



**INTERNATIONAL LEGAL TECHNOLOGY ASSOCIATION
(ILTA)**

VOLUNTEER HANDBOOK

Updated: Feb. 2025

Welcome to ILTA's Volunteer Handbook! As a volunteer, you will play a vital part in advancing our mission and contributing to the success of ILTA. This handbook provides guidance, best practices, and practical tips to enhance your performance and make a meaningful impact in your role.

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Welcome to ILTA

What is ILTA

1. **Overview**

a) [The International Legal Technology Association \(ILTA\)](#) is a global organization dedicated to exploring and harnessing the power of technology within the legal profession.

2. **Mission**

- a) Foster a trusted resource for the LegalTech community
- b) Provide relevant, timely, and accurate information
- c) Promote professional development and volunteer success
- d) Embrace and encourage volunteerism
- e) Respect our ILTA staff, volunteers, and colleagues
- f) Commit to the highest standards of ethics and professionalism
- g) Foster diversity, equity, and inclusion throughout the ILTA community

3. **Initiatives**

a) ILTA undertakes various initiatives to support its mission and drive innovation in the legal technology landscape. One of its primary initiatives is organizing educational events and conferences, where legal professionals can gather to learn about the latest technological advancements and industry trends. These events provide opportunities for networking, knowledge sharing, and collaboration among professionals from different sectors of the legal industry.

b) ILTA also promotes research and thought-leadership through publications, webinars, and forums, allowing members to stay updated on innovative technologies and their application in the legal field.

(1) Additionally, ILTA fosters communities and special interest groups focused on specific areas of legal technology, enabling members to engage in discussions, exchange ideas, and collaborate on projects. These initiatives collectively empower ILTA members to embrace innovation, explore new possibilities, and drive positive change within the legal technology landscape.

c) [Strategic Plan 2024-2026](#)

4. **Community**

The ILTA Communities serve as a vibrant and inclusive network of legal professionals, technology experts, business partners, and consultants who share a common interest in advancing the use of technology in the legal industry. This diverse and collaborative community creates an environment that encourages knowledge sharing, problem-solving, and professional growth. ILTA members have access to a wealth of resources, including discussion forums, online Communities, and member and business partner directories, which facilitate connections and foster meaningful relationships.

The ILTA Community embraces individuals from all levels of expertise and backgrounds, fostering an atmosphere of inclusivity and support. By engaging with the ILTA Community, members can tap into a vast pool of knowledge, benefit from collective experiences, and gain insights into the ever-evolving landscape of legal technology.

II. Volunteering with ILTA

Volunteering with ILTA provides an exceptional opportunity to contribute to the advancement of the legal technology community while gaining valuable experience and expanding professional networks. ILTA offers a range of volunteer opportunities tailored to match various interests, skills, and time commitments. Volunteers can participate in committees, working and focus groups, and special interest groups, collaborating with industry experts to drive initiatives, organize events, and develop resources that benefit the entire ILTA community.

By volunteering, individuals have the chance to showcase their expertise, enhance leadership skills, and make a meaningful impact on the future of legal technology. Additionally, volunteering with ILTA offers the chance to network with like-minded professionals, forging connections that can lead to new career opportunities and collaborations.

Overall, volunteering with ILTA is a rewarding experience that enables individuals to actively contribute to the growth and success of the legal technology community.

And when you volunteer with ILTA, you not only contribute to the community, you can also get a lot out of the experience. Specifically, you will be able to:

1. Expand your professional network,
2. Connect with like-minded experts,
3. Access cutting-edge insights in the ever-evolving field of legal technology,
4. Hone leadership skills
5. Build your brand/reputation in the industry
6. Propel the adoption of transformative technologies
7. Mentor/build up the careers of others in the field

YOU are shaping the future of legal technology and legal operations.

A. Volunteer Structure and Roles

The ILTA volunteer structure is organized into five levels: the Board, Councils, Committees, Teams, and micro-volunteering opportunities. Each volunteer plays a key role in ILTA's success. For more information, click [here](#) for the current volunteer framework and for definitions on volunteer roles, click [here](#).

There are many standing councils, committees, and teams supporting ILTA's mission, and they are organized in a hierarchical structure reporting up to the board. For a full view of ILTA's volunteer framework, see [here](#). In particular, the councils represent the major components of ILTA's volunteer work; for more information, click [here](#). Short-term project micro-volunteering is an excellent way for newcomers to begin volunteering for ILTA and learn more about the organization, and for more established industry participants to volunteer when time is limited.

Besides allowing for ease of reporting, the ILTA volunteer framework also creates a pathway for individuals to progress in their volunteer journeys. See an example [here](#). If you're interested in more volunteering opportunities with ILTA, this brochure "[Everything You Need to Know About Volunteering](#)" provides an excellent overview.

B. Getting Started and Applying

Volunteering with ILTA is easy! [The ILTA website](#) always displays open opportunities and volunteers may apply directly through the platform.

1. To begin, we recommend starting with the [Volunteer page](#) on the ILTA website. This resource has everything you need to get started, see open opportunities, and learn more.
2. Next, be sure to update your volunteer profile ([Volunteer Opt-In/Profile Update](#)) with your interests, experience, and other information. This will alert ILTA staff of your general interest in volunteering.
3. Consider what kind of volunteer opportunities you'd prefer based on your experience, skillset, and free time. This Find Your Volunteer Role [brochure](#) will assist you.
4. Coordinate with your employer and/or manager about your interest in volunteering with ILTA to be sure you have their support; we value your time and efforts.
5. Review open opportunities [here](#) and select one that fits your interests, then apply through the same web page. After applying, a member of ILTA's staff or the volunteer leader for the group will contact you about your candidacy.
6. You may be asked to participate in an interview. These are virtual, Zoom-based discussions with one or more volunteers and ILTA's professional staff to assess your fit for the position. You are encouraged to ask questions as well to better understand the role and commitment.
7. Whether you are selected for the role or not, you will receive a final decision regarding your application. If you are selected, you will then move into volunteer onboarding; if not, check back on the open opportunities and apply for others that fit your interests.

*Please note that applications for the [ILTA Board of Directors](#) look slightly different than the process laid out above. For more information on board elections, click here (<https://www.iltanet.org/resources/board-elections>).

*Please see appendix A regarding taking on multiple rolls.

III. Volunteer Onboarding

Your orientation will depend on your role, commitment length, and council/committee/team. Your group chair or ILTA staff liaison will contact you with further details about format and timing.

Don't forget that the ILTA website (iltanet.org) can help you onboard, stay engaged, learn from your peers, and contribute to the industry. Search for and join communities (<https://www.iltanet.org/communities>) that are related to your new role (or that match your interests generally). There's also a library (<https://www.iltanet.org/communities/community-home/librarydocuments>) available to review past publications about your chosen topic.

Each standing volunteer group within ILTA will also have a communication channel. Check with your group leadership about which is preferred (Sharepoint, Slack, Teams, etc.) and how to join. Introduce yourself to your fellow volunteers and ask about what projects are currently underway. If you need special software or systems to complete a project, speak to your ILTA staff liaison.

If you are joining a content coordinating team, this [Orientation](#) presentation may be helpful and you should review the [Content Development Process](#).

A. Volunteer Roles and Responsibilities

1. **ILTA policies:** All ILTA volunteers must abide by the [Code of Conduct](#), [Conflict of Interest Policy](#), [Non-Solicitation Policy](#), and the [Speaker and Volunteer Guidelines](#). Please also review the [Website User Agreement](#).
2. **Attendance:** ILTA expects volunteers to attend all their committee/council/team/board/micro-volunteer meetings. The frequency and duration of meetings will be decided by each individual group at a time convenient for the majority. If you cannot attend your group meeting, please inform your group chair(s) ahead of time and review notes/minutes after.
3. **Term length:** The duration of your volunteer role will vary depending on whether it is a board/council/committee/team assignment or a micro-volunteer role, but for the former, the term is generally two years with the possibility to extend.
4. **Commitment:** Each volunteer role has a term or end date, and we ask that you see it through to the end as much as possible. If you need to step down before the end of your term or opportunity, please coordinate with group chair(s) to provide ample notice and arrange for cover.
5. **Accountability:** Volunteers are expected to actively contribute to their group's work, provide updates at group meetings, coordinate with other volunteers as needed, and complete work by the deadline. If there are extenuating circumstances, please speak with your group chair(s). Should an infraction be made by a volunteer, ILTA will follow the [Volunteer Accountability Process](#).
6. **Travel:** Volunteers are encouraged to attend ILTACON each year. This provides an opportunity to network and meet other volunteers.

Some individuals may choose to take on multiple volunteer roles. This is completely appropriate as long as the individual a) discloses the other commitment(s), b) participates fully in each group, and c) completes all assigned projects.

IV. Performing in Your Role

To be successful in your volunteer role, you will need to collaborate with others. This section details the specific responsibilities for each position so you can navigate the resources in the organization.

A. Working with ILTA Professionals

Each ILTA committee has at least one ILTA staff member assigned to support the committee, and micro volunteer opportunities might have an ILTA staff member as a point of contact.

The ILTA staff is there to help facilitate conversation, coordinate projects and priorities, and support the team leads. ILTA staff are available to guide and provide direction to volunteers about resources within ILTA and to offer best practices to achieve the committee's goals or micro-volunteer tasks.

B. Working with Other Volunteers

All volunteers have been vetted and picked for their place in the community based on their enthusiasm for the role. Approach all relationships with a spirit of teamwork, cooperation, and respect.

Volunteers should embrace diversity of thought and actively listen to different perspectives; open and respectful communication is essential. Building positive relationships will promote a sense of camaraderie and synergy in working towards the association's mission.

Also, remember that networking is a core benefit of participation with ILTA. Make an effort to get to know your fellow committee members through ice breakers, chat time at the beginning of meetings, or informal coffee meetups where possible. Deep relationships within the ILTA volunteer community are what make it strong.

C. Working with Business Partners

Some ILTA committees and communities have business partner representation. Like with the volunteers, business partners are picked on the strength of their contribution to the community and should be leveraged where possible. For more information about ILTA business partners, see the [ILTA webpage](#). (Link code of conduct and conflict of interest policy somewhere here from ILTA website – About ILTA – Governance section)—and where applicable—we have to link to the general code of conduct

D. Volunteer Leadership

Volunteer committee chairs and board members drive the ILTA's success.

Committee chairs lead and coordinate the activities of their respective committees. They provide guidance, set goals, and facilitate collaboration among committee members. They serve as a point of contact between the committee and other stakeholders and represent the committee's interests to the board.

Board members provide strategic direction and decision-making for the association. They run the board meetings, contribute expertise, and make informed choices based on the association's best interests. Board members uphold fiduciary responsibilities, oversee financial management, and monitor the association's performance. They also act as ambassadors, representing the association to external partners, stakeholders, and the public. For more information about board elections and expectations, see the [ILTA webpage](#).

E. Meeting Expectations

At a minimum, volunteers are expected to attend all regularly scheduled meetings. If you cannot make the meeting due to the conflict, alert the committee chair or leader with as much notice as possible.

Active participation is highly encouraged. Please keep your camera on when possible and limit multitasking; we value your time, thoughts, and contributions.

F. Sharing Documents

The committee/team lead and/or staff member will set up a centralized space, to share and update documents. Please follow the naming conventions and folder structure set up by the team leader/staff member to ensure accurate and efficient sharing of information and development of work product.

G. Reports and Presentations to the Board of Directors

ILTA committees provide an annual report and other presentations to the Board of Directors.

Reports should highlight the committee's activities, goals, and outcomes over the course of the year. They should communicate key challenges faced, lessons learned, and recommendations for future actions. These reports provide updates, progress, and achievements with the board members, as well as plans and their budgetary impacts.

H. Commitment to Diversity

[ILTA seeks to foster diversity, equity, and inclusion throughout the legal tech community.](#) When working together, volunteers must respect and celebrate the unique backgrounds, perspectives, and experiences. By actively listening, seeking to understand, and embracing different viewpoints, volunteers will foster creativity, innovation, and collective problem-solving. This also enriches the volunteer experience for all involved.

I. Giving and Receiving Feedback

Volunteers should give and receive feedback with an open and constructive mindset. When giving feedback, provide that feedback with respect, focusing on specific behaviors or actions rather than personal criticism. Clearly articulate the observations, highlighting both positive aspects and areas for improvement. It is crucial to offer suggestions or recommendations for growth and development while maintaining a supportive tone.

When receiving feedback, volunteers should actively listen without becoming defensive, seeking to understand the perspectives and insights shared. Volunteering with ILTA supports industry growth and goals, but it is also an opportunity for personal growth. By embracing feedback as a valuable tool for personal and professional development, volunteers can strengthen their own skills and abilities.

For more information about giving volunteers feedback, see this [general session overview write-up](#) on the topic.

J. Conflict Resolution

Conflicts among volunteers should be addressed promptly and constructively with feedback, volunteers should approach conflict resolution with empathy, open-mindedness, and a willingness to find mutually agreeable solutions. They should seek common ground, focusing on shared goals and interests rather than personal differences. In cases where mediation is needed, volunteers can seek

the assistance of their committee chairs and ILTA staff. Ultimately, the goal is to foster a culture of collaboration, respect, and open communication, where conflicts are seen as opportunities for growth and strengthening relationships among volunteers.

K. Expense Reimbursement

ILTA volunteer leaders do not receive compensation for their services but may be reimbursed for certain expenses with prior approval from your ILTA staff contact. **[Want to link to the form and/or policy]**

L. Conflict of Interest

As a standard practice, volunteers are required to annually sign a conflict-of-interest form. This form ensures transparency and ethical conduct by volunteers within the association. By signing the form, volunteers acknowledge their commitment to disclosing any potential conflicts of interest that may arise between their personal interests and the responsibilities they hold as volunteers. This process helps maintain the integrity and impartiality of the association's decision-making processes. ILTA will prompt you on an annual basis to complete the form. See the full [conflict of interest policy](#).

M. Volunteer Recognition

[Volunteer awards](#) at ILTA are a tool to recognize the contributions of dedicated volunteers. These awards celebrate volunteers who have demonstrated exceptional commitment, outstanding achievements, and a significant impact on the association's mission. ILTA recognizes the following categories:

- leadership
- innovation
- teamwork

Volunteer recognition awards not only honor the individual volunteers but also inspire others to contribute their time and talents to the association.

For more information about the awards and eligibility, see the [ILTA volunteer awards page](#).

N. Recruiting New Volunteers

Volunteers can play an active role in encouraging people in their network to get involved. They can highlight the benefits of volunteering, such as networking opportunities, skill development, and the chance to make a difference in the industry. (Link to volunteer page on ILTA website)

Appendix A

Multiple Roles Policy

ILTA greatly values the contributions of all volunteers. To provide the most opportunities for volunteers, reduce the amount of additional work required of volunteers, and mitigate the risk to the organization of a single individual holding multiple leadership roles, the following guidelines regarding multiple volunteer roles will be effective January 1, 2025.

- The guidelines below do not apply to volunteers or members regarding any Advisory Group, Affinity Group, or Task Force.
- Any individual may volunteer for multiple micro-volunteering opportunities, regardless of any existing volunteer role. These may include authoring an article, speaking for a webinar or conference session, etc.
- Members of a permanent standing Committee should not simultaneously serve in any of the following additional roles:
 - Members of the Board
 - Co-chair of another Council or Committee
 - Team Coordinator for either ILTACON or the Content Coordination Team
- When considering multiple volunteer roles, most people find that a commitment of no more than 10 hours per month provides the best opportunity for contribution and coordination across teams.
- Individuals currently serving a term in more than one role that would not comply with the above guidelines would complete their current term of service for the multiple roles and upon complete of those roles, choose which to continue to pursue.
- Each applicant for a volunteer role will be asked if they are currently serving in another volunteer capacity on the application form and during the interview process (standard questions are located here [Standard Interview Questions](#) . If the Committee Co-Chairs interviewing the candidate believes a special circumstance warrants an exception to these guidelines, they would appeal to their Council Co-Chairs for consideration, including the Co-Chairs of the Volunteer Council. If a Council Co-chair believes a special exception should be made, they would appeal to the Volunteer Council Co-Chairs and include their Director of Portfolio representative from the board.