
Highlights

Licensing

- Led national Consortia Canada renewal of the LexisNexis Academic and QuickLaw licenses
- Renewed the Feature Film Public Performance Rights licenses and began exploration of a new streaming media hosting service
- Expanded resource formats, e.g. negotiated license for new ebook collection ebrary Academic Complete
- Released Outcomes Report for 2011/12 Ranking Survey

Communication

- Produced the BC ELN Innovation & Success 2012 annual report, available at: <http://www.eln.bc.ca/view.php?id=1793>
- Produced AskAway and WriteAway Actions & Achievements 2012 reports
- Released October and December 2012 issues of the BC ELN Connect
- Initiated development of an assessment strategy to effectively capture and communicate BC ELN progress

Collaborations and Initiatives

- Providing ongoing project management and coordination for new virtual writing support service WriteAway through pilot stages
- Collaborated with Council of Prairie and Pacific University Libraries (COPPUL), and Consortia Canada to review Model license, with input from partner libraries
- Coordinated the development of the Institutional Repository (IR) Concept Committee to carry out planning work on a proposed collaborative IR

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

- Released EBSCO e-books special one-time purchase offer
- Negotiated license for new ebook collection ebrary Academic Complete
- Renewed 30+ databases
- Prepared SportDiscus renewal and transferred to e-HLbc
- Led the national Consortia Canada renewal of the LexisNexis Academic and QuickLaw licenses; over 100 Canadian libraries participate in this license, which supplies access to thousands of legal and news source
- Renewed the Feature Film Public Performance Rights licenses, negotiating with the agencies to deal with planned changes to PPR legislation in the Copyright Act; also began exploration of a new streaming media hosting service with one of the agencies
- Streamlined the University Foundation Collection renewal process

- Coordinated a process to streamline the national license for Oxford University Press; worked with consortia across Canada to resolve a number of issues which had complicated the renewal in past years
- Released Outcomes Report for 2011/12 Ranking Survey
- Coordinated ICIS training webinar

Collaborations

- Worked with e-HLbc to expand health video offerings to e-HLbc members
- Co-led reviews of Model License for BC ELN, COPPUL, and Consortia Canada

e-HLbc Administrative Centre

- Worked with the BC Academic Health Council (BCAHC) to transition e-HLbc hosting to SFU, due to BCAHC's dissolution
- Coordinated renewal of Canadian Health Research Collection, e-CPS/e-Therapeutics+, EMBASE, and SPORTDiscus
- Managed the transition of AltHealth Watch and Health Source from BC ELN's licensing portfolio to e-HLbc
- Collaborated with COPPUL on e-HLbc's new Ageline license and with BC ELN on Alexander Street Press license of streaming health videos.
- See *Year in Review* reports for details at <http://ehlbc.ca/about-us/key-documents>

Strategy 1.2 Foster BC Library Collections Gateway

Support and expand the provincial resource sharing network.

Progress

- Began discussion and development of a new system to replace the current ILL statistics reconciliation process
- Participated in Auto-Graphics User Group Teleconferences
- Updated CUFTS Free! Collection, now over 15,000 journals
- Updated Legislative Library MARC records to March 2013

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.

Progress

- Submitted request to BCcampus for 2013/14 Shared Service and Collaborative Program funding, along with the 2012 Actions & Achievements report: <http://askaway.org/sites/askaway.org/files/AskAwayActionsAchievements2012.pdf>
- Supported Software Selection Committee evaluation process, including software trials, vendor demos, community consultation, platform client meetings, and committee decision-making
- Coordinated Section 3 (May-June) and Section 4 (July-August) 2013 schedules; 4 institutions volunteered a total of 5 hours beyond their commitment levels
- Managed scheduling, project work, and hiring for 8 auxiliary staff, who provided 40 - 46 hours of service per week
- Set-up, facilitated and reported on trial of a QuestionPoint institutional queue for Douglas College
- Trained 21 new and returning service providers during 2 in-person training sessions, and 1 AskAway local coordinator (University Canada West)

- Developed and launched new AskAway.org website and AskAway staff portal on Drupal-based content management system: <http://askaway.org/staff>
- For additional details, see the AskAway Coordinator Reports, available here: <http://askaway.org/staff/administrative-centre-reports>

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.

Progress

- Acted as the WriteAway Administrative Centre, providing project management for the collaborative virtual writing support service WriteAway
- Submitted request to BCcampus for 2013/14 Shared Service and Collaborative Program funding, along with the WriteAway Actions & Achievements 2012 report: <http://www.eln.bc.ca/docs/view.php?id=1059>
- Liaised with BCcampus and Connecticut Distance Learning Consortium (CTDLC) on eTutoring contract development
- Developed and revised Student Terms & Conditions and Tutor Confidentiality Agreement in accordance with privacy regulations
- Developed spring pilot term schedule in consultation with institutional coordinators
- Trained eleven tutors for spring pilot term via online live training session and self-paced modules
- Managed spring pilot term (Feb. 27 – Apr. 12), which included participation from: College of the Rockies, Douglas College, Kwantlen Polytechnic University, Simon Fraser University, and University of British Columbia

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.

Progress

- Continued participation in the BC Digitization Coalition and its Technical Working Group
- Participated in the testing and launch of the new digital collection search portal West Beyond the West (WBTW)
- Provided feedback on early versions of the planned hosting service
- See BC Digitization Coalition website for more details: <http://wbtw.ca/>

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.

Progress

- Released results of the Institutional Repository (IR) Needs Assessment Survey
- Coordinated the development of the IR Concept Committee to carry out planning work on a proposed collaborative IR
- Explored possible IR hosting partnership with the large academic libraries in BC

- Reported on collaborative IR progress in December 2012 BC ELN Connect
<http://eln.bc.ca/newsletter/201212/article.html>

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

- Produced the Innovation and Success 2012 annual report; report includes financial overview, service developments, risks & mitigations, and future activities
- Carried out analysis of financial workflows
- Began development of new invoicing system that will bring together several processes and simplify reconciliation with the financial system of our host institution
- e-HLbc Coordinator Leigh Anne Palmer returned from maternity leave

Strategy 4.2 Communicate Effectively

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

Progress

- Released the October and December 2012 issues of BC ELN Connect:
<http://www.eln.bc.ca/view.php?id=75>
- Communicated WriteAway progress to the wider writing support community; developed WriteAway marketing materials for targeted use at participating institutions
- Produced blog posts aimed at AskAway partners.
- Migrated AskAway.org website and AskAway staff portal to Drupal-based content management system
- Initiated development of an assessment strategy to effectively capture and communicate BC ELN progress