



ASKAWAY ADVISORY COMMITTEE MINUTES
Monday September 17, 2012, 1:00 pm

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

In attendance:

Sheryl Adam, UBC
Debra Flewelling, DC/Member-at-large
Marjory Jardine, JIBC/Member-at-large
Leva Lee, BCcampus
Janis McKenzie, SFU
Todd Mundle, KPU/Chair
David Pepper, BCIT/Regional Universities
Anita Cocchia, BC ELN
Leah Hopton, BC ELN / Recorder
Sunni Nishimura, BC ELN

In attendance by phone:

Christina Nilsen, TRU/Member-at-large
James Rout, ECUAD/Small Universities
Tracie Smith, UVic
Ross Tyner, OC/Urban Colleges
Melanie Wilke, NWCC, Rural Colleges

1. Adoption of Agenda

2. Items for Decision

a. Chair Election

The group discussed T. Mundle's position as Chair, and accepted his offer to finish his Chair term to October 2013 as a non-voting member of the committee.

D. Pepper has renewed his position as representative of Regional Universities to October 2014.

R. Tyner has put a call out for his position as representative of Urban Colleges. He will put a second call out, and will confirm with the Admin Centre as to whether he will renew for two years or another member will take the position.

b. Member-at-large Selection

After putting a call out to service providers and local coordinators, the Admin Centre received the names of two individuals to fill the Member-at-large position being vacated by D. Flewelling. The group discussed the nominees and selected Lynette Gallant from North Island College.

ACTION: The Admin Centre to share results with nominees.

c. SMS/Text Reference Survey: Results & Recommendations

D. Flewelling, Chair of the Emerging Technologies Committee, presented the SMS Reference Service Survey Results & Recommendations. Highlights of the survey results are:

- A strong interest on the part of AskAway participating institutions to take a collaborative approach to SMS reference
- High interest in consortial licensing of a mobile carrier
- Moderate interest in offering a shared SMS reference service.

The group discussed the outcomes of the survey. Three recommendations were made:

- 1) That supporting collaborative SMS reference is not a mandatory requirement in the AskAway software selection process.
- 2) That consortial licensing of an SMS service provider be pursued.
- 3) That the AskAway Advisory Committee revisit the concept of a consortial SMS/text reference service at a later time to see if library preferences have changed.

Motion: That the AskAway Advisory Committee endorse the recommendations put forth in the SMS Reference Service Survey Results & Recommendations.

Moved: S. Adam

Seconded: D. Flewelling

Motion Carried

ACTION: Admin Centre will share results and recommendations with BC ELN Steering Committee.

ACTION: Admin Centre will investigate possible mobile carrier licenses.

3. Items for Discussion

a. Strategies for Addressing Increasing Traffic

The group discussed the Traffic Briefing Note, which provides data on steady increases in AskAway traffic. The point was raised that many institutions are facing financial constraints and may lack funding to pay higher service fees and/or add staff. A variety of strategies were discussed as the AskAway service moves forward, including:

- Reducing service hours, e.g. Saturdays and Sundays, daytimes
- Some institutions providing more staff hours during the fall in compensation for summer hours
- Investigating other pools of staffing, e.g. library school students
- Adding intermediary self-serve pages for students to search before entering AskAway queue to relieve some of the traffic pressure
- Investigating reasonable wait times for students to hold in queue
- More service provider support and training around managing increased traffic
- Using the Swamped message as a tool (rather than a last resort) for backup when traffic becomes heavy

ACTION: Admin Centre to explore ideas presented in the meeting and prepare an information document for the committee to use when considering strategies at the next meeting.

4. Items for Information

a. Software Selection Committee Report

D. Flewelling, Chair of the Software Selection Committee, updated the group. Platform demos are being organized with potential vendors. The Software Selection Committee is putting together functional requirements, and is on track to have the Request for Quote completed by October, with a recommendation to come to the Advisory Committee in early 2013.

b. Coordinator's Report

Full coordinator's report available at:

<http://www.eln.bc.ca/askaway/documents/AACoordRep20120915.pdf>

5. Circle Time

A few institutions are currently in position to have possible job action. Committee members were encouraged to review the Service Continuity Plan.

J. McKenzie shared that SFU has finished its pilot of SMS/Text reference and has decided to operationalize the service.

6. New Business

No new business.

7. Next Meeting

The next meeting will take place in November. The Admin Centre will send out possible dates.