

e-HLbc Administration Centre FY 2009/10 Service Delivery Highlights

The matrix below briefly summarizes some of the e-HLbc Administrative Centre's support activities correlating to the seven (7) service delivery priorities established in March 2009 for the FY2009/2010 administrative service contract. For more fulsome details on Administrative Centre activities, please see the Administrative Centre Progress Reports, submitted to the Steering Committee and posted on the e-HLbc website - <http://ehlbc.ca/about/documents/>.

Service Delivery Priority	Administrative Centre Support Activity Highlights	Milestones
1. Strategic Plan	<ul style="list-style-type: none"> Identified various strategic planning processes, with associated costs Liaised with the Management Committee to develop strategic planning framework to present to the Steering Committee 	<ul style="list-style-type: none"> ✓ Framework to be Discussed at March 2010 Management Committee Meeting and Presented at April/May 2010 Steering Committee Meeting
2. Licensing	<ul style="list-style-type: none"> Confirmed year-one commitment of all members to core resource suite Developed strategy and negotiated with STAT!Ref, in consort with partnering consortium the Health Knowledge Network (HKN) Negotiated with the Canadian Pharmacists Association (CPhA) in order to ameliorate pricing increases associated with a change in pricing model Coordinated & supported Negotiation Advisory Team work Built relationships with publishers, including Elsevier, Sage, McGraw-Hill, Pharmaceutical Press, Springer, Gibson, and OCLC 	<ul style="list-style-type: none"> ✓ Core Suite Invoices Distributed and Paid ✓ CPhA Expenditure Survey Launched ✓ STAT!Ref Expression of Interest Survey Launched
3. Membership	<ul style="list-style-type: none"> Facilitated the formation of the Membership Committee Established access for full and affiliate members with vendors Contacted, met with, and gathered information from targeted member and affiliate member organizations Responded to membership queries and liaised with interested organizations 	<ul style="list-style-type: none"> ✓ 1 Full Member Joined - Nicola Valley Institute of Technology ✓ 4 New Affiliate Members Joined - BC Association of Kinesiologists, Down Syndrome Research Foundation, WorkSafeBC, Yukon Health & Social Services ✓ Affiliate Member Profile Form Created
4. Committee & Working Group Support	<p>Management & Steering Committees</p> <ul style="list-style-type: none"> Coordinated and participated in 3 Management Committee meetings and 2 Steering Committee meetings. Activities include scheduling meetings preparing documents, recording proceedings, etc. Developed the Appropriate Use of Funds and Travel Policies with the assistance of the BC Academic Health Council and the Management Committee Organized and participated in the 2009 Management Committee Retreat <p>Training</p> <ul style="list-style-type: none"> Facilitate the e-HLbc Tips and Tricks Session at HLABC Continuing Education Day Supported execution of the Training Materials Contest Maintained training resource webpages on ehlbc.ca 	<p>Management & Steering Committees</p> <ul style="list-style-type: none"> ✓ Appropriate Use of Funds and Travel Policies Developed ✓ 3 Management and 2 Steering Committee Meetings Held ✓ Management Committee Retreat Held and Retreat Proceedings Published ✓ Management Committee Elections Held <p>Training</p> <ul style="list-style-type: none"> ✓ e-HLbc Tips and Tricks Session Held ✓ Training Materials Contest Launched ✓ Training Resources Web Pages Updated

<p>4. Committee & Working Group Support</p>	<p>Marketing</p> <ul style="list-style-type: none"> • Generated content for "What's New" RSS Feed, newsletters, and other materials • Developed advocacy briefing templates, based on requested informational briefings created for University of Victoria and Vancouver Coastal Health Authority • Offered support for branding databases and other resources <p>Evaluation</p> <ul style="list-style-type: none"> • Developed statistics gathering strategy, taking into consideration current consortium infrastructure and professional best practices • Maintained and updated quotes database <p>Terms of Reference (TOR)</p> <ul style="list-style-type: none"> • Participating in and facilitating the revision of the Steering Committee TOR • Participating in and facilitating the creation of the Management Committee TOR 	<p>Marketing</p> <ul style="list-style-type: none"> ✓ Marketing Communications Needs Survey Launched ✓ e-HLbc Advocacy Briefing Templates Created ✓ Marketing Strategy Refreshed ✓ 30 "What's New" RSS Feed Blog Entries Generated and Posted to e-HLbc's website <p>Evaluation</p> <ul style="list-style-type: none"> ✓ Consortial Statistics Gathering Strategy Developed <p>Terms of Reference (TOR)</p> <ul style="list-style-type: none"> ✓ TOR Project Wiki Created and Documentation Gathered
<p>5. Infrastructure Development & Support</p>	<ul style="list-style-type: none"> • Identified platform for website migration and began planning for FY2010/11 migration • Implemented AtoZ and LinkSource for full and affiliate members. Working with EBSCO Product Manager and IT contract librarian to ameliorate and resolve link resolver's authentication issues • Building communications infrastructure by developing targeted distribution lists 	<ul style="list-style-type: none"> ✓ Drupal Selected to be Consortium CMS ✓ Provided One-on-One Training to Librarians on EBSCO and Ovid Administrative Modules as well as AtoZ and LinkSource Administration ✓ Finalizing Expanded e-HLbc Distribution Lists
<p>6. Member Support (Helpdesk Service)</p>	<ul style="list-style-type: none"> • Responded to members' authentication issues, questions regarding content coverage and statistics, queries regarding platform changes, etc. • Developed 2 advocacy informational briefings in response to questions regarding e-HLbc's value to member organizations 	<ul style="list-style-type: none"> ✓ 2 Informational Advocacy Briefings Created for University of Victoria and Vancouver Coastal Health Authority
<p>7. Communications</p>	<ul style="list-style-type: none"> • Liaised with BC Academic Health Council, MonkeyTree, JenTekk, members, and other stakeholders to produce and disseminate marketing materials • Coordinated e-Wire Magazine's migration to an online format 	<ul style="list-style-type: none"> ✓ Factsheet and Brochure Updated ✓ e-Wire Migrated to Joomla Platform ✓ 3 Newsletters Published
<p>Other - NNHL/CVHL, Consortia Canada, ICOLC, BC Library Conference</p>	<ul style="list-style-type: none"> • Monitored developments of the National Network of Libraries for Health, the Canadian Virtual Health Library, and the Cochrane National Library Pilot, liaising with task force members and attending stakeholder forums • Raised e-HLbc's profile among peer organizations by building informal relationships with provincial, national and international consortia • Planned and executed joint HLABC / e-HLbc BC Library Conference Reception, "Healthy Partnerships" 	<ul style="list-style-type: none"> ✓ NNHL / CVHL Discussion Held at Summer Management Committee Meeting ✓ Registered with Consortia Canada and the International Coalition of Library Consortia (ICOLC) ✓ BC Library Conference Reception Held, Evidence-Based Librarianship Conference Session Convened