

HathiTrust Services Committee Charge

The HathiTrust Services Committee is a standing committee of the HathiTrust partnership, reporting to the HathiTrust Strategic Advisory Board (SAB), and charged with making key recommendations about the HathiTrust service environments available to end-users. Activities of the committee involve assessment and validation of service needs and interests; evaluation of the efficacy of existing services; forecasting of differentiating technology capabilities and trends as applied to the HathiTrust service mission; and prioritizing and sequencing service and tools development in the form of a recommended roadmap. The goal is to provide an evidence-based service development plan that holds promise for significant and distinctive impact for the HathiTrust community.

The HathiTrust Services Committee is asked to develop processes and make recommendations in the following areas:

- 1. Service Mission and Scope:** The Committee will propose a service mission statement that defines HathiTrust's primary audiences and its purpose in serving them. A working definition of "service" will also be proposed to lend clarity of scope to this committee's work and that of other HathiTrust entities.
- 2. Assessment:** The Committee will lead the development of transparent and open methods by which the service needs and interests of the community may periodically be measured along a number of key dimensions—importance, urgency, opportunity, costs, broad impact, etc.
- 3. New Service Prioritization and Road mapping:** Based on input and assessment from the HathiTrust partnership, and service evaluation data made available from HathiTrust operations and other sources, the Committee will propose a prioritized and sequenced set of service development objectives, both short and longer term, for the next 3 years.
- 4. Collaboration with Other Service Providers:** In support of HathiTrust's service priorities, the Committee will advise on potential collaborations with other service and development partners, noting where HathiTrust may be best positioned to lead the development and delivery of distinctive services of potential benefit to its partners and global library and research community.
- 5. Policy Development:** The Committee will monitor need for policy development in support of the service environment and, with rationale provided, recommend where policies are newly needed or where existing policies need review and revision.

Membership:

The HathiTrust Services Committee shall have approximately seven members including 1-2 members each from the CIC and UC, 2-3 members from other member institutions, and 1 liaison

each from the HathiTrust Research Center and the HathiTrust Strategic Advisory Board. Members should ideally represent a diversity of HathiTrust partners and a mix of expertise including user needs assessment and service evaluation, end-user information and research support services, and information technologies pertaining to research services, perhaps especially in the areas of digital humanities and text-based research. Where possible, qualifying individuals having experience with, or connections to service definition and development work in other large-scale research technology initiatives, such as Project Bamboo or NINES, should be pursued for membership.

Members are charged for an initial term of two years.

Related HathiTrust Working Groups and Committees:

The Services Committee's work should strive to be fully communicative and complementary with the work of these and possibly other related HathiTrust working groups and committees:

- HathiTrust Research Center
- Collections Committee
- Usability Working Group
- User Support Work Group
- Communications Committee

Reporting Structure:

The HathiTrust Services Committee shall report to the Strategic Advisory Board. The chair of the SAB shall submit recommendations to the Board of Governors for review and/or approval.

Appendix: Key Issues for the HathiTrust Services Committee to Consider
[TBD]