



Terms of Reference	
Name of group	Customer Services Community of Practice
SIG or CoP	CoP
Lifetime of the group (delete as applicable)	On-going
Remit of the group	<p>To act as a community for supervisors and managers with responsibility for customer service design and delivery to share knowledge, experiences, and challenges related to customer service delivery</p> <p>To identify best practice and trends in library customer service and promote and advocate for these to others, both working in library customer service and other roles.</p> <p>To develop and implement collaborative cross-institutional projects that enhance customer experience.</p> <p>To benchmark service standards and performance across institutions.</p> <p>To support professional development and training opportunities for front-line staff, including through partnering with the organisers of the frontline forum (which is primarily aimed at those in customer-facing roles).</p> <p>To act on themes and issues identified as priorities by the frontline forum, and reciprocally to identify themes and issues for discussion and action by the frontline forum.</p>
Name of Chair(s) <i>or</i> Name of Chair and Vice Chair	Itab El-Ghariani and Liz Mann (Leeds Beckett)
Name of institutions (list of member names to be maintained by Chairs) Bradford, British Library, Durham, Edge Hill, Huddersfield, Hull, Lancashire, Leeds, Leeds Arts, Leeds Beckett, Leeds Trinity, Liverpool, Liverpool Hope, LJMU, LSTM, Manchester, Manchester Met, Newcastle, Open, Salford, Sheffield, Sunderland, Teesside, York, York St John	
Expected frequency of meetings	Online meetings 3 times a year? October, February, June? TBC

Name of ALN JISC Mailing List	ALN-CUSTOMER-SERVICES-COP@JISCMAIL.AC.UK
Name of ALN Steering Group Liaison Person	Theo Stubbs
Date template completed / updated	Created: July 2025 Last Updated: March 2026

Academic Libraries North Special Interest Group / Community of Practice Terms of Reference Template.

Please read accompanying notes and the purpose and type of group statements below before completing the template below.

Purpose of ALN SIGs and CoPs

Academic Libraries North acknowledge that membership of a SIG or CoP group is an excellent opportunity for CPD for library staff at all levels to work with and learn from their peers, and benefit service development. Groups allow for:

- exchange of ideas and knowledge
- exploration of new initiatives
- shared development of best practice
- raising awareness of changes in the external environment
- making connections between librarians and related professional groups

Active participation creates the biggest benefit for the member and SIG or CoP group. The most successful groups are those where members take an active part and share in all activities.

Type of group

The group can be either a Special Interest Group (SIG) or a Community of Practice (CoP). Consideration should be given as to which type of group best fits the aims of the group. There should not be both a SIG and a CoP for the same area of interest.

Definitions

A Special Interest Group (SIG) provides the opportunity for **library staff with a shared interest in a specified theme or area of work** to meet, exchange ideas and knowledge, explore new initiatives and develop best practice. A SIG can also provide CPD opportunities for staff looking to move into a role in that area.

A Community of Practice (CoP) provides the opportunity for **practitioners in a specified area of work, with common interest in that area**, to meet, exchange practice experiences, learn from each other, and develop best practice, using the group to build a sense of community.