JUSP user group

Terms of reference

Purpose of group

The group will provide a forum for:

- users of JUSP to input their requirements and influence the development of the service
- the JUSP team to request feedback on specific features and functionality in development
- users of JUSP to share experiences and examples of how they use and interact with JUSP

This will help us:

- create reports and features that are useful and practical
- offer a great user experience
- identify areas for improvement
- understand and demonstrate the value and importance of JUSP

Scope

This group will be focused on the practical day-to-day aspects of using the JUSP service.

Other groups and networks exist, or will be convened, to address questions around the strategic direction of JUSP and relevant services, or specific issues and challenges affecting the sectors.

Membership

Individual group members should:

- be active users of JUSP
- work directly with e-resource usage data
- be willing to be approached to provide feedback on JUSP

Membership is open to all Jisc member institutions, including higher education, further education, and research councils, ideally there will be no more than one representative per institution.

Members are free to leave and join at any point.

Each year, we will ask members to confirm they want to continue and send out an invitation to the wider list. This will ensure newer users and institutions have the opportunity to take part.
How will the group operate?

Sub-groups or channels

Initially, we will have a single user group. If appropriate, we may decide to create separate sub-groups, channels, or streams e.g., HE, FE or technical.

What will be involved

The group will be invited to test, feedback, or participate at various points throughout the year. By joining the group, you agree to be contacted but you do not need to commit to responding to every request.

Frequency will depend on current activities and priorities of the JUSP team and institutions.

These are a few examples:

1. Test and give feedback on specific developments such as features and functionality
2. Respond to polls or short surveys
3. Share opinions on the value, importance, and usefulness of aspects
4. Support our conversations with publishers and suppliers by contacting your reps
5. Share SUSHI credentials to enable us to test new suppliers

When appropriate we will consult with, and involve, the whole JUSP user community via the JUSP libraries mailing list (e.g., surveys).

Communications

Communications will be predominantly online via Jiscmail mailing list (or Teams if preferred).

We will hold one user group meeting per year.

We may also invite group members to participate in meetings, workshops, focus groups, or preview/demo webinars if useful. Attendance is optional.

Reporting

There will be no formal reporting requirements. However, where we are surveying or collating responses in some way, this will be shared back with the group for information.

Where we see value in sharing a topic to a wider audience, we may write a blog post or similar.