

# Charter – Library User Experience (UX) Community of Practice

## Purpose

The purpose of the Library User Experience (UX) Community of Practice is to provide a forum for CAUL Member institution staff to engage in collegial professional learning and information sharing related to professional UX practice that supports systemic user-centred decision-making across library functions. The Library UX Community of Practice empowers academic libraries - regardless of their UX stage or resourcing - to share and grow professional UX knowledge and capability so that as an industry we can better understand, design, and evaluate library user experiences that matter for our clients.

The Community of Practice provides a forum for:

- exchange of ideas
- information sharing
- peer support
- exploration of issues
- discussion of recent developments and practises
- community-led training or professional development.

## Scope

The Community of Practice focuses on the following areas:

### **Sharing and exchanging knowledge and experiences**

The Library UX CoP will provide a regular forum for sharing and exchanging case studies, tools, and approaches, including design thinking, that libraries have applied to understand, design and/or evaluate library user experiences.

### **Gathering data and insights**

The Library UX CoP will act as a pathway for academic libraries wanting to gather data and insights related to how other libraries are approaching user-centred thinking and systematising UX.

### **Community-led training and professional development**

The Library UX CoP will identify opportunities for professional development in UX methods, tools and techniques, with a focus on fit-for-purpose training opportunities for the library context.

## Term

The Community of Practice will be ongoing, and will be reviewed annually by the UX CoP in collaboration with the CAUL Director, Strategy & Analytics.

## Sponsors

- Director, Strategy & Analytics
- Service Director, Professional Learning Service

## Roles and Responsibilities

### Sponsor

- Provide a direct line of communication to the CAUL Board.
- Support the Co-Convenors in resolving any issues that may arise.

- Present any project briefs that arise to the Board for consideration.
- Present updates on Community of Practice activities to the Board, via a brief written report prepared by the Co-Convenors.

## Co-Convenors

There will be two (2) Co-Convenors at any one time determined by annual Expression of Interest from among the CoP membership and selected by the Sponsors. Co-Convenors will be selected to represent the diversity of CAUL institutions in the Network for a twelve (12) month term.

### *General Operation of the Network*

1. Oversee the operation of the CoP, including:
  - a. Ensure the CoP remains focused on its purpose as a CoP as outlined in this Charter.
  - b. Monitor the email list, and:
  - c. moderate the email list and address any issues that arise, escalating to the Sponsor when necessary.
  - d. Support new members by advising on the CoP group, its email list and function, meetings and other ways to engage.
2. Manage CoP meetings, including:
  - a. Work with the broader CoP to develop and manage meeting schedule and agendas.
  - b. Attend and Chair network meetings on rotation.
  - c. Provide information about meetings to the CAUL National Office to post on the CAUL events listing.
3. Act as a spokesperson on behalf of the CoP to the Sponsor.

### *Community of Practice Projects*

From time to time, the CoP may undertake a defined project or body of work. In this case, the Co-Convenors:

1. Work with the CoP to develop a project brief using the CAUL template.
2. Discuss the draft project brief with the Sponsor or the Sponsor's delegate in the CAUL National Office.
3. Finalise the draft project brief and submit to the Board.
4. Communicate outcomes from Board review of the project brief with the broader CoP.
5. Work with the Project Lead to implement the project.

## Practitioners

### *General Operation of the Community of Practice*

1. Participate actively in the learning community.
2. Inform the Network on matters relevant to the business of the community.

### *Community of Practice Projects*

From time to time, the CoP may undertake a defined project or body of work. In this case, nominated CoP Members:

1. Actively contribute expertise and experience to achieve the project objectives.
2. Undertake allocated work to agreed timelines.
3. Actively participate in the Program/Project planning and evaluation activities.
4. Attend all Project meetings (where practicable, providing a written update on work to the Project Lead when unable to attend).
5. Attend Program Update meetings (where practicable, watching a recording of the meeting when unable to attend).

## Membership

- Membership is open to two members per institution, to be nominated by the institution.
- Members join the CoP by joining the email list.

## Meetings

- Community of Practice meetings will be held every second month.

- The purpose of the meetings is to provide opportunities for sharing and exchanging knowledge and experiences, and professional learning and discussion.
- Meeting chairing may be duties may be undertaken by the Co-Convenors or rotated among the membership.
- Meetings are planned, organised and facilitated by the CoP.
- Meetings will be listed on the Events page on the CAUL website.

## Reporting

The Co-Convenors are responsible for reporting on the activities of the CoP through the following mechanisms:

- Provide a written report to the Sponsor (via email to the CAUL National Office) for inclusion in the relevant Program Update to the Board, at the third and sixth Board meetings each year.
- Provide informal reports to the Sponsor on an as-needs basis, as issues arise.

## Engagement Principles

### General

The following engagement principles apply to all CAUL Communities of Practice.

The Community of Practice provides an inclusive, welcoming and safe space for members to engage in critical discussion, information sharing, professional learning, and problem solving. Members agree to enact the following norms as they engage in the Community of Practice:

- Members must use their institutional email address to subscribe to the email list.
- Members engage respectfully using appropriate language.
- Members are free to share openly, debate ideas, and challenge perspectives, however, critique is focused on ideas, not individuals, and personal attacks are not acceptable.
- Members engage constructively in group discussions, listening and responding with an open mind. Members recognise the value of diverse voices in community discussion and encourage each other to participate.
- Members speak from their own experience and represent their own perspectives. They do not presume to speak for the group.
- Members agree to a transparent membership:
  - Members agree to include a signature on all emails sent to the list that includes their name and institutional affiliation.
  - Members agree to their email address being published on a list of subscribers visible to list members via the email list system.
- Members do not post commercial messages on the email list. Rather, they contact individuals directly with product and service information if they believe it would help them.

### Additional Principles

The Library User Experience (UX) Community of Practice members agree to enact the following norms:

- Members agree to maintain confidentiality of discussions in meetings, unless permission is explicitly given to share more broadly than the members in attendance.
- Members do not forward or share information posted on the email list unless explicit consent has been given by the sender to do so.
- Members use caution when discussing products or services, in recognition that emails are easily forwarded or reproduced and are subject to defamation laws.
- Members are mindful of the risks of using alarmist or disparaging language when discussing third parties on the email list.
- Members consider the commercial-in-confidence nature of agreements when discussing agreements in CoP spaces.

*This Charter was based in part on the [Community of Practice Charter Template](#) from the Centers for Disease Control and Prevention Communities for Public Health.*