

ASKAWAY ADVISORY COMMITTEE
Tuesday June 26, 2012 1:00 pm

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

In attendance:

Sheryl Adam, UBC
Anita Cocchia, BC ELN
Debra Flewelling, DC/Member-at-large
Bob Foley, VIU/Regional Universities
(alternate for David Pepper)
Leah Hopton, BC ELN/Recorder
Marjory Jardine, JIBC/Member-at-large
Leva Lee, BCCampus
Todd Mundle, KPU/Chair
Sunni Nishimura, AskAway Coordinator

In attendance by phone:

Gregg Currie, Selkirk College/Rural
Colleges (alternate for Melanie Wilke)
Janis McKenzie, SFU
Christina Nilsen, TRU/Member-at-large
James Rout, ECUAD/Small Universities
Tracie Smith, UVic
Ross Tyner, OC/Urban Colleges

1. Adoption of Agenda

2. Committee Member Changeover

September 30, 2012 is the changeover/renewal date for the following representing members:

- R. Tyner, Urban Colleges
- D. Pepper, Regional Universities

Replacements should be sought within representative groups; there is also the possibility of renewing terms for an additional 2 years.

D. Flewelling's Member-at-large term expires September 30. The Administrative Centre will send a call-out for nominees.

T. Mundle's Chair term expires September 30. There is a possibility of a one-year renewal.

3. SMS/Text Reference: Survey of Partner Libraries

At the last Advisory Committee meeting, the Emerging Technologies Committee was tasked with preparing a survey of AskAway libraries to see what the interest was in pursuing consortial SMS/Text reference. The Emerging Technologies Committee created a backgrounder and a survey querying interest in either a) consortial licensing for a mobile carrier or b) a collaborative SMS/text reference service. An invitation to complete the survey, which included the backgrounder, was sent out in late May, with a deadline of mid-July. Survey results will inform the Software Selection process, particularly in the development of functional requirements, which are set to be completed in August.

It was discovered that the link to the survey was faulty on the closing date of the survey, and none of the response data had been recorded. A correct link was sent to partner libraries on June 25, with an extension to complete the survey by mid-July. Results will be shared with the Advisory Committee.

As an additional note: SpringShare, which offers a suite of products including SMS reference, ranked number 1 in the BC ELN Ranking Survey; BC ELN will be exploring this in the fall to find out if consortial licensing is a possibility.

Next Steps: The Advisory Committee will use results from the survey to continue discussion around whether to pursue SMS reference as part of Askaway at September/fall meeting.

4. Traffic Increase Update

S. Nishimura reported that traffic levels for AskAway have continued to increase, while volunteer hours, which were previously meeting shortages, have been decreasing. The AskAway Advisory Committee will need to discuss a formal strategy around increasing staffing levels for fall 2013. The Committee was asked what type of information they would like to see documented in order to have a fulsome discussion. Suggestions included:

- Longitudinal data by institution on how the service is being used
- Information on where a discovery layer is put at institutions and how this is interacting with AskAway usage
- Qwidget statistics - what are institutions doing?
- Subject analysis of questions - how complex/simple are they?
- Point of entry questions
- Data on where patrons are coming in to the service

Any further ideas or suggestions can be sent to L. Hopton leahh@eln.bc.ca, or the AskAway Administrative Centre aaoffice@eln.bc.ca

5. Coordinator's Report

S. Nishimura presented the coordinator's report. Highlights of the AskAway report include:

- Spring and summer term traffic continuing to increase.
- Demographics are still mostly 1st-2nd yr users.
- Mobile usage seems to be increasing steadily as well.
- BCcampus funding confirmed for \$60,000; special thanks to BCcampus.
- Overall the Summer Sustainability strategy is working really well; most institutions were able to either meet or partially meet their requirements. Feedback was positive on the approach and the commitments.
- Also shared were some of the great ideas for collaborative Library Services that came out of the BC Library Conference session.

S. Adam asked for clarification on the mobile statistics depicted in the Coordinator's Report, which seem very high. The Administrative Centre will review the mobile usage statistics to verify their accuracy.

6. Circle Time: Newsworthy items from committee members

M. Jardine had a question about why "reference" was removed from descriptive code. The AskAway Administrative Centre will revisit this change.

J. Rout shared that ECUAD is planning on embedding Qwidgets in all courses and moodle in elearning platforms.

M. Jardine shared that JIBC is getting RefWorks.

C. Nilsen also passed on that Thompson Rivers University is getting Summon.

7. New Business

No New Business.

8. Next Meeting

The next meeting might be before September 30 to deal with changeovers. Sunni will send out a doodle.