

4.8 Communications Policy

Gladstone's Library is committed to clear, meaningful communications between staff and our users. The Library wants its staff and users to connect with one another at all levels. The Library makes public information on its policies and decision-making, wherever possible.

Principles

Good communication is:

- Structured, timely and respectful;
- A two-way process, with opportunities for feedback;
- Open and accessible;
- An opportunity to reduce duplication and unnecessary work.

External Communication

Email is Gladstone's Library's primary mode of written communication and should be used wherever possible. Recognising that many who work at the Library are part-time, staff are encouraged to respond to all emails within three of their working days. Working days are noted in each staff member's email signature, enabling correspondents to predict when a response may be generated. Staff on leave set an auto-response directing correspondents elsewhere.

Wherever possible general accounts (named for a department rather than an individual) are monitored by multiple staff members. These accounts are equipped with a permanent auto-response, informing correspondents of their likely response time and where else they may find solutions to their enquiry.

Except for Reception (9am-9pm), Gladstone's Library does not support staff working outside of their core hours, particularly the hours of 9am-5pm Monday-Friday. External correspondents should make enquiries in good time, well in advance of any deadline.

Gladstone's Library supports its staff in professional development, including participation in committees and professional training. Priority is given to sessions delivered or conducted online.

Wherever possible meetings with external stakeholders will be online in the first instance.

Internal Communication

Face to face communication is encouraged wherever possible. Meetings should be minuted; this allows meetings to go ahead regularly while remaining inclusive of part-time or absent colleagues.

To prevent email becoming overwhelming, staff are encouraged to use Teams for instant messaging within departments.

Privacy

Gladstone's Library takes the privacy of its staff and users very seriously. The Library maintains robust GDPR procedures, detailed in the Privacy Policy. Annual reviews ensure compliance.

Document Control

Created: 2013

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Approved by (policy documents only):

Last updated:

Updated by:

Revision Policy

Version:	Version Date:	Summary of Changes:
v. 1	September 2013	Created in Library Handbook
v. 2	May 2016	Transferred to Training Sheet
v.3	July 2018	Updated in line with current Marketing policy and strategy
v.4	July 2018	Replaced with Marketing Manager (AS) standard
v. 5	October 2020	Reviewed; renumbered to 4.8