



AskAway Advisory Committee Meeting Minutes

Friday, February 7, 2020

1:00pm - 1:30pm

Teleconference

In Attendance:

Michel Castagné, Capilano University, *Member-at-Large*

Gregg Currie, Selkirk College, *Rural Colleges*

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

Aleteia Greenwood, *University of British Columbia*

Sybil Harrison, Camosun College, *Urban Colleges*

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

Chris Reimer, University Canada West, *Member-at-Large*

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

Jenna Thomson, *Simon Fraser University*

Administrative Centre:

Anita Cocchia, Executive Director

Cristen Polley, Coordinator (Recorder)

Regrets:

Lisa Petrachenko, *University of Victoria*

1. Adoption of Agenda

The agenda was adopted as tabled.

2. Expenditure Plan 2020/21

A. Cocchia presented the 2019/20 Projected Expenditure Summary and 2020/21 Draft Expenditure Plan.

2019/20 Projected Expenditure Summary

AskAway is in a healthy financial position with an anticipated carryforward of \$4,246.

A. Cocchia clarified that the Software / Technical Infrastructure expenditures include a one-time LibraryH3lp implementation fee to support the migration in 2019. In future years, its estimated that software costs will be lower.

2020/21 Draft Expenditure Plan

The BC ELN Support contribution has been reduced this year from \$8,000 to \$5,000. If there is a need for increased financial support from BC ELN in future, it would be available.

This year, a modest 2% increase to the Service Support Fees is recommended. Annual increases are applied only to the base support fee; flexible support contributions are not increasing.

Contract expenditures have been reduced following the successful transition to LibraryH3lp software in 2019.

A. Cocchia reminded the Committee that \$1,000 is set aside in the budget every year for the Extenuating Circumstances Fund. This fund was set-up to provide support to institutions unable to meet their flexible support contribution due to acute financial challenges. The fund has been used in the past, but there has been no usage in the last three years. Unused funds are moved to Planned Carryforward at the end of the year.

Software / Technical Infrastructure costs include additional funds for requested enhancements to LibraryH3lp software (e.g. a chat monitoring tool for service providers, improvements to the patron interface, modern emoji graphics). There are opportunities to partner with sister consortia (OCLS, OCUL, Novanet) on these requests.

MOTION: To endorse the 2020/21 Expenditure Plan.

Moved: A. Greenwood

Seconded: S. Rackover

Motion carried unanimously.

3. Admin Centre Update

C. Polley shared an update from the Admin Centre:

- Local coordinators met online for a regular meeting on December 10th
- Meeting attendees discussed the release of the 7th edition of APA Style and how best to support service providers and students as institutions transition to the new edition
 - Coordinators updated their AskAway Policy Pages to include information about when their institutions would adopt the 7th edition
 - The Admin Centre created and shared a blog post with service providers offering additional guidance on this topic

- At the meeting, coordinators brainstormed ideas for lightweight promotion and communication best practices
 - As next steps, the Admin Centre will gather these ideas and draft best practices for local coordinators to review
 - The draft will then be brought to the Advisory Committee for final review and approval
 - The best practices document will likely be a practical checklist, including real-world examples from participating institutions
- AskAway opened for the Section 2, 2020 term on January 13th
 - January 15th was a snow day for many institutions across the lower mainland and on Vancouver Island
 - Following the steps laid out in the *Inclement Weather Guidelines*, the Admin Centre worked together with libraries to find coverage for shifts as needed to keep AskAway fully staffed and open throughout the day

4. New Business

There was no new business.

5. Next Meeting

The next meeting will be in-person, likely in late April or early to mid-May. At this meeting, the Committee will move forward with their priority to investigate proactive chat.

An exact date for the meeting is to be determined, and the Admin Centre will send out a Doodle poll.