INTERNATIONAL LEGAL TECHNOLOGY ASSOCIATION (ILTA)

VOLUNTEER HANDBOOK

Last Updated: July 2026

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.

a) ILTA is a volunteer-led, staff-managed association. The mission of ILTA is to serve as the trusted resource community for legal technologists, providing education and peer connections.

2. **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 (Scroll to middle of page / right side)

3. **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

If you're interested in more volunteering opportunities with ILTA, the "Everything You Need to Know About Volunteering" brochure provides an excellent overview.

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.

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. The ILTA volunteer framework, provides a full view. In particular, the councils represent the major components of ILTA's volunteer work; . 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.

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. 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. Be sure to review the "Everything You Need to Know About Volunteering" on this page.
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. The Everything You Need to Know About Volunteering document 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 volunteer opportunities 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, web-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.

*Please see appendix A regarding taking on multiple roles.

III. Volunteer Onboarding

Your orientation will depend on your role, commitment legth, 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 websitecan help you onboard, stay engaged, learn from your peers, and contribute to the industry. Search for and join communities that are related to your new

role (or that match your interests generally). There's also a library 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 access/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, you will receive specific orientation designed for your role.

A. Volunteer Roles and Responsibilities

1. **ILTA policies:** All ILTA volunteers must abide by the Code of Conduct , Conflict of Interest Policy and Non-Solicitation Policy (right side of page). Please also review the Website User Agreement .
2. **Attendance**: ILTA expects volunteers to regularly attend 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 grievance policy as set out in the Code of Conduct.
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 makes 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. 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.

E. Meeting Expectations

At a minimum, volunteers are expected to attend 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 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 volunteer feedback, see this general session overview write-up on the topic.

J. Feedback Loop Discussion and Checklist for ILTA Volunteers

The below information and checklist is designed to help ILTA volunteer leaders create a consistent, respectful, and useful feedback loop that supports volunteer growth, strengthens team effectiveness, and reinforces a culture of learning. It draws on ILTA's emphasis that feedback is a gift; volunteers deserve opportunities to learn and grow, and feedback should be both formal and informal, spoken and written, regularly scheduled and delivered in real time. Done consistently, this protects the quality of ILTA's work, keeps capable volunteers engaged, and stops small issues from festering. Withholding feedback—including on the assumption that it is unnecessary because volunteers serve without pay—quietly devalues their contribution and can cost the community good people.

1. Prepare the Feedback Foundation

- Confirm the volunteer role description is current, clear, and aligned to ILTA's needs.
- Clarify the volunteer's responsibilities, expected time commitment, decision-making authority, and success measures.
- Anchor feedback to the role description and to ILTA's values, so conversations stay focused on role expectations rather than personalities.
- Identify who is responsible for giving feedback, receiving feedback, and escalating concerns when needed.
- Set expectations during onboarding that feedback is part of the volunteer experience and is intended to support growth, not criticize participation.
- Create a simple written place to capture recurring themes, commitments, and follow-up items. Keep this record year over year, since volunteers often serve across multiple cycles, so context and commitments are not lost at role transitions.

2. Collect Feedback Regularly

- Schedule short, recurring check-ins with volunteers instead of waiting until there is a problem.
- Use both informal feedback, such as quick conversations after meetings or events, and formal feedback, such as surveys, self-evaluations, or year-end reviews.
- Invite feedback from multiple perspectives, including volunteer leaders, staff partners, committee members, and the volunteer receiving feedback.

- Offer more than one way to share feedback—such as quick conversations, short surveys, or anonymous input—since volunteers differ in how comfortably they raise concerns.
- Invite feedback on how the team and its leaders are doing, not only on the volunteer, and be visibly open to it so the loop runs both ways.
- Ask what is working well, what is unclear, what support is missing, and what could improve the volunteer experience.
- Capture both positive feedback and constructive feedback so the record reflects the full volunteer contribution.

3. Deliver Feedback Constructively

- Begin with appreciation for the volunteer's time, contribution, and service to the ILTA community.
- Signal that you are about to give feedback, so it lands as intended rather than by surprise.
- Be specific about the behavior, situation, or outcome being discussed rather than making broad personal judgments. Focus on what happened and its impact, not on theorizing about why the person acted as they did.
- Describe the impact of the behavior on the team or on ILTA rather than on the individual; framing feedback around what is best for the organization keeps it constructive and helps depersonalize the conversation.
- Share feedback close to the moment when possible, especially when timely coaching can improve the next interaction, meeting, or deliverable.
- Balance recognition with constructive guidance so volunteers know what to continue, adjust, or stop doing.
- Deliver constructive feedback privately, one-on-one; reserve public settings for recognition and positive feedback.
- Frame feedback as a shared problem-solving conversation: "What support would help?" or "What would make this easier next time?"
- Document any agreed-upon next steps, resources, or follow-up dates.

4. Build in Self-Evaluation

- Ask volunteers to reflect on their own experience before formal review conversations.
- Prompt volunteers to identify accomplishments, challenges, lessons learned, and areas where they want to grow.
- Encourage committees or teams to evaluate their collective work, not just individual performance.
- Use self-evaluation responses to identify training needs, role-fit issues, or opportunities for mentoring.
- Keep the tone developmental and future-focused.

5. Close the Loop

- Review feedback themes and separate one-time comments from recurring patterns.

- Decide what action will be taken, who owns it, and when it will be revisited.
- Communicate back to volunteers what was heard, what will change, and what may not change right now.
- Update role descriptions, onboarding materials, meeting practices, or communication norms when feedback reveals a need for clarity.
- Follow up with individual volunteers when feedback relates to their specific role, goals, or support needs.
- Recognize volunteers publicly or privately when feedback highlights strong contributions.

6. Handle Difficult Conversations

- Address significant or recurring concerns directly rather than letting them go; avoided conversations tend to fester and become harder to resolve.
- Prepare in advance—outline the specific examples, the impact, and the outcome you are seeking—so you can be direct and stay on point.
- Keep the tone problem-solving and organization-focused and ask questions that help the volunteer reach their own conclusions.
- If a role is not the right fit despite feedback and support, work with the appropriate ILTA staff or leadership to reset expectations or transition the volunteer to a better-matched role.

Suggested Feedback Cadence

Timing	Feedback Activity	Purpose
Onboarding	Role expectations conversation	Set volunteers up for success with clarity and shared understanding.
After key meetings or events	Quick informal check-in	Capture timely lessons while the experience is fresh.
Quarterly or mid-cycle	Short pulse survey or team reflection	Identify trends, support needs, and process improvements.
Annually or at role transition	Self-evaluation and feedback conversation	Recognize contributions, document learning, and guide future volunteer opportunities.
Role completion or departure	Offboarding or exit reflection	Capture lessons and institutional knowledge before the volunteer rolls off, and close the relationship on a positive note.

ILTA Volunteer Quick Use Checklist

- ☐ Role description reviewed and current
- ☐ Success measures and expectations communicated
- ☐ Feedback owner identified
- ☐ Informal check-ins scheduled
- ☐ Formal feedback method selected
- ☐ Self-evaluation prompt prepared
- ☐ Feedback themes documented
- ☐ Action items assigned and dated
- ☐ Follow-up communication sent to volunteers
- ☐ Recognition or coaching provided where appropriate
- ☐ Constructive feedback planned for a private, one-on-one setting
- ☐ Difficult or recurring issues prepared for, and escalated where needed

K. 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.

L. 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. See the form under Additional Resources on the Volunteer page.

M. 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.

N. 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 individual volunteers, but also inspire others to contribute their time and talents to the association.

O. 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)

V. Staff Responsibilities

O. Council

Logistics to set up:

- ❑ Team created in Teams (or updated, as the case may be)
- ❑ Ensure Council members are in general Council Team
- ❑ Ensure website is updated
- ❑ Ensure the Volunteer Updates channel in Slack is updated
- ❑ Determine if Council will attend Committee meetings
- ❑ Create meeting invites (and provide ongoing updates)
- ❑ Attend any in-person meetings

Ongoing:

- ❑ Attendance at regular meetings with Council (including DOP)
- ❑ Dates for updates needed to BOD diarized
- ❑ Attend Committee meetings, if applicable
- ❑ If a vacancy, follow the process in the Volunteer Handbook
- ❑ Monitor term expiry dates for the Council
- ❑ As meeting organizer, ensure all attendees receive an updated copy of the meeting invitation as new persons are added or removed.

P. Committee

Logistics to set up:

- ❑ Create a collaborative environment (e.g. Teams and update as needed)
- ❑ Team created in Teams (or updated, as the case may be)
- ❑ Add Co-Chairs to Council Team
- ❑ Ensure website is updated
- ❑ Ensure Volunteer Updates channel in Slack is updated
- ❑ Create meeting invites (and ongoing updates)
- ❑ Attend any in-person meetings

Ongoing:

- ❑ Attendance at regular meetings with the Committee
- ❑ Regular check-in with Co-Chairs
- ❑ If a vacancy, follow the process in the Volunteer Handbook
- ❑ Be the point person on any projects the Committee is working on
- ❑ Monitor term expiry dates for the Committee in Salesforce
- ❑ Confirm who is going to prepare and send out regular agendas for meetings
- ❑ As meeting organizer, ensure all attendees receive an updated copy of the meeting invitation as new persons are added or removed.

VI. ILTA Volunteer Policy

Volunteer Position Interview, Selection, and Communication

Purpose

This policy establishes a consistent framework for conducting interviews and providing feedback for applicants to volunteer positions in ILTA. It aims to ensure fairness, transparency, and alignment with organizational values.

Scope

This policy applies to any member position for ILTA Volunteers. If a group has a unique Volunteer selection process documented in their charter and approved by the Board of Directors, that process takes precedence (for example the Business Partner Committee).

Policy Statement

All interviews and candidate evaluations must follow standardized procedures to promote equity, reduce bias, improve the quality of candidate selection, and maintain a healthy pipeline of potential volunteer candidates for other positions as they become available in the future.

1. Interview Process Standardization

1.1 Interview Structure

- Interview Format: All volunteer interviews will be conducted using an online conferencing platform with all interviewers appearing on-camera. The session should be recorded if interviewers are unable to attend. AI transcription may be used if all attendees are in agreement.
- Panel Composition: Panels should be composed of the following persons:
    - Co-Chair(s)
    - ILTA Staff

1.2 Interview Scheduling

- Polling for Time: ILTA staff will create and circulate an availability poll to find a time that works best for all parties. If an acceptable time is not available on a first pass, the applicant will be asked to provide additional time windows for consideration. At a minimum, the interview should include a co-chair and an ILTA staff member. A recording of the session should be made available for interviewers who are unable to attend.
- ILTA Staff will send an interview invite which will include:
    - Prior ILTA volunteer experience on record
    - ILTA volunteer roles in which they are currently serving
    - PDF summary of application submission
    - Standard questions asked during ILTA interviews

Interview Duration: Each interview should be limited in time. 30 minutes is the suggested amount of time, but length could extend to 60 minutes if necessary.

1.3 Question Guidelines

- The questions listed in Appendix A must be included in the interview.
- Optional additional questions are listed in Appendix B.
- Other questions may be added to the interview in addition to those required.
- Questions should be position-related and consistent for all candidates applying for the position.
- Interview questions should be asked on a rotating basis by all members of the interviewer panel. Questions should be circulated to everyone on the panel with an indication to who is asking which question.

1.4 Candidate Experience

- Provide candidates with clear expectations prior to their interviews, including requirements such as having camera on and being aware multiple interviewers may be present.
- Maintain professionalism and respect throughout the process.
- Ensure the candidates are aware of the timeframe for selecting a candidate and when/how they should expect to hear back from you.

2. Feedback and Evaluation Procedures

2.1 Interview Feedback Submission

- Interviewers are requested to submit feedback within 1 business day of the interview using the form at the link below. This feedback is only about the interview with this applicant and is not a comparison to other candidates.

  https://www.cognitoforms.com/ILTA1/VolunteerInterviewerNotes

- Feedback should be **objective**, **specific**, and **constructive**. Documentation of feedback is securely held and kept confidential by ILTA staff. Be sure to indicate whether you think this individual is a good fit for future volunteer opportunities or specifically future leadership opportunities. This position may not be the best fit for them, but your feedback is important in maintaining a pipeline of talent for new positions as they open up.

2.2 Decision-Making

- After the completion of all interviews, the panel must confer on who they believe the best choice is for the position. ILTA Staff will prepare and circulate a straw poll to all panel members. The poll will allow for ranked voting for the interviewees.
- If the straw poll shows a unanimous result, plans will be made to offer the position to the selected applicant.
- If the straw poll shows differences in opinion amongst the panel then the panel members must schedule an online conference to discuss their opinions and come to a consensus.

3. Communication

3.1 Selected Applicant

- A congratulatory email will be sent to the selected candidate and ask them to confirm their acceptance. The email will be sent by one of the Co-chairs and ILTA staff (cc).
- The email message should refer the applicant to the Conflict of Interest form to complete before serving in the position. The form is located here:

  https://ilta2.my.site.com/s/coi [ilta2.my.site.com]

- If the applicant declines the opportunity for any reason, the panel will re-convene to discuss an alternate selection.

3.2 Non-selected Applicant(s)

- After the selected candidate has confirmed their acceptance, an email communication needs to be sent to any interviewed candidate who was not selected.

This will be sent by the same person(s) who notified the selected candidate noted above.

- The message will offer a feedback session to the candidate regarding their interview performance and any reasons they were not selected. Feedback should follow the guidelines below:
    - Ensure that all feedback is professional and constructive.
    - Focus on opportunities for improvement and suggest experiences or learning sources that may be beneficial in the future.
    - Keep your feedback specific and be ready to offer examples from their interview to support your statements.
    - Encourage candidates to explore and apply for other available volunteer opportunities.
- Feedback sessions should be scheduled with the full panel in a manner similar to the interview using meeting polling and an online conferencing system.

3.3 Public Announcement

- After the selected candidate has confirmed their acceptance, posts should be made in the following locations:
    - ILTA Web Site Communities, including:
        - Volunteer Community
        - Public Open Forum
        - General Membership
        - Dedicated Communities (if they exist)
        - Specific Geography (if it exists)
    - LinkedIn
- The posts should be created by the following individuals:
    - For Committee Members
        - Ongoing Committee Member (if they exist)
        - Council Member (for committees that exist under Councils)
    - For Council Members
        - Ongoing Council Member (if they exist)
        - Board Director with Portfolio

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4. Compliance

4.1 Auditing and Review

- ILTA Staff and Volunteer Council will regularly review the completion rate for feedback forms for posted positions.

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5. Policy Review

This policy will be reviewed annually by the Volunteer Council to ensure relevance and effectiveness.

Appendix A

Multiple Volunteer 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 trying to split their volunteer time across multiple leadership roles, the following guidelines regarding multiple volunteer roles will be effective January 1, 2025.

- No volunteer may simultaneously hold two or more of the following roles:
    - Member of the ILTA Board of Directors;
    - Co-chair for any Council or Committee, excluding Affinity Groups, Advisory Groups and Task Forces; or
    - Team Coordinator for either ILTACON or the Content Coordination Team.

- If a person is transitioning from one of the above roles to another, a brief period of time no longer than 90 days to transition between roles is permitted.

- This policy is waived if there is insufficient interest in critical volunteer positions, especially in geographic regions in which ILTA's presence is maturing. If the policy is waived for these reasons then the following must be done in each case:

- ILTA staff shall notify the:

  Volunteer Council Co-chairs
  Volunteer Development Committee Co-chairs
  Volunteer Operations Committee Co-chairs

  of any open leadership position that is not attracting applicants. The Volunteer Council has 5 business days to attempt to recruit additional applicants before the volunteer position is offered in conflict with the policy.

    - The relevant Council Co-chairs and Director with Portfolio for the Councils in which both positions reside must be in agreement that this person is the correct candidate for the role prior to the role being confirmed. If consensus cannot be reached the applicant will need to select the role they wish to retain.

Appendix B

Link Directory

- Business Partner Directory
- Career Opportunities
- Code of Conduct
- Conflict of Interest Policy
- Discussion Forums
- Diversity, Equity, and Inclusion
- Events and Conferences
- Everything you need to know about Volunteering
- ILTA Volunteer Structure
- ILTA Acronym Sheet
- ILTA Board of Directors
- ILTA Staff Liaisons
- ILTA Website
- Library
- Member Directory
- Non-Solicitation Policy
- Online Communities
- Speaker and Volunteer Guidelines
- Volunteer Awards
- Volunteering with ILTA
- Volunteer Interview Process
- Website User Agreement