



Action Planning Priorities: Progress

Revised May 2022

Background

The AskAway Advisory Committee identified the following top action planning priorities in the context of BC ELN's 2016-2021 Strategic Plan. The table below outlines these priorities and progress to date. Due to the pandemic and the move to emergency remote learning, progress has been slower on identified priorities (*).

Select Chat Reference Software	Establish Software Evaluation Committee to develop functional requirements, issue an RFQ to select vendors, evaluate vendor responses, and select a software platform	Complete 2018-19
	Implement selected software platform	Complete 2019
Launch Proactive Chat *	Create task group to pilot proactive chat and make recommendations	Complete 2021
	Launch proactive chat pilot	Complete 2021
	Make recommendation to Advisory Committee about whether or not to offer this opt-in feature	Complete 2021
	Roll-out proactive chat to interested institutions in phases	Ongoing
Support Libraries in Raising AskAway Visibility	Launch monthly <i>Visibility Tip of the Month</i> to share one actionable step from the Visibility Best Practices, with examples, that local coordinators can apply at their libraries	Complete 2021
	Develop lightweight best practices for promotion and communications together with local coordinators *	On Hold Due to Pandemic
Options for Evening & Weekend Coverage	Analyze usage trends to adapt the collaborative schedule to more closely meet evening and weekend needs	Complete 2020-21
	Scan environment to understand how similar services distribute evening and weekend shifts so AskAway can take a more flexible approach	Complete 2022
	Introduce strategies so that more institutions share the responsibility for working evening and weekend shifts	Ongoing