



AskAway Emerging Technologies Working Group: Recommendations

March 13, 2026

About the Working Group

The AskAway Advisory Committee formed the [Emerging Technologies Working Group](#) (ETWG) in January 2025 to meet AskAway’s priority to “leverage technology to enhance the service.” The purpose of the ETWG is to investigate, make recommendations, and support implementation for emerging technologies that impact the service. The final report of subsequent recommendations was presented to the AskAway Advisory Committee in February 2026.

Members: Shannon Moist, Chair (Douglas College), Patricia Foster (University of British Columbia), Jen Goerzen (Capilano University), Connie Goetz (Trinity Western University), Monica Mun (North Island College), Cristen Polley (AskAway Admin Centre, BC ELN)

Past Members: Caroline Ahn (Trinity Western University), Cathy Mount (Capilano University)

Recommendations

The ETWG identified the following six recommendations:

1. Retire the Campfire communication back channel and replace with the LibraryH3lp conference room to facilitate effective multi-tasking
2. Contribute to the LibraryH3lp language localization guest-facing chat feature's 16 available languages by translating set phrases into Korean, Tagalog and Punjabi
3. Educate service providers about LibraryH3lp’s screencasting feature to support its use
4. Continue to hide the guest file-sharing option in the chat box due to security concerns and to manage user experience expectations

5. Suppress the guest screensharing feature from usage due to security concerns
6. Conduct a semester-long trial of the chat routing feature prior to making an implementation decision

Next Steps

The ETWG suggests the following next steps in 2026 to implement the recommendations:

- Transfer the service provider communication channel usage from Campfire to the LibraryH3lp conference room by May 2026
- Conduct a trial of the chat router feature over a full semester (May to August 2026)
- Initiate a call-out for local coordinators and service providers (including UBC iSchool students) to help implement language localization, with small groups working to translate each of the three languages by end of 2026
- Develop documentation and offer learning opportunities to service providers about the screencasting feature in LibraryH3lp to support its use by September 2026

Considerations for Further Work

- Conduct student/researcher needs assessments with focus groups and user testing to track changing trends in virtual reference expectations and anticipate future needs in AskAway features.

Appendix

LibraryH3lp features that are recommended:

- [Chat router](#) (AskAway FAQs)
- [Conference rooms](#) (LibraryH3lp documentation)
- [Language localization](#) (LibraryH3lp documentation)
- [Screencasts](#) (LibraryH3lp documentation)

Survey tools:

- [Service providers survey](#) (Fall 2025)
- [Chat router pilot survey](#) (January 2026)