



**MADN-LIB**

**10 July 2015**

**Library Policy Operating Memorandum No. 1-7**

**Internal Organizational Communication**

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1. **PURPOSE:** The United States Military Academy Library sets a high priority on internal communication among staff in order to most effectively collaborate on our shared mission. This policy describes required and recommended means of communication within the organization to promote awareness, efficiency, and professionalism.

2. **STANDARD COMMUNICATION TOOLS AND VENUES:** The following methods of communication are officially supported and should be used for normal, daily communication within USMA Library. All library staff members are expected to regularly and routinely monitor these channels for news and information. Policies covering external communications are published in LPOM 1-8.

a. **Email:** All USMA Library staff members are expected to regularly check and monitor their official USMA email account. If a reply is appropriate, it should be provided in a timely manner. If an employee will not be checking email for an extended period of time, an Out of Office message should be used to provide guidance on their availability.

Generally, information that is to be shared with multiple work groups or teams should be shared through Slack, not email. When emailing multiple individuals/groups within the library, use of BCC: is not encouraged. Please use the To: and CC: fields so that others can know who has been sent the information.

b. **Telephone / Voicemail:** All USMA Library staff members are expected to regularly check and monitor his or her assigned USMA telephone extension(s) and voicemail. If a reply is appropriate, it should be provided in a timely manner. If an employee will not be checking voicemail for an extended period of time, an Out of Office message should be used to provide guidance on their availability.





c. **Slack:** All USMA Library staff members are expected to regularly check and monitor our instance of Slack (<http://usmalibrary.slack.com/>) as the primary collective tool to share information with colleagues and teams. Generally, staff should be logged into Slack when at their workstations, or working a service point.

Slack will be our primary briefing tool. Regular updates regarding ongoing activities should be posted here, as we will not generally use time in meetings to cover briefing material. All staff are expected to contribute to information sharing activities.

No classified or FOUO material should be posted anywhere on Slack.

Channels may be created and/or removed for open communication on topics as they develop and are required. The following permanent channels will be maintained and used for the purposes described below:

(1) *#all-library* – All staff are assigned to this channel. It is reserved for official announcements and notifications that affect library operations and staff (e.g. accountability notices, event announcements, resource availability notices, travel reports, reading recommendations, etc.). Given that this channel is primarily for announcements, it should not generally contain conversation, except for comments attached to documents or items that may be posted to the channel for review and input.

(2) *#service-floor* – All staff should monitor this channel. It should contain real-time communications regarding service activities in the Library. Staff at service points should use this channel to communicate with others who can support service activities. Discussion regarding service-related topics is appropriate as it affects ongoing operations. Coordination of opening/closing procedures and duties should occur here.

(3) *#collection-services*, *#curricular-engagement*, *#info-support*, *#unique-resources*, *#user-services* – All staff should monitor these channels. These are open channels for coordination, discussion, and collaboration among each of our major areas of operation. These channels mirror our regular meeting rotation and can be used in support of those discussions.





(4) *#side-chatter* – All staff are encouraged to monitor this channel. There are no topic restrictions here and more personal or tangential announcements/messages are appropriate.

Slack also supports the creation of private groups and the sending of direct messages. Use of these tools is encouraged, although open channels should be used for any topics that may be of interest to staff across the library. Content shared in private groups or through direct messages is not available to all staff. Conversations between two people regarding a specific issue should be done through direct messaging, not on an open channel.

Slack includes a powerful notification system that allows staff to customize how they wish to be notified of new content. Individual staff should configure their notifications based on channels/groups/etc. to their preferences. However, all staff are responsible for monitoring the channels specifically listed in this policy whether or not they elect to receive notifications of new content.

When including mention of a particular person, please refer to them as @username in order to trigger notifications to that individual. The tag @everyone can be used to trigger a notification to all staff, but should be used sparingly.

d. **Outlook Calendar:** All USMA Library staff members should regularly monitor their Outlook Calendar appointments and will be held responsible for knowing what is scheduled there. Meetings or events including more than one individual within the library should be scheduled through Outlook, with all individuals added to the meeting/event as attendees and receiving invitations. This makes adjustments and changes to the meeting logistics more efficient. Calendars should also be updated with current availability so that meetings can be scheduled efficiently. To assist with event planning, it is expected that everyone will use the Reply/RSVP feature to indicate whether they plan to attend an event or not.

e. **SharePoint Calendars:** The Library maintains a shared SharePoint calendar. All team meetings or events, and any meeting or event that involves staff from across teams should be posted to the SharePoint calendar.

f. **Lync Instant Messaging:** All USMA Library staff members may use Lync as they wish, however chat functions should occur in Slack whenever possible.





g. **Staff Meetings:** USMA Library maintains a rotating schedule of staff meetings designed to promote conversation and collaboration in each of our major areas of operation. This rotation consists of the following areas covering these general areas:

(1) *Collection Services* (Technical Services, Collection Development, Acquisitions, Collection Management, Collection Security, Catalogs/Finding Aids, Discovery Tools, Assessment).

(2) *Curricular Engagement* (Liaison Support, Academic Support, Embedded Librarianship, Outreach, Information Literacy, Course Management Integration, Instruction, Assessment).

(3) *Information Support* (Policies, Communications/Marketing, Budget/Finance, Systems, Facilities, Security/Force Protection, Staff Development, Assessment).

(4) *Unique Resources* (Special Collections, Archives, Research Support, Exhibits, Programming, Digitization, Knowledge Management, Assessment).

(5) *User Services* (Physical Service Points, Virtual Service Points, Customer Service, Reference/Research Inquiries, Website Interfaces, Interlibrary Loan, Consortial Services, Assessment).

Leaders in each of these areas are responsible for coordinating a discussion in their area once every five weeks (generally).

Individual staff members will be assigned to attend one or more of these meetings on a regular basis. All meetings are open to all staff. Agendas for these meetings will be developed ahead of the meeting and shared with all staff to ensure that staff may attend if interested. Meeting summaries will be posted to Slack (in the appropriate #channel).

These meetings will be designed to engage staff in discussion and collaboration around topics under active development and consideration. They can also serve as times for professional development and skills improvement for staff in these areas of operation. They are not intended to be passive briefing meetings.

h. **Other Team/Project Meetings:** Individual teams within the Library have the authority to design their own team or project meeting schedules. Everyone is expected to





participate in meetings for these groups as determined by the leader(s). Staff members who are unable to attend should speak with their team or project leader. Generally, meeting summaries should be posted to Slack.

i. **Staff Notes:** The Library will publish a staff newsletter and operations summary generally every two weeks. This will include general announcements, updates on strategic initiatives, assessment and statistical data, and news and information that affects our business in libraries, higher education, government, and the military. Staff Notes is distributed through Slack. All staff are expected to review the content included.

3. **PROPONENT:** The proponent for this Dean's Policy Operating Memorandum is the Librarian and Associate Dean, USMA, USMA Library, Office of the Dean, MADN-LIB, x3833.

4. **EXPIRATION:** This policy is enacted on 10 July 2015 and is effective until superseded or rescinded.

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