

Charter – Content Coordinators Community of Practice

V2, March 5th 2026

Purpose

The Community of Practice (CoP) has been established to provide Content Coordinators' peer support, information sharing, collaboration, and a means to stay informed about developments with publishers and agreements. This is particularly important for smaller institutions where a single staff member may be responsible for acquisitions.

In summary, the CoP provides a forum for:

- Exchange of ideas
- Information sharing
- Peer support
- Exploration of issues
- Collaborative decision-making in relation to sector developments
- Discussion of recent developments and practices
- Community-led training or professional development

Scope

The Community of Practice focuses on developments with publishers, agreements, and acquisitions models of relevance to scholarly libraries.

Term

Following an initial review after one year, the Community of Practice will be ongoing.

Sponsors

- Director, Procurement Service
- Content Procurement Specialist
- Lead, Governance & Operations

Relation to CAUL Program / Service

The Community of Practice supports the CAUL Content Procurement Service, and is responsible for the implementation of consortial agreements at an institutional level.

Roles and Responsibilities

Sponsor

- Provide a direct line of communication to the Content Procurement Committee.
- Support the Co-Convenors in resolving any issues that may arise.
- Present any project briefs that arise to the Content Procurement Committee for consideration.
- Present updates on Community of Practice activities to the Content Procurement Committee, via a brief written report prepared by the Co-Convenors.

Co-Convenors

Initial Co-Convenors will be appointed by the CAUL Content Procurement Committee for the first year of operation, after which Co-Convenors are appointed via an expression of interest process for a two-year term, with one new Co-Convenor appointed each year to ensure continuity.

General Operation of the Community of Practice

1. Work with the broader Community of Practice to develop a meeting schedule (including allocation of organising and chairing responsibilities) and/or schedule of discussion topics for the email list.

2. Oversee the operation of the Community of Practice, including
 - a. Ensure the Community of Practice remains focused on its purpose as a Community of Practice as outlined in this Charter.
 - b. Encourage members to contribute to discussions.
 - c. Manage the meeting schedule, including:
 - i. Ensure meetings have a defined purpose.
 - ii. Work with meeting chairs to organise meetings.
 - d. Oversee the email list, including:
 - i. Monitor activity on the email list and address any issues that arise, escalating to the Sponsor when necessary.
3. Attend Community of Practice meetings.
4. Act as a spokesperson on behalf of the Community of Practice to the Sponsor.
5. Submit a short report to the Content Procurement Committee on Community of Practice activities once per year.
6. Ensure the Community of Practice undertakes an evaluation activity annually.

Community of Practice Projects

From time to time, the Community of Practice may undertake a defined project or body of work. In this case, the Co-Convenors:

1. Work with the Community of Practice to develop a project brief using the CAUL template.
2. Discuss the draft project brief with the Sponsor or the Sponsor's delegate in the CAUL Office.
3. Finalise the draft project brief and submit to the Board.
4. Communicate outcomes from Board review of the project brief with the broader Community of Practice.
5. Work with the Project Lead to implement the project.

Practitioners

CAUL Procurement Service Responsibilities and Expectations

Content Coordinators are the key contact and conduit between the CAUL Procurement Program and CAUL Consortium members. Content Coordinators play a vital and pivotal role in ensuring key procurement activities are completed in a timely and accurate manner. To assist with that, CAUL Procurement requests that Content Coordinators:

- Work with their institutions to ensure that consortium agreement approval and invoicing deadlines are met (normally expected within the last quarter of the year), to not delay orders for all members, or consolidated payments to vendors.
- Attend Procurement Update Meetings, held regularly throughout the year. These meetings are vital to keep abreast of new developments, consortium negotiations and changes to existing agreements. Meetings are recorded but CAUL strongly encourage all Content Coordinators to attend whenever possible.
- Attend Community of Practice meetings, held regularly throughout the year.
- To keep colleagues at your institution updated regarding consortium matters.
- To participate in all surveys and polls. This helps CAUL Procurement understand member institutions' needs and capabilities.
- To keep all commercial information shared in meetings, ConsortiaManager, Teams, email lists or elsewhere, as private and confidential (not shared beyond the institution).
- Ensure institutional staff access to ConsortiaManager is correct and up to date.

Membership

- Membership is open to all CAUL Procurement Content Coordinators
- Membership is also open to additional procurement and acquisitions staff who either have, or will have, direct involvement in consorcial agreement management at an institutional level. Such

membership can only be granted at the invitation of the CAUL Content Coordinator at each institution.

- Content Coordinators may notify the Content Procurement Specialist and CoP Convenors of any changes or expansion to membership according to this charter by emailing the Content Procurement Specialist.

Meetings

Content Coordinator CoP Meetings

- Community of Practice meetings will be held monthly between March and December in year one, and from February through to December in following years.
- In-person Community of Practice meetings will be held annually, scheduled to coincide with CAUL vendor exhibitions in major cities. An online version of these meetings will be held to support engagement from CoP members unable to attend the in-person events.
- Meeting attendance is open to CAUL Content Coordinators and their invitees and select delegates only.
- The purpose of the meetings is to provide opportunities for professional learning and discussion.
- Meeting chairing duties may be undertaken by the Co-Convenors or rotated among the membership.
- Meetings are planned, organised, and facilitated by the Community of Practice with the support of the Content Procurement Specialist where required.

CAUL Content & OA Agreements Update Meeting

- CAUL Content & OA Agreements Update Meeting will be held regularly from Q2 through to Q4 of the calendar year.
- Meeting attendance is open to CAUL Content Coordinators, members of the CAUL Deputy University Librarians Network, and staff at member institutions with collections and acquisitions responsibilities.
- The purpose of the meetings is for the CAUL Procurement Service to communicate updates of relevance to consortium member institutions, including on negotiations, renewals, or sector developments.

Reporting

The Co-Convenors are responsible for reporting on the activities of the Community of Practice through the following mechanisms:

- Provide a written report to the Sponsor (via email to the CAUL Procurement mailbox consortium@caul.edu.au) for inclusion in the relevant Program Update to the Content Procurement Committee, at the first Committee meeting each year.
- Provide informal reports to the Sponsor on an as-needs basis, as issues arise.

Engagement Principles

The Community of Practice communicates via the following channels:

- The Content Coordinators email list (coordinators@lists.caul.edu.au), noting that only CAUL Office Staff, and Content Coordinators CoP Co-Convenors can send to the list.
 - Membership to this list is defined to only Content Coordinators and CAUL Office Staff. From time to time, a role account may be added in place of a personal email address.
- The Content Community list (content@lists.caul.edu.au) is a separate email list that is open to anyone with a role or interest in the procurement or management of scholarly content. The Content Community list functions as a discussion list and we encourage you to please share any useful information related to procurement, licence agreements, with this list.
- Content Coordinators CoP uses a Teams Space for messaging and file sharing.

Other Relationships

- Licence Review Working Group
- eBook Working Group

General

The following engagement principles apply to all CAUL Communities of Practice.

The Community of Practice provides an inclusive, welcoming and safe space for members to engage in critical discussion, information sharing, professional learning, and problem solving. Members agree to enact the following norms as they engage in the Community of Practice:

- Members must use their institutional email address to subscribe to the email list.
- Members engage respectfully using appropriate language.
- Members are free to share openly, debate ideas, and challenge perspectives, however, critique is focused on ideas, not individuals, and personal attacks are not acceptable.
- Members engage constructively in group discussions, listening and responding with an open mind. Members recognise the value of diverse voices in community discussion and encourage each other to participate.
- Members speak from their own experience and represent their own perspectives. They do not presume to speak for the group.
- Members agree to a transparent membership:
 - Members agree to include a signature on all emails sent to the list that includes their name and institutional affiliation.
 - Members agree to their email address being published on a list of subscribers visible to list members via the email list system.
- Members do not post commercial messages on the email list. Rather, they contact individuals directly with product and service information if they believe it would help them.

Additional Principles

The Library Content Coordinators Community of Practice members agree to enact the following norms: Members agree to maintain confidentiality of discussions in meetings, unless permission is explicitly given to share more broadly than the members in attendance.

- Members do not forward or share information posted on the email list unless explicit consent has been given by the sender to do so.
- Members use caution when discussing products or services, in recognition that emails are easily forwarded or reproduced and are subject to defamation laws.
- Members consider the commercial-in-confidence nature of agreements when discussing agreements in Community of Practice spaces.