



BC ELN ALL PARTNER MEETING SUMMARY

December 13, 2013

In Attendance:

Tim Atkinson, Vancouver Community College
Jonathan Bengtson, University of Victoria
Patricia Cia, Langara College
Rosie Croft, Royal Roads University, *Chair*
Gregg Currie, Selkirk College
Yvonne de Souza, Columbia College
Elaine Fairey, Simon Fraser University (Guest)
Adam Farrell, University Canada West
Bob Foley, Vancouver Island University
Natalie Gick, Simon Fraser University Officer
Ted Goshulak, Trinity Western University
April Haddad, Justice Institute of BC
Sybil Harrison, Camosun College
Roan Janyk, Okanagan College (Alternate)
Grace Makerewicz, Capilano University
Scott Marsden, Alexander College
Brenda Mathenia, Thompson Rivers University
Todd Mundle, Kwantlen Polytechnic University
Brian Owen, Simon Fraser University

Ingrid Parent, University of British Columbia
Shahida Rashid, College of the Rockies
James Rout, Emily Carr University of Art + Design
Debbie Schachter, Douglas College
Rob Sutherland, Yukon College
Richard Thiessen, Columbia Bible College
Dawna Turcotte, Northern Lights College
Venessa Wallsten, Quest University Canada
Melanie Wilke, Northwest Community College

BC ELN Staff:

Anita Cocchia
Korinne Hamakawa (Recorder)
Leah Hopton
Sunni Nishimura
Leigh Anne Palmer
Brandon Weigel
Erin Ziegenfuss

Regrets:

Kate Cotie, Ministry of Advanced Education
Linda Epps, Nicola Valley Institute of Technology
Mary Anne Guenther, North Island College
David Pepper, BCIT
Kathy Plett, College of New Caledonia

Ross Tyner, Okanagan College
Allan Wilson, University of Northern British Columbia
Patti Wilson, University of the Fraser Valley

Opening Remarks:

R. Croft, Chair, welcomed everyone, introduced new attendees and led all attendees in a round table of introductions.

1. Adoption of Agenda

There were no additional items added to the agenda. The minutes of the July 12, 2013 meeting were approved via email.

2. BC Initiatives At a Glance

A. Cocchia spoke to the April to September 2013 Progress Report included in the agenda package. She noted that the BC ELN activities detailed address the Bold Steps of the BC ELN Strategic Plan. To accompany this, she introduced a new visual representation of BC ELN project areas, and their project leads. This 'at a glance' presentation provides an alternate way to view the information posted on the BC ELN Contacts web page. The 'at a glance' page will be added to the BC ELN website and updated regularly. Highlights of future projects were presented, including the platform migration of union databases, the database permissions project, institutional repository implementation, assessment, and the development of a new invoicing system.

3. Institutional Repositories – Plans for the Future

L.A. Palmer gave an update on the activities of the IR Concept Committee. Also in attendance from the Committee were T. Atkinson, J. Rout, D. Schachter.

The Concept Committee's work has been to determine the project scope, as there are many different ideas, perspectives, and approaches. The Committee has identified the three pillars of focus including: 1) "Maintaining Institutional Autonomy, Meeting Institutional Strategic Goals" through identifying and securing licensing for IR software; 2) "Building Capacity, Sharing Information, Standardizing to Create Efficiencies" through collaborating on developing policy, procedures for effective workflow, and shared marketing; and, 3) "Showcasing BC Knowledge Creation to the World" via the development of a central instance of IR software to harvest metadata from repositories across the province to promote scholarly information in BC.

Next steps include evaluating and investigating software and potential collaborations, with the hope of having software licensed within this coming year.

L.A. Palmer addressed questions regarding cost and timeline. While cost investigations have not begun, costs are anticipated to be affordable (in the thousands). In terms of timeline, it is expected that the three pillars can be worked on concurrently, with the long-range goal of having a licensed product by the end of 2014. She further noted CAUL's similar, regional project proved the Concept Committee's goals as achievable.

T. Atkins thanked the BC ELN office for its hard work pulling together the software functional requirements.

L.A. Palmer led the group in an activity to gather information about partner libraries' opinions about IR crucial components, benefits to shareholders, and how BC ELN should get this done. [Notes from table discussions will inform decisions moving forward and will be posted on the IR web page.]

4. Ministry Report

M. Young was unable to attend to give report. He was invited to submit a written report, and it is shared below:

Ministry Update

Amrik Virk was announced as the new Minister of Advanced Education following the provincial election. He was formerly on the board of governors for Kwantlen Polytechnic University so he is familiar with post-secondary issues.

Sandra Carroll is the Ministry's new Deputy Minister. She was formerly Deputy Minister of International Trade.

The Institutions and Programs Division was re-organized along institutional lines; it no longer is based on a regional model. The three branches are responsible for research universities, teaching universities and institutes, and colleges.

Open Textbooks

It has been one year since government announced the open textbook initiative. In the first phase of the project, 15 open textbooks in a range of subjects including math, chemistry, psychology and business were peer-reviewed by BC faculty and made available for free download in September 2013. Since then, a further 14 textbooks have been identified for possible adoption, and three of those have been reviewed. The second and third phases of the project have been announced - they encompass adapting existing textbooks and creating new textbooks.

Alternative Services Delivery Transformation (ASDT) plan

The Ministry and institutions are proceeding with the various ASDT initiatives identified in the Deloitte Report. A small team has been established in the ministry to coordinate them. The Deloitte Report identified some library-related measures that could save money and promote efficiencies. As a result, libraries at public institution should expect to be involved in some of the initiatives.

5. Assessing Impact – Lessons Learned

L. Hopton presented an update on BC ELN's Communicating Value project, which focuses on assessment with the goals of communicating BC ELN's value to Ministry and Partner Libraries and guiding future directions and improvements.

An annual assessment cycle has been initiated to match the BC ELN yearly workflow. Drawing from BC ELN's Strategic Plan, the two areas chosen for assessment this year are Virtual Learning Commons Services (AskAway and WriteAway) and Licensing Activities. Data collection tools have been developed, including a revised AskAway post-usage survey, a newly created survey to assess student experience of WriteAway, and a survey to find out how BC ELN Licensing Activities are meeting partner library needs. The findings will be reported in the next BC ELN Innovation & Success report.

T. Atkinson asked attendees if there was interest in investigating consortial participation in a survey tool like LIBQUAL that could be used to collect data for analysis across institutions, potentially to complement the CPSLD statistical report, with BC ELN possibly playing a role in this investigation. T. Atkinson further noted that CPSLD is having an assessment workshop in 2014 and that the ARL assessment conference will be in Seattle this August. Several attendees who had already used LIBQUAL contributed their experiences, and the general consensus from attendees was interest in finding out more about available and developing assessment tools.

A. Cocchia responded that the upcoming assessment workshops and conferences would provide opportunities to gather more information. She suggested that those attending could report back at the next All Partner Meeting. She noted that it would be important to determine if the data we have is already sufficient, and if implementation would be at the institutional or consortial level.

6. AskAway – Latest Development

M. Wilke, AskAway Advisory Committee chair, shared highlights from the Committee Update.

SMS Trial Update

Although stated high interest, there was minimal uptake on the trials. The cited factor was the timing of the offer. BC ELN will not pursue licensing at this time, and trials will be re-run with the same pricing, in April/May 2014.

Benefits and Responsibilities Document

The Advisory Committee has revised and updated the AskAway Benefits and Responsibilities document to clarify strategies for institutions facing issues with staffing and support fees and improve legibility. The revised document will be submitted to the Steering Committee at the Business Meeting for endorsement.

Scheduling Software Update

After determining need for scheduling software, the Scheduling Software Pilot Team was formed to identify how using scheduling software could impact schedulers at the local level, and to assist with implementing the one-year pilot to be launched in January.

Institutional Queues

BC ELN negotiated 10 free trials of QuestionPoint institutional queues, and 10 participating institutions were set up and launched in September. More trials can be negotiated if there is additional interest. These queues allow students to be helped by people from their own institutions first, and allow institutions to offer service on their own queue outside of AskAway hours. This pilot is resulting in institutions helping a greater proportion of their own students directly.

7. Online Tutoring in BC

E. Fairey, Chair of the BC eTutoring Concept Committee, spoke to partner libraries about the background and benefits of the WriteAway initiative and future directions for online tutoring in BC. WriteAway currently has six institutions participating: Camosun College, College of the Rockies, Douglas College, Kwantlen Polytechnic University, Simon Fraser University, and University of British Columbia. She noted that next steps include solidifying the WriteAway service, investigating expansion to additional subjects such as Math/Statistics, and promoting the eTutoring vision within institutions and to Ministry.

Post-talk discussion included questions about coverage and requirements to join the WriteAway service. L. Hopton of the WriteAway Administrative Centre is also available to answer questions about WriteAway: waoffice@eln.bc.ca

8. ILL Fee Review Task Group – Next Steps

S. Harrison spoke on behalf of the ILL Fee Review Task Group, initiated last spring by the BC ELN Steering Committee to review the ILL fees for non-returnables (photocopies). Preliminary findings and discussions with COPPUL revealed the need for further investigation. A study period of no more than a year will be undertaken so that ILL fees can be looked at in the larger context of the BC ELN resource sharing system. Once the study period is complete, the Task Group will move forward with a recommendation to the BC ELN Steering Committee.

9. Resource Sharing – Upcoming Changes

S. Nishimura provided an update on the new search interface and enhancements for OutLook OnLine (OLOL), a service that combines searching, requesting and an efficient work management process for interlibrary loans. BC ELN and our public library system partner, Libraries & Literacy, jointly license the Auto-Graphics platform, the technical infrastructure underlying OLOL.

OLOL consists of 3 essential resource sharing tools:

- A unique hybrid search portal to BC's post-secondary and public library collections (93 libraries); it simultaneously searches 3 physical union databases as well as BC research university library catalogues virtually via Z39.50 protocol;
- A set of union databases collaboratively built by BC libraries who upload physical records;
- An integrated interlibrary loans (ILL) management system used by BC ELN libraries (currently AGen ILL but new interface will be called SHAREit).

The platform that supports OLOL is unique among resource sharing systems currently available in that it supports searches on a hybrid system of physical union databases and virtual Z-targets. A new HTML5 interface will be rolled out this spring and all libraries will be updated to the new interface by the end of June 2014.

The switch to AGen Version 4 will primarily involve the search interface; there will be minimal changes to the integrated ILL management functionality. Changes will include:

- migration to a new flexible HTML5 architecture, allowing use on mobile devices;
- major updates to the look and feel of the interface, with more customization and options for tailoring interface to user, staff and administrator needs;
- clustered results display making it faster and easier to identify and request desired items;
- improved mapping of Z39.50 targets using IndexData's Masterkey technology, making it increasingly feasible for libraries to move to virtual participation.

The migration plan (contingent on the Auto-Graphics timeline) is as follows:

- February/March 2014: pilot/testing of the new interface;
- March - May 2014: training, staged migration of libraries and support;
- June 2014: all libraries migrated to new interface.

Within the context of the work being done by the ILL Fee Review Task Group to examine and optimize resource sharing, S. Nishimura also highlighted upcoming changes that will streamline processes and more effectively distribute ILL requesting workload across the system. These include:

- optimising communications protocols between resource sharing system tools, eliminating the need to re-key requests;
- work with libraries who wish to setup live shelf status checks or virtual participation in OLOL – interested libraries are asked to contact the BC ELN Office if interested;
- setup library lending policies in the ILL management system to reduce the need for staff mediation and invalid requests;
- BC ELN will also be exploring, along with our provincial resource sharing partners, the possibility of an Auto-Graphics installation on Canadian servers.

The BC ELN Office will continue to send out information to libraries throughout the migration and optimization processes.

10. New Business

There was no new business to discuss.

11. Next Meeting

The next All Partner meeting will be in late November or early December of 2014.