

ASKAWAY ADVISORY COMMITTEE
Monday, May 16, 2011

In Attendance:

Sheryl Adam, UBC
Anita Cocchia, BC ELN
Debra Flewelling, DC/Member-at-large
Mary Anne Guenther, NIC/Rural Colleges/ Chair
Korinne Hamakawa, BC ELN / Recorder
Leva Lee, BCcampus
Todd Mundle, SFU
Sunni Nishimura, AskAway Coordinator
David Pepper, BCIT/Regional Universities (alternate
for Cathy MacDonald)

In Attendance by Teleconference:

Gohar Ashougian, UNBC/Small Universities
Tracie Smith, UVic
Ross Tyner, OC/Urban Colleges

Agenda

1. Adoption of agenda.

2. Items for Decision

2A. Members-at-large - New members

The process for election of members-at-large was confirmed. Past practice will be followed, where the Committee will choose members-at-large by consensus decision, with the goal of balancing representation from different institutional types, sizes and geographies.

From the five nominees, two members-at-large were chosen:

- Marjory Jardine, Justice Institute of BC
- Christina Nilsen, Thompson Rivers University

ACTION: The AskAway Administrative Centre will draft up a Procedures section for the Committee Terms of Reference outlining the election process for members-at-large; the draft will be submitted electronically for Committee approval.

ACTION: The Chair will communicate the Committee's decision to the nominees.

2B. Committee Chair - Election

The Committee Terms of Reference state that "the Chair will attempt to find at least one individual to stand as Chair but any other committee members are welcome to stand for nomination." M.A. Guenther, current chair, nominated T. Mundle for Committee Chair. There being no further nominations, T. Mundle was confirmed as the in-coming Chair following the October meeting.

2C. AskAway Continuity Planning

Each Committee member summarized the feedback they had received regarding AskAway and job action. After discussion committee members agreed that the response to job action should rest with each individual service provider and the approach determined at their institution. It was agreed that the AskAway Committee's responsibility extended to outlining a service continuity plan in the event of job action.

ACTION: A subcommittee of S. Adam, T. Mundle and S. Nishimura, with input from D. Pepper, will create an overarching service continuity document that will include responses for disaster and job action continuity planning. The draft document will be shared with AskAway library directors and the Ministry of Advanced Education for feedback, and the finalized document will be brought to the BC ELN Steering Committee for endorsement.

3 Items for Information

3A. 2011/12 Service Support Fee - Confirmation

A. Cocchia reported that the 2011/12 Shared Services Report and Request for Funding was submitted to BCcampus in early March. In April, BCcampus confirmed AskAway funding for the amount requested: \$69,500.

Last meeting the Committee approved a 12-17% increase in the Service Support Fee to support costs of changes to the AskAway Library Commitment Model and inflationary increases. The exact amount of the increase was dependent on the amount received from BCcampus. A. Cocchia confirmed that the 2011/12 service support fee increase will be 13%. An expenditure plan for 2011/12 was handed out for reference purposes. It is available here: http://www.eln.bc.ca/askaway/documents/AABudget2011_12.pdf

ACTION: The Advisory Committee Chair will communicate with partner libraries about the 13% increase and 2011/12 service support fee invoices/credits will be issued as necessary.

3B. Human Resources Update

A. Cocchia reported that the AskAway Coordinator position has previously been filled as an independent contractor position. Due to changes in the way SFU handles contracts, the position will be changing to a limited term part-time position. The position will be posted shortly, and it is anticipated that the hiring process will be completed by the end of the summer.

3C. Emerging Technologies Committee Report

D. Flewelling reported on the past two meetings of the Emerging Technologies Committee. Purpose of the committee is to stay abreast of the trends in virtual reference technologies in preparation for the September 2013 license end date for the current QuestionPoint software. Committee currently has 12 members.

Emerging Technologies Committee discussions have centered on text message reference as a possible addition to the AskAway service. As part of the information gathering process, Langara College and Douglas College are pursuing text message reference independently and will report their experiences back to the Committee. D. Flewelling has been in discussion with Nigel Long from OCLC about the QuestionPoint text message reference interface, currently available only in the US.

S. Adam reported that UBC has embedded the AskAway Qwidget into EBSCO databases and will be monitoring for any spikes in UBC usage. Douglas College has also embedded the Qwidget into their EBSCO databases.

ACTION: Instructions for embedding the Qwidget in EBSCO databases will be shared with other AskAway institutions. The Administrative Centre will query ProQuest about embedding the Qwidget.

3D. *Coordinator's Report:* <http://www.eln.bc.ca/askaway/documents/AACoordRep20110516.pdf>

4. Circle Time

L. Lee reported that the Educational Technology Users Group will be holding their Spring Workshop in Nelson, BC June 2/3. The theme is Open4Learning, and registration is open to all.

A. Cocchia reported on the WriteAway project. The WriteAway project was initiated by the Council of Senior Student Affairs Leaders in BC (CSSAL). BCcampus funded a concept proposal. BC ELN wrote the concept proposal and hosts the WriteAway website. The Concept Committee is seeking seed funding for the project. More information is available at: <http://bcwriteaway.ca/>

5. New Business - None.

6. Next Meeting

The Committee agreed that meeting in June was necessary to discuss the finalized continuity plan and the fall schedule. Meeting date will be set electronically.