e-HL*bc* Administrative Centre Progress Report
May 2010 – October 2010

Strategic Planning

- Researched and identified various strategic planning processes, with associated costs.

- Liaised with the Steering and Management Committees to develop strategic planning framework.

- Identified, researched and shortlisted professional strategic planning facilitators from around the province and across Canada.
  - Selected Marleen Morris & Associates to facilitate the Strategic Planning process.

- Developing action plan for strategic planning stakeholder engagement.
  - Coordinating quantitative and qualitative information gathering.
    - Developing interview lists and questions for internal and external stakeholders.
    - Identifying consortial quantitative data to prepare for strategic planning.
  - Designing and coordinating 1.5 day in-person strategic planning session.
    - Performing facilities planning for the in-person strategic planning session with Hilton Vancouver Metrotown in Burnaby.

Licensing and Licensing Support

- New Product Licensing
  - Coordinating the New Product Selection Process.
    - Performed extensive technical maintenance on the e-Box and Ranking Survey.
    - Educated new and existing members on the resource selection process.
    - Facilitated member participation in the New Product Selection Process.
    - Supporting the activities of the Negotiation Advisory Team (NAT).
  - Implemented action plan for an e-CPS / e-Therapeutics+ boutique license.
    - Negotiated e-CPS / e-Therapeutics pricing with CPhA.
    - Coordinated and supported member invoicing.
    - Spearheaded access provision for subscribing member institutions.
    - Troubleshot technical and access issues with CPhA.
  - Developed and implemented action plan for a Canadian Health Research Collection (CHRC) boutique license.
    - Negotiated CHRC pricing and licensing terms with Gibson Library Connections and Login Canada.
    - Spearheading access provision for subscribing member institutions.
  - Building relationships with publishers, including Natural Standard, Proquest, Elsevier, Sage, McGraw-Hill, Pharmaceutical Press, Springer, Gibson Library Connections, the American Academy of Pediatrics, and OCLC.
  - Liaised with new EBSCO and Ovid representatives, educating them on the e-HL*bc* consortium and its members, policies and procedures.

- Core Suite Licensing
  - Initiated preliminary discussion on core suite renewal with EBSCO and Ovid.
  - Communicated member feedback to vendors.

- National and International Licensing Monitoring
  - Established communications with the Executive Director and Content Stream Lead of the Canadian Virtual Health Library (CVHL).
  - Participated in the Spring International Coalition of Library Consortia (ICOLC) conference in order to keep abreast of developments in licensing and consortial administration and to build relationships with national and international consortia.

Membership Development and Support

- New Member Development and Support
  - Developed new e-HL*bc* member administrator welcome/ training package.
    - Developed a series of templates to streamline the training and implementation access process.
  - Created instructions detailing how to establish affiliates with access to Ovid resources via php scripts housed on e-HL*bc* servers.
  - Responded to queries from prospective candidates for affiliate membership: InspireNetBC and Health Employers Association of BC.
  - Supported new affiliate member, the BC Association of Speech Language Pathologists and Audiologists.
    - Trained member administrators.
    - Established member access with vendors.
    - Supervised implementation, troubleshooting access issues as they arose.

- Existing Member Support
  - Developing welcome package for new Steering Committee members from existing e-HL*bc* member institutions.
  - Created informational briefings for new library directors at UBC and SFU to introduce e-HL*bc* and help demonstrate the consortium's value.
  - Designed and developed 2 advocacy briefing templates for the post-secondary and health sectors to customize and use to advocate on behalf of the e-HLbc consortium to administrators.
    - http://ehlbc.ca/uploads/PostSecondaryInfoBriefing_FINAL.dot
    - http://ehlbc.ca/uploads/HeathSectorInfoBriefing_FINAL.dot
  - 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 ongoing administrative and technical support to members.
    - Answered licensing terms and conditions questions.
    - Troubleshot continuing problems with EBSCO and Ovid statistics.
    - Provided technical support for authentication issues.

Communications and Infrastructure Development and Support

- Coordinating the redesign, development and migration of the e-HL*bc* website.
  - Authored a Request for Expressions of Interest document outline the website development project specifications.
  - Developed and completed website design firm selection process.
    - Identified and researched long list of Vancover-based development firms concentrating on Drupal website development and installations.
    - Shortlisted and interviewed three firms.
    - Selected Raised Eyebrow Web Firm.

- o Designed an extensive technical data model of the relational database underpinning the current e-HLbc website.
- Building and maintaining communications infrastructure
  - o Developing targeted distribution lists.
  - o Maintained targeted distribution lists for collection development, IT, and training.
  - o Maintained and updated the e-HL*bc* website and existing listservs.
  - o Trialing web2.0 software for use in e-HL*bc* administrative and committee work to help to facilitate collaboration and communication.
- Coordinated e-HL*bc*'s participation at the BC Library Conference in Penticton.
- Developed and provided content for Spring and Fall editions of the e-HL*bc* newsletter.
- Generated content for "What's New" section of the e-HL*bc* website.
- Consortial Administration
  - o Coordinating auxiliary consortial staffing.
    - · Coordinating the hiring and training of one part-time librarian to assist in Administrative Centre work.
    - · Hired and trained an auxiliary Information Technology contract librarian for assistance with authentication and systems issues.
  - o Harvested and stored consortial usage statistics for core suite.
- Committee and Working Group Support
  - o Training Committee
    - · Coordinated Fall in-person e-HL*bc* Vendor Training Roadshow in four locations around BC: Victoria, Vancouver, Kelowna and Prince George.
    - · Evaluated and updated tutorials on the e-HL*bc* website.
    - · Participated in two Committee teleconferences.
  - o Terms of Reference Working Group Support
    - · Facilitating the revision of the Steering Committee, Management Committee, and consortial Terms of References.
    - · Developing Terms of Reference stakeholder survey to solicit feedback on proposed changes to Terms of Reference.
  - o Management and Steering Committees Support
    - · Coordinated Management and Steering Committee meetings.