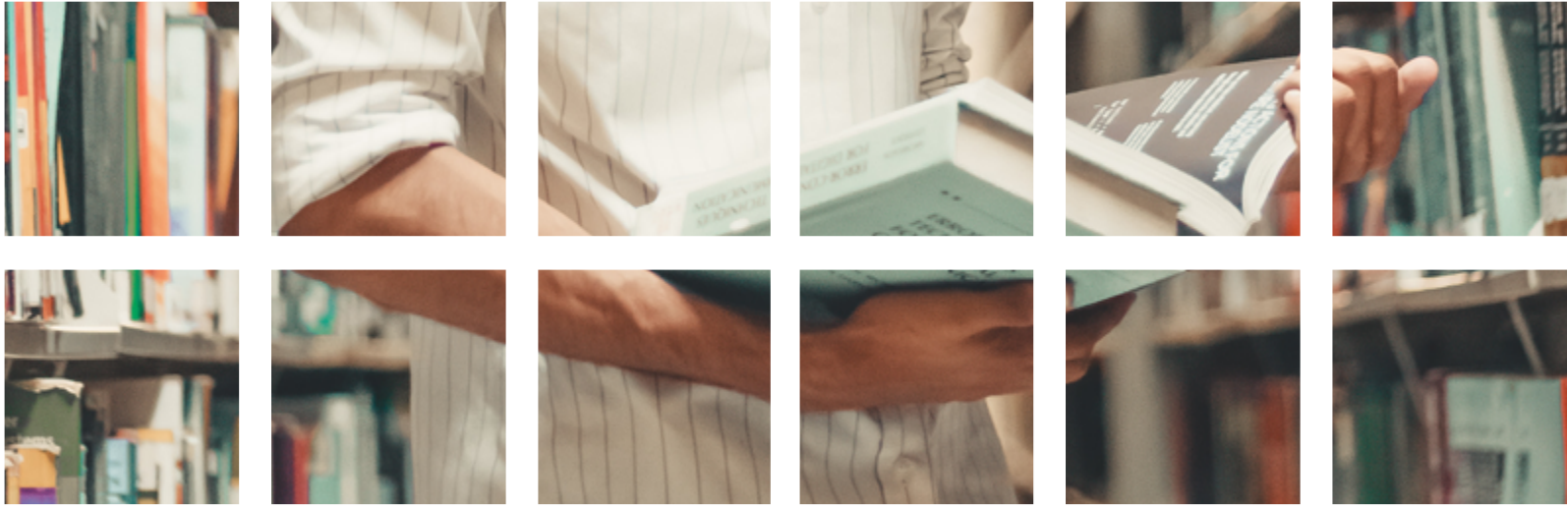


AskAway
 Actions & Achievements
2019



AskAway is B.C.'s collaborative chat reference service. Post-secondary students, educators, and researchers from across the province and the Yukon receive convenient and expert help with their library questions, ranging from circulation to in-depth research to citation. Participating institutions receive centralized support from the Administrative Centre, hosted by the BC Electronic Library Network (BC ELN).

Message from the Chair





AskAway's major achievement in 2019 was the migration to a new collaborative chat platform, LibraryH3lp. Without missing a beat, AskAway successfully launched the new software in time for the summer term. Students, educators, and researchers continue to receive the timely and user-friendly help they've come to expect, and the service can explore new ways to meet their needs. In the fall, AskAway expanded service hours to open at 9am on weekdays, offering additional support to those with busy schedules.



Debbie Schachter
University Librarian, Capilano University
AskAway Advisory Committee Chair

Each year, more and more students rely on AskAway, and I'm excited to see what the service will offer in 2020.

Value for Participating Institutions

 <p>31</p> <p>institutions collaborate, leveraging expertise across the system</p>	 <p>\$1.5 million</p> <p>avoided across the sector by working collaboratively instead of offering solo comparable services</p>	 <p>73</p> <p>hours of online chat reference support available to learning and research communities each week</p>	 <p>250+</p> <p>service providers benefit from centralized Admin Centre support and knowledge-sharing with a provincial community</p>
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Citation Support

"We love AskAway for the extra hours of reference and APA citation help it provides to our students!"

Justice Institute of
British Columbia Librarian



Photo: Justice Institute of British Columbia Library

"I really appreciate the help. As a student with a disability it can be difficult to get through all of the citation style guidelines on my own."

Camosun College Student

"Thanks for the help! It was fast and easy, and I got the direct answer I was looking for to help me cite my paper!"

Douglas College Student

Value for Post-Secondary Learners, Educators, & Researchers



35,645

questions were answered by friendly and professional library staff



~5,000

sessions that helped students understand how to effectively cite their sources



60%

of survey respondents chose AskAway because they were at-home or off-campus



95%

of first-time visitors said they are likely or very likely to use AskAway again

2019 Achievements

Extended Service Hours

- Extended AskAway service hours to open at 9:00am on weekday mornings, increasing weekly service from 67 to 73 hours and offering additional flexibility to students seeking research help

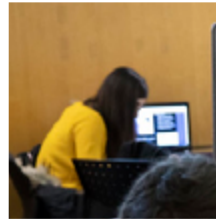


Photo: Capilano University Library

Launched New Chat Platform

- Selected LibraryH3lp chat reference software, a decision that was endorsed by the AskAway Advisory Committee
- Implemented AskAway entry points (e.g. chat boxes, links) on library websites, in databases, etc. to ensure students, faculty, and staff continue to access the service
- Trained over 180 service providers in online and in-person sessions on how to staff AskAway using the new software; offered online orientation sessions to local coordinators at 31 participating libraries
- Launched new chat platform in time for the summer term, providing uninterrupted service to students, faculty, and staff

“[In the new software, I like] the ability to share and annotate screen captures. This is such a great feature that improves the detail of instruction I can provide.”

North Island College
Service Provider

Prepared for Inclement Weather

- Developed *Inclement Weather Guidelines* that outline practical steps the Administrative Centre can take when participating libraries are closed due to inclement weather (e.g. snow), with the goal of providing uninterrupted service

2019-20 Financials

	2019/20 Projected
	Revenue
Partner Library Support (Service Support Fee & Flexible Contribution)	95,610
BC ELN Contribution	8,000
Miscellaneous Revenue (Carryforward, Contract Hours, etc.)	3,083
Total	106,693
	Expenses
Staffing & Coordination Infrastructure	87,223
Administration/Communication/Governance	274
Software & Technical Infrastructure	17,178
Total	104,675
Revenue - Expenses (Carryforward)	2,018



Photo: North Island College Library, Comox Valley Campus

"I was impressed with the quality of help. This is an excellent service. All three librarians who helped me were supportive and engaged. Outstanding today."

UBC Graduate Student

"I really appreciate the quick response time and the feeling that I am not being a burden when asking questions. I couldn't be where I am in my studies today if it were not for this service and for that I thank you!"

Kwantlen Polytechnic University Student

A Look Ahead to 2020

- Launching a new round of strategic action planning to set service priorities for the near future
- Initiating a proactive chat pilot to reach additional AskAway users; proactive chat is a feature that actively invites an individual to chat at a certain point along their journey through a website or database
- Refreshing the AskAway logo, website, and promotional materials for a more modern look and feel