

## e-HLbc Administrative Centre FY 2010/11 Service Delivery Highlights

The matrix below highlights the e-HLbc Administrative Centre's support activities correlating to the service delivery priorities established in Winter 2010 for the FY2010/2011 administrative service contract. For more fulsome details on Administrative Centre activities, please see the Administrative Centre Progress Reports, submitted to the Steering Committee and available at <http://ehlbc.ca/about/documents/>.

Service Delivery Priority	Administrative Centre Support Activity Highlights	Milestones
<b>Strategic Planning</b>	<ul style="list-style-type: none"> <li>• Identified, researched &amp; shortlisted professional strategic planning facilitators &amp; venues</li> <li>• Liaised with Steering &amp; Management Committees to develop strategic planning stakeholder engagement strategy</li> <li>• Coordinating 1.5 day in person strategic planning session</li> </ul>	<ul style="list-style-type: none"> <li>✓ Marleen Morris &amp; Associates selected to facilitate strategic planning session</li> <li>✓ Hilton Vancouver Metrotown engaged to provide accommodations for strategic planning session</li> <li>✓ Interview lists &amp; questions for internal &amp; external stakeholders developed</li> <li>✓ Qualitative &amp; quantitative data gathering completed</li> </ul>
<b>Licensing &amp; Licensing Support</b>	<p><b>Core Suite Support</b></p> <ul style="list-style-type: none"> <li>• Initiated core suite renewal discussions with vendors</li> <li>• Communicated member feedback to vendors</li> </ul> <p><b>Boutique License Development</b></p> <ul style="list-style-type: none"> <li>• Negotiated licenses for e-CPS, e-Therapeutics+ and Canadian Health Research Collection (CHRC) and implemented action plans for their launch</li> <li>• Oversaw the New Product Selection Process – performing extensive technical maintenance on the e-box &amp; survey tool &amp; educating members about process</li> <li>• Supporting the Negotiation Advisory Team (NAT)</li> </ul> <p><b>National / International Licensing Monitoring</b></p> <ul style="list-style-type: none"> <li>• Established communications with Canadian Virtual Health Library Executive Director &amp; Content Stream Lead</li> <li>• Raised e-HLbc's profile among peer organizations by building informal relationships with provincial, national &amp; international consortia</li> <li>• Built relationships with publishers, including Natural Standard, Elsevier, Sage, McGraw-Hill, and Gibson</li> </ul>	<ul style="list-style-type: none"> <li>✓ Preliminary discussion on core suite renewal with EBSCO &amp; Ovid initiated</li> <li>✓ e-CPS &amp; e-Therapeutics+ boutique licenses launched</li> <li>✓ Canadian Health Research Collections (CHRC) boutique license launched</li> <li>✓ New Product e-Box &amp; Ranking Survey held</li> <li>✓ CVHL discussion held at Winter 2011 Management Committee meeting</li> <li>✓ Spring International Coalition of Library Consortia conference attended</li> </ul>

<p><b>Membership Development &amp; Support</b></p>	<p><b>Existing Member Support</b></p> <ul style="list-style-type: none"> <li>• Providing ongoing administrative &amp; technical support to members, answering questions &amp; troubleshooting problems</li> <li>• Working to ameliorate link resolver's authentication issues</li> </ul> <p><b>Membership Development</b></p> <ul style="list-style-type: none"> <li>• Supported new affiliate member, providing training &amp; troubleshooting access</li> <li>• Responded to queries from prospective candidates for affiliate membership</li> </ul>	<ul style="list-style-type: none"> <li>✓ 2 advocacy templates for health &amp; post-secondary administrators developed</li> <li>✓ e-HLbc organizational briefings for new library directors created</li> <li>✓ BC Associate of Speech Language Pathologists &amp; Audiologists joined as affiliate members</li> <li>✓ e-HLbc new affiliate members administrator package developed</li> </ul>
<p><b>Communications &amp; Infrastructure Development &amp; Support</b></p>	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Coordinating the development of the new e-HLbc website including designing project plan, creating a selection strategy to identify potential partnering web firms, finalizing a budget, and working closely with the selected firm to ensure demands and milestones are met</li> <li>• Developing &amp; maintaining communication infrastructure including distribution lists, listservs, &amp; contacts database</li> <li>• Maintaining wikis used for administrative &amp; committee work to promote collaboration &amp; communication</li> <li>• Developed and provided content for What's New RSS Feed, Spring &amp; Fall editions of the e-HLbc newsletter, &amp; other communication channels</li> </ul> <p><b>Infrastructure and Committee Support</b></p> <ul style="list-style-type: none"> <li>• Coordinated the hiring &amp; training of two part-time librarians to assist in administrative &amp; technical work</li> <li>• Harvested &amp; stored consortial core suite usage statistics</li> <li>• Facilitated the Terms of Reference Working Group work</li> <li>• Supported Training Committee, including organizing and facilitating the e-HLbc Fall vendor training roadshow at locations across the province</li> <li>• Coordinated Management &amp; Steering Committee meetings</li> </ul>	<ul style="list-style-type: none"> <li>✓ Request for Expressions of Interest &amp; Data model documents created for e-HLbc web development project</li> <li>✓ Raised Eyebrow web development firm selected to develop the e-HLbc website</li> <li>✓ Discovery phase complete; new e-HLbc website currently under development</li> <li>✓ 2 Newsletters published, 29 "What's New" blog entries posted, 2 progress reports submitted</li> <li>✓ Fall e-HLbc vendor training roadshow held at Kelowna, Victorian, &amp; Vancouver locations</li> <li>✓ Vendor training tutorials on the e-HLbc website updated</li> <li>✓ Steering Committee, Management Committee, &amp; consortial Terms of References revised &amp; Terms of Reference Stakeholder Survey developed</li> <li>✓ 6 Management &amp; Steering Committee meetings held</li> </ul>