YALSA Chair Manual
Adopted by the Board of Directors, June 23, 2018

Table of Contents

8. Working Year-Round in an Online Environment
  Group Management and Troubleshooting in a Virtual Setting
    Home base
    Synchronous and asynchronous work
    Motivating group members
  Virtual Resources
    Building a team: getting to know each other
    Online collaboration tools
    Scheduling
    Shared documents
    Working documents
    Prepping resources for the next chair/convener/team lead

9. Group-specific Information
  Advisory boards, committees, juries and taskforces
    Appointments and re-appointments process
  Blogging teams
  Interest groups

10. Templates and Forms
  Links to resources in chair section of YALSA Handbook
  Sample completed forms

11. Related resources

Chapter One - Introduction

Thank you for volunteering to serve with YALSA! We appreciate your willingness to take on this leadership role to guide and direct a part of YALSA's work.

As you step into your role as a YALSA leader, please take the time to read this manual. In it, there is a plethora of vital information that will help you not only understand your role and responsibilities but will also guide you as to who to contact if you come across challenges or difficulties. YALSA is committed to supporting you in your leadership role, and this manual is to be used as a reference for you as you lead your group.

This manual provides a general framework of YALSA's mission and how your group will help with the overall success of YALSA's work. As the group leader, you will be responsible for creating an inclusive and welcoming atmosphere where your group can work together to accomplish your goals and tasks.

Working with your group in a virtual environment has some challenges. This manual will also cover best practices to help with communication, time management, and working in an online environment.

Besides this manual, another key tool to help you in your work is YALSA's Handbook: www.ala.org/yalsa/aboutyalsa/yalsahandbook

Again, thank you for your time and efforts in volunteering with YALSA!

Chapter 2 - Big Picture Plan

Mission, Vision & Impact Statements

Mission

Our mission is to support library staff in alleviating the challenges teens face, and in putting all teens – especially those with the greatest needs – on the path to successful and fulfilling lives.

Vision

Our vision is that all teens have access to quality library programs and services – no matter where they occur – that link them to resources, connected learning opportunities, coaching, and mentoring that are tailored to the unique circumstances of the community and that create new opportunities for all teens' personal growth, academic success, and career development.

Intended Impact

To meaningfully address the challenges teens face today and to put more teens on the path to a successful and fulfilling life, YALSA will support library staff who work for and with teens in the transformation of teen library services so that:

- Libraries reach out to and serve ALL teens in the community no matter what their backgrounds, interests, needs, or abilities, and whether or not they frequent the library space.
- The library "space" is at once both physical and virtual. It connects teens to other people, printed materials, technology, and digital content, not limiting teens to a designated teen area but rather inviting them into the full scope of the library's assets and offerings.
- Teens co-create, co-evaluate, and co-evolve library programs and activities with library staff and skilled volunteers (including mentors and coaches) based on their passions and interests. These programs and activities are connected to teens' personal, work, or academic interests across multiple literacies; generate measurable outcomes for teens' skills and knowledge; and are tailored to the unique circumstances of the community.

It will be essential for the YALSA Board, staff, and members to use this intended impact statement to determine whether proposed initiatives are appropriate for YALSA to pursue with its time, energy, and financial resources. If YALSA is not thoughtful about what it will and will not do, then it may continue to see its efforts spread so thin as to dilute its actual impact on the issues that matter most.

-these statements were adopted by YALSA's Board of Directors on April 27, 2016 as part of YALSA's Organizational Plan

YALSA's Organizational Plan guides the work of the Board as well as all of the groups. The work of your group, taskforce, advisory board, interest group, etc. should reflect the

goals of this plan. The YALSA Board establishes each group in order to meet a need within the division. The commitment and participation of each group determines the level of success in supporting and implementing the strategic plan.

Be sure to keep the three priority areas from the organizational plan in the forefront of your mind as you lead your group. They are:
1. Leading the transformation of teen services
2. Advocacy to policy makers at all levels
3. Funder and partner development
It is possible that your group's work will involve all three of these areas, but more than likely you will be supporting one priority area. For example, the Financial Advancement Committee supports priority area three.

The work that member volunteers do is vitally important because it helps YALSA advance its mission. Each appointed group supports the Organizational Plan, and its companion document, the Implementation Plan, in a specific way. While your group may only focus on a small part of the plan, all of the combined work of appointed groups contributes to helping YALSA achieve its goals. YALSA's Board of Directors is organized into three standing committees, one for each Organizational Plan goal: advocacy, leading the transformation of teen services, and fund & partner development. These Board committees each provide support and oversight to those member groups that conduct work to support that group's goal. For example, the District Days Taskforce falls under the auspices of the Board's Standing Committee on Advocacy. By grouping together advisory boards, committees, juries, and taskforces in this way, the Board is able to see all the work members are doing to support a goal. That way they can do things like look for connections across groups and provide support in ways that helps all groups that are working within a particular goal area.

In 2018 YALSA adopted a Statement on Equity, Diversity and Inclusion (EDI) to signal to members and to the library community that EDI issues are a priority for YALSA. As a Chair, you play a critical role in helping the organization embed EDI principles throughout the work of the organization. You can read the statement here: www.ala.org/yalsa/statement-equity-diversity-inclusion

Chapter 3 - Responsibilities to YALSA

Policy Compliance
> As Chair, you are responsible for ensuring your group and its members are in compliance with YALSA and ALA policy and procedures. This information can be found in the YALSA Handbook and in the ALA Policy Manual. Please also refer to YALSA's Job Description and Duties for Chairs.

Ethical Behavior

The Chair is responsible for creating a work environment that is welcoming and inclusive to everyone. See Chapter 5 for tips and resources.

Professionalism
Chairs should conduct all work in a professional manner, with good faith, honesty, integrity, high ethical standards and due diligence. Chairs must show respect to all group members, staff members and YALSA community members at all times, both in person and in virtual environments. They should also ensure their group members are doing the same. Chairs should refrain from putting one's own self-interest or third-party interest above that of YALSA.

Passion for the mission
It is essential that Chair and group members keep the Mission and Vision in mind during their group term.

Responsibilities to the Board

Communication
As the Chairperson of the group, you are the spokesperson for the group. It is your responsibility to update your Board Liaison in a timely manner on things like:
- Any group member performance issues. Continue to seek assistance from Board Liaison if the issue persists.
- Actively keep track of member performance and include that information in your Quarterly Chair Reports. For serious issues, address those immediately by contacting your Board Liaison.
- Reports resignations of group members to the President, Executive Director and YALSA's Membership Marketing Manager.
- Reports contact information changes to YALSA's Membership Marketing Manager.
- Recommends high performing group members for reappointment to the President-Elect.
- Brings requests for action to the Board by working with your Board Liaison to develop the RBA (Request for Board Action).
- Clear any new projects with the division President and Executive Director before they are begun, as they may require Board approval. Loop in your Board Liaison, too. This avoids unnecessary duplication of efforts within both the division and ALA.
- Submit quarterly chair reports (due Feb. 15, May 15, Aug. 15 and Nov. 15) in a timely fashion.
- Keep Board an Staff Liaisons updated on the work of the group
- Copy the Board and Staff Liaisons on all relevant communications

Reporting

As a Chairperson, you will be required to complete a Quarterly Chair Report due on February 15, May 15, August 15, and November 15. This report gives the Board a complete picture of the work all groups are doing, as well as any issues or challenges that they are facing. The more information you put into the report, the better the Board will be able to support you. An example of best practice for filling this form out is located in chapter ten. If you have timely or critical information, share it with your Board and Staff Liaisons right away, and do not save it for the quarterly report.

Responsibilities to Group Members
Be aware that your group members will have different experiences, abilities, and comfort levels. As a chair, it is your job to provide coaching and support to those who may need some extra assistance. Make time early in the term to identify those who may need help and get them up to speed. Otherwise, they may struggle throughout the year, which can create problems for them, you, and the group as a whole. Also, don't assume anything about your group members other than that they have a shared common interest in YALSA.

Participation expectations should include any work delegated to members during the term of service, as well as the level of participation expected. This could include communication frequency and methods of communication. Best practice suggests that chairs make this a conversation with their group, to achieve buy-in from members about their commitment. For example, do you have group members who are able to work a little at a time every day/week on projects slowly and steadily? Or perhaps you have members who are using a sabbatical or vacation time to devote a large, isolated chunk of their time to intense group work? Get a sense of your members' personal and work obligations so that you can help them strategically organize their group work.

Chairs should:
- Ensure group members have the tools they need to be successful in their role and strive to keep members motivated and on task.
- Address any group member performance issues with the individual in a timely and professional manner. Seek assistance from Board Liaison if the issue persists.
- Mentor group members, as needed.
- Write commendation letters for group members when appropriate, and/or nominate them for YALSA's Volunteer of the Year Award.
- Communicate regularly (at least once a week) with group members to keep them apprised of news and projects and to garner ideas for future and continuing work of the group
- Notify group members of any changes to the group roster
- Notify the YALSA membership of group work via postings on the YALSAblog and/or articles in YALSA weekly *eNews* and *YALS*.
- Manage online resources for group communications, such as a YALSA listserv or ALA Connect space

- Network with other chairs to learn from one another, explore possible joint projects, etc.
- Read all messages on chairs@lists.ala.org discussion list
- Send letters or emails to group members' supervisors at the completion of their term acknowledging their service (sample messages are in YALSA's Handbook). Contact YALSA's Membership Marketing Manager for stamps, YALSA notecards or YALSA stationary, if needed.

Showing Appreciation and Acknowledging Contributions

Just like you, group members are volunteers. It's important to keep this in mind as we assign tasks and deadlines. Volunteers are generously giving their time and talents because they believe in YALSA's work and get something positive out of the experience. If they are ignored or treated poorly, they'll not only give up on volunteering, but they'll have a negative impression of YALSA that could be long-lasting. Taking a little bit of time to do things like thank them and acknowledge their efforts can go a long way to helping the productivity of the group as well as helping YALSA build a reputation for being a welcoming, worthwhile and fun organization to volunteer with.

Volunteering be a thankless job. The number one method for retaining volunteers is to make sure they know that they are appreciated. Recognition and appreciation should come from Chairs, Board members, staff and others in different ways. Here are some tips for effective volunteer recognition & appreciation:

- Make it a priority. Recognizing the work of volunteers is crucial for any organization that wants to retain them and attract others. Chairs can help ensure that ongoing recognition of volunteers takes place.

- Do it often. Recognition of volunteers should happen on a year-round, frequent and informal basis – begin with saying "Thank you" often to group members.

- Do it in different ways. Vary your recognition efforts from the informal thank you and spontaneous treats, to other ways you can think of.

- Be sincere. Make each occasion you use to recognize members meaningful and an opportunity to truly reflect on his/her value to YALSA.

- Recognize the person, not the work. Phrase recognition to emphasize the contribution of the individual, not the end result. "You did a great job!" as opposed to "This is a great job!"

- Make it appropriate to the achievement. For example, a paper certificate accompanied by a private thank you may be appropriate for a few months of service, but an email message of thanks is fine for someone who meets their deadline for a specific task.

- Be consistent. Make sure whatever recognition you establish is applied consistently to all your group members so as not to avoid the appearance of favoritism.

- Be timely. Try to arrange recognition soon after achievement has been reached – delaying until weeks or months later diminishes the value of your gratitude.

- Make it unique. Getting to know each of your group members and their interests will help you learn how best to recognize each individual and make them feel special.

Sources: - Making the Most of Volunteer Resources workshop materials, Community Services Council – Celebrate Volunteers, Volunteer Canada; Seattle Public Schools Volunteer Coordinator Manual, 2003

Specific Recognition Opportunities

- YALSA's Volunteer of the Year Award: you can nominate an individual from your group or the whole group! The deadline to nominate is December 1 of each year. Learn more at: www.ala.org/yalsa/volunteers-year-award

- Weekly Member Spotlight: nominate an individual for the weekly spotlight in the eNews, via this quick form: www.ala.org/yalsa/member-spotlight

- Formal letters of appreciation: at the end of your term, send a thank you note to each out-going group member and also ask them if they'd like a letter of recognition sent to their supervisor. If you opt to send a snail mail message, contact Letitia Smith at lsmith@ala.org to request YALSA letterhead or notecards and stamps. Sample messages are in the YALSA Handbook: www.ala.org/yalsa/aboutyalsa/yalsahandbook/sampleletters

Chapter 4 - Support for Chairs/Conveners/Team Leads

YALSA is here to support you! Please do not feel like you are alone in the important work that you and your group are working on. Every YALSA group is assigned a Board and Staff Liaison. They are experienced YALSA members and staff who serve as your connection to the larger organization. The liaisons for your group are an excellent resource that you can use to identify new ideas on how to handle issues and will be your primary resource if a problem is beyond your control. Take advantage of their expertise, and consult with your liaisons anytime you feel stuck, unsure, frustrated, confused, or run into any unforeseen problems. (Of course, they would also like to hear about the good things that are happening as well!)

Board and Staff Liaisons

YALSA's Handbook provides an overview of the distinct roles of these two individuals and how they can support you:
www.ala.org/yalsa/files/aboutyalsa/yalsahandbook/Liaisons.pdf

Chain of Command
The Board Liaison facilitates communication between the Board and your group. If you think submitting a Request for Board Action is warranted, communicate with your Board Liaison who will assist you with determining whether the issue should come before the board or be addressed another way, and submitting the request, if warranted. As chair, you will facilitate communication between your group and the Board (via your Board Liaison). If your group needs to connect with the Board, YALSA staff, or outside groups/entities, you are the spokesperson for the group. Only the chair may publicly represent the group. If you have any questions or concerns, you are encouraged to contact your Board Liaison, Staff Liaison, the YALSA President or the YALSA Executive Director at any time.

Chapter 5 – Ethics and Policies

Ethics
The Chair is responsible for creating a work environment that is welcoming and inclusive to everyone. Here are some tips for getting started:
- Make no assumptions about group members other than a common interest in serving teens through libraries.
- Frame all discussions in an inclusive manner and instruct group members to refrain from advancing personal beliefs, and using any sexist, discriminatory, or similarly insensitive language.
- Avoid graphics and visual aids on fliers, handouts, materials, etc. that show people in stereotypical roles.
- Carefully read YALSA's Ethical Behavior Policy for Volunteers and require that your group members do the same. At the start of your term, hold a discussion with your group about the policy to increase understanding and build consensus on group norms.

As stated in the policy, personal insults, name-calling, harassment, intimidation, discrimination, threats, hate speech, etc. will not be tolerated. If such behavior occurs, report it immediately to the YALSA President and YALSA Director.

Policies
While your group members serve on a YALSA group, they are also a de-facto ambassador for YALSA and your group. Social media can be a great tool for group members to raise awareness of your group's activities; however, while on a YALSA group: posting online of defamatory and/or offensive material is strictly prohibited,

including but not limited to hate-speech, name-calling and personal insults. It is also important for YALSA volunteers to understand that many elements of volunteer work must be kept confidential. Please refer to the Social Media Policy & FAQ for more information on YALSA social media policies.

Relevant policies are found in YALSA's Handbook (www.ala.org/yalsa/aboutyalsa/yalsahandbook):
        Ethical Behavior Policy for Volunteers
        Social Media Policy & FAQ
        YALSA Statement on Equity, Diversity and Inclusion
        YALSA Bylaws
        Blog Guidelines:
        The Hub & YALSA Blog

Interpretation of policies and examples/scenarios of common issues

Scenario One: a member of your group confides in you that they feel harassed by another group member--you have not noticed the other group member harassing them, but the group member confiding in you seems very upset and reports several bad behaviors. *What do you do?*

        Thank the group member for being brave enough to confide in you. Reach out to the board liaison to let them know that this is an issue and check in with them on how to proceed further. In handling the situation with the accused group member, be sure to keep the identity of the group member confiding in you private.

Scenario Two: you notice a member of your group using language that seems to make other members of the group uncomfortable, sometimes making comments that seem discriminatory or that involve slurs. You have already instructed your group of the need to be inclusive and thoughtful in your discussions. *What do you do?*

        Reach out to the group member using discriminatory language and remind them of YALSA's policies, as well as of the need for the group to be inclusive. Cite specific examples of the language that is problematic and re-affirm that the language will not be tolerated by YALSA. Notify your board liaison of this situation.

Scenario Three: a member of your group comes to you and informs you that they feel that you have engaged in harassment and hate speech as a group chair, citing specific examples of things you said. They tell you that they have felt unsafe having you as a group leader. *What do you do?*

        Thank the group member for coming to you and being brave enough to express their concerns. Apologize for any behaviors that may have led any member of the group

to feel unsafe. Reach out to your board liaison immediately to inform them of the situation. Follow their guidance moving forward.

Chapter 6 - Communication Best Practices

Communication in a virtual environment can be a challenge, because when you're contacting people by email they can't see your face or hear your tone of voice. Please craft emails with care to ensure that they come across as friendly and respectful in order to avoid the possibility of a group member misinterpreting something.

Most of that will happen in your group will be by email, so it helps to think of email as more than just a way to convey information. It's also a tool for managing a relationship, but in a virtual environment. Email can be impersonal, so be sure to use people's names, add a warm greeting and always be polite. Be aware that tone can't be heard in an email, and before you hit 'send,' think carefully about the different ways that your message may be construed. Look at what you've written from the recipient's perspective. If it seems vague, add more detail. If anything could be construed as curt, sarcastic or rude, change it. Taking the time to do this can prevent misunderstandings and save you time down the road.

Be respectful, inclusive and welcoming
In an online environment where we often can't see facial expressions or hear tone, it's especially important to take extra time and care to be sure that your messages are getting across fully and in a respectful way. At the start of your term, be sure to watch the 45 minute video Effective Engagement Strategies: a Restorative Approach to Difficult Conversations that's in the Chair section of YALSA's Handbook and instruct all of your group members to watch it, too. After viewing it, lead a discussion with the group, and consider the following questions:

- Stephen Jackson discussed the importance of building trust and relationships in order to have successful communication with colleagues. What are ways you would like to work with your members of your committee to build trust and a relationship that leads to effective communications?

- Stephen told a lot of stories of his own personal experiences with effective and non-effective communications, if you think back to your own experience and when conversations have gone well and when they have not, what do you notice? How does what you notice fit with what Stephen talked about? How might what you realize impact the communications you have with committee members?

- Stephen talked about the need to be aware of one's own communication style and how these can have an impact on effective communications. What are the

skills you bring to the member group that you think will support effective communications among the group?

- After watching Stephen's webinar, what changes will you make to your own communication style so to support effective conversations

- What ideas from Stephen's presentation do you think will be helpful if in your committee work you notice interactions that aren't as positive as might be, or if you notice that there are people in the group struggling to communicate effectively.

- Which of the materials that Stephen mentioned do you want to be sure to read?

Using the Right Tools

There are a number of different online tools that groups may use to complete their work and communicate with one another. Ideally, each group will come together to decide what tool is most accessible to everyone. All YALSA groups automatically have a group workspace created for them in ALA Connect. Your space in ALA Connect is where all documents should ultimately be posted. See Chapter Eight for ideas on using additional online tools. Scheduling a conference call at the start of the term is a useful first step toward determining the communication preferences of all group members.

Troubleshooting Communications Issues

Many people don't cooperate for one of these five reasons: they don't know what you want them to do, they don't have the skills, they don't see the importance, they don't want to do it, or they have learned that they really don't have to do it. Think about which of these five reasons might be at the root of a communication issue you're having with a group member and address it accordingly.

Think also about the method of communication you're using. If you've been emailing the group member and not heard back, then pick up the phone and call them. If they're ignoring your calls, DM them on social media.

It's important to be cautious when dealing with a group member who has been non-communicative. They could have a very good reason, such as an illness or a death in their family. Always approach the issue by thinking that there is a good reason why they are not communicating. Avoid being negative or accusatory.

If you think you have incorrect contact information for a group member, contact Letitia Smith at lsmith@ala.org to see if she has alternative contact information.

Frequency and Timing

Each group has the freedom to decide how frequently to communicate as well as the best type of schedule for their particular needs. Best practice suggests that chairs make

this a conversation with their group in order to assess the preferences of each group member and ensure a schedule that is possible for everyone. Groups may choose to do their work in synchronous or asynchronous sessions depending on the needs and schedules of its members. Some considerations for scheduling include:

- Timing: Members may be from various time zones and with various schedules. While some groups may benefit from doing work together at a specific time, others may not be able to carve out a block of time each week.
- Method: Members will have a range of technological options for doing group work. While a video chat option like Google Hangouts or Skype can be an effective tool for synchronous work, this may not be available to all members. There are advantages and disadvantages to online chat vs video chat vs conference calls.
- Work Plan: what work needs to be done at this current stage? Does it make more sense for that work to happen on an ongoing basis or all at once? The specific tasks may change the communication method for the group.

As the chairperson, you are the spokesperson for the group. Only the chair may represent the group.

Sample Group Meeting Feedback Form
A sample form can be found on this web page:
www.ala.org/yalsa/aboutyalsa/yalsahandbook/effectivecommittees

Sample Meeting Agenda
YALSA has a Meeting Agenda Template that can be found in the YALSA Handbook.

Chapter 7 - Time Management

Time management is one of the most important aspects of working as a successful group. Use these helpful resources to help manage the work of your group.

Please refer to the Timeline for Chairs of Strategic Groups, Taskforces & Advisory Boards (located at the bottom of the link) to see the timeline of when certain tasks need to be completed.

Time Management Tools (these are all found in the YALSA Handbook, in the Section for Chairs)
- Making Meetings Effective

- Meeting Minutes Template

- Planning Templates Includes templates to create to-do lists, timelines, and goals.

- Project Tracking Template

Chapter 8 – Working Year-Round Online

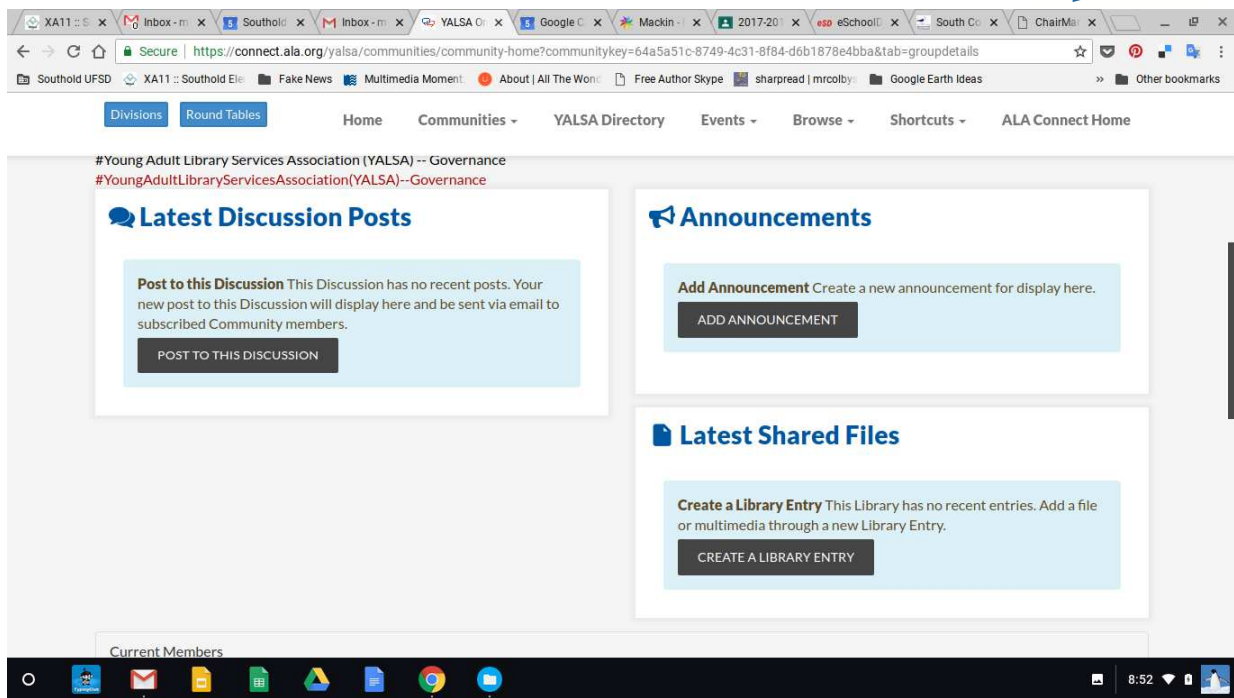**Group Management and Troubleshooting in a Virtual Setting**
When setting up your group it is important to create a home base, a single location where important documents are archived.

Home Base
Your group's space in ALA Connect is your group's home base. Before the work begins, organize it in a way that works best for your group. While your group might use different virtual tools to complete the group's work, it is important to have one location where documents can be archived and organized and easily accessible to the next iteration of the group.   Your home base should include-
- Group contact information- this will include the preferred way to reach each group member
- Timeline/ Calendar for your group's work plan
- Documents or links to documents- this should include the group's Policy and Procedure, templates, forms or any other group documents
- Discussion groups, threads or chats- think about the best way to organize these discussions so that it is easy to refer back. Is it monthly? By project?
- Participation expectations- your expectations and responsibilities for the group should be clearly outlined

It is important that your home base is clearly organized. You want to make sure your group members can find all of the important documents and that nothing is hidden or unclear. Best practice is to have the information in as flat a layer as possible and to avoid having folders within folders that may make it difficult for group members to find important information.

It is important to check in with group members to see how comfortable they are using virtual tools and if needed give guidance to those who may need it. When starting your work check in with group members to see which virtual tools they are comfortable using. It is best to be clear from the start about what virtual tools will be used and for what purpose.

Participation Expectations
Inform members of the expectations of working in the group and work with them to create a timeline for the projects the group will be working on.

Group Management
Virtual Work is usually a mix of synchronous and asynchronous work. Check in with your group members to see how they are most comfortable working. Some individuals may prefer to work independently while others may prefer a group setting. Some members may prefer to devote a little time every day to group work while others may set aside time once a week. Allowing members to work in the way they prefer can ensure not just that the work is completed, but that it is done well and on time.

Synchronous Work
It is important to establish they best way to complete shared or group work. For some groups an email chain may work best. Other groups may choose a group chat or a virtual meeting. Have your group decide which their preferred method is and be aware that you may use multiple methods to communicate with each other.

When scheduling synchronous keep in mind:

- Schedule and availability of group members- your group members will be in different time zones with varying schedules. Be aware of time differences when coordinating a virtual meeting.
- Length of meeting - inform members of the expected length of the meeting so that they can schedule properly and ensure that they are available for the whole meeting.
- Virtual platform- are you using a chat? Virtual meeting? Best practice is to use a platform that a majority of your group members is comfortable using.
- Agenda- send the agenda before the scheduled meeting. This way members can be prepared and ready to participate. Setting an agenda helps keep you on topic during your meeting.

Motivating Group Members

It is important to set deadlines for tasks and assignments. Deadlines keep members informed of the project timeline and on the same page. It is also important to check in with group members. Do not let too much time lapse between communications with your group even if you are not currently working on a project or task.

Getting to Know Each Other

A key to success later down the road is to make time at the start of the term for group members to get to know you and one another. Taking the time to chat by conference call or meet via video conference helps establish a base-line relationship among and between group members and assists group members with building a level of understanding and trust among one another.

In the early stages of the group's work especially, but also relevant for the entire year, is the importance of tone and wording in a virtual environment. Choose words carefully and help committee members understand the need to do the same. This is especially important in a text environment, such as emails, discussion boards and e-chats. Since members cannot hear one another's voices or see their facial expressions, it can be difficult to understand someone's meaning.

Need ideas for virtual team building activities? Try these:

- http://leaderchat.org/2013/06/24/3-activities-to-build-virtual-team-spirit/
- http://www.teambonding.com/5-team-bondingtips-for-remote-employees/
- https://sites.google.com/site/adultonlineteachingstrategies/virtualicebreakers/adult-virtual-icebreakers (see info in right column)
- http://joitskehulsebosch.blogspot.com/2009/03/10-online-icebreakers.html

Online Collaboration Tools

Groups may use various online collaboration tools to accomplish their work and goals.

ALA Connect - with ALA connect groups can store and organize documents, have online chats and save the transcripts of those chats. https://connect.ala.org/home

Google Hangouts - (currently limited to 10 users) can be recorded or broadcasted, and users without a camera can participate via phone. Additionally, side conversations can occur via text chat. This resource is fairly easy to use and does not require a lot of plug-ins or equipment. Users must have a Gmail account. Members log into Google+ and click "Start a Google hangout." From there the leader will add people to the hangout and the chat experience can begin. Mobile devices require the free app.

Slack - can be used to share documents and host online chats. YALSA has an account. Contact Anna Lam for access: alam@ala.org. Please note: Slack was in use while YALSA waited for ALA to upgrade ALA Connect. Now that Connect is available, it is probably more efficient to just use Connect.

YALSA Conference Calls - Conference calls can easily be established by contacting your staff liaison and scheduling a time. The call-in number and pass code will be provided to you. The conference call system has the ability to record calls. If that is desired, be sure to indicate that to your staff liaison.

Doodle - Doodle allows chairs to send out a link with options for meeting times. Simply sign in and create a poll that can then be sent out to committee members. The poll will track which committee members have and have not responded.

Oovoo - Free video calls, up to 12 people. Can be used by PC and Mac as well as iPhone, iPad, Android phones and tablets and smart phones. Extreme ease of use makes this a good resource for virtual work. Signing in for video calls is as simple as setting up an account and adding people to a call. Privacy settings allow you to control who can see the call.

Skype - Skype is a proprietary voice-over-Internet Protocol service and software application. This means that phone calls are made over an Internet connection rather than using a landline or cell phone. The service allows users to communicate with peers by voice, video, and instant messaging over the Internet. The free uses of Skype are Skype-to-Skype calls; one-to-one video calls, instant messaging.

SurveyMonkey – YALSA has a SurveyMonkey account. To create an online survey, compile your questions and send them to your staff liaison to build the survey. Questionnaires with multiple questions, and questions with answers of multiple types, including open-ended questions, can be made in SurveyMonkey. After your staff liaison builds the survey, a link to it can be emailed directly to group members, and the results aggregated and analyzed in SurveyMonkey. This can be a powerful timesaver; for example, when it comes to voting titles on and off lists.

YALSA also provides a variety of tools for appointed groups, which are outlined at:
http://www.ala.org/yalsa/workingwithyalsa/membergroups

Zoom – YALSA has an account for this video chat platform. Unlike Google Hangouts, there can be more than 10 users at a time, and there are multiple options for participating (phone number, web link, mobile app). There are also options for recording and sharing. Contact your staff liaison to set up a meeting, or a recurring meeting via Zoom.

Scheduling

A strategy that has worked successfully for past chairs is to create a meeting schedule at the start of the year. Initiate this by determining if there are any recurring times or days of the week that your committee members cannot participate in an e-chat or conference call. Once you know that information, create and then share a calendar of virtual meetings for the term of the group. Doing this in advance helps members come up with a plan to ensure they're available during the meeting times. Each group has its own events page in ALA Connect to keep track of deadlines or meetings. Members can download the events to their Outlook, Google or iCal-based calendar.


Chairs may find it useful to use a free online tool such as Doodle (www.doodle.com) to poll members about availability when virtual meetings must be scheduled. You will just need to sign in and create a poll that can then be sent out to members. You can track which members have and have not responded.
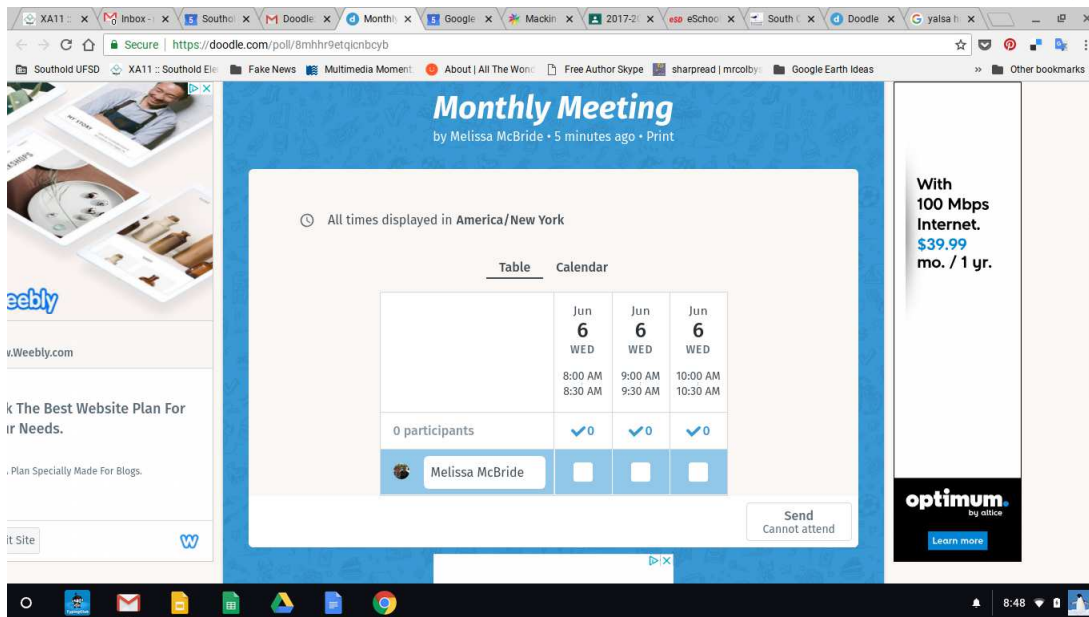
Completed Documents

Use ALA Connect to upload all the documents that the group uses, including Word documents, PowerPoint presentations, PDF files, meeting agendas and spreadsheets. Not only does this provide a central library of proceedings for this year's committee available for them to refer to and print at their leisure, but also gives next year's group a jumping-off point from which to work.
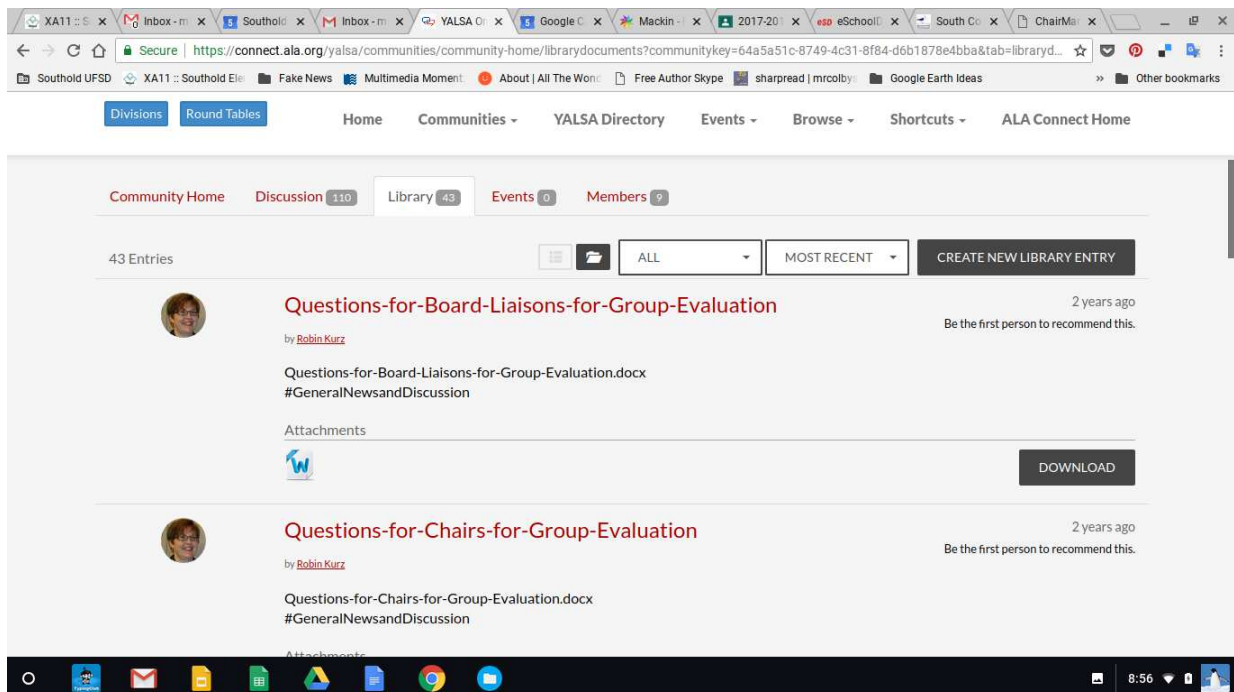
Transition Between Chair People

In order to best prepare yourself, and the incoming chair, for the transition from one person to another, please refer to the transition checklist. If you have any questions, please reach out to your Board Liaison.

Chapter 9 - Group Specific Information

Group-specific Information
This chapter will address any items that pertain to advisory boards, groups, juries, taskforces, blogging teams, and interest groups that were not covered in the previous chapters. If you still have questions, please reach out to your Board Liaison for further clarification.

Advisory Boards
For information related to the YALSA advisory boards, please refer to the Research Journal Advisory Board or YALS/YALSAblog Editorial Advisory Board. Each link will give you specific information about the role of that particular Board, including term length, charge, and staff liaison. Volunteer by filling out the Volunteer Form between December and February each year.

Strategic Committees
The purpose of a strategic group is to help carry out the business of the association by handling matters such as membership recruitment, planning summer learning activities, local arrangements at conferences, and much more. All Strategic Groups are 100 percent virtual except for the Executive Committee. Volunteer by filling out the Group Volunteer Form between December and February each year.

For information related to the YALSA strategic groups, please refer to the Job Description for Group Members in YALSA's Handbook.

Juries
Juries are short-term appointments. YALSA has several member award juries who determine the winners of the scholarship, stipend, grant or award with the same name. For specific information related to the YALSA juries, please refer to the Jury Chair Manual.

Taskforces
A task force is an action-oriented group whose charge is to address specific goals, complete a specific task, or to consider a particular issue. There is a designated time frame defined by the nature of the task or set forth in the function statement. Functions of a task force may include the following:

1. Gathering information and making recommendations
2. Studying an issue and preparing a report
3. Carrying out a specific project or activity
4. Conducting programs at conferences
5. Establishing groups or other subunits.

A task force is used to address critical, urgent, or ongoing situations that require a strong, visible organizational effort and/or activist response. Any parent body may establish a task force, determine its duration, monitor its progress, and terminate its function. (ALA Policy Manual, Article 6.9)

For information about the YALSA taskforces, please refer to the Job Description for Taskforce Members as well as the Current YALSA taskforces list posted on YALSA's web site.

Appointments and Re-Appointments Process

To apply for appointment or re-appointment, tell your group members to fill out the appropriate volunteer form before the deadline. No member is automatically re-appointed for another term. The only way the President-Elect knows a member is interested in serving on a group, is if they have filled out the volunteer form.

The President-Elect may contact you to ask whether you would like to serve again as chair, or whether you think anyone on your group should serve another term, or if they may be ready to take on the role of a chair. While your input is valuable, please know that the President-Elect makes the appointment decisions, not chairs.

YALSA Groups and Selected List Blogging Teams:
Appointments are made in October, and work begins in January.

Strategic Committees and Advisory Boards:
Appointments are made in March, and work begins in July.

Juries:
Juries are appointed in the fall, and they work November-January.

Taskforces:
Taskforces are assembled as needed. Members can find out about these opportunities as they become available via the weekly *YALSA eNews*.

The Hub

Information for the HUB can be found here. The HUB Blogger guidelines can be found here.

YALSA Blog

The guidelines for the YALSA Blog and Blog Manager can be found here.
If you are interested in applying to be a YALSA Blogger, contact the blog manager at yalsablogmanager@gmail.com.

Interest Groups
Interest group conveners must fill out the reporting form annually by July 1st of each year. The form can be found here.
If you know someone who is interested in starting his or her own Interest Group, the petition can be found here: Petition for Discussion or Interest Group

Chapter 10 - Templates & Forms

Forms
Here is a quick reference to the most commonly used forms, which are all found in the YALSA Handbook:

- YALSA Annual Conference Program Proposal
- Member Spotlight Form
- Request for Board Action
- Request for Payment (reimbursement; PDF)
- Request for Materials (if you are giving a presentation, let YALSA provide you some handouts!)
- YALSA Governance Candidacy Form (if you want to run for a position on the YALSA Board of Directors)
- Petition for YALSA Ballot (E-Form -- must be signed into your ALA account to view form)
- Group Volunteer Form (Open in Internet Explorer. Complete this to be considered for an appointment to a group)
- Opt-in Member Opportunities Form (to sign up for volunteering other than group work)
- Wiki Application

Quarterly Chair Reporting Form

Here is an example of the Quarterly Chair reporting form. Please work with your Board Liaison if you need help filling the form out. The more detailed the report, the better the Board will understand how to support your group.

Email: cseisser@gmail.com
Group: Division and Membership Promotion group

Chair Name: Colleen Seisser
Board Liaison: Melissa McBride

Group Jury or Task Force Function Statement

To work with staff to develop and pursue an aggressive and continuous campaign to recruit and retain members for YALSA; to promote the association to colleagues and to key partners as defined in the YALSA Strategic Plan; to promote and maintain good relations with existing members through activities such as the member booth at conferences; recognition of member anniversaries and outreach to lapsed members.

What were the outcomes or results of your group's work in the past three months?

November:
Planning continued for the opportunity to work with Alice Son at the YALSA Symposium. Son, a member of YALSA's Advancing Diversity Task Force, reached out to the DMP group for help with a focus group meeting specifically targeting diverse non YALSA members at Symposium. Attending DMP Group member Yvette Garcia was able to help out with this focus group at Symposium.

November Anniversary Cards were completed by DMP Group Member Heather Beverly. Heather sent out 14 cards.

DMP Chair, Colleen, attended a virtual meeting with YALSA Staff and YALSA Member Liaisons to ALA groups and roundtables. Since this type of work is closely tied into one of the DMP group's goals for this year (to outreach to ALA Groups or Affiliates and share YALSA resources), the meeting allowed for a better picture of all the Liaisons, their work, and the outreach that is being done to various ALA groups. After Colleen shared meeting notes with the DMP group, discussions occurred within the group of where to go with the goal we set at the beginning of the year (to reach out to ALA affiliates and groups) and it was concluded that we should try to identify one group that was not being reached and then explore a way to communicate and share resources.

Our November monthly message was created and sent to the following groups: New Members Roundtable listserv, YA-AAC listserv, YALSA Student Members listserv, YALSA-BK listserv, Teen Librarians Facebook group, ALA Think Tank group, YAinIL listserv, YSForum listserv (IL specific), Future Ready Librarians Facebook group, Massachusetts School Library Association, Spectrum Scholars, YASF Google Group (IL), NYLA (listserv), CALA (listserv), VTLA (listserv), Library Managers Facebook Group, YOUmedia Community of Practice, Teen Services Underground, Pubyac listserv, New Yalsa Members listserv, MiddleGrd listserv, Speak YA Listserv (CT), YA Reads for Teachers and Librarians (Goodreads group), and MakerSpaces and the Participatory Library facebook group.

December:
Our monthly message for December was created and sent to the same groups listed for November.

Colleen participated in a phone meeting with Letitia and Beth to review a few topics and questions the DMP group had: Feedback from Symposium presenters encouraged to apply for YALSA grants/scholarships/etc. to see if it was worth having the group do again. Outreach to MLIS programs and faculty--especially those who are YALSA members. Questions the group had after learning about the outreach to ALA groups and affiliates by liaisons and how we could proceed with our goal. Here's what Colleen, Beth, and Letitia discussed and how the DMP group then decided to proceed with work in December:

MLIS OUTREACH
There are no specific YALSA materials that have been created just for outreach to MLIS programs and students, but there is a copy of a handout for students on the YALSA website as well as an entire web page on YALSA's site for students. In the past, YALSA posted to the listservs JESSE and ALISE and to the YALSA Student member listserv. Beth shared some sample messages with DMP group and those are in our Google shared folder now. In the past, Letitia has also worked with the ALA IT to pull YALSA members emails who are GSLIS faculty and email messaged them personally. Letitia is looking into doing this again for us.

The DMP group planned to take a look at the sample GSLIS messages and update them and make them more concise if possible. Then the group plans to post to the listservs and use those messages to create a singular tailored message for any emails Letitia may get or any of our personal contacts. Our goal for this message would be to encourage these members to take the initiative and encourage their students to get a YALSA membership, including information about the student discounts. Letitia mentioned that sometimes these faculty don't realize their influence and that just mentioning it can push a student to join.

ALA AFFILIATE AND GROUPS OUTREACH
First, Colleen got some background in regard to communicating with ALA affiliates and how reaching out to them is difficult. Really, the only way that ALA can communicate with most of their affiliates is through listservs.

The group discussed that our goal for affiliate contacting, while a good one, is a little vague--but how were we to know unless we tried it out. We are still reaching out to groups in our Monthly Messages, so we can expand on this and look for the ALA group or Affiliate listservs other than the ones we already message and create more tailored messages for those listservs or we can also look at targeted tweeting to specific groups or affiliates.

SYMPOSIUM FEEDBACK

Letitia reached out personally to the Symposium presenters and also provided flyers, and while they took the info and responded positively, there was no feedback or way to track if they applied. Letitia will reach out to us if there are any other opportunities like that.

Beth also shared the results of YALSA's Taskforce for Diversity's 2017 Survey of the Library Community and the group planned to take what we can learn from the results and see where that leads us for our monthly targeted messages in regard to why those with diverse backgrounds may not be applying for YALSA memberships, and what they might not know about as member benefits that we can highlight.

January:
Our January monthly message was created and sent out to the same groups. Yvette Garcia received the following replies from sending it to the Facebook Library Managers Group, unfortunately negative regarding cost of Membership:
"I am curious how you get the figure of $61 for ALA/YALSA membership, as everywhere I've looked it's more than double that, since my understanding is you must join ALA to join YALSA."
"YALSA is an additional $61, so for me this is over $200, which translates into several months of electricity, about two months' worth of gas, or a month's worth of groceries for my family. Or, you know, about 1/4 of one month's student loan payment."
"Exactly....not affordable to me, or my library...seeing as by dues budget is only $200, and I need to be a part of state organization, which takes half of that....Thankfully ARSL is only $50."

To prepare for the January virtual meeting, the group reviewed the results of the Taskforce for Diversity's 2017 Survey of the Library Community to see what is relevant to the group's work. One of the things we decided was to try to highlight in our monthly messages one "open" resource on YALSA's website that might not be as visible to casual browsers. This was due to our recognition from the results that many things/information/resources people talked about needing or missing from YALSA were actually accessible on the website.

The group met virtually to review the information we received from Letitia and Beth and to also start planning the YALSA 101 Session at ALA Annual. For the YALSA 101 session, we decided on a preferred date, time, and format (round robin style like last year's 101 Session). We are proceeding with plans to develop speaker topics and then finding our speakers.

From discussions at the virtual meeting, the group decided to go forward with outreach to GSLIS faculty and listservs. DMP member Kylie Peters started work on reworking the messages Beth shared with us to GSLIS faculty and list servs to make them more concise and useable for messages to send out. Group members also brainstormed for their own GSLIS contacts.

At our virtual meeting and during Colleen's meeting with Beth and Letitia, discussions started on the topic of member retention. Due to the nature of the Organizational Plan, much of the work of the DMP group for the past two years has been member recruitment. In the next year, the focus on member retention will have to come back in balance with the work the group does for recruitment.

Topics of Skills in the Futures report:
Advocacy

Strategies used:
Outreach/Collaboration
Member Engagement (Twitter chat, contest, survey, etc.)

What is your group's workplan for the next three months?
Continue sending monthly membership promotion emails
Continue sending out anniversary cards
Continue planning for YALSA 101 session at ALA Annual by finalizing speaking topics, finding speakers, and planning for the session's detail and DMP member roles
Work with Letitia for plans and DMP members to staff the YALSA Booth at Annual
Send out reworked messages to MLIS listservs and faculty who identify as YALSA members for membership promotion opportunities
Explore other ALA groups or affiliates to send messages to
Stay open to any projects from YALSA Staff or Board

What news or information related to your group do you plan to share with YALSA members in the next three months and how will you share it?
We will share information to selected listservs/groups/target audience/etc. that highlight the benefits for YALSA membership.

We will develop a message tailored to YALSA members who are also GSLIS faculty that encourages them to share YALSA membership benefits with their students. This message will be given to Letitia to send to emails she may be able to retrieve with the help of ALA IT.

We will continue to consider posting to YALSA Blog about our work, but that depends on if there is time for members to contribute. One of our group members, Kylie Peters, already writes for YALSA Blog.

Rating: 1

Please list any participation concerns, including unexcused absences, and how you addressed them. None at this time

Additional Concerns or Comments: none

Were you able to touch base with your board liaison since your last report?
Yes

Chapter 11 - Related Resources

These are all found in YALSA's Handbook
(http://www.ala.org/yalsa/aboutyalsa/yalsahandbook)

Guiding Documents

- Future of Library Services for and with Teens: A Call to Action
- Mission, Vision & Intended Impact Statements
- Organizational Plan
- Implementation Plan (PDF)
- Business Plan (PDF)
- Research Agenda
- Group Charges
- Statement on Diversity

History

- Brief History of YASD
- YASD: A Narrative History from 1976-1992
- YALSA History from 1992-2000
- YALSA Group History

Additional Resources

- YALSA Annual Conference Program Proposal   This link appears to be broken
- ALA & YALSA Resources for Member Groups
- YALSA Bylaws
- Group Charges
- Sample Letters to Supervisors of Group Members
- Chair Resources Wiki
- Chair Training Webinar: Working Virtually
- Chair/Team Lead Transition Checklist
- Job Descriptions and Duties for Chairs