



ASKAWAY ADVISORY COMMITTEE MEETING
Thursday February 2, 2012, 1:00 pm

SFU Harbour Centre
515 West Hastings Street
Vancouver, BC

In attendance:

Sheryl Adam, UBC
Debra Flewelling, DC/Member-at-large
Marjory Jardine, JIBC/Member-at-large
Leva Lee, BCcampus
Todd Mundle, SFU/Chair
David Pepper, BCIT/Regional Universities
Anita Cocchia, BC ELN
Sunni Nishimura, BC ELN

Reece Steinberg, BC ELN / Recorder

Attending by Teleconference:

Christina Nilsen, TRU/Member-at-large
James Rout, ECUAD/Small Universities
Tracie Smith, UVic
Ross Tyner, OC/Urban Colleges
Melanie Wilke, NWCC/Rural Colleges

1. Adoption of Agenda

2. Items for Decision

A. BCcampus Funding Request

In the past the AskAway funding request to BCcampus has been a Shared Services funding request. Following clarification from BCcampus earlier this year, the AskAway funding request should be targeted to two BCcampus funding programs, Shared Services and Collaborative Programs. As a result, this year's evaluation and funding request will be submitted for both funding programs.

A. Cocchia shared that, since BCcampus is seeing budget cuts, AskAway can expect to see a decrease in funding for 2012/13. The initial reduction is expected to be around \$10 000.

DECISION: To proceed with a funding request to BCcampus for both Shared Services and Collaborative Services support.

ACTION: The Administrative Centre will proceed with a 2011/12 evaluation and 2012/13 funding request to BCcampus for both Shared Services and Collaborative Programs. The funding request will be for \$60,000.

B. 2012/13 Budget & Service Support Fee

BC ELN will be able to provide AskAway with \$10,000 funding to make up the expected \$10,000 BCcampus funding cut. These funds are available from BC ELN due to the transition of KnowBC from a subsidized to an opt-in subscription. The BC ELN Steering Committee must still approve this funding contribution.

There was general agreement that the Committee would rather see regular, small increases to the service support fee to cover costs instead of occasional large increases.

The Committee discussed possible budget 'pressure points' to be kept in mind, including decreasing BCcampus support, higher staffing costs, software costs, and possible set-up/training costs should there be a change in software.

MOTION: Moved (J. Rout) to approve the 2012/13 budget with a 5% increase in the service support fee for 2012/13. Seconded (M. Jardine)/All in favour.

ACTION: The AskAway Advisory Committee will take the recommendation of a 5% increase in support fees to the BC ELN Steering Committee for approval. If endorsed, participating libraries will be informed as quickly as possible. Messaging will include that any funds not used in the fiscal year will roll over to the next year, earmarked for AskAway.

C. Software Selection Committee: Membership

D. Flewelling (chair) and S. Nishimura collected nominees for the Software Selection Committee. D. Flewelling provided a list of nominees for the committee, and rationale for selecting members based on a balance of physical location and institution size.

The suggested members are:

- Kealin MCCabe - UNBC
- Ben Harrison - College of the Rockies
- Tina Bebbington - University of Victoria
- George Villavicencio - Capilano University

DECISION: To approve the Software Selection Committee membership.

ACTION: D. Flewelling and S. Nishimura will contact nominees about committee membership.

3. Items for Discussion

A. Summer Benefits & Responsibilities: Possible scenarios

S. Nishimura outlined three recommendations for AskAway summer sustainability.

Summer Sustainability Recommendations:

1. It is recommended that, as a first step toward summer sustainability for the AskAway service, library staffing commitment hours be formalised for May-June and July/August commitments, and that institutions unable to meet their summer hours be given the option of compensating the service.
2. It is recommended that formal May/June and July/August commitments be phased in, with the recognition that timing may be difficult for libraries that have already set their 2012/13 budgets and reference schedules.
3. It is recommended that further steps to ensure May/June and July/August sustainability be taken at a later date, to address the issues of scheduling evening and weekend hours.

For further information, view the Summer Sustainability Recommendations in the [Agenda Package](#).

MOTION: Moved (D. Pepper) to go forward with the recommendations as outlined in the summer sustainability recommendation document. Seconded (S. Adam)/All in favour.

ACTION: The AskAway Advisory Committee will present the recommendations to the BC ELN Steering Committee for endorsement.

4. Items for Information

A. Coordinator's Report

A Coordinator's Report will be provided at the next meeting.

B. Text Message Reference: Pilot Reports

D. Flewelling reported that all was going well with text message pilots of Simon Fraser University, University of Victoria, Langara College, and Douglas College. Most 6-month pilots have been extended to a year.

Question: is this a good fit for AskAway? There is the possibility of institutions wanting licensing only, not a collaborative service.

ACTION: The Emerging Technologies Committee will draft a survey of AskAway libraries to explore their interest in text message reference and what, if anything, they envision as AskAway's role in this arena. The draft will be brought to the Advisory Committee for feedback and input.

5. **New Business** - No new business.

6. **Next Meeting**

The next meeting will be in April. The Administrative Centre will send out a Doodle to determine the date.