users.
- 5.11 MARC RECORDS.** When applicable to the Licensed Materials, and to the extent possible, Licensor shall provide Members with MARC records. Updates to existing records and new title records, matching the schedule of release and delivery of new publications, will be provided on a mutually agreed-upon schedule and in a format that renders them useful to the Consortium and Members. Notwithstanding the foregoing, Licensor cannot guarantee that MARC records are available for all Licensed Materials. Further, standard database MARC records are free of charge, but customized files are available as a paid service.
- 5.12 MODIFICATIONS TO LICENSED MATERIALS.** Licensor shall give notice to the Consortium of any material changes in the Licensed Materials.

Consortium understands that, from time to time, the Licensed Materials may migrate to, or be available in, other formats. If Licensor develops a new access, delivery or download method during the term of this Agreement, this service shall be made available to Member and Authorized Users at no additional charge. Licensor will make reasonable efforts to ensure the content and metadata provided complies with current recognized international standards.

- 5.12. OPEN ACCESS REVENUE TRACKING.** Not applicable. Intentionally removed.

5.13 **PRESERVATION OF LICENSED MATERIALS.** When applicable to the Licensed Materials, Licensor will make available a digital archive of the Licensed Materials and associated metadata on its servers, and with a third-party archiving service: Portico. The archive will be maintained in perpetuity, with its format converted from time to time as appropriate if the technology used for storage or access changes. If the Licensor is unable to continue to provide Perpetual Access from its servers, the Consortium is entitled to access the archive from the third-party archiving service to fulfill Perpetual Access and Continuing Access rights under this Agreement, as per **2.2 [Perpetual Access]**.

5.14 **TITLE LISTS.** Licensor shall provide, in KBART-compliant format as appropriate, access to an itemized title list that specifies the Licensed Materials accessible to Member. Licensor shall provide such title lists to third-party vendors of Knowledge Bases on an ongoing and timely basis. Customized KBART files based on Member holdings are available for an additional fee.

5.15 **USAGE DATA.** Licensor will collect Usage Data according to the most recent release of the Project COUNTER Code of Practice or agreed-upon alternate format as appropriate for the Licensed Materials. Such usage data shall be compiled in a manner consistent with applicable privacy and data protection laws, and the anonymity of individual users and the confidentiality of their searches shall be fully protected. Usage Data will be provided as requested by Consortium or Member. Licensor agrees to compile combined statistics of all Members on request. Such data may be used solely for purposes directly related to the Licensed Materials and may only be provided to third parties in aggregate form. Raw usage data, including but not limited to information relating to the identity of specific users and/or uses, shall not be provided or sold to any third party.

## **6. THE CONSORTIUM and MEMBERS UNDERTAKINGS**

6.1 **LICENSE TERMS.** Consortium shall inform the Members of the terms and conditions of this Agreement as outlined in **3. [Permitted Uses]** and **4. [Prohibited Uses]**. Members shall use reasonable efforts to provide Authorized Users with appropriate notice of the terms and conditions under which access to the Licensed Materials is granted under this Agreement.

6.2 **INTELLECTUAL PROPERTY RIGHTS.** Consortium and Members shall use reasonable efforts to ensure that all Authorized Users are aware of the importance of respecting the intellectual property rights in the Licensed Materials.

6.3 **MEMBER INFORMATION.** The Consortium shall provide to the Licensor information to enable the Licensor to provide access to the Licensed Materials. Should the Members make any significant change to such information, the Consortium or Member shall use reasonable efforts to notify the Licensor in a timely manner.

6.4 **PROTECTION FROM UNAUTHORIZED USE.** Member shall make reasonable efforts to limit access to the Licensed Materials to Authorized Users, and to protect the Licensed Materials from unauthorized use. Upon becoming aware of any unauthorized use or other breach, Member shall inform the Licensor as per **7.3 [Notice of Unauthorized Use or Breach]**. Neither the Consortium nor the Members are liable to the Licensor in respect of any such unauthorized use so long as such reasonable efforts were made.

6.5 **COPYRIGHTED WORKS**

- a. Consortium acknowledges and agrees that the copyright to the eContent is owned by or licensed to EBSCO and the respective publisher thereof. All Rights Reserved. By purchasing a license to eContent, Library obtains certain rights to access and use a copy of the eContent under this Agreement, but Library does not obtain or own any rights in the copyrights or any other intellectual property rights that may be associated with the eContent. Consortium agrees that any use of eContent by Member and its Authorized Users is governed by and will comply with applicable laws. Notwithstanding any other provisions of this Agreement, nothing shall in any way restrict or limit the ability of the Member, Authorized Users or Walk-in Users to engage in or conduct any activity that is otherwise permitted under copyright laws, including without limitation pursuant to any fair dealing or fair use exceptions. Consortium acknowledges that it and its Member and Authorized Users have no right to make copies of any eContent, or any portions thereof, except to the extent permitted by this Agreement and applicable copyright laws. Consortium and Member may print or download limited portions of eContent, where such functionality is available, for the purposes of fulfilling interlibrary loan requests as long as those actions comply with applicable copyright laws.
- b. Consortium acknowledges and agrees that repeated violations by Member or Authorized Users of copyright or other intellectual property right of EBSCO or any third party that are not cured 60 days from receipt of notice of violation will give EBSCO the right to terminate this Agreement for cause.

7. **MUTUAL OBLIGATIONS OF CONSORTIUM, MEMBERS AND LICENSOR**

7.1 **LOCAL LOADING.** Not allowed. Intentionally removed.

7.2 **PRIVACY OF USER DATA.** Licensor and Consortium agree to protect the anonymity of individual users and the confidentiality of their searches. Such data may be used solely for purposes directly related to the Licensed Materials and may only be provided to third parties in aggregate anonymized form.

7.3 **NOTICE OF UNAUTHORIZED USE OR BREACH.** Upon becoming aware of any unauthorized use or other breach, the Licensor, Consortium, and Member will inform the others and take reasonable and appropriate steps to both ensure that such activity ceases and to prevent any recurrence. The Licensor, Consortium, and Member agree to cooperate in good faith and to provide sufficient exchange of information to prevent any further unauthorized use.

The Licensor reserves the right to temporarily suspend any Member's access to

Licensed Materials for infringement of the Licensor's intellectual property rights in the Licensed Materials or for a breach of the terms of this License Agreement that threatens either the performance or security of the Platform. The Licensor shall not suspend access without first providing written notice to both Consortium and the relevant Member. Forthwith, after suspending such access the Licensor shall issue a notice to the Member and Consortium of the breach, specifying the activity of the Member that caused the breach. The Licensor shall forthwith restore access to the Member upon receipt of notice that such activity has ceased and that the Member has made reasonable efforts to protect against recurrence of such activity. Termination of the Agreement due to breach shall be governed by **9.5 [Early Termination for Breach]**.

## **8. FEES**

- 8.1 **PAYMENT.** In consideration for Licensor's licensing of the Licensed Materials listed in the attached Schedule(s), Consortium and Member agree to pay Licensor License Fees in accordance with the provisions of **Schedule 1**.
- 8.2 **FEE ADJUSTMENT.** Adjustments to the License Fee may occur as a result of clauses elsewhere in this Agreement and shall be made at the time of annual invoicing within a term, or at renewal or termination.
- 8.3 **INVOICES.** Payment to Licensor shall be due sixty (60) days after receipt of the invoice to the Consortium.

## **9. TERM AND TERMINATION**

- 9.1 **TERM.** This Agreement shall commence at the beginning of the term for each of the Licensed Materials as set out in **Schedule 1** or in new Schedules that may be added subsequently. This Agreement shall be renewable at the end of the current term if agreed in writing by both parties, no less than sixty (60) days prior to the termination of this Agreement.
- 9.2 **TERMINATION OF SUBSCRIPTIONS.** On termination all rights and obligations of the parties automatically terminate.
- 9.3 **TERMINATION WITH PERPETUAL RIGHTS.** On termination, the Licensor must fulfill obligations in respect of Licensed Materials to which access continues to be permitted as provided in **2.2 [Perpetual Access]**. Authorized Users shall have access to Licensed Materials in a manner and form substantially equivalent to the means by which access is provided during the term of this Agreement, with provisions for ensuring forward compatibility with new technologies.

Licensor shall:

- a.) provide continuing online access to archival copies of the Licensed Materials on the Licensor's Platform without supplementary fees to the Consortium or Members;

b.) provide to the Consortium, Member, or third-party archiving service, upon request and within 90 days, one copy of the entire set of Licensed Materials and associated metadata to be maintained as an archival copy for the purpose of delivering continuing online access to Authorized Users.

The cost of electronic delivery of Licensed Materials and associated metadata to the Consortium or Member or a third-party archiving service shall be borne by Licensor, unless otherwise agreed upon by the parties.

The archival copy from the Licensor may not contain all the links and other features and functionality associated with the Licensed Materials pursuant to this Agreement.

- 9.4 **EARLY TERMINATION FOR PAYMENT DEFAULT.** The Licensor may terminate this Agreement by notice to the Consortium if the Consortium willfully defaults in making payment of the License Fee as provided in this License Agreement and fails to remedy such default within sixty (60) days of notification in writing by the Licensor.
- 9.5 **EARLY TERMINATION FOR BREACH.** In the event that any party believes that the other materially has breached any obligations under this Agreement, such party shall notify the breaching party in writing, including by email communication. The breaching party shall have sixty (60) days from the receipt of notice to cure the alleged breach and to notify the non-breaching party in writing, including by email communication, that cure has been affected. If the breach is not cured within the 60-day time period, the non-breaching party shall have the right to terminate the Agreement without further notice.
- 9.6 **EARLY TERMINATION FOR LICENSOR INSOLVENCY.** The Consortium may terminate this Agreement by notice to the Licensor if the Licensor becomes insolvent, admits insolvency or a general inability to pay its debts as they become due, has appointed a receiver or administrative receiver over it or over any part of its undertaking or assets, passes a resolution for winding up other than a bona fide plan of solvent amalgamation or reconstruction, files a petition for protection under any applicable bankruptcy code, or has filed against it or becomes subject to an insolvent petition in bankruptcy or an order to that effect.
- 9.7 **EARLY TERMINATION FOR FINANCIAL EXIGENCY OF CONSORTIUM.** The Consortium may terminate this Agreement if public funding of the Consortium or funding of the Consortium by its Members is materially reduced, and the Consortium thereby becomes unable to pay future amounts payable pursuant to this Agreement. The Consortium will give the Licensor notice of such termination and this Agreement shall terminate effective sixty (60) days after the giving of such notice.
- 9.8 **EARLY TERMINATION BY A MEMBER.** The performance of a Member of its obligations under the Agreement shall be subject to and contingent upon the availability of funds provided, allocated, or allotted in institutional budgets for the

purpose of the Agreement for the current and future license term. If a Member executes this option in a single year or multi-year agreement, no refund of payments already received by Licensor will be owed to the Consortium or Member. The determination of whether funds are available shall be made in the sole discretion of the applicable Member. The termination of participation by any Member will not constitute a default or a termination of participation of any other Member under the Agreement and shall not be grounds for any increase in fees payable by other Members. Upon termination, a Member has the ability to exercise its rights under 2.2 [Perpetual Rights].

**9.9 EARLY TERMINATION REFUND.** In the event of early termination permitted by this Agreement, the Member shall be entitled to a refund of any fees or pro-rata portion thereof paid by the Member for any remaining period of the Agreement from the date of termination. This paragraph is invalid if the Member commits a willful, material and consistent breach of the terms of this Agreement and fails to remedy the breach within sixty (60) days of notification by the Licensor, as per **9.5 [Early Termination for Breach]**.

## **10. GENERAL**

**10.1 ENTIRE AGREEMENT.** This Agreement and attached Schedule(s) constitute the entire agreement of the parties and supersedes all prior communications, understandings and agreements relating to the subject matter hereof, whether oral or written, including any online terms and conditions of use.

**10.2 AMENDMENT.** Alterations to this Agreement are only valid if they are recorded in writing and signed by both parties. Schedules will be updated to reflect renewal of term fees and member participation details, to the original Agreement.

**10.3 ASSIGNMENT.** This Agreement may not be assigned by either party to any other person or organization without the prior written consent of the other party, nor may either party sub-contract any of its obligations, except as provided in this Agreement in respect of the management and operation of the Server and the Licensor's Representative, without the prior written consent of the other party, which consent shall not unreasonably be withheld. The rights and obligations of this Agreement shall bind and benefit any successors or assigns of the parties.

**10.4 EXECUTION.** This Agreement and any amendment thereto may be executed in counterparts, and signatures exchanged by mail or electronic means are effective to the same extent as original signatures.

**10.5 NOTICES.** Any notices to be served on either of the parties or on a Member by the other shall be sent by registered mail, electronic mail, or courier to the address of the addressee as set out in this Agreement or to such other address as notified by either party to the other as its address for service of notices. Any such notice sent by registered mail shall be deemed to have been given 14 days after the date of posting the

mail. Any such notice sent by courier or electronic mail shall be deemed to have been given on the date of receipt.

- 10.6 **WARRANTY AND INDEMNIFICATION.** The Licensor warrants that it holds the rights granted under this Agreement and that the Licensed Materials used in accordance with this Agreement do not infringe the copyright or any other proprietary or intellectual property rights of any person. The Licensor indemnifies and holds the Consortium harmless from and against any loss, damage, costs, liability and expenses (including reasonable legal and professional fees) arising out of any legal action taken against the Consortium or any of its Members claiming actual or alleged infringement of such rights. This indemnity shall survive the termination of this License for any reason.
- 10.7 **DEEMED MEMBER BENEFIT.** Licensor represents and warrants that all benefits, warranties, and other terms and conditions with the Consortium of this Agreement are and will continue to be no less favorable than those currently being, or which will be offered by the Licensor to Members directly on their own Agreements. Members may elect to use this Agreement for their own direct licenses.
- 10.8 **CONSORTIAL OFFER.** Licensor will prorate fees, on the agreed upon fee structure for the term, for mutually agreed upon and approved Members that join this Agreement, including The Undergraduate Resource Bundle (URB), after the start date of the term beginning on the first day that the Licensed Materials are made available to the Member under this Agreement and expiring on the end date of the term.
- 10.9 **LIMITATIONS ON WARRANTIES.** Neither Party shall be liable for any indirect, special, incidental, punitive or consequential damages, including but not limited to loss of data, business interruption, or loss of profits, arising out of this Agreement, or the use of or the inability to use the Licensed Materials. Licensor makes no representation or warranty, and expressly disclaims any liability with respect to the content of any Licensed Materials, including but not limited to errors or omissions contained therein, libel, infringement of rights of publicity, privacy, trade-mark rights, moral rights, or the disclosure of confidential information. The maximum liability for both parties, if any, under this Agreement, or related directly or indirectly to the Licensed Materials, whether in contract, tort or otherwise, shall be limited to the total amount of yearly fees paid by a Member to the Licensor.

Except for the express warranties stated herein, the Licensed Materials are provided on an “as is” basis, and Licensor disclaims any and all other warranties, conditions, or representations (express, implied, oral or written), relating to the Licensed Materials or any part thereof, including any and all implied warranties of quality, performance, merchantable quality or fitness for a particular purpose. Licensor makes no warranties respecting any harm that may be caused by the transmission of a computer virus or other such malicious computer program. Licensor further expressly disclaims any warranty or representation to Authorized Users, or to any third party.

- 10.10 **FORCE MAJEURE.** Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including but not limited to Acts of God, Government restrictions (including the denial or cancellation of any export or other necessary license), wars, terrorism, insurrections, strikes or other work stoppages, or any other cause beyond the reasonable control of the party whose performance is affected.
- 10.11 **WAIVER.** Either party's waiver or failure to require performance by the other, of any provision of this Agreement will not affect its full right to require such performance at any subsequent time or be taken or held to be a waiver of the provision itself.
- 10.12 **SEVERABILITY.** If any provision of this Agreement is found invalid or unenforceable pursuant to a decree or decision of competent jurisdiction, the remainder of this Agreement shall remain valid and enforceable according to its terms.
- 10.13 **DISPUTE RESOLUTION.** If the parties disagree over an interpretation of this Agreement or whether a party is in breach of any part of this Agreement, the parties shall in good faith enter into negotiations to resolve the disagreement by mediation or other means short of litigation. The parties shall cooperate in good faith in pursuing mediation or such other means.
- 10.14 **GOVERNING LAW and VENUE.** This Agreement shall be governed by and construed in accordance with the applicable laws of the province of British Columbia, or the applicable laws of the United States, including the applicable provincial laws regarding Freedom of Information and Protection of Privacy, and the parties irrevocably agree that any dispute arising out of or in connection with this Agreement will be subject to and within the jurisdiction of the courts of British Columbia and Canada.



The Parties have executed this Agreement by their respective, duly authorized representatives on the dates written below.

FOR THE LICENSOR: **[EBSCO Publishing]**

Name: \_\_\_\_\_

Position / Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

FOR THE CONSORTIUM: **British Columbia Electronic Library Network**

Name: \_\_\_\_\_

Position / Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## SCHEDULE 1: BC ELN EBSCO Subscription Licensed Materials

This Schedule 1 is dated November 13, 2023 to the **British Columbia Electronic Library Network EBSCO Master Agreement** dated November 13, 2023 between EBSCO Publishing and the BRITISH COLUMBIA ELECTRONIC LIBRARY NETWORK (BC ELN),

**Name and Description of Licensed Materials:** The subscription Licensed Resources listed at: <https://bceln.ca/vendors/ebSCO>

At the date of signing, the subscription Licensed Materials included:

Academic Search Complete, Premier, Ultimate
Applied Science and Technology Source
Art & Architecture Source
ATLA, ATLAS, ATLAS Plus
Bibliography of Indigenous Peoples in North America
Business Source Complete, Ultimate
Canadian Literary Centre
Canadian Points of View Reference Centre
Canadian Reference Centre
Communication & Mass Media Complete
Criminal Justice Abstracts
EBSCO eBook Academic Subscription Collection
Education Source
Education Resources Information Center (ERIC)
Funk & Wagnall’s New World Encyclopedia (comes with Academic Search)
Harvard Business Publishing Student Success Package
Harvard Book Review Press eBook Collection
Hospitality and Tourism Complete
Humanities Source
LGBTQ+ Life with Full Text
Library, Information Science & Technology Abstracts with Full Text
MAS Ultra – School Edition (comes with Academic Search)
Military and Government Collection (comes with Academic Search)
Primary Search (comes with Academic Search)
Professional Development Collection
Wilson Legacy Bundle

**Members Covered by this Agreement:** All 34 post-secondary libraries listed at <https://bceln.ca/partner-libraries> can select subscriptions to participate in.

**Term of Agreement:** Subscriptions renew on yearly agreements.

**Agreement Member participation, entitlements and fees to be provided in (*select all that apply*):**

- X Vendor order forms constitute part of this Agreement providing term dates start and end, total fees and participation details for specific Licensed Materials
- X Vendor response forms used for multi-consortia offers
- X Agreement Schedule for list of Licensed Materials. No Member entitlement details.
- Other (please specify)

**License Type**

- Perpetual Access to full content after cancellation with no maintenance fees
- Perpetual Access to full content after cancellation with maintenance fees
- Limited Perpetual Access to content after cancellation (provide details)
- X Subscription without continued access after cancellation

**Format of Licensed Materials (*select all that apply*)**

- Journal
- X Index
- X Full text database
- Ebook
- Media
- Data
- Tool
- Other (*specify*)

**Authentication methods supported:**

- X IP recognition
- X Open Athens
- X Shibboleth
- X Single-sign on
- X Individual username/password
- X Institutional username/password
- Other (*specify*)

**Access level**

- X Unlimited access
- Limited access: Simultaneous user access (please provide details)
- Limited access: other (please provide details)

**Frequency of content updates (*select all that apply*)**

- No updates during term
- One-time archive (no updates)
- Multiple times per year
- One annual update
- As new Licensed Materials are published
- Other (provide details)

**Years of access:**

- Current publishing year only
- All content years available
- Archive (*specify years*)
- Other (*specify*)

**Access Considerations:** (*include any restrictions to Authorized Users or Permitted Uses in this section*):

## SCHEDULE 2: BC ELN EBSCO Services

This Schedule 2 is dated November 13 2023 to the **British Columbia Electronic Library Network EBSCO Master Agreement** dated November 13 2023 between EBSCO Publishing and the BRITISH COLUMBIA ELECTRONIC LIBRARY NETWORK (BC ELN),

**Name and Description of Licensed Materials:** Details at: <https://bceln.ca/vendors/ebSCO>

EBSCO Discovery Service

**Members Covered by this Agreement:** All 34 post-secondary libraries listed at <https://bceln.ca/partner-libraries> can participate.

**Term of Agreement:** July 1 to June 30 annual term

**Agreement Member participation, entitlements and fees to be provided in (select all that apply):**

X Vendor order form constitutes part of this Agreement providing total fees and participation details

Vendor response forms used for multi-consortia offers

X Agreement Schedule for list of Licensed Materials. No Member entitlement details.

Other (please specify)

**License Type**

Perpetual Access to full content after cancellation with no maintenance fees

Perpetual Access to full content after cancellation with maintenance fees

Limited Perpetual Access to content after cancellation (provide details)

Subscription without continued access after cancellation

X Service

**Format of Licensed Materials (select all that apply)**

Journal

Index

Full text database

Ebook

Media

Data

X Software Tool on vendor platform

Other (*specify*)

**Authentication methods supported:**

X IP recognition

X Open Athens

X Shibboleth

X Single-sign on

- Individual username/password
- Institutional username/password
- Other (*specify*)

**Access level**

- Unlimited access
- Limited access: Simultaneous user access (please provide details)
- Limited access: other (please provide details)

**Frequency of content updates** (*select all that apply*)

- No updates during term
- One-time archive (no updates)
- Multiple times per year
- One annual update
- As new Licensed Materials are published
- Other (provide details)
- Not applicable

**Years of access:**

- Current publishing year only
- All content years available
- Archive (*specify years*)
- Other (*specify*)
- Not applicable

**EXHIBIT 1: BC ELN EBSCO Services. Data Processing**

This Exhibit 1 is attached to Schedule 2 BC ELN EBSCO Services dated November 13 2023 to the **British Columbia Electronic Library Network EBSCO Master Agreement** dated November 13 2023 between EBSCO Publishing and the BRITISH COLUMBIA ELECTRONIC LIBRARY NETWORK (BC ELN),

**Schedule I**

**List of Parties and Description of Data Transfers**

**A. LIST OF PARTIES**

**Data exporter(s):** *[Identity and contact details of the data exporter(s) and, where applicable, of its/their data protection officer and/or representative in the European Union]*

**1. Name:**

**Address:**

**Contact person’s name, position and contact details:**

**Activities relevant to the data transferred under these Clauses:**

**Signature and date:**

**Role (controller/processor):** Controller and Joint Controller

**2. Additional Information:** EBSCO and Customer shall act as Joint Controllers with respect to User Personal Data (as defined in the Agreement). The Joint Controllers shall perform the following responsibilities accordingly:

Customer	EBSCO
<ul style="list-style-type: none"> <li>• Personalization: Customer decides whether to enable features of personalized accounts in product</li> <li>• Authorize the processing of end user data by EBSCO via the Agreement between parties                             <ul style="list-style-type: none"> <li>○ Provide legal basis for processing end user data</li> <li>○ Establish the purposes and scope of processing</li> </ul> </li> <li>• Implementation of technical and organizational measures to ensure security of network                             <ul style="list-style-type: none"> <li>○ Access controls – provide guidelines to EBSCO for authorizing who may access the product under the customer’s subscription</li> </ul> </li> <li>• Data Subject Access Requests</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of organizational and technical measures                             <ul style="list-style-type: none"> <li>○ See Schedule 2 for details</li> </ul> </li> <li>• Maintenance and support of product                             <ul style="list-style-type: none"> <li>○ Security patches</li> <li>○ Feature updates</li> <li>○ Technical support</li> <li>○ Availability and up-time</li> </ul> </li> <li>• Data storage, including backups</li> <li>• Establish the purposes and scope of processing via the Agreement between Parties</li> <li>• Data Subject Access Requests                             <ul style="list-style-type: none"> <li>○ Receives and processes Data Subject Access Requests and honors the data subject rights of information, access, rectification, erasure, restricted processing,</li> </ul> </li> </ul>

<ul style="list-style-type: none"> <li>○ As needed, provides details of requests to EBSCO if request is received by Customer from end users (in the event that an end user submits a request through Customer rather than through EBSCO)</li> </ul>	<ul style="list-style-type: none"> <li>data portability, right to object, and the right to avoid automated decision-making</li> <li>○ Manages the contact form, email address, and phone number for intake of privacy requests</li> <li>○ Upon request, notifies customer of data subject request</li> <li>● Provide legal basis for processing end user data <ul style="list-style-type: none"> <li>○ Agreement between parties establishes contract to provide services</li> <li>○ Collection of individual consent and acceptance of terms of use, privacy policy, etc. from end users</li> </ul> </li> <li>● Incident response <ul style="list-style-type: none"> <li>○ Implementation of process</li> <li>○ Notification of customer</li> </ul> </li> <li>● Subprocessors - vetting and notifying customer of new subprocessors</li> <li>● Privacy Risk Assessments – conduct PRA/DPIA as needed for vendors, features, products, etc. which process personal information</li> </ul>
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**Data importer(s):**

For Customer Personal Data:

1. **Name:** EBSCO International, Inc.

**Address:** 10 Estes Street, Ipswich, MA 01938

**Contact person’s name, position and contact details:**

**Activities relevant to the data transferred under these Clauses:** Academic and scholastic research

**Signature and date:**

**Role (controller/processor):** Joint Controller and Processor

2. **Additional Information:** Customer will act as the Controller of Customer Personal Data where Customer Personal Data is processed by EBSCO. EBSCO will act as the Processor of Customer Personal Data.

“**Customer Personal Data**” means the Personal Data that is provided by Customer to EBSCO or that is processed by EBSCO on Customer’s behalf in connection with the Agreement.

For User Personal Data:

1. **Name:** EBSCO International, Inc.



**Address:** 10 Estes Street, Ipswich, MA 01938

**Contact person's name, position and contact details:**

**Activities relevant to the data transferred under these Clauses:** Academic and scholastic research, creation and creation of user profiles

**Signature and date:**

**Role (controller/processor):** Joint Controller and Processor

2. **Additional Information:** Customer will act as the Controller of User Personal Data where User Personal Data is processed by EBSCO. EBSCO will act as the Joint Controller of User Personal Data.

“User Personal Data” means the Personal Data provided directly by Customer’s end users to EBSCO through the products and services purchased by Customer.

## **B. DESCRIPTION OF TRANSFER**

**Categories of data subjects whose personal data is transferred:** Entity information required for handling the subscription and users of applications, including but not limited to students, teachers, employees, authors.

**Categories of personal data transferred:** First name, last name, email address, authentication information, search information, research notes.

**Sensitive Data transferred (if applicable), and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved:** Not Applicable.

**The frequency of the transfer (e.g., whether the data is transferred on a one-off or continuous basis):** Continuous.

**Nature of the processing:** Providing access to EBSCO databases; storing user information in customized profiles; facilitating the retrieval of user search history.

**Purpose(s) of the data transfer and further processing:** To perform the obligations between the parties, per the Agreement, to provide research tools, to personalize the experience and to prevent harvesting. The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period: As long as reasonably necessary, some personalization information will be held until deletion is requested by a customer or user.

**For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing:**

**Subject Matter:** First name, last name, email address, authentication information, search information, research notes

**Nature of processing:** The nature of processing includes the following: Data storage and software delivery, consent management, fulfilling data subject rights requests. Please also see Annex III, List of Subprocessors, for comprehensive information about how specific subprocessors process data.

**Duration:** Continuous

## **C. COMPETENT SUPERVISORY AUTHORITY**

BC ELN EBSCO Master Agreement. September 1, 2023

The competent supervisory authority, in accordance with Clause 13, is the Supervisory Authority of Ireland.

## Schedule II

### Technical and Organizational Measures Including Technical and Organizational Measures to Ensure the Security of Data

EBSCO shall maintain and use appropriate safeguards to prevent the unauthorized access to or use of Customer Personal Data and to implement administrative, physical and technical safeguards to protect Customer Personal Data. Such safeguards shall include:

1. **Network and Application Security and Vulnerability Management:**

a. Measures of pseudonymization and encryption of personal data:

Personal data is encrypted at rest using the 256-bit Advanced Encryption Standard (AES-256), and in transit using Transport Layer Security (TLS) encryption. Cryptographic key management is in place as outlined in National Institute of Science and Technology (NIST) standard 800-57.

b. Measures for ensuring ongoing confidentiality, integrity, availability and resilience of processing systems and services:

EBSCO has an ongoing commitment to certification against relevant International Organization for Standardization (ISO) standards, including ISO standards 27001, 27017, 27018 and 27701 both on-premise and at Amazon Web Services (AWS) managed data centers. EBSCO is hosted both within the Amazon Web Services platform and within legacy on premise data centers in Ipswich, MA and Boston, MA. Applications and data are distributed for purposes of high availability and resilience. Features such as automatic recovery and automatic scaling have been implemented. Applications together with their container configuration can be redeployed within minutes, if necessary.

c. Measures for ensuring the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident:

All applications and data are distributed across multiple nodes and the nodes are distributed across multiple availability zones within Amazon Web Services to ensure high availability of the service. The use of a container-based architecture further helps to ensure high availability of the service. For example, applications automatically restart if they encounter issues and if a specific node fails, it is removed from service and traffic is directed to the remaining 'healthy' nodes. Where appropriate, nodes are set to automatically scale to handle unexpected spikes in traffic. Regular service management meetings review the performance and future capacity needs of the service. The infrastructure enables horizontal and vertical scaling to be implemented with significantly reduced lead times compared to a physical infrastructure.

For our legacy on premise, EIS employs two concurrent data centers with failover capabilities in the event that one of the sites experiences an outage. EBSCO's on-premise data centers are protected with uninterruptable power supplies, fire suppression systems

and limited access only to personnel necessary for the ongoing operation of the data centers.

EBSCO continuously monitors service availability. The current status can be found here: <https://status.ebsco.com/>

d. Processes for regularly testing, assessing, and evaluating the effectiveness of technical and organizational measures in order to ensure the security of the processing:

EBSCO contracts third party penetration testing on an annual basis. In addition, vulnerability scans are conducted through an automated code deployment pipeline. Our production environment is scanned continuously. We employ a managed 24/7 security operations team to continuously monitor our environment. EBSCO regularly applies security updates to our environment following our comprehensive vulnerability management process. These updates are done on a rolling basis using a Scaled Agile Framework for Enterprises (SAFe).

Organizational measures are reviewed twice annually, through an internal audit as well as an external audit conducted on an annual basis by accredited third party auditors. In addition, regular access reviews to sensitive data and systems are conducted on a regular basis.

EBSCO continually evaluates the security of its network and associated Services to determine whether additional or different security measures are required to respond to security risks or findings generated by periodic reviews.

e. Measures for the protection of data during transmission:

All data is encrypted in transit using TLS, both from the users' browser to the applications as well as data in transit between EBSCO systems and subprocessors.

f. Measures for the protection of data during storage:

Personal Data is encrypted at rest using the 256-bit Advanced Encryption Standard (AES-256). All data storage is isolated from the public internet by a dedicated firewall to ensure only EBSCO personnel can access the database.

g. Measures for ensuring system configuration, including default configuration:

Standardized system configurations are enforced through automated code deployment pipelines where appropriate.

h. Measures for internal IT and IT security governance and management:

EBSCO's Governance Risk and Compliance (GRC) Team maintains the EBSCO Information Security and Privacy Management system (ISPMS). The ISPMS is continuously monitored and improved to conform to or exceed the standards required by ISO 27001, ISO 27701, ISO 27017, and ISO 27108. The EBSCO ISPMS is comprised of the ISMS-Information Security Management System and PIMS-Privacy Information Management System. External and internal audits of the ISPMS are performed on an annual basis. Security logs are monitored continuously.

i. Measures for certification/assurance of processes and products:

In addition to the measures for internal IT management and IT security governance above, regular, mandatory training is delivered through an online learning platform to ensure all

staff are familiar with their responsibilities and up to date with policies and procedures. Clear processes are in place to manage security related incidents and to liaise with law enforcement if required.

j. Measures for ensuring data minimization:

EBSCO follows best practices for minimizing data attributes to only those needed to perform required functions and allow its customers and user patrons the ability to extend the minimum default data set if required.

k. Measures for ensuring data quality:

Institutions and end users have the ability to review and update their information through a self-service module, or through contacting EBSCO according to the Privacy Policy. Where applicable, data validation controls are implemented in our environment.

2. **Logical access controls:**

a. Measures for user identification and authorization:

A small number of the EBSCO Team with responsibilities for administering and supporting the system have access to the production environment and databases. This is strictly controlled by role and requires two-factor authentication to gain access.

Customer Administrator access to end user data is only possible through using an EBSCOadmin administrator account. Only personnel designated by the customer and a small number of EBSCO's privileged users have access to this information.

Customers have the ability to set up different authentication options. Options include, but are not limited to, integration through Single Sign On (SSO) using SAML 2.0, username and password, IP whitelist authentication, patron ID, Google Campus Activated Subscriber Access (CASA), Universal CASA and Cookies.

3. **Secure media disposal controls:**

a. Measures for ensuring limited data retention:

It is vital that personal data stored within EBSCO's systems meets the requirements for data privacy and protection and part of that is ensuring personal data is not retained beyond what is necessary for the defined purpose.

In many cases, EBSCO allows the ability for customers to anonymize end user data by pseudonymized SSO configuration or removing the option for User Patrons to personalize.

b. Measures for allowing data portability and ensuring erasure:

Upon request or through the self-service module, EBSCO customers can extract Database Usage Reports, Interface Usage Reports, Link Activity Reports, Login Usage Report and Title Usage Reports. This data can also be obtained upon request at contract termination, or at any time through EBSCOadmin.

4. **Logging Controls:**

a. Measures for ensuring events logging:

EBSCO allows customers to view database usage reports, interface usage reports, link activity reports, login usage reports and title usage reports through EBSCOadmin.

EBSCO employs Security Information and Event Management (SIEM) logs across our resources. These logs are monitored internally by our information security team and 24/7 managed security operations center (SOC). No customer action is required, and customers do not have access to these internal logs.

**5. Personnel Controls:**

Contracts for new staff and the onboarding process emphasize individual responsibilities for information security and the potential penalties for misuse. Staff resignations trigger an automated process to ensure access rights to EBSCO's systems are revoked in a timely fashion.

The IT Acceptable Use Agreement covers the acceptable use of EBSCO's information assets. It is issued to both permanent and contract staff and forms part of the induction for new starters.

Security awareness training is delivered through EBSCO's online training platform. It is delivered at least annually and is mandatory for all employees.

**6. Physical security and environmental controls:**

a. Measures for ensuring physical security of locations at which personal data are processed: EBSCO is committed to ensuring the safety of its employees, contractors and assets and takes the issue of physical security very seriously. EBSCO has a comprehensive set of physical security controls which ensure that its data centers and offices are sufficiently protected. Access to data centers is limited only to necessary personnel, and all access is logged and reviewed for abnormalities.

EBSCO also contracts with AWS for the processing of customer data. AWS provides world class security within their hosted data centers. For more information on physical security in AWS hosted environments see: <https://aws.amazon.com/compliance/data-center/controls/>.

## Schedule III

### List of Subprocessors

#### MODULE TWO: Transfer controller to processor

The controller has been notified of the use of the subprocessors listed below may be utilized at the time of contract execution. For an updated list of subprocessors, please see [www.ebsco.com/subprocessors](http://www.ebsco.com/subprocessors).

### SCHEDULE 3: BC ELN EBSCO Perpetual Licensed Materials

This Schedule 3 is dated November 13, 2023 to the **British Columbia Electronic Library Network EBSCO Master Agreement** dated November 13, 2023 between EBSCO Publishing and the BRITISH COLUMBIA ELECTRONIC LIBRARY NETWORK (BC ELN),

**Name and Description of Licensed Materials:** Details at: <https://bceln.ca/vendors/ebSCO>

- Macleans Magazine Archive, 1905-2015: Consortia Canada deal for one-time archive purchase with annual maintenance fee, as agreed in the Consortia Canada order form dated 2018-19
- EBSCO eBooks Special Offer : Annual offer for one-time purchases of individual titles, selected by Members, with no hosting or maintenance fees.
- Wilson Retrospective Indexes: One-time purchase with no hosting or maintenance fees
  - Applied Science & Technology Index Retrospective 1913-1983
  - Art Index Retrospective 1929-1984
  - Humanities and Social Science Index Retrospective 1907-1984
  - Short Story Retrospective 1915-1983

**Members Covered by this Agreement:** All 34 post-secondary libraries listed at <https://bceln.ca/partner-libraries> can participate.

**Term of Agreement:** one-time purchases

**Agreement Member participation, entitlements and fees to be provided in (select all that apply):**

- Vendor order forms
- Vendor response forms used for multi-consortia offers (Macleans)
- Agreement Schedule for list of Licensed Materials. No Member entitlement details.
- Other (please specify)

**License Type**

- Perpetual Access to full content after cancellation with no maintenance fees
- Perpetual Access to full content (see above for details on maintenance fees)
- Limited Perpetual Access to content after cancellation (provide details)
- Subscription without continued access after cancellation

**Format of Licensed Materials (select all that apply)**

- Journal
- Index
- Full text database
- Ebook
- Media
- Data
- Tool

- Other (*specify*)

**Authentication methods supported:**

- IP recognition
- Open Athens
- Shibboleth
- Single-sign on
- Individual username/password
- Institutional username/password
- Other (*specify*)

**Access level**

- Unlimited access
- Limited access: Simultaneous user access (please provide details)
- Limited access: other (please provide details)

**Frequency of content updates** (*select all that apply*)

- No updates during term
- One-time archive (no updates)
- Individual Ebook (no updates)
- Multiple times per year
- One annual update
- As new Licensed Materials are published
- Other (provide details)

**Years of access:**

- Current publishing year only
- All content years available
- Archive (See details above)
- Other (*specify*)

The Parties have executed this (these) Schedule(s) by their respective, duly authorized representatives on the dates written below.

FOR THE LICENSOR: **[Full Name]**

Name: \_\_\_\_\_

Position / Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

FOR THE CONSORTIUM: **British Columbia Electronic Library Network**

Name: \_\_\_\_\_

Position / Title: \_\_\_\_\_

Signature: \_\_\_\_\_