

## **Clear Lines of Communication**

**Day for Friends, 4 June 2011  
Marti Fiske, Dorothy Alling Memorial Library  
Williston, Vermont**

1. Know your roles and stick to them
2. Make sure your Director knows everything
3. Use your Director as a sounding board (if things unclear, misunderstandings, new ideas)
4. Pass on good ideas outside your roles, but don't expect they'll be adopted
5. Get to know the Trustees and Select Board (assign liaison to their meetings)
6. Get to know the library staff (volunteering in-house, join programs, visit at check out)
7. Take advantage of library's existing communications (web page, newsletter, community listservs, community newspaper, email lists, etc.)
8. Communicate with a personal touch (phone calls to membership volunteers)
9. Choose a champion (one on one to resolve issues between boards)
10. Don't take it personally

Marti Fiske, director of the Dorothy Alling Memorial Library in Williston, and immediate past president of the Vermont Library Association, spoke at the Day for Friends in Barre, Vermont.