

## **What does the Community Support Squad DO exactly?**

As part of the community's effort to maintain an inclusive, safer environment at the Code4Lib annual conference, Community Support Volunteers (CSVs) are a highly visible point of contact for conference attendees for any questions and concerns regarding the Code of Conduct. CSVs are responsible for taking initial reports of problems and referring them to conference organizers or to appropriate services. CSVs are called on to be kind, articulate, and trustworthy people who model the Code4Lib community values, and this role requires a willingness to engage in emotional labor on behalf of the community; however, CSVs are **not expected to perform** the duties of professional counselors, security, or other emergency professionals.

## **What are the ways I can participate?**

2021 Community Support Volunteers only need to act in an online capacity. Volunteers will monitor the various online code4lib platforms (primarily Slack, IRC, and the #c4l21 conference hashtag on Twitter) and provide online assistance to online attendees and community members. Shifts are two hours long during conference hours, and could include on-call shifts after conference hours. The time commitment ultimately depends on the number of volunteers, but will likely include two or three regular shifts. Online CSVs are not required to be in any geographic area, but should be aware of the conference schedule with respect to their local timezone and able to be available for two-hour periods during the conference.

## **How do I qualify?**

To qualify to be a volunteer, the person must meet the following two requirements:

1. Previously attended at least one code4lib annual conference
2. Attend one mandatory hour-long training

Training will take place in an online conference call a week or two before the main conference. Makeup training sessions are possible if you are unable to attend the scheduled one but we do ask that you complete training before your first shift.

Bonus qualifications include:

- Managerial/supervisory experience
- Online moderator/community manager experience
- De-escalation training
- Active bystander training

## **I'm in! Where do I sign up?**

If you would like to volunteer with us, please fill out the google form <https://forms.gle/E7QhnBGYsuiuWtA18> by **January 29, 2021**.

## **What happens next?**

After the deadline, the CSS co-coordinators, in consultation with the Local Planning Committee [LPC], will draft a list of volunteers. The coordinators will then submit the draft list to the community and collect anonymous feedback to ensure any community concerns are taken into account before the volunteer list is finalized.

We hope this will pique your interest in volunteering, and look forward to volunteering with you. If you have any further questions, feel free to contact CSS coordinator Eric Phetteplace at [phette23@gmail.com](mailto:phette23@gmail.com).