eHLbc Management Committee Meeting Minutes

Friday, June 7, 2024

1:00 pm – 4:00 pm Pacific
Harbour Centre, Room 2050
515 West Hastings Street
Vancouver, BC V6B 5K3

In Attendance:

Megan Crouch, Simon Fraser University, *Post-Secondary*
Lisa Gysel, Interior Health Authority (Alternate)
Daphne Hamilton-Nagorsen, WorkSafeBC, *Affiliate*
Chantalle Jack, Provincial Health Services Authority, *Health* (Chair)
Debbie Schachter, Langara College, *Post-Secondary* (Past Chair)

eHLbc Admin Centre:

Leah Hopton
Laura Moberg (Recorder)
Sunni Nishimura
Reba Ouimet

Regrets:

Connie Bolding, Interior Health Authority, *Health*
Todd Mundle, Kwantlen Polytechnic University, *Post-Secondary* (Vice Chair)
Brooke Scott, Fraser Health Authority, *Health*

Agenda Items:

1. Welcome & Adoption of Agenda

C. Jack provided welcoming remarks including territorial acknowledgements. She welcomed D. Hamilton-Nagorsen as the new Affiliate Representative.

The agenda was adopted as distributed.

2. College of Physicians and Surgeons of BC Library Closure Debrief

C. Jack provided a summary of actions taken in response to the College of Physicians and Surgeons of BC (CPSBC) library closure and the resulting outcomes. Committee members then discussed eHLbc's approach to the situation, implications for the consortium, and lessons learned.

Summary of Actions

- The eHLbc Admin Centre learned indirectly about CPSBC's planned library closure on March 4, 2024, shortly before the library closed permanently on March 15, 2024.

- The Admin Centre immediately reached out to CPSBC and the eHLbc Management Committee Executive.

- The Admin Centre received notification on March 6 from CPSBC forwarding the general news release directed to registrants, with no mention of eHLbc financial commitments.

- Realizing the implications of the library's closure for the Core Suite, which was entering Year 3 of a 4-year term (2022/23 - 2025/26), the Admin Centre initiated conversations with the CPSBC Director of Finance and with the Core Suite vendors to determine how impacts could be mitigated.

- As there was no decision from CPSBC, with the Management Committee's input the Admin Centre drafted a letter to the CPSBC Board expressing concern about the effects of the library's closure on its members and requesting a response as to how CPSBC would meet its financial commitments. This letter was cc'd to the Minister of Health and others.

- The eHLbc Management Committee received a response from the CPSBC Board on April 17. They agreed to pay their outstanding opt-in license invoice and proposed paying for Year 3 of the Core Suite.

- In the meantime, negotiations with EBSCO and Ovid had positive results; both agreed to reduce costs of the Core Suite to the extent that almost all CPSBC's Year 4 costs would be covered.

- The Admin Centre issued a second letter accepting CPSBC's proposal and offering to assist CPSBC members with access to Core Suite resources to the end of Year 3. CPSBC has not responded to this offer.

- On May 3, the Admin Centre shared a summary of activities and outcomes with the eHLbc All Member Group.

- Since that time, CPSBC has paid all outstanding invoices, including for Year 3 of the Core Suite.

Outcomes

- CPSBC has paid for Year 3 of the Core Suite. CPSBC's Year 4 costs have been almost fully covered thanks to price reductions from EBSCO and Ovid.

- eHLbc will apply a portion of the 2025/26 Core Suite subsidy (collected from Affiliate Members) to cover the remainder of CPSBC's Year 4 costs. This will result in lower subsidies for Full Members than originally predicted. Members have been informed of the adjusted estimates for 2025/26 Core Suite costs.

- There is ongoing concern for CPSBC members and their loss of access to health resources.

Discussion

Committee members agreed that considering the sudden series of events, the situation was handled very well by the eHLbc Admin Centre and Management Committee Executive. Appreciation was expressed for EBSCO and Ovid's willingness reduce the Core Suite costs to mitigate impact for eHLbc members.

Committee members voiced concerns around the impacts of the library closure on physicians in BC, particularly those who are unaffiliated with health authorities or post-secondary institutions. C. Jack raised the need for a province-wide survey to assess physicians' access or awareness needs. Doctors of BC was discussed as an organization to potentially fill the gap in coverage for unaffiliated physicians, including family doctors. C. Jack proposed that eHLbc contact the Ministry of Health regarding the implications of the closure and possibilities for addressing the coverage gap to ensure equitable access for all healthcare providers. D. Schachter suggested the use of risk management tools to identify and manage potential future risks to eHLbc membership or operations.

Action Items

- eHLbc Administrative Centre to reach out to Ministry of Health contacts for thoughts on the coverage gap.
- eHLbc Administrative Centre to investigate precedents and best practices for member withdrawal at other consortia and provide recommendations to the Management Committee.
- eHLbc Administrative Centre to work with the Management Committee on a risk assessment/register for eHLbc.

3. 2023/24 Expenditure Summary and 2024/25 Plan

S. Nishimura presented an overview of the eHLbc 2023/24 Expenditure Summary and 2024/25 Expenditure Plan included in the agenda package.

eHLbc ended 2023/24 with a positive carryforward, which includes prepayments, Special Project funding, and the remaining Core Suite Gap Coverage amount. The consortium is in good financial shape, showing resiliency despite membership changes and challenges in the past year.

eHLbc Operations: Highlights

Revenue

- Revenue has dropped somewhat due to membership changes.
- The 2023/24 Summary includes prepayments in Miscellaneous Revenue while the 2024/25 Plan does not, accounting for some of the differences in revenue.

Expenditures

- Coordination and Staffing includes staff time from all members of the eHLbc Admin Team, roughly equivalent to 1.5 FTE professional staffing support. In response to a question from D. Schachter, S. Nishimura clarified that staffing costs have been conservatively estimated on the higher end.
- The Strategic Framework Event in June 2023 was a large expense that will not be recurring in 2024/25.
- Administrative and Governance costs are expected to be lean in 2024/25 as there will be minimal travel costs for in-person Management Committee meetings.
- Technical Infrastructure costs, which include ConsortiaManager, are expected to remain stable. R. Ouimet and Brandon Weigel from the eHLbc Admin Team are leading the ConsortiaManager national license negotiation for Consortia Canada, and the cost is shared with the BC Electronic Library Network (BC ELN).

- The eHLbc Website Upgrade to Drupal 9 has a reduced estimated cost and may not happen this fiscal year, depending on the status of BC ELN's website migration. The BC ELN website will be migrated first, and then eHLbc will benefit from cloning the updated infrastructure.

eHLbc Licensing Programme: Highlights

- This budget includes flow-through finances for licensing activities.
- The Affiliate Member Core Cost Contributions are Core Suite fees collected from Affiliate members which are used to create the Full Member subsidy.
- Expenditures include the Core Suite Gap Coverage amount, which is used to cover the costs of a Full Member departure at the beginning of this Core Suite period (2022-2026).

MOTION: To approve the 2024/2025 Expenditure Plan as presented.
Moved: D. Schachter
Seconded: C. Jack
Motion carried.

4. Licensing

R. Ouimet, Licensing Coordinator, provided updates on licensing work.

New EBSCO User Interface – Member Feedback

R. Ouimet reported on the eHLbc Admin Centre's response to concerns raised by member organizations about the new EBSCO user interface (UI), particularly concerning functionalities of the new UI and vendor communication around the transition. She summarized the actions taken, which included:

- Meetings with EBSCO and health authority members
- Requesting feedback on the UI from eHLbc membership
- Submitting the collated feedback to EBSCO, totalling approximately 70 items.

Next steps include sharing vendor responses with membership and hosting an informal meeting for members to discuss the new UI. R. Ouimet noted that members are encouraged to contact the eHLbc Admin Centre when similar issues arise, as the Admin Centre can share resources and amplify member voices as needed. Committee members expressed ongoing concern about the new EBSCO UI, and shared appreciation for the eHLbc Admin Centre's work to compile responses and streamline support.

New Product Selection Process

R. Ouimet provided an update on the most recent product selection process, which was conducted in 2022 and still in process due to several consortia-wide changes in 2022/23.

R. Ouimet overviewed the current new product selection process, which serves to surface resources that eHLbc membership is interested in pursuing for consortial licensing.

R. Ouimet sought feedback from Committee members on the new product selection process, which is currently under review. Discussion included questions of clarification about the current process. C. Jack pointed out that the current product selection can stretch over 1-2 years. R. Ouimet responded that the timelines are dependent on staff capacity, operational priorities, and vendor responsiveness. A more agile

product selection process should improve turnaround times. Committee members discussed communications strategies for ensuring that eHLbc members are informed and able to share their input.

D. Schachter asked if, given the eHLbc Admin Centre's current licensing staff capacity, there is a maximum number of products that should be licensed at one time. R. Ouimet responded that there are currently no plans to limit the number of resources on offer, although eventually there may be capacity issues. She explained that renewing existing subscriptions requires less staff time than negotiating licenses for new products, and that eHLbc's recent transition to the ConsortiaManager licensing management tool has also streamlined the renewal process.

5. Administrative Centre Staffing Update

S. Nishimura provided an update on how eHLbc Administrative Centre staffing has been impacted by staffing changes at BC ELN, which is contracted by eHLbc to serve as the Administrative Centre.

S. Nishimura was the eHLbc Manager before moving into the BC ELN Executive Director role. Following this transition, eHLbc duties were reprioritized and distributed among an eHLbc Admin Team. This temporary arrangement is adequate to maintain the day-to-day activities of the consortium, but not a sustainable long-term solution.

Hiring is underway to fill S. Nishimura's former continuing position. The successful candidate is expected to begin in the role by September 2024. Once they are onboarded and able to take on support work, eHLbc responsibilities will be reallocated and the Admin Centre will be operating at full capacity by January 2025.

6. Strategic Framework Update

L. Hopton and L. Moberg provided progress updates on goals outlined in the eHLbc Strategic Framework 2024-2028. Management Committee input was sought on possible routes to achieving strategic goals. Highlights include:

Goal 1a) Ensure eHLbc's administration and operations are in alignment with BC's Accessibility standards.

- Current accessibility legislation requires "prescribed organizations" (750 public sector organizations) to establish an accessibility committee, an accessibility plan, and a tool to receive feedback on their accessibility. eHLbc is not a prescribed organization, but over half of eHLbc member organizations are. Provincial accessibility standards are forthcoming.

- Committee members advised that while accessibility best practices should be incorporated into eHLbc operations (e.g., website migration), it is likely outside of the consortium's scope or capacity to provide extended support to prescribed organizations. Discussion suggested that pausing the work until standards are released is a reasonable approach at this time.

- D. Schachter noted that eHLbc could play a role in advocating for greater accessibility, such as participating in the calls for public input on standards development, liaising with vendors as they work to meet accessibility standards, and collaborating with other consortia.

Goal 1b) Strengthen orientation materials and processes, including the development of an asynchronous orientation program.

- L. Moberg provided an update on the creation of a 30-45-minute asynchronous online orientation course which is intended to provide an accessible, concise introduction to eHLbc for new staff at member organizations. A demonstration of the draft course was shared. Next steps include beta testing the course over the summer and planning a virtual launch for fall 2024.

- L. Moberg outlined plans for other upcoming projects to strengthen orientation materials, including the creation of a short (2-3-minute) video introduction for the eHLbc website and the development of a more comprehensive orientation package for new Management Committee members.

- Committee members expressed appreciation for the course and new orientation materials, particularly affirming their value for Affiliate Members. In response to a suggestion from L. Gysel around the need for a shorter orientation aimed at management or administrative staff who do not work directly with eHLbc but oversee finances, L. Moberg expanded on plans for the eHLbc video, which is intended be a brief, high-level introduction emphasizing the value of eHLbc.

Goal 1c) Identify areas of common interest to members and preferred methods of connection to support communities of practice (COP) + Goal 2a) Facilitate member-to-member learning opportunities, driven by needs assessment.

- L. Hopton provided an update on work by an eHLbc Student Librarian to research COP and investigate possible approaches to supporting COP. A survey is currently in development to learn about eHLbc member needs around COP and member-to-member learning. Next steps include implementing the survey later in June, analyzing data over the summer, and piloting COP and member-to-member learning opportunities in fall 2024.

- L. Moberg shared and requested feedback on plans for a summer learning opportunity on Elsevier's Clinical Skills. L. Gysel and C. Jack noted that Clinical Skills is primarily managed by the Professional Practice team at a health authority, and that staff training and support for the resource is not typically within the library's jurisdiction.

7. New Business

There was no new business.

8. Next Meeting

The next Management Committee meeting will be held virtually in fall 2024.