

Yammer Guidelines

for LLS Yammer group

Remember that the content you post to Yammer is your personal responsibility, and should not be seen by others by being endorsed by the University or Libraries and Learning Services.

Observe common courtesy in your posts and comments. Posts containing intemperate or vulgar language may be deleted by the administrator.

Respect your colleagues' privacy: do not post personal or non-work-related information about others. If you post about yourself, think whether your content has any relevance and importance to others in the group.

Yammer is not a record-keeping platform. If the matter you are discussing needs formal documentation (meeting minutes, business plan, project timeline), please document that in a more formal medium.

Do:

- Post stories or news that may interest the whole group.
- Use Yammer to communicate a current project you have undertaken at work.
- Solicit group's opinion on work matters and exchange experiences
- Keep your tone professional and courteous. This does not exclude humour, but keep it non-personal and in good taste.

Don't:

- Use it when you need urgent action with an issue – contact appropriate staff or service. For example, "Does anyone know if we still have access to Photoshop?" is an appropriate question. "Can someone come to my office to install Photoshop?" should be logged as a call via Staff Service Centre, not posted on Yammer.
- Use Yammer as a platform to explore or resolve personal conflicts. Move it to email, face-to-face or use appropriate mediation channels.
- Use Yammer for personal updates, e.g., 'I am having green tea in the lunch room' unless of course you've brought baking to share!
- Use Yammer as a replacement for all-staff emails. Not all staff may be checking the Yammer feed at all times.