

BC ELN Steering Committee Meeting Minutes

Wednesday May 22, 2019

1:00 pm – 2:00 pm

Teleconference

In Attendance:

Sheldon Armstrong, University of British Columbia (Alternate)

Patricia Cia, Langara College (Chair)

Rosie Croft, Royal Roads University, *Small Universities*

Patty Gallilee, Simon Fraser University (Alternate)

Natalie Gick, *Simon Fraser University Officer*

Adrian Mitescu, University Canada West, *Associate Members*

Todd Mundle, Kwantlen Polytechnic University, *Regional Universities* (Vice Chair)

Lisa Petrachenko, University of Victoria (Alternate)

Dawna Turcotte, Northern Lights College, *Rural Colleges*

Ministry of Advanced Education, Skills & Training:

Andrei Bondoreff, Ministry of Advanced Education, Skills & Training

Brandon Dwyer, Ministry of Advanced Education, Skills & Training

Guests:

Kelly Chirhart, Ministry of Advanced Education, Skills & Training

Gregg Currie, Selkirk College, AskAway Advisory Committee Chair

Randall Gerlach, Ministry of Advanced Education, Skills & Training

BC ELN Staff:

Anita Cocchia

Sunni Nishimura

Cristen Polley (Recorder)

Regrets:

Jonathan Bengtson, University of Victoria

Gwen Bird, Simon Fraser University

Susan Parker, University of British Columbia

Trish Rosseel, Douglas College, *Urban Colleges*

1. Adoption of Agenda

The agenda was adopted as distributed.

2. AskAway Update

G. Currie provided an update on the AskAway software evaluation and implementation.

In late 2017, the AskAway Advisory Committee prioritized a chat reference software evaluation for the service:

- A Software Evaluation Committee – made up of representatives from all institution types and diverse geographic locations – was formed and given a mandate to evaluate and recommend a platform for AskAway
- The Committee worked from October 2018 to February 2019 to finalize functional requirements, issue a Request for Quote (RFQ) to three selected vendors, host software demos and trials for the AskAway community, and evaluate and score RFQ responses
- A Pricing and References Committee (G. Currie and A. Cocchia) evaluated and scored the pricing and references components of the RFQs
- The Software Evaluation Committee's recommendation to select the LibraryH3lp platform was unanimously endorsed by the AskAway Advisory Committee in March 2019
- LibraryH3lp is a flexible, feature-rich, and affordable collaborative chat reference software platform that is currently in use by Canadian services askON (OCLS), Ask a Librarian (OCUL), and Live Help (Novanet)

Since the recommendation was endorsed, AskAway migrated to the new platform during AskAway's spring intersession:

- The Admin Centre worked together with LibraryH3lp to develop an implementation plan and provide support for the migration
- Local coordinators and library staff at participating libraries implemented customized LibraryH3lp chat boxes on library websites and in databases
- Over 180 current and new service providers attended 10 online and in-person training sessions to learn how to staff AskAway using the new software
- AskAway opened for the summer, going live with the new platform on Monday, May 13th

Two other tasks were completed as part of the evaluation and implementation process:

- A Privacy Impact Assessment (PIA) was completed by BC ELN
- A news release announcing the new platform was shared with the broader library community

Moving forward, the AskAway Advisory Committee will work on additional priorities for the service, starting with an investigation of proactive chat.

P. Cia noted that AskAway had a very successful first week with the new software: over 330 calls were answered, the average wait time stayed low at 23 seconds, and patrons continued to provide positive feedback on the service they received.

3. Expenditure Plan 2019/2020

A. Cocchia presented an overview of the four-page 2019/2020 BC ELN Expenditure Plan, included in the agenda package. The BC ELN funding letter was received on March 22nd and the Ministry of Advanced Education, Skills & Training was thanked for their continued support.

Highlights for BC ELN Core Administration, Licensing, and Gateway

- The carryforward for 2018/19 included unspent encumbered revenue for the BC History Digitization Program project and the Libraries Branch (Ministry of Education) prepayment for Outlook OnLine system costs
- The estimated 2019/20 Interlibrary Loan Revenue from partner libraries is higher than usual as several 2018/19 payments were received after the fiscal year end
- Outlook OnLine System Costs will be slightly lower in 2019/20 due to a migration from commercial Canadian hosting to hosting at SFU
- The carryforward for 2019/20 includes unspent encumbered revenue for the BC History Digitization Program project and the Outlook OnLine Support Centre

Highlights for Service Areas (AskAway, WriteAway, Arca Digital Repository) and eHLbc

- Service area budgets are healthy and have remained relatively stable between 2018/19 and 2019/20
- Each service area, apart from WriteAway (see below), ended 2018/19 with a carryforward. Carryforward funds remain with respective service areas and are allocated to support operational costs in 2019/20. There are no carryforwards anticipated for 2019/20.
- The 2019/20 Expenditure Plans for service areas have either been approved by their respective Advisory or Management Committees or reviewed by the Chair before being presented for endorsement later this spring

Highlights for WriteAway

- The 2018/19 Expenditure Summary shows a shortfall of \$2,207 for WriteAway due to two contributing factors:
 - The cost of migrating to a new software platform came in higher than expected
 - A job evaluation project for Administrative and Professional staff at BC ELN's host institution SFU mandated a rank and salary increase for the WriteAway Coordinator position
- The 2019/20 Expenditure Plan absorbs this shortfall and presents a balanced budget

In response to a question, A. Cocchia noted that participation in the WriteAway service has not been affected by the loss of funding or transition to new software. Overall, the service is stable and can now focus on recruiting new members.

Highlights for BC ELN Licensing Programme

- The year 2018/19 ended with a carryforward of \$75,872 due to a number of vendor invoices not being received in time to be paid before the fiscal year end and due to prepayments received from two partner libraries

MOTION: To approve the 2019/2020 Expenditure Plan as presented.

Moved: R. Croft

Seconded: T. Mundle

Motion carried.

4. OutLook OnLine Migration Version 6 Update

S. Nishimura presented an update on OutLook OnLine (OLOL).

OLOL is a shared service with Libraries Branch, Ministry of Education. BC ELN and Libraries Branch share the cost of the underlying software, SHAREit from Auto-Graphics, and the cost of staffing the OLOL Administrative Centre.

OutLook OnLine provides three tools to public and post-secondary libraries across the province:

- A discovery tool that allows users to perform a search across all BC public and post-secondary library holdings
- A union database of the province's library holdings where library staff upload and share catalogue records
- An interlibrary loan (ILL) management tool that libraries can use to manage their ILL requests with other BC libraries

Since the OLOL Admin Centre was created in 2015, the service has rolled-out continuous optimizations:

- OLOL migrated to Canadian servers in May 2015 to meet BC protection of privacy requirements
- Canadian hosting allowed libraries to offer Patron-Initiated ILLs
- Live Shelf Status was implemented to ensure libraries only receive a request for items that are available on the shelf
- In Spring 2018, desktop delivery was implemented, allowing electronic articles to be delivered to students via email
- In September 2018, OLOL migrated to SFU hosting, reducing hosting costs to a sustainable level

OutLook OnLine will undertake two significant transitions over the July 1st, 2019 long weekend:

- SHAREit, the platform that powers OutLook OnLine, will upgrade to Version 6, which is a complete re-write of the software and will make it easier to implement critical enhancements requested by OLOL
- The OutLook OnLine service will be renamed and rebranded Illume
 - Illume is the literary version of Illuminate and emphasizes the inspiring way in which getting the right book can provide enlightenment through personal growth or academic research
 - The OLOL Admin Centre is working together with Libraries Branch staff to finalize a new logo and tagline, to be unveiled in June
- Participating libraries have been informed of these upcoming changes and the OLOL Admin Centre will provide support for these transitions

5. ICOLC/ConCan Meeting Updates

A. Cocchia provided an update on the recent ICOLC and ConCan meetings in Vancouver.

International Coalition of Library Consortia (ICOLC) Meeting

- BC ELN was invited to host the April 2019 North American ICOLC meeting
- ICOLC is an informal group of approximately 200 library consortia from around the world who discuss and share issues of common interest to build a community of practice
- Both BC ELN and eHLbc are ICOLC members
- ICOLC members meet twice a year, a spring meeting in North America and a fall meeting in Europe
- At the April meeting in Vancouver, over 100 people from 60 consortia worldwide met for two and a half days to discuss subjects of common interest including collaboration across boundaries; open access; RA21; equity, diversity, and inclusion; and creative business and funding models
- BC ELN received excellent feedback on the meeting from ICOLC members

Consortia Canada (ConCan) Meeting

- BC ELN, together with the Ontario Colleges Library Service (OCLS), hosted a day-long ConCan meeting following the ICOLC meeting
- ConCan is an informal group of Canadian library consortia representing all library types that work together to license electronic resources, share expertise, and build a community of practice relevant to Canada
- At the meeting, 20 attendees discussed topics such as open access, indigenization, authentication, and eResources of interest for licensing across the country

Both the ICOLC and ConCan meetings offered an opportunity for BC ELN staff to meet with national and international consortial peers and build relationships to strengthen BC ELN services in future.

Congratulations were expressed by Committee members, and P. Cia noted that ICOLC's invitation to BC ELN to host the meeting is an indication of the respect the consortium has earned in the ICOLC community.

6. New Business

There was no new business.

7. Next Meeting

The next meeting will be held in-person on Friday, July 5th, 2019 at SFU Harbour Centre. More information about the meeting will be shared in June.