Communicating and collaborating effectively in a hybrid environment
July 2023

Whether remote or in-person, responsiveness and participation are key. For 2023-24, the Library asks all employees to become comfortable with the core tools of our hybrid environment including zoom, bCal, bMail, bDrive, and Google Docs. Your unit/division may have other tools that you want to use more regularly as a group such as Google Chat, Google Spaces, or Slack.

- If you are unfamiliar with these, seek training and tutorials such as from bConnected training support or LinkedIn Learning.
- If you are familiar with these, please offer help and tips to others.

In bCal:
- Add a publicly viewable event note for each day that you will be remote so when colleagues try to schedule meetings they can take your location into account. Include your name to assist people who are viewing multiple people’s calendars at a time. (For example “Johnson - remote” and “Johnson - on-site”)
  - Update your bCal if your on-site or remote day(s) change
- Set your standard work hours so people can avoid scheduling meetings outside of those times if possible.
- Add out of office times to your calendar (e.g., conferences, vacation, sick, etc.).
- For emergencies when you are unable to update your own calendar and will be out for several days, designate your supervisor to update your calendar for you.

In bMail:
- Use the vacation responder function when you will not be working (vacation, sick days, conference attendance, etc.). Indicate when you will return to work (onsite or remote). Provide an alternative contact for urgent needs. In the settings choose to send the response to “only people in my Contacts”.
- If you are experiencing a particularly busy time and will not be able to provide a timely response, use the vacation responder to notify others and indicate your expected response time.
- Try to plan ahead and not send urgent requests, but if it is unavoidable, note clearly in the subject line of your email that the request is “Urgent”.
- Schedule send messages composed after established working hours to send in the next day using the “scheduled” send feature of bMail. (This models doing work during work time, and mitigates implied obligation to reply off hours.)
In Zoom meetings:

- Give your full attention and participate meaningfully to the meeting (e.g., quell your desire to multi-task, close browser pages, actively listen, use reactions to respond to speakers, utilize the chat/Q&A, ask questions, offer input, take minutes or be the time keeper, etc.)
- Minimize noise and distractions in your workspace as much as possible. At the same time, have patience with colleagues’ situations and environments.
- Mute your microphone when you are not speaking.
- Default to turning your camera on (unless bandwidth issues, eating a meal, temporarily stepping away, viewing a lecture/presentation to a large group).
- Present yourself professionally including your appearance and the background you display. Wear clothing that you would feel comfortable wearing to work onsite. If the location of your work is a personal space, consider using a virtual background (some are already installed in Zoom for your free use).
- Silence gChat and other notifications when you are in a Zoom meeting (see steps for how to do this).