



AskAway Advisory Committee Meeting Minutes April 4, 2013

SFU Harbour Centre
Rm 2260 Seaboard Life Seminar Room
515 West Hastings Street
Vancouver, BC

Thursday April 4, 2013
9:30 AM - 12:00 PM

Committee Members:

Attended In Person	Attended by Teleconference
Sheryl Adam, UBC	Marjory Jardine, JIBC / Member-at-large
Debra Flewelling, Software Committee Chair (Guest)	Christina Nilsen, TRU/Member-at-large
Janis McKenzie, SFU / Recorder	Ross Tyner, OC/Urban Colleges
Todd Mundle, KPU / Chair / Regional Universities	Melanie Wilke, NWCC / Rural Colleges
Anita Cocchia, BC ELN	Tracie Smith, UVic
Sunni Nishimura, AskAway Coordinator	

Regrets: Leva Lee, BCcampus; David Pepper, BCIT / Regional Universities; Lynette Gallant, NIC / Member-at-large; James Rout, ECUAD/Small Universities

1. Adoption of Agenda

2. Software Selection Committee Recommendation

The AskAway Software Selection Committee (AA SSC) was struck in February 2012 and given the task of providing a platform recommendation by early 2013. After a series of meetings with vendors and other consortia, and drawing on AskAway community feedback, the AA SSC finalised a set of platform functional requirements and developed a Request for Quote (RFQ). The RFQ was submitted to four shortlisted vendors. All four vendors submitted responses in December 2012.

The Software Selection Committee evaluated and scored the functional requirements. The Pricing & Vendor Experience Committee scored pricing and vendor experience and qualifications. Both committees scored the quality of the proposal and the other criteria.

- Todd and Anita (Price and Vendor Experience Subcommittee) worked with the Software Selection Committee
- Rationale was very clear, and products were compared across many criteria
- The chair and committee members thanked the committee for the work and the clear process and report. It is very helpful to be able to see what is actually available and at what cost.
- The Advisory Committee supports the recommendation of the selection committee

MOTION: To approve the Software Selection Committee's recommendation, and bring the recommendation to the BC ELN Steering Committee meeting in May for endorsement.

Moved: M. Jardine

Seconded: S. Adam

ACTION: Admin Centre will contact vendors to let them know what the decision is, subject to the Steering Committee's approval.

3. Budget Update and Service Support Fee

BC Campus is waiting for its funding letter, but has unofficially confirmed their continuing support. The amount is not yet known; it is possible that the amount will be less than previously. A. Cocchia will report as soon as the amount is known.

Service support fee: Discussed smaller, more frequent increases to the service support fee. The group had earlier agreed that this was preferable to larger increases less often. For Tier One institutions this could mean an increase of \$24 (if 3%) or \$40 (if 5%); for Tier Five \$272 or \$453.

R. Tyner asked for clarification around expenses. More information will be included in future reports. An expenditure plan will be submitted at a future meeting.

ACTION: Admin Centre will make changes once BCcampus funding is confirmed and redistribute the budget to the Advisory Committee for approval.

MOTION: To recommend a 5% increase to the 2013/14 AskAway Service Support Fee, and to bring the recommendation to the BC ELN Steering Committee for endorsement.

Moved: M. Wilke

Seconded: J. McKenzie

4. Summer Participation Update

Most institutions have confirmed commitment. Three institutions have reported they are challenged in providing support during at least part of the summer. (College of New Caledonia, BCIT, Capilano University.)

A. Cocchia reminded committee that in the past we have been understanding about the difficulties of summer staffing; last year we developed policies for the summer term that were more in line with the Fall-April period (in terms of setting out clear expectations of coverage).

The possibility of swapping shifts between institutions was discussed, e.g. an institution takes some of another institution's summer hours in return for less coverage in the fall. Could run as a pilot.

In the past some institutions have volunteered additional coverage in the summer, as good citizens and often at additional expense (hiring part-time librarians).

It is also possible for institutions to provide funding for coverage during periods where institutional staffing isn't available. College of New Caledonia has taken this option.

T. Mundle will talk with BCIT about the possibility of covering more shifts in the fall in return for reduced or no coverage in the summer.

BC ELN is regularly evaluating hours of service and required staffing levels; summer hours were thoroughly looked at recently.

Reviewed the library commitment model and the Benefits and Responsibilities. Will be brought forward for discussion at next meeting.

5. Administrative Centre Report

Staff changes: Reece Steinberg will be leaving.

The Admin centre is working to streamline reports. They will no longer be tied to meetings.

Service usage report:

- A spike last fall, may have been due to adding qwidgets to databases, and promotion around this addition
- Recently more complaints from students about wait time (e.g. “I love the service but please hire more librarians.”); will bring more to the next meeting.
- Migrated staff portal to Drupal

Multiple queues trial:

The principle is that institutions can pick up additional coverage to offer extra help to their own students at certain times. This would be in addition to AskAway commitments, not in place of it.

Douglas is trialing. Questions not picked up by institution after 40 seconds roll over to the shared AskAway queue. QuestionPoint charges an extra fee per queue (~\$500). So far there has been little or no impact on AskAway (no additional pressure).

D. Flewelling: The institutional queue gives librarians the first opportunity to answer questions from their own patrons, and lets them monitor just their institution’s patrons when not scheduled on AskAway. It is a way to lighten the load on the larger service. It could allow institutions to open service for intersession periods or for additional support for specific classes.

The interactions are counted as AskAway stats.

A. Cocchia will approach QuestionPoint about better pricing if additional institutions want to pilot.

6. Circle Time:

C. Nilsen: Brenda Mathenia will be the new TRU University Librarian, starting in July.

7. New Business

None

8. Next Meeting

Planned for July.

Topics for discussion:

- Benefits and Responsibilities for Participating Libraries
- Traffic management strategies - includes idea of joint citation guides; likely to start with APA (ways to reduce duplication of effort)
- Multiple queues follow-up