

## CAVAL Customer Services and Collaboration Network (CSCN)

### Terms of Reference

#### 1. Definition

The CAVAL Customer Services and Collaboration Network exists to facilitate the co-operative sharing of library resources and collections, with specific focus on the CAVAL Reciprocal Borrowing Program, as well as developing communities of practice within member institutions to explore innovative practice in frontline services through information & knowledge sharing.

#### 2. Status and Reporting Relationships

2.1. The CAVAL Customer Services and Collaboration Network is an expert group within the Advisory Committee and Interest Group structure of CAVAL.

2.2. The CAVAL Customer Services and Collaboration Network will be supported by CAVAL, chiefly through the Member Services Team and other CAVAL staff and resources as required.

2.3 The CAVAL Customer Services and Collaboration Network will report to the Products and Services Committee (PSC). This Committee will review the activities of the Group annually, and will facilitate the coordination of Reciprocal Borrowing programs activities with CAVAL committees and groups.

2.4 PSC will report the activities of the CAVAL Customer Services and Collaboration Network to the Board, and where appropriate put forward proposals and recommendations for endorsement by the Board.

#### 3. Organisational Structure

##### 3.1. Membership

3.1.1. The membership of the CAVAL Customer Services and Collaboration Network consists of representatives from the current CAVAL member libraries that participate in the Reciprocal Borrowing Program, as defined by the CAVAL Board.

3.1.2. VATL (Victorian Association of TAFE Librarians) may nominate a TAFE library representative.

3.1.3. Representatives are appointed to the CAVAL Customer Services and Collaboration Network by the University Librarian (or equivalent) of their respective institutions.

3.1.4. A library should, if possible, send a substitute to the CAVAL Customer Services and Collaboration Network meeting if the appointed representative is unable to attend.

##### 3.2 Chair

3.2.1 The Chair of the CAVAL Customer Services and Collaboration Network is elected biennially, by and from the members of the Group.

3.2.2 The Chair of the CAVAL Customer Services and Collaboration Network also chairs the forum (if applicable) or may delegate this duty to another member or co-opt someone from a member library.

3.2.3 If the Chair is unavailable to chair a meeting/s; a delegated member will 'act as the Chair' and report back to the Chairperson.

3.2.4 In the event of the resignation of the Chair, the CAVAL Customer Services and Collaboration Network will elect a new Chair for the remainder of the term.

3.2.5 The Chair represents the CAVAL Customer Services and Collaboration Network at meetings of the PSC, and in other CAVAL meetings as appropriate.

### **3.3 Meetings**

3.3.1 The CAVAL Customer Services and Collaboration Network shall meet at least 3 times per year. Meetings 2 and 3 will incorporate community of practice discussions on topics agreed at meeting 1.

3.3.2 Extraordinary meetings will be convened when appropriate.

3.3.3 The CAVAL Member Services Team will ensure that the minutes of each meeting are taken and that there is effective communication as to CAVAL Customer Services and Collaboration Network activities.

### **3.4 Working parties**

3.4.1 Working parties shall be created where appropriate to undertake specific tasks related to the role of the CAVAL Customer Services and Collaboration Network. Membership can be drawn from the Group, or co-opted from outside the Group with the consent of the University Librarians (or equivalent) of the relevant libraries.

3.4.2 Where appropriate, the CAVAL Customer Services and Collaboration Network and the designated working party shall draw up a statement of objectives, reporting requirements and activities to be undertaken.

### **3.5 Forums and Communities of Practice**

3.5.1. The Customer Services and Collaboration Network may organise an annual forum, depending on identified needs and levels of interest across member organisations.

3.5.2. Forums are open to staff from member libraries, as deemed appropriate by the Library concerned.

3.5.3. Two community of practice discussions per year will be held, in conjunction with meetings 2 and 3, focussing on key topics, with invitees from member institutions with operational expertise in these areas. These discussions could inform a Forum or be brought to other CAVAL groups where there is scope for a joint event forum.

## **4. Goals and Objectives**

### **4.1 Mission**

The mission of the CAVAL Customer Services and Collaboration Network is to provide staff of participating libraries with a forum for discussing, sharing and benchmarking best practice in relation to resource sharing and front-facing library services.

### **4.2 Goals**

4.2.1 To facilitate the exchange of information and ideas amongst staff in participating libraries.

4.2.2 To promote best practice and support cooperation between participating libraries.

4.2.3 Support frontline library staff to be better prepared and able to 'fit the future' of libraries.

4.2.4 Facilitate innovative development and practice in frontline services through information & knowledge sharing.

### **4.3 Objectives and activities**

4.3.1 Oversee the operation of the CAVAL Reciprocal Borrowing program, to make recommendations to CAVAL on improvements to the Program and to keep abreast of other reciprocal borrowing and resource sharing programs.

4.3.2 Provide opportunities to enable peer to peer learning, knowledge sharing and networking via regular meetings, seminars, communities of practice and forums.

4.3.3 Committee members are expected to report back to senior managers and their teams in order to relay important information, promote the work of the group etc.

## **5. Terms of Reference**

5.1 The functions, activities, and Terms of Reference of the CAVAL Customer Services and Collaboration Network will be reviewed by the Group and PSC annually.

5.2 The Chair of the Customer Services and Collaboration Network will meet at least once a year with Chairs of other Advisory Committees and Interest Groups to co-ordinate programs and activities and to discuss issues of mutual interest relating to the organisation and management of CAVAL committees and groups.