

# Communicating and collaborating effectively in a hybrid environment

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Whether remote or in-person, responsiveness and participation are key. 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](#).
- The [Google Workplace Learning Center](#) is an excellent source to get started - for beginners and advanced users alike. From the Learning Center, you can narrow down to "[Learn by Product](#)"
- If you are familiar with these, please offer help and tips to others.

In [bCal](#):

- RSVP to all meetings and events sent to your bCal to let your colleagues know whether you'll be attending them or not. If you respond yes, you can also indicate if online or in person.
- Add a publicly viewable event note for each day to indicate if you are remote or on site. 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
  - Add these as "all-day," "public" events and not as 8am to 5pm day events
- 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.).
- When scheduling meetings, give attendees "modify rights" when appropriate (such as meetings with a small number of participants), so they can easily reschedule if needed.
- Share your calendar with your supervisor and/or designee; those people can then update your calendar for you if you are out sick or have an emergency.
- For help, visit the [Google Calendar documentation site](#) to search for what you need, for example: [how to create an all-day event](#) and [how to set calendar sharing options](#).

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.
- 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.)
- Check “Conversation View” to on, if that helps you group/thread messages on the same subject line together (thread them in one view), so you can view the entire conversation history at once.

#### In Google Chat (Chat):

- Please turn on “Do not Disturb” when in other meetings.
- Mute sound notifications when in other meetings, so they are not distracting to colleagues.

#### 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.
- If you’re using a background, avoid using backgrounds with motion.
- 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, accommodation need).
- 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 Google Chat and other notifications when you are in a Zoom or in-person meeting (see [steps for how to do this](#)).

Meeting leaders play a key role in creating an inclusive work environment. Colleagues with disabilities may benefit from some Zoom practices that enable them to perform the essential functions of their position and are encouraged to work with the University to identify those practices and/or any reasonable accommodations by contacting Library HR at [hrd-library@berkeley.edu](mailto:hrd-library@berkeley.edu). Supporting documentation may be requested from the employee's health care provider in support of any functional limitations. Colleagues with approved accommodations are encouraged to inform meeting leaders in advance about their situation, and can help determine if information about acceptable practices would be useful to outline with all attendees at the start of the event.