BC ELN Progress Report: July – December 2022

BC ELN reports biannually on progress made towards achieving strategic goals.

PROGRESS HIGHLIGHTS

BC ELN completed a collaborative strategic planning process that involved BC ELN staff, partner library staff and directors, and Ministry of Post-Secondary Education and Future Skills representatives. The BC ELN Steering Committee approved the 2023-2027 Strategic Framework in December.

Licensing Portfolio

- Negotiated a low common inflationary renewal increase for ProQuest-licensed resources for 2022; this was accomplished in partnership with other western consortia and provides stability for partner library budgets.

- In conjunction with contracted license agreement expert, began a project to overhaul and improve existing license agreements and update the BC ELN model license.

- Began working on an Undergraduate Resource Bundle (URB), a new multi-year collection bundling Academic Search and Business Source that will commence after the Common Suite sunsets in May 2024.

Online Learning Support

- AskAway: Initiated an action planning process to confirm AskAway's values and set collaborative service priorities for the next two to three years.

- WriteAway: Received SFU Human Resources approval of revised WriteAway Coordinator Job Description and hired a WriteAway tutor as part of Ministry-funded WriteAway support for institutions adjusting to post-COVID staffing levels.

Illume Interlibrary Loan Service

- Welcomed new full participating member University Canada West to the Illume network in July 2022.

- Completed the project to eliminate ILL fees for non-returnables between BC ELN partner libraries and reported outcomes at annual BC ELN All Partner Meeting.

Shared Services

- Made further progress planning a major migration of Arca infrastructure to Islandora 2, including the creation of a migration plan, completion of metadata analysis, and exploration of funding options.

- Provided support and feedback to fourteen BC History Digitization Program grant applicants as part of the BC ELN-BCHDP Support Service

SUPPORTING LEARNING & RESEARCH

Strengthen Our Licensing Program

Administration and Infrastructure

- Negotiated a low common inflationary renewal increase for ProQuest-licensed resources for 2022; this was accomplished in partnership with other western consortia and provides stability for partner library budgets

- Launched a "ConsortiaManager Tip of the Month" email campaign directed at partner library licensing staff to provide guidance on maximizing use of ConsortiaManager

- Organized a ConsortiaManager user group meeting within Consortia Canada to discuss issues and solutions for users of the platform

- Trained and supervised two UBC iSchool co-op students on ConsortiaManager and licensing renewals work

- In conjunction with contracted license agreement expert, began a project to overhaul and improve existing license agreements and update the BC ELN model license

- Acted as a liaison for EBSCO staff to host the 2022 EBSCO Day; provided support for event logistics

License Renewals

- Renewed 46 resources and service licences:

    o Collaborated on 21 national product renewals with Consortia Canada; acted as lead on six

    o Renewed 4 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 two renewals

Resource Selection

- Created a project timeline for the Undergraduate Resource Bundle (URB), a new multi-year collection bundling Academic Search and Business Source that will commence after the Common Suite sunsets in May 2024:

    o Sent communications to partner libraries explaining the new URB

    o Created an explanatory webpage

    o Held preliminary conversations with vendor

    o Hosted six Question and Answer sessions directed at each of BC ELN's constituency groups to provide an opportunity to answer partner library staff

questions about the URB and next steps

- Conducted a survey of partner libraries to gain an understanding of which institutions will commit in principle to the URB

Nurture the Virtual Learning Commons

AskAway Chat Research Help

- Initiated an action planning process to confirm AskAway's values and set collaborative service priorities for the next two to three years, following approval from the Advisory Committee:
    - Completed a collaboratively-developed environmental scan survey of Canadian collaborative chat reference services at BC ELN, Ontario Colleges Library Services (OCLS), Novanet, and Ontario Council of University Libraries (OCUL)
    - Shared a draft of the first of two participating library surveys with the Advisory Committee for feedback by members and their constituents
- Continued the phased roll-out of proactive chat to reach out to more students at their point-of-need:
    - Implemented proactive chat at two libraries, Simon Fraser University and BCIT, bringing the total number of sites using proactive chat to nine libraries
    - Surveyed all libraries to gauge interest in January and May 2023 implementation; based on survey results, began implementation at Douglas College and College of the Rockies for launch in the new year
- Extended the contract for the Student Librarian from the UBC iSchool to staff AskAway on evenings and weekends and to provide operational support for the service during the summer and fall
- Upgraded all libraries to LibraryH3lp's new chat box interface to introduce new features and improve usability and accessibility for students
- Launched a self-serve model for retrieving usage statistics and session data to increase transparency and enable libraries to collect the data that best suits their needs
- Created and shared new promotional materials that libraries can use to raise awareness of AskAway on campus and on social media
- Launched three new chat session tags to track open education, copyright, and course reserves questions to help the service and libraries better understand student needs in these areas
- Performed a regular, collaborative update of the AskAway Citation Best Practices to ensure the guide remains current and relevant to service providers
- Hosted a virtual Local Coordinators' meeting to explore LibraryH3lp's Conference Room service provider chat room feature and discuss recent updates including the new EBSCO Discovery Services (EDS) chat feature

- Offered asynchronous and live online training to over 40 new and returning service providers to prepare them to staff the service

- Released the AskAway holiday newsletter to all members to communicate highlights from 2022 and activities in the new year

WriteAway Online Writing Support

- Received SFU Human Resources approval of revised WriteAway Coordinator Job Description

- Facilitated work of WriteAway Writing Services Coordinator Search Committee to post for, shortlist, interview and hire a WriteAway Coordinator

- Hired a WriteAway tutor as part of Ministry-funded WriteAway support for institutions adjusting to post-COVID staffing levels

- Created the WriteAway Coordinator Service Manual to provide operational guidance for the WriteAway Coordinator and Administrative Centre

- Developed and implemented a self-serve model for statistics; institutional coordinators are now able to retrieve student usage stats and tutor response data that best suits their needs

- Created and refreshed training resources based on feedback provided by service providers; provided training to 15 service providers to prepare them to staff the service

- Implemented at 45-minute standard for working with a submission to better align expectations with the average time needed to respond to student submissions

- Created and shared new promotional materials that institutions can use to raise awareness of WriteAway on campus and on social media

- Launched a "WriteAway Tip of the Month" email campaign directed at institutional coordinators to provide guidance on promoting WriteAway

- Released the WriteAway holiday newsletter to all members to communicate highlights from 2022 and recent activities

- Hosted a virtual institutional coordinators meeting to discuss promotional strategies and student engagement

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

- Communicated reminders to public and post-secondary libraries of their yearly union database submission requirements for the shared BC Union Catalogue

- Acquired MARC records for a variety of BC ELN licensed databases and created test extracts in MARCEdit before submitting to Auto-Graphics for assessment; part of a project to investigate vendor options for eJournal records for academic libraries to improve non-returnable (copy) load leveling within post-secondary resource sharing

Optimize Interlibrary Loan Management

- Enhanced the Illume Admin Centre support website with new and updated communications; created and updated 10 guides, 14 FAQs, semi-annual reports and multiple news notices of software/server updates and downtimes

- Created multiple new guides and FAQs including on SHAREit features such as the new Rebuild (Refresh) Lender List feature and the new Automatic Retry feature, as well as Live Shelf Status, ERTI Smart-build and Lender List updates

- Launched the addition of new full participating member University Canada West (BUCW) to public and post-secondary libraries in July 2022

- Provided multiple training sessions via webinar, email or telephone on a wide-variety of topics including Troubleshooting Network Issues, Request Workflow, ISO site set-up, Z39.50 configuration, Live Shelf Status, Statistics, and more

- Supported the work of Eliminating ILL fees for non-returnables between BC ELN partner libraries:
  - Updated the load-leveling lender list for public-to-academic requesting based on recent FTE numbers for BC ELN post-secondary institutions in order to improve load-leveling for post-secondary libraries
  - Reported on the completion of the Elimination of ILL Fees for Non-returnables project at the annual BC ELN All Partner Meeting.

Identify & Develop Shared Services Opportunities

Administer Illume

- Responded to and managed 256 support cases from public and post-secondary libraries, including brokerage support for multiple public Reading Centres. Questions were predominantly related to Network/Server issues, ISO Support, Patron-initiated ILLs, Training Support, Live Shelf Status Checking, SHAREit software issues/bugs and Lender/ILL Policies

- Worked with Auto-Graphics and SFU IT to identify and resolve significant issues with the SFU firewall or Distributed Denial of Service (DDOS) attacks resulting in intermittent temporary connection issues with SHAREit

- Worked with Nicola Valley Institute of Technology *(BMN)* to set-up, trouble-shoot and launch their Live Shelf Status availability checking feature.

- Provided training and support to the University of the Fraser Valley *(BCLF)* to complete configuration of their Relais software as an ISO-software target site to communicate directly with Illume as per the [Illume Service Partner Benefits & Responsibilities](#)

- Issued the January - June 2022 Illume Administrative Centre Progress Report: https://illumebc.ca/about-us/reports/progress

- Published and distributed two issues of [Spark](#), Illume's digital newsletter

Partner with DigitalBC

- Attended regular DigitalBC Committee meetings and partnered in the development of the DigitalBC Implementation Plan

BC ELN-BCHDP Support Service

- Launched an Early Notice Survey to gauge the need for support in this year's cycle, which yielded 34 total responses

- Supported 14 prospective applicants to the 2023/24 grant cycle of the BCHDP, including 4 BC ELN partner institutions

- Provided feedback on draft applications for 6 sites

- Connected 5 sites to BC Regional Digitized History and the Archives Association of British Columbia (AABC) for more targeted support

- Performed documentation and navigation enhancements on the BCHDP Support Site

<u>BCHDP-Arca Hosting Initiative</u>

- Trained and supervised the work of 1 contractor and 2 students wrangling metadata and preparing content for ingest into the BCHDP Arca site

- Uploaded La Société historique francophone de la Colombie-Britannique (SHFCB) collections to the BCHDP Arca site and customized interface per partner's request

- Launched the SHFCB Arca collections to the BC Francophone community at the Fédération des francophones de la Colombie-Britannique Annual General Meeting, November 5, 2022

<u>Indigitization Hosting Initiative</u>

- Liaised with the Simon Fraser University Digitization Centre to digitize "The First Nations Longhouse: Our Home Away from Home"; uploaded to the Indigitization Community Portal Arca site for community access

- Produced a 2021-2022 Indigitization-Arca Hosting Progress Report

- Met with the Indigitization Steering Committee on October 21, 2022 to present progress report and answer questions about the projects

- Met with Indigitization team and Irving K Barber Learning Centre at UBC representatives for updates and next steps for both projects

Build Arca

Develop & Enhance Arca's Customized Platform

- Built Oral History Metadata Synchronizer (OHMS) Viewer capability into Arca; OHMS is an open-source tool that allows for more granular description of segments of media (e.g., segment-level subject headings, synopses, hyperlinks to relevant external media, etc.)

- Working with discoverygarden, developed a comprehensive scope and plan for Arca's migration to Islandora 2 in 2022-2023

- Working with Arca Admins, completed an analysis of all Arca metadata elements and mapped them to fields in the new Islandora 2 platform

- Met with funding contractor and Ministry representative to explore funding options for the migration

Expand Membership Within & Beyond BC

- Confirmed Nicola Valley Institute of Technology's participation in Arca

- Confirmed North Vancouver District Public Library's participation in Arca

- Built Arca Shared Site for BC ELN partners and selected a name: Loupe, a reference to

the meaning of Arca ("treasure box") and the magnifying glass jewelers use to closely examine the facets of a jewel

- Confirmed College of New Caledonia's participation in the Loupe shared Arca site; other BC ELN partners have expressed interest in future participation

Support Governance

- Facilitated a session for the Arca Advisory Committee to review and update the Committee's Terms of Reference (TOR)

CONNECTING PARTNERS

Administer Electronic Health Library of BC (eHLbc)

BC ELN is the Administrative Centre for the [Electronic Health Library of BC](#) (eHLbc).

- eHLbc Progress Reports available at: https://ehlbc.ca/about/ehlbc-reports/progress-reports

Engage with Consortial Communities

Grow & Maintain Relationships with Provincial System Partners

- Participated in 2 roundtable sector organization discussions hosted by the Ministry of Post-Secondary Education and Future Skills, and attended by BC ELN, EducationPlannerBC, BCcampus, and BC Council on Admissions and Transfer (BCCAT)

Assume a Leadership Role in the Canadian Consortial Landscape

- Attended Consortia Canada meeting to discuss topics affecting consortia across Canada

- Participated in Western Consortia meetings to discuss and move forward on cross-consortial collaborations (e.g., negotiating a common inflationary renewal increase for ProQuest licensed).

Contribute to International Consortial Dialogue

- Participated in the International Coalition of Library Consortia (ICOLC) Consortial Awareness Working Group, a group focused on building awareness of the value that library consortia deliver to their communities.

Nurture New Partnerships & Relationships

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

- Conducted a site visit to Vancouver Premier College (VPC), which applied for Associate Membership to BC ELN; after review of application and site visit, the Office drafted and submitted a recommendation to the Steering Committee for VPC to become a member.

SUSTAINING OUR ORGANIZATION

Promote Good Governance

Enhance External Communications

- Held BC ELN orientation session for new library directors at Capilano University, Quest University Canada, Thompson Rivers University, Vancouver Community College, and Vancouver Island University; shared customized dashboards highlighting BC ELN value for institutions

- Improved accessibility of external reports and documents:
  - Posted accessible versions of annual reports for the last two years; going forward all reports will include an accessible version for readers with visual impairments
  - Provided training to BC ELN staff in how to create accessible word documents and PDFs; produced a webinar covering material for future reference and to train future BC ELN staff

2022-2027 Strategic Planning

- Facilitated a Strategic Planning session to support Steering Committee in developing 2-year goals for consortium

- Completed draft 2023-2027 Strategic Framework and submitted to Steering Committee for approval

- Presented the draft Strategic Framework with all partner library directors at the December All Partner Meeting

Strengthen Consortial Operations & Infrastructure

- Attended multiple meetings with host site SFU Finance department staff to improve structure and sustainability of BC ELN finances within the SFU system.

Cultivate Staff Expertise & Capacity

- Supported BC ELN Coordinator participation in the full-year Library Leaders Excellence and Development (LLEAD) program, including a residency at Loon Lake

- Supported Student Librarian participation in two-day event from Keeping it ReAL (Research in Academic Libraries) and BC Academic Library Section (BCALS)

Maintain and Improve Communication Systems

- Attended 3 meetings with Ministry representative

Associate Member Support

- Refreshed processes and documentation for Associate Members:
  - Created application and orientation checklists for new Associate Members
  - Created a list of technical requirements for participation in BC ELN and posted on website
  - Refreshed Letter of Agreement template to better explain what Associate membership entails

Sustain Healthy Funding

- Submitted a capital funding request to the Ministry of Post-secondary Education and Future Skills for funding to support Arca's migration to Islandora 2

Champion our Work through Annual Reports etc.

- Published three issues of BC ELN Connect, a digital newsletter updating partner library staff on consortial news: https://bceln.ca/news/connect-newsletter