



BC ELN Steering Committee Meeting Minutes Friday, July 8th, 2022

9:30am – 3:00 pm PST
SFU Harbour Centre, Vancouver

In Attendance:

Gwen Bird, Simon Fraser University
Camille Callison, University of the Fraser Valley, *Teaching Universities & Technical Institutions*
Gregg Currie, Selkirk College, *Rural Colleges*
Ali de Haan, Acsenda School of Management, *Associate Members*
Natalie Gick, Simon Fraser University, *Host Site Officer*
Darcy Gullacher, Trinity Western University, *Small Universities (Vice-Chair)*
Brenda Mathenia, College of the Rockies (Chair)
Susan Parker, University of British Columbia
Lisa Petrachenko, University of Victoria (Alternate)
Debbie Schachter, Langara College, *Urban Colleges (Alternate)*

Ministry of Advanced Education and Skills Training (AEST):
Carol Ribeiro (Alternate)

Guest:

Suzanne Rackover, Emily Carr University of Art + Design, AskAway Advisory Committee Chair

BC ELN Staff:

Anita Cocchia
Leah Hopton
Sunni Nishimura
Cristen Polley (recorder)
Myfanwy (Vaughn) Postgate

Regrets:

Jonathan Bengtson, University of Victoria
Ben Ferrel, AEST
Ross Tyner, Okanagan College, *Urban Colleges*

Introductions

B. Mathenia welcomed attendees and acknowledged that the Committee was gathering on the unceded, traditional territories of the x^wməθk^wəyəm (Musqueam), Sk^wx^wú7mesh (Squamish), and səliiwətał (Tsleil-Waututh) Nations.

She noted regrets from B. Ferrel, J. Bengtson, and R. Tyner and welcomed their respective alternates C. Ribeiro, L. Petrachenko, and D. Schachter as well as S. Rackover, guest and Chair of the AskAway Advisory Committee.

1. Adoption of Agenda

The agenda was adopted as distributed.

2. AEST Draft Digital Learning Strategy - Presentation

C. Ribeiro presented the Ministry of Advanced Education and Skills Training (AEST) draft Digital Learning Strategy, included in the meeting agenda package. Prompted by the emergency shift to online learning in 2020 due to COVID-19, a Digital Learning Advisory Committee (DLAC) was formed to lead a collaborative process to enhance digital post-secondary experiences across B.C. The Digital Learning Strategy is a result of this work. The DLAC is currently seeking feedback on the draft Digital Learning Strategy via consultation sessions with various stakeholders in the post-secondary sector, including libraries.

C. Ribeiro presented on the three main outcomes of the collaborative work of DLAC and Working Groups: Guidelines for Technology-Enhanced Learning, the Digital Literacy Framework, and Technology Needs and Capabilities. As next steps, there will be further consultations this summer, a revised draft will be tabled for endorsement, and the goal is to begin implementation in September 2022.

C. Ribeiro invited input from attendees. Libraries are also welcome to send comments on the draft via email (AEST.DPP@gov.bc.ca).

In response to questions, C. Ribeiro shared that some libraries have sent feedback and all comments received up to June have been incorporated into the current draft. There will also be upcoming consultation sessions that all are invited to attend.

Attendees shared the following feedback:

- A shared provincial IT help desk could present challenges for localized IT services; it was noted that this concern has been raised previously.
- In Appendix 2: Digital Literacy Framework, it would be helpful to clarify the proposed repository of digital literacy materials and how it relates to BCcampus' OER repository; there was a suggestion to rename Pathway 1 "Digital Literacy Resources" to clarify that the idea is to create a shared curriculum that would be openly licensed and not a new repository.

3. BC ELN Strategic Planning

L. Hopton facilitated a session to develop actions BC ELN will take to advance its core strategic directions:

1. Pursue meaningful, reciprocal partnerships
2. Develop responsive, inclusive, and sustainable services

3. Empower and engage our community

Attendees reviewed activities that BC ELN is already undertaking in these areas and worked in small groups to identify initiatives that were missing from this list. After sharing out these initiatives with all attendees for clarification and discussion, attendees broke into groups to focus on one of the three core directions. Each group developed 2- to 3-year goals to align with a core direction. All attendees then came together to review and discuss the goals and decide, via consensus, if they agreed with each one.

As next steps, the 2-3 year goals will be shared with library directors and discussed at the All Partner Meeting in December.

4. AskAway Report

S. Rackover presented a report on the AskAway collaborative chat reference service:

Meeting Student Demand

S. Rackover thanked the Ministry of Advanced Education and Skills Training for two-year bridge funding for AskAway. Since the return to in-person learning, AskAway usage has remained high, but participating library staffing commitments have returned to pre-pandemic levels. The one-time funding from Ministry will allow AskAway to boost staffing levels to meet student demand.

Enhancing the Service & Reaching New Users with Proactive Chat

Recent service enhancements and initiatives are detailed in the report, included in the agenda package. Notably, seven libraries have implemented the proactive chat feature, with two more set to implement in late summer, and additional libraries waiting to implement in the Fall as part of a phased roll-out.

Reviewing the Service: Seeking Input

AskAway's review and action planning process follows the timeline of BC ELN strategic planning. From 2018-2022, the AskAway Advisory Committee, with support from participating libraries and the AskAway Administrative Centre, completed the service priorities identified in the previous round of action planning. At their last meeting, the Advisory Committee confirmed that it would begin the next round of service review and action planning to identify future priorities.

The Advisory Committee agreed that there have been many changes in the post-secondary and library landscape in the past few years and that gathering information from a variety of perspectives will be helpful to understand current needs and trends before moving forward with action planning. This information gathering will include an environmental scan, surveying partner libraries, and student input.

In addition to the service review plan, at the last Advisory Committee meeting three participants (Simon Fraser University, University of British Columbia, and University of Victoria) brought forward a recommendation for an External Review with a proposed deadline of January 2023. The Advisory Committee discussed the idea and brought up several questions. The Advisory Committee determined that to help them make their decision, it would be useful to hear the

Steering Committee's perspective on External Reviews and their impact on BC ELN services, as well as the Committee's input on service reviews generally.

S. Rackover invited input and questions from the Steering Committee.

Key themes discussed:

- Purpose and Value
 - The purpose of an External Review is to identify service improvements and ensure the service is meeting its stated objectives
 - External Reviews provide objectivity, transparency, and an outside perspective with a focus on service improvement
- Practice in Post-Secondary and Consortial Environments
 - External Reviews are not a common practice at similar provincial or state chat reference services
 - External Reviews are a robust practice in academic departments
 - A consortium that has experienced an External Review is the Canadian Research Knowledge Network (CRKN), which completed an External Review of negotiation effectiveness in 2013
- Resources
 - Finding external reviewers to review AskAway could present challenges due to the nature of the service as compared to an academic program
 - If assessment and reviews are already happening for the service, is it necessary to invest in an External Review
 - As External Reviews are considered to be a form of peer review in academic departments, there is little to no cost
 - Gathering data and documentation for an External Review could take considerable time and resources, both for the Advisory Committee and the BC ELN Office staff
- Timeline
 - The proposed timeline (review completed by January 2023) is tight
 - BC ELN's host institution Simon Fraser University (SFU) has guidelines for External Reviews that outline a process and timeline, including at least one year's notice before the site visit and a self-study period of one to two semesters
- Data-Gathering and Self-Study
 - AskAway's upcoming service review and action planning could form the self-study portion of an External Review; any data gathered would be shared with all participants
 - SFU's External Review Guidelines afford ample time for data gathering as part of the self-study

- It would be helpful to have a date for when data gathered as part of a review would be available to participating libraries
- AskAway data is always available to libraries for institutional decision-making, and libraries are always welcome to contact the Administrative Centre for additional information
- **Broader Service Assessment Processes**
 - It would be helpful to develop a process for assessment and continuous improvement that can be widely applied across all BC ELN services; External Reviews could be considered during the development of this process
 - When the AskAway Advisory Committee reviews its Terms of Reference (TOR), there is an opportunity to clarify regular review and assessment processes

As next steps, S. Rackover confirmed that the Advisory Committee will meet in the Fall to review input from this discussion. A TOR update that includes clarification on regular service assessment and review will be a priority for the Advisory Committee. AskAway will move forward with data gathering and action planning.

B. Mathenia closed the discussion as the scheduled meeting had ended.

5. Project Updates

This agenda item was postponed due to timing.

6. New Business

There was no new business.

7. Wrap Up

The next Steering Committee meeting will be held in person in conjunction with the winter All Partner Meeting on Friday, December 2nd, 2022. More information will be sent out in the fall.