

Reference Common Knowledge Group Charter

1. Summary and Scope of Work

This CKG is a standing group of experts and pioneers in the area of reference and research assistance services and reference collections. This CKG communicates with and provides support to the UC Libraries Advisory Structure but does not make systemwide policy decisions, manage projects or project teams, or oversee ongoing services.

The Reference CKG will provide a venue to coordinate a consistently high-quality user experience for library patrons seeking assistance with research and inquiry at the University of California. Campus representatives will share best practices, seek advice and guidance when faced with challenges, and work together where possible to forward the UC mission to offer expert support and education to find, evaluate, use, and manage information resources. As staff who are often one of the first points of contact for faculty and students seeking to navigate a complex information landscape, reference and research librarians play a key role in achieving the vision and priorities of the UC Libraries; knowledge about our users' needs and behaviors can play an important role in maximizing discovery of and access to information resources. The CKG's efforts may also lead to other shared services for providing effective research assistance.

This group will discuss topics related to service models, user experience, assessment, training, tools, and staffing for reference and research services. The CKG will communicate with the Digital Reference Shared Service Team for issues related to chat services. Discussion of collections and materials will also take place in the CKG and the CKG may coordinate the evaluation of resources and make purchase or licensing recommendations.

2. Key Expectations

This CKG will:

- Gather and share information about the environment, opportunities, new technologies, best practices, and local campus developments within a defined knowledge area (reference and research assistance services).
- Provide input and information to other UC Libraries groups as requested.
- Conceive and advance innovative ideas and improvements relevant to the UC Libraries' Systemwide Plan and Priorities.
- Advise on systemwide licensing or purchasing of general reference resources for cross-campus use and sharing.
- Develop workflows and collaborate on building shareable reference collections.

3. Membership and Terms of Appointment

Current membership:

- UC Berkeley: Lynn Jones, Myrtis Cochran
- UC Davis: David Michalski
- UC Irvine: Cynthia Johnson (co-chair)
- UCLA: Allison Benedetti (co-chair), Joseph Yue
- UC Merced: Elizabeth McMunn-Tetangco, Sara Davidson Squibb
- UC Riverside: Kenneth Furuta, Michele Potter, Christina Cicchetti
- UC San Diego: Gayatri Singh, Deborah Kegel
- UC Santa Barbara: Lorna Lueck
- UC Santa Cruz: Frank Gravier
- CDL: Alison Ray

Co-chairs will be elected by the group and serve a term of 2 years, with the terms ending on alternate years. Co-chairs may serve indefinitely.

4. Communication and Meetings

This CKG's communication responsibilities are to:

- Maintain an email list for use by the CKG; CKGs with open membership will maintain lists open to all interested UC Libraries staff.
- Post and maintain a historical record of meeting minutes and reports, accessible to all interested UC Libraries staff.

This CKG will communicate regularly through these forums:

- Listserv: REFERENCE-L@LISTSERV.UCOP.EDU
- Wiki: <http://ucreferenceckg.pbworks.com/>
- Quarterly meetings via Zoom or other web/tele-conferencing service
 - Note: if discussions about both reference services and reference collections cannot be accommodated in one conference call, two calls will be held, one focusing on services and one focusing on collections.

Charter submitted: February 2016 – updated May 2016