

**BC ELN AskAway Advisory Committee Meeting
Minutes: 15 October 2008**

In attendance:

Anita Cocchia, BC ELN
Debra Flewelling, DC/Member-at-large
Mary Anne Guenther, NIC/Rural colleges
Sybil Harrison, CC/Urban colleges
Kim Isaac, UFV/Regional universities (Chair)
Todd Mundle, SFU
Sunni Nishimura, AskAway Coordinator
Michelle Pye, Public Library AskAway
Sally Taylor, UBC (Recorder)

Teleconference:

Jennifer Brownlow, VIU/Member-at-large
Nancy Levesque, TRU/Small universities
Ophelia Ma, UVic
Dana McFarland, CPSLD

Regrets:

Randy Bruce, BCcampus

1.0 Agenda adopted.

2.0 Minutes from 11 June 2008 meeting were approved.

3.0 Items for decision

3.1 Software evaluation

A committee with representatives from the public and post-secondary services will be formed soon to evaluate virtual reference software (including Open Source options) in preparation for the August 2009 end date of the license with QuestionPoint. Service providers will be invited to participate in the testing of the software.

ACTION: Anyone interested in serving on this committee should let Anita and Sunni know.

3.2 Committee member roll-over dates

Proposed roll-over dates for committee members was accepted with minor correction that the end date for the Regional Universities representative is 2009 (not 2008).

See: <http://www.eln.bc.ca/askaway/documents/RollOverDates.pdf>

ACTION: Jennifer and Debra (Members-at-large) will decide between them who will be on the committee until June 30, 2010 vs. 2011.

3.3 Additional members for subcommittees

Todd will join the Sustainability subcommittee, and Michele will join the Communications subcommittee.

4.0 Items for discussion

4.1 AskAway Sustainability Survey

Summary of results: http://www.eln.bc.ca/askaway/documents/AA_SustainSurveySumm.pdf

Full text of responses: http://www.eln.bc.ca/askaway/documents/AA_SustainSurvRespPUB.pdf

Sunni reviewed the survey results with the committee. Suggestions were made to clarify some of the comments, and to separate user and service provider feedback. The letter from VIU, which was sent in as that institution's survey response, was discussed at length.

ACTION: Before survey results are distributed to all participating libraries, Sunni will redraft the summary document and remove the names of institutions from the document of full set of responses. The draft will be sent to the committee before being more widely distributed. The letter from VIU will not be distributed with survey results but the issues raised will feed into the sustainability subcommittee's work.

The sustainability subcommittee will be working on an AskAway Adds Value toolkit aimed at library directors for use in their discussions with administrators. Rather than a written document, the advisory committee agreed that a web site with salient data, feedback and other good ideas would be a useful format.

ACTION: Sustainability subcommittee will use the survey results as well as the committee's discussion to assist with drafting the AskAway Adds Value toolkit.

A suggestion was made to write an update to the Ministry that describes how AskAway directly supports student success, and the collaborative approach used by post-secondary institutions, including the real cost of contributed staff hours. Concerns were voiced that several institutions facing budget cutbacks and no prospects of new money etc. would not be able to support AskAway from within existing budgets without Ministry funding.

ACTION: Anita and Michele will discuss strategies for jointly communicating with Ministry about library contributions to the service.

5.0 Items for information

5.1 AskAway at the BC Library Conference 2009

Anita described two proposed sessions for the BCLA conference: a pre-conference with Marie Radford of Rutgers University, and a session related to VR and benchmarking. In addition, AskAway will sponsor a break.

Michele added that she is exploring the idea of Vancouver hosting the 2010 conference on Collaborative Virtual Reference.

5.2 Coordinator's report

See: <http://www.eln.bc.ca/askaway/documents/AACoordRep20081015.pdf>

- Exit survey: results are now available by institution and level. Sunni will distribute to administrators on a monthly basis.
- Qwidget: The QP widget is a chat box that can be placed on any web page. Douglas College begins piloting it today. Other institutions that are interested in trying out the Qwidget can contact Sunni.

5.3 Public Library AskAway Update

Michele reported on the activities of the Public Library AskAway Committee.

- The committee will meet next Friday.
- Committee membership will roll-over in January 2009.
- Phil Hall's position has been made permanent.
- Trish Rosseel is now the PLSB representative.

6.0 New business

None

7.0 Next meeting

January 21st 2009 9:30-1:00pm (to be confirmed)