

# “THE MORE WE GET TOGETHER”

How Ontario college libraries are working together to improve student access to resources

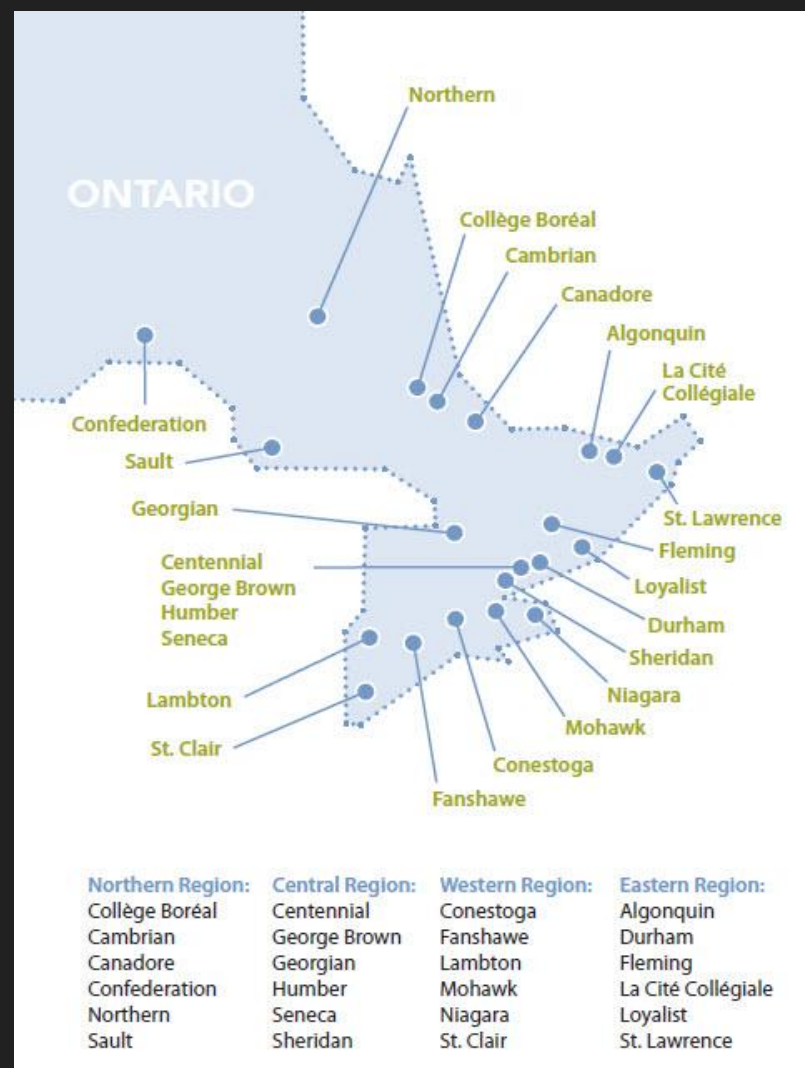
OLA Super Conference 2016  
Wed Jan 27 2016 at 2:15 PM  
MTCC 202B  
Toronto, Ontario, Canada

Jen Booth (Georgian)  
Liz Dobson (Centennial)  
Virginia Roy (OCLS)  
Mari Vihuri (OCLS)

# AGENDA

1. About the Ontario college libraries (Mari)
2. Library eResources Accessibility Project (LEAP) (Mari)
3. Video on Demand (Liz & Virginia)
4. askON Online Research Help (Jen)

# ONTARIO COLLEGE LIBRARIES



LIBRARY ERESOURCES  
ACCESSIBILITY  
PROJECT  
**(LEAP)**

# LIBRARY ERESOURCES ACCESSIBILITY PROJECT (LEAP)

## Priorities

- Meet AODA compliance requirements
- Uphold accessibility best practices
- Find collaborative solutions

## Objectives

- Conduct an environmental scan
- Establish a list of evaluation criteria
- Develop a collaborative model
- Integrate into existing workflows

*How can we make it easier for college library staff to evaluate the accessibility of eresources?*

# LIBRARY ERESOURCES ACCESSIBILITY PROJECT (LEAP)

## Challenges

- Not part of established workflows
- No existing solutions available
- Most relying on vendor statements
- Very little guidance from AODA
- Lots of complex criteria to sort through
- High level of technical expertise required
- Varying staff capacity across system
- Collaboration requires coordination

# LIBRARY ERESOURCES ACCESSIBILITY PROJECT (LEAP)

## Revised objectives

- Conduct an environmental scan
- **Form a steering committee**
- Establish a list of evaluation criteria
- **Develop an evaluation tool (?)**
- Develop a collaborative model
- Integrate into existing workflows

# LIBRARY ERESOURCES ACCESSIBILITY PROJECT (LEAP)

## Lessons learned

- Clarify objectives
- Plan and plan again
- Think about sustainability
- Communicate change

## Next steps

- Finalize list of criteria
- Test criteria with library staff
- Propose collaborative model
- Identify functional requirements



VIDEO ON DEMAND

(VOD)

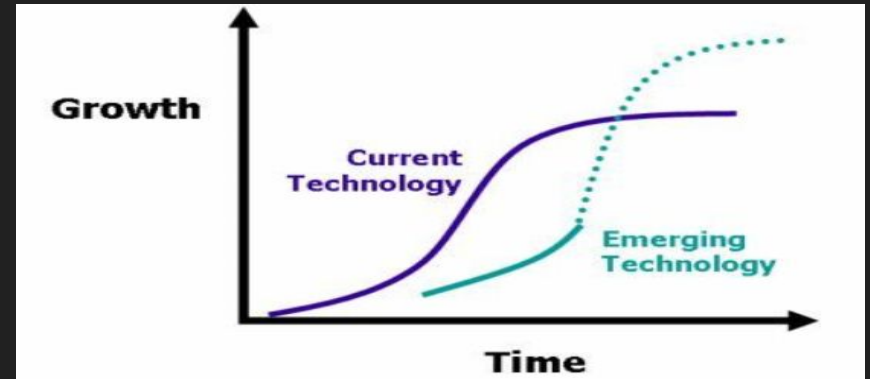
# VIDEO ON DEMAND (VOD) NEED FOR CHANGE!

Growing appetite  
for streamed video!



Source: [https://commons.wikimedia.org/wiki/File:Online\\_learning\\_img.jpg](https://commons.wikimedia.org/wiki/File:Online_learning_img.jpg)

Technology changing!



Source: <https://en.wikipedia.org/wiki/Innovation#/media/File:InnovationLifeCycle.jpg>

# VIDEO ON DEMAND (VOD) AODA requirements



## ONTARIO REGULATION 191/11

made under the

### ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Filed: June 3, 2011

#### INTEGRATED ACCESSIBILITY STANDARDS

##### **Libraries of educational and training institutions**

18. (1) Subject to subsection (2) and where available, the libraries of educational or training institutions that are obligated organizations shall provide, procure or acquire by other means an **accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.**

(2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).

(3) Obligated organizations to which this section applies shall meet the requirements under this section in accordance with the following schedule:

1. In respect of print-based resources or materials, January 1, 2015.
2. In respect of **digital or multimedia resources or materials, January 1, 2020.**

# VIDEO ON DEMAND (VOD) STAKEHOLDERS

HLLR
24 COLLEGES (LIBRARIES & IT)
OCLS
ACCESSIBILITY USERS
STUDENTS
FACULTY
DISTRIBUTORS & PRODUCERS
TOOL PROVIDERS

# VIDEO ON DEMAND (VOD) ENVIRONMENTAL SCAN REPORT

May 2013

The Video Streaming  
Environment:  
Meeting the  
Needs of Ontario  
College Libraries

Final Report

# VIDEO ON DEMAND (VOD) TECHNICAL INFRASTRUCTURE REPORT

May 2015

## DIGITAL MEDIA SERVICE: A SHARED STREAMING MEDIA INFRASTRUCTURE IN ONTARIO COLLEGES

WHITE PAPER, 2015

# VIDEO ON DEMAND (VOD) TECHNICAL INFRASTRUCTURE ELEMENTS

<b>Evaluation Matrix of Shared Streamed Media Infrastructure Solutions</b>
Accessibility
Ad Insertion
Analytics
Authentication
Billing
Content Delivery Network
General
Knowledgebase
License Agreement Management
Search and Discovery
Transcoding
User Interface
Video Storage

## What does Kanopy do?



Kanopy offers more than 26,000 films globally



Unique model - libraries only pay for films watched



Millions of students and faculty enjoy Kanopy films worldwide

[Learn more >](#)

### The Kanopy Buzz:

“ The diversity of licensing models makes this an excellent choice for streaming video for K-12 institutions and especially colleges and universities. ”

Library Journal, 3 November 2015



# VIDEO ON DEMAND (VOD)

## WE ARE GETTING THERE

Most libraries incorporating Kanopy as part of a dm solution

Next step is transition of OCLS' legacy Video On Demand solution

- 10 libraries - needed agreement
- a few high demand collections - critical nursing videos
- consortium made a good decision - up to OCLS to ensure expectations are met and transition is smooth
- introducing a new partner to the collaborative mix

# VIDEO ON DEMAND (VOD)

## Challenges

- complex and granular metadata - more complex than normal
- file transition
- no interruptions ; concurrent systems
- fiscal year  $\neq$  to academic year
- within budget
- communications and keeping everyone up to date

## Opportunities

- significant savings
- faster turnaround time, captioning services, sourcing services
- PDA

# VIDEO ON DEMAND (VOD)

## Biggest Lessons Learned

- Technology alone won't solve all the problems - service is important
- End to end planning by OCLS and by the college libraries
- Sometimes the right decision takes a little longer
- Change, even positive / desired change is still change
- A great deal of success is out of our direct control and is about partner/vendor relationships - due diligence
- Communication, communication, communication

“If you want to go fast, go alone. If you want to go far, go together”

askON

ONLINE RESEARCH HELP

# askON ONLINE RESEARCH HELP

Providing collaborative virtual reference in Ontario libraries since 2008

## Priorities

- Assisting students with research at their point of need - anytime, anywhere!
- Optimize live help technology to provide chat + text reference

## Objectives

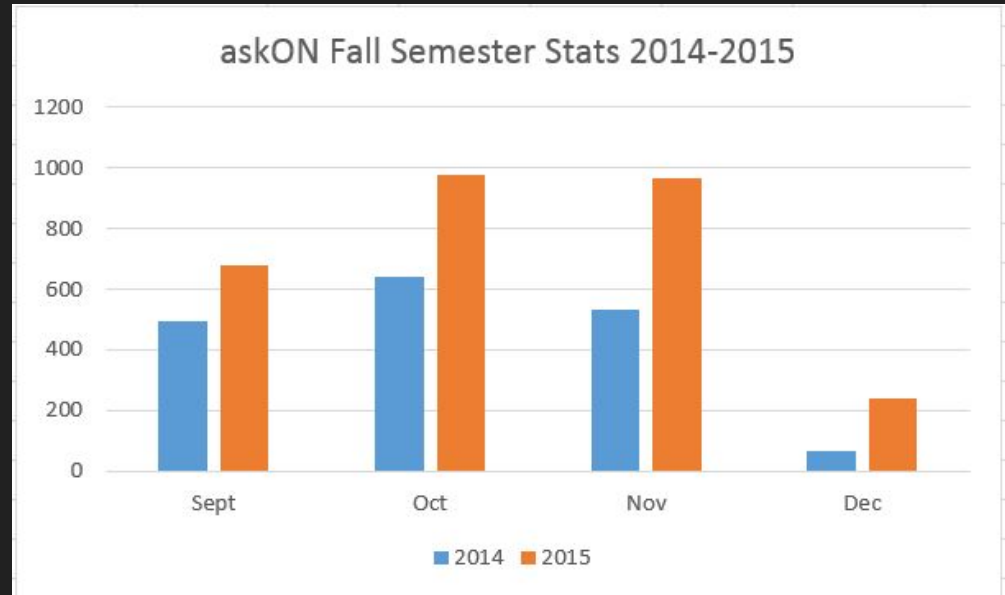
- Maximize ref coverage for college partners with minimal staffing contributions
- Provide quality reference services online & during typical “off” hours
- Meet rising need for online learner support where the students need it



# askON ONLINE RESEARCH HELP

## askON Today

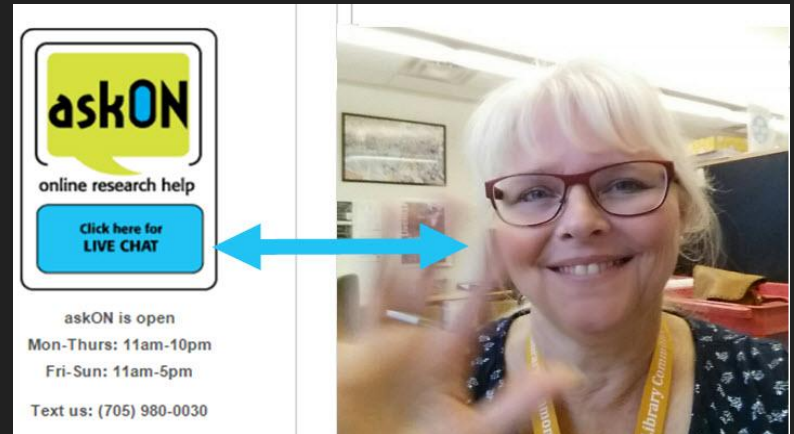
- 62 hours / week service
- 11 colleges ~ 140 college staff ~ 30 library school students
- Steering Committee
- 'Exit survey results from Sept/Oct 2015: 90% rating of good or excellent



# askON ONLINE RESEARCH HELP

## Moving forward

- Library H3lp software has built in features for potential implementation
  - Proactive chat
  - Custom hours for particular libraries
  - Knowledge base



ANY QUESTIONS?



# GET IN TOUCH

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# IMAGE CREDITS

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**Exclamation mark icon.** Louis Buck, The Noun Project. <https://thenounproject.com/term/exclamation-mark/98099/>

**Hurdle icon.** Desbenoit, The Noun Project. <https://thenounproject.com/term/hurdle/27600/>

**Target icon.** Dimiter Petrov, The Noun Project. <https://thenounproject.com/term/target/206302/>