2011/12 - 2013/14

Strategic Plan

Electronic Health Library of BC

e-HL*bc*

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November 2011

e-HL*bc* Mission

e-HL*bc*: Providing the British Columbia post-secondary and health care community with consistent, high quality, cost-effective, and equitable health library resources that support and improve practice, education, and research.

e-HL*bc* Vision

From Students to Professionals: A British Columbia with excellent and equitable access to trusted health information.

e-HL*bc* Core Values

Collaborative
Grounded in the conviction that we are stronger together, e-HL*bc* is committed to collaboration within and across BC's government, health, and post-secondary sectors.

Proactive
e-HL*bc* uses innovative and imaginative solutions that transform and improve the delivery of quality health information resources and services.

Responsive
Always adaptable and flexible, e-HL*bc* responds efficiently to members' needs and to larger changes in the evolving health information delivery environment.

Equitable
Committed to the belief that all health students, researchers, and practitioners deserve access to quality information no matter their home institution or location, e-HL*bc* supplies services to members based on the principles of balance and fairness.

Accountable
Using open and transparent business practices, e-HL*bc* provides full accountability to funders, members, and stakeholders with integrity.

Sustainable
By finding innovative and efficient ways to provide services and control costs, e-HL*bc* ensures its continuing improvement and ongoing viability.

e-HL*bc* Strategic Directions

1. Maintain & Grow e-HL*bc* Licensed Collections

… to guarantee that the BC academic & health care community has easy access to high quality, cost effective, & easily accessible health library resources that will support & improve health practice, education, & research.

- ○ Ensure the health & maintenance of e-HL*bc*'s core resource suite.
- ○ Engage stakeholders in the selection of new health information resources.
- ○ Expand the depth, breadth, & type of resources available to members.
- ○ Explore ways to increase access to e-HL*bc* resources through partnerships as well as traditional & emerging technologies, including mobile applications, federated search, discovery layers, & QR code technologies.

2. Nurture & Extend e-HL*bc*'s Partnerships

… to maintain & increase membership, build networks of collaboration, & leverage bargaining power in order to increase access to affordable, high quality health resources & services.

- ○ Maintain & build a strong e-HL*bc* full & affiliate member community.
- ○ Explore partnerships & build relationships with consortia around the country, such as BC ELN, COPPUL, CVHL, HKN, SHIRP & others.
- ○ Connect with relevant BC Government ministries, communities, & organizations to investigate potential partnerships.

3. Build e-HL*bc*'s Brand

… to raise awareness & demonstrate the value of e-HL*bc* to existing & prospective members as well as other stakeholders & potential funders.

- ○ Develop & refine e-HL*bc*'s communications strategy through targeting messages & channels to distinct stakeholder audiences.
- ○ Refine existing communiqués & develop new methods to convey the value of e-HL*bc* to end users, members, decision-makers, & supporters.
- ○ Capture & share success stories with stakeholders that reveal e-HL*bc*'s role in supporting health education, research, & practice.

4. Support & Coordinate Health Information Training & Education

… to ensure e-HL*bc* members & their constituents are equipped to retrieve the best information from e-HL*bc* resources.

- ○ Consult with e-HL*bc* members to understand, identify, & prioritize member & user training needs.
- ○ Develop & execute a professional learning plan to support members & users.
- ○ Nurture an e-HL*bc* community of practice to facilitate the sharing of training experiences & materials across institutions & sectors.

5. Cultivate a Culture of Assessment

… to support members in meeting local needs for accountability on decision making & financial expenditures.

- ○ Advocate to & educate vendors on members' need for comprehensible & robust statistics that are easy to harvest.
- ○ Harvest consortial statistics to inform licensing decisions & demonstrate the value of e-HL*bc*'s core suite of resources.
- ○ Explore the best means to identify evidence and communicate the impact of e-HL*bc* on members, users, & stakeholders across BC.

6. Strengthen e-HL*bc*'s Infrastructure

… to enhance services & ensure members' ongoing satisfaction with & participation in the consortium.

- ○ Ensure that e-HL*bc* has the resources it needs (human, financial, physical, information & strategic) to meet its goals effectively & efficiently.
- ○ Create & hone collaborative, consultative & transparent practices.
- ○ Investigate existing, alternate, & supplementary funding sources & cost-sharing methods.