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QSpace Management Plan

Background

The Senate Library Committee mandated the establishment of project (QSpace) to assess the requirements and demand for an ongoing, sustainable institutional repository in support of the University's research and teaching mission. A Planning Team, co-chaired by the Chair of the Senate Library Committee and the project coordinator (Library Assessment and IT Projects Coordinator), investigated and defined the scope of the project and the necessary infrastructure. DSpace was selected as the repository software and the project was named **QSpace**.

Project Plan: http://library.queensu.ca/webir/planning/q_space_planning_document.htm

QSpace Staffing

- **Project Coordinator (Sam Kalb):** primary liaison with user communities, coordinate project activities, marketing, documentation, and user training in conjunction with the project's Systems Programmer, the advisory committees and library staff. This is an assignment within the position of Library Assessment and IT Projects Coordinator.

- **System Programmer (Seamus Ryan):** responsible for the QSpace system's technical management, including installing, configuring, documenting and providing technical support and training in conjunction with the Project Coordinator and other staff. This is a limited appointment for the duration of the project.

Reporting Lines Recommendation

Under the governance of the Senate Library Committee, the project will be steered by the QSpace Project Steering Group and administered by the Library (Project Coordinator: Sam Kalb) in collaboration with Information Technology Services.

Administrative responsibility for the QSpace Project will reside with the Associate University Librarian responsible for Library Systems (Martha Whitehead). The Project Coordinator will report to the AUL.

Administrative responsibility for the project's technical infrastructure and staffing will reside with Information Technology Services, with the project's Systems Programmer reporting to Gail Ferland.

When the service and customer base are better understood, the reporting structure may change.

Governance Structures Recommendation

The governance structure endeavors to represent a broad range of [constituencies](#); to build understanding of QSpace among faculty and staff, to seek direction from the Queen's community about building the service and to inform faculty of its potential.

QSpace Project Steering Group

The goal of the QSpace Project Steering Group is to prepare an effective business plan for an ongoing, sustainable institutional repository. The Steering Group reports to the Senate Library Committee.

Terms of Reference:

With representatives from the project staff and the faculty advisory board, this group will address the following in preparing an effective business plan for an ongoing, sustainable institutional repository:

- Build understanding of QSpace among faculty and staff and solicit input on building the service.
- Make policy decisions related to QSpace content, requirements for contributors and service offerings.
- Assess the operational impact of QSpace on the Library and IT Services.
- Define a service model for QSpace at Queen's.
- Recommend an accountable management structure for the QSpace service.
- Define infrastructure and staffing requirements.
- Report on progress to the Senate Library Committee, the Office of the V.P. (Academic), the Library and IT Services during the project and upon completion.

Membership:

- Senate Library Committee Chair (chair)
- Associate University Librarian representing Library Systems (AUL)
- QSpace Project Coordinator
- Faculty Advisory Board representative
- Implementation Group representative
- Communication & Training Group representative
- IT Services representative
- University Archives representative
- University administration representative

Meeting frequency: monthly

Faculty Advisory Board

The Faculty Advisory Board will provide guidance from the perspective of QSpace users, both as

contributors of content and as end-users of the system.

Terms of Reference:

To advise and assist the Project Steering Committee with:

- ❍ Understanding user requirements.
- ❍ Providing feedback and making recommendations on policy issues.
- ❍ Building credibility and acceptance for the project.
- ❍ Spreading information to potential users.

Membership:

- ❍ Faculty reps from a diverse range of fields and disciplines
- ❍ QSpace Project Coordinator
- ❍ University Librarian or designate

Meeting Frequency: The Board will be consulted by email monthly during the project and convened every two months to provide this vital user feedback to the future development of QSpace functionality or associated Library services.

Implementation Working Group

The Implementation Group will carry out the day-to-day work of implementing QSpace. Matters judged to have significant financial, service, or public relations impact will be referred to the Project Steering Group for decisions.

Terms of Reference:

Under the direction of the Project Steering Group, this group will:

- Implement QSpace services, standards and functionality.
- Identify policy issues and make recommendations to Project Steering Group.
- Solicit input from and provide information to library staff regarding the project.

Membership:

- AUL Library Systems
- Electronic Service Librarian
- Head, Collection Development
- Head, Central Technical Services
- Archives rep
- Libraries reps or Function team reps
- QSpace Project staff

Meeting frequency: Monthly or as needed

Communications & Training Ad Hoc Group

The Communications & Training Group will provide two-way communication between QSpace groups and individual library units, identify training needs and help to spread information about QSpace at the university.

Terms of Reference:

Under the direction of the Project Steering Group and the Implementation Working Group, this group will provide input from those who work with end-users. This will help the QSpace groups identify the following:

- Communications and training needed for faculty, staff, and end-users.
- Information about QSpace features, bugs, work-in-progress, user interface, and development plans.
- Priorities and timing for new development and code fixes.

Membership:

- Selected members of Implementation Working Group, with additional staff as needed.

Meeting frequency: to be determined

QSpace Constituencies

- Faculty, whose scholarship, learning resources and research needs are QSpace's primary focus.
- Library and IT Staff who are responsible for deploying, running, and maintaining the QSpace system and services into the future.
- University administration—long-term planners and decision-makers—whose support will ultimately determine the future viability of QSpace.
- Members of the Queen's community, whose intellectual and political influence focus attention and develop momentum in support of QSpace.
- Early adopters – and their eventual successors, the so-called fast followers.

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