

## **BC ELN Progress Report**

BC ELN reports biannually on progress made towards achieving [strategic goals](#).

### **Highlights**

#### **Licensing Portfolio**

BC ELN concluded its Common Suite review process with two facilitated all partner library meetings. Using an Interest-Based Negotiation approach that was highly participatory, partner libraries arrived at a collective decision to renew the common suite for a three-year period (2021-2024). This is to be the last subscription of an all-in common suite.

In addition to renewing 36 licenses both as a single consortium and in concert with other consortia across Canada, BC ELN launched a New Product Selection process in Spring 2021 to elicit suggestions for new resources to consider for consortial licensing.

#### **Online Learning Support**

As key online learning supports during the pandemic, both AskAway and WriteAway continued to reinforce their services through the first part of the year to meet increased need. AskAway extended its service by opening early in January and remaining open during the semester break. Participating libraries also increased base staffing commitments to meet the higher number of students using the service. WriteAway maintained additional tutoring contributions to accommodate elevated WriteAway usage during COVID-19.

#### **Illume Interlibrary Loan Service**

The Illume Support Centre continued to provide support for libraries as staff re-opened interlibrary loan services by providing direct support, training, new procedures, and communication. The Support Centre made further progress on the Union Database Clean-up Project and the elimination of ILL fees for non-returnable items between partner libraries.

#### **Shared Services**

BC ELN advanced several new partnerships in the early part of 2021, including:

- a 3-year pilot with the Irving K. Barber Learning Centre at UBC to provide support services to small GLAM sector organizations;
- working with DataBC to make BC Assessment data sets available to partner libraries;
- a collaboration with Indigitization and the Irving K. Barber Learning Centre at UBC to facilitate the use of Arca by Indigitization community partners; and
- securing one-time funding from EBSCO to collaborate with Xwi7xwa Library to digitize a Xwi7xwa Library collection of Indigenous community newspapers.

# Supporting Learning & Research

## Strengthen Our Licensing Program

---

### *Administration and Infrastructure*

- Completed co-op hiring process and onboarded a UBC iSchool co-op student in May 2021 to assist with licensing projects and renewals
- Clarified consortial and participation discounts for partner libraries and BC ELN staff by liaising with vendors
- Coordinated efforts among Consortia Canada members to contact vendors in response to SolarWinds data breach

### *License Renewals*

- Renewed 36 resource licences:
  - Collaborated with Consortia Canada on ten national licence renewals; acted as lead consortium on one renewal
  - Renewed seven licences in cooperation with other Western Canada consortia including Council of Prairie and Pacific University Libraries (COPPUL), the Alberta Library (TAL), the Electronic Health Library of BC (eHLbc), and the Manitoba Library Consortium (MLC); acted as lead on three renewals

### *Resource Selection*

- Launched the BC ELN New Product Selection process for 2021:
  - Updated Resource Forum and Ranking Survey information on the BC ELN website
  - Opened the BC ELN Resource Forum, allowing partner libraries to suggest new resources to consider for consortial licensing and inclusion in the future 2021 Ranking Survey
  - Collected and reviewed submissions from the Resource Forum to ensure compliance with the nomination criteria and curated submissions for inclusion in the Ranking Survey

### *Common Suite Review Process*

- Released feedback survey results summarizing partner library responses to initial proposal (shared in November 2020)
- Collaborated with an external facilitator to prepare for and support two-days of decision-

making meetings for the consortium to determine how to proceed with the Common Suite;

- Partner libraries had opportunities throughout the meetings to share viewpoints and interests as a result of the transparent, participatory process
- Resulting decision was to renew the common suite for a three-year period for all partner libraries (2021-2024) and consider this to be the last subscription of an all-in common suite
- Conducted a survey to support partner libraries in choosing their customizable options and to select which Wilson Retrospective Indexes would be licensed for the consortium
- Concluded discussions with vendor and renewed the Common Suite on June 1st, 2021

## Nurture the Virtual Learning Commons

---

### *AskAway*

- Hired a Librarian - Externally Funded to coordinate the AskAway service
- Continued to support AskAway in response to COVID-19 to ensure that students, instructors, and researchers had access to online chat reference while courses remained primarily online and in-person services were limited:
  - Opened AskAway two weeks early on January 4th to provide students, faculty, and staff with access to online library support when classes began
  - Extended AskAway service through the semester break period (April 19th-May 14th), with service hours Mondays to Fridays 9am to 5pm, in response to partner library needs
  - Responded to sustained increases in traffic by increasing participating libraries' Base Staffing Commitments for the summer Sections 3 (May-Jun) and 4 (Jul-Aug) terms, at the direction of the Advisory Committee
- Facilitated the formation of the Proactive Chat Pilot Task Group to investigate the feasibility of offering proactive chat as part of the AskAway service, a high priority for the Advisory Committee; supported the task group in:
  - Developing a pilot framework and timeline
  - Developing pilot parameters and assessment tools
  - Implementing proactive chat widgets at participating institutions
- Launched the AskAway Visibility Tip of the Month, a monthly communication that includes actions local coordinators can take to raise the visibility of the service, a priority identified by the Advisory Committee
- Facilitated a Local Coordinators' meeting to discuss implementing a patron file sharing feature and to give those present a chance to connect and share updates on AskAway at their institutions

- Attended the North American Virtual Reference Online Conference 2021, together with AskAway service providers and local coordinators, to learn about current issues, ideas, and trends in virtual reference
- Trained 38 new and returning service providers in online sessions to prepare them to staff the service
- Released 2020 AskAway Actions & Achievements report highlighting the service's value and accomplishments, available at:  
[https://bceln.ca/sites/default/files/reports/AskAway\\_AA\\_2020.pdf](https://bceln.ca/sites/default/files/reports/AskAway_AA_2020.pdf)

### *WriteAway*

- Hired and trained support staff to assist with WriteAway service after departure of long-time coordinator
- Continued to focus on WriteAway through COVID-19 as a critical support for institutions, tutors, and students during remote instruction; maintained increased tutoring contributions to accommodate elevated WriteAway usage during COVID-19
- Provided orientation for Northern Lights College, WriteAway's newest participating institution; trained staff and supported promotion to students
- Held tutor training for 24 new tutors in online sessions to prepare them to staff the service
- Facilitated a tutor round-table meeting focusing on student-centred responses
- Developed seasonal social media promotional tools
- Attended Online Writing Center Association Liaison Committee meetings
- Presented at Alberta Online Writing Feedback Services Symposium
- Conducted analysis on student survey data:
  - Identified most valuable elements of WriteAway responses for students
  - Identified changes students make to their writing as a result of WriteAway responses

# Building Library Infrastructure

## Nurture Resource Sharing

---

### *Provide a Clearinghouse for System Created Metadata*

- Posted and communicated updates to BC Legislative Library MARC records and BC Open Textbook MARC records hosted on the BC ELN website

### *Sustain the BC Union Database*

- Continued bi-monthly meetings with Auto-Graphics regarding progress, issues, and next and remaining steps for the 2020 Union Database Clean-up Project, an initiative to refresh all BC Union Catalogue records and holdings:
  - Retired the low-use and outdated union databases "ELN Media Cat" and "ELN Serials Cat" resulting in streamlined searching & requesting of the most current records for both patrons and staff
  - Worked with Auto-Graphics to set-up automatic email notices, including links to updated diagnostic & matching algorithm guides, regarding record errors that should be resolved in order to maintain the integrity of cleaned-up records
  - Removed over 200,000 records without Holdings attached that result in orphan requests and assessed any possible impact on the system or staff regarding the removal of the additional "holderless" records

### *Optimize Interlibrary Loan Management*

- Supported libraries through COVID-19 re-openings:
  - Provided online training to multiple libraries as they re-opened services included training of new staff, optimizing workflows to include pandemic procedures, and optimizing Illume features in order to assist staff with the increased workflow
  - Maintained a list of academic libraries restoring ILL services and updated as libraries announced re-openings
- Enhanced the Illume Admin Centre support website with new and updated communications; created and updated 17 guides, 9 FAQs, semi-annual reports and multiple news notices of software/server updates, bugs/issues and downtime
- Provided multiple one-on-one training sessions via webinar and telephone on a wide-variety of topics, including Re-Opening the Library tips & workflow, ISO site set-up, Z39.50 configuration, Patron initiated ILLs, and more
- Surveyed all post-secondary libraries using the Illume system, including SHAREit and ISO Relais/VDX libraries, to ascertain updated software requirements and desires for academic interlibrary loans in B.C.
- Created and updated multiple guides on Union Databases, Best Practices, ILL Policies,

Preferred Lender Lists, ERTI smart-build, and more

- Supported the work of eliminating ILL fees for non-returnable items between partner libraries:
  - Adjusted timelines to account for impacts of COVID-19 on library lending and on BC ELN project work
  - Developed the *Best Practices for SHAREit Academic Libraries*; including gathering initial pilot feedback & questions on the draft best practices from a variety of libraries
  - Launched the *Best Practices for SHAREit Academic Libraries* including a group training education session for post-secondary SHAREit library Administrators & Staff to discuss workflow, settings configuration, load leveling, and implementing optimization features available to support best practices; Available on the Illume website at: <https://illumebc.ca/guides/best-practices>
  - Developed and launched a template with recommendations on publishing ILL Policy pages for Academic libraries participating in the Illume system; Available at: <https://illumebc.ca/guides/create-ill-policy-page>
  - Coordinated via listservs, direct emails, and by telephone with all post-secondary libraries to publish their ILL Policy page on their websites; the Illume Support Centre provides a consolidated published list of all ILL Policy pages at: <https://illumebc.ca/about-us/ill-policies>

## Identify & Develop Shared Services Opportunities

---

### *Administer Illume*

- Responded to and managed 339 support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres; questions were predominantly related to Holidays/Closures related to COVID-19, Training Support, ILL Request Support, Lender Policies, Live Shelf Status, and Union Database records
- Presented Illume update to the InterLINK Public Library Federation Administrators' Advisory Group
- Collected information to support BC ELN Steering Committee decision-making on bringing BC ELN Associate Members into the Illume interlibrary Loan service:
  - Gathered information from BC ELN Associate Members through a survey, a virtual group meeting, and individual calls to identify interest in Illume participation, ability to meet the service requirements, and anticipated usage needs of the service
  - Assessed the *Illume Benefits & Responsibilities* to determine if they currently provide the necessary framework for the inclusion of Associate Members in the Illume service; identified additional criterion to address the need for adequate and trained library staff to support the service

- Issued the July - December 2020 Illume Administrative Centre Progress Report: <https://illumebc.ca/about-us/reports/progress>

#### *Partner with DigitalBC*

- Attended monthly DigitalBC Committee meetings and supported discovery platform development and grant application work to continue moving the initiative forward
- Supported development of a draft DigitalBC Service Model
- Worked with DigitalBC team to simplify metadata acquisition from Arca and enhance communication between platforms
- Confirmed DigitalBC metadata template for contributing metadata to the provincial discovery platform
- Transferred some web and communications infrastructure ownership to the DigitalBC Secretariat

#### *Identify Opportunities for Cooperative or Shared Post-secondary Library Infrastructure*

##### BC History Digitization Program (BCHDP)-Arca Hosting Initiative

- Released the [2017-2020 BCHDP-Arca Hosting Initiative Impact Report](#), outlining impact and achievements of 3-year pilot project
- Reviewed and assessed 28 grant applications as a member of the 2021 BCHDP grant adjudication committee
- Hosted a UBC iSchool Professional Experience student and facilitated work experience on BCHDP Arca collections
- Hosted a Langara College Library Technician practicum student and a high school work experience student and facilitated BCHDP Arca-related learning and experience
- Delivered online Arca administrator training to Karen Jamieson Dance Society staff
- Facilitated implementation of Cultural Institution Notices on the Karen Jamieson Dance Society Arca collection and the BCHDP Arca site, indicating openness to dialogue about items of Indigenous cultural significance
- Partnered with Sidney Museum on ingest of BCHDP-funded Sidney newspapers collection
- Wrangled metadata and collaborated with SFU Digitization Centre on digitization of Société historique francophone de la Colombie-Britannique newsletter collection and historical materials from the Society for the Museum of Original Costume
- Improved metadata and display for Whiterock Museum & Archives and Hazelton Pioneer Museum collections

## Indigitization-Arca Hosting Initiative

- Partnered with Indigitization and the Irving K. Barber Learning Centre at UBC to facilitate the use of Arca by Indigitization community partners
- Worked with discoverygarden on set up of Indigitization Arca child site

## Xwi7xwa Library Digitization Partnership

- Proposed Xwi7xwa Library Digitization Partnership to the EBSCO Community Foundation and successfully secured \$38,000 in one-time funding
- Collaborated with Xwi7xwa Library on a Letter of Understanding and project plan
- Consulted with SFU Digitization Centre on feasibility of performing digitization of Xwi7xwa Library's collection of Indigenous community newspapers
- Met with Xwi7xwa Library staff and BC ELN Communications Manager to discuss news release and future communications around this project

## Build Arca

---

### *Develop & Enhance Arca's Customised Platform*

- Added features to core Islandora modules to improve stability and speed
- Developed tools to convert newspaper issue PDFs to directories of TIFFs for ingesting through the back-end
- Built a module supporting Cultural Institution Notices, indicating an organization's openness to collaborate with Indigenous communities, and indicating objects that may have incomplete attribution information

### *Expand Membership Within & Beyond BC*

- Delivered Arca administrator training to Langara College Library Technician program staff to facilitate use of their Arca teaching and learning environment

### *Support Knowledge Exchange & Create Communities of Practice*

- Released "The Arc" newsletter June 2021, providing news about Arca with partners and the wider BC ELN community: <https://bceln.ca/news/the-arc>
- Joined the DataCite Canada Coordinating Committee to guide national efforts promoting DOIs and making them accessible to all Canadian institutions
- Joined the National Heritage Digitization Strategy Advisory Committee to facilitate knowledge exchange between BC and other national and provincial initiatives
- Consulted with SFU Library Indigenous Digital Content Specialist, Alix Shield, on use of



Traditional Knowledge Labels and Cultural Institution Notices to identify appropriate use of Indigenous content in repositories

- Facilitated a session on *Academic Initiatives in SHAREit* for all A-G customers at the Auto-Graphics User Group Conference to create a dialogue and promote software enhancements for all post-secondary libraries within the Illume system

## Connecting Partners

### Administer Electronic Health Library of BC (e-HLbc)

---

- eHLbc Progress Reports available here: <https://ehlbc.ca/about/ehlbc-reports/progress-reports>

### Engage with Consortial Communities

---

#### *Grow & Maintain Relationships with Provincial System Partners*

- Attended meeting hosted by BCcampus to learn about Equity, Diversity, and Inclusion (EDI) initiatives taking place at BCcampus

#### *Assume a Leadership Role in the Canadian Consortial Landscape*

- In consultation with the Chair, drafted Consortia Canada Community of Practice Terms of Reference; approved at the May 18th Consortia Canada meeting
- Attended two Consortia Canada zoom meetings.
- Participated in Kanopy discussion meeting with other Canadian consortia.
- Participated in four Western Consortia meetings to discuss and move forward on cross-consortia collaborations

#### *Contribute to International Consortial Dialogue*

- Joined the international Consortial Awareness Working Group aimed at increasing awareness of consortial activities primarily among library school students to prepare them for future interactions and work with consortia
- Attended five meetings of the International Coalition of Library Consortia (ICOLC) Coordinating Committee
- Attended three meetings of the ICOLC Futures Committee

### Nurture New Partnerships & Relationships

---

#### *Reach out to potential partners to build new relationships and realize common goals*

- Initiated 3-year pilot partnership with the Irving K. Barber Learning Centre at UBC to provide support to small GLAM sector organizations through the entire process of digitizing their content, including support with applying for BCHDP grants, identifying digitization service providers, securing digitization staff, and wrangling metadata

- Strategized with BC Libraries Cooperative, Focused Education Resources (K-12) and ProQuest to advance initiative to provide free provincial access to BC's historical newspaper archives (Vancouver Sun, Province, times Colonist)
- Developed emerging partnership with DataBC to make BC Assessment data sets available to partner libraries

# Sustaining our Organization

## Promote Good Governance

---

- Consulted with sister consortial administrative staff to explore contract language to improve current Associate Membership Letters of Agreement

### *Enhance External Communications*

- Provided BC ELN orientation to new Ministry representative
- Created bespoke written communication and infographic to support Ministry representative, explaining how students access e-resources as well as BC ELN's role in process
- Held BC ELN orientation sessions for new library directors and information session at Quest University Canada, Thompson Rivers University, Trinity Western University, and University of Northern BC

## Strengthen Consortial Operations & Infrastructure

---

### *Cultivate Staff Expertise & Capacity*

- Completed search process for BC ELN Librarian with External Funding position, successfully hiring Cristen Polley into the continuing position as AskAway Coordinator
- Hired temporary WriteAway support to help meet WriteAway service needs during search process for WriteAway coordinator
- Hired UBC iSchool co-op student, Jane Jun, for 8-month work term to support licensing programme and Arca projects
- Developed remote onboarding materials for new BC ELN staff
- Several staff members attended the International Coalition of Library Consortia biannual North American meeting (Online, April 2021) and the BC Library Conference (Online, May 2021)

### *Maintain and Improve Communication Systems*

- Released each of BC ELN's five annual reports with accessible PDF version for individuals with low visibility and/or those who use screen readers

## Sustain Healthy Funding

---

- Confirmed annual budget allocation from Ministry of Advanced Education, Skills & Training
- Submitted 2021/22 Expenditure Plan to Steering Committee; plan endorsed at May 27 virtual meeting

### *Champion our Work through Annual Reports etc.*

- Produced BC ELN and service area reports to communicate annual achievements and value of consortial activities (accessible PDF versions available):
  - BC ELN Innovation & Success 2020 report: <https://bceln.ca/about/bceln-reports/innovation-success>
  - Service Area Actions & Achievements reports (Arca, AskAway, Illume, WriteAway): <https://bceln.ca/about/bceln-reports/actions-achievements>
- Issued BC ELN Connect newsletter for May 2021, archived at: <https://bceln.ca/news/connect-newsletter>
- Enhanced understanding of BC ELN consortial library work through participation in University of the Fraser Valley Library Technician program worksite visit course virtual interview and panel Q&A session