



AskAway Advisory Committee Meeting Minutes

Thursday, October 4, 2018

11:00AM – 11:40AM

Teleconference

In Attendance:

Lin Brander, BCIT, *Member-at-Large*

Gregg Currie, Selkirk College, *Chair / Rural Colleges*

Scott Marsden, Alexander College, *Member-at-Large*

Suzanne Rackover, Emily Carr University of Art + Design, *Small Universities*

Debbie Schachter, Capilano University, *Regional Universities & Institutes with 4 Yr Programs*

Lea Starr, *University of British Columbia*

Jenna Thomson, *Simon Fraser University*

BC ELN Office:

Anita Cocchia

Cristen Polley (recorder)

Regrets:

Sybil Harrison, Camosun College, *Urban Colleges*

Lisa Petrachenko, *University of Victoria*

1. Adoption of Agenda

The agenda was adopted as tabled.

2. Member-at-Large Election and Chair Renewal

G. Currie outlined Advisory Committee membership transitions:

- S. Rackover was welcomed as Small Universities representative and D. Schachter as Regional Universities and Institutes representative.
- G. Currie will renew for a second term as Chair.
- Cameron Hoffman-McGaw will not renew for a second term as Member-at-Large due to other commitments.

The Committee reviewed the Member-at-Large nomination, with consideration for their goal of ensuring balanced representation among committee members.

MOTION: To acclaim Lynette Gallant at North Island College as new Member-at-Large.

Moved: L. Starr

Seconded: D. Schachter

Motion carried unanimously.

ACTION (Admin Centre): Notify Lynette Gallant and add Lynette to the Advisory Committee member list and mailing list.

3. Software Evaluation Committee Membership

C. Polley presented a recommendation for AskAway Software Evaluation Committee membership.

The purpose of the committee is to deliver a recommendation on chat reference software to the Advisory Committee. At the end of August 2018, a call for nominees was sent to all AskAway service providers, local coordinators, and library directors.

The Advisory Committee reviewed a recommendation document with information on eight nominees, including five recommended committee members. The recommended committee members represent all institution types and geographic locations. The committee balances members who have past experience on an AskAway software evaluation committee and those who bring a new perspective to the process.

The Software Evaluation Committee will meet next week to begin work immediately, with the aim of bringing a recommendation to the Advisory Committee by the end of January 2019. If new software is selected, it will be implemented in time for the start of the May 2019 term. The current QuestionPoint license ends in September 2019, so if necessary, the implementation date (if new software is selected) could be readjusted.

It was noted that the timeline is ambitious, but it is considered realistic as there is a solid foundation to build on from previous AskAway software evaluations, including draft functional requirements and an RFQ.

The Admin Centre will share updates with the Advisory Committee at key points in the process.

MOTION: To endorse AskAway Software Evaluation Committee membership as recommended.

Moved: L. Brander

Seconded: S. Marsden

Motion passed unanimously.

ACTION (Admin Centre): Contact all nominees and notify them of the decision. Encourage nominees who were not selected to apply for future AskAway committee positions and to participate in trials during the software evaluation.

4. Admin Centre Update

C. Polley provided an update from the Admin Centre:

- *Best Practices: Handling Citation Questions* were shared with all service providers:
 - At the Committee's request, the Appendix was updated with additional citation guides and websites recommended by service providers and reviewed by two local coordinators.
 - The Appendix will be reviewed regularly to ensure it remains current.
 - The best practices are being incorporated into training for service providers.
 - Libraries are welcome to adopt the best practices at their libraries for in-person reference, etc.
- Service-wide scripts were refreshed, shared with service providers and local coordinators, and launched in QuestionPoint in time for the start of the September term:
 - The number of scripts was reduced from 55 to 30, making them more efficient to

- use.
 - The wording was updated to be more user-centred.
 - Scripts were renamed to better align with service provider workflow.
 - New scripts were added for commonly sent chat messages.
- On September 12th, 26 local coordinators met online in a meeting facilitated by Katherine Watmough at Thompson Rivers University. Notes and a recording from the meeting were shared with all local coordinators:
 - At the meeting, local coordinators looked back on the summer term:
 - Traffic increased 15-20% in both summer terms. When Swamped calls went out, service providers were quick to respond and help colleagues.
 - In the May – August schedules, libraries volunteered an additional 17 hours.
 - In the summer, missed shifts happen more commonly due to service providers forgetting staffing commitments, likely because of vacations or irregular summer schedules. Local coordinators discussed ways to support service providers left alone or short-staffed:
 - Local coordinators felt it would be helpful to have clear steps that a service provider can follow if they are alone / short-staffed. The Admin Centre will make these steps clearly visible on the AskAway staff website and share with all service providers.
 - Local coordinators will also add a back-up phone number to their library's policy page, so that service providers or the Admin Centre know whom to call at an institution if someone is missing and the local coordinator is away.
 - In future, the question of missed shifts will be brought back to the Advisory Committee for further consideration and to develop strategies for reducing, and ideally eliminating, missed shifts. Missed shifts affect response times, quality of service, and put pressure on service providers left alone.
 - During the roundtable, local coordinators shared recent AskAway activities at their institutions including creative ways to promote the service and increase visibility.

5. New Business

There was no new business.

6. Next Meeting

The next meeting will be held in January or February 2019 and will likely be in-person. An exact date is to be determined, and the Admin Centre will send out a Doodle poll.