Creating a Culture of Communication
What does it mean?

Openness
Trust
Respect
Tradition
Conscientious Effort
Current Communication

- email
- library newsletter
- face-to-face – meetings, small talk, working together, committees
- phone
- library staff web pages
- CTools
- files loaded in group directory
- Facebook
- blogs & RSS feeds
- IM chat/Meebo/Twitter
Possible Solutions?

- Have one central location for archiving
- Eliminate the email flood
- Keep information open
- Use RSS feeds
- Keep documentation current
- Create a communication structure
What are other libraries doing?

- Blogs for library newsletters

University of Maryland
DePauw University Library
What are other libraries doing?

- **Staff Web Pages**
  - UC Berkeley - what NOT to do
  - Cornell University – maybe
  - University of Minnesota - wiki
Wikis – The Good

- Anyone can update it instantly
- Easy to use
- Promotes collaboration
- One spot to go for all information
- You have a history of edits
Wikis – The Bad

- Anyone can update it instantly
- Organization can become unwieldy
- Can end up with only a couple people editing content
- Lack of control over the content
Where Do We Go From Here?

- Come up with a plan
  - Keep it simple
  - Keep it transparent
  - Keep communicating

*It's not how it's formatted – it's the culture*


Flickr group of intranet photos, http://www.flickr.com/groups/intranet/
