



AskAway Advisory Committee Meeting Minutes
Friday, November 30, 2012

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

Friday, November 30th
 1:00pm - 3:30 pm

Committee Members:

Attended In Person	Attended by Teleconference
Janis McKenzie, SFU	Sheryl Adam, UBC
Todd Mundle, KPU/Chair	Lynette Gallant, NIC/Member-at-large
David Pepper, BCIT/Regional Universities	Christina Nilsen, TRU/Member-at-large
James Rout, ECUAD/Small Universities	Tracie Smith, UVic
Anita Cocchia, BC ELN	Ross Tyner, OC/Urban Colleges
Sunni Nishimura, AskAway Coordinator	
Reece Steinberg, BC ELN / Recorder	

Regrets: Leva Lee, BCcampus; Marjory Jardine, JIBC/Member-at-large; Melanie Wilke, NWCC/Rural Colleges

1. Adoption of Agenda

2. Strategies for Managing Traffic - Discussion

S. Nishimura provided an overview of 5 strategies for managing traffic that the Administrative Centre had further developed, following the last Advisory Committee meeting.

Committee members discussed the strategies, and came up with further information, ideas and questions for the Administrative Centre to explore, including:

- **User-facing Knowledgebase:** Examples of searchable FAQ database to help manage directional type questions that come into AskAway.
- **APA Citation style Knowledgebase:** The adoption of an APA citation style knowledgebase for service providers to add unusual citation questions which they were able to answer.
- **Multiple Service Provider Types:** Administrative Centre will ask Oregon State and NCKnows (North Carolina) consortia for further details about their use of different types of service providers (e.g., circulation staff), including whether they use multiple queues, or if staff self-select for questions, and about the ease of transferring between different types of service providers. Unpaid student professional experience will also be explored.

ACTION ITEM: The Administrative Centre will further explore ideas for managing traffic and bring them to the next meeting.

ACTION ITEM: The Administrative Centre will solicit additional strategies for managing traffic from local coordinators.

3. Individual Queues for Participating Libraries Offer - Discussion

The Advisory Committee is exploring the idea of institution-specific queues that a library can staff, and that will feed in to the general AskAway queue. As part of this information-gathering, QuestionPoint has set up a trial queue for Douglas College. The trial will run for a few weeks in the January - April term. The Administrative Centre will bring results of pilot to a future Advisory Committee meeting.

4. Job Action Protocol - Update

A. Cocchia provided an update on job actions affecting AskAway partner institutions this year. Committee members discussed whether it was appropriate for the Administrative Centre to provide a space for institutions to notify each other when there was a job action affecting AskAway. This was in response to an issue in which an institution's libraries were believed to be behind picket lines when they were not. It was determined that providing job action information is not the Administrative Centre's role, and that ample online resources with job action information exist.

All agreed that it was appropriate for individuals from partner libraries to use AskAway listservs to correct job action misinformation pertaining to AskAway.

ACTION ITEM: The Administrative Centre will change the language of the Continuity Plan so that not only a library director, but also the director's designate may inform the Administrative Centre of a job action affecting their ability to staff their AskAway shift(s).

5. Software Selection Committee - Report

S. Nishimura provided an update on the Software Selection Committee's process reviewing AskAway Software. An environmental scan, and functional requirements feedback from service providers and local coordinators informed the Software Selection Committee's shortlisting process. Four vendors have been sent a Request for Quote with a deadline of Dec. 7.

The Software Selection Committee will score platforms, and then make a recommendation to the Advisory Committee in early February 2013.

6. Coordinator's Report

S. Nishimura provided an update on her position, including her new responsibilities coordinating the WriteAway service, and the related streamlining of processes and procedures. One of the changes is a transition from a quarterly Coordinator's Report to a biannual Administrative Centre Report.

S. Nishimura spoke to the current Administrative Centre Report, <http://www.eln.bc.ca/askaway/documents/AAAdminCentreRep201211.pdf>.

In addition to topics covered in the Administrative Centre Report, she provided updates on:

- Consortial licensing on an SMS provider
- The migration of the AskAway staff website to a Drupal content management system
- Liaising with other collaborative VR coordinators

7. New Business - No new business

8. Next Meeting

The next meeting will be in early February. The Administrative Centre will be in touch regarding dates.