



ASKAWAY ADVISORY COMMITTEE
Tuesday, March 24, 2015

Tuesday, March 24th
1:00 PM - 3:30 PM
Teleconference

Committee Members:

Attending by Teleconference	
Lynette Gallant, NIC/Member-at-large	Debbie Schachter, DC/Urban Colleges
Marjory Jardine, JIBC/Member-at-large	Melanie Wilke, NWCC/Rural Colleges/Chair
Simon Neame, UBC	
Caron Rollins, UVic	Anita Cocchia, BC ELN
James Rout, ECUAD/Small Universities	Brandon Weigel, BC ELN (Recorder)

Regrets:

Leva Lee, BCcampus
Grace Makarewicz, CapU/Regional Universities
Janis McKenzie, SFU

Minutes

1. Adoption of Agenda

No new business.

Motion to adopt: M. Jardine

Second: J. Rout

Motion carried.

2. Member-At-Large Candidates

The Committee reviewed the candidates for the Member-At-Large position recently vacated by Christina Nilsen. The new appointment will be treated as a new term ending September 30, 2016.

The Committee agreed that its membership goals include balanced representation of institutions and institution types, and candidates should therefore ideally be from institutions not already represented on the committee, and institution types not already represented by current Members-At-Large.

After some discussion, the Committee determined that Lin Brander of BCIT best fit the representation requirements, as the Regional Universities group has no representation among Members-At-Large. They noted, however, that the other candidates should be invited to apply for the new membership term beginning in October 2015, when several members' terms will end.



MOTION: To acclaim Lin Brander as Member-At-Large, with a term beginning immediately and ending September 2016.

Moved: D. Schachter

Second: J. Rout

Opposed: None

Motion carried.

ACTION (Admin Centre): Notify the successful candidate and update the website and mailing list.

ACTION (Admin Centre): Contact the other candidates to inform them of the next opportunity in October.

3. Flexible Support Fee Exemptions

The Committee reviewed a request from CNC for an exemption from a portion of the Flexible Support Fee. A small number of exemption requests had been anticipated and were built into the budget. Only one request was received.

MOTION: To affirm that CNC will be exempt from a portion (\$585) of the flexible support fee for 2015/16.

Moved: M. Jardine

Second: D. Shachter

Opposed: None

Motion carried.

Exemptions in general were discussed. The Committee noted that flexibility is important in order to preserve the integrity of the collaborative service when institutions face budgetary constraints.

QUESTION: Can institutions request an exemption more than once?

ANSWER: Yes. Historically, many libraries that are now fully-contributing partners had been granted multiple exemptions from staffing or financial commitments. Requests for exemptions will be evaluated individually each year.

4. Best Practices Concept

B. Weigel proposed a series of best practices documents, which will serve as formal guidelines for participating libraries. These documents will address recurring questions and issues, and provide a toolkit for libraries to guide their implementations of the service.



The series will begin with a guide to basic visibility standards, outlining the key places that libraries should include AskAway Qwidgets and links in order to best reach patrons.

Documents will receive Advisory Committee endorsement, and be disseminated to local coordinators at special meetings to ensure their dissemination. The first of these documents is expected to be ready for review at the next Committee meeting.

The proposal was informally approved.

M. Wilke proposed that, in order to ensure that important AskAway updates and policy changes are received at all levels, the Advisory Committee should begin holding annual meetings between representatives and constituents. Representatives from SFU, UBC and UVic will commit to having internal discussions.

These meetings will ensure director-level awareness of key AskAway news, and offer an opportunity for constituents to provide feedback to the Committee. The Admin Centre will provide support in meeting setup.

The proposal met with interest and approval. The Committee will discuss it further at the next meeting.

ACTION (Admin Centre): Complete the Visibility Best Practices document for Committee review and approval before the next meeting.

ACTION (Committee): Explore the concept of constituency meetings at the next Advisory Committee meeting.

5. Administrative Centre Update

B. Weigel provided an update from the Admin Centre on the following topics:

Institutional queues:

- 21 libraries have adopted institutional queues since they were made free of charge.
- Experiences reported so far have been overwhelmingly positive.
- Additional education is required to dispel misconceptions about how institutional queues work.

Scheduling:

- ShiftPlanning pilot is ending; the software has been used to schedule each section of the service.
- Using the software has saved significant time. The recent Section 3 schedule took a fraction of the time and resources it did the previous year.
- Efficiency is improving with local coordinator experience: while previous terms required intervention and troubleshooting, the summer term required almost none.



- A brief report on the pilot, survey, and next steps will be sent to the Committee before the next meeting.

Actions and Achievements:

- The AskAway Actions and Achievements report has been submitted to Ministry.
- It will be distributed to the broader community as part of BC ELN Connect.
- Committee members may distribute it before then if desired.

Training:

- Changes made to training, reflecting a greater emphasis on instruction and focused practice, have met with strong approval from local coordinators.
- Discussions with local coordinators suggest renewed interest in refresher training, but that it needs rebranding to encourage attendance by experienced staff.
- Now working on a more comprehensive training script and a new name for use in the April/May training season.

6. Next Meeting

The next meeting will happen in June.

ACTION (Admin Centre): Send a Doodle poll to Committee members to schedule the June meeting.