

## ASKAWAY ADVISORY COMMITTEE

Monday January 24, 2011

### In Attendance:

Anita Cocchia, BC ELN  
Debra Flewelling, DC/Member-at-large  
Leva Lee, BCcampus  
Mary Anne Guenther, NIC/Rural Colleges/ Chair  
Reece Steinberg, BC ELN / Recorder  
Sheryl Adam, UBC  
Sunni Nishimura, AskAway Coordinator  
Sybil Harrison, CC/Urban Colleges  
Todd Mundle, SFU

### In Attendance by Teleconference:

Gohar Ashougian, UNBC/Small Universities  
Tracie Smith, UVic  
Cathy MacDonald, KPU/Regional Universities

### Agenda

1. Adoption of agenda.
2. Items for Decision

#### *2A. Advisory Committee Terms of Reference [TOR]*

Reminder that changes to the TOR discussed at the last meeting included adding an additional member-at-large [MAL] position, removing positions for Public Library AskAway and the Council of Post-secondary Library Directors, and changing all committee position start dates from July 1 to October 1 to align with the BC ELN Steering Committee TOR.

**MOTION:** Moved (Sheryl) to approve the changes to the AskAway Advisory Committee Terms of Reference and bring the revised TOR forward to the BC ELN Steering Committee for endorsement. Seconded (Todd) / All in favour.

#### *2B. Advisory Committee Transition Plan*

Sunni reviewed a transition plan for making the changes in the revised TOR. Advisory Committee meetings are generally held in January, April, June and October. A new Urban Colleges representative and two new members-at-large are required before the next meeting. The Rural Colleges, Regional Universities and Small Universities representatives will all turn over in time for the October meeting.

Discussion ensued over the process for electing members-at-large. The Committee reaffirmed that the MAL positions ensure a balance of directors and service providers on the Advisory Committee.

**ACTION:** Revise wording in TOR to clarify that Advisory Committee is responsible for reviewing nominations for MAL positions and choosing successful candidates.

#### *2C. Library Commitment Model*

During the Spring (Jan-Apr) term scheduling process, three libraries reported that they would be unable to meet their full staffing commitment. Two libraries sent emails with requests for short-term reductions in staffing commitment due to exceptional circumstances (sickness or unexpected staffing shortfalls). These emails were shared with the Committee. Both institutions gave the reason for the request, and a clear timeline for when they expected to resume their full staffing commitment. As these reductions were minimal and short-term, they were incorporated into the January to April schedule with minimal impact.

The third library requested a reconsideration of its tier placement: the institution is currently in Tier 2 (5 hours per week), and it was felt that with an institutional FTE of close to 2,000, their institution would be better placed in Tier 1 (3 hours).

Anita provided some context for the current Commitment Model. It was originally developed by the Virtual Reference Planning Team at the start of the service in 2006. Many different models were discussed,

including models based on librarian FTEs and usage, but the decision was made to use learner FTEs, as this was the simplest and most commonly used model for collaborative virtual reference services in the US. After receiving feedback from several institutions, the Advisory Committee made an adjustment to the commitment model in 2008. The model was changed from 6 tiers to 5 tiers.

In the process of examining the current commitment model with this institution's concerns in mind, some inconsistencies became evident. The Tier 2 range is out of proportion to the other tiers. In addition, due to institutional FTE changes as reflected in ministry budget letters, some institutions had become out of alignment with their tiers. Discussion ensued on these inconsistencies.

**MOTION:** Moved (Debra) to change the FTE range of Tier 1 to 0 - 2,999 and Tier 2 to 3,000 - 7,999. Seconded (Sybil) / All in favour.

**ACTION:** The change to the FTE ranges of Tiers 1 & 2 will affect 3 libraries. The BC ELN Office will inform affected libraries of the changes to their Tier placement, staffing commitment and service support fee.

**ACTION:** Ministry letters with funded FTE numbers typically come out in June/July. Library placement in the AskAway Library Commitment Model tiers will be reviewed regularly to ensure any institutional changes are considered within the tier structure, as with the BC ELN Library Tier Model for Database Licensing. Any changes to a library's tier placement will be communicated to the local AskAway administrator in question so that they can plan for changes in scheduling and service support fee.

*2D. 2010/2011 Budget*

The AskAway service is supported by two sources of funding: 1) Service Support Fees from participating libraries and 2) BCcampus Shared Services funding.

*AskAway Service Support Fee:*

The AskAway Service Support Fee model is tied to the Library Commitment Model. It was felt that a motion to align the Service Support Fee model with the changes in the Library Commitment Model was appropriate.

**MOTION:** Moved (Sybil) to amend the Service Support Fee model to align with the changes to the Library Commitment model. Seconded (Sheryl) / All in favour.

An increase to the 2011/2012 Service Support Fee is necessary for two reasons: 1) inflationary increases to coordination, software and governance costs; 2) the changes just approved to Library Commitment Model will mean a loss in Service Support Fee revenue. It was noted that the Service Support Fee for libraries has not changed for the past two years.

Dependent on the level of BCcampus funding support, the increase to the Service Support fee would fall between the following range:

Tier	2010/2011 Amount	2011/2012 Amount With 12% Increase	2011/2012 Amount With 17% Increase	Actual Amount of 12% Increase	Actual Amount of 17% Increase
1	\$674	\$755	\$789	\$81	\$115
2	\$1,124	\$1,259	\$1,315	\$135	\$191
3	\$1,573	\$1,762	\$1,840	\$189	\$267
4	\$3,596	\$4,028	\$4,207	\$432	\$611
5	\$7,640	\$8,557	\$8,934	\$917	\$1294

**MOTION:** Moved (Todd) to increase the AskAway Service Support Fee by 12 - 17%, assuming the current support level and contingent on increased support by BCcampus. Seconded (Sybil) / All in favour.

*BCcampus Shared Services Funding:*

BCcampus has requested that the Shared Service Evaluation and Funding Request be submitted by the end of February. BCcampus usually notifies the Office in April/May, once BCcampus funding has been confirmed. Due to recent ministry changes, BC ELN and BCcampus now both report to the same branch of the Ministry of Regional Economic and Skills Development.

**ACTION:** The BC ELN Office will develop the Shared Services Evaluation and Funding Request and send a draft to the Advisory Committee for feedback before submitting to BCcampus.

### 3. Items for Discussion

#### *3A. Benefits and Responsibilities page feedback*

Discussion of this topic TABLED until next meeting to allow time for a more fulsome discussion.

### 4. Items for Information

#### *4A. Emerging Technologies Committee Report*

Last meeting the Committee struck an Emerging Technologies Subcommittee in order to stay abreast of current trends in reference technologies and to prepare for the 2013 VR software license renewal date.

Debra reported that there was great response and excitement about this subcommittee. 12 committee members volunteered, representing all geographic regions and types of post-secondary institutions in BC. A listserv is being set up and an initial meeting will happen in the next month to decide on first steps and priorities. Meetings will take place virtually, and discussion via the listserv.

#### *4B. Local Coordinator's Meeting Report*

Debra reported on the Local Coordinator's meeting held in conjunction with the ALPS December meeting, December 5, 2010. 20 attendees, both in-person and via teleconference. Good discussion of a variety of topics. Action items emerging from the meeting included:

- Setting up a Local Coordinator's Wiki to facilitate communication and tip sharing;
- Communication to service providers around the etiquette of picking up calls and using Campfire;
- Communication to local coordinators on changing service provider screen names in the QP software and gathering statistics on which Qwidgets are being used most;
- Analysing evening and weekend statistics to show any change in that aspect of the service;
- Expressing to the Emerging Technology Subcommittee the general interest from those present in exploring text message reference.

Interest was expressed in meeting virtually near the end of each term.

#### *4C. Coordinator's Report*

Available at: <<http://www.eln.bc.ca/askaway/documents/AACoordRep20110124.pdf>>

**ACTION:** Libraries that have long guest logins will be approached to see if shorter guest logins are possible.

### 5. Circle Time: Newsworthy items from committee members

Gohar / UNBC: iROAM project will continue after a successful pilot. UNBC is using LivePerson software on a trial basis for its widget. Plan is to implement the widget on other pages of the library website. This should result in an increase to AskAway traffic from UNBC as well.

Tracie / UVic: Ongoing challenge of finding staff to work on AskAway. Low usage from UVic patrons contributes to the problem. Have increased AskAway visibility on the website recently and have seen an increase in usage as a result.

Cathy / KPU: Community and Health Studies program (500 FTEs) will be moving from Surrey campus to the Langley campus, which may have a large impact on access, public services and collections.

Sheryl / UBC: AskAway report to public service heads meeting, lots of excitement about AskAway and text message reference; AskAway will have now a seat on the UBC e-strategy committee.

Mary Anne / NIC: Can the AskAway Qwidget be placed in BlackBoard learning management software?

**ACTION:** There will be follow-up and reporting back on putting the Qwidget into BlackBoard.

### 6. New Business - None.

### 7. Next Meeting - late April/early May?