



AskAway Advisory Committee Meeting Minutes

Thursday, November 10th, 2022

9:00am – 10:00am (PT)

Virtual Meeting

In Attendance:

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

Ania Dymarz, *Simon Fraser University*

Lynette Gallant, North Island College, *Rural Colleges*

Eva Gavaris, Okanagan College, *Member-at-Large*

Aleteia Greenwood, *University of British Columbia*

Shannon Moist, Douglas College, *Member-at-Large*

Karen Munro, *University of Victoria*

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

Debbie Schachter, Langara College, *Urban Colleges*

AskAway Administrative Centre:

Sydney Brogden (Recorder)

Anita Cocchia

Cristen Polley

Regrets:

Derek Yap, Yukon University, *Teaching Universities & Technical Institutions*

1. Adoption of Agenda

S. Rackover welcomed committee members and invited attendees to share territorial acknowledgements. S. Rackover noted that all renewing members chose to renew their terms on October 1st. The agenda was adopted as presented.

2. Service Update

C. Polley provided an AskAway service update for Fall 2022:

- Thanks to the bridge funding provided by the Ministry of Advanced Education and Skills Training, AskAway hired UBC iSchool student librarian S. Brogden. The support provided by the student librarian includes Administrative Centre work in areas that are seeing higher demand, such as training, and staffing AskAway on evenings and weekends. With this support, participating libraries

have been able to maintain original base staffing commitments despite increased traffic on the service.

- The phased roll-out of proactive chat has continued through the Summer and Fall. Nine libraries currently have proactive chat widgets implemented, two are working to launch in January, and three more have expressed interest in launching in May 2023. With approximately fourteen libraries on-board by the end of Summer 2023, the phased roll-out will end. Moving forward, documentation and support are available from the Admin Centre for libraries to implement proactive chat on a first-come, first-served basis.
- At the last Local Coordinators meeting (April 2022), coordinators gave the green light to upgrade libraries to the new LibraryH3lp chat box. The update focused on accessibility and usability for an overall better user experience.
- A main topic of discussion at the upcoming Local Coordinators meeting will be the possibility of replacing Campfire as the backchat for service providers on-shift with LibraryH3lp's Conference Room feature. An update can be expected at the next Advisory Committee meeting.
- S. Moist shared the collaborative process a small group of local coordinators carried out to update the AskAway Citation Best Practices. The collaboration enabled them to pool diverse areas of expertise to produce a refreshed citation resource for service providers.
- C. Polley shared information about a project conducted by a team of researchers from multiple AskAway institutions that has examined AskAway transcripts in the context of the COVID-19 pandemic. Results are expected to be shared at the Keeping it ReAL conference next week, in an upcoming paper to be submitted for publication, and in a research talk with the AskAway community in the new year.

3. Action Planning Process 2023 Recommendation

S. Rackover introduced the Action Planning Recommendation document in the agenda package and invited C. Polley to walk attendees through the process.

Environmental scan survey

Together with Ontario Colleges Library Service (OCLS), Ontario Council University Libraries (OCUL), and Nova Scotia's Novanet, a broad, collaboratively developed survey has been carried out to better understand how the different collaborative chat services operate. The Admin Centre is in the process of compiling results, with the intention to share the findings later this month.

S. Rackover clarified that the collaborative chat reference service coordinators at BC ELN, OCLS, OCUL, and Novanet worked together to develop the survey questions. Responses to the survey will be shared with AskAway to inform action planning.

Participating library surveys

Participating libraries will be invited to participate in two surveys to (1) assess current participation in AskAway and (2) express visions for the future of the service. The proposed timeline would have the first survey sent to libraries tentatively in late November, and the second survey sent out early in the new year.

Following discussion, it was agreed that there was value in obtaining feedback from AskAway members on the draft surveys. Advisory Committee representatives will share the draft surveys with their constituents, with one week to obtain input. The timeline will be kept tight to keep the process on schedule.

Following discussion, there was agreement that the surveys would include wording that clarifies who is expected to respond (e.g., the local coordinator or library director) and that one response per institution would provide adequate data.

D. Schachter expressed that action planning is a good opportunity for benchmarking and for generating data that can be compared across services and suggested that repeating the survey on a regular basis enables comparison over time.

User survey

C. Polley explained that the current student exit survey would be updated to include a question(s) to collect feedback from students and researchers.

Action planning session

In the new year, all participating libraries and the Advisory Committee will come together for a virtual action planning session. At the session, participants will confirm AskAway's vision and values and set service priorities for the next two to three years. BC ELN's in-house facilitator, Leah Hopton, will facilitate the session. A draft plan of the session will be shared with the Advisory Committee for feedback.

MOTION: That AskAway follows the process for action planning as presented, with the goal of developing action priorities for the service in spring 2023.

Moved: A. Greenwood

Seconded: E. Gavaris

Motion carried unanimously.

4. External Review: Steering Committee Input

A recommendation was put forward at the May meeting by SFU, UBC, and UVic for an External Review of AskAway. At that meeting, the Advisory Committee decided it would benefit from the broader perspective of the BC ELN Steering Committee, and that it would be useful to hear their input on the review process for AskAway.

The Steering Committee's input is available in the July 8th Steering Committee meeting minutes, shared with the Advisory Committee in the agenda package. At the July meeting, the Steering Committee discussed the potential benefits and drawbacks of External Reviews generally and explored the purpose of an External Review for AskAway, the review timeline, resources required, and the value of regular reviews for all BC ELN services. They also noted that BC ELN's new strategic framework directs the consortium to improve services through regular assessment and review.

S. Rackover confirmed that discussion on how and when the AskAway service is reviewed could be part of the action planning session, inviting input from all participating institutions.

In response to a question, A. Cocchia confirmed that a review of the AskAway Advisory Committee Terms of Reference (TOR) is tentatively scheduled following action planning. The TOR refresh is part of a larger BC ELN initiative that includes a review of all Advisory Committee TOR following the Steering Committee TOR review in 2020. This initiative was delayed due to COVID-19.

5. New Business

No new business.

6. Next Meeting

The next meeting will take place in the new year, likely February or March. The Admin Centre will send out a Doodle poll to pick a date. An action planning session for all participating libraries will also be scheduled.