



AskAway Action Planning Process 2023

AskAway Advisory Committee, November 2022

Recommendation

That AskAway follows the process for action planning as presented, with the goal of developing action priorities for the service in spring 2023.

Background

AskAway has begun action planning to set priorities for the collaborative service for the next two to three years. This process follows BC ELN's recent strategic planning and comes at a time when both AskAway and participating libraries are adapting to new opportunities for online student support.

Action Planning Process

Gather and Share Information

At their May 2022 meeting, Advisory Committee members agreed that the first step for action planning is to gather information and input from consortial colleagues, participating libraries, and users of the service. Data will be shared with Advisory Committee members and participating libraries to inform a future action planning session.

Information will be gathered with the following tools:

- A collaboratively developed environmental scan survey of Canadian collaborative virtual reference services including Novanet, Ontario Colleges Library Service (OCLS), and Ontario Council of University Libraries (OCUL)
- A two-part survey of participating libraries:
 - Part One, Where We Are: This survey will assess how libraries currently participate in AskAway and seek to understand their current needs with regards to chat reference
 - Part Two, Where We Are Going: This survey will ask libraries about their vision for the future of AskAway
- A survey to gather input from student users

Confirm Vision and Values & Develop Action Plan

The Advisory Committee and all participating libraries will be invited to participate in a facilitated action planning session. The session will be hosted online via Zoom, making it accessible to all members. Participants will confirm AskAway's vision and values and develop two-to-three-year action priorities.

Timeline

Date	Responsibility	Details
Oct – Nov 2022	AskAway Admin Centre/Canadian chat services	Gather external input from Canadian collaborative chat reference services
Nov 2022 – Jan 2023	AskAway Admin Centre/AskAway participating libraries	Gather internal input from AskAway participating libraries and student users
Jan 2023	AskAway Admin Centre/Review team	Consolidate and share input
Feb – Mar 2023	All AskAway participating libraries	Action planning session to confirm AskAway vision and values and develop and set action priorities