Post-Secondary Partnership: BCcampus Library Services, Learning Objects, and Virtual Reference

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BCcampus Background

- ...is an online educational service connecting students and educators to programs and resources provided by B.C.’s public post-secondary system...

- Post-secondary Application Service of BC
- Online Program and Course Finder
- Education Planner
- Online Program Development Fund
- Educational Technology User Group
- Shareable Online Learning Resources
Participating Institutions

- Twenty six participating institutions
- Four pilot academic institutions live with embassy system
  - Camosun, Kwantlen, COTR, and UCFV
- Seventeen institutions with courses on BCcampus WebCT server
  - BCIT, Camosun, Capilano, CNC, COTR, Douglas, Kwantlen, Langara, Malaspina, NIC, NLC, NWCC, Okanagan, Selkirk, TRU, UCFV, VCC
# Students and Programs

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002/03</td>
<td>5374</td>
</tr>
<tr>
<td>2003/04</td>
<td>7348</td>
</tr>
<tr>
<td>2004/05</td>
<td>10129</td>
</tr>
<tr>
<td>2005/06</td>
<td>15185</td>
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</tbody>
</table>

*50% growth in last year*

### Biggest Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>Registrants</th>
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<tbody>
<tr>
<td>Assoc. Arts</td>
<td>6850</td>
</tr>
<tr>
<td>Applied Bus. Tech</td>
<td>3000</td>
</tr>
<tr>
<td>Bach. Genl. St.</td>
<td>916</td>
</tr>
<tr>
<td>Bus. Admin</td>
<td>881</td>
</tr>
<tr>
<td>Lib. Tech</td>
<td>458</td>
</tr>
</tbody>
</table>
Library Services Gateway

- Site visits in fall and spring
- New release of BCcampus Portal in January 2006
- Updated Library Services Gateway
  - About page with links to libraries, catalogues and research guides
  - Research, Writing and Citing Guides
Chat Reference Pilot Project

- Operated mid-Oct to beginning of April
- 48 hours / week – evenings and weekends
- SFU, UVIC, UBC provided staffing
- Targeted to Camosun, COTR, Kwantlen, and UCFV users
- Same partner libraries developed institutional profiles for use by staff
Why Collaborative VR?

- Provide all post-secondary students with virtual reference service at point of need
- Share costs of software licensing, training, staffing, and management
- Listen to what BC virtual reference statistics are telling us
- Expand partner reference hours
- Convenient and accessible to user
BC Post-Secondary VR Context

- SFU/UVIC, UBC, Douglas offer VR service
- BCcampus Chat Reference Pilot Project impetus for broader collaboration
- PS involvement on PLSB VR Committee
- CPSLD interest in pursuing provincial VR
- ELN Steering Committee makes VR a top priority in 06/07 budget request
- Ministry of Advanced Education funds!
Planning Team

- BCcampus Learner Services Committee has become the Post-secondary VR Committee
- VR Software RFQ Evaluation Team and Negotiating Team
- ELN Virtual Reference Resource Team being confirmed
Work to Date

- Drafted vision, service model
- Identified *ideal* service hours
- Drafted participation models
- Assisted with development of joint ELN/PLSB RFQs for VR software
PS VR Service Vision

- Provide users with reference service online at point of need
- Offer service 74 hours per week
- Every library’s reference hours extended

Sunday-Thursday
10am-10pm
Friday-Saturday
10am-5pm
What Does This Mean for Me?

One *Possible* Scenario...

<table>
<thead>
<tr>
<th>Student FTEs</th>
<th>Hours/Week</th>
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<tr>
<td>&gt; 25,000</td>
<td>40</td>
</tr>
<tr>
<td>10,000-25,000</td>
<td>20</td>
</tr>
<tr>
<td>7,000 - 10,000</td>
<td>16</td>
</tr>
<tr>
<td>4,000 - 7,000</td>
<td>8</td>
</tr>
<tr>
<td>2,000 - 4,000</td>
<td>4</td>
</tr>
<tr>
<td>&lt; 2,000</td>
<td>2</td>
</tr>
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</table>

...and its impact

<table>
<thead>
<tr>
<th>Library</th>
<th>Service Increase</th>
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<tbody>
<tr>
<td>UBC</td>
<td>9 hours &gt; for 27 less</td>
</tr>
<tr>
<td>UVIC</td>
<td>30 hours &gt; for 2 less</td>
</tr>
<tr>
<td>Kwantlen</td>
<td>16 hours &gt; Ref Hours</td>
</tr>
<tr>
<td>Langara</td>
<td>8 hours &gt; Ref Hours</td>
</tr>
<tr>
<td>Selkirk</td>
<td>23 hours &gt; Ref Hours</td>
</tr>
<tr>
<td>NWCC</td>
<td>54 hours &gt; Ref Hours</td>
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54 hours > Ref Hours
Challenges

- Finding the hours
- Quality control
- Learning to use products your library doesn’t own
- Specialized questions
- High volume of calls

Solutions

- Look at desk hours
- Transcript review
- Training on standard set of resources
- Referral
- Scheduling
Next Steps

- Evaluate RFQs and select software
- Distribute project info to ELN VRRT to share with their local libraries for discussion/feedback
- Confirm Phase I participants
- Implement software
- Develop policies/procedures
- VR staff training and scheduling
- Confirm Phase II participants
Questions?