BC ELN Progress Report

BC ELN reports biannually on progress made towards achieving [strategic goals](#).

January – June Progress Highlights

Licensing Portfolio

- Transitioned licensing and billing infrastructure to ConsortiaManager; BC ELN and partner library staff were provided with training and support with the new tool.

- Negotiated a low common inflationary renewal increase for EBSCO-licensed resources for a two-year term; this was accomplished in partnership with other western consortia and provides stability for partner library budgets.

- Launched the BC Historical Newspapers Collection across public, post-secondary, and K-12 library sectors.

Online Learning Support

- AskAway launched proactive chat to reach out to more students at their point of need; seven partner libraries have implemented the feature.

- WriteAway has made improvements to its service provider training and orientation based on feedback from institutional coordinators.

Illume Interlibrary Loan Service

- Began initial review of service enhancements made to support the elimination of ILL fees for non-returnables between BC ELN partner libraries; this longitudinal work is showing positive signs that partner libraries are adhering to best practices.

- Oriented new participating Illume member Trinity Western University and began the on-boarding process for University Canada West.

Shared Services

- Developed a proposal for an Arca Shared Site that will offer smaller GLAM organizations facing financial, staffing, and collection limitations the option to share an Arca site with another organization at a reduced cost.

- Implemented new tools and resources to enhance the Arca platform, including a backgrounder on harmful language in digital collections and the addition of an Oral History Metadata Synchronizer that allows more granular searching and indexing of oral histories.

- Developed support material, connected with new community groups, and supported GLAM organizations in service of BC ELN-BCHDP Support Service and the BCHDP-Arca Hosting Initiative.

[Actions & Achievements 2021 reports](#) were released for: Arca, AskAway, Illume, and WriteAway.

Supporting Learning & Research

Strengthen Our Licensing Program

Administration and Infrastructure

- Through cross-consortial collaboration with COPPUL, eHLbc, and TAL, negotiated a common inflationary renewal increase for EBSCO licensed resources across a two year-term (2022-24) resulting in pricing benefits and system-wide equity for libraries in Western Canada

- Completed co-op hiring process and onboarded a UBC iSchool co-op student in January 2022 to assist with licensing projects and renewals

- Consulted with other Canadian consortia on approaches to a Privacy Impact Assessment for the new ConsortiaManager platform; consensus that it was not needed as no personal information will be collected

- Completed the majority of the transition to ConsortiaManager, BC ELN's new licensing system:

    o In consultation with the vendor, completed a thorough inventory of workflows required to support BC ELN invoicing and billing activities.

    o Imported BC ELN licensing data from the BC ELN website and former BC ELN billing system

    o Set up BC ELN partner library accounts and contacts

    o Completed BC ELN staff training provided by the vendor and oriented BC ELN staff to updated ConsortiaManager processes

    o Developed new workflows for invoicing members libraries and storing payments

    o Along with ConsortiaManager staff, oriented member library staff to the new system by providing two training sessions and two FAQ sessions for follow up questions and issues

License Renewals

- Renewed 36 resource licences:

    o Collaborated with Consortia Canada on 12 national licence renewals; acted as lead consortium on one of the renewals (LexisNexis)

    o Renewed eight licences in cooperation with other Western Canada consortia, including COPPUL, TAL, eHLbc, and the Manitoba Library Consortium (MLC); acted as lead on six renewals

- Negotiated new BC ELN partner library Coquitlam College Library's participation in the Common Suite, which began the second year of a four-year license

Resource Selection

- Participated in Consortium Canada offer to provide libraries with MLA Handbook Plus, a subscription-based digital product providing online access to the ninth edition of the MLA Handbook

- Coordinated a province-wide launch of the BC Historical Newspapers collection - three historical newspapers of BC archives for all British Columbians and Yukoners:

    ○ Attended four meetings between ProQuest/Clarivate staff and staff from participating consortia to discuss communications and training strategies for the BC Historical Newspapers collection

    ○ Announced launch of collection in collaboration with ProQuest/Clarivate communications team with virtual marketing campaign that included email, social media, and media outreach

Nurture the Virtual Learning Commons

AskAway Chat Research Help

- Opened AskAway one week early in January, with service hours Monday to Friday 10am to 3pm (PT), in response to partner library needs and to support students as several institutions moved to remote emergency learning in the new year

- Launched proactive chat for the service to reach out to more students at their point-of-need, following approval from the Advisory Committee:

    ○ Developed and shared [Best Practices: Proactive Chat Implementation](#)

    ○ Surveyed participating libraries to understand how many are interested in launching proactive chat in the coming year

    ○ Launched proactive chat at four libraries (in addition to pilot libraries Alexander College, University of British Columbia, and University of Northern BC): Kwantlen Polytechnic University, North Island College, Okanagan College, and Yukon University

- Redeveloped service provider training in response to feedback and created an [asynchronous Canvas module](#) to accompany the live online training session

- Hosted a virtual local coordinators' meeting to discuss alternatives to Campfire the service provider group chat, reviewed LibraryH3lp's new chat box interface, and convened a small group to collaboratively review the Citation Best Practices list of recommended citation guides

- Updated [procedures](#) for responding to inappropriate and prank chats to provide additional tools and greater clarity to support service providers on their shifts

- Developed and shared a [new tool](#) for evening and weekend service providers to quickly send a message out to the evening and weekend AskAway community to call for staffing

support if the shift is short-staffed

- Hired a Student Librarian from the UBC iSchool to staff AskAway on evenings and weekends and to provide operational support for the service during the summer

- Offered asynchronous and live online training to over 35 new and returning service providers to prepare them to staff the service

- Met with Canadian collaborative chat reference services colleagues to share service updates, compare practices, and to learn from one another

- Met with collaborative virtual reference coordinators across North America to share ideas, best practices, and trends in chat reference service support and delivery

- Released 2021 AskAway Actions & Achievements report highlighting the service's value and accomplishments

WriteAway Online Writing Support

- Worked with host site SFU Human Resources on revisions to Job Description for the WriteAway Writing Services Coordinator

- Extended contract for temporary WriteAway support to help meet WriteAway service needs during search process for WriteAway Coordinator

- Met in-person with Yukon University WriteAway coordinator and welcomed to WriteAway service

- Modified aspects of the service orientation and training to incorporate ideas that came out of the December 2021 institutional coordinators meeting:
  o Reduced the live orientation session from 3.5 hours to a 2-hour session that focuses on the service procedures and asynchronous responses
  o Introduced an interactive workshop on using the software to respond to submissions and troubleshoot common issues
  o Developed focused 10-minute videos on the core concepts of the training as an alternative to uploading lengthy recordings of the live session

- Provided training to 29 new service providers to prepare them to staff the service

- Facilitated a WriteAway institutional coordinators' meeting in April to discuss service updates and explore the connotations and accuracy of language around the role of WriteAway staff who respond to student submissions

- Published a Spring issue of The Next Draft, WriteAway's newsletter

- Released 2021 WriteAway Actions & Achievements report highlighting the service's value and accomplishments

Building Library Infrastructure

Nurture Resource Sharing

Provide a Clearinghouse for System Created Metadata

- Posted and communicated updates to BC Legislative Library MARC records and BC Open Textbook MARC records hosted on the BC ELN website

Sustain the BC Union Database

- Continued investigating next steps following the 2020-22 Union Database Clean-up Project, to identify and resolve remaining issues with the refresh of BC Union Catalogue records/holdings

- Explored options for local improvement of our shared cataloguing records & holdings along with Auto-Graphics and the SHAREit Customer User Group

Optimize Interlibrary Loan Management

- Provided online live training to multiple libraries as they trained new & returning staff, optimizing workflows to include shifting procedures, and optimizing Illume features in order to assist reduced Staff with workflows

- Enhanced the Illume Support Centre website with new and updated communications: created and updated 19 guides, 6 FAQs, semi-annual reports and multiple news notices of software/server updates and downtime and more

- Created multiple new guides including guides for SHAREit features such as the new Shipping Label Configuration option, Permanent versus Guest Patron Requesting, and System-wide Lender Lists

- Provided multiple one-on-one and group training sessions on a wide-variety of topics including Request Workflow, ISO site set-up, Z39.50 configuration, Live Shelf Status, Best Practices, Statistics, Search & requesting, and more

- Supported the work of Eliminating ILL fees for Non-returnables between BC ELN partner libraries:

    o Created a survey to obtain Non-returnable (copy) statistics for the 2021 assessment year from all Relais ISO-target libraries

    o Performed an initial comparison and assessment of 2021 Non-returnable (copy) statistics from all non-COPPUL SHAREit and ISO-target (Relais & VDX) post-secondary libraries to identify issues and recommendations for system and workflow improvements

    o Reached out to SHAREit libraries not yet consistently following the Best Practices to offer reminders and additional training on load-levelling within the Illume system

- Launched the addition of new full participating member Trinity Western University (BLTW) to public and post-secondary libraries in January 2022

- Worked closely with associate member University Canada West, to provide training and communication regarding the BC ELN Associate Member Illume Participation Plan including Illume workflow, recommendations, best practices, benefits & responsibilities, and steps for Illume participation

Identify & Develop Shared Services Opportunities

Administer Illume

- Responded to and managed 278 support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres

- Brought 2 new BC ELN partner libraries into the Illume interlibrary Loan system

- Issued the July - December 2021 Illume Administrative Centre Progress Report: https://illumebc.ca/about-us/reports/progress

- Released 2021 Illume Actions & Achievements report highlighting the service's value and accomplishments

Partner with DigitalBC

- Attended regular DigitalBC Committee meetings and partnered in the development of the DigitalBC Service Model

Identify Opportunities for Cooperative or Shared Post-secondary Library Infrastructure

BC ELN-BCHDP Support Service

- Met with Coast Mountain College library staff to discuss preparation of a 2023/24 BCHDP grant application

- Met with the UBC iSchool Education Coordinator to discuss the new co-supervision model for professional experience positions, and approving a new option to co-develop student professional experiences for BCHDP applicants in need of project support

- Developed BCHDP grant applicant support materials such as: An Easy Backups Guide; sample workflows for digitizing VHS tapes, photographs, and fragile documents; donor agreement templates, and a guide to other digitization grant options

- Worked with Ashcroft Indian Band and the UBC iSchool on developing a student professional experience opportunity

- Liaised with the UBC and SFU Library Digitization Centres to support BCHDP-funded projects for the Alder Grove Heritage Society, the Centre for Socialist Education, and the

Society for the Museum of Original Costume

BCHDP-Arca Hosting Initiative

- Supervised the work of 3 contractors wrangling metadata and preparing content for ingest into the BCHDP Arca site

- Met with the North Vancouver District Public Library to support digitization of North Shore News newspaper collection for upload into Arca

- Facilitated metadata creation and uploaded into Arca a collection of designer promotional materials from the Society for the Museum of Original Costume Lore Maria Weiner collection

- Wrangled metadata and uploaded into Arca a collection of council minutes from the City of Port Coquitlam

- Corrected metadata and re-ingested content for the Hazelton Pioneer Museum oral histories collection

- Developed Arca metadata templates for various formats (videos, books, etc.) to help small organizations prepare their collections for upload into Arca

Indigitization Hosting Initiative

- Facilitated the migration of a First Nations House of Learning collection from the UBC iSchool Arca site to the Indigitization Arca site

- Met with Indigitization staff to discuss project communications and status

Xwi7xwa Library Digitization Partnership

- Liaised with SFU Library on digitization of 27,000-page collection of Indigenous community newspapers

- Met with X̱wi7x̱wa Library staff to discuss communications and changing priorities for the project

- Facilitated SFU Library digitization of the First Nations Longhouse book for upload into the Arca Indigitization site

Open Journal Publishing – Pilot

- Confirmed ongoing zero-cost journal hosting with the University of Alberta Library, which provides hosting and maintenance, DOI minting, and other technical services; the Open Journal Publishing Service will continue at zero cost to BC ELN participating libraries

Build Arca

Develop & Enhance Arca's Customized Platform

- Worked with discoverygarden to perform an in-depth assessment of Arca's current status and develop a migration plan for Islandora 2

- Created a backgrounder on harmful language in digital collections and some initial components of a toolkit on inclusive language to later share with Arca Admins to encourage responsible metadata/resource description

- Researched possibilities for expanding the display of oral history collections in Arca; actions resulting from this research included:

  - Adding the Oral History Metadata Synchronizer (OHMS) Viewer to Arca; OHMS is an open source tool that allows for more granular description of segments of media (e.g., segment-level subject headings, synopses, hyperlinks to relevant external media, etc.)

  - Testing ingest of fully-indexed sample objects in the Arca Sandbox using new OHMS Viewer

  - Writing a guide for Arca Admins on transcribing and indexing audiovisual objects using OHMS

Expand Membership Within & Beyond BC

- Developed and released the 2021 Arca Partnerships Impact Report

- Reviewed and assessed 25 BC History Digitization Program (BCHDP) grant applications as a member of the 2022/23 BCHDP Grant Adjudication committee

- Met with Internet Archive Community Webs representatives to discuss possible Arca partnership

- Surveyed small partner libraries to determine what barriers exist to participating in the Arca Digital Repository Program, and to evaluate their interest in sharing an Arca site in order to lower annual fees

- Supported the development of the Arca Shared Site proposal which was passed by the Arca Advisory Committee; the new program will offer smaller GLAM organizations the option to share an Arca site with another organization at a reduced cost

Support Knowledge Exchange & Create Communities of Practice

- Participated in National Heritage Digitization (NHDS) Advisory Committee discussion on the NHDS strategic planning process

- Consulted on the National Japanese Canadian Digitization Strategy under development by the Nikkei National Museum

- Released 2021 Arca Actions & Achievements report highlighting the service's value and accomplishments

Connecting Partners

Administer Electronic Health Library of BC (eHLbc)

BC ELN is the Administrative Centre for the [Electronic Health Library of BC](#) (eHLbc).

- eHLbc Progress Reports available at: https://ehlbc.ca/about/ehlbc-reports/progress-reports

Engage with Consortial Communities

Grow & Maintain Relationships with Provincial System Partners

- Participated in 2 roundtable sector organization discussions hosted by the Ministry of Advanced Education and Skills Training (AEST), and attended by BC ELN, EducationPlannerBC, BCcampus, and BC Council on Admissions and Transfer (BCCAT)

- Met with AEST representatives to discuss the Draft Indigenous Post-Secondary Education and Skills Training Policy Framework

- Attended meeting between AEST, Nicola Valley Institute of Technology, and Indigenous Adult and Higher Learning Association to discuss the information and digitization needs of Indigenous institutes and potential opportunities for collaboration

- Met with staff from BC Libraries Co-op to learn more about what each organization does; began discussing opportunities for further information sharing and possible cross-collaboration

Assume a Leadership Role in the Canadian Consortial Landscape

- Attended Consortia Canada meeting to discuss topics affecting consortia across Canada

- Met with staff from Ontario Colleges Library Service to share methods used by BC ELN to track performance data and report on value of consortial services

Contribute to International Consortial Dialogue

- Attended 5 meetings of the International Coalition of Library Consortia Coordinating Committee

- Organized 3 meetings of Communications staff at Library Consortia across North America; shared strategies and ideas to support improved communications

Nurture New Partnerships & Relationships

Reach out to potential partners to build new relationships and realize common goals

- Met with National Research Council to advise on building and management of a new Federal multi-agency repository

Sustaining our Organization

Promote Good Governance

- Began thorough review of all BC ELN service area Advisory Committee Terms of Reference (TOR) to bring them into alignment and clarify committee roles; initial meetings held with Arca Advisory Committee to gather feedback on updated TOR

Enhance External Communications

- Held BC ELN orientation session for new library directors at College of New Caledonia, Coquitlam College, Capilano University and University Canada West; shared customized dashboards highlighting BC ELN value for institutions

2022-2027 Strategic Planning

- Provided meeting support for external facilitators who coordinated broad BC ELN meetings; shared results of meetings: three key directions that will guide the consortium's work for the next 5 years

- Planned and delivered BC ELN staff session to elicit current projects and map these to new strategic directions

Strengthen Consortial Operations & Infrastructure

Cultivate Staff Expertise & Capacity
- Hired and trained 2 student librarians to support consortial operations and project work
- Hosted a UBC iSchool Professional Experience student and facilitated work experience on BC ELN projects

Maintain and Improve Communication Systems
- Attended an "accessible word documents" webinar and subsequently revised workflows to produce all annual reports in accessible formats

- Streamlined workflows for newsletter delivery in Constant Contact, updated contact lists and newsletter sign-up forms, and removed bounced email addresses

- Coordinated BC ELN's first ever "File Clean Up Day" under the guidance of the SFU Records Management Archivist, Shamin Malmas.

Associate Member Support
- Administered multi-year Letters of Agreement with seven associate members

Sustain Healthy Funding

- Submitted funding request to Ministry for bridge funding for AskAway and WriteAway; received $60,000 in one-time bridge funding to be split between both services and expended over the next two fiscal years

- Confirmed annual budget allocation from Ministry of Advanced Education, Skills & Training

Champion our Work through Annual Reports etc.

- Produced BC ELN annual report and four service area year-end reports to communicate annual achievements and value of consortial activities (accessible PDF versions also available):
  - BC ELN Innovation & Success 2021 report: https://bceln.ca/about/bceln-reports/innovation-success
  - Service Area Actions & Achievements reports (Arca, AskAway, Illume, WriteAway): https://bceln.ca/about/bceln-reports/actions-achievements

- Published 3 issues of BC ELN Connect Newsletter, archived at: https://bceln.ca/news/connect-newsletter

- Met in-person with Yukon University library staff to discuss BC ELN services

- Enhanced understanding of BC ELN consortial library work through participation in UBC iSchool Co-op Networking Event

- Met with UBC iSchool Director to discuss raising awareness of Library Consortia among library students; followed up by sending informational materials to distribute to iSchool instructors