

e-HLbc Steering Committee
April 21, 2008

Telephone: Cliff Cornish, Kathy Plett, Mary Anne Guenther, Richard Baer, Shannon Long, Ted Goshulak, Laura Neame, Gwen Bird, Donna Friedlander, Rebecca Raworth, Karen MacDonell

In person: Gail Dibernado, Ana-Maria Ferrinho, Lila Heilbrunn, George Eisler, BJ Gdanski, Anita Cocchia, Nancy Levesque [co-chair], Cathy Rayment, Ruth Rochlin, Lea Starr, Greg Rowell [co-chair], Bob Foley, Jo Anne Newyear-Ramirez [recorder]

Welcome and Introductions

Nancy Levesque welcomed members present and those participating via phone.

Adoption of Agenda

The agenda was approved as circulated.

Approval of Minutes from October 29, 2007 meeting

Minutes from October 29, 2007 meeting approved as circulated.

- <http://ehlbc.ca/uploads/minutessteeringcommittee29102007.doc>

Progress on Action items from October 29, 2007 minutes:

Management Action Items:

1. There will be a call for nominations for health authority co-chair and a new health authority Management Team member. May send nominations by December 1st to Nancy Levesque. If there are multiple nominations a vote will be held by the Steering Committee.
 - Election of new health sector co-chair-Greg Rowell to open up co-chair position, e-HLbc Steering Committee members present re-nominated Greg, by acclamation Greg will continue on as co-chair.
 - Ruth Rochlin is now the new health authority Management Team member.

Marketing/Communication Action Items:

1. Brochure will be re-edited to allow member libraries to add their own branding.
2. Request that members send in success stories to be highlighted in general e-HLbc marketing strategies and documents. e-HLbc Admin Centre will investigate ways to collect stories on e-HLbc web site.
3. Request to investigate the feasibility of creating a members only blog
 - Marketing materials: updated e-HLbc brochure, produced new brochure, fact sheet and postcards. Soon to be up on website for members to customize.
 - Acquired over 15 success stories. Set up a “quotes” database for web site display. However we need more success stories. Request to Steering Committee to talk to users and send in more anecdotes.
 - Member blog request added to communication strategy plan. Item appears on the road map for May 2008 discussion.

Training Action Items:

1. e-HLbc Admin Centre will launch the Training Needs Assessment survey in the next couple weeks.
2. e-HLbc Admin Centre to ask Ovid folks to do more training sessions on the new platform in other areas of the province.
 - Training Needs Assessment Survey - completed, report on web site.
 - OvidSP training - on site classes at SFU and UBC in December plus many webinars

Evaluation Action Items:

1. e-HLbc Admin Centre will meet with subcommittee to discuss evaluation implementation.
2. e-HLbc Admin Centre will investigate mechanisms for querying users at point of use.
 - Evaluation projects implementation - Number of items accomplished (bibliography, “Do More People Have More Access?” chart,) to be explained more fully in the Evaluation Subcommittee Report below.

- Investigated point of use querying through vendor platforms for online survey. At this time neither, EBSCO or Ovid have the ability to do this with the criteria the Evaluation committee required.

Membership Action Items:

1. e-HLbc Admin Centre will contact Dental Hygienists Association.
 - Emails exchanged, affiliate membership requirements and costs sent, waiting on reply.

Admin Centre Action Items:

1. Management Team seeks nominations for Negotiation Advisory Team
2. e-HLbc Admin Centre to develop e-HLbc project timeline.
3. Management Team and e-HLbc Admin Centre pursue new product selection process
 - Request for Negotiation Advisory Team nominations to take place at this meeting.
 - Program Timeline developed <http://ehlbc.ca/committees/management-committee/e-hlbc-programprojects-timeline/>
 - New product selection process: underway, e-Box deployed April 7th. Open till May 31st. 15 items have been suggested to date (Access Medicine, ACP Pier, Ageline, Blackwell Synergy Journal Collection, BMJ Clinical Evidence, Compendium of Pharmaceuticals and Specialties (CPS), DOAJ membership, DynaMed, e-therapeutics, Epocrates, MD Consult, Nursing Consult, Nursing Reference Center, PubMed Central Journals, UpToDate)

Management Committee Report:

- Greg and Nancy thanked Jo Anne for her good work these past months.
- Ruth Rochlin, Interior Health Authority, now on board as new member of Management Team, also chair of Training Committee.
- Providence Health Care has a Steering Committee seat (Welcome Gail).
- e-HLbc Coordinator position posted. Request Steering Committee send to potential candidates, see <http://ehlbc.ca/2008/04/10/e-hlbccordinator->

[position-available/](#)

- Renewal of Admin Centre contract (April 1, 2008 to March 31, 2009) .
- Business case renewal has begun. Requests for updated information, such as FTE, coming soon.
- New products process begun (e-Box). Reconfirm to membership that this is an opt in/opt out process for any new products beyond core suite. Recognize need to grow, economies of scale for separately licensed products by many members could potentially be incorporated.
- Nomination request for licensing Negotiation Advisory Team. Please send in by May 21st. There will be a follow-up e-mail with tasks and specific skills needed, send to info@ehlbc.ca; team will focus on new products not core suite renewal. Admin Centre and the Management Team will work with the team to map out strategy, clarify pressure points and tactics.
- BCLA conference: reception a great success, e-HLbc received a BCLA merit award for outstanding program. The e-HLbc panel session was well attended with 25 people. Comments from attendees about concerns for consortium sustainability.
- Note e-Box: Participation in suggesting products does not imply any commitment to license on member's part. Management Team needs to know potentials. There is need for content but the end result seems likely to be a boutique [opt in/opt out] license arrangement.

Action: Nominations requested for Negotiation Advisory Team. E-mail with more information is forthcoming. Deadline May 21st.

Action: Request to Steering Committee to talk to users and send in more positive anecdotes or success stories

Subcommittee reports

New newsletter - all the subcommittee reports contained in this new issue, see http://ehlbc.ca/uploads/e-HLbc_News1_April08_forWeb.pdf

The following are selected highlights:

Communication/Marketing

- New communications strategy developed with help of marketing and communications team from BCAHC, new tagline (*Trusted Information meets Practice*)- http://ehlbc.ca/uploads/e-HLbc_CommStrat_Feb1708.pdf

- Developed strategy, timelines, floor display, new brochures, postcards, fact sheet
- Discussion of e-HLbc branding on member websites; no clarity on how we can evaluate e-HLbc e-resources when people don't know what they are using; branding helps with the continuum for students moving to professional practice branding – partnership issue. Difficult to go out and get funding when no evidence is present, multiple branding doesn't take away, HKN University of Alberta includes several branding; helps carry forward recognition of resources from academic to health authority.

Action: Senior health leadership conference in May: e-HLbc needs to have a presence. BJ (BCAHC) looking into how we could be represented.

Action: Cathy to write up one page briefing note about options for e-HLbc branding, such as “e-HLbc in partnership with “XXX University”

Action: Open call for feedback on marketing efforts

Action: Market new e-HLbc floor display to members; members can borrow for a week and put up outside their library and send back for someone else to use. Very portable.

Training Report

- Training Needs Assessment Survey completed – Will put up the report on the results tonight
- Ebsco 2.0 support site, training site plan to alert and identify all training opportunities for membership

Action: Call for volunteers to serve on Training Committee

Action: Training needs assessment report to be put up on web site; done see <http://ehlbca.ca/2008/04/21/training-needs-assessment-survey/>

Evaluation Report

- Tool development: user survey (e-HLbc Health database Survey) deployed April 1st. <http://bceln.ca/surveys/survey.php?sid=39>)
- Bibliography: “Measuring value and impact of Health e-resources” - open call for submissions- <http://ehlbca.ca/committees/evaluationsubcommittee/measuring-value-and-impact-of-health-libraries-andresources/>

- “Do More People have Access to Resources?”
<http://ehlbcc.ca/uploads/moreaccess.xls>

New Members Report

- Article in Newsletter, please see for a more detailed update on activities.
- Physiotherapy Association of BC (PABC), Massage Therapist’s Association of BC (MTABC) regularized members
- Content and Admin fee structure established for new affiliates. See guidelines <http://ehlbcc.ca/about/e-hlbcc-affiliate-membership-guidelines/>
- Request Steering Committee members to send Admin Centre any new contacts who want to be on our authorized user list
- Private schools? Can they contribute to funding formula, support themselves, LPNs, residential health care workers
- Karen- how came up with cost?
- Karen asked what are we charging affiliate members, and what are we doing with the money that we collect from them? The fee structure is laid out in the newsletter and some of the new money raised (\$8,000) has been used for marketing materials. George Eisler commented that 60 private schools in the province with health programs have informally expressed interest in affiliate membership with e-HLbc.

Action: Take Private school question back to management, e-HLbc charter excludes for profit organizations

Action: Call for volunteers to serve on membership

Action: Request Steering Committee members to send Admin Centre any new contacts who want to be on our authorized user list

Administration Centre Report:

Past 6 months have been very busy. For full progress report see <http://ehlbcc.ca/about/documents/>

Highlights include

- Commitment to third year renewal - worked with BCAHC to send invoicing
- Preliminary work for core suite renewal in process

- Agreement of Physiotherapy Association of BC and the Massage Therapist's Association of BC to renew affiliate membership for 2008-2009
- Sent affiliate membership inquiries to several associations: the BC Association of Optometrists, the BC Pharmacy Association, the British Columbia Dental Hygienists' Association, Dietitians of Canada, BC Region and the Midwives Association of BC
- Deployed e-Box on April 7th. Will run through end of May 2008. Fifteen suggestions to date
- Aggregated e-HLbc full-text adds, changes and deletions (<http://ehlbc.ca/databases/content-updates/>)
- Preliminary collection of success stories, anecdotal positive e-HLbc experiences. Established "Quotes" database for web site
- Extensive Evaluation Committee support work
- Handout e-HLbc "Year in Review", highlight use growth among members, slight decrease in searches. Suggest decrease due to increased skill level attained by users as a result of training efforts.
- Reviewed "Cost per Use 2006 to 2008" data. Pointed out interesting positive responses received through health database survey.

Action: Richard Baer requests a "Cost per Use" comparison year by year

Ebsco & Ovid	April 2006 - March 2007	Cost per Transaction
Total Sessions	2,993,300	\$0.34
Total Searches	8,444,811	\$0.12
Full-text Viewed	3,451,816	\$0.29
Full Records Viewed	7,518,577	\$0.14

Total Cost 2006-2007 \$1,031,443

Ebsco & Ovid	April 2007 - March 2008	Cost per Transaction
Total Sessions	3,291,374	\$0.32
Total Searches	7,936,954	\$0.13
Full-text Viewed	4,320,115	\$0.25
Full Records Viewed	10,826,801	\$0.10

Total Cost 2007-2008 \$1,063,094

Action: Recruitment of new e-HLbc coordinator please let us know if you know of any interested potential candidates.

Financial report:

Financial invoices out for the third year; received a number of payments.

Other business?

George Eisler discussed the knowledge management movement and how e-HLbc might fit in. All networks now have this focus-- knowledge management expertise, knowledge sharing

Business case development: Process has begun, draft will developed by end of June. Bruce Chow has been hired as the writer. He wrote the original business case back in 2005.

Inquiry if a funding request would be made to Ministry of Health. This is the plan.

BCLA Merit award will be hung in the BCAHC lobby

Date of next meeting:

Fall 2008