

## e-HLbc Administrative Centre Progress Report May 2009 – October 2009

### Administration and Coordination of Core and New Products Selection Licensing Process

- Coordinating and supporting the activities of the 2009 Negotiation Advisory Team.
- Implementing action plan for a STAT!Ref boutique license.
  - Identified STAT!Ref title list and cost sharing model with HKN.
  - Investigated STAT!Ref's current market penetration among e-HLbc members.
  - Updated member libraries on status of Stat!Ref negotiations.
  - Negotiating STAT!Ref pricing in consort with HKN.
  - Surveying members on interest in STAT!Ref, taking into consideration projected pricing and stated percentage increases.
  - Compiling STAT!Ref trialing information for dissemination to e-HLbc members.
  - Developing price sharing models for STAT!Ref boutique license.
- Implementing e-CPS / e-Therapeutics+ action plan.
  - Communicated with HSBC, other Canadian health consortia, member institutions, and the NAT regarding current e-CPS/e-Therapeutics+ licensing and the Canadian Pharmacists' Association's (CPhA) change in pricing model.
  - Surveyed e-HLbc member institutions on current expenditures on CPhA products.
  - Began pricing negotiations with CPhA and Login Canada for e-CPS and e-Therapeutics+.
- Building relationships with publishers, including Elsevier, Sage, McGraw-Hill, Pharmaceutical Press, Springer, Gibson Library Connections, the American Academy of Pediatrics, and OCLC.

### Affiliate Membership Development

- Developing new e-HLbc member administrator welcome/ training package.
- Responded to queries from prospective candidates for affiliate membership: BC Association of Social Workers, BC Coroners Service, BC Society of Occupational Therapists, Boucher Institute of Naturopathic Medicine, Canadian Institute of Health Information -- Victoria Office, Vancouver College of Dental Hygiene.
- Supported forthcoming new full and affiliate members: BC Association of Kinesiologists, Down Syndrome Research Foundation, Nicola Valley Institute of Technology, WorkSafeBC, and Yukon Health and Social Services.
  - Trained member administrators.
  - Established member access with vendors.
  - Supervised implementation, troubleshooting access issues as they arose.

### e-HLbc Committee Support

- Training Committee
  - Developed training materials contest web submission form.
  - Updated tutorials on the e-HLbc website.
  - Participated in the Fall Committee teleconference.
  - Supported Tips & Tricks Training Session held in conjunction with the HLABC AGM.
  - Coordinated call for new Committee members.
- Evaluation Committee
  - Updated and maintained e-HLbc quotes database.
  - Maintained a map of e-HLbc members, visually identifying members and demonstrating the scope of e-HLbc's province-wide access to stakeholders.
  - Created Evaluation Committee collaborative website, using Google sites.
  - Liaised with EBSCO and Ovid regarding COUNTER 3 statistics gathering for consortia.

- Developing consortial statistics plan in order to regularize the harvesting, storing and distribution of statistics.
- Marketing and Communications Committee
  - Participated in the Summer Committee teleconference.
  - Prepared briefing document for new Committee Chair.
- Membership Committee
  - Developed Membership Committee purpose statement.
  - Coordinated the call for new Committee members.
  - Prepared briefing document for new Committee Chair.

#### Infrastructure Development and Support

- Technical Support
  - Maintained and updated the e-*HLbc* website and listservs.
  - Evaluating open source content management systems (cms) for possible migration.
  - Trialing web2.0 software for use in e-*HLbc* administrative and committee work to help to facilitate collaboration and communication.
  - Troubleshooting continuing problems with Ovid Statistics module.
- Administrative Support
  - Coordinated the hiring of 2 part-time librarians to assist in Administrative Centre work.
  - Supervised the technical work of Information Technology contract librarian.
  - Coordinated Management and Steering Committee meetings.
  - Supported the planning and implementation of the Management Committee retreat.
  - Discussed national and provincial cooperative initiatives with representatives from the National Network of Libraries for Health (NNLH), Alberta's Health Knowledge Network (HKN), the Saskatchewan Health Information Resources Partnership (SHIRP), and the Health Science Information Consortium of Toronto (HSICT).
  - Channeled communication regarding Ovid and EBSCO updates from vendors to members.
  - Communicated member feedback to vendors.

#### Help Desk Service

- Identifying overlapping IP addresses in health authority libraries and strategizing how best to resolve problems arising from the overlap.
- Implementing EBSCO's LinkSource and AtoZ for affiliate and full members.
  - Working with EBSCO Product Manager and Administrative Centre IT contract librarian to ameliorate and resolve link resolver's authentication issues.
  - Provided one-on-one training to VCHA and NHA librarians on AtoZ and LinkSource administration.
- Providing technical support for authentication and access issues.

#### Marketing and Communications

- Coordinating the migration of the e-Wire newsletter to an online format.
- Building communications infrastructure through the development of targeted distribution lists.
- Created press releases alerting stakeholders of new affiliate members.
- Provided content for Fall edition of the e-*HLbc* newsletter.
- Contributed e-*HLbc* focused content to the BC Academic Health Council's newsletters.
- Refreshing the e-*HLbc* Marketing and Communications Strategy document.
- Generated content for "What's New" section of the e-*HLbc* website.
- Updated marketing materials to reflect additions to resources and membership.
  - Brochure
  - Factsheet