



Senate House Library User Advisory Forum - Terms of Reference 2020-2021

Overview

Senate House Library User Advisory Forum exists:

- To promote greater engagement with our collections, resources and services.
- To provide a means for Senate House Library users to be involved in open discussion and dialogue creating an opportunity to gain feedback from members in their area of expertise or knowledge, which will contribute at a strategic level and inform on library policies and services which impact our users.
- To ensure greater visibility, accountability and transparency about the Library's business, operations and services.

Purpose and Role of the Group

- To discuss policies and plans at an early stage providing an opportunity to feedback to the decision-making process through the Senate House Library Board and Senior Management Team, and to enable members to have a stronger connection with this process.
- To provide feedback that reflects the diverse user groups and interests of Senate House Library members.

- Individuals to contribute to the group from a user perspective to effectively guide decision making of the Library from a group outside the remit of the Senate House Library Board and Senior Management Team and other staff groups for two-way communication.
- The group to make recommendations on key areas of interest discussed in the Forum utilising their knowledge and skills to report on recommendations discussed to formal board members to manage the library service more effectively and increase knowledge among users about the Library's collections and resources.

Group Structure and frequency of meetings

- Chair - Head of Special Collections & Engagement, minutes and group contact - Membership Engagement Officer.
- To meet termly with 3 meetings per year in October, January and May with the potential for a member to represent the group at the Senate House Library Board.
- The meetings will run for 90 minutes and may take place online where it is not possible to arrange face to face meetings. This will be decided in line with restrictions on social distancing and following government safety advice and Coronavirus guidelines.
- Where appropriate, meetings may include a visiting speaker to talk about key areas followed by discussion with points to follow up with consultation between meetings.
- Representatives reflecting the diverse and broad range of members and users of Senate House Library which will be reviewed annually.

Senate House Library Commitments

- To organise, manage and chair the meetings.
- To set a date for meetings in advance and communicate this to members.
- Publicise the Terms of Reference and the date of meetings on the group webpage.
- Circulate the agenda and minutes where appropriate in advance of meetings.
- To promote positive discussion and channels of communication.
- To provide an adequate meeting room, facilities and refreshments where meetings take place face to face rather than online.
- To feedback recommendations to the Senate House Library Senior Management Team, SHL Board and look at incorporating into SHL library FAQs (Frequently Asked Questions).
- The benefits of taking part in the forum include lunch and refreshments when meetings take place at Senate House, priority access for library and exhibition related events, a £25 voucher at the end of the year and a certificate in recognition of contribution.

Member Commitments

- To agree to attend all 3 meetings in the academic year.
- Agree to confidentiality within the group when instructed to do so by the Chair.
- Agree to a written statement to adhere to the terms of reference and commitments.

For more information, please contact SHL.UserEngagement@london.ac.uk or go to <https://london.ac.uk/senate-house-library/about-us/user-advisory-forum>