



MINUTES OF THE ASKAWAY ADVISORY COMMITTEE MEETING
Friday, September 19, 2014

SFU Harbour Centre
Rm 2065
515 West Hastings Street
Vancouver, BC

Friday, September 19th
1:00 PM – 3:30 PM

Committee Members:

Attending In Person	Attending by Teleconference
Simon Neame, UBC	Lynette Gallant, NIC/Member-at-large (??)
David Pepper, BCIT/Regional Universities	Caron Rollins, UVic
Melanie Wilke, NWCC/Rural Colleges/Chair	James Rout, ECUAD/Small Universities
Anita Cocchia, BC ELN	Ross Tyner, OC/Urban Colleges
Brandon Weigel, AskAway Coordinator (Recorder)	

Regrets: Marjory Jardine, JIBC/Member-at-large; Leva Lee, BCcampus; Christina Nilsen, TRU/Member-at-Large; Janis McKenzie, SFU

1. Adoption of agenda

Items to add: None
New business: None

Motion to adopt: S. Neame
Seconded: D. Pepper

Motion carried.

2. Committee Membership

M. Wilke summarized the renewals and membership changes coming up for October 1st.

One committee member will be renewing: Lynette Gallant, NIC/Member-at-Large.

Two committee members are finishing their second terms, and confirmed replacements for their positions:

- Urban Colleges:
 - o Outgoing representative: Ross Tyner (Okanagan College)
 - o Incoming representative: Debbie Schachter (Douglas College)
- Regional Universities and Institutes with Four-Year Programs:
 - o Outgoing representative: David Pepper (BCIT)
 - o Incoming representative: Grace Makarewicz (Capilano University)

M. Wilke will renew for a second year as Chair.

3. Sustainability – Next steps

3a. Sustainability 2015/ 16: Responses from Constituents

M. Wilke reviewed and summarized the results of the Committee’s consultation with library directors regarding the feasibility of a final service support increase to offset the lost funding from BCcampus.

27 institutions stated that they could accommodate the increase, two said they could not, and one requires further consultation with management before providing a firm response. The Committee accepted this as a mandate to formally request funding commitments from library directors.

It was affirmed that AskAway has set aside funds to assist libraries facing extenuating circumstances who cannot accommodate the increase. The Committee expects only a small number of requests, given the results of the consultation.

The Committee asked the Admin Centre to report the results of the consultation to library directors and request a formal commitment. Local coordinators will be asked to discuss the nature of the contribution with their directors, and to work with the Admin Centre to determine how any additional hours will fit into the schedule.

A. Cocchia also noted that BCcampus’s recent restructuring may provide an opportunity to request support for the software expense. The Advisory Committee has committed to making AskAway a fully self-sustaining service, but additional outside funds remain welcome.

The Committee affirmed that the sustainability plan is an ongoing commitment rather than a short-term request – although no further increases are expected,

the flexible support fees established for 2014/15 and 2015/16 are now a permanent part of the AskAway commitment model.

3b. 2015/16 Expenditure Plan

A. Cocchia presented a draft of the 2015/16 Expenditure Plan, illustrating how the budget will look if library directors agree to the flexible support fee increase. As in the previous plan, flexible support fees may be paid using funds, staff hours on evenings or weekends, or a combination of the two. The Expenditure Plan uses dollars for ease of reference.

The 2014/15 Expenditure Plan was modified to account for a \$1,300 refund received after we had mistakenly been charged PST for QuestionPoint. The carryforward and savings from this refund allow for some funds to be set aside to assist institutions that are unable to accommodate the requested increase.

The Committee agreed that the annual service support fee increase should be hereafter referred to as the inflationary increase, for the sake of clarity.

QUESTION: If an institution chooses to contribute its flexible support via staff hours in one year, can they contribute funds instead the next year?

ANSWER: Yes – flexible support can be contributed in any combination of funds or hours each year. The effect of each on the budget is the same.

The Committee decided to follow the usual procedure and wait until the fiscal year end before formally endorsing the plan.

It was noted that the AskAway community's actions to recover from a \$55,000 funding cut is a remarkable achievement that expresses how much participating libraries value the service. In 2015/16 the service will be fully self-sustaining, and will no longer rely on external funding – although it will be accepted if offered.

4. QuestionPoint Software Renewal

B. Weigel provided an update on the terms of the upcoming software renewal. A price increase of 4% (\$776) is anticipated. However, the renewal also brings significant savings.

Negotiations have resulted in an agreement to make institutional queues, originally priced at \$520 per institution per year (list price: \$1,000), available to all institutions at no cost.

This amounts to potential savings of \$15,600 per year (or \$30,000 off the list price) if all libraries were to adopt an institutional queue.

The Committee applauded this news, noting that institutional queues have become an important tool to the libraries that are currently using them. Several members expressed interest in setting them up at their institutions.

5. Citation Knowledge Base – Survey Results and Recommendations

A. Cocchia presented the Citation Knowledgebase Survey Report, which indicates strong interest in the potential usefulness of a citation knowledgebase (60%), and moderate interest from the libraries in helping to build it (30%). A lack of time and resources is the primary reason for libraries being unable to contribute work on the project.

Popular arguments for the implementation of a centralized citation knowledgebase include:

- Improvements in efficiency and consistency in AskAway from having a centralized, shared resource
- Possibility for institutions to save resources by not maintaining their own individual citation guides
- Perception of cooperation/cohesiveness among BC institutions by collaborating on highly visible resources

The Advisory Committee was asked what priority this project should receive, in light of information shared by A. Cocchia about upcoming limitations on BC ELN staff resources. After careful consideration and discussion, the Committee agreed that the project should be postponed until sufficient resources are available, noting that enough publicly-accessible resources exist to allow service providers to field citation questions. It was suggested that one improvement may be to incorporate links to local citation guides in libraries' policy pages.

6. Admin Centre Report

B. Weigel provided an update from the Admin Centre.

Local Coordinators' Meeting:

The September Local Coordinators' Meeting saw healthy discussion, as local coordinators shared promotional strategies and discussed the benefits of institutional queues. Service providers have gotten used to the new queues, and coordinators are excited about the opportunities they present. Coordinators from institutions that already use them shared their experiences with the rest of the group.

Scheduling Software:

The one-year pilot implementation of ShiftPlanning comes to an end in November. The Spring (January-April) schedule will be set up using the software in October, followed by a survey to the coordinators to determine its effectiveness from the users' perspective.

Overall the software has saved significant time for the Admin Centre, as the rearrangement of shifts based on institutions' changes in availability, which takes considerable time when managed centrally, has been shifted to local coordinators. This has also improved institutions' ability to build schedules according to their needs.

The Advisory Committee agreed that the savings realized are well worth price of the software, at \$500 per year.

A. Cocchia noted that the time savings have translated to a saving in the budget, as it has, along with several other improvements to efficiency, helped to save 0.5 days per week of Admin Centre time, which will reduce total expenditures.

Website migration:

The AskAway Staff Portal has been rebuilt on a new server using Drupal 7. The new website takes advantage of the upgraded technology, making it easier to use, easier and more efficient to update, centralizing key functions, and generating more data that will help the Admin Centre to continuously improving the service.

The site was tested with local coordinators and service providers, and results were positive.

The new site allows for more time-saving automation. Local Coordinators now have their own accounts, in which they can edit their libraries' key information (guest account password, policy page URL, etc.) in one simple form. Changes to this information are automatically propagated throughout the site, eliminating the need to modify HTML for every update.

The new accounts were demonstrated at the Local Coordinators' Meeting, and the response was highly positive.

QUESTION: For libraries whose staff are not technically strong enough to edit web pages, can they still ask for support?

ANSWER: The Admin Centre will happily offer support.

AskAway training

The Admin Centre ran five Basic Training sessions for 15 people. Attendees came from UBC, SFU, ECUAD, BCIT, NLC, CapU, and UVic. Sessions were held at UBC, SFU, ECUAD, and online. No Refresher sessions were held this term due to low response, but a recording of the last session is available online.

7. New Business

No new business.

8. Next Meeting

The next meeting will be held in January. The Admin Centre will send a Doodle poll later in the term.

Action Items:

3a. ADMIN CENTRE: Request a formal commitment to flexible support fees from the library directors.

3b. ADMIN CENTRE: Amend any extant documentation to reflect the inflationary nature of the annual support fee increase.

4. ADMIN CENTRE: Send an invitation to local coordinators to set up free institutional queues.

5. ADMIN CENTRE: Ask local coordinators to add citation guide information to their policy pages.

Introduction

On behalf of the AskAway Advisory Committee, the AskAway Administrative Centre conducted a survey of AskAway partner institutions to determine interest in a collaborative citation knowledgebase. The survey was designed to gain a sense of overall interest in using a collaborative citation tool, as well as interest in contributing toward its construction and maintenance. The survey received a response rate of 100%. The results showed:

- Strong belief in the usefulness of a centralized knowledgebase:
 - 60% (18/30) believe a centralized knowledgebase would be highly useful
 - 3% (1/30) believe it would not be at all useful
- Strong interest in using a centralized knowledgebase:
 - 93% (28/30) are likely to make use of a collaborative tool
 - 40% (12/30) are likely to actively contribute as well as use it
- Fair will to collaborate on a centralized knowledgebase:
 - 30% (9/30) indicate high interest in contributing to and maintaining a collaborative tool
 - 23% (7/30) indicate moderate interest
 - 47% (14/30) indicate little or no interest in contributing

The benefits of a collaborative citation knowledgebase spread beyond AskAway alone. All librarians - working virtually or in-person - could access this centralized resource to answer citation questions, and the amount of time each institution commits to maintaining individual citation guides could be reduced. Tutors working with WriteAway, a growing service providing online writing support, would also benefit from such a resource as they help students with citation methods.

Recommendations

Based on the results of the survey, and due to the broad impact that a collaborative citation knowledgebase would bring to the post-secondary sector, the AskAway Administrative Centre recommends the following next steps:

1. That the BC Electronic Library Network form a working group to further investigate the feasibility of a collaborative citation knowledgebase. Should one be deemed feasible, the working group will:
 - a. Define the scope, guiding principles, and functional requirements of a collaborative tool, in consultation with users
 - b. Create a plan for both building and maintaining the guides
2. That participation in contributing to and maintaining the tool remain optional and not a requirement for usage
3. That access to the tool be open to all institutions and their patrons, regardless of level of contribution to development

Summary of Survey Results

Interest and Participation

Interest in using a collaborative, province-wide citation knowledgebase is high, although levels of participation in building or maintaining the knowledgebase would vary.

- 60% of respondents indicated that a centralized citation knowledgebase would be a highly useful tool for staffing AskAway
- 30% of respondents indicated high interest in helping to build and maintain the knowledgebase
- 47% indicated low or no interest in maintaining the knowledgebase

When asked about their likely levels of participation:

- 40% indicated they were most likely to “Actively contribute to and use the knowledgebase”
- 53% indicated they were most likely to “Use the knowledgebase for reference questions, but not participate in maintaining it”
- 7% indicated that they would “Not use the knowledgebase at all”

Desired Citation Styles

The citation style most highly desired in a collaborative knowledgebase is APA, followed by MLA, Chicago, and guides for legal and government sources. However, several respondents (8) noted that guides to the more common styles are already easy to find, and requested that the knowledgebase pay special attention to more obscure styles that are not so readily available.

Benefits of Collaboration

When asked why a centralized knowledgebase would be useful, institutions’ comments cited the following benefits:

- A single resource for all citation questions improves efficiency and consistency in reference assistance (14 comments)
- The option to stop maintaining the library’s individual guides and instead adopt the collaborative resource, saving librarian time (7 comments)
- Creating an impression of cohesiveness and cooperation among BC libraries, which could be beneficial to an institutions’ image (4 comments)
- The potential to create more comprehensive guides through collaborative efforts (2 comments)

Drawbacks of Collaboration

Partner institutions provided shared the following concerns around creating a collaborative citation knowledgebase:

- Sufficient citation resources already exist online and are easy to find (4 comments)
- Some institutions prefer customized resources tailored to their own faculty and student requirements (4 comments)
- Wariness about the level of commitment expected if the project goes forward (2 comments)
- Individual responses include the difficulty of coming to agreement on standards, poor previous experience with knowledgebase software, an institution's citation guides being maintained outside the library, and simple lack of interest

The largest factor that would prevent institutions from participating in building and maintaining the knowledgebase is a lack of staff time (cited in 7 comments).

Desired Features

Of the respondents who left comments about feature requests:

- 48% (13/27) emphasized that the resource should be searchable
- 37% (10/27) requested that the resource deal specifically with unusual or complex citations

Other ideas include:

- References/links to official guides for each entry
- Sample papers containing each type of citation
- Examples of materials highlighting citation elements (e.g. publication date, title, etc.)

Software Recommendations

- Two respondents suggested LibGuides/LibAnswers
- One respondent suggested Adobe (not specified - possibly RoboHelp 11)
- The working group should perform its own investigation into appropriate FAQ software

Final Comments, Concerns, and Suggestions

Many respondents left comments and suggestions, including several concerns that would relate to the eventual creation of a collaborative resource. Some of the concerns include:

- Not “reinventing the wheel” - any new resource must add more value than already-existing resources to be worthwhile
- How to address some institutions’ need for locally-customized guides
- The need to define who is responsible for maintaining the guides and how that maintenance will happen
- Will there be formal commitments to maintaining, or will it be free-for-all? What’s the best path to keeping it alive?
 - For institutions that would replace their own guides with the collaborative one: could they commit to maintaining one particular guide, or parts of one particular guide, which reduces responsibility for taking care of all guides?
- Defining scope: should the resource deal only with common citations, only complex or unusual citations, or attempt to be fully comprehensive? Why should anyone use this resource instead of OWL or any other popular online guide?

Detailed Results

Does your library currently maintain its own citation guides? [30 responses]

80% of institutions (24/30) maintain their own citation guides.

Response	Institution
Yes - 80%	AC, BCIT, CC, CAP, CNC, COTR, CBC, DC, JIBC, KPU, LC, NVIT, NIC, NLC, OC, SC, SFU, TRU, UBC, UCW, UVIC, VCC, VIU, YC
No - 20%	ECUAD, NWCC, QUC, TWU, UNBC, UFV

Does your library currently use knowledgebase/FAQ software? [30 responses]

27% of institutions (8/30) use knowledgebase or FAQ software. 67% (20/30) report not having such a tool, and 7% of respondents (2/30) do not know whether their institutions use such software.

Response	Institution
Yes - 27%	DC, JIBC, KPU, SFU, TWU, UNBC, UVIC, VIU
No - 67%	AC, BCIT, CC, CAP, CNC, COTR, CBC, LC, NVIT, NIC, NLC, NWCC, OC, QUC, SC, TRU, UBC, UCW, VCC, YC
I don't know - 7%	ECUAD, UFV

Which knowledgebase/FAQ tool does your institution use? [8 responses]

Of those that do use knowledgebase software, 38% (3/8) use that software for citation guides. Two of these use LibAnswers, and report positive experiences with the tool, e.g. : *“Good. It facilitates linking to other resources beyond the system--for example, in academic departments' sites, other institutions, etc.”* [VIU]

The third [SFU] uses custom-built Drupal pages as a citation knowledgebase.

Response	Institution
LibAnswers	DC, KPU, UNBC, UVIC, VIU
LibraryH3lp	JIBC
OneNote	TWU
Custom (Drupal)	SFU

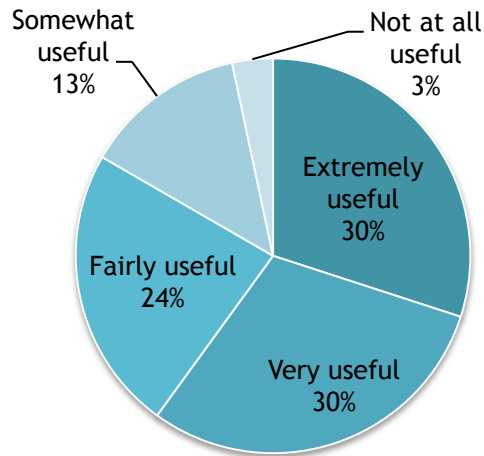
Which knowledgebase/FAQ tool does your institution use? (continued)

Partner institutions that do not use their knowledgebase software for citation guides cite varying reasons for not doing so:

- Had not considered using knowledgebase software for citations (3/5)
- No time to do so (2/5)
- Guides are already hosted in other formats (1/5)
- Library does not have citation guides at all (1/5)

How useful would a centralized citation knowledgebase be as a resource when staffing AskAway? [30 responses]

Usefulness of a Centralized Citation Knowledgebase



60% (18/30) of institutions consider a centralized citation knowledgebase a highly useful resource for virtual reference staff (extremely useful or very useful), while 16% (5/30) consider it somewhat or not at all useful.

Response	Institution
Extremely useful	AC, BCIT, CNC, COTR, CBC, DC, ECUAD, KPU, SFU
Very useful	CC, JIBC, NVIT, NWCC, QUC, TRU, UNBC, UCW, VCC
Fairly useful	NIC, NLC, SC, UBC, UFV, UVIC, YC
Somewhat useful	CAP, OC, TWU, VIU
Not at all useful	LC

These opinions are consistent whether or not an institution maintains its own citation guides. Of those that do, 56% (14/25) believe that a collaborative guide would be highly useful, while 16% (4/25) believe it would be somewhat or not at all useful.

Selected comments:

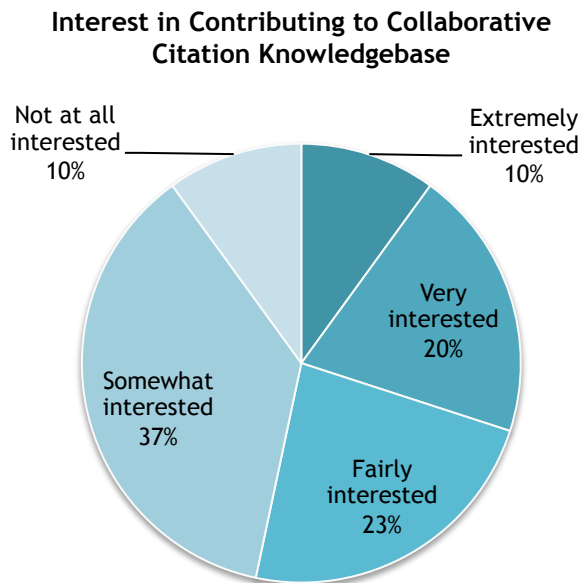
Having shared resources leads to better, more efficient services - this is extremely important during peak hours when students assume that the librarian is only working with one at a time. [AC]

(1) ease of access (quicker to remember to go to a centralized source common to all versus trying to find individual institutions guide, if they have them).

(2) consistency - everyone on the "same page" when providing assistance to students (I think there may be minor variations/directives within the individual guides?)

(3) power of collaboration - no need to reinvent the wheel. Would be very useful for some of the more unique situations that crop up, particularly with web based sources, images, etc. [KPU]

How interested would your institution be in helping to contribute to and maintain a collaborative citation knowledgebase for AskAway? [30 responses]



30% (9/30) indicated high interest in contributing to and maintaining a collaborative knowledgebase. 23% (7/30) indicated moderate interest, while 47% (14/30) indicated little or no interest.

The proposed knowledgebase would likely be maintained primarily by a smaller core group of dedicated contributors, while a larger group provides occasional contributions.

Response	Institution
Extremely interested	CNC, DC, SFU
Very interested	AC, CC, CBC, KPU, UCW, VCC
Fairly interested	COTR, ECUAD, JIBC, SC, TRU, UNBC, YC
Somewhat interested	BCIT, CAP, NVIT, NIC, NLC, NWCC, OC, QUC, UBC, UFV, UVIC
Not at all interested	LC, TWU, VIU

How interested would your institution be in helping to contribute to and maintain a collaborative citation knowledgebase for AskAway? (continued)

The primary reason that institutions report being uninterested in contributing is a lack of available staff time. Of 14 comments relating to this question, seven institutions (50%) cited insufficient staff or time as their reason. Of the six institutions that do not presently maintain their own citation guides, 0% indicate high interest in contributing, while 67% (4/6) indicate little or now interest. Three of those (75%) cited time as their reason.

The following explanations were given for institutions' low interest in contributing to the knowledgebase:

- Lack of available staff/time to participate: 57% (8/14)
- A need for content customized to local institutional needs: 29% (4/14)
- Belief that sufficient resources already exist, making a knowledgebase unnecessary: 21% (3/14)
- Wariness of making a commitment to an unknown resources: 14% (2/14)

Selected comments:

I just don't have the time & there is no one else here available to do the work. [NLC]

We would be interested, but would need to know the desired time commitment before pledging to help. [QUC]

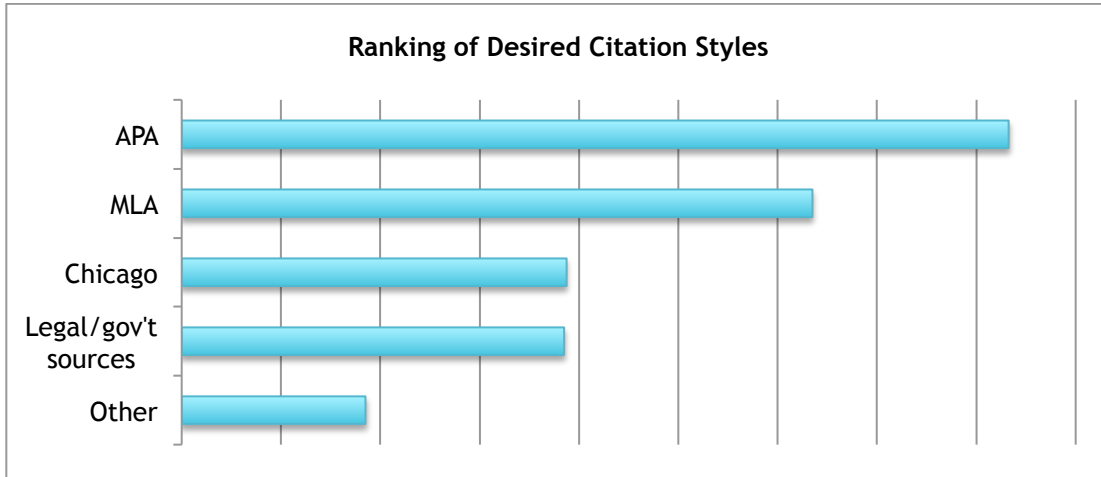
...it seems it would be more appropriate to guide students to their own institutional resources, and then a larger, reputable site/resource, such as the OWL website for additional or further assistance. [OC]

How would you be likely to use a collaborative citation knowledgebase? [30 responses]

Response	Institution
Actively contribute to and use the knowledgebase - 40%	AC, BCIT, CNC, COTR, DC, ECUAD, KPU, OC, SFU, UCW, UVIC, VCC
Use the knowledgebase for reference questions, but not participate in maintaining it - 53%	CC, CAP, CBC, JIBC, NVIT, NIC, NLC, NWCC, QUC, SC, TRU, TWU, UBC, UNBC, UFV, YC
Not use the knowledgebase at all - 7%	LC, VIU

With 40% of institutions likely to contribute and 93% likely to make use of it, a collaborative citation knowledgebase has a strong likelihood of success.

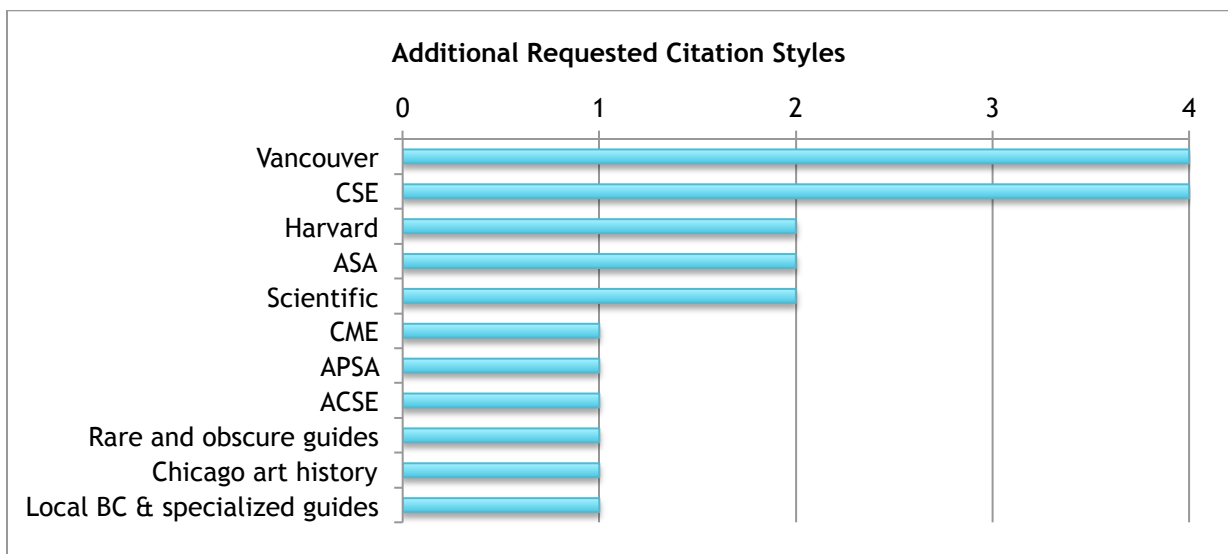
If a collaborative citation knowledgebase existed, which guides would be most useful to include?



While the majority of respondents agreed that the most commonly-used styles would be the most useful to include, several (8) noted that a centralized knowledgebase could be particularly useful in clarifying more difficult, complex, and obscure citation questions, which are more difficult to answer using existing resources.

APA is most heavily used but also easy to find with simple web searches; Legal/government and more local/specialised might give us lots of bang for our buck as less likely to found elsewhere. [SFU]

50% of institutions (15/30) specified other less-common guides that they would consider beneficial in a collaborative knowledgebase:



What features would a useful citation knowledgebase include?

Specific features requested:

- 44% of those requesting specific features mentioned the ability to search by keyword
- 27% requested that special attention be paid to unusual or difficult-to-find citations
- Other requests:
 - Examples cross-referenced to pages in particular citation guides
 - Sample papers with examples of every citation type
 - Copy/paste-able
 - Screenshots/images of the example works cited
 - Visible to search engines
 - Information on downloading citations to RefWorks and Endnote
 - In-text citation examples
 - Browsing feature with index/table of contents
 - Printer-friendly display

Summary of comments

Reasons given in favour of a Collaborative Citation KB	Reasons given against a Collaborative Citation KB
<ul style="list-style-type: none"> • Gains in efficiency in using one centralized resource for citations, rather than referring to multiple sites and guides at different institutions (14) • No longer need to maintain their own citation guides (7) • A collaborative tool could be more comprehensive than individual institutions' guides, due to efficiency gains (2) • Collaborating on a centralized citation tool would increase the feeling of cohesiveness among BC institutions (3) • Participating in a province-wide tool benefits institutions' image (1) 	<ul style="list-style-type: none"> • Some institutions prefer customized resources and may have custom citation requirements (4) • Information already exists in other resources -creating a new tool may be unnecessary duplication of effort (4) • Difficulty of reaching agreement on standards when collaborating (1) • Poor previous experience with knowledgebase/FAQ software (1) • Citation guides are maintained outside the library (1)

Questions for Consideration

- Can customized, institution-specific guides be accommodated in a collaborative tool? Should they be?
- Is it possible to get province-wide agreement on standards?
- If participation is not mandatory, will service providers need to differentiate between students of participating and non-participating institutions?
- What level of contribution will be expected from participating institutions?
- If you don't help to build the Knowledge Base can you still use it?
- Who will be responsible for maintenance and updates?
- Will the knowledgebase become a comprehensive resource that could replace individual institutions' guides?
- What is the knowledgebase's scope? All guides, or only complex citations? How will it replace/supplement existing library and other guides (OWL, Hacker, etc.)?

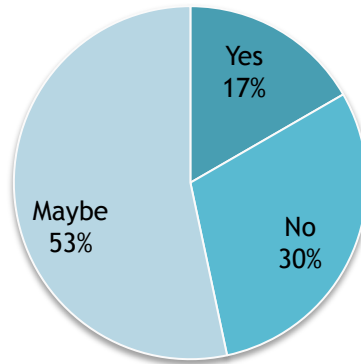
Concerns

Many respondents left comments and suggestions, including several concerns that would relate to the eventual creation of a collaborative resource.

- Not “reinventing the wheel” - any new resource must add more value than already-existing resources to be worthwhile
- How to address some institutions' need for locally-customized guides
- The need to define who is responsible for maintaining the guides and how:
 - Formal vs. informal maintenance commitments - what's the best way to keep it alive?
 - Division of responsibility: specific commitments to particular guides, or sections of particular guides, reduce the work for each individual institution
- Defining scope: should the resource deal only with common citations, only complex or unusual citations, or attempt to be fully comprehensive? What will differentiate this resource from OWL or other popular online guides?

If the plan for a citation knowledgebase moves forward, would someone from your institution be able to join a working group to develop it? [30 responses]

Ability to Join a Collaborative Citation Knowledgebase Working Group



Response	Institution
Yes - 17%	AC, DC, KPU, SFU, UCW
No - 30%	CBC, ECUAD, LC, NVIT, NIC, NLC, SC, TWU, VIU
Maybe - 53%	BCIT, CC, CAP, CNC, COTR, JIBC, NCC, OC, QUC, TRU, UBC, UNBC, UFW, UVic, VCC, YC

Additional comments:

- While a citation knowledgebase would be useful, a shared wiki-bookmark list for research on particular topics (potentially arranged by frequent assignments, by institution) would be far more practical. Citation is generally an easy response for any librarian - it's the in depth research on nuanced topics, particularly at the graduate level, which would highly advantageous. Moreover, an FAQ page (wiki-style, maintained by all AA staffers) would be a positive addition. [AC]
- Participation on working group would depend on time commitment. [COTR]
- Our Writing Centre coordinator created the citation guides for our university, there are specific citations for art/design related sources and we would be happy to contribute these to the knowledgebase. Sorry but our very small staff of 2.6 librarians would make it difficult to help in the development [ECUAD]
- I think this is a great idea! My problem is in contributing and maintaining as I am the sole librarian. [NVIT]

- I just don't have the time. [NLC]
- Reinventing the wheel is not the way to go, we need to be adding more value than what we have now for this project to be useful. [COMMENTS ON BEHALF OF ALL THE LIBRARIANS AT OUR INSTITUTION] [OC]
- As much as I would like to be able to say that we could contribute to this database and help maintain it, I really don't think this would be a reality for us. But, you never know!!
Selkirk really does think this is a good idea, despite our reservations. [SC]
- Point to reiterate: this is about how users search for answers, not just librarians searching. Maybe we even need a student focus group... user testing... Need to have some guiding principles ahead of time, before trying to build anything [SFU]
- General concern about the staff time devoted to working on this project when the amount of time to maintain our own local guides is perceived to be lower. [TRU]
- Several UBC AskAways commented that they like to direct users to their own library's resources, to Hacker and OWL or to encourage them search for the answer themselves.
Several asked for clarification of AskAway's role in providing citation assistance. Is it a core service? Or one we provide as time permits?
One person mentioned "resource overload" and that s/he didn't welcome the idea of an additional place to check.
Is the knowledgebase intended to become a comprehensive central resource that would/could replace all the individual citation guides on AskAway library websites? i.e. would be available from all AskAway Library websites? [UBC]
- I am not sure what happened to Write Away. I thought we were going to recommend them for citations. Personally for online questions when students say there is nothing specific that their instructor said they should follow I use the Diana Hacker site <http://bcs.bedfordstmartins.com/resdoc5e/> [UFV]
- I think a collective citation place would be beneficial for all institutions. Sometimes I find myself going back to our handouts because I know them and I like the format and the context they give. I think it would still be up to individual schools to provide citation information for lesser used citation styles. [UVIC]