

BC ELN Progress Report Highlights

Supporting Access to Resources

- Renewed 41 eResources on behalf of 33 Partner Libraries and led the Consortia Canada renewals of Oxford University Press resources
- Facilitated review of the Common Suite (UFC) as requested by Partner Libraries
- Launched privacy compliant Patron-Initiated Interlibrary Loans (PI-ILLs) in OutLook OnLine
- Responded to announcement that reSearcher will be decommissioned as of August 2017

Facilitating Learning Support Services

- Celebrated AskAway's 10th anniversary with an in-person event at the BC Library Conference and sent party packs to AskAway Partner Libraries outside the Lower Mainland
- Launched a new WriteAway website to support the work of tutors and coordinators: <http://writeaway.bceln.ca/>
- Attended the Canadian Writing Centres Association Conference to present and promote WriteAway

Digital and Open Access Initiatives

- Supported the organization of and participated in the cross-sector May 10th Provincial Digital Library (PDL) Symposium
- Presented on the PDL and Arca at the BC Library Conference
- Launched the Arca Support website to provide centralised access to resources for Arca administrators: <http://arca.bcelnapps.ca/>

Ensuring BC ELN Sustainability

- Confirmed annual budget allocation from Ministry of Advanced Education (AVED)
- Launched new BC ELN website to BC ELN partners and stakeholders: <http://bceln.ca/>
- Upgraded BC ELN and e-HLbc invoicing systems for improved transparency and accuracy

Bold Step 1

Increasing the Format and Content Range of Online Resources

Strategy 1.1: Grow Learner Resources (Collaborative Collection of High Quality Resources)

Maintain and expand collaborative collection of learner resources to include more content and a wider variety of formats, including streaming video and ebooks.

Progress

- Renewed 41 eResources, enabling post-secondary libraries to meet information needs of the province's learners, educators, and researchers
- Led the Consortia Canada renewals of Oxford University Press resources
- Collaborated with various consortia on the following licence renewals:
 - EBSCO Academic eBooks – Council of Prairie and Pacific University Libraries (COPPUL) and The Alberta Library (TAL)
 - EBSCO Discovery Service (EDS) – Electronic Health Library of BC (e-HLbc)
 - CPI.Q (Canadian Periodical Index) – BC Libraries Cooperative (BC Libraries Co-op)
 - Criminal Justice Abstracts – COPPUL, Manitoba Library Consortium Inc. (MLCI), and TAL
- Collaborated with the Ontario Council of University Libraries (OCUL) on a potential Consortia Canada national licence for APA Style Central
- Initiated discussions for consortial pricing in conjunction with the planned eBook Bonanza for the following resources:
 - Cambridge University Press eBooks
 - Sage eBooks
 - Gale Virtual Reference Library eBooks
- Facilitated review of the Undergraduate Foundation Collection (UFC) as requested by Partner Libraries during the 2015/16 renewal:
 - Developed a UFC Review Action Plan for the BC ELN Steering Committee
 - Supported the UFC Review Task Force, comprised of volunteers from Partner Libraries
 - Coordinated the development and distribution of the Common Suite (UFC) Mandate Survey to gauge Partner Libraries' interest in BC ELN investigating a common suite of resources

Collaborations

- Consulted with other Western academic consortia (COPPUL and TAL) to confirm accepted standard practices for multi-consortial licences, common expectations of annual price increases for 2017, and opportunities for collaboration on new and existing consortial licences in the future
- Participated in a virtual meeting with Consortia Canada

- Attended and presented at BC Libraries Co-op Annual General Meeting on consortial eBook licensing strategies for the post-secondary sector

e-HLbc Administrative Centre: Progress

- Released *e-HLbc Year in Review 2015*: http://ehlbc.ca/sites/default/files/eHLbc_YIR_2015_o.pdf
- Welcomed the Michael Smith Foundation for Health Research as an affiliate member
- Supported the second year maintenance and renewal of the three-year core suite and five additional boutique licences
- Created and began executing Action Plan for developing e-HLbc's next five-year strategic plan
- e-HLbc's full Progress Report can be viewed at <http://ehlbc.ca/about-us/key-documents>

Strategy 1.2 Foster BC Library Collections Gateway

Support and expand the provincial resource sharing network.

BC Library Collections Gateway: Progress

- Received grant from Libraries Branch, Ministry of Education for BC ELN and Libraries Branch jointly funded centralised province-wide OutLook OnLine (OLOL) Service Support Centre
- Developed and launched privacy-compliant Patron-Initiated Interlibrary Loans (PI-ILLs) in OLOL, including invitation to libraries to implement privacy-compliant PI-ILLs
- Presented to Public Libraries InterLINK Administrators' Advisory Group (AAG) and PI-ILL Working Group about OLOL enhancements and privacy-compliant PI-ILLs
- Activated Live Shelf Status (LSS) checks at an additional three public libraries
- Issued recommendation on strategies for Canada Post job action, in consultation with Libraries Branch, Ministry of Education
- Responded to and managed nearly 173 OLOL support cases from public and post-secondary libraries and opened 10 Auto-Graphics Helpdesk tickets
- Re-negotiated BC Libraries Co-op and Peer 1 OLOL Canadian hosting contract to mitigate fluctuations in the US dollar exchange rate
- Issued May – August 2016 OLOL Administrative Centre Progress Report: <http://ill.bceln.ca/reports>
- Reported to BC ELN Steering Committee (July 8th meeting) on use of reSearcher suite by Partner Libraries
- Communicated with BC ELN Partner Libraries around Simon Fraser University's (SFU) announcement that reSearcher will be decommissioned as of August 2017

Bold Step 2

Facilitating Learning Commons Services

Strategy 2.1: Support AskAway Collaborative Virtual Reference Service

Maintain and coordinate the provincial post-secondary collaborative virtual reference service AskAway.

AskAway Virtual Reference: Progress

- Released *AskAway Actions & Achievements 2015*:
http://bceln.ca/sites/default/files/reports/AskAway_Actions_Achievements_2015.pdf
- Celebrated AskAway's 10th anniversary with an in-person event at the BC Library Conference and sent party packs to AskAway Partner Libraries outside the Lower Mainland
- Created and shared *Best Practices: Advisory Committee Members*, outlining representative roles:
<http://askaway.org/staff/best-practices/advisory-committee>
- Coordinated the Fall 2016 and Spring 2017 schedules; eight institutions volunteered a total of 34 hours beyond their weekly commitments
- Managed scheduling, project work, and hiring for seven contractors who contribute an average of 26 hours of service per week
- Facilitated four AskAway training sessions: two online with a total of eight participants and two in-person at University of British Columbia (UBC) and SFU with a total of sixteen attendees

Strategy 2.2: Explore opportunities to facilitate additional learning commons services

Actively seek opportunities to participate in the development and support of learning commons services, such as the WriteAway Collaborative Virtual Writing Service, Virtual Study Rooms, or Resumé Writing / Career Services.

WriteAway Online Collaborative Tutoring: Progress

- Presented a poster *Better Together: Interorganizational Collaboration in Online Writing Instruction* with eTutor Alberta at the Canadian Writing Centres Association Conference
- Promoted WriteAway at the Canadian Writing Centres Association Conference
- Liaised with regional and national writing centre professionals regarding best practices and contemporary trends in writing tutoring
- Developed a new website to support the work of tutors and coordinators through enhanced access to information and training: <http://writeaway.bceln.ca/>
- Coordinated 732.5 hours of collaborative tutoring for the May – August 2016 semester and 1221.5 hours for the September – December 2016 semester
- Provided training for nine new tutors for Summer 2016 and 13 new tutors for Fall 2016

Bold Step 3

Supporting Province-Wide Digitization and Scholarly Communication Initiatives

Strategy 3.1 Connect Learners, Educators & Researchers with Digital Collections

Contribute leadership and coordination to provincial and national digitization projects in cooperation with other groups such as the BC Digitization Coalition and Canadiana.org.

Provincial Digital Library: Progress

- Supported the organization of and participated in the cross-sector May 10th Provincial Digital Library (PDL) Symposium in conjunction with the BC Library Conference and supported creation of the PDL Symposium report:
http://bclaconnect.ca/wp-uploads/2016/02/PDL_May10Symposium_Report_FINAL_revised.pdf
- Presented in the session *The Provincial Digital Library: Ideas and Current Status* at the BC Library Conference
- Supported July 13th meeting of the BC ELN PDL Resource Group to explore how the post-secondary sector can move forward with next steps identified at the PDL Symposium
- Presented to BC Library Association (BCLA) Board on the current standing of the PDL
- Participated in PDL Steering Committee in-person meeting to discuss strategic direction and in five teleconferences
- Attended one in-person and two teleconference meetings to provide leadership and administrative support to the PDL Admin Team

Strategy 3.2 Articulate & Implement Open Access Archives Strategies

Articulate and implement appropriate role for BC ELN in managing open access archives (e.g. Institutional Repositories, Learning Object Repositories) and supporting adoption by BC ELN partners.

Arca Collaborative Digital Repository: Progress

- Released the inaugural *Arca Actions & Achievements 2015*:
http://bceln.ca/sites/default/files/reports/Arca_Actions_Achievements_2015_o.pdf
- Established *Arca Participant Benefits & Responsibilities* to establish the relationship between Arca and its participants: <http://bceln.ca/services/shared-services/arca/benefits-responsibilities>
- Presented Arca to the provincial library community at the BC Library Conference as part of the panel session *Islandora Done Three Ways: Reflections on Migrating Digital Content and Building a Provincial-Wide Network of Digital Repositories*
- Attended Open Repositories Conference in Dublin, Ireland and Northwest Institutional Repository User Group Meeting in Portland, Oregon to share Arca and bring back new knowledge to inform its development
- Hosted Islandora Camp (iCampBC) at SFU Harbour Centre July 18th-20th, which offered hands-on experience and information sessions to local and international Islandora users

- Facilitated work of the Arca Discovery Layer Task Group, which delivered a recommendation to the Arca Advisory Committee on a cross-repository search tool
- Implemented Capilano University as a new Arca participant
- Achieved BC ELN Steering Committee endorsement of Letter of Intent, allowing Arca and COPPUL to offer complementary services to members
- Developed and launched the Arca Support website to provide centralised access to recorded training webinars, documentation, and administrator resources: <http://arca.bcelnapps.ca/>
- Explored and found it was not possible at this time to integrate EBSCO Plum Dashboard functionality into Arca
- Created and released two Islandora modules: Islandora Badges, which displays citation counts from Web of Science and Scopus on any object with a DOI, and Islandora Twitter Cards, which displays attractive previews when items from Islandora collections are tweeted
- Liaised between the vendor discoverygarden and eleven participating sites on Islandora implementation, troubleshooting, functionality enhancements, and custom development
- Submitted monthly project status reports to the Ministry of Advanced Education (AVED) and the Administrative Service Delivery Transformation (ASDT) Steering Committee and attended monthly meetings

Bold Step 4

Ensuring a Relevant, Responsive and Sustainable BC ELN

Strategy 4.1: Strengthen our Infrastructure

Ensure that the BC ELN Office has the human and financial resources needed to meet its Strategic Vision Goal effectively and efficiently.

Progress

- Confirmed annual budget allocation from AVED
- Confirmed continued funding from Irving K. Barber Learning Centre, UBC as WriteAway transitions to financial self-sufficiency
- Upgraded BC ELN invoicing system to improve transparency and to encompass all BC ELN database licensing activities
- Launched new e-HLbc invoicing system to improve transparency and accuracy
- Developed and refined a draft BC ELN Strategic Plan 2016-21 based on extensive partner consultation to present to All Partners and ultimately to the BC ELN Steering Committee for approval

Strategy 4.2 Communicate Effectively

Develop and refine BC ELN communications through targeting messages and marketing for diverse audiences.

Progress

- Produced the following annual reports:
 - *AskAway Actions & Achievements 2015*: report includes achievements and outcomes, the value AskAway brings to libraries and learners, a service provider spotlight, and future activities. The report is available at http://bceln.ca/sites/default/files/reports/AskAway_Actions_Achievements_2015.pdf
 - *Arca Actions & Achievements 2015*: report includes achievements and outcomes, the value Arca brings to the province, a partner spotlight, and collection highlights. The report is available at http://bceln.ca/sites/default/files/reports/Arca_Actions_Achievements_2015_o.pdf
 - *e-HLbc Year in Review 2015*: report includes highlights of 2015, the value e-HLbc brings to the province, and future activities. The report is available at http://ehlbc.ca/sites/default/files/eHLbc_YIR_2015_o.pdf
- Launched the new BC ELN website to BC ELN partners and stakeholders: <http://bceln.ca/>
- Conducted targeted user testing of the new BC ELN website with four external stakeholders
- Created the August 2016 BC ELN Connect newsletter to update Partner Libraries and other stakeholders on recent BC ELN initiatives and profiles: <http://bceln.ca/news-events/news/2016/08/august-2016-vol-14-no-1>