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

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BCLA Annual Conference
April 21st, 2006

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

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Students and Programs

Bccampus Student Registrants	
Year	*Total*
2002/03	5374
2003/04	7348
2004/05	10129
2005/06	15185
50% growth in last year	

Biggest Programs	
Program	*Registrants*
Assoc. Arts	6850
Applied Bus. Tech	3000
Bach. Genl. St.	916
Bus. Admin	881
Lib. Tech	458

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

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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

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What Does This Mean for Me?

One *Possible* Scenario…

Student FTEs	Hours/Week
> 25,000	40
10,000-25,000	20
7,000 - 10,000	16
4,000 - 7,000	8
2,000 - 4,000	4
< 2,000	2

…and its impact

Library	Service Increase
UBC	9 hours > for 27 less
UVIC	30 hours > for 2 less
Kwantlen	16 hours > Ref Hours
Langara	8 hours > Ref Hours
Selkirk	23 hours > Ref Hours
NWCC	54 hours > Ref Hours

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Challenges ➡ Solutions

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

- 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?