

**Submitter Name: Allen Jones**

**Submitter Affiliation: ELUNA**

**Name of Proposed Group: Documentation Advisory Group**

**Request Date Jul 10, 2024**

<b>Initiator</b>	Steering Committee
<b>Background Information</b>	<p><i>Effective software documentation is crucial for the usability, maintainability, and adoption of library software products. Quality documentation ensures that users, developers, and stakeholders can understand and use each software effectively.</i></p> <p><i>At the 2024 ELUNA Annual Meeting, a community initiative was discussed to recommend and implement improvements to Ex Libris product documentation via a systematic review.</i></p> <p><i>This task advisory group has been proposed to evaluate the current state of Ex Libris product software documentation and recommend improvements.</i></p>
<b>Terms of Reference</b>	<p>The group's purpose is to provide guidance and advice to Ex Libris about needed improvements to product documentation. The advisory group's main functions are to:</p> <ul style="list-style-type: none"><li>● Create criteria and measures to evaluate Ex Libris product documentation, focusing on accuracy, completeness, clarity, currency, relevance, and consistency.</li><li>● Evaluate the current documentation of Ex Libris products based on ISO 26511-26515 standards, with a focus on ISO 26515 for agile development documentation practices.</li><li>● Name areas of improvement and best practice</li><li>● Define the process of community contributions to product documentation</li><li>● Develop a comprehensive plan between Ex Libris, ELUNA, and IGeLU to enhance the quality, navigation, discoverability, accessibility, and usability of software documentation</li><li>● Implement and oversee the execution of the improvement plan</li></ul> <p>The focus of the group will be on four areas of Ex Libris documentation:</p> <ul style="list-style-type: none"><li>● General Software Documentation</li><li>● Product Release Notes</li><li>● Channels of delivery (videos, documents, and developer's network)</li><li>● Channels of notification about documentation changes</li></ul> <p>The advisory group will work closely with the support advisory group to refer issues to the proper group since there can be an overlap between these two customer functions.</p> <p>As individual product documentation timelines/roadmaps are developed</p>

	with Ex Libris and senior managers, the responsibility of review and comment will be a collaboration between the product working group (to ensure accuracy) and the advisory group (to ensure consistency of design and execution between products)
<b>Out of Scope</b>	<p>The draft of specific product documentation (and specific pages) is out of scope of this group, except to use as examples for broader strategic discussion.</p> <p>Members of the working groups and communities of practice should evaluate the accuracy and currency of documentation for products and provide that input to the relevant product working group. They should not look to correct individual documentation “errors” without the involvement of the product working group.</p> <p>Additionally, support issues relevant to documentation should be referred to the support advisory group.</p>
<b>Type of Group</b>	Advisory Group
<b>Reports To</b>	Steering Committee
<b>Members of the Group</b>	<p>The task force will include members from various community groups and roles, including:</p> <ul style="list-style-type: none"> <li>- Documentation specialists</li> <li>- Library software developers and implementers</li> <li>- Working group representatives</li> <li>- Community of practice representatives</li> <li>- Consortia representatives</li> <li>- Community at large representatives</li> </ul>
<b>Term Limits</b>	There should be two co-chairs (one from each user organization) and deputy chairs who will share the administrative burden of this group with the co-chair.
<b>Meeting Cadence</b>	Monthly, every 2 weeks as needed (community-only meeting, monthly meeting with Ex Libris)
<b>Outputs from Group</b>	<ul style="list-style-type: none"> <li>- A report on the current Ex Libris process for the documentation lifecycle (creation, publication, review, removal)</li> <li>- A set of guidelines and standards for the creation and updating of product documentation.</li> <li>- A gallery of effective product documentation as examples for working groups to view and discuss as features relevant to their product</li> <li>- A community-wide survey to aid in prioritizing areas of improvement within product documentation</li> <li>- A detailed improvement plan with roadmaps, timelines and milestones for documentation on each product.</li> <li>- Set of recommendations for “small wins” such as the addition to last updated/last reviewed dates to technical documentation templates</li> <li>- Regular progress reports (6-month cadence) to the steering</li> </ul>

	<p>committee, product working groups, communities of practice.</p> <ul style="list-style-type: none"> <li>- Quarterly news story for ELUNA / IGeLU community newsletter</li> <li>- Annual community presentation at each annual usergroup conference</li> </ul>
<b>Review date</b>	8/1/2027
<b>Support Expectations</b>	<ul style="list-style-type: none"> <li>- <i>Listserv / basecamp</i></li> <li>- <i>Production outputs for AG will be stored in each organization's cloud drive for recordkeeping.</i></li> </ul>
<b>Sunset Trigger</b>	<i>Standing, review yearly</i>
<b>Conveners</b>	<p><i>Audrey Ho, Clarivate</i>  <i>TBD, ELUNA SC</i>  <i>TBD, IGeLU SC</i></p>
<b>Implementer Participants*</b>	
<b>At-Large Members</b>	TBD
<b>SC Action Required</b>	Listservs
<b>SC Decision Date</b>	TBD
<b>SC Notes</b>	