

## BC ELN STEERING COMMITTEE MINUTES

July 13, 2012

### In Attendance:

Jonathan Bengtson, University of Victoria  
Melody Burton, University of British Columbia  
(alternate)  
Rosie Croft, Royal Roads University, Small  
Universities  
Charles Eckman, Simon Fraser University  
Natalie Gick, Simon Fraser University Officer  
Mary Anne Guenther, North Island College, (Chair)  
Sybil Harrison, Camosun College, Urban Colleges  
David Pepper, BCIT, Regional Universities

Venessa Wallsten, Quest University Canada,  
Associate Members  
Martin Young, Ministry of Advanced Education

### BC ELN Staff:

Anita Cocchia  
Gordon Coleman  
Sarah Gleeson Noyes  
Korinne Hamakawa (recorder)  
Leah Hopton  
Heather Morrison

### Regrets:

Gregg Currie, Selkirk College, Rural Colleges  
Megan Crouch, e-HLbc coordinator  
Sunni Nishimura, BC ELN coordinator

## 1. Adoption of Agenda

The minutes of the March 9<sup>th</sup>, 2012 meeting were approved by email. There were no additional items to add to the agenda.

## 2. Items for Decision

### 2.1 Expenditure Plan 2012-2013

A. Cocchia presented the Expenditure Plan included in the agenda package.

**MOTION: That the Steering Committee to approve the 2012- 2013 Expenditure Plan as presented.**

**Moved: D. Pepper**

**Seconded: C. Eckman**

**Motion Carried**

### 2.2 Associate Membership Request – University Canada West

A. Cocchia presented the application for Associate Membership from University Canada West (UCW). Their interest in membership was brought to the Steering Committee's attention at the July 2011 Steering Committee meeting. Please see the meeting package for a short review of their library facilities, collections, and services. The membership process with UCW has been very smooth, the university has had a number of teleconferences and one in-person meeting with BC ELN. At the moment, UCW is mostly interested in the licensing service, but has expressed future interest in AskAway.

A. Cocchia provided an overview of the Associate Membership application process. The BC ELN website lists the roles and responsibilities of Full and Associate Members and provides a mechanism for private institutions to apply for Associate membership with BC ELN.

The Steering Committee reviewed the differences between Full versus Associate members of BC ELN. The primary differences being that an Associate Member pays a fee for their membership and their representation on the Steering Committee is non-voting.

Questions were raised regarding financial viability and whether that is taken into account when evaluating applications for Associate membership. BC ELN does not do a financial assessment of member candidates. However, institutions with the Education Quality Assurance (EQA) designation from the Ministry of Advanced Education will have gone through a financial review as part of the quality assurance process. EQA is a voluntary mechanism available to all public and private post-secondary institutions in British Columbia; UCW has completed this designation.

The Steering Committee also discussed concerns regarding the parent company of UCW, the Eminat Group, and the risk to BC ELN. A. Cocchia explained that the risks are mitigated by the annual renewal of the Associate Membership, as reviews are completed before a membership is renewed. Membership to BC ELN is dependant on commitments being honoured by members.

The perspective was provided that UCW is a strong candidate with an impressive print collection for an institute with a predominantly online course mandate. The library seems to have a robust budget as evidenced by their list of database subscriptions that are currently held by the institution. It was suggested that the All Partner meeting was an opportunity to mentor and to bring UCW into the community.

**MOTION: That the BC ELN Steering Committee approve University Canada West as a BC ELN Associate Member**

**Moved: R. Croft**

**Seconded: C. Eckman**

**Motion Carried**

### **3. Items for Discussion**

#### **3.1 Institutional Repositories – Action Plan**

H. Morrison reported on the 2012/13 BC ELN Strategy 3.2 to “Articulate and implement an appropriate role for BC ELN in managing open access archives”.

Information on existing institutional repositories was featured in a [May 2012 BC ELN Connect](#) article. Actions to date include an institutional repository needs assessment survey, with a deadline of July 31, 2012. Responses to the survey will inform BC ELN’s next steps. Early responses suggest continued strong interest in this project and the possibility of a multiple approach rather than a single repository to accommodate the diversity of content interests.

#### **3.2 Steering Committee Members - Changes for October**

Steering Committee member terms are from October 1 – September 30. S. Harrison will become Chair, effective October 1, 2012, and a new Urban Colleges representative will be needed. Committee members completing a first term may either step down or seek re-election from the group they represent; on completion of a second term, a new representative is mandatory. The BC ELN office will send a reminder about necessary Steering Committee changes in September.

### **3.3 Virtual Meeting – Date Change**

The Steering Committee virtual meetings have typically been held in late February or early March. A. Cocchia proposed that the meeting may be more effective if it were held after the fiscal year end, rather than before. In this way, BC ELN could use the meeting to review the budget process that had just been completed and approve the Expenditure Plan in a more timely manner.

M.A. Guenther endorsed this idea and consensus reached to move the date to May.

## **4. Items for Information**

### **4.1 AskAway Advisory Committee Report**

A. Cocchia reported for Todd Mundle, current chair of the AA Advisory Committee.

The 2011 AskAway Actions and Achievements report was submitted to BCcampus in early March. In April, BCcampus confirmed 2012/2013 support for AskAway through a grant of \$60,000.

Implementation of the Summer Sustainability recommendations has gone very well. The strategy resulted in an approximate staffing increase of 14 hours per week to the service. Most institutions were able to either meet or partially meet their requirements. Changes are being phased in and feedback has been positive.

Traffic continues to increase on AskAway, with an 11% average increase per year since 2009. To date this increase in traffic has been accommodated by requesting AskAway participants to volunteer extra staffing hours. The next Advisory Committee meeting, scheduled for September, will focus on developing a more formal strategy to meet these increasing traffic levels.

The AskAway virtual reference software license, QuestionPoint, will expire August 2013. An AskAway Software Selection Committee has been formalized to evaluate potential software platforms for the service. The aim is to have a recommendation for virtual reference software early in the new year.

The Emerging Technologies Committee was tasked with putting together a survey to elicit opinions on the possibility of a consortial approach to a SMS or Text reference service. The committee released a backgrounder on the benefits and challenges for a text reference consortial arrangement, and sent out a survey to partner institutions in June. The survey will close mid-July.

### **4.2 AVED Report**

M. Young reported for the Ministry of Advanced Education.

The Ministry has been re-organized to give it a more regional focus. This is a change to the traditional way of organizing by institutions – research universities, teaching universities, colleges. This links institutions with meeting the objectives of *The BC Jobs Plan*, which is based on developing the economies of the different regions, and it emphasises the need for institutions to become more responsive to their communities and regions.

To make this happen, there is a new division of Post-Secondary Regions and Programs with Dawn Minty as the Assistant Deputy Minister. The division also includes student program responsibilities such as literacy, Aboriginal education, health and international education. There are four regions – North/Central, Lower Mainland, Fraser Valley/Interior, and Vancouver Island/Coast. The focus is on the entire post-secondary sector, public and private. Members should expect to see more emphasis on the sector as a whole, and expect to see future policies address the sector as a whole.

Many of the new initiatives highlight two themes: treating the public and private sectors as one and working as a sector in a collaborative and cooperative way.

The Ministry has launched an Administrative Service Delivery Transformation initiative (another way of saying shared services) to find administrative efficiencies in the post secondary sector. It will look at reducing discretionary costs such as travel, executive overhead, duplication in administration, and well as leveraging sector-wide purchasing power and economies of scale. It will not include areas where student services could be impacted. The Ministry wants to work as a collective system to reach the targets. BCELN is a leader in collaboration. It already focuses on system-wide efficiencies and economies of scale. It also includes public and private sectors. There may be an opportunity under this initiative for BCELN to explore other opportunities.

### **4.3 Progress Report - October 2011 to March 2012**

G. Coleman

During G. Coleman's sabbatical, he focused on skills development in the IT and technology area, concentrating on the Drupal website content management system. In particular, the launch of the e-*HLbc* website. The BC ELN family of websites will be migrated over to Drupal in the coming months; the AskAway website will migrate shortly, followed by WriteAway, the Forum & Ranking Survey, the ILL Statistics portal, and the main BC ELN website. G. Coleman also spoke about his work since his return with several major renewals: Oxford University Press, Wilson, and the Undergraduate Foundation Collection. After an extensive library consultation and engagement process, the latter was renewed by all participating libraries. It will continue to serve as a core resource for partner libraries.

S. Gleeson Noyes reported for e-*HLbc* Administrative Centre.

Since the last BC ELN meeting, e-*HLbc* Administrative Centre has focused on the Core Suite renewal and the contract with BC ELN services through SFU. Due to the BC Academic Health Counsel (BCAHC) now being part of the Ministry of Health, the agreement has changed from previous years. To provide time for review, the previous contact was extended for 6 months.

e-*HLbc* has also been focused on working with the Canadian Virtual Health Library (CVHL) and is now a network subscriber. As part of this organization, e-*HLbc* offered a new product to its members.

Other activities the Administrative Centre has been involved in include follow up on web site, boutique license renewal (opt in/opt out), and changes to the OVID component of the core suite.

L. Hopton reported for WriteAway

Early this year, BCcampus confirmed seed funding for WriteAway through a grant of \$55,000, and the UBC Irving K. Barber Learning Centre also confirmed \$10,000 in support for the development of WriteAway. In addition, BCcampus hosts the platform and provides technical support.

eTutoring was chosen as the software platform for WriteAway. eTutoring staff has been extremely responsive and supportive with the development of this collaborative service.

WriteAway will engage in a summer trial, which begins July 16<sup>th</sup>. There are four sites participating: College of the Rockies, Douglas College, Kwantlen Polytechnic University, and Simon Fraser University. In the fall, the plan is for WriteAway to open up to other BC post-secondary institutions. The service will be asynchronous writing assistance to begin with and will move towards offering synchronous service as well.

#### A. Cocchia reported on Consortia Canada

In May BC ELN chaired the Consortia Canada business meeting in Ottawa. The meeting was highly successful with discussion on national collaboration around training, advocacy, performance measurement, and content licensing. The group selected some specific resources as possible Consortia Canada offers and identified lead negotiating consortia. A. Cocchia and Jim Looney, of the BC Libraries Cooperative, have stepped down as co-chairs and Christa Foley, of The Alberta Library, was elected as the new Consortia Canada Chair.

#### **5. New Business**

None reported.

#### **6. Next meeting**

Next meeting will be the All-Partner meeting, to be hosted at SFU Burnaby Campus, to allow members to see the Administrative Centre's newly renovated office space.