



AskAway Advisory Committee

Wednesday, October 23, 2019

12:00PM – 1:00PM

Teleconference

In Attendance:

Lin Brander, BCIT, *Member-at-Large*

Gregg Currie, Selkirk College, *Rural Colleges*

Lynette Gallant, North Island College, *Member-at-Large*

Scott Marsden, Alexander College, *Member-at-Large*

Lisa Petrachenko, *University of Victoria*

Suzanne Rackover, Emily Carr University of Art + Design, *Small Universities*

Debbie Schachter, Capilano University, *Regional Universities & Institutes (Chair)*

Lea Starr, *University of British Columbia*

Jenna Thomson, *Simon Fraser University*

BC ELN Office:

Anita Cocchia

Cristen Polley (recorder)

Regrets:

Sybil Harrison, Camosun College, *Urban Colleges*

Agenda:

1. Adoption of Agenda
2. Members-at-Large Selection
3. Inclement Weather Guidelines
4. Action Planning Priorities Progress
5. Admin Centre Update
6. New Business
7. Next Meeting

1. Adoption of Agenda

The agenda was adopted as tabled.

2. Members-at-Large Selection

D. Schachter outlined Advisory Committee membership transitions:

- D. Schachter was acclaimed Chair via email in early October and retains the position of Regional Universities and Institutes representative

- S. Harrison has renewed for a second term as Urban Colleges representative
- L. Brander and S. Marsden have completed two terms as members-at-large

The Committee thanked G. Currie for his work as Chair and L. Brander and S. Marsden for their contributions as members-at-large.

The Committee reviewed the recommendation to select two new members-at-large, with consideration for their goal of ensuring balanced representation. While all nominees were from the same geographical area, it was agreed that the Committee would benefit from giving representation to an institution not currently represented on the committee (University Canada West) and an institution not recently represented in the member-at-large position (Capilano University).

MOTION: To acclaim Michel Castagné (Capilano University) and Chris Reimer (University Canada West) as new Members-at-Large.

Moved: S. Rackover

Seconded: S. Marsden

Motion carried unanimously.

ACTION (Admin Centre): Notify Michel and Chris and add them to the Advisory Committee member list on the website and mailing list.

3. Inclement Weather Guidelines

C. Polley presented the draft *Inclement Weather Guidelines* for the Committee's review:

- The guidelines are intended for internal use by the AskAway Administrative Centre
- They provide practical steps that the Admin Centre can take when one or more participating institution is closed temporarily due to inclement weather such as snow
- When institutions are closed due to inclement weather, the overall goal is to provide uninterrupted service when possible and to keep library staff and their patrons informed of the status of the service
- AskAway has a separate plan in place, the *Service Continuity Plan*, that addresses extreme service disruptions over an extended period of time such as natural disasters, pandemics, and job action

Based on feedback, the Admin Centre will update the document to provide more clarity with regards to expectations and support for local coordinators. A section on back-up support for the Admin Centre will also be added in case the Admin Centre is closing or closed due to weather and unable to follow through with recommended steps.

4. Action Planning Priorities Progress

D. Schachter shared background on the action planning priorities. In late 2017, the Committee selected top priorities for the service and started work in 2018. The first priority to be addressed was a review of chat reference software, which was completed with the transition to LibraryH3lp in May of this year.

C. Polley shared progress made with additional priorities and plans for future work:

Investigate proactive chat

- The Admin Centre plans to organize a presentation on proactive chat with a guest speaker from a similar service (e.g. askON at OCLS) to speak about their experience transitioning to proactive chat
- If the Committee is interested in pursuing this further, the Admin Centre will develop an action plan and launch a proactive chat pilot
- Based on the pilot, the committee will decide whether or not to proceed with proactive chat for AskAway

Support libraries in raising visibility

- Drawing from the *Minimum Visibility Standards: Best Practices*, the Admin Centre will share action items individually and on a regular basis with local coordinators, for example, through a campaign sharing one tip a week
- The Admin Centre will work together with local coordinators to develop lightweight best practices for promotion and communication

Options for evening and weekend shifts

- Extending AskAway's service hours in the fall offered an opportunity for some institutions who staff numerous evening and weekend shifts to move into daytime spots
- The Admin Centre also reached out to libraries not currently staffing evening or weekend shifts and four libraries offered to move into these spots
- These two actions created much-needed space in the daytime schedule and more balance among libraries staffing evening and weekend shifts
- During future scheduling, the Admin Centre will regularly call-on libraries to move into evening and weekend shifts if they are able to do so

5. Admin Centre Update

C. Polley provided an update from the Admin Centre:

- AskAway opened for the fall term on September 16th with extended service hours
- The service welcomed over 45 new service providers, who attended training at two in-person sessions at SFU and UBC and one online session
- In September, the service saw an approximately 20% increase in usage over the same time last year, some of which can be attributed to the new opening shifts (i.e. weekdays at 9am)
- The increase in usage is across all libraries and not one institution in particular
- The Admin Centre continues to provide ongoing support for the new software and to

push for software enhancements to benefit service providers and patrons

6. New Business

There was no new business.

7. Next Meeting

The next meeting will take place in January or February to approve the Service Support Fees for 2020/21 and to review the Expenditure Plan. An exact date is to be determined, and the Admin Centre will send out a Doodle poll.

The next in-person meeting will take place in the spring.