

**BC ELN AskAway Advisory Committee Meeting
Minutes: 11 June 2008**

In attendance:

Anita Cocchia, BC ELN
Sybil Harrison, Camosun
Kim Isaac, UFV (Chair)
Sunni Nishimura, BC ELN (Coordinator)
Michelle Pye, Public Library AskAway
Sally Taylor, UBC

Teleconference:

Mary Anne Guenther, NIC
Nancy Levesque, TRU
Todd Mundle, SFU
Ophelia Ma, UVIC

Regrets:

Randy Bruce, BCcampus

1.0 Adoption of agenda

Agenda was adopted by consensus with the addition of Exit Survey as agenda item 5.3

2.0 Approval of minutes

Action items were reviewed.
Minutes of 9 April 2008 Advisory Committee meeting were adopted by consensus.

3.0 Items for decision

3. 1 CPSLD president position

MOTION: That the AskAway advisory committee's terms of reference be amended to include the President of CPSLD as a member.

Moved: Kim Issac
Second: Sybil Harrison

Motion carried unanimously.

3.2 Institutional commitments

Sunni and Anita presented an overview of current commitments and two options for staffing for the fall. The options were designed to address the feedback of the providers that the hours were difficult to attain for some, especially for middle-tier institutions.

ELN provides 29 hours, and the institutions must collectively provide 160 hours. The new staffing options provide at least 2 librarians, but no more than 3 per shift.

A consensus decision was made that Option A, which provides a reduction of hours for most institutions and same level from smaller will be implemented in September. The committee will continue to review staffing models and adjust institutional commitment as needs emerge.

4.0 Items for discussion

4.1 Sustainability Committee

Mary Anne provided a report of this committee. The AVED funding for auxiliary staff will finish at the end of this fiscal year and we must begin looking at long term solutions to staff and fund this project. In late August/early September a survey will be distributed to all institutions asking for feedback and ideas on ways the AskAway project can be sustained in the longer term. The Sustainability Committee will collect the results and put together some ideas for discussion at the October AskAway Advisory Committee meeting, and recommendations will be shared with members in time for 2009/2010 institution based budget processes.

4.2 Training subcommittee

Feedback from the institutions indicates a training subcommittee is desired. An initial discussion about the scope of this committee and what the membership might be was held. We agreed that Sunni should be on the committee and that the scope of the committee should be on developing (not necessarily delivering) more specialized training for providers. The feedback is that the core training in place is meeting needs, but providers would like some ongoing more specialized training. Further discussion about committee membership is tabled to the next meeting when the two new members at large will be present.

5.0 Items for information

5.1 Coordinator's Report is available at
<http://www.eln.bc.ca/askaway/documents/AACoordRep20080611.pdf>

There was discussion about the meeting with OCLC QuestionPoint staff and the software renewal process. ELN staff will be sending a more detailed message to the member institutions outlining the discussions with OCLC and how the renewal process will proceed.

5.2 Public Library AskAway update

Michelle Pye provided an update from the public library AskAway project.

Three committees -- Sustainability, Operations and Tools & Technology are actively working. The Tools & Technology committee is hosting some online focus groups with providers, which should provide some very useful feedback.

A graphic designer has completed work on the portal and some back-end integration work must occur before the portal changes are fully implemented.

Over 4,000 sessions were handled in April. The service is open 70 hours a week; staffing is at 241 hours per week with 4 librarians on at one time. Some librarians are covering 10 to 15 hours a week. Michelle suggested in the future it would be beneficial to both services to be able to transfer questions between them.

Michelle noted that they are investigating how statistics are allocated to institutions as there is a concern that statistics may not be tracking correctly.

The public library AskAway project is looking at sponsoring some events around the province. Phil Hall is currently at the Kootenay Library conference.

5.3 Exit survey

Sunni reported that the survey internal to the Question Point software cannot be edited. The benefit of this survey is that the completed survey is transmitted immediately to the librarian once the user has completed it and reports can be generated on an institution level.

ELN is hosting an exit survey that is designed with questions more appropriate to our needs. Although it does not currently do so, the survey can be changed so the respondent is asked to indicate their institution affiliation. This will enable institution level reports to be generated. Sunni will work out the details of how often the reports will be generated and how they will be distributed (on demand or scheduled). The new survey will be launched for the fall.

6.0 Next meeting

Next meeting is scheduled for 8 October 2008.