



ASKAWAY ADVISORY COMMITTEE  
Thursday, September 24, 2015

Minutes

SFU Harbour Centre, Room 101  
515 West Hastings Street  
Vancouver, BC

1:00 PM - 2:30 PM

**Committee Members:**

Attending in person	Attending by teleconference
Lin Brander, BCIT/Member-at-large	Elaine Fairey, SFU
Ken Cooley, UVic	Lynette Gallant, NIC/Member-at-large
Simon Neame, UBC	Marjory Jardine, JIBC/Member-at-large
Debbie Schachter, DC/Urban Colleges	James Rout, ECUAD/Small Universities
Melanie Wilke, NWCC/Rural Colleges/Chair	
Anita Cocchia, BC ELN	
Brandon Weigel, BC ELN (Recorder)	

Regrets: Grace Makarewicz, CapU/Regional Universities

**1. Adoption of Agenda**

The agenda was adopted informally.

**2. Advisory Committee Membership - Changes for October 1**

M. Wilke outlined the Advisory Committee membership transitions taking place October 1<sup>st</sup>. Three terms are expiring:

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

Incoming Small Universities representative: Brenda Mathenia (Thompson Rivers University)

Incoming Rural Colleges representative: Greg Currie (Selkirk College)

The Committee reviewed the briefing notes on the two Member-At-Large nominees, with consideration for their goal of ensuring balanced representation. While the nominees were from the same constituency group, it was agreed that the Committee would benefit from giving direct representation to an Associate member of BC ELN. Associate members have not previously been represented.

**MOTION:** To acclaim Scott Marsden as new Member-At-Large

Moved: Debbie Schachter

Second: Lin Brander

**Motion carried**

**ACTION (Admin Centre):** Notify Scott Marsden and add him to the Advisory Committee member list and mailing list. Notify the unsuccessful nominee and encourage her to apply again next year.

The Committee thanked the outgoing members for their four years of service. Additional thanks were given to M. Wilke for her two years serving as Chair.

### 3. Chair Election

M. Wilke nominated Elaine Fairey to succeed her as Chair effective October 1<sup>st</sup>. No other nominations were put forward.

**MOTION:** To acclaim Elanie Fairey as Advisory Committee Chair for the coming year

Moved: Simon Neame

Second: Debbie Schachter

**Motion passed.**

M. Wilke thanked the Admin Centre for their support during her two terms as Chair.

### 4. QuestionPoint Software Renewal

M. Wilke reminded the Committee that AskAway will not conduct a software selection process in the coming year, due to a desire for stability after two years of changes, as well as B. Weigel's upcoming parental leave. Instead, the Admin Centre was asked to negotiate an extension to the current license for the next year or two.

Negotiations were successful. The licence may be optionally extended for up to two years with the same terms, including free institutional queues for all libraries. Price increases for the software will be 4% in the first year and 3% in the second.

### 5. Advisory Committee Best Practices and Constituency Meetings

The committee discussed the draft Advisory Committee Best Practices, which provides detail on the roles of Advisory Committee members and ways in which they might fulfill their representative roles. These include meetings held annually (or more frequently if required) with constituents.

The following suggestions and amendments were offered:

- Add Members-At-Large to the first line of the Representing Constituents section
- Clarify the language about when meetings are held

- Include Members-At-Large in Local Coordinators' meetings

**MOTION:** To endorse the document with amended language as a Best Practice for the Advisory Committee.

Moved: Debbie Schachter

Second: Simon Neame

**Motion carried.**

It was suggested that the first constituency meeting could highlight the Visibility Best Practices. Meetings are useful particularly when there is something pertinent to discuss or share. The Admin Centre is available to brainstorm agenda topics and help set up meetings.

It was noted that the Best Practices are living documents, and can be amended over time. Feedback continues to be welcomed after they are posted. Brandon will continue developing Best Practices after he returns from leave in January.

**ACTION (Admin Centre):** Post Best Practices to the website, and share with incoming Committee members.

## 6. Admin Centre Report

B. Weigel provided an update from the Admin Centre:

- Two training sessions were held in September: one online with 6 attendees, one in person at SFU with 10 attendees.
- Usage is stable in aggregate, with 3,867 chats this summer (0.3% over last year). However, individual institutions have seen large increases and decreases.
  - Declining statistics are an opportunity to highlight the Visibility Best Practices.
  - It was noted that some declines might be attributed to institutions changing or reducing their program offerings over the summer.
  - The Admin Centre always welcomes institutions to request analysis and recommendations for increasing usage.
- Update on Flexible Support Fees:
  - This has been a very successful way of ensuring AskAway's sustainability. More shifts than ever are being covered by participating libraries instead of contractors, thereby reducing costs to the service:
    - Fall 2013: 39 contractor shifts
    - Fall 2014: 21 contractor shifts
    - Fall 2015: 15 contractor shifts

- 14 of our 30 libraries have elected to offset some or all of their flexible support fees with evening or weekend hours, showing that the flexible approach is working very well.
- Scheduling update:
  - ShiftPlanning continues to assist with scheduling, and has saved significant coordination time:
    - Only two personal interventions were required in the Fall term, as compared to before software was adopted, when scheduling required the majority of coordinator time during the scheduling period.
    - Coordination savings have contributed to the budgetary savings for AskAway.
  - There are still areas for improvement with the scheduling software. In the future, the Admin Centre will explore what other options for software are available to meet AskAway's specific needs.
- Brandon will be away on parental leave until January. Leah Hopton will be taking over AskAway coordination, until her own maternity leave in mid-December.

## **7. New Business**

No new business.

## **8. Next Meeting**

The next Advisory Committee meeting will be in late January or February. The Admin Centre will send out a Doodle poll.