

2023-2025 Strategic Framework Status Update: December 2024

[2023-2027 Strategic Framework](#) includes the following three overarching directions:

1. Develop responsive, inclusive, and sustainable services
2. Empower and engage our community
3. Pursue meaningful, reciprocal partnerships

Develop Responsive, Inclusive, and Sustainable Services

Goal 1a. Review services to ensure they are steeped in a culture of continuous improvement and inclusion

AskAway coordinator will survey service non-participants to learn about barriers to joining.	2023	Complete
Arca Advisory Committee will review and revise TOR to include language around service assessment	2023	Complete
Develop the AskAway Action Plan with feedback and participation from all AskAway member institutions and with approval from the AskAway Advisory Committee	2023	Complete
BC ELN will request Ministry funding to explore inclusion of more First Nations-mandated institutions.	Early 2024	Complete
Complete AskAway action planning to set priorities for the service	2023-2024	Complete
WriteAway Advisory Committee will review and revise TOR to include language around service assessment	Late 2025	
WriteAway Advisory Committee may create an action plan to increase accessibility and inclusivity	2025	
WriteAway coordinator will survey service participants to learn about areas the service can improve accessibility and inclusion	Mid/Late 2024	Complete
WriteAway coordinator will survey service non-participants to learn about barriers to joining.	Late 2024	In Progress
BC ELN will initiate conversations with First Nations-mandated institutions to learn about barriers to joining.	Early/Mid 2025	
Illume coordinator will re-survey service non-participants to learn about continuing barriers to joining.	Early 2025	
Arca coordinator will survey service non-participants to learn about barriers to joining.	2025	

1b. Update BC ELN licensing principles to reflect partner libraries' current needs.

Update Model License and implement new Master Licenses with EBSCO and ProQuest	2023	Complete
Update Model License and Master Licenses	Mid/Late 2024	Complete
Update and improve New Product Selection process by consulting with membership	Early/Mid 2025	In Progress
Update existing license agreements with smaller vendors	Mid/Late 2024	In Progress

1c. Review and upgrade Service Area technical infrastructures to improve participating institutions' experience.

Inform membership about ConsortiaManager via ConsortiaManager 'Tip of the Month' email campaign	2023	Complete
Improve ConsortiaManager processes and documentation in consultation with other ConCan-CM users	2023	Complete
SHAREit enhancement additions of OpenILL.	Early/Mid 2024	Complete
SHAREit enhancement additions of separate Returnable (Loan) and Non-returnable (Copy) load leveling options	Late 2024/Early 2025	In Progress
Steward Arca Migration to Islandora 2.	Late 2025	In Progress
Migrate Illume (SHAREit) server to RedHat 9 and SQL 2022.	Late 2024	In Progress

1d. Review and clarify Associate Membership information (e.g. clarify technical requirements for participation, update application process, etc.).

Confirm technical requirements for participation in BC ELN and all service areas and post publicly on website.	2023	Complete
Revise Associate Membership Application Form to reflect technical requirements and participation expectations.	2023	Complete
Update Associate Member Letter of Agreement	2023	Complete

1e. Secure a new multi-year resource bundle that will support students at undergraduate levels and deliver exceptional discounts to partner libraries.

Provide information to all partner libraries about the Undergraduate Resource Bundle (URB). Hold Q+A sessions to invite questions from partner library staff.	Mid/Late 2022	Complete
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Negotiate with vendor to achieve discounted pricing on Academic Search and Business Source.	Mid 2022 – Early 2023	Complete
Conduct a commitment survey to confirm which partner libraries intend to participate; if threshold is met, move forward with agreement.	Early 2023	Complete
Complete agreement for URB before May 31, 2024.	Early 2023	Complete

1f. Migrate BC ELN website and all Service Area websites to Drupal 10

Develop Migration Plan	Mid 2024	Complete
Data Analysis and Use Case Building	Late 2024	
Develop Wire Frame and Design	Early 2025	
Build Website	2025	
Migration and new content creation	2025	
Beta Testing	2025	

Empower and Engage our Community

2a. Investigate mechanisms for connection, learning, and knowledge-sharing among all partner library staff.

Poll partner library staff to learn what types of connection and knowledge sharing are desired.	Mid 2024	Complete
Investigate ideal mechanisms for connection (e.g. listservs, meetings, learning sessions) specific to service areas.	Early 2025	
Internal exploration of tools and approaches already being explored by service areas.	Early 2025	

2b. Using data collected from 2a activities, develop regular events open to partner library staff at all levels to share knowledge, learn from experts, and engage with each other.

Instigate an event series that addresses connection/learning needs identified through 2a investigations.	Early 2025	
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2c. Strengthen engagement between Steering Committee members and constituency groups.

Remind Steering Committee members what tools they already have.	Early 2025	
Hold discussion(s) with Steering Committee members to learn how engagement is currently taking place and what barriers might exist.	Early 2025	
With input from Steering Committee, strategize and test methods to strengthen engagement.	Mid-2025	

2d. Review Service Area Advisory Committees' Terms of Reference to ensure they meet current and evolving service needs.

Complete a TOR review for Arca Advisory Committee	2023	Complete
Complete a TOR review for WriteAway Advisory Committee	Late 2025	
Complete an AskAway Advisory Committee Terms of Reference Review	Late 2025	

2e. Refresh partner library director and staff orientation and training to increase understanding of BC ELN’s function and increase awareness of how staff can contribute.

Complete the BC ELN Orientation Series (including all service areas) and share new modules with the community via BC ELN communication channels and virtual launch events	2025	In Progress
Meet with or survey subset of library directors to learn orientation needs.	Early 2025	
Refresh new library director orientation/training based on insights from interview/survey	Mid-2025	

2f. Grow relationships with iSchool and Library Technician program staff and students.

Distribute informational documents to iSchool inform students and staff what BC ELN is/does	2023	Complete
Meet with co-op and professional development coordinators to discuss opportunities for students at BC ELN	Early 2025	In Progress
Host presentations on consortia and consortial licensing within iSchool classes	Mid/Late 2024	Complete
Develop a "student experience" plan to ensure students working or volunteering with BC ELN have a meaningful experience	Early 2025	
Meet with Lib Tech program staff at UFV and Langara College to learn about professional development needs for students.	Early 2025	

Pursue Meaningful, Reciprocal Partnerships

3a. Explore processes to identify and manage consortium-wide issues with vendor products.

Explore creating spaces/strategies for members to discuss common issues to help the Office identify larger issues and strategize solutions and approaches to vendors	2025	
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3b. Build relationships with potential partners that will advance BC ELN strategic goals.

Formalize and launch partnership with BC Data Service/BC Assessment to provide members with access to BC Assessment datasets	Mid 2024	Complete
Explore synergies with CPSLD	Ongoing	In Progress

3c. Reach out to Indigenous communities to build respectful relationships in support of Indigenous information needs.

Phase One: Submit proposal to Ministry to fund a temporary position that will strategize this work.	Early 2024	Complete
Phase Two: Develop recommendations for how BC ELN can build respectful relationships	Early/Mid 2025	
Phase 3: Implement recommendations	Late 2025	

3d. Create targeted, modular communications for partner libraries to effectively demonstrate the value of consortial licensing and initiatives, including the value of central expertise.

Review information collected at the 2022 APM.	Early 2024	Complete
Survey membership to glean communication needs and wants.	Mid/Late 2024	Complete
Investigate dashboard/reporting tools.	Late 2024	In progress

3e. Share expertise in collaborative service development with external groups.

Participate in ICOLC Working Groups by participating in the ICOLC Consortial Activity Working Group	2024	In Progress
Participate in ICOLC Working Groups by co-chairing the ICOLC-ConsortiaManager Working Group	2024	In Progress
Chair Consortia Canada and actively contribute to discussions and strategies	2024/2025	In Progress
Participate in ICOLC Working Groups	2024	In Progress
Meet with sector organisations to surface mutual goals and opportunities for collaboration		In Progress