



## **BC ELN STEERING COMMITTEE MEETING June 20, 2014 - Minutes**

### **In Attendance:**

Tim Atkinson, Vancouver Community College, *Urban Colleges* (Vice Chair)

Ingrid Parent, University of British Columbia

Rosie Croft, Royal Roads University, *Small Universities* (Chair)

Elaine Fairey, Simon Fraser University

Natalie Gick, Simon Fraser University Officer

Venessa Wallsten, Quest University Canada, *Associate Members*

James Rout, Emily Carr University of Art & Design, *Small Universities*

Mary Anne Guenther, North Island College, *Rural Colleges*

Kim Isaac, University of the Fraser Valley, *Regional Universities* (Alternate)

Ken Cooley, University of Victoria (Alternate)

Melanie Wilke, Northwest Community College, AskAway Advisory Committee Chair

### **Ministry of Advanced Education:**

Martin Young

### **BC ELN Staff:**

Anita Cocchia

Gordon Coleman

Sunni Nishimura (Recorder)

Leigh Anne Palmer

### **Regrets:**

Jonathan Bengtson, University of Victoria

Todd Mundle, Kwantlen Polytechnic University, *Regional Universities*

## **Friday, June 20, 2014**

**10:00 am to 2:30 pm**

### **1. Adoption of Agenda**

Minutes from the May 21, 2014 Steering Committee teleconference will be endorsed via email.

### **2. Ministry Report**

In April, AVED announced 2 initiatives resulting from the AVED Core Review: 1) a Provincial Digital Library (PDL) that will enable access for all to academic research and discovery of open resources (e.g. creative commons licensed work), and 2) identification of opportunities for administrative savings through cross-sectoral library shared services (for more information see:

<http://www.newsroom.gov.bc.ca/2014/04/core-review-strengthens-private-institutions-libraries-and-international-education.html>).

M. Young explained that Phase 1 of the Provincial Digital Library initiative is the proposed BC Institutional Repository (IR) Network project. This phase will build a discovery layer to academic research and open resources held in post-secondary IRs around the province. Subsequent phases could expand the discovery layer to search resources from other kinds of repositories in other sectors e.g. BC museums and archives, Legislative Library, K-12, public libraries etc..

AVED has already had informal conversations with the Council of Post-secondary Library Directors and the BC Libraries Cooperative, and will be undertaking a more formal consultation process in the fall.

The second initiative identified from the AVED Core Review is cross-sectoral shared services. The Deloitte report identified several shared service opportunities, including copyright and streaming media. AVED would like to explore opportunities for administrative cost-savings across the post-secondary, public and K-12 library sectors, which could include copyright and streaming media, but also things like open library training resources, etc.. M. Young clarified that there is no targeted funding for this initiative, so they are looking at low-cost or no-cost options. AVED will be talking with groups from all 3 sectors about possible opportunities as part of the formal consultation process in the fall.

### **3. AVED Core Review – BC ELN Response**

AVED requested BC ELN feedback on several questions relating to the 2 initiatives arising out of the Core Review (Provincial Digital Library and Shared Services). BC ELN responses were consolidated into a report for the Steering Committee's review. The Steering Committee was asked to provide feedback on what they felt was important to include in the formal response to be forwarded to AVED. Steering Committee members noted the importance of sharing with AVED what BC ELN is already doing in the area of Shared Services.

A.Cocchia reported on preliminary discussions about opportunities for collaboration with public library and K-12 sector representatives. The representatives from the Educational Resources Acquisition Consortium and the BC Libraries Coop were positive about the possibility for cross-sector collaboration, but as they are focused on building collaboration within their own sectors, did not consider it a priority item at this time. M. Young, I. Parent and others emphasised the importance of including all 3 sectors in consultation, particularly on the Shared Services initiative. M. Young noted that the post-secondary sector provides valuable leadership to other sectors.

The timeline for a formal response from BC ELN was confirmed as Fall 2014; it will be considered as part of the formal consultation process AVED will undertake at that time.

**ACTION:** Based on the Steering Committee discussion and feedback received from BC ELN partner libraries, the BC ELN Office will prepare a draft of the formal BC ELN response. The draft document will be shared with Steering Committee members, who can share with their constituents for feedback.

### **4. Steering Committee Membership – Changes for October 1, 2014**

Steering Committee member terms are from October 1<sup>st</sup> to September 30<sup>th</sup>. Committee members completing a first term may either step down, or seek re-election from the group they represent; on completion of a second term, a new representative is mandatory. T. Atkinson will take the position of BC ELN Steering Committee Chair effective October 1<sup>st</sup>, 2014. A new Urban Colleges representative will be required as of October 1<sup>st</sup>, 2014. The BC ELN office will send a reminder in September about necessary Steering Committee changes.

### **5. Steering Committee Terms of Reference (TOR) – Refresh or Review 2015**

T. Atkinson led this item as he will be in the Chair position at next meeting.

The Steering Committee completed a Review of the TOR in 2010. Some minor changes were made to procedures for meeting times in 2012. T. Atkinson reported that recently some suggestions have been made for additions to the TOR. He asked the Committee to consider 2 questions: 1) whether the TOR required a simple refresh or a full review at this time; and 2) whether the TOR should include a vote for Associate Members.

M. Guenther supported the idea of strengthening what the procedures say about communication between Committee representatives and their constituents. R. Croft suggested procedures for communication between vice-chair and chair. Committee members agreed that all partner libraries should be provided an opportunity to give feedback on the TOR and the Associate Member question.

**ACTION:** V. Wallsten will work with other Associate Members to develop a discussion document for BC ELN on the pros and cons of implementing an Associate Member vote.

**ACTION:** Committee members representing institution types will convene a teleconference sometime in the fall with their constituents to provide feedback on the TOR and discuss the Associate Member question. T. Atkinson and R. Croft will work on suggested questions for the teleconferences. Outcomes from the teleconferences will be forwarded to the BC ELN Office for consolidation.

**ACTION:** BC ELN Office will consolidate feedback from partner libraries on the TOR and the Associate Member question into a document for sharing with the Steering Committee. The Committee will meet to discuss the document and form recommendations which will be shared for a fulsome discussion at the All Partner Meeting in December 2014.

**ACTION:** Any recommendations on the TOR or the Associate Member question ratified at the All Partner Meeting will be brought to the December Steering Committee Business Meeting for discussion and possible endorsement.

## **6. BC ELN 25<sup>th</sup> Anniversary - Brainstorm**

R. Croft asked the Committee to decide whether or not to acknowledge BC ELN's 25<sup>th</sup> Anniversary in 2014, given that there is no allowance in the BC ELN budget for it.

Committee members felt that it was important to acknowledge BC ELN's long-standing service. Ideas included a press release for wide release, a cake at the All Partner Meeting in December 2014, and an update to the BC ELN logo. I. Parent indicated that CARL might send a congratulatory message on or around November 7, the official birthday date.

## **7. IR Funding Request Update – Leigh Anne**

L. Palmer provided an update on recent events related to the funding request for the BC IR Network project.

At the All Partner Meeting in December 2013, partner libraries expressed enthusiasm for the Institutional Repository Concept Committee's proposal to develop the BC IR Network, and agreed that funding partners should be sought. M. Young suggested approaching the Administrative Services Delivery Transformation (ASDT) Steering Committee, a government-led committee made up of VP Finances from post-secondary institutions and tasked with identifying opportunities for cost savings and cost avoidance emerging out of the Deloitte report recommendations.

In February 2014 a presentation was made to the ASDT Committee about how potential funding could be leveraged to launch IRs at institutions around the province. The ASDT requested that a business case for seed funding be submitted in June. The IR Concept Committee (which includes members of the BC ELN Steering Committee) and the BC ELN Office have worked with an ASDT Committee representative to develop a business case focused on cost avoidance that could be achieved through centralised coordination of access to IRs around the province.

48 hours before the deadline to submit, the ASDT representative went on medical leave, so the Office had to shift gears quickly to work with a new representative. As a result, A. Cocchia will be presenting the business case to the ASDT Committee via teleconference, requesting \$100,000 in funding to go towards licensing of an IR platform and subsidising 2 years of costs for participants.

M. Young clarified that the BC IR Network proposal is also presented in the business case as Phase 1 of the Provincial Digital Library initiative coming out of the AVED Core Review, which strengthens the case.

The Committee expressed its thanks to L. Palmer and A. Cocchia for their work. It was noted that BC ELN is fortunate to have been included in the Deloitte report in such a positive manner and to have been considered by the ASDT Committee. These successes may be leveraged for future proposals on items in the Deloitte report within the library purview, e.g. streaming media.

**ACTION:** Should funding be granted for the BC IR Network proposal, T. Atkinson will bring a recommendation to the IR Concept Committee to determine next steps in forming a body to decide how funding will be utilised.

**ACTION:** The BC ELN Office will re-send the message to partner libraries that identifies which VP Finances are on the ASDT so that library directors can make the connection between the library and BC ELN for them. The Office will also provide a paragraph about the BC IR Network proposal for those who wish to forward it to their VP Finance.

## 8. AskAway Funding - Update

The AskAway Admin Centre Report for October 1, 2013 – March 31, 2014 is available from:  
<<http://askaway.org/staff/administrative-centre-reports>>

M. Wilke provided an update on AskAway Advisory Committee activities. The Committee's main focus over the last while has been sustainability planning for AskAway with the recent loss of BCcampus funding. Over the years BCcampus has been a strong supporter and funder of AskAway. Due to recent budget cuts to the BCcampus budget, AskAway lost \$55,000 in funding this year. BCcampus agreed to provide \$25,000 in one-time transition funding for this fiscal. The remaining loss in funding was made up by increasing revenues from participating libraries and decreasing expenditures on auxiliary staffing. To achieve this, the lost funding amount was distributed as a fee increase to the institutions according to tier, with the option to reduce the additional fees by contributing additional staffing on evenings and weekends. Although challenging for some participating institutions, all libraries supported the approach and the service will continue as normal for 2014/15.

Now the Committee's focus has turned to how to proceed for the 2015/16 fiscal, when the transition funding will be gone. The Advisory Committee unanimously supports the value that AskAway provides to students and libraries, and agrees on the need to maintain the service sustainably without disruption. At the June 3<sup>rd</sup> Advisory Committee meeting the decision was made to investigate the feasibility of institutions increasing their funding or staffing support one final time. An email outlining a final funding or staffing request has been shared by Advisory Committee representatives with their

constituents, and the Committee is hoping to have an idea by the end of the summer of how the service will be supported for 2015/16.

## **9. Progress Report – October 2013 to March 2014**

### *Licensing*

L. Palmer provided an update on BC ELN licensing activities. The strengthening US dollar has been a challenge for all partner libraries, resulting in about a 10% increase to subscription rates. BC ELN has been working to ensure vendors are aware of this additional pressure on libraries.

The consortial license for the EBSCO Discovery Service has been signed; this was an extremely successful initiative which began as a conversation between Camosun College and Okanagan College, and which has resulted in very competitive pricing for all our libraries.

Libraries have expressed interest in more products with a First Nations focus; this is a collection development area priority for many institutions. It is difficult to find products with a Canadian scope as the Canadian market share is so small, but it is possible to leverage collaboration with other consortia, especially when working with small publishers. Consortial collaboration can also be leveraged with international products such as the Indigenous People's Collection (Informant) and the Gale Collection of North American Resources. BC ELN will continue to promote to vendors that this is an area of growth for content development.

Consortia Canada/BC ELN have enjoyed stable price increases for Access Science/Engineering/E-book McGraw-Hill products for several years, but the Canadian rep was lost and McGraw is restructuring the Canadian market. McGraw-Hill offered significant discounts on the Engineering and e-books products that undercut the Consortia-Canada pricing. During negotiations, the decision was made to focus on Access Science, where most of the spend was, and let the e-book and Engineering products go. Negotiations for Access Science were successful, with no differential pricing and a 4% increase.

### *e-HLbc*

L. Palmer provided an update on e-HLbc activities. The Admin Centre has been working on the Core Suite renewal which is negotiated every 3 years. There are significant synergies as academic libraries benefit from access to Evidence Based Medicine and the health sector benefits from access to the Psych products.

### *WriteAway*

A. Cocchia provided an update on WriteAway, which is seeing significant growth. The original pilot project began with 6 institutions (Camosun College, College of the Rockies, Douglas College, KPU, SFU and UBC); 6 other institutions have expressed interest in joining, including Justice Institute of BC who will start in September 2014.

WriteAway is now moving into an operational phase. The eTutoring Concept Committee has approved the implementation of a six-tier WriteAway Service Support Fee Model for the 2014/15 fiscal. To further reduce barriers for institutions who wish to join the service and to expand the number of students reached, the Concept Committee has also approved:

1. A reduction in the minimum number of tutoring hours institutions must contribute (from 10 to 5 per week);
2. The hiring of a Master Tutor responsible for monitoring tutors and providing operational support.

### *Resource Sharing*

S. Nishimura provided an update on the migration to the new Outlook OnLine interface. The Migration is going extremely well, with most sites already using the new interface on their website and on their staff workstations. The BC ELN Office provided 15 orientations, meeting with over 55 ILL staff from BC ELN partner libraries. The Office also provided training and support materials, and is the front line for troubleshooting. The reaction to the new interface has been overwhelmingly positive and the vendor Auto-Graphics has been very responsive to support requests.

Once the migration is complete, the focus will shift to possible resource sharing system optimisations. These include optimising load leveling, refreshing preferred lender lists, moving libraries from union database to virtual participation, setting up live shelf status checking, and enhanced requesting features. At the next All Partner Meeting the Office will update and engage partner libraries in a dialogue on the impacts of the optimisations, recognising the importance of moving forward carefully and respecting existing workflows.

### *Staffing Update*

A. Cocchia provided an update on Office staffing. G. Coleman has been seconded for a 0.4 position with InterLINK to assist InterLINK public libraries with the Outlook OnLine migration and optimisations. His work includes exploration of an Outlook OnLine instance on Canadian servers, which could allow BC post-secondary and public libraries to pursue a full implementation of patron-initiated requesting. This secondment has allowed the Office to maintain Brandon Weigel's position as the AskAway Coordinator. The focus of Gordon's BC ELN work is on implementing an improved invoicing system. L. Palmer will be going on maternity leave in December 2014.

### *Streaming Media*

G. Coleman has been working on the Criterion on Demand license, which is very close to launching. This product is like a Netflix for libraries, and is a ground-breaking offering for BC ELN partner libraries. Investigation has begun into the IRIS products and how to separate out the expired content and just maintain the perpetually licensed content. Patricia Cia and BC ELN will be contacting libraries to find out how they would like to move forward with the expired content.

I. Parent asked whether Alumni access is something that BC ELN keeps in mind when negotiating with vendors. A. Cocchia explained that BC ELN usually works with aggregators so free access is unlikely, but it might be possible to pursue discounted alumni pricing.

**ACTION:** BC ELN will contact vendors to inquire about the possibility of discounted alumni pricing.

## **10. New Business**

There was no new business.

## **11. Next Meeting**

The next Steering Committee will be the joint All Partner and Business meeting take place in-person on December 5, 2014 in Vancouver.