e-HL*bc* Administrative Centre Progress Report
October 2009 – April 2010

Strategic Planning

- Researched and identified various strategic planning processes, with associated costs.
- Liaised with the Management Committee to develop strategic planning framework to present to the Steering Committee.

Administration and Coordination of Core and New Products Selection Licensing Process

- New Product Licensing
  - Coordinating and supporting the activities of the Negotiation Advisory Team (NAT).
  - Implemented action plan for a STAT!Ref boutique license.
    - Updated member libraries on status of Stat!Ref negotiations.
    - Negotiated STAT!Ref pricing in consort with HKN.
    - Developed price sharing models for STAT!Ref boutique license.
    - Surveyed members on interest in STAT!Ref, taking into consideration projected pricing and stated percentage increases.
    - Coordinated NAT and Management Committee discussions and decision to suspend negotiations with STAT!Ref.
  - Implementing action plan for an e-CPS / e-Therapeutics+ boutique license.
    - Communicated with BC Health Services (BCHS), other Canadian health consortia, member institutions, and the NAT regarding current e-CPS/e-Therapeutics+ licensing and the Canadian Pharmacists' Association's (CPhA) stated change in pricing model.
    - Negotiating e-CPS / e-Therapeutics pricing with CPhA.
  - Building relationships with publishers, including 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-HL*bc* consortium and its members, policies and procedures.

- Core Suite Licensing
  - Coordinated core suite renewal with EBSCO and Ovid.
  - Supported member invoicing for FY2010/2011.

- National and International Licensing Monitoring
  - Liaised with members of the Canadian Virtual Health Library (CVHL) Task Force.
    - Coordinated CVHL presentation to e-HL*bc* Management Committee.
    - Developed National Network of Libraries for Health / CVHL Informational Briefing for the Management Committee.
    - Participated in Cochrane Library National Pilot Stakeholder Forum.
    - Discussed national and provincial cooperative initiatives with representatives from the National Network of Libraries for Health (NNLH), Alberta's Health Knowledge Network (HKN), the Saskatchewan Health Information Resources Partnership (SHIRP), and the Health Science Information Consortium of Toronto (HSICT).
  - Registered e-HL*bc* with the International Coalition of Library Consortia (ICOLC) and Consortia Canada.

Membership Development and Support

- New Member Development and Support
    - Developed new e-HL*bc* member administrator welcome/ training package.
    - Responded to queries from prospective candidates for affiliate membership: BC Association of Social Workers, BC Association of Speech Language Pathologists and Audiologists, Boucher Institute of Naturopathic Medicine, Canadian Institute of Health Information - Victoria Office.
    - Supported new affiliate members: Yukon College and 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-HL*bc* member institutions.
    - Created informational briefings for Vancouver Coastal Health and University of Victoria to assist librarians and administrators advocate and demonstrate e-HL*bc*'s value.
    - Designing advocacy briefing templates for members to customize and use in order to advocate on behalf of the consortium to their administrators.

e-HL*bc* Committee Support

- Evaluation Committee
    - Updated and maintained e-HL*bc* quotes database.
    - Maintained a map of e-HL*bc* members, visually identifying members and demonstrating the scope of e-HL*bc*'s province-wide access to stakeholders.
    - Liaised with EBSCO and Ovid regarding COUNTER 3 statistics gathering for consortia.
    - Developed consortial statistics plan in order to regularize the harvesting, storing and distribution of statistics.

- Marketing and Communications Committee
    - Developed and analyzed the 2010 e-HL*bc* Marketing Survey.
    - Participated in the Winter Committee teleconference.
    - Refreshed the e-HL*bc* Marketing and Communications Strategy document.
    - Coordinating e-HL*bc*'s participation at the BC Library Conference in Penticton.

- Terms of Reference Task Force
    - Facilitating the revision of the Steering Committee Terms of Reference and the creation of a Management Committee Terms of Reference and Bylaws.
    - Researched and analyzed comparative institutions' governance documents.
    - Developed a Terms of Reference Project Wiki to better facilitate communication and participation by Task Force members.

- Training Committee
    - Supported the training materials contest.
    - Evaluated and updated tutorials on the e-HL*bc* website.
    - Participated in two Committee teleconferences.
    - Coordinated call for new Committee members.

Infrastructure Development and Support

- Technical Support
  - Developed targeted distribution lists for collection development, IT, and training.
  - Maintained and updated the e-HL*bc* website and existing listservs.
  - Evaluated open source content management systems (CMS) for possible migration and identified Drupal as the optimal CMS of choice.
  - Trialing web2.0 software for use in e-HL*bc* administrative and committee work to help to facilitate collaboration and communication.
  - Troubleshooting continuing problems with Ovid Statistics module.

- Administrative Support
  - Coordinated the hiring and training of one part-time librarian to assist in Administrative Centre work.
  - Coordinating the hiring of a casual Information Technology contract librarian for assistance with authentication and systems issues.
  - Coordinated Management and Steering Committee meetings.
  - Channeled communication regarding Ovid and EBSCO updates from vendors to members.
  - Communicated member feedback to vendors.

Help Desk Service

- Identifying overlapping IP addresses in health authority libraries and strategizing how best to resolve problems arising from the overlap.
- 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.
- Providing technical support for authentication and access issues.

Marketing and Communications

- Coordinated the migration of the e-Wire newsletter to an online format using a Joomla Content Management System.
- Building communications infrastructure through developing targeted distribution lists.
- Provided content for Winter and Spring editions of the e-HL*bc* newsletter.
- Contributed e-HL*bc* focused content to the BC Academic Health Council's newsletters.
- Generated content for "What's New" section of the e-HL*bc* website.