

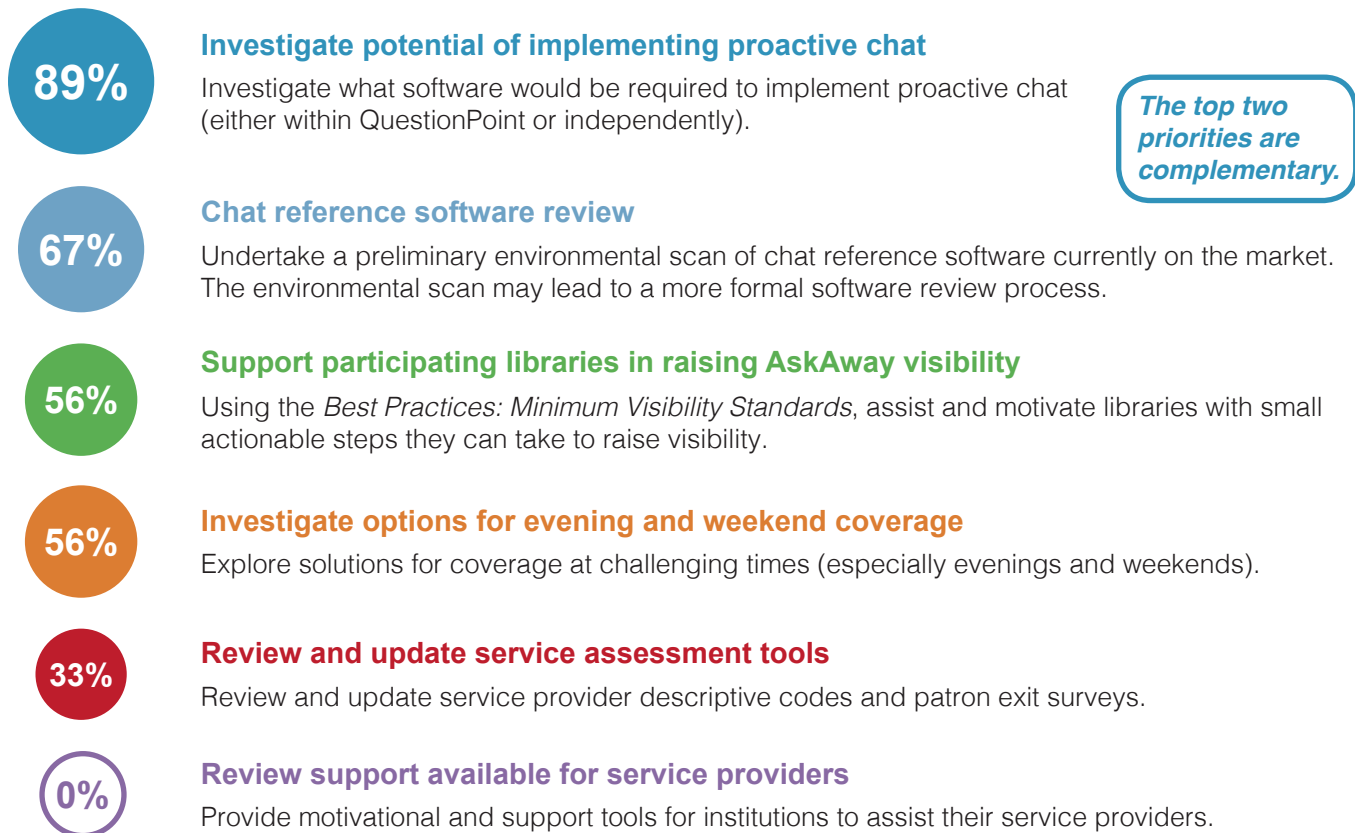
Background

BC ELN launched its Strategic Plan for 2016-21 in January 2017. Through a facilitated Action Planning Session, the AskAway Advisory Committee developed specific actions to align with the Strategic Plan and to envision an even better AskAway. Six actions were identified by the committee.

Vote

From the six proposed actions, Advisory Committee members were asked to vote by selecting three priorities for the coming year, keeping in mind that action planning and implementation is a flexible process and that actions not selected can be revisited in future.

Results



Next Steps

The AskAway Administrative Centre will complete an environmental scan to address the top two priorities. The environmental scan may include a literature review as well as conversations with vendors and chat reference service coordinators at both academic and public libraries. Based on what is learned from the scan, the Admin Centre will present a briefing and recommendations for next steps to the Advisory Committee.

Once the top two priorities are underway, the Admin Centre will begin work on other identified priorities.