

Service Team Charter

Spotlight at Stanford Service Team Charter

The Spotlight at Stanford Service Team helps guide and support SUL's Spotlight services in support of the University's needs for research, teaching, learning, and related library activities. Team members will work with fellow library staff, faculty, instructors, and collection managers (writ broadly) to promote Spotlight services at Stanford, to identify opportunities for Spotlight sites and support their development and release, to work to integrate Spotlight into University and Library workflows, and to inform future development efforts. This will include doing outreach, working with Spotlight and SDR deposit tools firsthand, and serving as local experts for their respective constituent groups and fellow library colleagues.

The Spotlight at Stanford Service Team works with the Spotlight Service Manager, in support of the Digital Library Systems and Service Access Portfolio Manager to drive the definition of processes, workflows, policies, roles, documentation and features in the rollout and ongoing support of SUL's Spotlight services.

The Spotlight at Stanford Service Team includes representatives from across SUL, including staff in public services from HSS, IAS, SERG and SPEC, as well as technologists in CIDR and DLSS.

Three Primary Areas of Activity

Promotion

- Encourage Spotlight use amongst colleagues and academic constituencies
- Provide input on web site content and other marketing/information materials
- Inform colleagues on what content is appropriate for Spotlight, i.e., clarify purpose and dispel misconceptions
- Finding opportunities to engage with faculty, instructors, students & collection managers (writ large)

Support

- Respond to Spotlight service inquiries
- Training: working with faculty and student depositors, supporting fellow selectors and other library staff
- Spotlight site administration / Power users: help Spotlight site creators through the process of creating, populating & publishing an exhibit, as well as maintaining it over time
- Help create and maintain user documentation, like FAQs
- Help with service-related (JIRA) ticket management / assignment

Advice

- How SUL can organize to support expanding Spotlight services
- Best approach and positioning for broad roll-out across campus
- Policies related to the appropriate uses of Spotlight to optimize its effectiveness in featuring SUL's digital collections and supporting research and teaching.
- Identify key features that would be of most value in ongoing Spotlight development