



Customer Services Committee: Terms of Reference

Context

Ireland's Memory. Ireland's Discovery. CONUL Strategy 2016-2019 provides context for this committee.

Mission/Purpose

The focus of this committee is to explore and promote best practice for public/customer services within CONUL libraries.

Terms of Reference

- Provide a forum for the discussion of service delivery models and associated trends and analyse best practice in relation to customer service in libraries, both nationally/internationally, onsite/online
- Explore ways to demonstrate the value and impact of frontline services
- Explore the role of user experience in shaping customer services
- Work to promote best practice in the area of Disability Services and Accessibility
- Explore the use, design and evolution of library spaces
- Examine emerging customer service roles, identify CPD needs and liaise with CONUL Training and Development Committee
- Review collaborative access schemes and public access to CONUL member libraries
- Consider the storage and circulation of library collections in the context of reading rooms services
- Contribute to CONUL strategies, policies and procedures and identify areas for collaboration with other CONUL groups
- Identify opportunities for forging partnerships with international organisations working in relevant areas of interest

Members:

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| Orla Nic Aodha | Associate Director, Public Services & Outreach, DCU Library |
| Johanna Archbold | Customer Services & Communications Coordinator, RCSI Library |
| Peter Dudley | Sub-Librarian (Reading Room Services & Space), The Library of Trinity College Dublin |
| Avril Patterson | User Services Manager, Client Services, UCD Library |
| Ann Byrne | Liaison Librarian for Library Services & Environment, Boole Library, UCC |
| Connell Cunningham | Integrated Service Desk Manager, James Hardiman Library, |

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| | NUIG |
| Rosina Doherty-Allan | Campus Library Manager, Magee Library, UU |
| Mary Dundon | Head, Reader Services, Glucksman Library, UL |
| Alex McIlroy | Borrower Services Librarian, Medical and HSC Library, Queen's University Belfast |
| Laura Connaughton | Library Information Services, John Paul II Library, MU |
| Brian Gillespie | College Librarian, Bolton Street, DIT Library |

Roles:

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| Chair | Orla Nic Aodha |
| Deputy Chair | Johanna Archbold |
| Communications Officer | Peter Dudley |
| Secretary | Avril Patterson |

Meeting Structure

- The group will exist for 3 years with flexibility to ensure continuity
- The group will hold 4 meetings a year, 1 per quarter to be called by the Chair or their nominee (October, January, April & July) with at least one meeting to be held outside Dublin (July)
- A plan for the following year will be agreed at the October meeting
- The Quorum for meeting will be 6 members
- 4 weeks' notice will be given for each meeting and agenda items emailed a week in advance.

Reporting

Minutes of each meeting will be kept and archived on the CONUL staff-only section of the website.

An Annual Report will be provided to the CONUL board