

A photograph of four people in a library setting, all holding up 'AskAway' cards. The cards feature the 'askaway' logo with three circles and the tagline 'real people real help'. Below the logo is a section titled 'Ask a librarian' with a question mark icon and a text area labeled 'Your QuestionMessage' with a right-pointing arrow. The people are: a woman on the left holding a card and a small tag that says '#12 INCLINELIST'; a man standing in the back center holding a card; a woman sitting in the front center holding a card; and a man sitting on the right holding a card. The background shows library shelves and a grid ceiling.

AskAway

Actions & Achievements 2017

College of New Caledonia Library, Prince George, BC

“AskAway is a great equalizer; students and researchers all across BC get qualified expert help when they need it, whether they are on campus or off.

– Gregg Currie, AskAway Advisory Committee Chair, Selkirk College



31 BC universities and colleges **participate**

By offering AskAway collaboratively,
the province **saves**

\$1.9 million*

AskAway is open 67 hours a week...

2-22 times
more hours than any single
institution contributes alone

28,336

student and researcher questions
were answered in 2017

90% of exit survey
respondents
are **satisfied**

“

What an incredible interface. It was fast and I could work on my assignment while waiting for a reply. The librarians I chatted with had great information that I was not familiar with.... This was so much better than Google.

Selkirk College
Undergraduate student

“

...I am very grateful that this service is available for the students and even more happy that the service is also available on the weekend too.

Vancouver Community College
Undergraduate student

“

Every time I've used the service I have found it extremely valuable, even as a graduate student and TA that is extremely experienced with conducting literature searches online.

University of Victoria
Graduate student

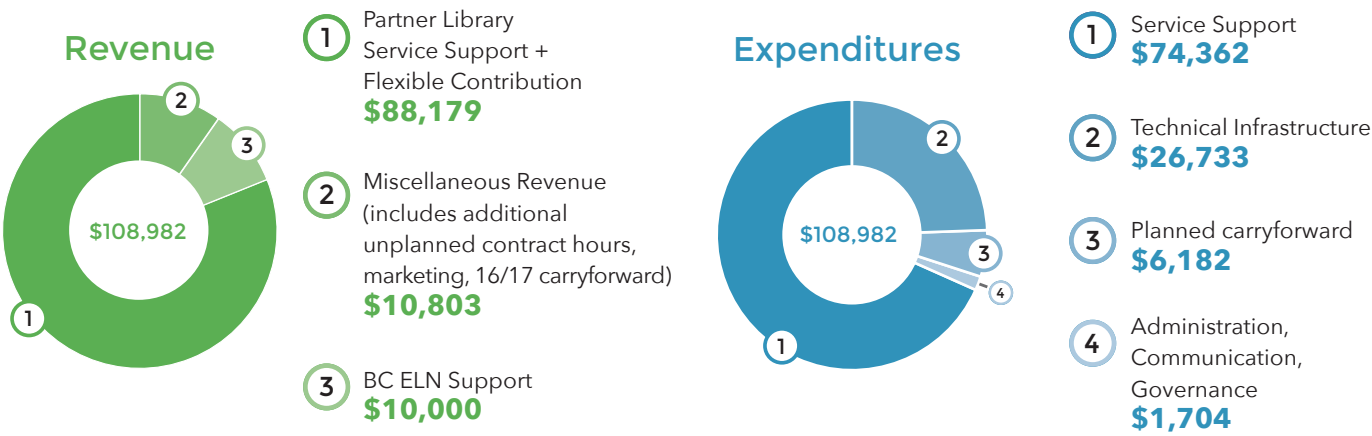


* For 31 institutions to individually offer AskAway-comparable services.

2017 Achievements

Expansion	Welcomed Columbia College to AskAway; 31 institutions now participate
Strategic Planning	Facilitated Action Planning Session with AskAway Advisory Committee Prioritized actions that will support and enhance the service in the coming year, including an environmental scan to investigate software options
Service Enhancement	Championed integration of secure AskAway Qwidget (chat window) in library discovery layers and databases, furthering AskAway as a point-of-need service Targeted quality assurance by sharing webinars as well as AskAway tips and refreshers for service providers
Communities of Practice	Liaised with colleagues across North America via online meetings to share information and ideas on topics such as interactive data and service outcomes

2017/18 Financial Summary



On the Horizon for 2018

- ➔ Conduct a review of virtual reference software and investigate proactive chat (software that invites website visitors to ask questions via chat).
- ➔ Support libraries by distributing actionable steps to promote AskAway, provide avenues of communication for sharing best practices, and explore new ideas for visibility and promotion.
- ➔ Release best practices for handling citation questions and explore additional best practice needs.

Spotlight on Nicola Valley Institute of Technology

by Linda Epps, College Librarian



Why does the Nicola Valley Institute of Technology Library choose to participate in AskAway?

NVIT chooses to participate in AskAway to give our students another avenue to receive assistance. NVIT is all about being student centered. Subscribing to AskAway gives our students the ability to use their technological knowledge to gain information about their research needs.

What successes have you seen with AskAway and the NVIT community?

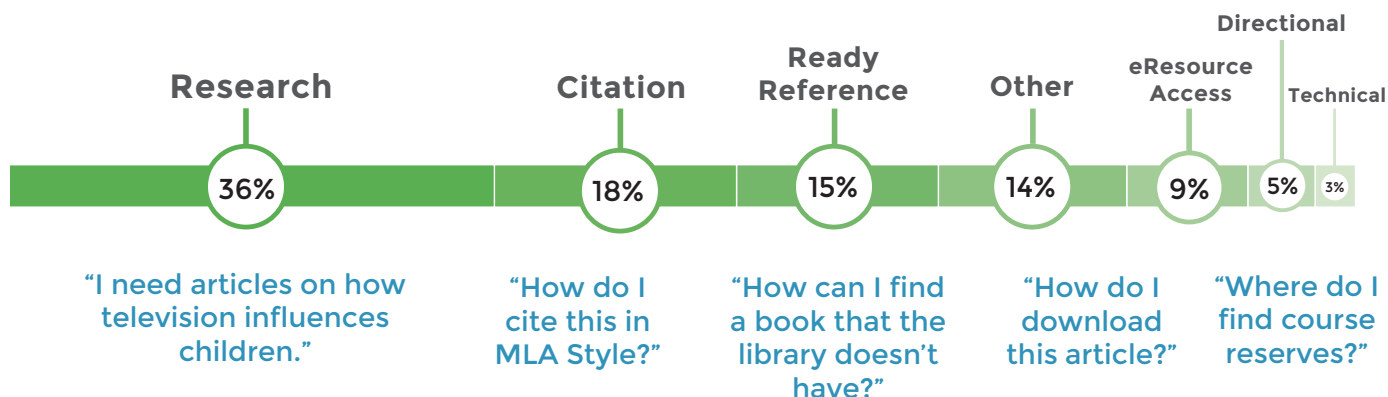
The mere fact that the students use AskAway is a sign of success for us.

What do you gain professionally by contributing as an AskAway service provider?

Using AskAway keeps me better informed about student needs. Professionally, it gives me an opportunity to be mindful of how to ask student questions about their needs. It also keeps my reference skills sharp and to the point. Another skill that I am able to use is my teaching ability. I ask students if they will allow me to show them how to find the information. My personal gratification comes when a student says, "Wow, I didn't know I could do that!"



What do AskAway visitors ask?



What do AskAway visitors learn?

“I received very important and useful ways of searching for media items

“Help finding public domain maps

“I got help with verifying my sources

“I learned how to access library resources on my mobile device

“I learned about the delivery service for distance students so cool

“Alternative search strategies

“I got help accessing an article I was having trouble with

“I got help investigating the authority of a journal