

e-HLbc Administrative Centre FY 2011/2012 Service Delivery Highlights

The matrix below highlights the e-HLbc Administrative Centre's support activities correlating to the service delivery priorities established by the Management Committee for the FY2011/2012. For more details on Administrative Centre activities, please see the Administrative Centre Progress Reports, submitted to the Steering Committee and available at <http://ehlbc.ca/about-us/key-documents>

Service Delivery Priority	Administrative Centre Support Activity Highlights
Strategic Planning	<ul style="list-style-type: none"> • Coordinated 1.5 day Strategic Planning session. • Synthesized strategic directions from information gathered at the Strategic Planning Event and via interviews. • Collaborated with the Management Committee to create a draft of vision, mission, and values statements. • Compiled vision, values, and strategic directions into one document. • Incorporated feedback from the Steering Committee into a draft of the Strategic Plan 2011-2014 Document. • Drafted Strategic Plan approved by Steering Committee.
Licensing	<p>Core Suite Support</p> <ul style="list-style-type: none"> • Successfully negotiated excellent pricing for the upcoming three year term for the core suite of resources. • Drafted and distributed the 2012 Core Renewal Action Plan. • Submitted renewal information (including headcounts, FTEs, member lists, etc.) to vendors. • Created and presented Core Renewal Pricing Analysis of vendor negotiations. • Drafted cost-sharing models for the post-secondary sector. • Coordinated development of the 2012 Case for Renewal. • Distributed 2012 Case for Renewal to all member institutions. • Reviewed and finalized vendor Terms and Conditions Documents (<i>in progress</i>). <p>Boutique License Development</p> <ul style="list-style-type: none"> • Coordinated transfer of SPORTDiscus Index and SPORTDiscus with Full Text from BC Electronic Library Network (BC ELN) to e-HLbc. • Collaborated with consortia The Alberta Library (TAL) and Council of Prairie and Pacific Libraries (COPPUL) to leverage additional savings for SPORTDiscus. • Coordinated transfer of EMBASE license from the University of British Columbia (UBC) to e-HLbc, and increased number of simultaneous users for UBC. • Renewed licenses for SPORTDiscus, Canadian Health Research Collection, and e-CPS/e-Therapeutics+. • Liaised with vendors, including Ovid, EBSCO, ProQuest, Login Canada, American Psychological Association, McGraw-Hill, and UptoDate. <p>Canadian Virtual Health Library</p> <ul style="list-style-type: none"> • Prepared a Risk/Benefit Analysis on e-HLbc's potential membership with the Canadian Virtual Health Library (CVHL), and presented analysis to the Management Committee, resulting in the recommendation for membership. • Distributed recommendation, along with an e-ballot to the Steering Committee. • Collaborated to communicate final decision to CVHL, HKN, and Steering Committee.

<p>Infrastructure Development and Maintenance</p>	<p>Website</p> <ul style="list-style-type: none"> • Worked with local developer Raised Eyebrow to create new website using a Drupal platform. • Performed technical testing on website alpha. • Migrated existing files and pages to the new site. • Created additional information pages for website. • Developed and customized materials for e-HLbc members to support migration and launch of new site. • Launched website. • Performed minor troubleshooting with Raised Eyebrow. <p>Ongoing Communications</p> <ul style="list-style-type: none"> • Generated postings for “What’s New” section of the website. • Developed and provided content for What’s New RSS Feed, the Fall edition of the e-HLbc Newsletter, and other communication channels. • Developed progress reports, Year in Review, and Service Delivery Highlights. <p>Consortial Administration</p> <ul style="list-style-type: none"> • Posted, conducted panel interviews for, and hired the parental leave replacement for the e-HLbc Coordinator. • Posted and filled an additional Librarian support position to support e-HLbc.
<p>Membership Development and Support</p>	<p>Existing Member Support</p> <ul style="list-style-type: none"> • Providing ongoing administrative & technical support to members, answering questions & troubleshooting problems. • Answered licensing terms and conditions questions. • Provided technical support for authentication issues. • Answered questions about Ovid, EBSCO, and e-CPS statistics. <p>Membership Development</p> <ul style="list-style-type: none"> • Supported new affiliate members, providing training & troubleshooting access. • Responded to queries from prospective candidates for affiliate membership. • Developed recruitment plan for new affiliate members. • Finalized Core Suite affiliate member pricing (<i>in progress</i>). • Welcomed the Health Employers Association of BC and the Boucher Institute of Naturopathic Medicine as new affiliate members.
<p>Committee Support</p>	<p>Communications</p> <ul style="list-style-type: none"> • Developing & maintaining communication infrastructure including distribution lists, listservs, & contacts database <p>Policy</p> <ul style="list-style-type: none"> • Coordinated the creation of the e-HLbc Financial Framework Policy. • Provided the Co-Chairs with a memo to accompany the Financial Framework Policy, adding critical background information, including the intent of the policy. • Assisted with 2012-13 Expenditure Plan and Budget. <p>Infrastructure and Committee Support</p> <ul style="list-style-type: none"> • Coordinated Management & Steering Committee meetings • Coordinated and supported Negotiation Advisory Team Work.