Communication

Staff Sessions 11/18/14

- Changes not full communicated in timely matter
  - do we wait until info is complete?
  - info communicated to public first

- Communication within department generally okay
  - no mechanism to get into all service desks
  - gaps in communication, but not difficult to solve

- Drowning in information
  - tech updates on website
  - duplication: website and listserv
  - also using google products
  - lots of places to check
  - LDrive needs to be curated and maintained

- Minutes posted in various places
- Messages automatically to self-destruct
- Libstaff can’t reply
- Messages automatically archives
- Everything important, one place, one website?
- Weekly minutes, face to face help (dept)
  - see how you fit globally and in dept
  - better understand your role
  - generate new ideas
  - learn what others are working on

- Innundated with libstaff, webinar, NU
- weekly or bi-weekly bulletin, summary of week
- NULSA, good job of summarizing what is going on
- LibGuides are great, but have to take time to access

- Common calendar would be very helpful
- StaffWeb helpful for dept or com info
  - 3 or 4 places to go for info, staffweb, Idrive, libguides
  - 2 different libstaff lists
- Sometimes won’t know who we’re supposed to communicate with
  - distribution lists would help
  - tech liaison are trained to help with this
  - LTD reminder-tech liaisons are available
- Messages sometimes not applicable
- Team Drift
- Sometimes people feel they need to have consensus before sending out info

- Different levels of communication
  - lack of clarity
  - semantic issues
  - can people handle ambiguity if not the “final answer”

- Reasons for delaying communication
  - policy question
  - error-free
  - check for special permissions

- Staff need to feel comfortable to share info and manager need to be receptive

- Accessibility issues
  - create page on staffweb, mailed it out, archives
-aggregated events, activities

-Meetings
  -who gets invited, error on inviting more
  -videotape meetings and post

-No problem communicating with those she needs to communicate with, uses email

-Easier when don’t have to put meeting into to outlook calendar, better when send invite with meeting notice

-One library calendar to check for meetings

-StaffWeb-confusion, lack of consistency, outdated info

-Too much email full of info

-Communication works better on personal level than dept level

-Smaller things not communicated, ie change in office space

-Too much communication
  -libstaff messages are overwhelming
  -have a lot of tools, but don’t always use them

-StaffWeb
  -not always up to date, can work well if current
  -separate freebie site/listserv/tool
  -have to log in each use
  -organization varies from dept to dept

-Different expectations as to communication
  -not enough, want to know first
  -different preferences/styles

-No notifications when staff leaves
  -name and duties
- Lot of top down communication-sometimes to MC or Assembly, managers report different messages to staff
  
  - structure change meeting-reports down are unseen
  
  - better to send one message to all staff
  
  - distinguish as to whether decision needed or just delivering message

- Sarah send out messages detailing issues discussed at MC

- Definitely don’t want less info, up to us as staff to manage email

- No way to evaluate effectiveness of supervisor in communicating
  
  - supervisors should be evaluated on communication skills
  
  - structures are in place for good communication

- Still need to work on communication!!!