



## AskAway Advisory Committee

Wednesday, November 29, 2017

Teleconference  
1:00PM – 1:25PM

### Committee Members:

Attending by teleconference	
Lin Brander, BCIT/Member at Large	Elizabeth Padilla, BCIT/Regional Universities & Institutes with 4 Year Programs (Alternate)
Gregg Currie, SC/Chair, Rural Colleges	Lisa Petrachenko, UVIC
Sybil Harrison, CC/Urban Colleges	Lea Starr, UBC
Cameron Hoffman-McGaw, VIU/Member at Large	BC ELN Office
Scott Marsden, AC/Member at Large	Anita Cocchia
Brenda Mathenia, TRU/Small Universities	Cristen Polley (recorder)

Regrets: James Rout, BCIT; Jenna Thomson, SFU

### 1. Adoption of Agenda

The agenda was adopted as tabled.

### 2. Admin Centre Update

C. Polley provided an update from the Admin Centre:

- 25 service providers attended three fall training sessions: two in-person at Simon Fraser University and University of British Columbia and one online.
- AskAway opened for the fall term September 18<sup>th</sup>:
  - Usage has been steady.
  - In exit surveys, patrons have expressed appreciation that AskAway is accessible from home and available on evenings and weekends.
  - Some institutions are staffing their institutional queues more regularly. For example, Kwantlen Polytechnic University is monitoring their queue Monday to Friday 11am-3pm for the fall term as a trial.
- In September, Columbia College Library joined AskAway:
  - The process of bringing them on board went smoothly, and they are enthusiastic about offering chat reference service to their students.
  - They have promoted AskAway through the library and the college and have embedded the AskAway Qwidget on their library website as well as in their EBSCO and ProQuest databases.
- Ovid has enabled a link to the AskAway full screen chat in their databases:
  - This has been communicated to local coordinators and UBC and College of the Rockies have enabled the AskAway link.
  - Ovid is currently working to enable an embeddable AskAway Qwidget.

- QuestionPoint is working on enhancements to their software:
  - In August, they announced a plan to move the service from Flash to HTML5.
  - They are also working on interface and functionality changes.
  - QuestionPoint sent out a survey to request feedback on improving the service provider interface. The Admin Centre shared the survey with all service providers.
  - The Admin Centre is communicating with QuestionPoint to get a clear understanding of planned enhancements and a timeline.
- Best practices for handling citation questions are currently being finalized and will be shared with local coordinators for final review before they are brought to the Advisory Committee for endorsement.

### 3. Action Planning Vote Results and Next Steps

G. Currie presented the results of the Action Planning Vote and next steps.

In late June, committee members were asked to vote by selecting three priorities for the coming year. The priorities were developed by the committee during the facilitated Action Planning session in February.

Action Planning Vote Results:

- Committee members selected the following top two priorities:
  - Investigate potential of implementing proactive chat (89% of votes)
  - Chat reference software review (67%)
- The following priorities tied for third:
  - Support participating libraries in raising AskAway visibility (56%)
  - Investigate options for evening and weekend coverage (56%)

Full results were shared in the Action Planning Vote Results document.

As a next step, the Admin Centre will complete an environmental scan to address the top two priorities by exploring what software is available for consortial chat reference and proactive chat. The scan may include a literature review as well as conversations with vendors and chat reference service coordinators at both academic and public libraries. Based on what is learned from the scan, the Admin Centre and Chair will present a briefing and recommendation for next steps to the committee.

Once work is underway on the top two priorities, work will begin on the next two. Action plans will be developed but possible next steps were shared:

- To help libraries raise AskAway visibility, share *Visibility Best Practices* in bite-sized pieces with local coordinators to help them raise visibility one step at a time.
- To investigate options for evening and weekend coverage, begin with an analysis of usage statistics to see trends over time and gather information from other collaborative services to learn how they handle challenging time periods, such as evenings and weekends.

The committee expressed their support for the next steps.

**ACTION (Admin Centre and Chair):** Conduct an environmental scan to address the top two priorities and present a briefing and recommendation for next steps to the committee.

#### **4. New Business**

There was no new business.

#### **5. Next Meeting**

The next meeting will be held in February and will be in-person. The Admin Centre will send out a Doodle poll.