

WPLC Board and Steering Communication Survey Results

August 2017

Eight Board members and eight Steering Committee members completed the survey, representing ten library systems. Below are the questions asked of the members and a summary of their responses.

1. *After a meeting, how do you share information learned or decisions made with the rest of your system and libraries?*

71% wait for the meeting notes and emails them to member libraries and the system.

57% write a report that is shared with member libraries and the system.

Several others reported that they share a verbal report at directors/consortium meetings.

2. *Describe how you communicate other WPLC information to your system and members.*

Most reported via email and verbally in meetings. A few send out written information and updates in system/library newsletters.

3. *If feedback from your system's libraries is required, how do you obtain that information?*

69% reported via email.

31% reported during a member/director meeting.

Many respondents noted that they use both avenues to garner feedback.

4. *When do you communicate with your system counterpart from the other governing body?*

40% said only when a decision needs to be made.

30% said before and after every meeting to share information and to gather feedback.

20% only to share information or decisions that have already been made.

10% said never.

A few respondents noted they share information frequently with their counterpart.

5. *Describe how you work and communicate with your Board/Steering member counterpart.*
The majority responded via email and in-person meetings, often at system wide meetings.

One respondent noted that they do not.