



ASKAWAY ADVISORY COMMITTEE  
Monday, September 23rd, 2013

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

Monday, September 23rd  
10:00 AM - 12:30 PM

**Committee Members:**

Attending In Person	Attending by Teleconference
Sheryl Adam, UBC	Lynette Gallant, NIC/Member-at-large
Anita Cocchia, BC ELN	Christina Nilsen, TRU/Member-at-large
Leva Lee, BCcampus	Marjory Jardine, JIBC/Member-at-large
Janis McKenzie, SFU	Tracie Smith, UVic
Todd Mundle, KPU/Chair / Regional Universities	Ross Tyner, OC/Urban Colleges
Sunni Nishimura, BC ELN	Melanie Wilke, NWCC/Rural Colleges
Brandon Weigel, BC ELN (Recorder)	

**Regrets:**

David Pepper, BCIT/ Regional Universities  
James Rout, ECUAD/Small Universities

***Minutes***

1. Adoption of agenda

Items to add: None

New business: None

2. Advisory Committee Membership - Changes for October 1

*2A: Committee membership renewals*

T. Mundle summarized that all committee members coming up for renewal October 1st have agreed to renew:

- Rural Colleges (Melanie Wilke)
- Small Universities (James Rout)
- Member-at-large (Christina Nilsen)
- Member-at-large (Marjory Jardine)

*2B: Chair election*



Melanie Wilke was nominated for Chair by the present Chair, Todd Mundle. No other nominations were put forward.

Melanie Wilke was elected for chair by acclamation.

Many thanks to Todd Mundle for his time as Chair. He has been on the Advisory Committee and its previous incarnations since 2004, and is now stepping down in order to work on the e-HLbc Management Committee, among other things.

### 3. Participating Institution Benefits & Responsibilities

B. Weigel presented the updated Benefits and Responsibilities document for the Committee's approval. Revisions included structural changes, as well as two new sections:

- 3B, addressing short-term financial shortfalls
- 3C, addressing removal from the service and the option to return.

The committee approved the document, with one minor revision to section 3.A.ii.

**MOTION:** To approve the AskAway Benefits & Responsibilities as amended, and bring a recommendation to the BC ELN Steering Committee that they be endorsed.

Moved: R. Tyner  
Seconded: L. Lee  
In favor: All  
Opposed: None

Motion carried.

**ACTION:** The Admin Centre will complete the final revisions, and then bring the document to the Steering Committee meeting on December 13 for endorsement.

### 4. Institutional Queue Update

B. Weigel updated the committee on the status of the 10 trial institutional queues. Queues have been requested by eight institutions: Douglas College, SFU, ECUAD, KPU, Uvic, NWCC, Capilano University, and Langara College. The queues are now up and running. Two trials remain available.

S. Nishimura updated the committee on QuestionPoint's reasons for keeping the lower limit of the institutional queue rollout time at 40 seconds. These include varying browser refresh rates and latency concerns that would make a 20 second rollout time impractical. She answered several questions clarifying how the queues work, and how they are different from the general AskAway service.

**ACTION:** The Admin Centre will send reminder emails about the following:



- The two remaining trial queues, along with information on the novel uses libraries are finding for them
- An explanation of the 40 second rollup policy

## 5. Scheduling Update

S. Nishimura provided an update on the Admin Centre's progress in addressing the Committee's request to extend AskAway scheduling through the full year, thereby enabling shift trading across terms. The Admin Centre found that the only way to accomplish this is to adopt scheduling software, for which an environmental scan was performed and a report was prepared.

B. Weigel explained the Admin Centre's requirements, and outlined the reasons for the Admin Centre's software recommendation, Shiftplanning.

A one-year pilot was recommended, along with the formation of a team to assist in assessing the implications of this change in approach.

**MOTION:** To move forward with a one-year pilot of a scheduling system using Shiftplanning, and to form a pilot team to work with the Admin Centre on determining implications of the new system for institutions.

Moved: M. Jardine

Second: M. Wilke, J. McKenzie

In favor: All

Opposed: None

Motion carried.

**ACTION:** Admin Centre will put out a call for volunteers to the broader AskAway community, and form a team of 5-7 people representative of participating institutions

## 6. Admin Centre Report

### 6A. Term update

B. Weigel updated the committee on new developments that occurred over the summer. He highlighted examples of improvements to visibility on the SFU and UBC websites driving significant increases in traffic.

One example included SFU's Library Search layer, which integrates Summon with their catalogue and website search, and incorporates the Qwidget into its results. SFU has offered to speak with other institutions that are interested in replicating this. The Admin Centre will post contact information on the Local Coordinators' Wiki.



He then updated the committee on QuestionPoint's release of the new Qwidget. The Admin Centre will be working with institutions to install it over the coming year.

#### *6B. Fall commitment levels and new membership*

S. Nishimura updated the committee on Fall commitment levels. All institutions are meeting their commitments, and a total of 18 additional volunteer hours were contributed by nine institutions. She then gave an update on the progress of AskAway's newest participating library, NVIT, in getting their staff, students, and website set up for AskAway. They are now online and fully functioning on the service.

#### *6C. Assessment*

B. Weigel provided a brief update on BC ELN's assessment process, and the analysis that was done on AskAway data, including usage statistics, exit surveys, user comments, wait times, promotional efforts, and website visibility. The Admin Centre expects to share some results at the BC ELN All Partner meeting in December.

#### *6D. AskAway Instructional Working Group*

S. Nishimura provided an update on the activities of the Instructional Working Group, which aims to develop best practices around instruction. The group is currently in its research phase.

C. Nilsen and M. Jardine, members of the Instructional Working Group, described their preliminary findings, including the need to establish what constitutes good instruction in a virtual reference setting and how to establish expectations. The working group's goal is to create a best practices guideline for service providers, which should provide some consistency in the approach to virtual reference instruction.

**DISCUSSION:** Is the challenge of finding time to provide instruction during online reference encounters any different from at a busy reference desk?

#### *6E. Training*

S. Nishimura gave an update on AskAway training for the Fall term. She described changes to the training approach, emphasizing best practices for instruction. 19 people were trained, 14 in Basic Training and 5 in online refreshers. There was a mix of in-person and online sessions

**QUESTION:** Do all new AA providers go through centralized training?

**ANSWER:** Best practices suggest that centralized training is the best approach. As far as the Admin Centre knows, all AskAway providers are trained by the Admin Centre.



**QUESTION:** How is online training done? Are all training materials standardized and available?

**ANSWER:** Online training is done using Adobe Connect, which is provided by BC Campus. Training materials are available.

#### *6F. Consortial SMS License*

Information regarding the trials of Upside Wireless and Mosio will be sent out in the coming weeks.

#### *6G. Citation Knowledgebase*

S. Nishimura announced that the Admin Centre will soon be addressing the Citation Knowledgebase discussed at the July meeting.

**ACTION:** The Admin Centre will communicate with SFU and post their Library Search code on the Coordinators' Wiki.

**ACTION:** The Admin Centre will send out information on the Upside Wireless and Mosio trials.

**ACTION:** The Admin Centre will send out a survey to the institutions to determine interest in a citation knowledgebase.

#### **7. Circle Time: Newsworthy items from committee members**

J. McKenzie elaborated on SFU's experience with its institutional queue. Of particular note is their innovative use of the queue for librarian office hours, wherein students are invited to chat with a particular librarian at a particular time. This idea was well received by the committee.

L. Lee informed the committee about an online course offered by BCCampus, Adopting Open Textbooks Online. The course runs from September 23 to October 18 at <http://scope.bccampus.ca>. Information about the course has been added to the BC ELN "What's New" page.

T. Smith announced that UVic has built a new website, which includes a more prominent AskUs link on the home page. She requested if anyone found problems on the new site, that they let her know.



## 8. New Business

No new business

## 9. Next Meeting

The next meeting will be in January 2014, with M. Wilke as Chair.

**ACTION:** The Admin Centre will send out a Doodle poll to determine availability and select a date.