British Columbia Library Association

BCLA UX Interest Group Terms of Reference

Approved by the BCLA Board: November 28, 2025

UX Definition
User experience (UX) refers to an approach to improving every interaction with an organization and its services. In libraries, this can apply to web infrastructure, accessing resources and collections, service provision, physical spaces, and more.

Mandate
To share knowledge and strategies and connect on issues related to user experience (UX) in Libraries.

Scope
- Activities will be relevant to BC libraries of different sizes, types, and communities, and may also be of interest to adjacent organizations and initiatives, such as in other GLAM sectors.
- Collaborate where appropriate with similar groups in other sectors and regions.

Responsibilities/Objectives
- Develop a community of practice primarily for UX practitioners and others wanting to improve user experience at their libraries.
- Meet to share strategies, and discuss topics and challenges related to UX in BC libraries.
- Provide input, constructive feedback, support and advice to one another on initiatives, challenges, projects, and opportunities.
- Share and collaborate on resources and tools to support UX in BC libraries.

Deliverables
- Establishment of a connected, engaged and active community of practice focused on UX.

Composition
- No BCLA membership is required to attend events or meetings.
- At least one executive member must be a member in good standing of BCLA.

Term of Appointment
- The interest group is ongoing.

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- The group may have a chair or co-chairs who are responsible for planning and chairing group meetings, liaising with BCLA, and supporting the group's initiatives and activities.
- There are no term limits. The minimum commitment in these roles is one year.

Chair/co-chair(s) will provide reasonable notice before stepping down in their role and put out a call for expression of interest to determine their replacement. If there are several interested parties for one role, the current chair(s) will develop a plan with those interested (e.g., staggered terms, creation of additional roles such as Incoming Chair or Recording Secretary) that will allow participation for everyone.

Resources and Budget
- BCLA supports this group with the following resources: website presence, forum and Zoom access.
- BCLA may partner with or support the group to offer professional development offerings.
- Professional development offerings may include a registration fee in order to cover the cost of the event.

Timelines and Tools
- Meetings will be called at the discretion of the chair(s).
- Any meeting minutes and resources will be posted to the UX Interest Group subsite of the BCLA website and/or the UX Interest Group Forum.
- Annual tasks: Review Terms of Reference.

Type of Committee
BCLA Interest Group:
- Purpose of an interest group is to allow members of the Association to correspond on a common interest in some aspect of library service
- Established by Board resolution, upon receipt of application to create the group, with not less than 1 member of the Association in good standing.
- Continuing group provided there is sufficient attendance/members and that the group follows the Association's bylaws and policies.

Terms of Reference established November 28, 2025