



ASKAWAY ADVISORY COMMITTEE
Thursday, June 11, 2015

SFU Harbour Centre, Room 2065
515 West Hastings Street
Vancouver, BC

1:00 PM - 3:00 PM

Committee Members:

Attending in person	Attending by teleconference
Lin Brander, BCIT/Member-at-large	Ken Cooley, UVic (alternate)
Elaine Fairey, SFU	Mary Anne Guenther, NIC/Member-at-large (Alternate)
James Rout, ECUAD/Small Universities	Grace Makarewicz, CapU/Regional Universities
Debbie Schachter, DC/Urban Colleges	Simon Neame, UBC
Melanie Wilke, NWCC/Rural Colleges/Chair	
Anita Cocchia, BC ELN	
Brandon Weigel, BC ELN (Recorder)	

Regrets: Lynette Gallant, NIC/Member-at-large; Marjory Jardine, JIBC/Member-at-large

Minutes

1. Adoption of Agenda and Welcome

The agenda was adopted without modification.

The Committee welcomed its newest members: Lin Brander from BCIT, Member-at-large; Elaine Fairey from Simon Fraser University; and Grace Makarewicz from Capilano University, representing Regional Universities.

2. Advisory Committee Membership - Changes for October 1

The Committee was reminded that three members' terms will expire at the end of September:

- James Rout (Small Universities)
- Marjory Jardine (Member-at-Large)
- Melanie Wilke (Chair and Rural Colleges)

Each expiring member has served their maximum number of terms. The outgoing representative members will speak to their constituents to find someone interested in taking on the role. For the Member-at-Large position, a call-out will be issued to

participating institutions and the Committee will select a new member based on balance of representation.

ACTION - ADMIN CENTRE: Send a reminder to find replacements for outgoing Committee members (September).

ACTION - ADMIN CENTRE: Send a call-out for the Member-at-Large position.

3. 2015/16 Service Support Fees and Expenditure Plan

A. Cocchia presented the 2015/16 service support fee proposal and expenditure plan. The following notable items were highlighted:

- Considering tight budgets, the recent introduction of the flexible support fee, and staffing savings achieved by the Admin Centre, a modest 2% increase to the base Service Support fee was requested
- A \$10,000 cap on the base fee was proposed, to acknowledge that the cost of participating in AskAway should be kept limited so that all institutions continue to see significant benefits to collaboration.
- Reminder that the cost of participation in AskAway includes staff hours as well as funds.

QUESTIONS:

- Will the Extenuating Circumstances Fund carry over into future years?
Yes, each year will have approximately \$2,000 set aside.
- Where do BC ELN's support funds come from?
From BC ELN's base funding, which is now divided by service area.
- Has a 2016/17 Expenditure Plan been projected?
Only at a general level. Because expenditures vary depending on volunteer hours and how hours are allocated, planning far into the future is complex.
- Will the flexible support fees go up as well?
No, the flexible support fees were introduced as a way to recover from the loss of BCcampus funding. There is no anticipated increase to these costs.

S. Neame expressed UBC's appreciation for the cap on service support fees, which contributes to the continuing value that UBC receives from participating in AskAway. The Committee acknowledged that UBC bears a significant share of the service's costs, both in terms of funding and staffing. An addition to the Commitment Model was requested, showing total contributed staff hours including volunteer hours, to present a more complete picture of the cost sharing.

MOTION: To approve a 2% increase to the 2015/16 AskAway Service Support Fee.

Moved: L. Brander

Second: J. Rout

Opposed: None

Motion carried.

MOTION: To approve the 2015/16 AskAway Expenditure Plan.

Moved: E. Fairey
Second: D. Schachter
Opposed: None
Motion carried.

4. QuestionPoint Software Renewal

B. Weigel updated the Committee on the status of AskAway's agreement with QuestionPoint. The next renewal, on September 1st, is the last in the three-year contract.

In past years, a Software Selection process would have begun in October to investigate other vendors before signing a new three-year agreement. However, the Admin Centre requested that the contract with QuestionPoint be extended for one year, due to a need for stability in the AskAway service, the coordinator's upcoming parental leave, and a lack of compelling developments among competing platforms. The Committee agreed.

ACTION (Admin Centre): Negotiate an extension to the QuestionPoint current contract.

5. Visibility Best Practices

B. Weigel presented the first in a series of AskAway Best Practices, containing recommendations for how and where to place the Qwidget, AskAway buttons, and text links for effective visibility and usage of AskAway. The final version will be available on the Staff Portal as a series of webpages for ease of reference.

The first section discusses the types of entry points available into AskAway, why the Qwidget is generally preferred, and how and where to incorporate each on a webpage for the greatest effect.

The main body lists the standard set of webpages on which an AskAway entry point should be present, as well as where and how to include it. Qwidgets are recommended on the following pages: Library home page, discovery layer search results, EBSCO and ProQuest database search results, research help pages, database indexes, research guides, library catalogue, contact pages, and citation guides.

The Committee agreed that the document should prove very helpful to participating libraries, particularly for making the case for including AskAway in website design decisions.

QUESTION: Should the document contain information on responsive design, i.e. where the Qwidget should appear on smaller screens?

ANSWER: A Best Practices for mobile sites could include this information.

MOTION: To adopt the document as presented as an AskAway best practice

Moved: M. A. Guenther
Second: S. Neame
Opposed: None
Motion passed.

ACTION (Admin Centre): Consider mobile design as part of a future Best Practices document.

6. Scheduled Constituency Meetings - Discussion

M. Wilke reintroduced the concept of holding regular meetings between Advisory Committee representatives and their constituents. She reminded the Committee that each member represents a constituency, and that this requires regular connection with constituents, such as the consultation with library directors that occurred before the introduction of the flexible support fee.

The Committee discussed the proposal to formally create an expectation that its members will hold meetings, once or twice a year, with their constituent library directors in order to share pertinent information about AskAway and to gather feedback for the Committee.

DISCUSSION NOTES:

- As busy library directors do not necessarily have the time to keep abreast of developments in all services, they may be unaware of issues concerning AskAway. This is an opportunity to reach them directly with important information.
- The Visibility Best Practices document is an example of the kind of information that should be presented by Committee members to library directors, and an agenda item for the first meetings.
- Suggestions for non-representative members:
 - SFU, UBC and UVic: May wish to share information with other levels at their own institutions, where AskAway information might not normally reach.
 - Members-at-Large: May wish to prepare a small update to share at Local Coordinators' meetings.
- Suggestion: the Admin Centre create some best practices for Advisory Committee members

QUESTION: With whom at constituent libraries should the Advisory Committee be communicating?

ANSWER: Library directors. Advisory Committee members are responsible to their peers at the constituent libraries that they represent.

ACTION (Admin Centre): Draft a set of Advisory Committee Best Practices outlining Committee members' responsibilities as representatives.

7. Admin Centre Report

B. Weigel gave a summary of the Admin Centre's most recent training initiative, the AskAway Veterans' Boot Camp. The initiative came out of discussions at the December Local Coordinators' Meeting, wherein it came out that many longtime service providers do not have current AskAway training, and were not attending the refresher sessions on offer - mainly because the word "refresher" was not resonating.

This led the Admin Centre to work on rebranding and revitalizing the refresher concept, emphasizing advanced skills and updates on service changes. One full-day in-person session was held at Douglas College in New Westminster, and a series of three brief modules were held online.

The Veterans' Boot Camp was well attended: 21 service providers came to the in-person session, while an average of 16 attended the online modules. Feedback was positive, and there were numerous requests to do it again.

8. New Business

None.

9. Next Meeting

Next meeting will be in late August or early September.

Revenues	2014-15 Expenditure Summary	2015-16 Expenditure Plan	Notes to 2015/16
Carryforward	\$2,136	\$4,678	Carryforward from 2014/15 due to additional volunteer hours, PST refund
BCcampus support	\$25,000	\$-	
BC ELN support	\$15,000	\$15,000	
Base service support fee	\$52,675	\$53,570	Includes 2% inflationary increase and \$10,000 cap
Flexible support fee	\$14,260	\$37,649	Flexible support fees, less committed evening/weekend hours value
Misc. (PST refund, marketing materials, fees in lieu of summer staffing)	\$3,898	\$3,300	
Total Revenue	\$112,969	\$114,197	
Expenditure			
Software/technology infrastructure	\$21,713	\$24,000	
Coordination and support	\$51,419	\$52,177	
Contract - Auxiliary and Projects	\$34,080	\$34,020	
Governance/Administration (includes teleconference, etc.)	\$1,079	\$2,000	
Extenuating Circumstances fund		\$2,000	
Total expenditures	\$108,291	\$114,197	
Revenue - Expenditures	\$4,678	\$-	

AskAway 2015-2016 Library Commitment Model

Tiers	FTE Range	BC ELN Partner Libraries	Hours per Library	Ratio (Hours per Library/Total Staff Hours)	Base service support fee per library - 2014/15	Base service support fee per library - 2015/16	Flexible support fee per library
1	0 - 2,999	Alexander College, College of the Rockies, Columbia Bible College, Emily Carr University, Justice Institute of BC, Nicola Valley Institute of Technology, North Island College, Northern Lights College, Northwest Community College, Quest University Canada, Selkirk College, Trinity Western University, University Canada West, Yukon College	3	1.70%	\$885	\$905	\$865
2	3,000 - 7,999	Camosun College, Capilano University, College of New Caledonia, Langara College, Okanagan College, Thompson Rivers University, University of Northern BC, University of the Fraser Valley, Vancouver Community College, Vancouver Island University	5	2.84%	\$1,470	\$1,500	\$1,435
3	8,000 - 15,999	BC Institute of Technology, Douglas College, Kwantlen Polytechnic University	7	3.98%	\$2,060	\$2,100	\$2,010
4	16,000 - 24,999	Simon Fraser University, University of Victoria	16	9.09%	\$4,705	\$4,800	\$4,595
5	25,000 +	University of BC	34	19.32%	\$9,995	\$10,000*	\$4,975

* Base fee capped at \$10,000.

AskAway 2015-2016 Library Commitment Model

Total hours per library, sections 1 and 2

Tier 1	Base hours	Volunteer Hours	Total hours
Alexander College	3	1	4
Columbia Bible College	3	0	3
College of the Rockies	3	0	3
Emily Carr University	3	0	3
Justice Institute of BC	3	0	3
North Island College	3	1	4
Northern Lights College	3	0	3
Northwest Community College	3	0	3
NVIT	3	0	3
Quest University Canada	3	0	3
Selkirk College	3	0	3
Trinity Western University	3	1	4
University Canada West	3	0	3
Yukon College	3	0	3
Tier 2	Base hours	Volunteer Hours	Total hours
Camosun College	5	0	5
Capilano University	5	0	5
College of New Caledonia	5	0	5
Langara College	5	1	6
Okanagan College	5	0	5
Thompson Rivers University	5	0	5
University of Northern BC	5	0	5
University of the Fraser Valley	5	2	7
Vancouver Community College	5	0	5
Vancouver Island University	5	0	5
Tier 3	Base hours	Volunteer Hours	Total hours
BC Institute of Technology	7	0	7
Douglas College	7	1	8
Kwantlen Polytechnic University	7	2	9
Tier 4	Base hours	Volunteer Hours	Total hours
SFU	16	7	23
Uvic	16	0	16
Tier 5	Base hours	Volunteer Hours	Total hours
UBC	34	2	36