

## Progress Report April 1, 2010 – September 30, 2010

Complete BC ELN Strategic Plan, including *Vision, Mission and Values 2006-2011, Strategies, Outcomes / Milestones and Yardsticks of Success (2006 - 2008)*, and *Strategic Plan Refresh 2009-2011* available at <<http://www.eln.bc.ca/view.php?id=1275>>

### Highlights of the Progress Report

**Membership:** Alexander College (AC) was welcomed as Associate Member after successful completion of a pilot. AC is currently participating in AskAway and database licensing. In September a series of web pages on *Benefits and Responsibilities for BC ELN members* was launched: <<http://www.eln.bc.ca/view.php?id=1816>>.

**Steering Committee Terms of Reference and Procedures:** After more than a year of partner library input and careful planning, new Steering Committee Terms of Reference were endorsed <<http://www.eln.bc.ca/view.php?id=1688>>.

**Database Licensing:** BC ELN licensed 4 new products and renewed 44 products from April to September. BC ELN staff led the renewal of Oxford University Press products, a major national license with over 100 libraries participating across Canada.

**Feature Film / Public Performance Rights Licensing:** In 2009 the BC ELN Steering Committee approved a request that BC ELN take on the negotiation of the feature film public performance rights licenses. Almost all libraries saw a reduction in fees with the renewal of these licenses, even with the addition of a major new studio (HBO).

### Collaborations & Initiatives:

- ✓ Following an extensive library consultation process, a library-sustained model was approved for Undergraduate Foundation Collection (UFC), ensuring that this critical set of resources is available to learners across the province for another two years.
- ✓ BC ELN continues to play an active role in the BC Digitization Coalition, including coordinating the June 2010 Digitization Update event and chairing the Provincial Digitization Portal Working Group.
- ✓ AskAway usage continued to grow, as libraries continued to embed more access points to the service into websites and databases. BC ELN worked closely with the public library AskAway team on communication around the June 30<sup>th</sup> public library service closure.
- ✓ Intense negotiations resulted in a significant price decrease on the multi-sector CPI.Q renewal, an achievement that would have been impossible without cross-sector collaboration.
- ✓ BC ELN staff worked with multi-sector partners and Harbour Publishing to create an expanded offer and new platform for KnowBC (formerly the Encyclopedia of British Columbia); this exciting resource will continue to be available to BC ELN libraries at no charge for an additional year.

### Bold Step 1: Enhancing our Services

Strategy 1.1 Learner Resources (Licensing) (see also 2.3 Expanded Learning Resources Strategy)

- ✓ Renewed 44 products
- ✓ Negotiated successfully zero or very low percentage inflationary increases for many renewals, in response to the difficult economic climate and budget cutbacks at many partner libraries
- ✓ Negotiated pricing and launched trial of Canadian Points of View (CPoV); five libraries joined; the direction to license CPoV came from the 2009 Ranking Survey

- ✓ Negotiated pricing and launched licenses for three products (LISTA, Professional Development Collection, World Book) no longer part of the Undergraduate Foundation Collection; see section 2.3 for details
- ✓ Continued to investigate pricing and met with publishers of other products prioritized in the previous ranking survey
- ✓ Investigated interest in participating in Enhanced Content project coordinated by BC public libraries

#### Strategy 1.2 BC Library Collections Gateway (Resource Sharing)

- ✓ Outlook OnLine AGenT software updated to Version 3.6
- ✓ Participated in Auto-Graphics Virtual User Group meeting and enhancements development
- ✓ Updated CUFTS Free! Open Access Journals collection, adding more than 2,000 titles
- ✓ Organizing a workshop for partner libraries by reSearcher staff to highlight features of the new Electronic Resource Management (ERM) system
- ✓ Attended BCCATS fall meeting; confirmed BC ELN website availability for disseminated collectively prepared bibliographic records
- ✓ Met with SFU and UBC resource sharing specialists to update knowledge in this area and prepare for fall 2010 BC ELN resource sharing consultations

#### Strategy 1.3: AskAway: Post-secondary Virtual Reference

- ✓ Over 6800 questions asked, a 28% increase over the same period in 2009
- ✓ Provided 5 in-person and 5 online training sessions for 40 new service providers and local AskAway administrators; developed AskAway Refresher Quiz to test chat reference skills
- ✓ Worked with BCIT Library to implement a BCIT guest login for AskAway service providers
- ✓ Compiled a Fall (Sept-Dec) schedule with 20 additional staff hours contributed by 12 libraries
- ✓ Worked with the Public Library AskAway team on AskAway.org, news releases and email updates to ensure effective communication about the June 30th public library service closure
- ✓ Worked closely with QuestionPoint to document and resolve 2 software issues affecting patrons
- ✓ Coordinated design and delivery of refreshed marketing materials (posters, post-it notes, bookmarks); new materials available on the Marketing tab of the Portal:  
<<http://www.eln.bc.ca/askaway/index.php?page=marketing>>

#### Strategy 1.4 Information Literacy

- ✓ Continued support of ALPS LINK initiative, including technical support for the ALPS LINK portal:  
< <http://www.eln.bc.ca/link/>>
- ✓ Tested new Javascript-based LINK portal which will be a significant improvement over the current portal
- ✓ Participated in planning meetings for the Fall 2010 LINK campaign, and created launch announcements and flyers

#### Strategy 1.5 Feature Film/Public Performance Rights Licensing

- ✓ All libraries renewed the licenses for 2010-11, and several new libraries joined as well
- ✓ Successfully completed negotiations with ACF and Criterion to renew the PPR licenses; almost all libraries saw a price reduction as a result of these negotiations
- ✓ Administration fees for all participating libraries were reduced by 5%
- ✓ HBO added to the ACF license, giving institutions the right to show HBO TV series in the classroom
- ✓ Libraries kept informed and engaged in the process through a series of update messages and a survey

## **Bold Step 2: Build the BC Library: Collaborations and Initiatives**

### Strategy 2.1: Multi-sector Library Initiatives

- ✓ Worked with multi-sector partners and publisher to create expanded offer and new platform for KnowBC (formerly the Encyclopedia of British Columbia); continues for an additional year as funded resource
- ✓ CPI.Q renewed as a three-sector license, with a significant price reduction achieved
- ✓ Participated in BC Books Online Steering and Executive Committees
- ✓ Continued meeting with ERAC and Public Libraries to explore potential joint initiatives

### Strategy 2.2: Electronic Health Library of BC (e-HLbc)

- ✓ Participated in Management Committee meetings and the Fall 2010 e-HLbc Steering Committee meeting
- ✓ Primary Administrative Centre activities include:
  - ✓ Facilitating the redesign and migration of the e-HLbc website
  - ✓ Negotiated consortial boutique licenses for the Canadian Health Research Collection
  - ✓ Coordinating e-HLbc strategic planning process
- ✓ e-HLbc Progress Report: <<http://ehlbc.ca/about/documents>>

### Strategy 2.3: Expanded Learning Resources (Undergraduate Foundation Collection)

- ✓ Undergraduate Foundation Collection (UFC):
  - ✓ Completed negotiations with the vendor and obtained favourable price reductions and a zero % increase in the first year
  - ✓ Continued to keep libraries informed through the negotiation process with update messages
  - ✓ Launched renewal; all partner libraries chose to renew, and BC ELN was able to facilitate several Associate Members joining as well
  - ✓ Surveyed libraries re licensing other UFC products; three products were identified as priorities; successfully negotiated extended (free) access to these products until trials could be carried out in September
  - ✓ LISTA successfully licensed with 5 participants; Professional Development Collection licensed with 9 participants; World Book licensed with 7 participants.

### Strategy 2.4: Coordinated National Licensing

- ✓ Led the renewal of Oxford University Press, a major national license with over 100 libraries participating across Canada
- ✓ Continued to support the Consortia Canada website
- ✓ Renewed 12 products led by Consortia Canada

### Strategy 3.1: Facilitate the Creation of Digital Collections

- ✓ Facilitated a discussion at the June 14 All-Partners meeting so that directors could share information on activities and needs in the areas of digitization and institutional repositories
- ✓ Continue to play an active role in the BC Digitization Coalition:
  - ✓ Coordinated and supported the June 15 Digitization Update event, which brought in speakers to discuss provincial and national digitization news
  - ✓ Chairing the Provincial Digitization Portal Working Group, a sub-group of the BC Digitization Coalition which is investigating options for the next version of the West Beyond the West search portal

## **Bold Step 4: Raising our Profile and Strengthen our Infrastructure**

### Strategy 4.1: Targeted communication for different audiences

- ✓ Developing institution specific briefing tools for meetings with new Directors
- ✓ Released *BC ELN Connect*, July 2010 <<http://www.eln.bc.ca/view.php?id=1824&printformat=1>>

### Strategy 4.2: Strengthen our Infrastructure

- ✓ Terms of Reference:
  - ✓ Based on the decisions at the June 14 Steering Committee, prepared the final version of the Terms of Reference, launched it, and updated the website appropriately
  - ✓ Prepared a transition plan outlining the switch to the new Steering Committee structure, and coordinated elections of new representatives
- ✓ Continued a series of iterative updates to and weeding of the BC ELN website, focusing on navigation and on consistent structure across top level pages

### Strategy 4.3: Membership Criteria

- ✓ Alexander College Associate Membership pilot completed successfully, Alexander College welcomed as Associate Member
- ✓ Developed and launched *Benefits and Responsibilities for BC ELN members*, outlining the value of BC ELN services and responsibilities of full and associate members  
< <http://www.eln.bc.ca/view.php?id=1816>>