

BCELN

INNOVATION &
SUCCESS 2025



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ABOUT BC ELN

Since its formation in 1989, BC ELN has delivered award-winning services to meet the information needs of students, faculty, and researchers in B.C. and the Yukon. Today, 35 post-secondary libraries work collectively to offer a suite of services that include licensing, resource sharing, writing and research support, and a shared digital repository. To successfully deliver services, participating libraries collaborate with each other and broadly with writing centres, public libraries, and memory organizations across the province. BC ELN receives core funding from the Ministry of Post-Secondary Education and Future Skills (PSFS). Services are collaboratively funded, staffed, and governed by participating libraries and organizations.

The BC ELN Office, hosted at Simon Fraser University's Burnaby campus, is located on the traditional territories of the səlilwətał (Tsleil-Waututh Nation), kʷikwəłəm (Kwikwetlem Nation), Skwxwú7mesh Úxwumixw (Squamish Nation), and xʷməθkʷəy̓əm (Musqueam) people.

CORE VALUES & PRINCIPLES



Middle: Camosun College Library

Collaboration: Together we are stronger. We work as a collegial community in a spirit of teamwork, participation, and inclusion. We look for opportunities to form new partnerships.

Trust: The foundation of our success is respect, integrity, and accountability. We foster long-term, trust-based relationships through open and honest communication and ethical practices.

Innovation: We are creative and flexible, adapting and responding to opportunities and change.

Leadership: Our success is based on competence, expertise, and a commitment to excellence, learning, and professionalism.

Sustainability: We ensure our on-going viability through continuous improvement, cost-effectiveness, and accountability for results.

MESSAGE FROM THE CHAIR



Photo of Dr. Christina Neigel, Chair

"Sustainability has been a key focus in ensuring ongoing effectiveness and viability of various services and service platforms."

I'm delighted to present the Innovation & Success report and celebrate BC ELN's achievements in 2025. These accomplishments rely on the quality work of BC ELN staff and volunteer representatives from the membership. This year, BC ELN received a significant increase in base funding from the Ministry of Post-Secondary Education and Future Skills, the first since 2010, reflecting government confidence in our ability to consistently deliver system-wide benefits to libraries and learners in B.C.

Sustainability has been a key focus in ensuring ongoing effectiveness and viability of various services and service platforms. Specifically, participating members across the network focused on modernizing service models for both AskAway and WriteAway, balancing administrative costs with learning needs. This commitment to collaborative infrastructure is also reflected in the migration of Arca to the Islandora 2 platform, setting the stage for future enhancements to the shared digital repository. To improve the security and stability of the province-wide interlibrary loan service for public and academic libraries and patrons, a major server upgrade to Illume was also completed this year. Of course, cost-savings through consortial licensing is a central goal of BC ELN, and this was achieved through negotiations that offer low and predictable price increases in a world of accelerated inflation.

Langara College Library

BC ELN is effective because its participatory design ensures that both its members and staff are invested and empowered to do the hard work of shaping services that are relevant and scalable to need. Connections are key. The organization's impact is informed not only by individual voices but also by conversations held at All Partner Meetings, service-specific working groups, and water-cooler sessions. The value of this work can be seen in our membership growth. This year our community expanded as we welcomed two provisional Associate Members: Adler University and LaSalle College Vancouver. We also welcomed two new librarians to the Office team to assist us in navigating the ongoing complexities of our services.

In the coming year, the provincial government will be moving forward with changes to BC ELN's administrative hosting model to strengthen post-secondary services. Articulating and demonstrating the significance and scope of BC ELN's contributions will continue to be a top priority during this time of transition.

Thank you to participating libraries for your engagement and trust. I look forward to working together to provide equitable and innovative services in the year ahead.

Dr. Christina Neigel

University Librarian, Capilano University
BC ELN Steering Committee Chair

SAVINGS & IMPACT



\$15.2M

saved by BC ELN participating libraries and partner organizations through consortial licensing and shared services

78K

interlibrary loan requests fulfilled through Illume and delivered directly to patrons via their local libraries and inboxes



1.6M+

diverse academic eResources available for libraries to license at discounted rates

423

service providers and tutors across B.C. provide qualified, point-of-need support to students online via AskAway and WriteAway

294K

items available to explore via Arca — including open educational resources, faculty and student publications, historical photographs, contemporary art, and much more



"This year, BC ELN invested in the sustainability of our services and prioritized large-scale migrations and service reviews. Our core network of participating libraries is strong, and I'm looking forward to opportunities for growth, opening our doors to new partnerships, and taking on exciting new initiatives."

Sunni Nishimura
BC ELN Executive Director



STRATEGIC ACHIEVEMENTS

In the [2023-2027 Strategic Framework](#), BC ELN partner libraries identified three overarching directions to guide future activities. The [2025 Strategic Framework Update](#) provides a detailed update on progress towards defined goals. Below is a summary of key accomplishments in 2025.

Direction 1: Developing Responsive, Inclusive, and Sustainable Services

BC ELN's consortial licensing program overhauled the New Resource Selection Process in consultation with libraries, offering more flexible opportunities for input and information-sharing. Illume upgraded server hardware to ensure long-term stability for public and post-secondary libraries that rely on Illume's infrastructure to facilitate interlibrary loans. BC ELN's learning and research support services AskAway and WriteAway each delivered service model sustainability recommendations and began implementation work.

Direction 2: Empowering and Engaging our Community

Via formal governance groups, such as the representative AskAway Commitment Models Review Working Group, or more informal options, such as the Arca Administrators' Mattermost chat channel, participating library employees at all levels were invited to provide input and participate in service development throughout the year. In a milestone celebrated by Office staff, BC ELN published its first [Staff Statement on Justice, Equity, Diversity, and Inclusion](#) (JEDI), articulating a shared commitment to implement JEDI practices in daily work and within BC ELN more broadly.

Direction 3: Pursuing Meaningful, Reciprocal Relationships

BC ELN continued outreach through the Removing Barriers Initiative to better understand how the consortium can build relationships with Indigenous Institutes and support Indigenous students, faculty, and researchers. Two Worlds Consulting conducted outreach and delivered preliminary findings, and BC ELN Office staff and Steering Committee members met with Board members from the Indigenous Adult and Higher Learning Association (IAHLA) to agree on respectful and meaningful next steps.

CONSORTIAL LICENSING

Through consultation with participating libraries and in collaboration with consortial partners, BC ELN offered a wide range of academic resources at discounted rates.

ACHIEVEMENTS

Advocating for Libraries through Uncertainty and Change

In 2025, concerns emerged from participating libraries around political developments in the United States and the potential impact on electronic resource pricing and content. BC ELN responded proactively to ensure partner libraries were well-informed, and that their needs were communicated to vendors. BC ELN's licensing team continued negotiating low, stable annual increases with the largest vendors to keep costs predictable and reasonable. Facing uncertainties around potential content loss in the Education Resources Information Center (ERIC) database, the BC ELN licensing team worked with EBSCO to expand abstracting and indexing coverage in their Education Abstracts database, which provided ERIC subscribers with 100% coverage of the lost content, at no additional cost. Separately, during the transition to the new EBSCO User Interface, BC ELN continued to [advocate for partner library needs](#).

Launching the New Resource Selection Process

The [New Resource Selection](#) process invites partner libraries to suggest and prioritize resources for BC ELN to consider licensing consortially. In the past, libraries had a single opportunity to suggest new resources every 2-3 years; with the new process, they can submit suggestions, which are now reviewed annually, year-round. The new streamlined webpages, FAQs, and outcomes reports keep libraries well-informed, and the new vendor checklist reduces negotiating time with vendors and ensures they align with BC ELN's licensing principles.



LaSalle College Vancouver Library

\$210K

in staff time costs avoided
through centrally negotiated
and managed renewals

33%

average discount
achieved on consortially
negotiated agreements

2.37%

average annual increase,
below projected annual
increases of 3.5-5%

"BC ELN responded proactively to ensure partner libraries were well-informed, and that their needs were communicated to vendors."

Partnering to Improve Accessibility

BC ELN established a partnership with the Ontario Colleges Library Service (OCLS) to pilot their [Library eResources Accessibility Portal](#) (LEAP). LEAP is both an eResource assessment tool and a repository of accessibility assessment reports designed to help libraries achieve compliance with provincial accessibility legislation. BC ELN libraries that participate in the one-year pilot, launching in 2026, will benefit from the robust assessment tool and can contribute to the shared repository.

Growing eResource Offerings

In collaboration with Consortia Canada, BC ELN offered two new eResources to partner libraries in 2025. Voted as the highest priority resource in the previous resource selection process, the American Psychological Association (APA) Style Manual provides cover-to-cover access to the most widely used academic writing style guide in the world. OverDrive Magazines allows patrons to enjoy over 4,000 magazines, eBooks, and audiobooks all in one place.

The BC ELN licensing team held a watercooler session to support libraries in their decision-making on the NFB Education renewal. Prior to this year's renewal, the National Film Board (NFB) made significant changes to the existing agreement, including making all content publicly accessible without cost reductions for subscribers. The online session provided a space for libraries to ask questions, discuss their plans going forward, and make decisions informed by their fellow partner libraries.

BY THE NUMBERS

75

agreements negotiated for the post-secondary sector in B.C.

- **173** products, options, and add-ons offer flexibility to participating libraries
- Institutions can choose which resources best meet their needs; on average, each institution licenses **30** resources consortially via BC ELN
- **2** new licenses offered in 2025: OverDrive Magazines and APA Style Manual

19

consortial collaborators team up to license resources via Consortia Canada

1M+

articles, eBooks, and streaming videos available to students, faculty, and staff

- **1.24 million** ebooks
- **255,752** videos
- **173,904** periodicals

ASKAWAY RESEARCH HELP

In 2025, AskAway participants led the service through a review of the long-standing commitment models and explored emerging technologies.

ACHIEVEMENTS

Building a Sustainable Future

In 2025, the AskAway Advisory Committee prioritized the long-term [sustainability of the service](#) with a review of funding and staffing models. The process, started in 2024, was led by members at participating libraries and grounded in principles of equity and a shared recognition of AskAway's value for the post-secondary sector, individual libraries, and students who use the service. The representative Commitment Models Review Working Group developed recommendations for sustainability-focused changes, which were unanimously approved by the Advisory Committee and the BC ELN Steering Committee. To keep sustainability work moving forward, the Recommendations Implementation Team began the process of developing new commitment models in consultation with libraries.

"I am thrilled to have quick access to support through AskAway. This is rare and makes a student feel truly supported in the learning process."

Thompson Rivers University Student



Elders at Nicola Valley Institute of Technology's (NVIT) monthly photo sharing session

Exploring Emerging Technologies

A key strategic priority for AskAway is to leverage technology to enhance the service. To meet this priority, the Emerging Technologies Working Group focused on exploring, testing, and assessing new technologies that improve the experience for students and workflow for those who staff AskAway. Enhancements that the Working Group explored included automated traffic-balancing software, language localization, and artificial intelligence tools. In 2025, the working group met on a regular basis, provided updates to the community, surveyed service providers, met with the vendor, and tested features. Based on what is learned throughout this process, they will make recommendations for implementation to the Advisory Committee in early 2026.

Engaging Community

AskAway local coordinators manage the service at their individual institutions and work together to keep AskAway running smoothly. Throughout 2025, they provided key input into sustainability and emerging technology initiatives, met online to share institutional updates with one another, and informed chat reference policies and practices. In September 2025, AskAway hosted its second Prep-a-Palooza, bringing local coordinators together for a fun and casual online work party, to prepare for the Fall term ahead.

"I was seeking some very specific more niche information about how to properly format in Chicago and struggling to find a source that explained how. The librarian provided me with an excellent guide on Chicago, and also helped me evaluate how to format it based on other information provided. It was very helpful."

Camosun College Student

BY THE NUMBERS

27

participating libraries:
327 service providers

\$82.9K

in costs avoided for a
medium-sized institution

\$2.18M

in costs avoided for the sector

29,981

questions responded to
by service providers

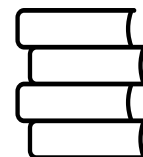
253

days open in 2025

95%

of patrons likely or
very likely to return

Students asked for help with **researching for their assignments, accessing online and print resources, and citing their sources**—among other question types.



WRITEAWAY ONLINE TUTORING

In 2025, WriteAway focused on service sustainability and adapting to rapidly changing technology and student writing support needs.

ACHIEVEMENTS

Reimagining a Responsive Service

As part of a wide-ranging review, WriteAway developed clear recommendations to enhance and sustain the collaborative service in response to evolving student writing support needs and expectations. The recommendations seek to restructure the financial model, evaluate technical infrastructure, update the service delivery model, and improve accessibility for students. Gathering feedback from students, WriteAway directors, and institutional coordinators, the Service Model Working Group analyzed the broader state of academic writing and applied their findings to make concrete recommendations for immediate action. These include offering synchronous support, extending service to graduate students, and enhancing accessibility by offering multimodal feedback.

"I was really impressed with how quickly I received the feedback from WriteAway. Thank you so much for the support! I look forward to writing my next essay and using WriteAway again."

Vancouver Community College Student



Camosun College Library

Empowering Tutors

Tutors who staff WriteAway welcomed new and updated resources that both support their work and improve the student experience. Resources developed by the Administrative Centre, in consultation with the WriteAway community, include:

- New *WriteAway Strategy Spotlight*, a collection of short tutor training videos to offer practical strategies and walk-throughs to help tutors navigate common scenarios.
- Updated *WriteAway Standards of Practice: Effective Tutor-Student Interaction* to maintain a shared understanding of collective responsibilities among tutors and provide effective, equitable writing support to students.
- Updated *Student Submission Form* to provide tutors with useful context prior to claiming a submission.

BY THE NUMBERS

4,787

student submissions

\$20-25K

in costs avoided by
individual institutions

\$502K

in costs avoided for the sector

4.7/5

average helpfulness rating

24/7

student support

24-48

hour response time

Nurturing Cross-Service Collaboration

Together with AskAway, WriteAway institutional coordinators from rural institutions met online to discuss student learning needs at remote campuses and developed ideas for promoting both services to this unique population. To reach audiences beyond BC ELN, the WriteAway and AskAway Administrative Centre Coordinators presented “Research, Write, Succeed: Using AskAway and WriteAway as Learning Tools” at the BCcampus Educational Technology User Group (ETUG) Spring 2025 Workshop. Attendees were pleasantly surprised to hear both of these services are staffed by writing and research experts right here in B.C.

How Do Students Use WriteAway Feedback?



93%

make changes to improve
their assignment



75%

apply what they learn
to future assignments



59%

gain a better understanding
of a writing concept

ILLUME INTERLIBRARY LOAN

In 2025, Illume completed a major server upgrade, rolled-out enhancements to improve efficiencies for the system and individual users, and set the stage for an upcoming software review.

ACHIEVEMENTS

Building Service Resiliency

In May, Illume successfully migrated to new server infrastructure to improve the stability and security of the service. With assistance from the vendor Auto-Graphics and Simon Fraser University IT, the Illume Support Centre thoroughly prepared and tested the system leading up to the migration, ensuring a seamless transition for libraries and patrons. In addition to improved security and stability, the upgrade will make it easier for Illume to grow and implement software enhancements for years to come. Following the migration, the Support Centre onboarded a new librarian to increase capacity and further develop expertise in resource sharing and Illume optimization.

Illume supported libraries through Canada Post labour action, which temporarily interrupted the majority of physical interlibrary loans in the province. The Support Centre developed and shared workflow tips and best practices to help libraries respond and keep patrons informed. After the strike ended, libraries were provided with recommendations for reopening.



Vancouver Community College Welcome Day

Optimizing the Provincial Interlibrary Loan System

Working closely with participating libraries and Auto-Graphics, the Support Centre improved automation to create more efficient workflows for library staff and faster turnaround times for patrons:

- *Live Shelf Status:* Helped multiple libraries launch the Live Shelf Status (LSS) feature and communicated an Illume-requested vendor upgrade so libraries can easily update the status of items (i.e., available, checked out) in bulk. Live Shelf Status streamlines interlibrary loan processes by automatically checking if an item is available, making it easier for staff to focus on available items only and provide faster loans to patrons.

BY THE NUMBERS

\$1.66M

saved through collaboration: shared technology and centralized support helps participating libraries save money.

104

libraries are connected: libraries of all sizes collaborate to share materials and improve the interlibrary loan experience for readers and library staff alike.

10

million + items available: patrons can search for what they need or discover something new via Illume's impressive union database and live catalogue search targets.

78,000

interlibrary loan requests filled: each year, thousands of books, DVDs, articles, and more are delivered to patrons via their local library and inboxes.

680

support cases resolved: the Illume Support Centre, hosted and staffed by BC ELN, provides hands-on help to all Illume libraries.

- *NCIP Pilot:* Continued the NCIP pilot project and supported Prince George Public Library as an early adopter that launched initial NCIP integration in January and Patron-initiated NCIP authentication and requesting in September. NCIP enables seamless communication between a library's interlibrary loan and circulation systems, reducing manual processing time for staff and ensuring faster access to requested items for patrons.
- *Patron-initiated ILLs:* Provided ongoing troubleshooting, support, and training to libraries that were interested in activating or updating their patron-initiated ILLs. A popular feature, patron-initiated ILLs give patrons the ability to search, find, and request items directly from Illume.

Laying the Foundation for a Software Review

In preparation for a software review, Illume developed a project plan and began gathering information to better understand the current resource sharing landscape in the province:

- *Environmental Scan:* Partnered with Public Libraries Branch (Ministry of Housing and Municipal Affairs) to initiate an environmental scan of provincial resource sharing opportunities, trends, and strategic directions. As a first step, the Support Centre worked with Public Libraries Branch to map out the project and position post-secondary and public libraries to make informed, collaborative decisions about the future of Illume's infrastructure.
- *Supporting Interoperability:* Hosted a well-attended watercooler session and consulted with non-SHAREit Illume libraries that use alternate software to better understand their current needs, workflows, and upcoming plans. Offered SHAREit-Alma integration testing for post-secondary libraries and developed documentation, in collaboration with other consortia, to support interoperability in the future.

ARCA DIGITAL REPOSITORY

Arca completed an essential migration to Islandora 2, laying the foundation for new features that benefit collection stewards and end users alike.

ACHIEVEMENTS

Launching Islandora 2

In 2025, Arca completed the migration to the Islandora 2 platform supported by capital funding from the Ministry of Post-Secondary Education and Future Skills (PSFS). In the new environment, 29 participating sites benefit from significant improvements to stability, metadata support, and administrative control. Local and global visitors enjoy improved discoverability and can search and access collections via the new user-friendly interface. With the new platform in place, Arca participants are already taking advantage of opportunities to expand access to their collections, for example by improving interoperability with their library's discovery services via the common OAI-PMH configuration. With a process in place to query how much storage each participating site is using at any given time, Arca can better anticipate storage needs and focus on long-term service sustainability.

"The TK Labels and Notices software integration in Islandora 2 helps to properly represent Indigenous rights and interests in digital repository content."

Integrating the Traditional Knowledge (TK) Labels Module

Arca participants and the broader Islandora community have access to a new Local Contexts' [Traditional Knowledge \(TK\) Labels](#) module thanks to a creative collaboration between Arca staff and Computer Engineering Students at the University of Prince Edward Island. The TK Labels and Notices software integration in Islandora 2 helps to properly represent Indigenous rights and interests in digital repository content.

Housing the Collaboration Framework Initiative

Arca supported the [Collaboration Framework Initiative](#), a multi-year pilot to streamline the sharing of curriculum materials across B.C.'s post-secondary sector to better meet teaching and learning needs. Arca provides a trusted repository to house and distribute the Collaboration Framework's shared content, which includes collections from 11 BC ELN partner institutions. The partnership is led by Vancouver Community College with funding from PSFS.

Supporting and Connecting Participants

In 2025, Arca implemented new technologies to inform and connect staff who maintain their institutional Arca repositories. A new, highly searchable [website for Arca administrators](#) (admins) provides access to in-depth documentation and training resources. If additional support is needed, admins can now submit a ticket via the new open-source ticketing system, osTicket. The system streamlines support and improves the Arca knowledgebase for all organizations. An open-source Mattermost chat room provides a space for Arca admins to casually connect and troubleshoot issues in real-time.

BY THE NUMBERS

30

Arca repositories, including BC ELN partner libraries, regional special collections and archives, public libraries, and post-secondary institutions in Alberta and Manitoba.

~294,330

items in 1,840 collections: explore open educational resources, faculty and student publications, historical photographs, contemporary art, and much more!

\$6.41M

saved by all Arca participants through a shared platform, storage, infrastructure, and coordination.

394

tickets submitted by Arca participants to the Administrative Centre via the new open-source ticketing system.

ARCA PARTNERSHIPS

In 2025, BC ELN and the Irving K. Barber Learning Centre, UBC Library, continued a successful partnership to improve access to grant writing support, digitization expertise, and digital preservation at GLAM organizations across the province.

BCHDP Application and Referral Support

- 26 organizations indicated a need for support in the upcoming BC History Digitization Program (BCHDP) grant cycle
- 17 prospective applicants received hands-on support, including guidance on digitization project workflows, assistance with grant writing, copyright advisory, and metadata review
- First-time applicants were connected with digitization service providers, including the SFU Digitization Centre
- 7 applicants received feedback on draft applications and applied to the BCHDP grant cycle

Arca Hosting Support for Successful Applicants

- 6 supported applicants received BCHDP funding
- 5 successful applicants plan to host their digitized collections in Arca
- Welcomed new collections from 5 organizations: the BC Labour Heritage Centre, the Kaatza Station Museum and Archives, the Museum of the Cariboo-Chilcotin, Swedish Heritage in British Columbia, and the Sidney Museum
- Migrated the BCHDP-Arca site to Islandora 2 at no cost to participating sites and provided resources to help visitors navigate the collections in a new environment

LEADERSHIP & COMMUNITY ENGAGEMENT – AT HOME AND ABROAD

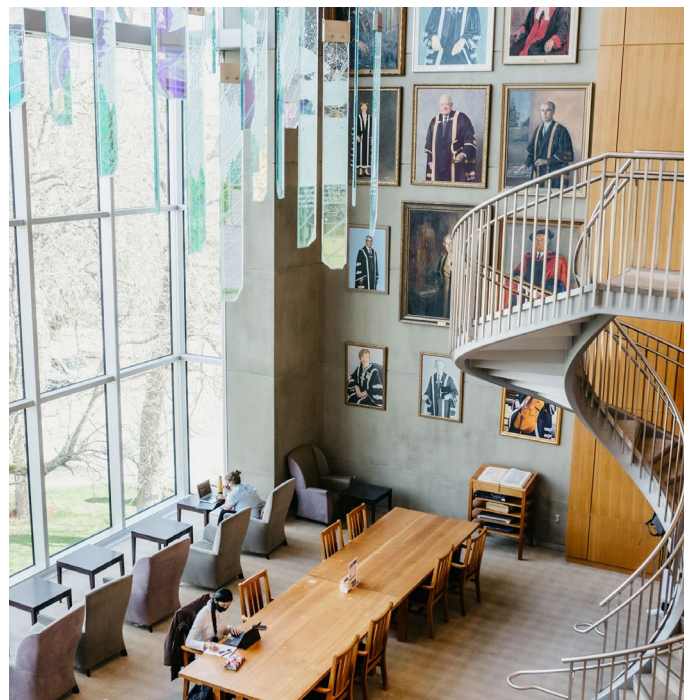
In 2025, BC ELN Office staff joined initiatives together with local, national, and international partners. BC ELN's participation and leadership efforts this year included:

- **International Coalition of Library Consortia (ICOLC), Sustaining Member**
- **ICOLC Consortial Awareness Group, Chair**
- **Consortia Canada, Chair**
- **Shared Educational Resources and Technology (SERT) Advisory Committee, Member**
- **Canadian Writing Centres Association Board, Member-at-Large**
- **Islandora Workbench Working Group, Member**
- **North American Virtual Reference Online Conference Planning Committee, Member**

"BC ELN service coordinators prioritized engagement to establish connections, gather input, and hear feedback from participants across the province."

Sharing their expertise in various forums, BC ELN Office staff presented guest lectures at the UBC iSchool, demoed services at the Educational Technology User Group (ETUG) Spring Workshop, and facilitated sessions at the ICOLC International meeting.

Closer to home, BC ELN service coordinators prioritized engagement to establish connections, gather input, and hear feedback from participants across the province. Attendees found creative ways to connect at a distance through the annual AskAway "Prep-a-Palooza," regular WriteAway tutor debrief meetings, and several watercooler gatherings including sessions on Illume for non-SHAREit user sites, supporting NFB Education subscribers, and AskAway and WriteAway promotion at rural institutions.



UBC Library Communications & Marketing

SUPPORTING MINISTRY PRIORITIES

BC ELN receives core funding from the Ministry of Post-Secondary Education and Future Skills. In addition to meeting its mandate of providing equitable access to licensed resources, learning support, and shared services, BC ELN supports the Ministry's strategic priorities to implement the B.C. Post-Secondary Digital Learning Strategy and advance reconciliation. In 2025, BC ELN's Executive Director served on the Shared Educational Resources and Technology (SERT) Advisory Committee, providing guidance on shared and open models for educational technologies and curriculum and course materials. With support from Two Worlds Consulting, BC ELN advanced the Removing Barriers Initiative through an initial engagement session with NVIT and discussions with the First Nations Education Steering Committee (FNESC) and the Indigenous Adult and Higher Learning Association (IAHLA). The engagements focused on potential barriers to Indigenous institute participation in BC ELN and identifying ways BC ELN can better support the information needs of Indigenous students, educators, and researchers.

In support of the B.C. Post-Secondary Digital Learning Strategy and the SERT Initiative, BC ELN produced a case study that outlines how AskAway has successfully delivered and sustained a shared service. The case study, [Sustaining Virtual Library Support through Multi-Institutional Collaboration: AskAway Chat Reference](#), is compiled together with studies of existing collaborative curriculum and technology initiatives that can be used to support system collaboration.

"BC ELN supports the Ministry's strategic priorities to implement the B.C. Post-Secondary Digital Learning Strategy and advance reconciliation."

Langara College Library



MOVING FORWARD

- Begin the renewal process for the upcoming 2027-2030 Undergraduate Resource Bundle (URB), including renegotiating pricing with EBSCO and consulting with participating libraries.
- Launch the Library eResources Accessibility Portal (LEAP) pilot with participating BC ELN libraries, collect feedback, and present findings to the BC ELN Steering Committee.
- Establish the Shared Library Services Platform (LSP) Leadership and Advisory Group to evaluate the feasibility of a coordinated approach to shared LSPs among BC ELN partner libraries.
- Conduct a needs assessment of the B.C. post-secondary and public library sector to better understand current and future resource sharing needs.
- Strengthen AskAway and WriteAway service sustainability by implementing new service models and supporting participants through the transition.
- Launch the new discovery site for all Arca repositories to provide centralized public access to digitized collections.



UBC Library Communications & Marketing

FINANCIALS

BC ELN is a partnership between post-secondary libraries in British Columbia and the Ministry of Post-Secondary Education and Future Skills. BC ELN leverages the Ministry's investment of \$600,000 to deliver equitable services and incredible savings to the post-secondary sector and beyond.

CORE ADMINISTRATION, LICENSING, AND ILLUME

Includes core and licensing staff, Illume, and partnership activities.

Revenue	2024/25 Actual	2025/26 Actual
PSFS - Core Funding Grant	485,417	600,000
PSFS - Removing Barriers Grant	110,000	N/A
PSFS - Transition Funding	N/A	155,500
Illume - System Partner Support	202,202	53,313
Illume Service Support	12,586	12,847
Host Site (SFU) Allocation*	387,356	387,355
Miscellaneous (includes associate member fees, etc.)	83,631	66,736
Total Revenue	1,281,192	1,275,751

* Host Site Allocation includes Progress Through Ranks & Provincially funded flow through General Wage Increases.

Expenses	2024/25 Actual	2025/26 Actual
<i>Services and Projects</i>		
Illume - Union Database and ILL Management System	218,354	222,275
AskAway Chat Reference Contribution	12,000	12,000
PSFS - Removing Barriers Funding - Year One	15,000	N/A
PSFS - Removing Barriers Funding - Year Two	N/A	15,000
WriteAway Online Writing Support Contribution	14,000	14,000
PSFS Removing Barriers Funding - Year One	15,000	N/A
PSFS Removing Barriers Funding - Year Two	N/A	15,000
Arca Digital Repository Contribution	10,000	10,000
Arca Partnership Contributions	16,324	-
Removing Barriers - Two Worlds Consulting	N/A	29,247
Website Migration Drupal 9	-	-

Operations

Salaries and Benefits (Continuing, Limited Term, and Contract)	692,662	918,846
Governance (All Partner Meeting costs and travel subsidies, meetings)	6,510	13,419
Administration (meetings, staff development and travel etc.)	19,980	22,888
Communications and promotion (printing, membership fees, etc.)	5,294	1,640
Technology Infrastructure (computers, ConsortiaManager, hosting, etc.)	23,238	31,768
Host Site Infrastructure Support Fee	56,000	56,000
Total Expenses	1,104,362	1,362,083

Core Revenue over Expenses	176,830	(86,332)
Start of Year Balance	176,407	353,237
Year End Balance	353,237	266,905

24/25 Carryforward includes multi-year project funding for Removing Barriers and Illume, deferred website migration amount, deferred salaries, and Associate member prepayments.

25/26 Carryforward includes planned deferral of salaries and 26/27 Transition Funding.

ASKAWAY RESEARCH HELP

Revenue	2024/25 Actual	2025/26 Actual
BC ELN Contribution	12,000	12,000
PSFS Removing Barriers Funding - Year One	15,000	N/A
PSFS Removing Barriers Funding - Year Two	N/A	15,000
Partner Library - Service Support Fee + Flexible Contribution	97,249	88,346
Miscellaneous (incl. additional unplanned contract hours, marketing, etc.)	-	153
Total Revenue	124,249	115,499

Expenses	2024/25 Actual	2025/26 Actual
Staffing and Coordination Infrastructure	98,932	113,323
Extenuating Circumstance Fund	1,000	1,000
Administration/Communication/Governance (includes printing charges)	845	508
Software & Technology Infrastructure	15,637	16,423
Total Expenses	116,414	131,254

AskAway Revenue over Expenses	7,835	(15,755)
Start of Year Balance	2,980	10,815
Year End Balance	10,815	(4,940)

WRITEAWAY ONLINE TUTORING

Revenue	2024/25 Actual	2025/26 Actual
BC ELN Contribution	14,000	14,000
PSFS Removing Barriers Funding - Year One	15,000	N/A
PSFS Removing Barriers Funding - Year Two	N/A	15,000
Service Support Fees, including infrastructure support	61,242	69,146
Miscellaneous (includes cost recovery marketing materials)	-	153
Total Revenue	90,242	98,299

Expenses	2024/25 Actual	2025/26 Actual
Staffing and Coordination Infrastructure	74,992	77,529
Administration/Communication/Governance (includes printing charges)	709	948
Software & Technology Infrastructure	8,235	10,229
Total Expenses	83,936	88,706

WriteAway Revenue over Expenses	6,306	9,593
Start of Year Balance	5,456	11,762
Year End Balance	11,762	21,355

ARCA DIGITAL REPOSITORY

Revenue	2024/25 Actual	2025/26 Actual
BC ELN Contribution	10,000	10,000
Member Service Support (includes additional storage and support fees)	188,291	195,045
Collaboration Framework Grant	N/A	23,553
PSFS - Arca Migration Capital Funding	160,000	N/A
Total Revenue	358,291	228,598

Expenses	2024/25 Actual	2025/26 Actual
Staffing and Coordination Infrastructure	109,399	128,047
Islandora Foundation + DataCite Membership	4,114	4,148
Administration/Communication/Governance	1,791	623
Vendor Support	23,266	57,055
Software & Technology Infrastructure	12,555	26,475
Arca Migration Service Provider	182,711	-
Arca Migration Staffing	69,752	-
Total Expenses	403,588	216,348

Arca Revenue over Expenses	(45,297)	12,250
Start of Year Balance	98,145	52,848
Year End Balance	52,848	65,098

BC ELN LICENSING PROGRAMME

Flow-through finances for licensing activities.

Revenue	2024/25 Actual	2025/26 Actual
Partner Library Contribution	5,737,338	5,436,899
Total Revenue	5,737,338	5,436,899

Expenses	2024/25 Actual	2025/26 Actual
Payment to vendors	5,748,020	5,410,383
Total Expenses	5,748,020	5,410,383

BC ELN Licensing Programme Revenue over Expenses	(10,682)	26,516
Start of Year Balance	(79,096)	(89,778)
Year End Balance	(89,778)	(63,262)



BCELN

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