

# AskAway Action Planning Framework

2023-2028



## Service Value

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### Expanded Access to Research Help

- Together, libraries provide research support beyond what one library can offer alone
- Research support to students is expanded beyond local library walls, hours, and staff commitments



### Convenient, Low-Barrier, Online

- Students can connect to a low-barrier, real-time, and online service when they need it
- Students receive approachable, immediate, and expert help regardless of their location
- Libraries stay connected to students studying remotely and at a distance

### Skilled and Connected Community

- Service providers and local coordinators build communities of practice
- Service providers hone their skills by answering questions from a diverse range of students and navigating new resources at participating libraries
- Working together, colleagues from participating institutions collectively improve reference services across the sector

### Local and Provincial Cost-Savings

- Individual institutions and the post-secondary sector realize cost-savings by being part of a shared service

## 5-Year Service Vision





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In the next five years, we will see an AskAway service that:

- Fosters collaboration among participating institutions and service providers (2-3 year priority)
- Ensures accessibility for all (2-3 year priority)
- Leverages technology to enhance the service (2-3 year priority)
- Maintains or grows service levels (2-3 year priority)
- Effectively responds to student / patron needs
- Delivers high quality reference and excellent information literacy instruction
- Engages and meets users at point of need
- Demonstrates value to stakeholders

*Note: Activities to meet 2-3 year priorities are outlined on the next page. Additional priorities can be identified from the list in following years.*

## 2-3 Year Service Priorities and Activities

Priority	Activity	Group Responsible
 <p><b>Fostering collaboration among participating institutions and service providers</b></p>	<p>Highlight chat transcripts for quality assurance and to build supportive relationships in the community. For example, showcase transcripts that demonstrate excellence or areas of concern to inform training, professional development, mentoring, etc.; add a tag or exit survey for service providers to support transcript review and self-evaluation (e.g., “Were you able to help the user? Yes/No”).</p>	<p><i>Volunteer local coordinators and/ or service providers with support from the AskAway Admin Centre</i></p>
	<p>Set-up a place where institutions will post high impact assignments and frequently asked questions.</p>	<p><i>Local coordinators with Admin Centre</i></p>
 <p><b>Ensuring accessibility for all</b></p>	<p>Develop asynchronous training for service providers to chat with screen reader users.</p>	<p><i>Admin Centre in collaboration with volunteer service providers and potentially National Network for Equitable Library Service (NNELS) / CAPER-BC</i></p>
 <p><b>Leveraging technology to enhance the service</b></p>	<p>Explore possibilities of screen-sharing with LibraryH3lp and other 3rd party integration.</p>	<p><i>Led by Admin Centre</i></p>
	<p>Implement a queuing system for users and automate ‘swamped’ messaging to service providers when needed.</p>	<p><i>Local coordinators with Admin Centre</i></p>
 <p><b>Maintaining or growing service levels</b></p>	<p>Collaboratively design a survey tool for institutions to use at their libraries to easily capture diverse perspectives from their learners, including users and non-users, in a standardized way.</p>	<p><i>Local coordinator/ service provider task group for survey/ focus group design; Local coordinators for dissemination</i></p>
	<p>Advocate at the provincial level for more funding for AskAway, both for service providers and Admin Centre support.</p>	<p><i>BC ELN Executive Director and participating library directors</i></p>