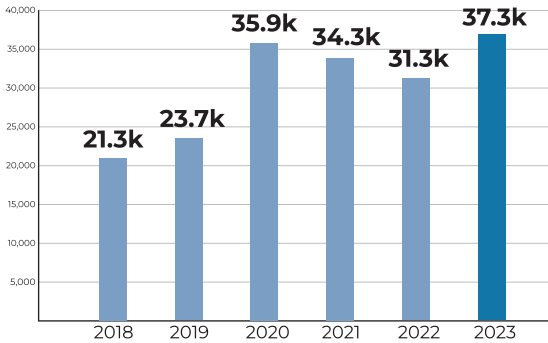


ACTIONS & ACHIEVEMENTS 2023

Number of AskAway Chat Sessions



On average, AskAway is handling

46%

more chat sessions than its busiest pre-pandemic year (2019).

28 post-secondary libraries collaborate on AskAway.



308

service providers in B.C. and the Yukon benefit from centralized Admin Centre support and knowledge-sharing.



AskAway is open

73

hours a week (7 days a week), delivering fast, convenient help to students and staff.



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



I love that they are open until late. This is so helpful.

Capilano University
AskAway User



I was pleasantly surprised that an AskAway service provider was available on the Sunday afternoon of a long weekend.

Simon Fraser University
AskAway User

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.



19%

learned how to cite their sources.



22%

learned how to search for information.



91%

of respondents that completed an exit survey in 2023 said they were satisfied with their AskAway experience.



Great help today! ...We worked on [my citation] together which gave me the ability to learn what I was doing. Thank you!

Camosun College
AskAway User

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.

Looking 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)

