



ASKAWAY ADVISORY COMMITTEE
Wednesday, September 28, 2016

SFU Harbour Centre, Room 2250
515 West Hastings Street
Vancouver, BC

10:00 AM - 11:30 AM

Committee Members:

Attending in person	Attending by teleconference
Lin Brander, BCIT/Member-at-large	Melody Burton, UBC (Alternate)
Ken Cooley, UVic	Lynette Gallant, NIC/Member-at-large
Elaine Fairey, SFU/Chair	Kim Isaac, UFV/Regional Universities (Alternate)
Scott Marsden, AC/Member-at-large	Brenda Mathenia, TRU/Small Universities
Anita Cocchia, BC ELN	Debbie Schachter, DC/Urban Colleges
Brandon Weigel, BC ELN (Recorder)	

Regrets: Gregg Currie, SC/Rural Colleges; Grace Makarewicz, CapU/Regional Universities; Lea Starr, UBC

1. Adoption of Agenda

The agenda was adopted informally.

2. Chair's remarks

E. Fairey provided highlights of the meeting's agenda, and noted that 2016 saw a record number of chats in the summer terms.

3. Committee membership changes for October 1st

E. Fairey outlined the Advisory Committee membership transitions taking place October 1st.

Three members are renewing:

- Debbie Schachter (Urban Colleges)
- Lin Brander (Member at Large)
- Elaine Fairey (Chair)

Grace Makarewicz (Regional Universities) will not be renewing. Her replacement will be chosen from her constituency group in October.

Lynette Gallant (Member at Large) is ending her second term of service.

The Committee reviewed the briefing notes on three candidates for her replacement. Candidates were evaluated with consideration for balanced representation from institutions, constituency groups, and geographic region. They agreed that a candidate from an institution not already on the Committee and from a region outside the Lower Mainland would be preferred.

MOTION: To acclaim Cameron Hoffman-McGaw as new Member at Large.

Moved: K. Isaac

Second: S. Marsden

Motion carried

ACTION (Admin Centre): Notify Cameron Hoffman-McGaw and add him to the Advisory Committee member list and mailing list. Notify the unsuccessful nominees and encourage them to apply again next year.

ACTION (Admin Centre): In October, send a welcome message to all Advisory Committee members, including a link to the Advisory Committee Best Practices.

E. Fairey thanked all committee members, both outgoing and continuing, for their service, noting the importance of running a consortial service in such a participatory and open way.

4. Next steps for Best Practices

E. Fairey reminded the Committee of the recent work on developing a set of AskAway Best Practices. The first in the series was on the visibility of AskAway links and Qwidgets, to ensure good exposure to patrons. The second details the representative role of Advisory Committee members. She invited ideas and discussion on the next document to be developed.

B. Weigel proposed guidelines for service providers on how to handle citation questions. Institutional policies differ in how reference librarians should handle questions about citations and citation lists, and as a result AskAway service providers are unclear about how they should approach these questions. Inconsistency between service providers means that patron expectations are therefore also unclear.

He noted that over the past two years, local coordinators have occasionally requested clarification, and while generic advice has been offered, there is no formal guideline for service providers to follow.

The Committee discussed the merits of the idea. They noted that such guidelines would be a good topic for community discussion and clarification, and would be useful to writing centres as well, including WriteAway. They also noted that this would require much consultation with local coordinators.

The idea met with unanimous approval. No further suggestions were offered.

ACTION (Admin Centre): Make citations the focus of the next Local Coordinator meeting, before January, and draft a document for the Advisory Committee to review.

5. Admin Centre Report

B. Weigel provided an update from the Admin Centre:

- Summer 2016 set a usage record of 4,500 chats, 14% higher than the previous record summer in 2013.
 - This includes some institutions seeing large increases and others seeing decreases, but the majority (17 of 30 participating libraries) saw overall gains in usage.
 - The Admin Centre will be investigating the larger increases and decreases at individual institutions.
- The ShiftPlanning scheduling process continues to generate a positive return on investment, as local coordinators grow more accustomed to it.
- In October, AskAway will transition to using new mailing lists with simpler addresses and stronger integration with the website:
 - Local coordinators will create and edit user accounts for their service providers, which are automatically linked to mailing list subscriptions.
 - Individual accounts provide access to the Guest Logins page with a user's own credentials, which may be easier to remember or recover.
 - This is part of ongoing efforts to remove intermediate steps from AskAway processes and to create efficiencies, thereby reducing costs and keeping fees low.
 - E. Fairey noted that there is also value in this for local coordinators, who are getting more local control without spending additional time. Rather than emailing the Admin Centre to request someone be added to a list, they can simply do it themselves with immediate results.
- Update on AskAway anniversary celebrations:
 - OCLC provided \$1,250 to help fund the celebration, with haikus from their marketing department.
 - The in-person party was well attended, with 49 registrants, some walk-ins.
 - Haikus submitted by attendees are being incorporated into communications such as tweets, Connect, and the Actions & Achievements report.
 - Party packs were sent to all the non-lower-mainland sites, to a very positive response. The coordinators expressed appreciation at being included in the celebration, and several sent photos and haikus.
 - The 10th anniversary photo album is viewable on Flickr:
<http://urls.bcelnapps.ca/askaway10th>

6. New Business

No new business.

7. Next meeting

The next meeting will take place in January or February.

The Committee discussed a proposal that, given the service's present stability, future meetings should be held primarily by teleconference, with fewer meetings held in person. The rationale would be to reduce expenses and time spent by Committee members when teleconferences are appropriate. The suggestion was that most meetings be held by teleconference with a minimum of one in-person meeting held per year.

The Committee agreed that there is value to meeting in person, particularly for topics requiring more substantive discussion, but that teleconference-only meetings create efficiencies. Having all members attend by teleconference would also put attendees outside the Lower Mainland on equal footing with those who are able to attend in person more frequently. Members attending by teleconference said that they would be inclined to join an in-person meeting if there were only one annually.

It was decided that one annual in-person meeting should be centered on topics requiring more involved discussion, such as financial and strategic questions, and be held in the early part of the year (January or February). The Admin Centre will schedule the annual in-person meeting with a poll to ensure that all members can attend.

The remaining meetings on more routine topics will be held remotely.

ACTION (Admin Centre): Explore possible remote meeting technologies for the next meeting, and set up a Doodle poll for member availability.

At the close of the meeting, L. Gallant thanked the committee for its time with her, and the Admin Centre for its "brilliant work."