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TERMS OF REFERENCE

AFBI/QUB LIBRARY CONTRACT MONITORING GROUP

1 OBJECTIVES OF THE CONTRACT MONITORING GROUP (CMG)

- 1.1 The CMG will meet regularly to create an effective link between the Institute, the service providers and service users.
- 1.2 The CMG will assist AFBI and the Library to plan and deliver a high level of service, monitor use and agree new user groups and services in the light of experience.

2 MEMBERSHIP

- 2.1 The membership will be made up of representatives from each of the following:
- AFBI
 - Queen's University - Director of Information Services (or nominee)
- 2.2 The CMG will have powers of co-option.
- 2.3 The CMG will meet once a year, usually in October. An AFBI representative will Chair the Group, in view of the fact that the service provider is accountable to the Institute. The Group will be serviced by AFBI. Major changes in service delivery shall be agreed by AFBI and the University and incorporated in the "Contract".

3. DUTIES

- 3.1 The CMG will act as an advisory group to AFBI and the Library.

- 3.2 The CMG will monitor the performance of the Library service in terms of expenditure on stock and services, numbers of issues, documents supplied, database use, training and other statistical measures.
- 3.3 The CMG will provide an opportunity for information exchange on issues relating to the Library.
- 3.4 The CMG will provide advice on issues relating to centres/locations for service delivery; development of the website and electronic services and act as a forum for discussion of Northern Ireland's participation in national initiatives or national provision of electronic services.
- 3.5 The minutes of CMG meetings will be sent to members of the Contract Monitoring Group and posted on the Library website for the information of others.
- 3.6 It is not the duty or responsibility of the CMG to manage the service.