

ASKAWAY ADVISORY COMMITTEE

Friday, October 8, 2010

In Attendance:

Anita Cocchia, BC ELN
Carole Compton-Smith, CPSLD
Debra Flewelling, DC/Member-at-large
Mary Anne Guenther, NIC/Rural Colleges / *Chair*
Leva Lee, BC Campus
Todd Mundle, SFU
Sunni Nishimura, AskAway Coordinator

Teleconference:

Gohar Ashougian, UNBC/Small Universities
Jennifer Brownlow / VIU, Member-at-large
Tracie Smith, UVic (Recorder)
Ross Tyner, OC/Urban Colleges (alternate)

Regrets:

Sybil Harrison, CC/Urban Colleges
Cathy MacDonald KPU / Regional Universities
Erin Fields, UBC Co-coordinator
Sheryl Adams, UBC Co-coordinator

1. Adoption of Agenda
2. Minutes from April 30, 2010 approved
3. Business arising from minutes

Item 3 - Institutional participation: Institution that was unsure of participation levels in September was able to find a way to participate at their full commitment level.

Item 4C - Patron in Crisis: Two scripts have been created for patrons in crisis / webpage of guidelines being drawn up and to be posted soon which will include province-wide crisis line as well as more local resources. This solution is the compromise to previous discussions about posting this kind of information on policy pages.

4. Items for Decision

4A. Advisory Committee Terms of Reference (TOR) – does it make sense for our committee to follow recent changes to BC ELN terms of reference? Originally, AA followed the TOR of BC ELN. These changes were outlined in the document *AskAway Advisory Committee Terms of Reference: Key Considerations, October 8, 2010* handout in agenda package

Discussion around new BC ELN TOR followed by discussion of Advisory Committee TOR, including AskAway committee representation:

- Urban colleges/rural colleges/small universities/regional universities - keep
- +3 big universities – keep
- 1 rep from BCcampus (funder)
- CPSLD President – is there a need for this position?

- Public libraries? – No longer sitting on the committee, but important to retain connection and stay in contact for information purposes
- 2 representatives at large
 - no need to tie the membership to the governance structure as service providers are giving service to all students
 - invite more administrators and service providers as necessary

ACTION – we don't see a need for CPSLD to be represented on this committee – should the need arise, we will invite CPSLD president to meetings

ACTION - Change two members-at-large to three members-at-large

ACTION – Remove public library representatives from committee membership

4A.1. Should associate members be represented by their own category (or do we 'embed' them into our existing categories)?

- Consensus – NO; existing associate members (Quest University Canada and Alexander College) will be embedded into existing categories.

4A.2. Should there be voting and non-voting membership?

- Consensus – NO

4A.3. Chair / Vice-Chair

Do we need a chair who is not affiliated with his/her constituent group?

- Consensus – NO Chair stays with constituency group

Do we need a vice-chair?

- Consensus - NO

4A.4. Committee Member Terms

- Consensus - Keep two year term staggered turnover

ACTION: new dates for committee membership: October 1 to September 30 (current chair remains until next year)

ACTION: Sunni and Anita to do a transition plan and write up TOR / seek approval online from this group and then go to steering committee meeting (in November) for approval

4B. Benefits and Responsibilities for AskAway Libraries

AskAway is in its fourth year of service. To now, we've had an informal approach to policies. We need to formalize some policies and we need to articulate benefits and responsibilities.

- Draft Benefits & Responsibilities outlined here:
<http://www.eln.bc.ca/askaway/index.php?page=benefits>
- This will be a two-stage process; September to April commitment policies outlined first, then move on to May to August commitment policies.

- Need to have this outline of participation requirements in order to answer questions from new libraries interested in participating, and allows Advisory committee to ask for reports on the status of participation, payments, etc.
- Questions and discussions ensued – on-site reference / determination of adequate electronic resources / new members must meet BC ELN requirements before joining AskAway / Add a statement about ‘more hours necessary depending on situations’ to the page? (*e.g. library provides more hours because of heavy traffic, or crisis situations*)
- For future – consider consequences of individuals not meeting their responsibilities i.e. not participating or paying
- Process needs to be incremental / let’s start with this document / BC ELN office will make agreed-upon changes and post electronically to committee

ACTION: Include link to Benefits & Responsibilities webpage with annual AskAway Service Support Fee invoice to libraries.

ACTION: Add statement to Benefits & Responsibilities webpage, in Participating Library Requirements and Responsibilities list: *From time to time there may be a need for the Advisory Committee to request some additional staff hours from participating libraries.*

MOTION: Moved (Debra) that we endorse web page as outlined by Anita with changes discussed. Seconded (Todd) / All in favour

5. Items for discussion

A. Connecting AskAway and library/librarian chat widgets (Sunni)

- A number of libraries are staffing their own Qwidgets – TRU has AskAway and Meebo; Camosun has Meebo Qwidgets on subject guides
- UNBC has a Qwidget that switches back and forth between AskAway and their own chat service
- Provides a way for library to help own students when they can, but encourages participation in AskAway at other times.
- How would this affect statistics for AA? To date the impact on Qwidget statistics has been very positive.

ACTION: Sunni to gather documentation and get input from Gohar - send this out to other libraries who might be interested in doing this themselves

B. Emerging Reference Trends

Previous discussions about a sub-committee on emerging technologies. Langara recently asked if AA would be doing text-message reference? In the US, QuestionPoint software currently allows for text reference through partnership with Mosio Ask-A-Librarian. QP has inquired about the level of BC interest in text-message reference.

Text message from mobile phone that goes to QP and interface in QP allows you to reply. This is separate from the chat monitor – requires 2 windows.

What is AA's role in moving forward with emerging technologies?

ACTION: Debra & Sunni - Establish a sub-committee for emerging technologies and evaluate needs (include a member of this committee along with others). Bring membership to next meeting.

6. Items for Information

A. Coordinator's report (Sunni) available here:

<http://www.eln.bc.ca/askaway/documents/AACoordRep20101008.pdf>

- Highlights: Summer traffic increasing with more library participation over summer / increased qwidget use (24 sites use this) / no obvious impact from public library closure
- Fall term – increase over last Sept (27%) / increases in qwidget use: UNBC qwidget seeing increased usage, 4 additional sites using qwidget / UBC has added a qwidget to every page using the Ask Us! Button; a good way to integrate qwidget without the hassle of style sheets
- Training: 5 in-person and 5 online training sessions; 40 AskAwayers received training
- Participating libraries volunteered 20 extra staff hours for September schedule
- Good to circulate Coordinator's Report to service providers

ACTION: post Coordinator's report to service providers and put on BC ELN What's New page

7. Circle Time

Gohar (UNBC) – article in recent Maclean's about new iRoam library service

Ross (OC) – if you use Ironpoint CMS for library website, you can put the qwidget on pagelets to avoid the problems with CSS / can we get stats on which page the qwidget request came from – do-able but laborious

Carole (DC) – working on a collaborative group to investigate online tutoring (using AskAway as a model)

Leva (BCcampus) – BCcampus 1-day Shared Services meeting Nov 5th (bccampus.ca). AA is funded by Shared Service grant.

ACTION: Sunni will inquire with QuestionPoint about Qwidget statistics

ACTION: Sunni and Ross will communicate with libraries about Ironpoint pagelet strategy

8. New Business

None

9. Next meeting - Probably in the new year

Meeting adjourned 12:30 p.m.