

e-HLbc Administration Centre Service Delivery April 1, 2008 - March 31, 2009

The matrix below briefly summarizes e-HLbc Administrative Centre support activities correlating to the nine (9) service delivery priorities established in March 2008 for the FY2008/2009 administrative service contract. For full details on Administrative Centre activities, please see the Administrative Centre Progress Reports, submitted to the e-HLbc Steering Committee and posted on the e-HLbc website.

#	Service Delivery Priority	Administrative Centre Support Activities	Milstones	Service Status
1	Support of Business Plan Update	<ul style="list-style-type: none"> Updated authorized user and member information (including names, FTE/headcounts, contacts) Liaised with Business Case contractor, BC Academic Health Council, and the Management Committee, providing statistics, updating information, & coordinating revisions 	√ Case for Renewal Released	<input checked="" type="checkbox"/>
2	Licensing & Product Renewal (Year 3)	<ul style="list-style-type: none"> Confirmed third year commitment of members Verified year three data licensing costs Reviewed and ammended terms and conditions documents from vendors 	√ Ovid and EBSCO Licenses Renewed	<input checked="" type="checkbox"/>
3	Addition of New Members	<ul style="list-style-type: none"> Contacted, met with, and gathered informations from targeted associations Responded to membership queries and liaised with interested organizations Updated Affiliate Member Guidelines Established access with vendors 	√ 4 New Affiliate Members to Join the Consortia in 2009	Ongoing
4	Administration of New Products Selection Forum	<ul style="list-style-type: none"> Developed/administered the Electronic Suggestion Box Developed/administered New Product Ranking Survey Coordinated & supported Negotiation Advisory Team Developed action plans for boutique licenses 	<ul style="list-style-type: none"> √ e-Box Launched √ 100% Participation in Ranking Survey √ 6 Resources Identified for Possible Consortial Licenses 	Ongoing

5	Administration of e-HLbc Consortia Renewal (Year 4 and beyond)	<ul style="list-style-type: none"> • Liaised with vendors, negotiated consortial discounts and access to expanded full text resources • Responded to members' questions and coordinated commitment confirmations 	<ul style="list-style-type: none"> ✓ Negotiated Discounts of \$158,000 (USD) Above Consortial Pricing ✓ Increased Full Text Content ✓ 100% of e-HLbc Members Committed to Year 3 Renewal 	☑
6	Sub-Committee Support	<p>Training</p> <ul style="list-style-type: none"> • Organized and promoted vendor training sessions and joint AskAway / e-HLbc EBMR brown-bag • Supported execution of the Training Needs Survey <p>Marketing</p> <ul style="list-style-type: none"> • Generated content for "What's New" RSS News Feed, newsletters, and other marketing materials • Offered technical support for branding databases and other online resources <p>Evaluation</p> <ul style="list-style-type: none"> • Supported the development and administration of the End User Survey • Maintained and updated quotes database 	<ul style="list-style-type: none"> ✓ Training Needs Assessment Survey Completed ✓ 25 "What's New" Blog Entries Posted ✓ End User Survey Completed ✓ "Do More People have Access to Resources?" Assembled ✓ "Measuring the Value and Impact of Health Libraries" Created 	Ongoing
7	Helpdesk Functions	<ul style="list-style-type: none"> • Responded to members' authentication issues, questions regarding content coverage and statistics, queries regarding platform changes, etc. 	<ul style="list-style-type: none"> ✓ Guide to Free Online and PDA Resources Created 	Ongoing
8	Canvassing for Prospective New Members (under renewed license)	<ul style="list-style-type: none"> • Identified potential members, not included in the Business Case, and included them in the Case for Renewal 	<ul style="list-style-type: none"> ✓ Target Associations Identified 	Ongoing
9	Other – Newsletter, BCLA Conference	<ul style="list-style-type: none"> • Liaised with BC Academic Health Council, MonkeyTree, e-HLbc representatives, and other stakeholders to produce and disseminate marketing materials to increase awareness about e-HLbc 	<ul style="list-style-type: none"> ✓ 4 Newsletters Published ✓ BC Libraries Conference Reception 	Ongoing