

Maintain Core Suite of Resources

- Issued Core Suite invoices to full and affiliate members; collected payments from member organisations.
- Ensured continuity of eHLbc's license renewals while Jennifer Bancroft, eHLbc Librarian, is on maternity leave.
- Collected prepayments from member organisations for the next fiscal year.
- Inquired about setting up direct deposit payments with ten member organisations.

Grow Collection of Boutique Resources

- Offered eHLbc members a new boutique license: Ovid's *JB1 Database, Journal, and Tools*, a package from the Joanna Briggs Institute (JBI) consisting of online evidence-based practice (EBP) appraisal, implementation, and management tools.
- Negotiated health authority offer for 2 additional *Clinical Skills* add-on modules: the Rehabilitation Collection and the Hospice and Palliative Care Collection.
- Investigated acquiring ProQuest's *Nursing and Allied Health Database* as a new eHLbc boutique license.
- Conducted a title comparison of *CINAHL Complete* and *Nursing and Allied Health Database*.
- Negotiated pricing for EBSCO's *DynaMed Plus*, in addition to renewal pricing for *DynaMed*.
- Partnered with the BC Electronic Library Network and Consortia Canada to achieve greater group discounts for *AgeLine*, *PsychiatryOnline*, and *DSM-5 Library*.
- Coordinated renewals and trials of boutique licenses *AHFS Consumer Medication Information*, *Alt HealthWatch*, *Health Source: Consumer Edition*, *Health Source: Nursing/Academic Edition*, and *Nursing Reference Center*.
- Liaised with vendors American Psychiatric Publishing, EBSCO, and Ovid on the offers and renewals.

Empower & Support eHLbc Members

- Prepared and released the *eHLbc Year in Review 2017*, detailing the benefits of eHLbc's activities, products, services and programs. The report is available at: <https://ehlbc.ca/sites/default/files/reports/eHLbc_YIR_2017.pdf>
- Hosted a facilitated, in-person Management Committee Strategic Action Planning meeting to strategise and prioritise eHLbc Administrative Centre work for the coming 2-3 years.
- Facilitated Management Committee elections for two new post-secondary representatives, an interim health representative and a new Vice-Chair.

- Provided technical support to Full & Affiliate members accessing the eHLbc licensed resources including on-site and off-site access & authentication via IP, UserID logins, Ezproxy, Referrer URL and more.
- Provided branding/customisation support to Full & Affiliate members including database selection, search customisation, institutional branding, link resolver configuration etc..
- Coordinated IP updates, provided by member organisations, with vendors via email, telephone and Admin interfaces.
- Updated eHLbc website with IP changes, maintaining the accuracy of the IP Registry used by vendors to provide access.
- Assisted Full & Affiliate members with accessing customised statistics/reports for their eHLbc licensed products.
- Liaised with vendor on resolving issues with member access to *Anatomy.tv* on mobile devices.
- Facilitated communications between library and technical staff around changing authentication strategy for PHSA BC Emergency Health Services/BC Ambulance Services.
- Provided online eHLbc member orientations for new staff at the Ministry of Health, Physiotherapists Association of BC, and Fraser Health Authority.
- Provided in-person eHLbc orientation to new Interior Health Authority librarian.
- Updated the eHLbc website and communications infrastructure to reflect changes in staffing at several member organisations, including the Canadian Association of Occupational Therapists, Interior Health Authority, Vancouver Coastal Health Authority, Fraser Health Authority, University of the Fraser Valley, and Ministry of Health.
- Updated the eHLbc website and communications infrastructure to reflect the structural change from the Association of Registered Nurses of BC (ARNBC) to the Association of Nurse and Nurse Practitioners of BC (NNPBC).
- Completed a review of the new eHLbc website to remove and update all outdated links and information.
- Performed an environmental scan of member support (services, communications tools) at other library and health consortia.
- Conducted a member services needs analysis of the eHLbc community.
- Created a list of eHLbc current and potential support tools.
- Tracked eHLbc support questions from July to December 2018 in support of a project to streamline and optimise eHLbc member services.

Developing eHLbc Affiliate Membership

- Fielded expression of interest in eHLbc membership from BC health sector association.
- Provided custom client education materials for Affiliate members to support their staff and clients accessing eHLbc resources.
- Provided in-depth troubleshooting support to Affiliate members accessing the eHLbc licensed resources on-site and off-site via Referrer URLs.