



ASKAWAY ADVISORY COMMITTEE
 Wednesday, February 15, 2017

SFU Harbour Centre, Room 2050
 515 West Hastings Street
 Vancouver, BC

1:00 PM - 3:30 PM

Committee Members:

Attending in person	Attending by teleconference
Lin Brander, BCIT/Member-at-large	Cameron Hoffman-McGaw, VIU/Member-at-Large
Greg Currie, SC/Rural Colleges	Brenda Mathenia, TRU/Small Universities
Elaine Fairey, SFU/Chair	James Rout, BCIT/Regional Universities
Scott Marsden, AC/Member-at-large	BC ELN staff
Lea Starr, UBC	Anita Cocchia
Lisa Petrachenko, UVic	Leah Hopton (Facilitator)
Debbie Schachter, DC/Urban Colleges	Cristen Polley (Recorder)
	Brandon Weigel

1. Adoption of Agenda

The agenda was adopted informally.

2. Chair’s Remarks

E. Fairey provided agenda highlights and welcomed new Advisory Committee members, C. Hoffman-McGaw and J. Rout. As decided at the last meeting, future meetings will be held by teleconference with one in-person meeting per year for more substantive discussions.

E. Fairey will be retiring in June and will not complete two years as Chair. E. Fairey will seek a nomination for a new Chair before the next meeting.

ACTION (Chair): Invite Advisory Committee members to put their name forward to chair the committee.

3. Admin Centre Report

B. Weigel provided an update from the Admin Centre.

Local coordinators met in November and discussed the following:

- Service providers are happy with current staffing levels, which have been fine-tuned in recent years based on usage statistics.
- Local coordinators are pleased with changes to the AskAway website, which gives them more control over user accounts and listserv membership for service providers.
- Local coordinators discussed best practices for citation questions. Based on this discussion, C. Polley is writing a preliminary draft of citation best practices.
- While libraries appreciate the availability of the Visibility Best Practices, limited staffing, time, or control over their library's website prevents them from taking advantage of the best practices. The Admin Centre will reach out to local coordinators to offer support and advice to implement these best practices.

After much discussion and pressure from the Admin Centre, ProQuest has begun supporting the Qwidget in their Summon discovery layer. This was announced to local coordinators and instructions for implementation were shared. To date, two Summon libraries have added the Qwidget: BC Institute of Technology and Kwantlen Polytechnic University. The Admin Centre will send a reminder about the functionality to local coordinators.

ACTION (Admin Centre): Reach out to local coordinators to offer support for implementing Visibility Best Practices.

ACTION (Admin Centre): Send reminder to local coordinators about adding the Qwidget to their Summon discovery layer.

4. Expenditure Plan 2017/18

A. Cocchia presented the 2016/17 Projected Expenditure Summary and 2017/18 Expenditure Plan.

2016/17 Projected Expenditure Summary

For the second year in a row, the anticipated carryforward is significant, at approximately \$8,500. The main reason for the high carryforward is the carryforward from last year, due primarily to the work done by the Admin Centre over the last few years to reduce operational costs. In 2015/16, the committee moved the carryforward into a Planned carryforward line to cover unexpected expenses that may arise during the year. It is anticipated that the carryforward will continue to decline over the next few years.

This year, the Miscellaneous revenue includes compensation for auxiliary hiring on behalf of libraries unable to staff certain sections. For example, due to a temporary staff shortage, the Admin Centre hired auxiliary staff on behalf of a partner library. The Admin Centre is not anticipating the same need this year. 2016/17 Miscellaneous

revenue also includes \$1,200 contributed by OCLC for the AskAway 10th anniversary party.

2016/17 expenditures include costs for the 10th anniversary celebration, both the in-person event and for party packs sent to libraries outside the lower mainland.

2017/18 Expenditure Plan

This year, the Admin Centre is proposing a modest increase of 2% for the Service Support Fee. Annual increases are only applied to the base support fee; flexible support contributions are not increasing. The amount of the annual increase varies from year to year, depending on circumstances. Last year, the committee set a 0% increase on the service support fee, partly in recognition of the fact that the previous two years saw high cost increases and partly as a 10th anniversary gift. The committee has established that regular small increases are preferable to large jumps. A 2% increase for the service support fee was chosen because it aligns with the budget, is a modest increase, and is in line with other general increases.

Also of note is a decrease in BC ELN Support. BC ELN has seen an increase in staffing costs due to a new SFU Collective Agreement with significant increases to base salary levels. It is unlikely that BC ELN will receive additional funding from Ministry to cover these costs and will instead seek funds internally. To absorb these increases, BC ELN will make adjustments to the support contributed to various service areas, including AskAway. Since AskAway began, BC ELN has contributed \$15,000 annually to AskAway operations. In 2017/18 the amount is \$10,000.

The other change that will reduce AskAway expenditures is introducing C. Polley into the service. C. Polley will assist B. Weigel with AskAway activities as B. Weigel's role with Arca increases. With this reallocation, coordination support remains fairly stable and diversifies familiarity with AskAway in the BC ELN office.

At this early point in the budgeting cycle, partner libraries are still finalizing their Flexible Support Contributions, whether by fees or hours. For this reason, revenue is subject to change but a carryforward of approximately \$2,300 is anticipated.

A. Cocchia opened the floor to questions.

J. Rout felt the 2% increase to the service support fee was reasonable and asked if the Admin Centre felt there were any risks. A. Cocchia reiterated that the Admin Centre felt there were no risks with this level of increase and that the carryforward and Extenuating circumstances fund can be used if problems arise.

B. Weigel clarified that flexible support contributions are either paid in fees that are used to support auxiliary staffing or in hours contributed to the service by participating libraries. The Flexible Support Contribution varies from year to year depending on decisions libraries make on providing funding or contributing hours.

A. Cocchia confirmed that auxiliaries hired by BC ELN are hired through a Simon Fraser University independent contract and do not receive benefits.

A. Cocchia confirmed that the carryforward could be used to cover expenses such as promotional materials or any other expenses identified by the Advisory Committee as priorities in the coming year.

MOTION: To endorse the 2017/18 Expenditure Plan, including a 2% Service Support Fee increase.

Moved: L. Starr

Seconded: D. Schachter

Motion carried unanimously.

Extenuating Circumstances Fund Request: College of New Caledonia

E. Fairey brought forward the College of New Caledonia's (CNC) request for Extenuating Circumstances funding support in the amount of \$585.

As background, E. Fairey explained that when the second phase of the flexible support contribution began - bringing flexible support contribution to its full amount - the committee set aside an annual amount to cover libraries unable to increase their contribution due to extenuating circumstances. The last two years, CNC has requested to use \$585 of the extenuating circumstances fund. The request is due to staffing and budget limitations. Their request was approved both years, with consideration to their unique circumstances as the smallest of the Tier 2 libraries with only 125 FTE above the Tier 1 cap.

B. Weigel confirmed that the difference in the flexible support fee between Tier 1 and Tier 2 libraries is approximately \$585, the amount requested by CNC.

The committee agreed to support CNC for one more year with the condition that E. Fairey as Chair or the Admin Centre will work together with CNC to move forward with a sustainable solution. The committee expressed their desire to support CNC, as they are long-standing contributors to AskAway.

In response to questions raised about the possibility of adjusting tiers to accommodate CNC, it was decided that tiers can be kept on the table to possibly revisit later but should not be adjusted in haste.

MOTION: To approve CNC's 2017/18 request for extenuating circumstances funding support and to explore a long-term solution.

Moved: D. Schachter

Seconded: G. Currie

Motion carried unanimously.

5. New Business

No new business.

6. Next Meeting

The next meeting will take place end of May or early June.

[Committee members attending via teleconference exited the meeting and did not participate in the strategic planning session.]

7. Strategic Planning

L. Hopton facilitated a strategic planning session with committee members to develop actions for AskAway in support of BC ELN's Strategic Plan 2016-21. The outcomes of the session will be presented to members in the near future.