

## **UC Libraries Advisory Structure Shared Service Team Description**

A Shared Service Team (SST) is a team charged by the Council of University Librarians (or a group it designates) or the California Digital Library Executive Director to deliver a core continuing shared service for the UC Libraries.

### **Reporting Line**

An SST can report to the Council of University Librarians (CoUL), the Direction & Oversight Committee (DOC), the Shared Content Leadership Group (SCLG), or the California Digital Library (CDL).

### **Responsibilities**

Delivers a shared service on ongoing basis, including:

- Oversees daily overall health of service with focus on outstanding service and continual improvement
- Handles routine end user requests and manages service access
- Diagnoses causes of operational service problems and implements solutions
- Detects and investigates trends associated with service problems
- Investigates and implements improvements in service quality, technology, process, and overall operational efficiency
- Identifies annual or biannual (every 2 years) service goals as determined by designated reporting line
- Regularly evaluates and measures service performance to determine value to clientele

### **Scope of Authority / Decision Making**

- Implements policy and processes relative to service operations
- Consults with designated reporting line for guidance on whom to contact for formal advisory assistance
- May consult with CKGs when seeking informal input/information
- May charge campus operational liaisons as needed
- If embarking on a significant change either to the model of service or that requires resources beyond current allotment, consults with designated reporting line for guidance on how to proceed
- If continuing service delivery requires resources beyond current allotment, consults with designated reporting line for guidance on how to proceed

### **Communication**

- Communicates regularly to designated reporting line
- Communicates major actions, decisions and service updates to broader UC Libraries community via designated channels

**Membership / Composition / Term**

- Members are selected for the expertise they possess relative to the service
- Member terms are determined by the team manager
- Members are assigned by the local University Librarian (or their delegate) or the CDL Executive Director (or their delegate)
- Team must include a designated manager who has responsibility for coordinating or managing the team's delivery of the shared service

**Team Manager**

- Responsible for coordinating or managing the team's delivery of a shared service on an ongoing basis; may include performing administrative and service-related functions
- Selected for the expertise they possess relative to the service
- Selected by designated reporting line and assigned by the local University Librarian (or their delegate) or the CDL Executive Director (or their delegate)
- Length of manager's appointment is based on service needs and determined by designated reporting line
- Performance evaluation is conducted following the review processes of the position's home organization

**Duration**

Active for the duration of the service.