

CAVAL Customer Services and Collaboration Network (CSCN)

Terms of Reference

1 Purpose

- 1.1 The CAVAL Customer Services and Collaboration Network (CSCN) is an expert group within the Interest Group and Advisory Committee structure of CAVAL. The group exists to facilitate the cooperative 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 and knowledge sharing.
- 1.2 CSCN provides staff of participating libraries with a forum for discussing, sharing, and benchmarking best practice in relation to resource sharing and front-facing library services.

2 Goals

- 2.1 To facilitate the exchange of information and ideas amongst staff in participating libraries.
- 2.2 To promote best practice and support cooperation between participating libraries.
- 2.3 To support frontline library staff to be better prepared and able to 'fit the future' of libraries.
- 2.4 Facilitate innovative development and practice in frontline services through information and knowledge sharing.

3 Objectives and activities

- 3.1 Deliver at least one professional development activity each year. Evaluate these professional development activities to inform the planning of future activities.
- 3.2 Provide opportunities to enable peer to peer learning, knowledge sharing, and networking.
- 3.3 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.
- 3.4 Group 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.
- 3.5 Maintain an email discussion list and the CSCN web pages.
- 3.6 Make individual activity resources available online.
- 3.7 Undertake projects and produce publications as required.
- 3.8 Consult with the CAVAL management team regarding items with budgetary implications.
- 3.9 Liaise with other Interest Groups and Advisory Committees to arrange joint professional development activities as required.

4 **Membership**

- 4.1 The membership of CSCN consists of one representative from each of the current CAVAL member libraries that participate in the Reciprocal Borrowing Program, as defined by the CAVAL Board. Membership also includes representatives from interested TAFE libraries.
- 4.2 Representatives are appointed to CSCN by the University Librarian (or equivalent) of their respective institutions.
- 4.3 A library should, if possible, send a substitute to a CSCN meeting if the appointed representative is unable to attend.

5 **Working parties and sub-committees**

- 5.1 Working parties and sub-committees can be created where appropriate to undertake specific tasks related to the role of the group. Membership can be drawn from CSCN or co-opted from outside the group with the consent of the University Librarian (or equivalent)/Senior Management of the relevant libraries.
- 5.2 CSCN and the designated working party or sub-committee shall draw up a charter outlining objectives, reporting requirements, activities to be undertaken, and the proposed timeframe for the working party or sub-committee.

6 **Operation of the group**

- 6.1 The Chair and Deputy Chair of CSCN are elected biennially, at the end of each even-numbered year for the following two years, by and from the members of the group.
- 6.2 The Chair of CSCN chairs any professional development activities or delegates this duty to another group member or co-opts someone from a member library.

7 **Reporting relationships**

- 7.1 CSCN will be chiefly supported by CAVAL's Member Services team, but utilising other CAVAL staff and resources as required.
- 7.2 CSCN reports to the PSC at the first PSC meeting of each year through a written report and verbal update. The report and update will cover the activities of the group during the most recent year, a reflection on recent practices, and an outline of future plans. The PSC in turn reviews the functions, activities, and terms of reference of CSCN annually and facilitates the coordination of group programs and activities with the CAVAL Interest Groups and Advisory Committees.
- 7.3 PSC reports the activities of CSCN to the CAVAL Board, and where appropriate puts forward proposals and recommendations for endorsement by the Board.