

ASKAWAY ADVISORY COMMITTEE
Tuesday June 14, 2011, 9:30 am

SFU Harbour Centre
Rm 3100
515 West Hastings Street
Vancouver, BC

In attendance:

Anita Cocchia, BC ELN
Debra Flewelling, DC/Member-at-large
Mary Anne Guenther, NIC/Rural colleges/ Chair
Leva Lee, BCcampus
Todd Mundle, SFU
Sunni Nishimura, AskAway Coordinator

In attendance by phone:

Sheryl Adam, UBC
Gohar Ashoughian, UNBC/Small universities
Tracie Smith, UVic
Ross Tyner, OC/Urban colleges (Recorder)
David Pepper, BCIT/Invited Guest (Item 2A only)

1. Adoption of agenda

2. Items for Decision

A. *AskAway Service Continuity Plan - Endorsement*

A committee composed of T. Mundle, S. Adam and S. Nishimura, with input from David Pepper (BCIT), revised the Service Continuity Plan to include reference to service disruptions caused by job action. Ministry representatives then provided feedback.

ACTION: The Administrative Centre will incorporate suggested changes into the next revision of the Plan and will circulate that revision to Advisory Committee members and to all AskAway library directors, for feedback, by June 22, prior to review and potential endorsement by the BC ELN Steering Committee at its July 8 meeting.

B. *Executive Committee*

An AskAway Executive Committee will be struck. It will include the Administrative Centre (S. Nishimura & A. Cocchia), the Advisory Committee Chair and one other member of the Advisory Committee. At least one of the Executive Committee members will be an elected member of the Advisory Committee.

ACTION: The Administrative Centre will issue a call for a volunteer for the Executive Committee, for a 1-year renewable term.

C. *Library Commitment - Request for reduction*

A request was received from a member library for a permanent reduction in their commitment, from 3 hours to 2 hours per week. Reasons given include low usage by that institution's students and an institutional focus on other modes of reference service. The institution has only one link to AskAway on its library website. A review of transcripts of sessions involving the institution's students demonstrates a typical mix of questions.

DECISION: The request is denied. Participation in the service requires the full commitment of each member library, as described by the Commitment Model <<http://www.eln.bc.ca/askaway/index.php?page=commit#hours>> and the Participating Library Benefits and Responsibilities <<http://www.eln.bc.ca/askaway/index.php?page=benefits>>.

ACTION: M. Guenther will communicate the decision to the library director.

3. Items for Information

A. *Forum: Online Student Services, June 7, 2011 (sponsored by BCcampus, CSSAL)*

A. Cocchia attended this forum at the BCIT downtown campus. Many institutions and types of institutions were represented. Representatives of student service areas (e.g. Registrar, Advising) as well as librarians attended. A student panel spoke about their preferences for online services. AskAway was mentioned. Elaine Fairey presented about WriteAway. Great interest was expressed in a virtual learning commons approach with services brought together. There was also interest in the idea of text message reference.

ACTION: A. Cocchia will find out if the session was recorded or if the slides and discussion are available and will share this information with the Advisory Committee.

B. *Public Library Virtual Reference - Update*

The InterLink Board has voted to create a public library virtual reference service for the public libraries in the Lower Mainland, beginning in September, using RefChatter software.

ACTION: Invite a representative from the InterLink service to attend the October Advisory Committee meeting.

C. *Coordinator's Report (S. Nishimura)*

The Coordinator provided a verbal report; a print version will be distributed at a later date. Highlights of report included:

- 4% increase in AskAway traffic compared to last May
- ECUAD is providing service during summer for the first time this year
- 10% increase in Qwidget traffic since addition of Qwidgets to Ebsco databases by several institutions; Capilano, Langara, NIC and UVic have seen the biggest increase in Qwidget usage
- S. Nishimura did an orientation for new associate member Columbia Bible College
- QuestionPoint has new question codes and new features for review of transcripts

4. Next Meeting: late September or October 2011