



Action Planning Priorities: Progress

October 2019

Background

In late 2017, the AskAway Advisory Committee selected top action priorities for the service and began work on these priorities in 2018. The table below outlines priorities with steps taken to date and plans for future work in these areas.

Review Chat Reference Software	Develop functional requirements for chat reference software, issue an RFQ to select vendors, evaluate vendor responses, and select a software platform for the operation of AskAway	Complete
Investigate Proactive Chat	Organize presentation on proactive chat, including a guest speaker from a similar service (e.g. askON from OCLS) to share their experience	In Progress
	Develop action plan for pilot if Committee expresses interest	
	Launch AskAway proactive chat pilot	
	Make recommendation to Advisory Committee about whether or not to proceed with proactive chat	
Support Libraries in Raising AskAway Visibility	Update <i>Minimum Visibility Standards Best Practices</i> for the new LibraryH3lp software	Complete
	Share information to support best practices with local coordinators on a regular basis (e.g. via newsletter, email)	Ongoing
	Plan a campaign to share how local coordinators and library staff can implement individual best practices (e.g. hashtag campaign)	In Progress
	Develop lightweight best practices for promotion and communications together with local coordinators	In Progress
Options for Evening & Weekend Coverage	Extend weekday daytime service hours to give some institutions relief from staffing numerous evening / weekend hours and to create space in the daytime schedule	Complete
	Set-up a process to introduce balance into the schedule so that more institutions share the responsibility for working evening and weekend shifts	Ongoing