



Legal Information and Resource Network

Communications Policy

Adopted by the Board of Directors on February 24, 2025

Background and Purpose

1. Effective and strategic communication leads to sharing clearer, simpler messages.
2. When communication is planned and organized, it breaks down walls between stakeholders and makes it easier to share information.
3. This policy aims to outline LiRN's commitment to effective communication by documenting the ways in which we communicate with our shareholders, law association executives, library staff ("Key Stakeholders") as well as additional stakeholders such as library users and other legal organizations.

Communication Purposes

4. Broadly speaking, our communication purposes fall under the following categories:
 - a. Information: provide transparent information to our stakeholders about our services, policies, and procedures.
 - b. Notification: provide notifications and reminders to stakeholders about upcoming deadlines and information pertaining to association grants.
 - c. Responding: provide responses to questions within a specified service level.
 - d. Consultation: provide an opportunity for stakeholders to provide additional information and responses to LiRN's policy initiatives.

Methods of Communication

5. LiRN's primary method of communication is via email. We also use the following channels:
 - a. Virtual and in person meetings
 - b. Phone calls
 - c. Our website and blog: [LiRN - Legal Information and Resource Network](#)
 - d. Social Media
 - e. Guides, leaflets, flyers
 - f. Other channels as appropriate

Communication Principles

6. LiRN will:

- a. Deliver succinct messages with clear and concise language.
- b. Use plain English and avoid jargon wherever possible so our communications are easily understandable.
- c. Deliver timely communications that are relevant to the user.
- d. Adopt a flexible communication approach, delivering messages in ways that meet stakeholders' needs and preferences.
- e. Standardize our communication where possible to ensure clarity.

Shared Responsibility

- 7. LiRN and its Key Stakeholders share responsibility for clear communications.
- 8. In addition to the principles stated above, LiRN will:
 - a. Read and, where necessary, respond promptly to communications from Key Stakeholders.
 - b. Seek clarification from Key Stakeholders where necessary.
 - c. Proactively communicate with Key Stakeholders, as appropriate, about LiRN's activities and actions that affect them.
- 9. LiRN expects Key Stakeholders will:
 - a. Read and, where necessary, respond promptly to communications from LiRN.
 - b. Seek clarification from LiRN where necessary.
 - c. Proactively communicate with LiRN, as appropriate, about the Key Stakeholder's activities and actions that affect LiRN.

Communication Strategy

- 10. LiRN will create a communication strategy to establish clear goals and objectives, messaging priorities, target audiences and preferred communication channels.
- 11. The strategy will reinforce LiRN's strategic priorities and demonstrate progress against these priorities.
- 12. Stakeholders will be consulted in the development of this strategy.

Evaluating Our Communications

- 13. To ensure the effectiveness of our communication, we will regularly evaluate our communication approach by:
 - d. Seeking stakeholder feedback on our communication.
 - e. Listening to and responding to stakeholder suggestions regarding our communication.
 - f. Changing our communication methods or principles where necessary.

- g. Regularly reviewing and updating communications content to ensure accuracy and currency
- h. Gathering and analyzing communication channel statistics where possible, and using these statistics to inform our policy and decision making.