

e-HLbc Administrative Centre Progress Report November 2010 – May 2011

Strategic Planning

- Liaised with the Steering and Management Committees on strategic planning framework.
- Developed and administered action plan for strategic planning stakeholder engagement.
 - Coordinated quantitative and qualitative information gathering.
 - Developed interview lists and questions for internal and external stakeholders.
 - Aggregated and synthesized qualitative interview results.
 - Harvested consortial and environmental quantitative data.
 - Designed and coordinated 1.5 day in-person strategic planning session.
 - Managed invitations, compiled rsmps and answered logistical questions from attendees.
 - Developed agenda and attendee packages for in person session.
 - Negotiated facilities contract and coordinated booking, facilities, and menu arrangements with Hilton Vancouver Metrotown in Burnaby.

Licensing and Licensing Support

- New Product Licensing
 - Coordinated 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.
 - Supported the activities of the Negotiation Advisory Team (NAT).
 - Aggregated rankings according to a number of indicators.
 - Coordinated and facilitated NAT teleconference discussions.
 - Developed and designed NAT recommendation document, submitted to the Management Committee
 - Renewed e-CPS / e-Therapeutics+ boutique license.
 - Negotiated renewal e-CPS / e-Therapeutics pricing with CPhA in addition to lower minimum concurrent users for smaller health authorities.
 - Coordinated and supported member invoicing.
 - Spearheaded access provision for subscribing member institutions.
 - Troubleshoot technical and access issues with CPhA.
 - 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-HLbc 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
 - Continued communications with the Executive Director and Content Stream Lead of the Canadian Virtual Health Library (CVHL).

- Organized and participated in the Winter CVHL / e-HLbc Management Committee teleconference.
- Developed e-HLbc information briefing on CVHL, distributed to the Steering Committee.

Membership Development and Support

- New Member Development and Support
 - Developed new e-HLbc 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-HLbc 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-HLbc member institutions.
 - Created informational briefings for new library directors at UBC and SFU to introduce e-HLbc 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-HLbc 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 Vancouver-based development firms concentrating on Drupal website development and installations.
 - Shortlisted and interviewed three firms.
 - Selected Raised Eyebrow Web Firm.
 - Designed an extensive technical data model of the relational database underpinning the current e-HLbc website.

- Building and maintaining communications infrastructure
 - Developing targeted distribution lists.
 - Maintained targeted distribution lists for collection development, IT, and training.
 - Maintained and updated the e-*HLbc* website and existing listservs.
 - Trialing web2.0 software for use in e-*HLbc* administrative and committee work to help to facilitate collaboration and communication.
- Investigated partnering with HLABC e-*HLbc*'s participation at the BC Library Conference in Penticton.
- Developed and provided content for Fall and Spring editions of the e-*HLbc* newsletter.
- Generated content for "What's New" section of the e-*HLbc* website.
- Consortial Administration
 - 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.
 - Harvested and stored consortial usage statistics for core suite.
- Committee and Working Group Support
 - Negotiation Advisory Team
 - Coordinated and participated in Fall and Winter NAT meetings
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 - Training Committee
 - Evaluated and updated tutorials on the e-*HLbc* website.
 - Participated in Committee teleconferences.
 - Management and Steering Committees Support
 - Coordinated Management and Steering Committee meetings.