

**Concierge Model Case Studies
For SULAIR Leadership Retreat, November 17 2011**

Use Case #1

An English professor tells you that she has an idea for a new research project – she wants to track original publications, translations, and citations for a given author across time and geographical location. She wonders if you know anyone who can help her get started. She needs access to publication and citation data, she thinks there are probably text mining and spatial analysis tools she could use, and she wants to think of cool ways to present her findings when she's done. Oh, and she wants to be able to share all her data and analysis with collaborators at 3 different institutions.

Outline the steps you'll take to respond to the English professor, answering the following questions:

- What questions will you ask the professor?
- Who will you talk to within SULAIR?
- Who you talk with outside of SULAIR?
- Estimate a rough timeline for each of the steps in your process

Use Case #2

A graduate student in the Civil and Environmental Engineering department is looking for historical consumer price index (CPI) values for several African countries from 1984-2011 for her thesis research. She wants to use SPSS for my analysis. Oh – and she has never done any statistical analysis. How can we help?

Outline the steps you'll take to respond to the graduate student, answering the following questions:

- What questions will you ask the student?
- Who will you talk to within SULAIR?
- Who you talk with outside of SULAIR?
- Estimate a rough timeline for each of the steps in your process

Use Case #3

A faculty member wants to do text mining on a set of early English novels and poetry. Some of the texts he wants to use are accessible in licensed databases; others were digitized by Google, a few more are in HathiTrust, and a few others are not yet digitized. How can we help?

Outline the steps you'll take to respond to the faculty member, answering the following questions:

- What questions will you ask the professor?
- Who will you talk to within SULAIR?
- Who you talk with outside of SULAIR?
- Estimate a rough timeline for each of the steps in your process

Use Case #4

A faculty member is developing a new course on energy and the environment. She is trying to put together a course reader, but needs help. She also plans to require students to create multi-media presentations as a class project, but is not sure they have the right skills. She also has a colleague at the University of Amsterdam who is teaching a similar class, and wants to set up some joint class sessions with them. How can we help?

Outline the steps you'll take to respond to the faculty member, answering the following questions:

- What questions will you ask the faculty member?
- Who will you talk to within SULAIR?
- Who you talk with outside of SULAIR?
- Estimate a rough timeline for each of the steps in your process

Use Case #5

The director of a major non-profit civil rights organization is interested in donating her organization's archives to Stanford. The archives include print materials (official documents, letters, meeting notes, fund-raising mailers, etc) dated back to 1965, as well as digital files (email, born-digital documents, old and current web pages, etc). In addition, the organization conducted several surveys over the years, and is willing to donate that data as well. They want us to digitize everything and create a website for everything. How can we help?

Outline the steps you'll take to respond to the organization, answering the following questions:

- What questions will you ask your contact at the organization?
- Who will you talk to within SULAIR?
- Who you talk with outside of SULAIR?
- Estimate a rough timeline for each of the steps in your process

Use Case #6

An alumni, who says he is working with a current faculty member, brings you a specification for a type of steel that he has worked with in projects in Japan. He needs to find an equivalent product that is available in the US so he can budget for it in a grant proposal. He is also looking for any help on finding funding opportunities for his idea, and help with writing a grant proposal.

Outline the steps you'll take to respond to the faculty member, answering the following questions:

- What questions will you ask the patron?
- Who will you talk to within SULAIR?
- Who you talk with outside of SULAIR?
- Estimate a rough timeline for each of the steps in your process