

## BC ELN Progress Report

BC ELN reports biannually on progress made on [strategic goals](#). Beginning in 2017, reports will be aligned with the calendar year and will cover two periods: January to June and July to December. To transition to the new reporting schedule this particular report covers October 2016 to June 2017.

### Highlights:

#### *Release of Key Documents*

The BC ELN Steering Committee endorsed the [Strategic Plan 2016-2021](#), released in January 2017. The BC ELN [Innovation & Success](#) annual report was shared broadly, as were [Actions & Achievements](#) reports for the following services: Arca, AskAway, OutLook OnLine, and WriteAway.

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#### *Towards a Common Suite for Partner Libraries*

Partner libraries worked together to create criteria for a new common suite of resources for the consortium. The Office conducted a thorough investigation using these criteria and identified an approach as well as options to be presented to Steering Committee for decision.

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#### *Online Learning Support Strategic Planning*

The AskAway Advisory Committee engaged in action planning to select goals for the coming year. The BC eTutoring Steering Committee began an Infrastructure Review to assess software and support options for WriteAway.

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#### *OutLook OnLine Service Enhancements*

The Administrative Centre set up 15 public and post-secondary libraries with privacy compliant Patron-Initiated Interlibrary Loan (PI-ILL) – 8 of which were new to PI-ILL – ensuring that handling of patron information meets BC protection of privacy requirements.

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#### *Arca Growing in BC and Beyond*

Kwantlen Polytechnic University and Northwest Community College joined Arca, bringing the number of participants to 14. An agreement with Council of Prairie and Pacific University Libraries (COPPUL) was signed, enabling COPPUL members to join Arca.

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#### *ReSearcher Decommissioning*

With the announcement that the reSearcher suite of tools would be decommissioned, the BC ELN Steering Committee formed a subcommittee to investigate and provide alternatives. After conducting a needs assessment and negotiating replacement options, the BC ELN Office supported individual libraries with their replacement choices, most often Ebsco's Fulltext Finder in combination with the Ebsco's Discovery Service (EDS).

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#### *BC ELN Office Staffing Changes*

Jennifer Bancroft and Leah Hopton both returned from leaves at 80%. Brandon Weigel has relocated to Toronto and shifted to a contract position.

# Supporting Learning & Research

## Strengthen Our Licensing Program

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### *Administration and Infrastructure*

- Reviewed and trained staff on new BC ELN procedures and protocols for renewing electronic resource licenses
- Selected Asana project management software to manage distributed licensing work across the BC ELN Office

### *Common Suite*

- Planned and hosted a facilitated session to assist partner libraries in identifying criteria that will guide development of a common resource suite for all BC ELN partner libraries
- Investigated existing common suite strategies used by national and international consortial peers
- Analysed financial impact of making changes to the existing common suite
- Identified an approach and presented at May virtual Steering Committee meeting

### *License Renewals*

- Renewed 52 resource licenses
  - Collaborated with Consortia Canada on 14 national license renewals
    - Spearheaded investigation into a national license for the Shoah Foundation's Visual History Archive
  - Renewed 6 licenses in cooperation with other Western Canada consortia including the Council of Prairie and Pacific University Libraries (COPPUL), the Electronic Health Library of BC (e-HLbc), The Alberta Library (TAL), and the Manitoba Library Consortium (MLC)
  - Negotiated 3-year transitional pricing for new EDS subscribers to support libraries moving from reSearcher

### *Resource Selection*

- Hosted Resource Forum and Ranking Survey; input gathered from partner libraries will direct consortial licensing priorities for the coming year

### *Support with Decommission of reSearcher Software by SFU*

- Conducted needs assessment of partner libraries that use reSearcher tools to determine service gaps that would result from the reSearcher decommissioning, and what options libraries could consider to fill those gaps
- Negotiated reSearcher replacement options, including EBSCO's Discovery Service (EDS); supported individual libraries with their transition
- Worked with reSearcher subcommittee on developing partner library and Steering Committee updates; reported on investigations and consultations with SFU systems, vendors of potential solutions (EBSCO, OCLS, TrueSerials), and other consortial users of reSearcher

## Nurture the Virtual Learning Commons

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### *AskAway*

- Released *AskAway Actions & Achievements 2016* annual report: [https://bceln.ca/sites/default/files/reports/AskAway\\_ActionsAchievements\\_2016.pdf](https://bceln.ca/sites/default/files/reports/AskAway_ActionsAchievements_2016.pdf)
- Facilitated an Action Planning Session with the AskAway Advisory Committee to develop and prioritize actions that will support and enhance the service in the coming year
- Streamlined account management on the AskAway staff website, resulting in more independence for local coordinators and better management of mailing lists
- Championed implementation of the AskAway Qwidget in Summon Discovery Layer search results to provide more points of service for users
- Conducted three AskAway training sessions: two online with 10 participants and one in-person at Simon Fraser University (SFU) with seven participants
- Hosted a virtual Local Coordinators' meeting to discuss recent service developments and share ideas for an upcoming Citation Question Best Practices
- Liaised with collaborative virtual reference colleagues across North America via two virtual meetings to share information and ideas
- Coordinated the Summer and Fall 2017 schedules; 11 institutions volunteered a total of 29 hours beyond their weekly commitments
- Managed scheduling and hiring for six contractors who contribute an average of 22 service hours per week

### *WriteAway*

- Released *WriteAway Actions & Achievements 2016* annual report: [http://bceln.ca/sites/default/files/reports/WriteAway\\_ActionsAchievements\\_2016.pdf](http://bceln.ca/sites/default/files/reports/WriteAway_ActionsAchievements_2016.pdf)
- Conducted virtual tutor training for 34 new tutors at 11 institutions across BC
- Drafted Experienced Tutor Rubric to support ongoing assessment and quality assurance practices; rubric approved for use by WriteAway Steering Committee
- Coordinated 1,286 hours of collaborative tutoring for the September – December 2016 semester and 1,275 hours of collaborative tutoring for the January-April semester
- Began an Infrastructure Review to assess software and software support options with loss of BCcampus funding
- Liaised with eTutoring Alberta and University of Toronto, Scarborough on online tutoring challenges and opportunities

## Support Every Student

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- Researched national and international accessibility legislation, standards, guidelines, checklists, and evaluation tools in order to develop best practices; groups researched include (not exhaustive): National Center for Accessible Media, International Federation of Library Associations and Institutions, BC Libraries Cooperative, and Manitoba Library Consortium & Public Library Services Branch

# Building Library Infrastructure

## Nurture Resource Sharing

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

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

### *Sustain the BC Union Database*

- Tested and supported implementation of a new web-based upload process for updating the Union Databases; developed communications, FAQs and documentation to ensure libraries experienced a smooth transition to the new system.

### *Optimize Interlibrary Loan Management*

- Responded to and managed 343 support cases from public and post-secondary libraries predominantly regarding issues with Patron-Initiated Interlibrary Loan (PI-ILL) set-up, ILL Request problems including ISO communication issues, Live Shelf Status checks, and Union Database records
- Set up 15 public and post-secondary libraries with privacy compliant PI-ILL (8 new to PI-ILL), ensuring that handling of patron information meets BC protection of privacy requirements
- Achieved development of an Open URL search link template, allowing library staff and patrons to seamlessly transition from a search in EBSCO to a search in OutLook OnLine for any given item

## Identify & Develop Shared Services Opportunities

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### *Administer OutLook OnLine (OLOL)*

- Released *OutLook OnLine Actions & Achievements 2016* annual report: <http://bceln.ca/about/bceln-reports/actions-achievements>
- Surveyed OutLook OnLine library staff to assess satisfaction with OLOL Administrative Centre support, and to gather suggestions and feedback on current activities and future priorities
- Surveyed OutLook OnLine library staff to determine training needs and preferences
- Negotiated and renewed 2017 contract for OutLook OnLine Administrative Centre with Ministry of Education Libraries Branch
- Negotiated a 3-year agreement for Auto-Graphics SHAREit software with modest 3% yearly increases
- Negotiated hosting agreements with Auto-Graphics (with no increase for 5 years) and BC Libraries Cooperative

### *Partner in the BC Digital Library (BCDL)*

- Participated in the BCDL Administrative Team
- Presented, with BCDL Steering Committee and others, session at the BC Library Conference focusing on the value of digital libraries and showcasing the project's technical infrastructure
- Submitted proposal to Ministry of Education to expand Arca and further build the BCDL by hosting BC assets that are currently digitized but not easily discoverable; done in collaboration with BC Libraries Cooperative and UBC Library's Irving K. Barber Learning Centre
- Created posters highlighting BCDL work to date presented at AABC/ARMA VI Joint Conference:

"Dominion of the Digital," April 27-28 and BC Studies 2017: (Un)Settling British Columbia, May 4-6

## Build Arca

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- Released *Arca Actions & Achievements 2016* annual report: <http://bceln.ca/about/bceln-reports/actions-achievements>
- Received the 2017 Eureka Award, presented to Arca Collaborative Digital Repository by the British Columbia Library Association (BCLA) in recognition of outstanding achievement

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

- Negotiated and purchased additional Arca storage to accommodate increasing amount of content being uploaded by participating sites
- Worked with discoverygarden to migrate Arca to Amazon Web Services for faster and more reliable hosting
- Developed six new modules to enhance Arca functionality:
  - Islandora URL Redirector
  - Islandora Downloadable Datastreams
  - Islandora Datastream Downloads Report
  - Islandora Usage Reports
  - Islandora Social Metatags
  - Islandora oaDOI (submodule for Islandora Badges)
- Launched the Arca twitter bot (@Arca\_BC), which tweets randomized links to content from all members' repositories
- Investigated migrating Arca Islandora installation to SFU IT cloud servers

### *Expand Membership Within & Beyond BC*

- Provided in-person and online training for staff at new participating sites Kwantlen Polytechnic University and Northwest Community College
- Signed agreement with Council of Prairie and Pacific University Libraries (COPPUL) that enables COPPUL members to join Arca while providing existing Arca members access to COPPUL's emerging suite of digital preservation services
- Demonstrated Arca to staff at Manitoba's Brandon University, a prospective member via the COPPUL partnership

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

- Provided Islandora migration advice and support to sister consortium Ontario College Library Services (OCLS)
- Accepted invitation to join the Islandora Committers group working on core Islandora software, solidifying BC ELN's position in the Islandora community
- Hosted an in-person meeting of the BC Islandora User Group

## Connecting Partners

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

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- Welcomed Sunni Nishimura to the e-HLbc Administrative Team; Sunni will largely be responsible for e-HLbc's coordination, governance, and communications
- Circulated a survey to learn member institutions' top priorities for the consortium in the next five years
- Released the *e-HLbc Strategic Plan 2017-2022*: [http://ehlbc.ca/sites/default/files/eHLbcStratPlan\\_FINAL\\_1.pdf](http://ehlbc.ca/sites/default/files/eHLbcStratPlan_FINAL_1.pdf)
- Released the Year in Review 2016: [http://ehlbc.ca/sites/default/files/eHLbc\\_YIR2016.pdf](http://ehlbc.ca/sites/default/files/eHLbc_YIR2016.pdf)
- e-HLbc's full progress report can be viewed at <http://ehlbc.ca/about-us/key-documents>

### Engage with Consortial Communities

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- Met with new COPPUL Executive Director to discuss synergies between organizations
- Participated in Consortia Canada meeting in Toronto
- Conferred nationally with sister consortia on acceptable rates of increases for renewals for the calendar year (2%)

### Nurture New Partnerships & Relationships

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- Investigated hosting of BC Digital Library discovery infrastructure (which will include Arca discovery) on SFU IT cloud servers
- Met with Vancouver School of Theology (VST) to discuss Associate Membership requirements and criteria
- Investigated possible Arca hosting for Okanagan Regional Historical Digitization Project (ORHDP) materials; demonstrated software functionality

# Sustaining our Organization

## Promote Good Governance

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- Launched the BC ELN Strategic Plan 2016-2021:  
[https://bceln.ca/sites/default/files/uploads/documents/BCELN\\_StrategicPlan\\_2016-2021.pdf](https://bceln.ca/sites/default/files/uploads/documents/BCELN_StrategicPlan_2016-2021.pdf)

## Strengthen Consortial Operations & Infrastructure

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### *Cultivate Staff Expertise & Capacity*

- Renewed Jennifer Bancroft and Leah Hopton on returns from leaves, both at 80%
- Reorganized staff roles to maximize skills and manage relocation and eventual exit of long-time staff member; communicated changes to partner libraries

### *Enhance Financial Infrastructure & Practices*

- Developed functional requirements for billing system upgrade that will improve internal workflows and improve partner library experience

### *Maintain and Improve Communication Systems*

- Redesigned BC ELN information briefings for new directors; created a tailored “institutional dashboard” that highlights consortial value and areas where institution specifically benefits from participation in BC ELN
- Created staff protocols for BC ELN social media account

## Sustain Healthy Funding

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- Confirmed annual budget allocation from Ministry of Advanced Education
- Negotiated and confirmed funding for WriteAway from Irving K. Barber Learning Centre at UBC
- Submitted 2017/18 Expenditure Plan to Steering Committee; plan endorsed at May meeting
- Published October and December 2016 and April 2017 issues of BC ELN Connect e-newsletter:  
<https://bceln.ca/news/connect-newsletter>
- Produced BC ELN and service area reports to communicate annual achievements and value of consortial activities:
  - BC ELN Innovation & Success report:  
<https://bceln.ca/about/bceln-reports/innovation-success>
  - Actions & Achievements reports:  
<https://bceln.ca/about/bceln-reports/actions-achievements>