Delineation of Roles:
questions to consider -

- Will Roles of VSB group members change from development to assist with pilot implementation? If yes, then how?
- Who will assess when pilot is ready for release (PSL director and librarians)
- Who will publicize the pilot? (PSL librarians)
- Who will set up ways for users to leave feedback? (VSB group, PSL librarians)
Defining Roles
(who, what, when, how, etc)

VSB Group
• Project manager
• Developers
• Library reps

PSL (Pilot Library)
• Library rep(s) on VSB team
  – Liaise b/w subject librarians/director and VSB team
• Subject librarian(s)
  – Liaise b/w users and project; synthesize user feedback for VSB and project goals and functionality for users
• Director
  – Oversee user messaging and service deployment in specific unit library context (website, promotion, etc).
Collect feedback

- Collect feedback from online forum, email, other
  - Subject librarians, directors

- Evaluate and categorize feedback
  - Subject librarians, directors, VSB

- Point of Assignment
  - VSB
Evaluating feedback - criteria

• Disciplinary significance
• User need/significance
• Scope of benefit
• Resources – money, staff time
• Frequency?
• Bug fix?
Categorizing Feedback

- Technical (glitches, simple cosmetic changes, typos)
- Enhancements/improvements or additions
- Deeper intellectual issues (needed further development)
- Others
Example

Feedback → Subject librarians

High Priority → VSB Group
  - Easy → Do ASAP
  - Hard → Schedule to do soon
  - Not possible at this time → Punt back to subject librarians to consider

Low Priority → VSB Group
  - Easy → Do if time permits
  - Hard → Revisit later
  - Not possible at this time → Parking lot
Flow of Feedback

Users → Directors/ librarians

Directors → VSB group

VSB group → Subject librarians

Subject librarians → Users

Subject librarians → Directors
Preparing for launch of VSB on PSL

**PSL Team**
- Generate designs for incorporating Shelf Browser on PSL site, including links for feedback
- Identify any gaps in functionality that are revealed by above designs
- Prepare and deploy outreach techniques/campaigns for publicity

**VSB Group**
- Present working version of VSB to PSL team with plan on how it will be incorporated into PSL site
- Plan for how to respond to feedback
- Negotiate further process with PSL team
## Defining Roles
(who, what, when, how, etc)

### VSB Group
- Project manager
- Developers
- Library reps

### PSL (Pilot Library)
- Library rep(s) on VSB team
  - Liaise b/w subject librarians/director and VSB team
- Subject librarian(s)
  - Liaise b/w users and project;
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VSB and project goals and
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- Director
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