

BC ELN AskAway Advisory Committee
Minutes from June 29th, 2009

In attendance:

Anita Cocchia, BC ELN
Debra Flewelling, Douglas/Member-at-large (recorder)
Mary Anne Guenther, NIC/Rural Colleges
Sybil Harrison, Camosun/Urban Colleges
Kim Isaac, UFV/Regional Universities (Chair)
Todd Mundle, SFU
Sunni Nishimura, AskAway Coordinator
Sally Taylor, UBC

Teleconference:

Jennifer Brownlow, VIU/Member-at-large
Melissa Lowenberg, Public Libraries AskAway
Ophelia Ma, UVic
Sheila Wallace, ECUAD/Small Universities (alternate)

Regrets: Randy Bruce- BCcampus, Carole Compton-Smith - Douglas/CPSLD, Nancy Levesque, TRU/Small Universities

1. Agenda adopted
2. Minutes from February 25, 2009 were approved
3. Business arising from the minutes
 - 3.1 Sustainability Toolkit – Sunni reported that the \$40/hr figure for a librarian came from the provincial salary scale that has a salary range of \$28 - \$45/hr.
4. Process for Committee Member turnover

It was agreed to mirror the structure of the BC ELN Steering Committee where there is a representation from the various types of libraries and regional representation. Each type of representative serves 2 years and upon the end of the term they are to poll their own group for a replacement. This year Kim and Nancy will send out emails looking for their replacements on the committee for July 1, 2009 to June 30, 2011.

MOTION PASSED to follow the BC ELN committee structure (Mary Anne/ Todd)

5. Process for Chair election

The Chair will rotate on a yearly basis and the outgoing chair will attempt to find at least one individual to stand as Chair but any other members are also welcome to stand for nomination.

MOTION PASSED to follow this process (Sybil/Sally)

6. Chair election

Mary Anne Guenther was acclaimed as Chair of the committee for 2009/10

7. Review of sustainability process

All feedback indicates that the expected costs to the partner libraries should go out as early as possible so it can be incorporated in to the budget process. Partner libraries should be anticipating that if they are working on a budget this summer that the actual dollar figure (funding request) to sustain AskAway for 2010/11 will not go out until October.

From the last polling of institutions there were 14 who replied Yes to the expansion of hours. The Coordinator will investigate what hours the public AskAway service gets post-secondary

questions so that any potential expansion of hours will meet the greatest need. QuestionPoint statistics will also be reviewed for the number of hits on the page when the service is closed.

ACTION – Sunni will bring this information back to the next Advisory Committee meeting.

8. Software Selection Committee Recommendation

Debra presented the recommendation of the Software Selection Committee. The recommended software is to remain confidential until negotiations have taken place. Anita, for the post-secondary and Christina de Castell, for the public library side, will negotiate with the selected vendor.

Much discussion took place and it was agreed that the issue around the service providers not having access to the UBC databases should be explored.

The software committee was thanked for their work.

MOTION PASSED to endorse the software recommendation and refer it to the BC ELN Steering Committee (Todd/Mary Anne)

The Software Committee also recommended establishing a joint AskAway subcommittee tasked with staying abreast of virtual reference trends, research, and software solutions.

MOTION PASSED to carry on a software committee (Mary Anne/Sybil)

9. Sybil reported on the first Communications Sub-committee meeting. The committee will work on the following:

- Develop a communication strategy
- Develop best practices such as where to place the Qwidget
- Refresh existing marketing material
- Develop a short brochure for external stakeholders

The committee needs to replace some members

ACTION – Sunni will send out the terms of reference for the Communication Sub-committee and seek out new members.

10. Sunni presented the Coordinator's report, available at:

<http://www.eln.bc.ca/askaway/documents/AACoordRep20090629.pdf>

11. Public Library AskAway Update - Melissa reported that she and Christina de Castell are co-chairing in place of Michele until October. Their next meeting date is for July 10th.

ACTION – BC ELN Office will forward the Public Library AA statistics to the Post-Secondary AA committee

12. Round Table – none

13. New Business – none

14. Next meeting is tentatively scheduled for Friday, September 25th, 2009