



# BC Electronic Library Network

---

## Innovation & Success 2017

Capilano University, North Vancouver, BC



Contract Librarian Alex Dobre at Douglas College Services Fair

# Contents

<a href="#">Chair's Message</a>	3
<a href="#">Map of Partner Libraries</a>	4
<a href="#">Sector Savings</a>	5
<a href="#">Collaborative Licensing</a>	6
<a href="#">Resource Sharing (OutLook OnLine)</a>	7
<a href="#">Learning Support (AskAway, WriteAway)</a>	8
<a href="#">Shared Services (Arca)</a>	9
<a href="#">Upholding Ministry Priorities</a>	10
<a href="#">Financials</a>	11



Students enjoy some downtime at the University of the Fraser Valley Library



Released March 2018  
Institutional photographs  
courtesy of the institution.

[bceln.ca](http://bceln.ca)



Students de-stress with a Therapy Dog at Camosun College Library

# “What is the BC ELN Community?

Diverse, certainly... but a group that shares a common goal: to connect post-secondary students, educators, and researchers with the information and skills they need to thrive.

Banded together, BC ELN partner libraries save money and achieve goals that few could manage alone. This report is filled with images

of BC ELN partner library communities - the people who benefit from the many achievements

our collaboration makes possible. I'm proud to share how we have worked together in 2017 to achieve BC ELN's [strategic priorities](#), and I'm eager to see how our efforts today will further benefit British Columbians in the years to come.

- Kim Isaac



Thesis Bootcamp in the Research Commons at Simon Fraser University Library

**Kim Isaac**

Chair, BC ELN Steering Committee  
University Librarian  
University of the Fraser Library



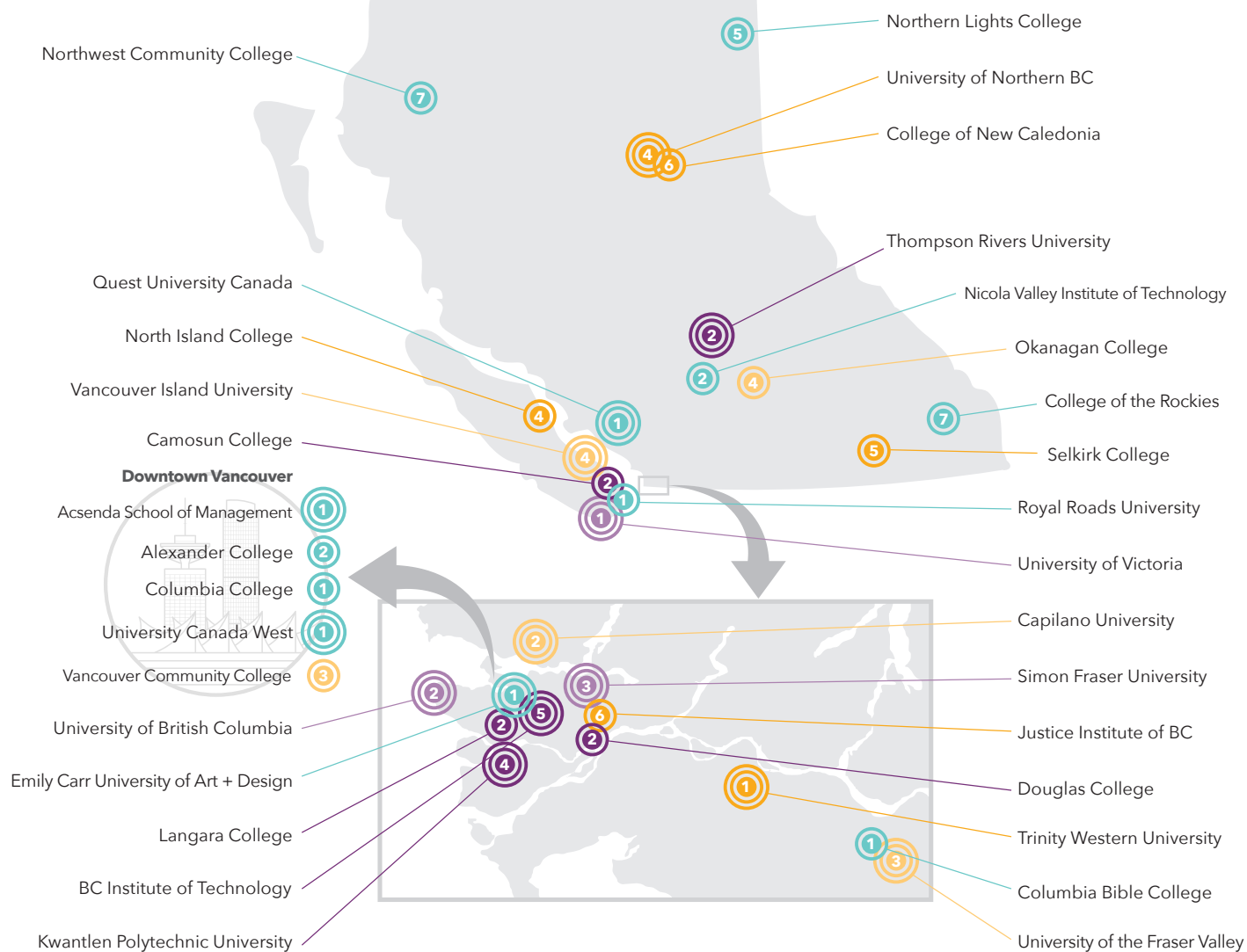
**Anita Cocchia**

Executive Director, BC ELN



collaborative  
diverse  
innovative  
caring  
focused  
inspiring

# BC ELN Partner Libraries



## Key

- More than 15,001 FTE
- Between 7,001-15,000 FTE
- Between 4,001-7,000 FTE
- Between 2,001-4,000 FTE
- Fewer than 2,000 FTE
- Number of Campuses
- Predominantly 2-year programs
- 4-year programs

# Sector Savings

BC ELN leverages the Ministry's modest investment of less than \$500,000 to deliver exceptional value to the post-secondary sector and beyond.

## ● AskAway

31 participants

**\$1.9 million**  
saved by collaboratively  
staffing AskAway and  
licensing the software

## ● Licensing

33 participants

**\$3.3 million**  
saved by post-secondary  
libraries through  
collaborative licensing

## ● Arca

15 participants (1 non-BC ELN)

**\$649,000**

saved by sharing  
platform, storage,  
infrastructure, and  
coordination

## ● WriteAway

15 participants (1 non-BC ELN)

**\$396,000**

saved by offering  
writing assistance  
collaboratively with  
fifteen institutions

## ● Outlook OnLine Resource Sharing

27 participants

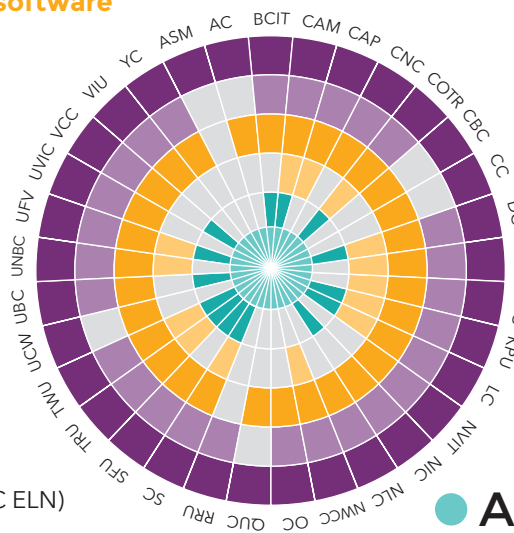
**\$1.5 million**

saved by post-  
secondary and public  
library sectors thanks to  
central coordination and  
shared infrastructure

## ● Administration

33 partner libraries benefit

Partner libraries see savings by  
sharing service administration,  
negotiation, communication,  
coordination, and client support



## Spotlight on Value for Rural Institutions



One quarter of  
BC ELN institutions  
are located in rural areas

These rural institutions  
collectively serve



(Many in Northern BC)

Participation in BC ELN  
ensures access to critical  
learning resources for

**54,632**  
students

studying in remote  
locations.

# Collaborative Licensing

An affordable approach to ensuring British Columbia's learners, educators, and researchers have access to critical academic resources in a variety of formats.

## Key Achievements

### Licensing

- Maintained low increases on renewed products for partner libraries; the average increase of 1.5% was below the Canadian inflation rate
- Renewed 37 provincial, 10 regional, and 28 national licenses, offering a total of 75 eResources to partner libraries
- Surveyed partner libraries on licensing needs and desires; established a consortial license for Statista based on popular request

### Administration

- Reviewed and trained staff on updated BC ELN procedures and protocols for renewing eResource licenses
- Selected and implemented Asana project management software to manage distributed licensing work across the BC ELN Office, building capacity and expertise

### Common Suite

- Coordinated selection and licensing of a province-wide common suite of eResources that provides equity to the BC post-secondary system; activities in 2017 included:
  - Conducted extensive consultations with partner libraries and Steering Committee
  - Developing an approach that satisfied criteria identified by partner libraries
  - Negotiated with vendors EBSCO and ProQuest
  - Modified original proposal based on feedback from libraries
  - Facilitated decision-making session in December 2017; directed to move forward with licensing a common suite, resulting in average annual savings of \$900,000 USD for the system



Vancouver Community College Library, in collaboration with the Depts. of Fashion Design and Jewellery, launch student displays of art work

**30%**

average savings on eResources  
licensed consortially

**3,900**

staff hours saved by post-secondary  
libraries thanks to centralized  
management of renewals

**2.9 million**

licensed resources available: fulltext  
journals, magazines, newspapers, ebooks,  
videos, images, maps, and more

# Resource Sharing

Provincial access to BC's vast public and post-secondary library collections.

## Key Achievements

### Service Enhancement

- Developed an Open URL search link template, allowing library staff and patrons to transition seamlessly from an EBSCO search to an OutLook OnLine search for any given item
- Implemented beta Desktop Delivery functionality in SHAREit to allow speedy delivery of electronic articles direct to student inboxes, a high-priority enhancement for BC post-secondary libraries

### Training and Support

- Responded to and managed 432 support cases from public and post-secondary libraries
- Created and published a variety of online training resources for OutLook OnLine library staff on topics such as uploading documents for delivery and setting holiday closures, available on the OutLook OnLine Support Centre site: [ill.bceln.ca](http://ill.bceln.ca)

### Sustainability Management

- Negotiated and renewed 2018 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

**58%**  
saved by consortially  
licensing ILL software

**996**  
staff hours saved through  
centralized helpdesk

**81,511**  
interlibrary loan requests filled through  
OutLook OnLine

**10 million**  
books, DVDs, music, and more at the  
fingertips of library patrons

OutLook OnLine is the technical infrastructure that underpins interlibrary loans. Managed by BC ELN, it plays a critical role in resource sharing.



# Learning Support

Online research and writing support that connects learners with experts.

	AskAway Key Achievements	WriteAway Key Achievements
Expansion	Welcomed Columbia College Library to AskAway; there are now 31 institutions participating in Askaway	Welcomed Alberta's Northern Lakes College and Trinity Western University; there are now 15 institutions participating in WriteAway
Strategic Planning	Facilitated an Action Planning Session and subsequent vote with the AskAway Advisory Committee resulting in prioritized actions for the coming year	Initiated infrastructure review to identify effective options for meeting student needs and supporting service growth; officially joined BC ELN as a service area
Service Enhancement	Furthered AskAway as a point-of-need service by championing integration of the AskAway qwidget (chat window) in Library discovery layers and databases	Created an Experienced Tutor Rubric to support ongoing assessment and quality assurance; adopted new online meeting platform to facilitate training and meetings
Communities of Practice	Liaised with colleagues across North America via online meetings to share information and ideas	Liaised with eTutoring Alberta (now dissolved) and University of Toronto, Scarborough on online tutoring challenges and opportunities

“What an incredible interface. [AskAway] was fast and I could work on my assignment while waiting for a reply. ...This was so much better than Google.  
Selkirk College learner

“I work full time and it was very easy to get [WriteAway] help online with my schedule.  
Douglas College learner



**\$171,000 saved by collaboratively licensing AskAway chat software**



**90% of AskAway survey respondents were satisfied or very satisfied**



**28,336 AskAway questions answered in 2017**

**90%**

average “helpfulness” rating for WriteAway session

**1,988**

students across the province received feedback via WriteAway

**3,875**

assignments submitted to WriteAway

# Shared Services

Cross sector collaboration that expands access to BC's digital treasures.

Arca received the 2017 BCLA Eureka Award in recognition of outstanding achievement

## Arca Key Achievements

### Expansion

- Provided in-person and online training for staff at new participating sites Kwantlen Polytechnic University and Northwest Community College
- Deployed new Arca child site for Digitized Okanagan History, a privately-funded collection of materials from Okanagan-region museums, archives and historical associations, led by staff at UBC Okanagan Library: [doh.arcabc.ca](http://doh.arcabc.ca)
- Negotiated Letter of Agreement with Irving K. Barber Learning Centre (IKBLC) at UBC for support and hosting of past and present BC History Digitization Grant recipients' digitised materials

### Service Enhancement

- Developed new modules and new functionalities for the Islandora platform to meet needs of Arca sites and the larger Islandora community
- Migrated Arca from Amazon Web Services to SFU cloud hosting and acted as liaison between discoverygarden service provider and SFU IT

### Infrastructure Development

- Approved a 2018/19 Service Support Fee model which includes 150 GB of storage per institution and basic support; the model allows for separate purchase of additional storage and advanced support

64%

saved by joining Arca compared to individual installation

20,713

visits to Arca from 160 different countries

158,128

objects in Arca across 332 collections

## BC Digital Library

BC ELN champions the BC Digital Library

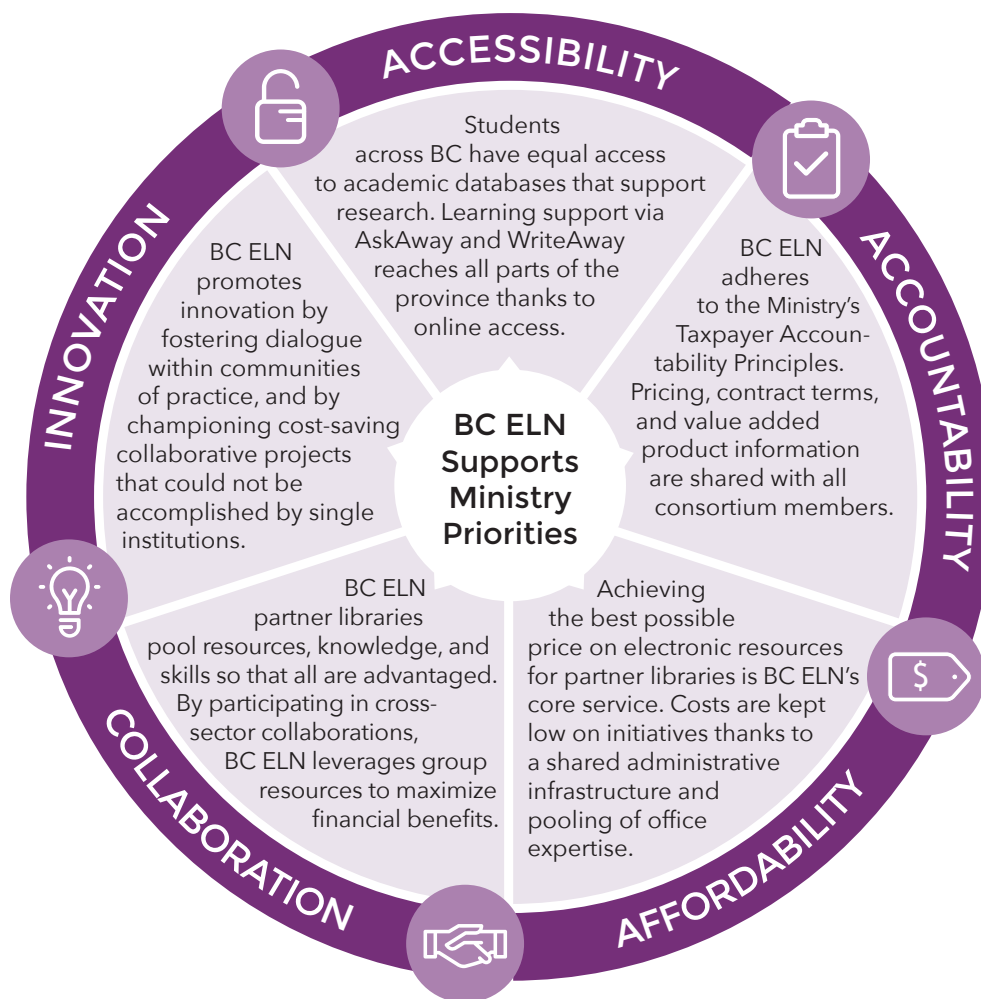
- Presented, with BCDL Steering Committee and others, session at the 2017 BC Library Conference focusing on the value of digital libraries and showcasing the project's technical infrastructure
- Produced posters highlighting BCDL work to date presented at AABC/ARMA VI Joint Conference and BC Studies 2017: (Un)Settling British Columbia
- Participated on BCDL Steering Committee:
  - Engaged in relationship-building across sectors to identify opportunities for collaboration
  - Supported work on business analysis, laying the foundation for future of the BCDL initiative



Langara College Library staff Mia and Meaghan with furry friends visiting as part of De-stress Fest

# Upholding Stakeholder Priorities

BC ELN upholds Ministry of Advanced Education, Skills & Training priorities as outlined in documents like the [Service Plan](#) and BC ELN's [Taxpayer Accountability](#) letter.



## Partner Library Needs

BC ELN helps partner libraries overcome challenges and meet identified needs.

Fiscal Constraints	Program Needs	Changing Technology	Student Success
The BC ELN Office seeks deep licensing discounts and passes on all savings, enabling institutions to maximize budgets. By sharing costs and administration, innovative services such as Arca are possible even in times of fiscal restraint.	BC ELN licenses a common suite of resources that targets undergraduate needs. Negotiated at a highly favourable rate, the suite frees up dollars to acquire specialized content for unique programming needs.	BC ELN partner libraries can meet students' and researchers' expectations that materials be online with electronic delivery of resources. BC ELN further helps institutions engage in emerging trends, such as digital repositories.	AskAway and WriteAway service providers help students learn critical skills: how to find, evaluate, and use information, and how to communicate effectively. These essential skills enable students to succeed in their studies and in the workforce.

# Financials

BC ELN is a partnership between British Columbia's post-secondary libraries and the Ministry of Advanced Education, Skills & Training. BC ELN operates with core funding from the Province of British Columbia, with additional project funding and staff time contributed by partner libraries.

[Click here to read how BC ELN adheres to the Ministry's Taxpayer Accountability Principles](#)

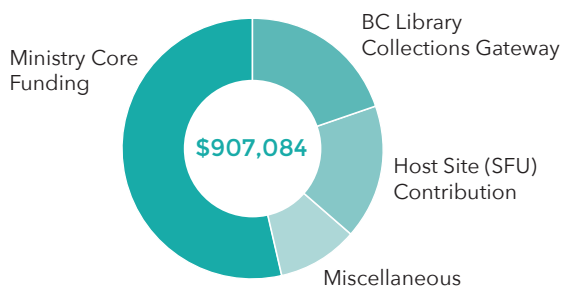


## Core Administration & Gateway

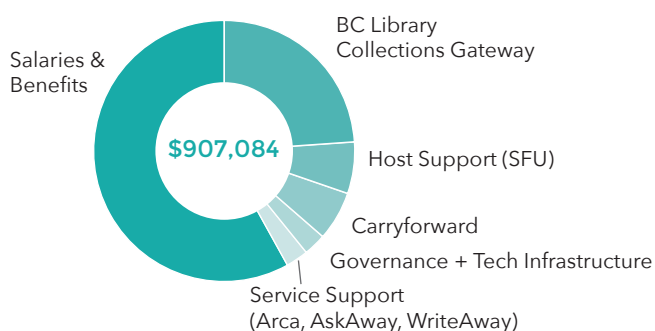
Supports and makes possible all of BC ELN's services and projects.

	2016/17 Actual	2017/18 Projected
	Revenue	Revenue
Core Funding (AVED)	485,417	485,417
Host Site (SFU) Contribution (Progress through ranks & general wage increases)	109,157	151,877
BC Library Collections Gateway (including OutLook OnLine, OLOL Admin Centre, etc.)	174,458	180,221
Miscellaneous Revenue (Resource Sharing support, Associate Membership Fees, Prepayments, Carryforward, etc.)	65,094	89,569
<b>Total</b>	<b>834,126</b>	<b>907,084</b>
	Expenses	Expenses
Salaries & Benefits	463,407	526,497
Host Support (SFU)	56,000	56,000
AskAway Contribution	15,000	10,000
Arca Contribution	15,000	10,000
WriteAway Contribution	n/a	3,000
BC Library Collections Gateway <ul style="list-style-type: none"> <li>reSearcher Suite (2016/17 only)</li> <li>Union Databases &amp; integrated Online Requesting Service (incl. Libraries Branch portion)</li> <li>Canadian Hosting</li> </ul>	245,909	219,146
Administration/Communication/Governance	16,342	17,355
Technical Infrastructure	5,670	9,360
<b>Total</b>	<b>817,328</b>	<b>851,358</b>
<b>Revenue - Expenses (Carryforward)</b>	<b>16,798</b>	<b>55,725</b>

## 2017/18 Projected Revenue



## 2017/18 Projected Expenses



## Arca

Funded by BC ELN and Participating Libraries

	2016/17 Actual	2017/18 Projected
	<b>Revenue</b>	<b>Revenue</b>
Partner Library Support	65,442	83,833
BC ELN Support	15,000	10,000
Miscellaneous Revenue (Carryforward, etc.)	47,221	26,767
<b>Total</b>	<b>127,662</b>	<b>120,600</b>
	<b>Expenses</b>	<b>Expenses</b>
Service Support	55,090	55,510
Migration to SFU Hosting	n/a	8,622
Islandora Events	5,509	n/a
Islandora Foundation Membership	2,000	2,000
Cross-Repository Search Tool Development	658	5,589
Administration/Communication/Governance	3,386	700
Software and Technical Infrastructure	34,253	38,964
<b>Total</b>	<b>100,895</b>	<b>111,385</b>
<b>Revenue - Expenses (Carryforward)</b>	<b>26,767</b>	<b>9,215</b>

## Learner Support

Flow-through finances for licensing activities

	2016/17 Actual	2017/18 Projected
	<b>Revenue</b>	<b>Revenue</b>
Carryforward	(111,805)	37,449
Partner Library Contributions	4,305,450	4,381,960
Miscellaneous Revenue (Prepayments, etc.)	n/a	24,304
<b>Total</b>	<b>4,193,645</b>	<b>4,443,712</b>
	<b>Expenses</b>	<b>Expenses</b>
Payments to Vendors	4,156,196	4,443,712
<b>Total</b>	<b>4,156,196</b>	<b>4,443,712</b>
<b>Revenue - Expenses (Carryforward)</b>	<b>37,449</b>	<b>–</b>



Students at North Island College take advantage of the newly renovated Library & Learning Commons

## Electronic Health Library of BC (eHLbc)

eHLbc finances and yearly achievements are reported in the annual Year in Review, available at: [eHLbc Key Documents](#)

## AskAway

Funded by BC ELN and Participating Libraries

	2016/17 Actual	2017/18 Projected
	<b>Revenue</b>	<b>Revenue</b>
Partner Library Support (Service Support Fee + Flexible Contribution)	84,765	88,179
BC ELN Support	15,000	10,000
Miscellaneous Revenue (Contract hours, marketing, carryforward, etc.)	14,549	10,803
<b>Total</b>	<b>114,314</b>	<b>108,982</b>
	<b>Expenses</b>	<b>Expenses</b>
Service Support	75,234	73,777
10th Anniversary Celebration	4,080	n/a
Extenuating Circumstances Fund	585	585
Administration/Communication/Governance	2,224	1,704
Software & Technical Infrastructure	23,665	26,733
<b>Total</b>	<b>105,788</b>	<b>102,800</b>
<b>Revenue - Expenses (Carryforward)</b>	<b>8,526</b>	<b>6,182</b>

## WriteAway

Funded by IKBLC (UBC) and Participating Institutions

	2016/17 Actual	2017/18 Projected
	<b>Revenue</b>	<b>Revenue</b>
Irving K. Barber Learning Centre Support	8,000	5,000
Participant Support	27,965	30,251
BC ELN Support	n/a	3,000
Miscellaneous Revenue (Marketing, carryforward, etc.)	6,041	3,880
<b>Total</b>	<b>42,007</b>	<b>42,131</b>
	<b>Expenses</b>	<b>Expenses</b>
Service Support	38,155	40,398
Administration/Communication/Governance & Technical Infrastructure	994	1,104
<b>Total</b>	<b>39,149</b>	<b>41,503</b>
<b>Revenue - Expenses (Carryforward)</b>	<b>2,858</b>	<b>629</b>

## BC ELN Steering Committee

(as of December 2017)

**Kim Isaac**, Chair

**Jonathan Bengtson**, University of Victoria

**Gwen Bird**, Simon Fraser University

**Andrei Bondoreff**, Ministry of Advanced Education, Skills & Training

**Melody Burton**, University of British Columbia

**Patricia Cia**, Urban Colleges

**Anita Cocchia**, BC ELN Executive Director

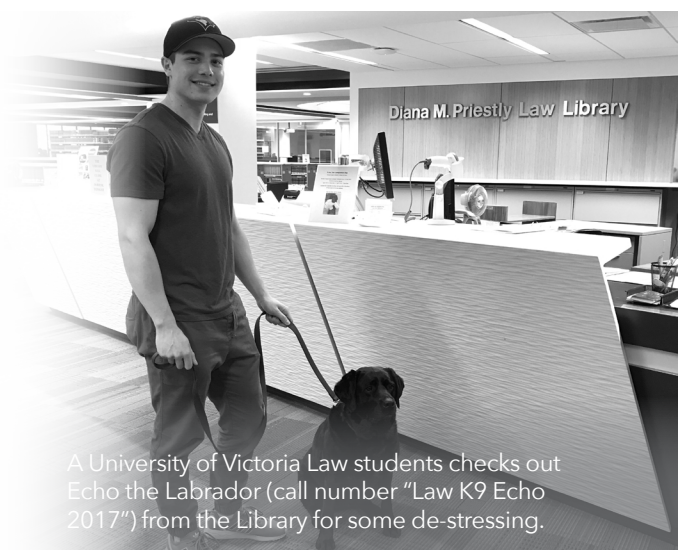
**Natalie Gick**, Simon Fraser University Officer

**Scott Marsden**, Associate Members

**Brenda Mathenia**, Vice-Chair, Small Universities

**Debbie Schachter**, Regional Universities and Institutes

**Dawna Turcotte**, Rural Colleges



A University of Victoria Law student checks out Echo the Labrador (call number "Law K9 Echo 2017") from the Library for some de-stressing.