

University of California Libraries
Melvyl Operations Liaisons Charge

Charge updated by the Melvyl Operations Team: December 19, 2014

Charge Approved by the CoUL: November 18, 2011

Group Appointed by SOPAG: November 22, 2011

Summary and Background:

The Melvyl Operations Liaisons (MOL) are charged to provide Melvyl technical and operations support in the campus libraries, serving as a single point of campus contact for the California Digital Library (CDL) Melvyl Operations Team. Appointed by SAG2 and managed by the CDL, the liaisons' responsibilities include organizing technical testing and feedback, providing updates for campus-specific data, and ensuring information or questions get to the right people in campus libraries. The group was established and charged in November 2011.

Tasks Include:

The Melvyl Operations Liaisons, in communication with their campus colleagues, are charged with the following:

- Providing input on Melvyl operational issues as requested by the Melvyl Operations Team.
- Providing updates to the Melvyl Operations Team on campus-specific configurations.
- Testing new functionality under the guidance of the Melvyl Operations Team.
- Serving as a single point of contact for answering technical questions asked by the Melvyl Operations Team.
- Managing WorldCat Discovery staff accounts.
- Informing CDL if a new liaison needs to be assigned.

Expected Deliverables:

The Melvyl Operations Liaisons will respond to requests for information by the CDL Melvyl Operations Team in a timely and efficient manner.

Communications:

The Melvyl Operations Liaisons communicate primarily through an email listserv (melvyltech-l@ucop.edu); there are no regular meetings. In response to requests for campus specific information, liaisons will gather input from appropriate campus colleagues and relay the input back to the CDL Melvyl Operations Team.

Melvyl Operations Liaisons Email List (members only):

MELVYLTECH-L@LISTSERV.UCOP.EDU is the list for CDL to send general announcements or questions to all liaisons, and for the liaisons to communicate with CDL and each other on general topics.

MELVYLOPS@CDLIB.ORG is the email address to report problems, change requests, or status updates related to your campus instance of Melvyl to the CDL's Melvyl Operations technical team. Issues sent to this list and their resolution will be logged in CDL's customer support system.

Melvyl Operations Liaisons' Sharepoint site (members only):

<https://sp2010.ucop.edu/sites/cdl/d2d/melvyl/MOL/default.aspx>

This shared workspace site has links to the parallel and production instances of Melvyl for each campus. It's also a place to post shared documents.

Melvyl Operations Liaisons' webpage with roster:

http://www.cdlib.org/services/d2d/melvyl/melvyl_operations_liaisons.html

Decision-making:

The primary purpose of the Melvyl Operations Liaisons is to respond to requests for information and functional and/or technical testing from the CDL Melvyl Operations Team. As such, the decision-making and actions relative to information gathered by the group rests with the CDL Melvyl Operations Team, which may, in turn refer decisions to SAG2.

Membership and Terms of Appointment:

The Melvyl Operations Liaisons will include one representative from each of the ten UC campus libraries, and one from each of the two UCL RLFs. Members will be identified by SAG2. Appointment is indefinite.

See roster on the Melvyl website:

http://www.cdlib.org/services/d2d/melvyl/melvyl_operations_liaisons.html

Document History

Added two duties 12/19/14:

- Managing WorldCat Discovery staff accounts.
- Informing CDL if a new liaison needs to be assigned.