NICE Project: Communication Plan

Goal: Open, transparent, clear communication

This exploratory process will rely on transparency and will hinge on open, honest and communication. The NICE Team will be responsive to stakeholders and receptive to their input throughout the process.

Email Account

The NICE Team's email account, **niceproject@wils.org**, will be checked by the process facilitators daily.

Team Meetings and Website

A NICE Project website has been established, https://nicelibraries.org/. Agendas and minutes will be posted to this site along with meeting documents. Meeting agendas will be sent out six days in advance with any pre-work that needs to be completed before the meetings. Team meetings will take place on the third Tuesday of each month (November 2022 - June 2023) from 8:30 - 10:30 am. Notes will be posted within one week of the meeting. The website will have a form for questions and comments, which will help inform the site FAQ and other communications.

Team Members

The Exploration Team is made up of staff from both systems as well as staff from member libraries, representing both systems and different library sizes. The Team serves important roles, including sharing information and acting as a process liaison.

Name	System	Role	Location
Jackee Johnson	NWLS	System Staff	NWLS
Gina Rae	NWLS	System Staff	NWLS
Teresa Schmidt	NWLS	Library Director	Mercer
Sue Heskin	NWLS	Library Director	Superior
Molly Lank-Jones	NWLS	Library Director	Hayward
Katie Zimmermann	WVLS	System Staff	WVLS
Rachel Metzler	WVLS	System Staff	WVLS
Tammie Blomberg	WVLS	Library Director	Rib Lake
Alexander Johnson	WVLS	Library Support Services Manager	MCPL
Peggy O'Connell	WVLS	Library Director	Minocqua

Communication Materials

Materials created and shared throughout the process will be saved in an internal drive containing all team documents related to this process. An ongoing FAQ will be established for team members to share with stakeholders throughout the process. The FAQ will provide either answers to questions or an indication of when it might be answered. Team members will consistently review and refer others to the FAQ to ensure consistency and address follow up questions, should they not already be answered.

Communication Matrix

Tactic	Stakeholder(s)	Timing	Description
Website/blog updates	Member libraries, system staff, and system trustees	Monthly, within a week of preceding team meeting	Short post that will be shared on the project web page that provides highlights of the team's work.
Website FAQ	Member libraries, system staff, and system trustees	As needed, frequent updates anticipated. Standing agenda item at monthly team meeting	The process will create a Frequently Asked Questions section on the project website to share answers or indicate when questions might be answered in future phases of work.
Newsletter articles (using existing system newsletter)	Member libraries, system staff, and system trustees, and other interested parties that are subscribed to newsletter(s)	Monthly; in newsletter that follows most recent meeting	Short article that provides highlights of the team's work and calls for participation.
Updates at System Board Meetings - standing agenda item	System trustees	As board meets	Brief updates, provided by a team member from system staff or the system director.
Updates at Directors Meeting for each System - standing agenda item	Member libraries	As meetings occur	Brief updates, provided by a team member from system staff or the system director.
Updates at/for member library boards as appropriate	Member libraries and trustees	As needed	Brief updates, provided by a team member from system staff, member library or the system director.
Press releases / newspaper article content	Community members	As needed, likely towards the end of the process with any notable findings or	Short article that provides highlights of the team's work.

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