

**BC ELN AskAway Advisory Committee
Minutes from September 25, 2009**

In attendance:

Anita Cocchia, BC ELN
Debra Flewelling, Douglas/Member-at-large
Mary Anne Guenther, NIC/Rural Colleges/Chair
Leva Lee, BCcampus
Katherine Miller, UBC (alternate) [recorder]
Todd Mundle, SFU
Sunni Nishimura, AskAway Coordinator

Teleconference:

Gohar Ashougian, UNBC/Small Universities
Jennifer Brownlow, VIU/Member-at-large
Sybil Harrison, CC/Urban College

Regrets: Carole Compton-Smith, CPSLD; Melissa Lowenberg, Public Library AskAway; Ophelia Ma, UVIC; Cathy MacDonald, KPU/Regional Universities; Sally Taylor, UBC

1. Welcome to new committee members.
2. Adoption of Agenda
3. Approval of minutes from June 29th meeting
In future minutes will be sent to committee for approval via email shortly after the meeting.
4. Business arising from the minutes:
 - a) Items 4 & 5: Committee member turnover & Chair election process
New members: Cathy MacDonald, Gohar Ashougian and Leva Lee
New Chair: Mary Anne Guenther

Turnover and election processes now detailed in Advisory Committee Terms of Reference. As the Steering Committee had already approved the process, the changes will not go back to them.

ACTION: Page 2 of TOR: Sunni to change University Colleges to Regional Universities.

MOTION: Approve changes to the AskAway Advisory Committee Terms of Reference.

Moved: Debra
Seconded: Todd

b) Item 7: Feasibility of extended hours - **TABLED**

From the Sustainability survey, Sunni reported there was interest from the partner institutions in extending hours. Two approaches identified to gather information on this need: survey of patron needs and a review of Public AskAway statistics for when the post-secondary service was closed. A process for reviewing Public AskAway statistics was being put in place, but when public

library funding cuts to AskAway were announced it was put on hold. Issue tabled to next meeting.

c) Item 8: Contract signed with QuestionPoint

Anita & Christina negotiated with QP. Creative and positive process. License started September 1st, 2009. Vendor is aware of what has happened with public library funding. Contract jurisdiction BC. (Does not impact location of servers.)

d) Item 8: VR Trends Committee - **TABLED**

Sunni reminded the group that the joint software selection committee wanted to continue to review software and other trends. Intent was to put a call out for interested people. Tabled until there can be a conversation on participation with Public Library AskAway.

5. Public Library AskAway Funding Update

Public library AskAway funding has been cut as of March 31, 2010. Funding covered: full-time coordinator, software, auxiliary staff, and marketing materials and printing.

Public Library service may need to make changes to funding by January in order to transition to a new model. There may be impacts on the Post-Secondary AskAway service as a result.

It was noted that the current license term for the QuestionPoint software is September to August, which doesn't match the funding timelines for public library or post-secondary AskAway.

ACTION: For next software license negotiation, BC ELN Office will examine the feasibility of changing the license term.

There will be Public Library AskAway Advisory Committee meeting on Friday October 2, which Anita and Sunni will be attending.

ACTION: BC ELN Office will report back to Post-Secondary AskAway Advisory Committee and BC ELN library directors on results of Public Library Committee meeting, particularly on any potential impacts to Post-Secondary AskAway.

6. Sustainability: Cost-sharing request to participating libraries

As determined at last meeting, cost-sharing funding request will go out to partner libraries in October to better match library budget timelines.

Assumption is that BCcampus funding will remain the same. Not anticipating any additional costs to the service - but this may change due to the public library funding changes.

We appreciate the support of BCcampus - their funding makes the AskAway service at the post-secondary level possible! There will be an evaluation report for February 2010. Will be asking what BCcampus needs and will scope the data accordingly.

ACTION: AskAway Coordinator and Chair will send out cost-sharing request to partner libraries, aiming for mid-October.

7. AskAway Pandemic Response

Sybil explained there is an H1N1 staffing contingency plan at her own library. She reflected that AskAway is well-positioned to provide support to the library system in the event of a pandemic or major disaster. We may wish to consider how we can add more staff to the service in this situation, and what the triggers would be for that contingency plan.

ACTION: Sunni will research whether other collaborative VR services have pandemic contingency plans.

ACTION: Sunni, Sybil and Gohar will form a subcommittee to research other BC library contingency plans, and look at the feasibility of creating a contingency plan for AskAway.

8. Coordinator's report

Coordinator's report is available for download:
<http://www.eln.bc.ca/askaway/documents/AACoordRep20090925.pdf>

ACTION: Sunni will amend Statistics to include the # of hours staffed and resend to Committee.

9. New Business - None

10. Next Meeting

Dates will be sent out for a meeting in approximately 3 months.