



BC ELN All Partner Meeting Summary Friday, November 27, 2020

9:00 am to 1:00 pm
Zoom Virtual Meeting

In attendance:

Adrian Mitescu, University Canada West
Ali de Haan, Acsenda School of Management
Alison Nussbaumer, British Columbia Institute of Technology
Andrei Bonderoff, Ministry of Advanced Education and Skills Training
Anne Andres, Columbia Bible College
April Haddad, Justice Institute of BC
Ben Hyman, Vancouver Island University
Brenda Mathenia, College of the Rockies
Darcy Gullacher, Trinity Western University
Dawna Turcotte, Northern Lights College
Debbie Schachter, Capilano University
Derek Yap, Yukon University
Faith Jones, Columbia College
Gregg Currie, Selkirk College
Gwen Bird, Simon Fraser University
Heather Empey, University of Northern British Columbia (alt.)
John Neumann, College of New Caledonia (alt.)
Jonathan Bengtson, University of Victoria
Julie Mitchell, University of British Columbia

Kim Isaac, University of the Fraser Valley
Lynette Gallant, North Island College
Michele Cook, Coast Mountain College (alt.)
Natalie Gick, Simon Fraser University
Patricia Cia, Langara College
Randall Gerlach, Ministry of Advanced Education and Skills Training (alt.)
Rita Cavaliere, Nicola Valley Institute of Technology
Rosie Croft, Royal Roads University
Ross Tyner, Okanagan College
Scott Marsden, Alexander College
Shirley Lew, Vancouver Community College
Susan Parker, University of British Columbia
Suzanne Rackover, Emily Carr University of Art + Design
Sybil Harrison, Camosun College
Tania Gottschalk, Thompson Rivers University (alt.)
Todd Mundle, Kwantlen Polytechnic University
Trish Rosseel, Douglas College

BC ELN Staff:

Anita Cocchia
Brandon Weigel
Cristen Polley
Jennifer Bancroft (note-taker)
Leah Hopton
Megan Robertson
Myfanwy Postgate

Regrets:

Bill McGill, University of Northern British Columbia
Colin Elliot, Coast Mountain College
Helen Akulova, Ministry of Advanced Education and Skills Training
Kathy Gaynor, Thompson Rivers University
Kathy Plett, College of New Caledonia

1. Welcome

S. Parker, Chair, welcomed attendees and acknowledged that she was joining the meeting from the traditional, ancestral, and unceded territory of the xwməθkwəyəm (Musqueam) People and that BC ELN is hosted on the territories of the xwməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətał (Tseil-Waututh) Nations. Attendees were invited to type their territorial acknowledgements in the chat box.

2. Ministry Update

R. Gerlach, from the BC Ministry of Advanced Education and Skills Training, provided an update:

- Anne Kang is the new Minister of the Ministry of Advanced Education and Skills Training and Andrew Mercier Parliamentary Secretary for Skills Training.
- The ministerial mandate letter outlined the foundational principles of putting people first, lasting and meaningful reconciliation, equity and anti-racism, a better future through fighting climate change, and a strong, sustainable economy that works for everyone.
- The Ministry's plans include launching a second medical school in BC, expanding the BC Access Grant program, creating an additional 2,000 new tech-relevant spaces in post-secondary institutions, keeping student fee increases low, and building 8,000 new student housing units.
- The Ministry allocated \$9 million to co-op and work-integrated learning and launched [Here2Talk](#), a mental health counseling service for post-secondary students.
- More details about the Ministry's priorities are available at <https://news.gov.bc.ca/files/AEST-Kang-mandate.pdf>.

3. BC ELN Activity Update

BC ELN staff, L. Hopton, A. Cocchia, C. Polley, M. Robertson, and B. Weigel, provided activity updates:

Common Suite Update

- The agreement for the common suite, BC ELN's multi-year license for a bundle of EBSCO resources, ends in 2021.
- In response to a survey distributed in the summer, 84% of partner libraries indicated support for both the concept and current iteration of the common suite.
- Launched the Common Suite Web and organized multiple online watercooler sessions to discuss the common suite.
- Engaged in negotiations with EBSCO throughout the fall, resulting in an initial proposal that was shared mid-November with partner libraries.
- Employed Dr. Katherine Skinner, who has expertise on cultivating collaborative communities, to facilitate meetings in early 2021 (February 8 & 9) to develop a consortial decision-making framework.
- More details about the Common Suite proposal and process available at <https://www.bcelnapps.ca/common-suite/common-suite-introduction> (login required).

ILL Update

- The BC Union Database revitalization project, which consists of correcting and reloading inaccurate records to improve the efficiency and searching capability of the union database, is expected to finish in early 2021.
- Moving forward with the investigation and implementation of ILL management software enhancements, in Spring 2021 ILL staff will be asked for their feedback and requirements of the SHAREit software.
- To support the elimination of ILL fees for non-returnables, the Illume Benefits and Responsibilities document was drafted and shared with partner libraries, feedback was incorporated, and the final document will be reviewed at this afternoon's Steering Committee Business Meeting.
- The next steps in the elimination of ILL fees is to issue best practices, provide training for ILL staff, hold individual discussions with partner libraries, and evaluate how the elimination of fees has impacted the Illume service.

AskAway

- During the COVID-19 pandemic, AskAway maintained uninterrupted service to provide students with crucial research support.
- Students, instructors, and researchers expressed how much they value and appreciate AskAway, especially the expert advice, sympathy, and encouragement they received from librarians staffing the service during the pandemic.
- In response to increased traffic, partner libraries have increased staffing capacity and the AskAway Admin Centre offered additional training sessions for the new librarians staffing the service.
- This year, the AskAway service was open for an additional 37 days to accommodate the increased traffic and need for online research assistance.

WriteAway

- The WriteAway Admin Centre has continued to evolve its outreach and support for students. Examples include promotion on social media sites (Reddit one example) and the sharing of Open Education Resource on academic integrity.
- Throughout the pandemic, the WriteAway Admin Centre has also sought ways to connect and engage with coordinators and tutors to keep momentum strong during this challenging time. Examples:
 - Coffee card prizes were awarded during Tutor Appreciation Week.
 - The WriteAway Admin Centre sent tutors personalized e-postcards with student feedback.
 - Additional Institutional Coordinator meetings were held, giving WriteAway coordinators more opportunity to share and connect.
 - The Admin Centre responded to requests about WriteAway and held meetings with interested institutions to discuss the benefits of participating in the service.

Arca

- During the COVID-19 pandemic, Arca faced several challenges, including botnet and Distributed Denial of Service (DDoS) attacks that resulted in system crashes and frequent downtime.
- The Arca Admin Centre invested in Cloudflare, an intelligent Web Application Firewall service that protects over 10% of the entire Internet.
- An additional benefit is that Cloudflare serves up most of the data from its own cache, rather than Arca servers, resulting in increased speed, which is valuable as Arca has grown so much over the years - both in traffic and in content.
- Along with the Cloudflare subscription, Arca made accompanying upgrades to help bolster the stability of the Arca system and keep it running smoothly.

4. Breakout Room Activities

During the break, attendees were encouraged to take a photograph of their cookie and cup of tea to be used in future communications and to join one of the breakout room activities.

5. Power of Collaboration Session

L. Hopton led a facilitated session on the power of collaboration to help manage in challenging times. The goal of the session was to provide attendees an opportunity to share their experience of COVID-19 and to identify why collaboration might be helpful in challenging times.

In small groups, attendees shared photographs they had chosen depicting their experience with COVID-19 in their work settings. Then as a whole group, attendees identified commonalities and differences between their experiences and discussed barriers to collaboration when times are difficult.

Again in small groups, attendees shared examples of collaboration they had seen in their workplaces or communities during the pandemic. As a final activity, attendees were asked to think of something they wanted to remember from the session, something they wanted to do moving forward, and to select a second photograph depicting what collaboration through challenge looks like.

6. Wrap Up

S. Parker thanked attendees for their participation and engagement and reminded Steering Committee members that their meeting would be held in the same Zoom room later in the afternoon.