

MSC Communication Planning - 2023

As we look to planned changes of the bylaws and the Exec Board, the current Exec Board and the MSC team want to make sure that we have a good communication system and to identify any improvements we can make.

Some guiding/open-ended questions:

- Do we need in-person or online meetings and trainings?
There is some benefit to in-person discussion and training, like the social aspect, ability to mingle, and learn what others are doing; however, online can be more easily recorded and accessible on demand.
- How do we capture the great suggestions or questions from people who don't feel comfortable chiming in online/unmuting?
- As we get bigger and have the ability for everyone to be resource sharing, how can we share and make the group the strongest we can with the resources we have?
- How do we ensure that what we put in place (bylaws changes) is changeable if it doesn't work the way we want it to?
- How do we keep the MSC representative and responsive to the needs and wishes of the members?

Communication Strategies/Ideas:	Implementation status/other notes:
MSC Announcements and direct emails	This is currently in place – would members like this to be more frequent and/or on a set schedule?
Member Votes	This currently happens at Member meetings but could be expanded to online polling whenever a voting action arises, rather than saving them all up for the meetings.
Ticket System	This is currently in place and working well. The MSC team encourages you to open tickets any time you have a question, concern, or need system support.
Feedback on Changes before votes	Make sure that all library types are taken into consideration before proposals reach the voting stage. Maybe preliminary polling?

<p>Drop-in meetings after MSC Updates to ask questions and discuss the updates.</p>	<p>Something regularly scheduled to allow for feedback and discussion, but avoids “could’ve been an email”</p>
<p>Small group meetings/caucuses of different library types or focus groups around issues?</p>	<p>This would be great for making sure we have representation from different sizes and types of libraries</p>
<p>Method to contact other members of your “library type” or small group for both community building and opportunity to be heard.</p>	<p>Would it be helpful to have “leaders/coordinators” of these groups to encourage and facilitate meetings and solicit feedback?</p>
<p>GovDelivery newsletters</p>	<p>Seem to be going well for MSL. Still in setup process for MSC, there will be a webpage to get access to all archived newsletters, etc.</p> <p>Here is an example of the MSL page: https://msl.mt.gov/about/news?utm_medium=email&utm_source=govdelivery</p>
<p>Office Hours/Drop-In Times</p>	<p>Scheduled times when MSC staff will be available for video calls to discuss questions or issues with individual libraries. This would be to supplement the ticket system for direct support.</p>
<p>State Library Moodle (MSL Learn) with discussion forum/sharing space</p>	<p>MSL is starting to deploy our new Moodle setup (MSL Learn) – but we’re not sure about the options here yet.</p>
<p>Message board or forum</p>	<p>Zoho forum was set up but did not gain much traction. https://montanastatelibrary.zohodesk.com/portal/en/community/montana-shared-catalog</p> <p>While not MSC, School Librarians are using a private forum on MLA’s website. Maybe we can explore this?</p> <p>Do people want another website to join and track?</p>