

# BC ELN AskAway Advisory Committee Meeting

Minutes: April 9, 2008

## In Attendance

Anita Cocchia, BC ELN  
Mary Anne Guenther, NIC/Rural Colleges  
Kim Isaac, UCFV/University Colleges [Chair]  
Todd Mundle, SFU [Recorder]  
Sunni Nishimura, BC ELN [Coordinator]  
Sally Taylor, UBC

## Teleconference

Sybil Harrison, CC/Urban Colleges  
Nancy Levesque, TRU/Small Universities  
Ophelia Ma, UVIC  
Marc Saunders, PGPL/Public Library AskAway

## Regrets

Randy Bruce, BCcampus

### 1. Adoption of Agenda

Agenda was adopted by consensus with no amendments.

### 2. Approval of minutes

Minutes of the February 18<sup>th</sup> Advisory Committee meeting were adopted by consensus with no amendments.

### 3. Budget update – Anita / Todd

Anita reported that BCcampus has again committed \$35,000 to AskAway for coordination plus an additional \$25,000 for the QP software under their Shared Services program. The Ministry of Advanced Education (AVED) has granted the 2007/2008 request for \$120,000.

Todd, Lynn and Anita attended the BC ELN budget submission meeting with AVED. Todd reported that AVED made it very clear that this funding is one-time only and that there would be no on-going funding for AskAway.

### 4. Coordinator's Report - Sunni

The Coordinator's Report is available on the Librarian's Portal at:  
<http://www.eln.bc.ca/askaway/documents/CoordinatorsReport20080409.pdf>

### 5. Summer Schedule - Sunni

Sunni reported that 16 out of 27 institutions will be participating in the summer schedule. Two institutions that were unable to staff last summer have found a way to this year, and one institution that staffed last summer is unable to do so this year.

The schedule is still under development, but based on service provider feedback, staffing levels will be reduced to 2 per shift. Summer service is tentatively scheduled to start May 5.

Participating institutions are able to staff 19 out of 66 evening and weekend hours, so BC ELN will be hiring auxiliary staff to cover the remaining evening and weekend shifts.

## 6. Partner Library Survey Results

The committee agreed upon a process for recommendations coming out of the Partner Library Survey:

- a) Divide into sub-committees or groups to tackle the issues raised by survey
- b) Submit results of discussions to the partner libraries for feedback
- c) From feedback derive recommendations to bring to the BC ELN Steering Committee
- d) Anything that requires a commitment from libraries would go back to the partner libraries

The issues to tackle were identified as:

- a) Service hours
- b) Staffing levels
- c) Evening and weekend staffing
- d) Funding
- e) Committee Structure
- f) Evaluation
- g) Training
- h) Marketing & Communication

Sally recommended that Software be added to the list of issues to tackle. It was acknowledged that the whole committee will have to address Software as a matter of course, as the license with QP is up in Aug 2009.

**ACTION:** The committee will begin to establish a process to review and evaluate the software in preparation for the end of the QP software license in Aug 2009 in cooperation with the public library AskAway Advisory Committee.

### a) Service Hours

The committee agreed that the survey results indicated there was no obvious need/desire to change service hours. If new funding/partners allow consideration of expanded service hours, then expanding evening hours would be explored, using statistics from the 8-9 PM shifts.

### b) Staffing Levels

Survey results indicate that staffing levels need to be reviewed.

**ACTION:** Sunni and Anita will review staffing levels and the current tiered commitment model, and will bring back some alternative models for the committee to consider.

### c) Evening and Weekend Staffing

**ACTION:** Sustainability subcommittee [Kim, Mary Anne, Sunni, Anita] will collect ideas for dealing with evening and weekend staffing from partner libraries.

### d) Funding

Software funding has been provided by BCcampus.

**ACTION:** Sustainability subcommittee will look at possible funding options for staffing.

e) Committee Structure

*Addition of 2 positions-at-large:*

There was a motion to bring the following recommendation to the BC ELN Steering Committee:

MOTION: That the AskAway Advisory Committee Terms of Reference be amended to include 2 positions-at-large to ensure service providers and administrators are adequately represented.

MOVED: Mary Anne Guenther

SECONDED: Sally Taylor

Motion carried unanimously.

**ACTION:** The motion will be brought forward to the next BC ELN Steering Committee.

*Addition of a position for CPSLD President:*

**ACTION:** Kim will bring this forward again at the April 24/25 CPSLD meeting.

f) Evaluation

Evaluation material is available online, but there needs to be better communication about it.

**ACTION:** Sunni will develop a cheat sheet listing all the evaluative materials available and post to the AskAway Portal.

g) Training

**ACTION:** The committee will develop guiding statements for a Training subcommittee and put out a call for volunteers from the larger community of AskAways.

h) Marketing

**ACTION:** Sunni will send a call-out to the partner libraries for marketing ideas.

i) Communication

**ACTION:** The Communications subcommittee [Kim, Sybil, Anita, Sunni] will put together an AskAway communications strategy and will send it back to the committee for feedback.

7. **Public Library AskAway Report**

Marc reported that the next public library AskAway Advisory Committee meeting is May 30 – they have not met since Feb 18th.

He noted that there should be a correction to the Feb 18<sup>th</sup> minutes: Marketing is listed as business of the Strategy subcommittee, but instead is dealt with by the entire committee.

8. **New Business**

It was suggested that a reminder should be sent out about the AskAway session and reception at the BC Library Conference.

**ACTION:** Sunni will send out a reminder to the AskAway listservs about AskAway at the BC Library Conference.

9. **Next Meeting and Wrap-up**

Next meeting is tentatively scheduled for June 11<sup>th</sup>.