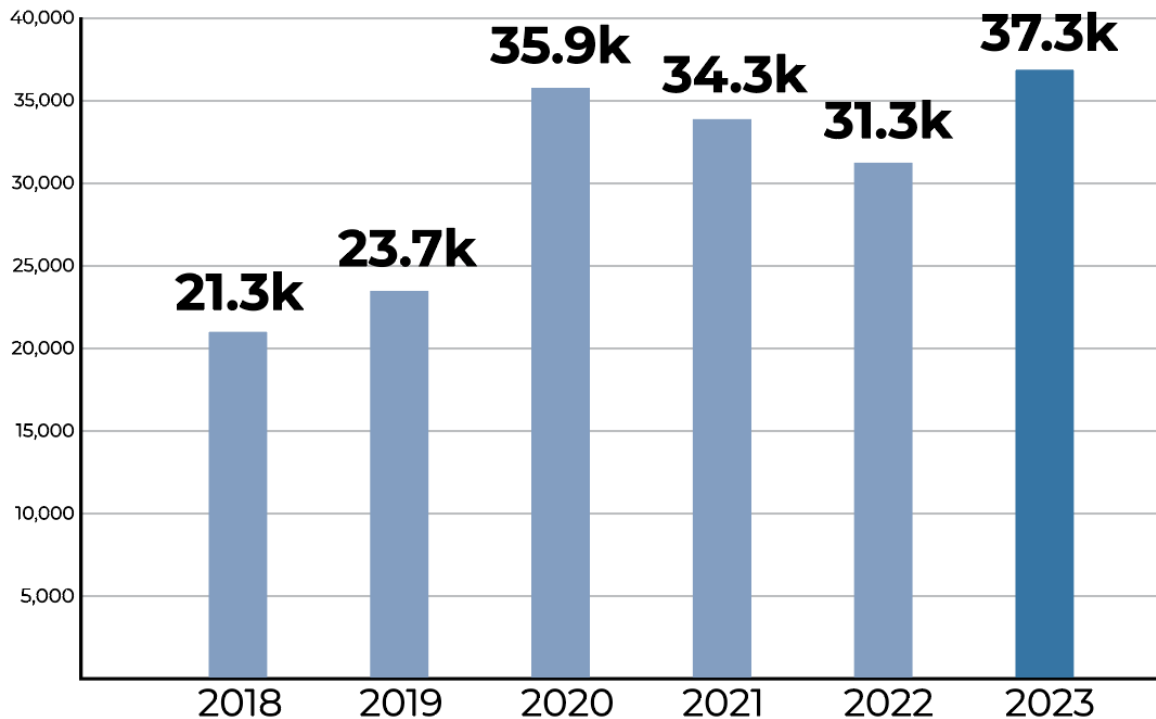


## AskAway Actions & Achievements 2023

### Number of AskAway Chat Sessions



### Key Numbers from 2023

- On average, AskAway is handling 46% more chat sessions than its busiest pre-pandemic year (2019).
- AskAway is open 73 hours a week (7 days a week), delivering fast, convenient help to students and faculty.
- A mid-sized institution saves \$77,000 by participating in AskAway instead of offering a comparable service on its own.
- In 2023, AskAway saved the sector \$2,120,000.
- 91 % of respondents that completed an exit survey in 2023 said they were satisfied with their AskAway experience.
- AskAway sessions have an impact on information literacy. In 2023, exit survey respondents told us they learned the following from their AskAway session (Respondents could select more than one outcome):
  - 46% learned where to look for information.

- 28% learned how the library can help them.
- 22% learned how to search for information.
- 19% learned how to cite their sources.

## 2023 Accomplishments

Completed an environmental scan to understand AskAway's current environment. The scan included surveys of participating and non-participating AskAway members and a collaborative study of Canadian collaborative chat reference services. AskAway's Action Planning process was informed by the collected data.

Developed an [Action Planning Framework](#), approved by the AskAway Advisory Committee, using a participatory approach that involved all AskAway participating libraries. The Framework sets out two- to three-year priorities for the service.

Utilized Year-2 Ministry of Post-Secondary Education and Future Skills (PSFS) bridge funding to hire service providers to staff AskAway during peak traffic hours and provide administrative support. The funding ensured that AskAway staffing kept pace with traffic levels, which have increased significantly since the pandemic began.

Implemented several service enhancements to improve the AskAway experience for users and service providers, including: a new flexible summer collaborative scheduling approach, a new self-paced [AskAway orientation module](#), and updates to AskAway staff help call-out buttons.

## A Look Ahead to 2024...

On the radar for the service in 2024:

Reviewing the AskAway commitment models - a working group will review current support and commitment models and make recommendations that suit AskAway's long-term sustainability, staffing, and service support needs.

Exploring emerging technology - AskAway will assemble a subcommittee mandated with investigating and making recommendations for emerging technologies to enhance the service.

Implementing PSFS one-time funding to bolster the service - this funding will be used to increase staffing support and investigate ways to eliminate barriers to participation for BC ELN partner libraries and Indigenous post-secondary institutions.

## 2023-24 Financials (Projected)

