## BC ELN Progress Report

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

## January – June Progress Highlights

### Licensing Portfolio

- Made further progress on BC ELN's new Model License and began process of communicating changes to vendors.

- Completed process to license the new Undergraduate Resource Bundle (URB). 88% of BC ELN partner libraries have committed to licensing the new bundle beginning in June 2024.

- Joined Consortia Canada on new agreement for Kanopy, a video streaming service.

### Online Learning Support

- AskAway held two facilitated Action Planning sessions informed by survey data to confirm AskAway's values and set collaborative service priorities for the next two to three years.

- WriteAway hired and provided orientation to a new WriteAway coordinator.

### Illume Interlibrary Loan Service

- Negotiated a new 5-year Auto-Graphics SHAREit license and hosting support agreement for April 2023 to March 2028; annual increases were maintained at 2% and negotiation also included long desired features at no cost.

- Renewed agreement with Public Libraries Branch for two years to provide Illume Support.

### Shared Services

- Secured $500,000 in capital funding from the Ministry of Post-Secondary Education and Future Skills to migrate Arca to Islandora 2.

- Co-presented with the South Asian Canadian Digital Archive (SACDA) at the AABC/ARMA VI Conference (April 28, 2023) to share learning from the BC ELN-BCHDP Support Service: ["Connecting the Dots: Building Support for GLAM Partners in Digital Repository Networks"](#)

- Supported staff at new participating Arca sites with metadata management and content ingests.

[Actions & Achievements 2022 reports](#) were released for: Arca, AskAway, Illume, and WriteAway.

## Strengthen Our Licensing Program

*Administration and Infrastructure*

- In conjunction with contracted license agreement expert, continued the Licensing Terms & Conditions project to update the BC ELN model license and apply it to existing agreements.
    - Consulted with consortia The Alberta Library (TAL) and the Council of Prairie and Pacific University Libraries (COPPUL), as well as internationally via the International Coalition of Library Consortia (ICOLC) to update the model licence with the best possible terms for partner libraries.
    - Completed updating and improving the BC ELN model licence, which will soon be posted to the BC ELN website.
    - Began the process of working with BC ELN's major vendors (EBSCO, ProQuest) to put the new agreement in place.
    - Began reaching out to BC ELN's smaller vendors to discuss the possibility of using the new model license for their agreements.
- Continued "ConsortiaManager Tip of the Month" email campaign directed at partner library licensing staff to provide guidance on maximizing use of ConsortiaManager.
- Updated custom metadata in all ConsortiaManager agreements to include consortial partnership information, to enhance the use of ConsortiaManager's report functionality.

*License Renewals*

- Renewed 35 resource agreements, covering 98 products, options, and add-ons:
    - Collaborated with Consortia Canada on 13 national agreements; acted as lead consortium on one of the agreements (LexisNexis)
    - Renewed eight agreements in cooperation with other Western Canada consortia, including COPPUL, TAL, eHLbc, and the Manitoba Library Consortium (MLC); acted as lead on five renewals

*Resource Selection*

- Participated in Consortia Canada offer to provide libraries with Kanopy, a video streaming service for movies, documentaries, foreign films, classic cinema, independent films, and educational videos.
- Completed the process to license the new Undergraduate Resource Bundle (URB) for 2024:

- Negotiated finalized, heavily-discounted pricing across a three-year term for institutions committing to the URB as of June 1, 2024.

- Negotiated opt-in, annual pricing for Business Source and Academic Search for institutions who were not interested in bundle pricing.

- Negotiated Alumni Editions pricing for Academic Search and Business Source, for both URB subscribers and opt-in subscribers.

   - After further back-and-forth with EBSCO, successfully achieved further reduced pricing.

- Conducted two surveys in addition to the first commitment in principle survey. These surveys served to:

   - Assess satisfaction with the URB proposal and determine if further work was needed on the proposal, or if interested libraries were satisfied with the offer.

   - Gain an understanding of which institutions will commit to the URB for the upcoming term.

- Created and updated web pages for all aspects of the URB and its related resources, including pricing, FAQs, background, supporting information, and archived communications.

- Worked with EBSCO to adjust pricing model for Ultimate upgrades at the culmination of the Common Suite's final term.

## Nurture the Virtual Learning Commons

*AskAway Chat Research Help*

- Hosted two facilitated Action Planning sessions informed by survey data to confirm AskAway's values and set collaborative service priorities for the next two to three years.

   - Surveys included an environmental scan carried out in collaboration with other Canadian Virtual Reference Services, two surveys completed by participating institutions (one focused on the present, one future oriented) and a final survey sent out to BC ELN members that do not currently participate in AskAway.

- Implemented a new short-staffed button for AskAway Service providers to send out calls for help. The button offers a more usable approach that improves workflow for service providers and creates differentiation between periods of being short-staffed (service provider missing) and being swamped (high traffic to the service) for the Admin Centre to track.

- Transitioned Proactive Chat implementation to a first-come, first-served approach and onboarded two more institutions (College of the Rockies and Douglas College).

- Connected with the virtual reference broader community of practice by attending the North American Virtual Online Conference, encouraging service providers to join in, and reflecting on the conference in a blog post

- Offered asynchronous and live online training facilitated by the AskAway student Librarian for over 30 new and returning service providers.

- Offered a new optional practice session for AskAway trainees to spend additional time getting familiar with the LibraryH3lp software before their first shifts.

- Supported collaborative research by facilitating access to AskAway transcripts for the paper 'Chat Transcripts in the Context of the COVID-19 Pandemic: Analysis of Chats from the AskAway Consortia' published in June in the journal *Evidence Based Library and Information Practice.*

- Shared updates with the AskAway Community via a blog post discussing the impact of AI on AskAway service providers and the Summer edition of the ChatBox newsletter.

- Released 2022 Actions and Achievements report (accessible version) to highlight AskAway's value and accomplishments.

*WriteAway Online Writing Support*

- Onboarded new WriteAway Coordinator, Ellen Flournoy:

  - Provided training and orientation to the BC ELN environment and WriteAway processes and practices.

  - Shared announcement of new hire to WriteAway community and broadly via BC ELN blog post and newsletter.

- Performed an analysis of usage statistics; results show a distinct portion of submissions are second or third drafts, indicating students are revising their work with the assistance of WriteAway tutor feedback.

- Began creating a self-directed online training course for prospective tutors; the new course will allow institutional tutors to begin their training at a time convenient to them rather than waiting for the Administrative Centre to schedule WriteAway training sessions.

- Released 2022 WriteAway Actions and Achievements report (accessible version) to highlight WriteAway'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 options for including eJournal records on behalf of BC ELN academic libraries to improve post-secondary non-returnable (copy) load leveling.

*Optimize Interlibrary Loan Management*

- Enhanced the Illume Admin Centre support website with new and updated communications, including the creation and update of 7 guides, 6 FAQs, semi-annual reports and multiple News notices of software/server updates & downtimes.

- Updated guides with changes related to existing features, such as Permanent Patron Accounts, Search Targets/Resources and Z39.50 Records, and Desktop Delivery, and communicated as appropriate.

- Completed a 5-year review of Post-secondary & Public Library Turnaround Borrower & Lender statistics from 2018 to 2022 in order to assist libraries with implementing software & workflow optimizations.

- Provided multiple training sessions via webinar, email or telephone on a wide-variety of topics including Request Workflow, Patron-initiated Interlibrary Loan requesting, ISO configuration & issues, Z39.50 configuration, Search Targets/Resources, SIP2/NCIP, Live Shelf Status, Statistics, and more.

- Worked closely with vendors Auto-Graphic and EBSCO to create, test and troubleshoot an upcoming new OpenILL feature which allows patrons to submit pre-populated ILL requests, containing bibliographic data, from external third party vendors or library web forms; provided feedback to Auto-Graphics to enhance the feature to be used effectively with non-returnable (Copy) requesting from discovery layers and database resources.

## Identify & Develop Shared Services Opportunities

*Administer Illume*

- Responded to and managed 263 support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres; questions predominantly related to BVIL Brokering, SHAREit Software Issues/Bugs and Enhancements/Features, ILL Request Support, Patron-initiated ILLs, and Software Settings/Configuration.

- Negotiated a new 5-year Auto-Graphics SHAREit license and hosting support agreement for April 2023 to March 2028; annual increases were maintained at 2% and negotiation also included long desired features at no cost.

- Negotiated a 2-year renewal of the Illume Support agreement with Public Libraries Branch.

- Communicated new features, such as the highly requested Internal Staff Notes feature, via the public & post-secondary interlibrary loan listservs.

- Assisted multiple libraries, including Greater Victoria Public Library (BVI) and Salt Spring Island Public Library (BGSI), with set-up and configuration of the highly requested Internal Staff Notes feature.

- Worked with Auto-Graphics to test multiple applied software fixes to resolve the "Presuming available" live shelf status software defect impacting availability checks for Hybrid (UDB & Z39.50) SHAREit customers.

- Issued the July - December 2022 Illume Administrative Centre Progress Report: https://illumebc.ca/about-us/reports/progress.

- Issued the 2022 Illume Action & Achievements Report: https://bceln.ca/about/bceln-reports/actions-achievements

*Identify Opportunities for Cooperative or Shared Post-secondary Library Infrastructure*

BC ELN-BCHDP Support Service

- Co-presented with the South Asian Canadian Digital Archive (SACDA) at the AABC/ARMA VI Conference (April 28, 2023) to share learning from the BC ELN-BCHDP Support Service: "Connecting the Dots: Building Support for GLAM Partners in Digital Repository Networks"

- Developed Early Notice Survey in preparation for 2024-25 grant funding cycle.

BCHDP-Arca Hosting Initiative

- Developed workflows for transferring content from PastPerfect to the BCHDP Arca child site.

- Spoke with stewards of incoming collections for 2023 (i.e., staff at Kaatza Station Museum & Archives and the Vancouver Police Museum) to answer questions about content ingest, metadata, and timelines.

- Worked with staff from the Sointula Museum and Historical Society to clean up metadata and transfer content files for the Sointula Cooperative Store Association Collection.

- Completed ingest of the Centre for Socialist Education's Pacific Tribute newspaper collection (formal launch forthcoming).

## Build Arca

*Develop & Enhance Arca's Customized Platform*

- Secured $500,000 in capital funding from the Ministry of Post-Secondary Education and Future Skills for Arca's imminent migration to Islandora 2.

- Coordinated Arca administrators to begin work on metadata amelioration in preparation for migration.

- Established a plan for the new environment's technical infrastructure in SFU Cloud.

# 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](https://ehlbc.ca/about/ehlbc-reports/progress-reports)

## Engage with Consortial Communities

*Grow & Maintain Relationships with Provincial System Partners*

- Attended two meetings with Focused Education Resources (K-12 shared services organization).

- Participated in two roundtable sector organization discussions hosted by the Ministry, and attended by BC ELN, EducationPlannerBC, BCcampus, and BC Council on Admissions and Transfer (BCCAT)  .

*Assume a Leadership Role in the Canadian Consortial Landscape*

- Participated in Ontario Colleges Library Service (OCLS) external organizational review; met with the review team.

- Attended Consortia Canada (ConCan) meetings to discuss topics affecting consortia across Canada.

- Organized a North American ConsortiaManager meeting with ConCan members and US Consortia to debrief following ConsortiaManager's User Group Meeting and New Projects Survey

  - BC ELN, along with OCLS, drafted a statement for response about North American priorities for ConsortiaManager. This statement was available to all ConCan consortia to use in response to the survey.

*Contribute to International Consortial Dialogue*

- Attended the International Coalition of Library Consortia (ICOLC) North American meeting in St. Louis.

- Participated on the North American Virtual Reference Online Conference (NAVROC) 2023 Planning Committee to organize a free, online conference together with colleagues from across North America

# Sustaining our Organization

## Promote Good Governance

*Enhance External Communications*

- Launched the first two modules of the BC ELN Orientation Series, BC ELN and AskAway, to orient partner library members and other stakeholders to the consortium so they can successfully participate in BC ELN

  - Hosted an online, interactive event to launch the Orientation Series, with over 15 attendees from across the province.

- Held BC ELN orientation session for new library directors at Alexander College and College of the Rockies; shared customized dashboards highlighting BC ELN value for institutions.

## Strengthen Consortial Operations & Infrastructure

*Cultivate Staff Expertise & Capacity*

- Supported several staff members' attendance at the BC Library Conference (April 2023).

*Maintain and Improve Communication Systems*

- Conducted a second "File Clean Up Day", where BC ELN staff reviewed shared folders and eliminated duplicate or unnecessary files.

- Moved BC ELN's shared folder system to OneDrive with support from SFU IT.

## Sustain Healthy Funding

- Confirmed annual budget allocation from Ministry of Post-Secondary Education and Future Skills.

- Created multiple new Funds as part of financial reorganization resulting from change in reporting structure at SFU Library to VP Academic.

*Champion our Work through Annual Reports etc.*

- Produced the BC ELN Innovation & Success 2022 annual report and Actions & Achievements reports for BC ELN's various service areas.