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. 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 may take place in the CKG and members will communicate with the relevant bibliographer groups as needed for 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.

3. **Membership and Terms of Appointment**
   Current membership:
   - UC Berkeley: Lynn Jones
   - UC Davis: David Michalski
   - UC Irvine: Cynthia Johnson (co-chair)
   - UCLA: Allison Benedetti (co-chair)

- UC Merced: Elizabeth McMunn-Tetangco
- UC Riverside: Kenneth Furuta, Michele Potter
- UC San Diego: Gayatri Singh, Deborah Kegel
- UC Santa Barbara: Lorna Lueck
- UC Santa Cruz: Frank Gravier
- CDL: Alison Ray

Membership will be for a term of 3 years, with the option for renewal.
Co-chairs will elected by the group and serve a term of 2 years, with the terms ending on alternate years. Co-chairs may be re-elected, if the group chooses.

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

Charter submitted: February 2016