



ASKAWAY ADVISORY COMMITTEE  
Tuesday, March 15, 2016

SFU Harbour Centre, Room 3100  
515 West Hastings Street  
Vancouver, BC

10:00 AM - 11:30 AM

**Committee Members:**

Attending in person	Attending by teleconference
Ken Cooley, UVic	Danielle Cossarini, SC/Rural Colleges (alternate)
Elaine Fairey, SFU/Chair	Lynette Gallant, NIC/Member-at-large
Grace Makarewicz, CapU/Regional Universities	Brenda Mathenia, TRU/Small Universities
Scott Marsden, AC/Member-at-large	
Simon Neame, UBC	
Debbie Schachter, DC/Urban Colleges	
Anita Cocchia, BC ELN	
Brandon Weigel, BC ELN (Recorder)	

Regrets: Lin Brander, BCIT/Member-at-large; Gregg Currie, SC/Rural Colleges

**Minutes**

**1. Adoption of Agenda**

The agenda was adopted informally.

**2. Chair's remarks**

E. Fairey provided highlights of the meeting's agenda, noting that 2016 marks AskAway's 10<sup>th</sup> anniversary. She also offered a welcome to the new Advisory Committee members:

- Gregg Currie, Selkirk College: representing Rural Colleges
- Brenda Mathenia, Thompson Rivers University: representing Small Universities
- Scott Marsden, Alexander College: Member at large

A. Cocchia welcomed E. Fairey to her new role as Chair.

**3. Advisory Committee Best Practices - Reminder/review**

The Committee reviewed the Advisory Committee Best Practices for the benefit of the new members. It was suggested that the first constituency meetings could be timed in relation to BC ELN's strategic planning process, as the BC ELN Steering Committee plans to draw in Advisory Committees to build strategic priorities. The teleconferences recommended by the Best Practices would be an opportune way to involve participating libraries in the strategic planning process.

As the BC ELN Steering Committee will be discussing strategic plan priorities in May, the Advisory Committee agreed to revisit these discussions at the next meeting.

E. Fairey reminded the Committee that the Admin Centre is available to help members to schedule and/or coordinate such meetings.

#### **4. 2016/17 Expenditure Plan**

##### *2015/16 Expenditure Summary*

A. Cocchia presented the 2015-16 Expenditure Summary. Of note is a carryforward of approximately \$8,000, due primarily to the Admin Centre's continuing cost reduction activities since the BCcampus funding withdrawal was announced. These include continued reduction of auxiliary staffing hours through changes to the schedule, limits on the auxiliary wage, less involvement from former coordinator Sunni Nishimura, and limited use of the extenuating circumstances fund.

In response to a question from the Committee, B. Weigel clarified that the changes to the schedule were carried out with reference to historical usage data, and that despite an overall reduction in staffing, service providers sent fewer swamped calls in 2015-16 than in any of the previous years.

##### *2016/17 Expenditure Plan*

From the 2016-17 expenditure plan, the following items were of note:

- A 0% increase to the base Service Support Fee, given the high increases between 2014 and 2016 due to the funding withdrawal, as well as the carryforward from 2015-16.
- A lower Coordination cost: due to AskAway's current stability, less coordinator time is anticipated.
- Funds allocated for a 10<sup>th</sup> anniversary celebration.
- Funds set aside to cover unexpected costs.

##### *10<sup>th</sup> Anniversary Celebration*

The 10<sup>th</sup> Anniversary celebration was discussed in detail. The Committee agreed that it was important to celebrate, and preferred an in-person event attached to the BC Libraries Conference. Attachment to the conference would improve the likelihood of more service providers from outside the Lower Mainland attending. The timing would also make it possible for Ministry representatives to attend.

In addition to an in-person event, ideas were discussed for how to include remote institutions who may not be sending representatives to the conference. A "party package" including a gift card for a cake was proposed, along with encouragement for each site to take photos and add them to a shared album so that everyone could feel like part of the celebration.

It was also suggested that QuestionPoint, who have provided software to AskAway for each of its 10 years, might be willing to partially sponsor the event.

**ACTIONS (Admin Centre):**

- Contact QuestionPoint about sponsorship
- Contact BCLA to inquire about space availability at the conference venue
- Select and book an appropriate date (Thursday, May 12<sup>th</sup> suggested)
- Draft an announcement for the Committee's review
- Investigate logistics for the remote sites' party packages

*Contingency Fund*

The Committee noted that AskAway remains vulnerable to changes in circumstance. For example, the service relies on a large number of volunteer hours, which would cost the service \$13,000 to replace were they all withdrawn. The Committee agreed that it would be beneficial to budget for unexpected circumstances, and include an allocation in the expenditure plan.

The Committee discussed various ways of defining and accounting such an allocation. They decided that because access to the money should not be restricted, "contingency fund" is an inappropriate label. Suggested terms included "Miscellaneous", "Planned carryforward", and "Budgeted carryforward".

**MOTION:** To recommend a service support fee increase of 0% for 2016-17.

**Moved:** D. Schachter

**Second:** S. Neame

**Motion carried unanimously.**

**Motion:** To include \$5,000 in the budget for unforeseen expenses.

**Moved:** G. Makarewicz

**Second:** K. Cooley

**Motion carried unanimously.**

**MOTION:** To endorse the 2016-17 expenditure plan as discussed.

**Moved:** S. Marsden

**Second:** D. Schachter

**Motion carried unanimously.**

**ACTION (Admin Centre):** Update the draft expenditure plan based on the above discussion and include the updated version in the minutes.

## 5. Special requests

E. Fairey presented two requests from participating libraries for the Committee to consider.

### *College of New Caledonia: Extenuating Circumstances Fund request*

CNC requested to use \$585 of the extenuating circumstances fund for the second time, due to limitations to both staff and budget. The Committee noted that CNC has historically been in a complex position within the AskAway tier model, with just enough FTEs to reach Tier 2, but the budget and resources of a Tier 1 institution.

In discussion, the Committee heard that the requested \$585 is just 40% of the \$1,435 total flexible support contribution for a Tier 2 institution. They also heard that historically, many other libraries have received consideration and support when struggling to meet their obligations to the service. The Committee agreed that the request should be reviewed should it be made again in 2017-18.

**MOTION:** That CNC will be exempt a portion (\$585) of the flexible support fee for 2016/17.

**Moved:** G. Makarewicz

**Second:** D. Schachter

**Motion carried unanimously.**

### *UNBC: Staffing request*

UNBC is facing staffing issues this year, and has requested to compensate the service in lieu of staffing in Section 1 (September to December). Their staffing interruption is temporary, and that they will resume normal staffing in Section 2 (January to April).

The request would have BC ELN hire auxiliary librarians for an additional five hours per week for September through December. UNBC will compensate the service \$1,950 to cover the expense, and resume regular staffing in January.

**MOTION:** To approve UNBC's request to compensate the service in lieu of staffing during their temporary shortfall in Section 1.

**Moved:** B. Mathenia

**Second:** S. Neame

**Motion carried unanimously.**

**ACTION (Admin Centre):** Draft messages for CNC and UNBC to inform them of the Advisory Committee's decisions.

## 6. Admin Centre report

B. Weigel gave an update from the Admin Centre, with the following highlights:

- Current and upcoming Admin Centre work:
  - Finalizing the summer schedule
  - AskAway Actions and Achievements report
  - Looking into more Best Practices for the coming year, based on feedback from local coordinators
  - Updates and optimizations to the AskAway website, for better synergies with the BC ELN website migration
- Planning to take another look at the field for scheduling software:
  - ShiftPlanning is working, but could be better
  - The current process has saved significant coordinator time, but more savings are always beneficial
  - AskAway has been using ShiftPlanning since 2013; time to see if there have been any developments in the field
- AskAway usage is holding steady, with consistent overall usage, but swings among individual institutions depending on changes to visibility on their websites
- Will look at usage patterns for the past year, offer assistance to institutions seeing decreases

## **7. Next meeting**

The next meeting will take place after the BC ELN Steering Committee meeting in May.