

# 2012 Webinar Series for SLA Unit Leaders

How to Hold a Virtual Meeting  
Hope Tillman

Welcome from the Cabinet Chairs  
Housekeeping

# How to Hold a Virtual Meeting

- Getting started
- Comparison of use of GoToMeeting and GoToWebinar
- Review of your role as organizer
- What to do:
  - Prior to a meeting, to prepare
  - Managing the meeting
  - After a meeting

# Start with the SLA Leadership Center Resources on Web Conferencing for Units

The login information is on this page.

There is also a lot of valuable information in the **guides** and be sure to check out the **tips**, the **webinar** conducted by SLA staff in 2011, and training from GoToMeeting.

Inside SLA | Membership | Events | SLA Community | Click University | Resources | Career Center | Publications

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## Web Conferencing for Units

**SPONSORED BY:**

SLA units can host Web meetings/conference calls or Webinars through the Web conferencing system GoToMeeting.

There is one account for units to share. Be sure to check BOTH the meetings and Webinars schedules before you schedule your event.

A Web meeting/conference call can have a maximum of **25 attendees**.

A Webinar can have a maximum of **500 attendees (including presenter(s))**.

Go to <http://www.gotowebinar.com> to log in to the SLA GoToMeeting account (information updated 4/26/12).

**New website for login info**

All units are required to use the pre-defined SLA branded template as the starting point for each webinar. (See page 3, item 6 & 12, of the webinar procedure manual)

Once the webinar/meeting is set up, please send an e-mail to [slauitwebinars@sla.org](mailto:slauitwebinars@sla.org) and SLA will send you the invitation e-mail to send to your webinar/meeting's attendees. Be sure to specify the name and date of the webinar/meeting. The registration link for your Webinar can also be retrieved by logging into the account, clicking on the yellow "+" next to your event, and copying the link.

Please note that there is no toll-free number; participants bear the cost of any long-distance phone charges. However, attendees can listen and participate in webinars/meetings with VOIP using a headset or a mic and speakers.

Use the procedure documents and user guides below to assist you in setting up you Web Meeting/conference call or Webinar. It is important to at least read the procedure document before setting up and/or starting a call. The following tips are particularly important.

- Webinar Procedures
- Meetings/Conference Call User Guide
- Meeting Organizer Quick Start Guide
- Webinar User Guide
- Webinar Organizer Quick Start Guide
- Webinar Attendee Quick Reference Guide
- Meeting/Conference Call Attendee Quick Reference Guide
- Panelist QuickRef Guide
- Recording QuickRef Guide
- Training documents, searchable database, training videos

**TIPS**

- Guidelines and tips for units.
- View the webinar training conducted by SLA staff for additional information about setting up webinars and meetings and for other tips.
- **Q&A: Answers to questions asked during the webinar training.**
- Start your meeting 10 minutes early to test audio and prepare your presenter.
- Webinar/meeting hosts, presenters and attendees will need to download the GoToMeeting plug-in.
- Check the schedule for the meeting room to ensure that there is not

**FEATURED BLOGS**

SLA Blog  
Question #3: What is the newest "trick" gadget that you have found to use to improve the work relationship that you have with your primary client?  
Click U Connections  
[New posts now on SLA Blog](#)  
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[Senior Research Librarian - Northern California](#)

**ADVOCACY**

Action Alerts  
Listings temporarily unavailable.

Recent SLA Initiatives

# Logging in from the SLA web site

- The SLA launch page will take you to Go To Webinar's front page.
- Log In with your SLA credentials
- Download the software



SEE SLA WEBSITE FOR LOGIN INFORMATION

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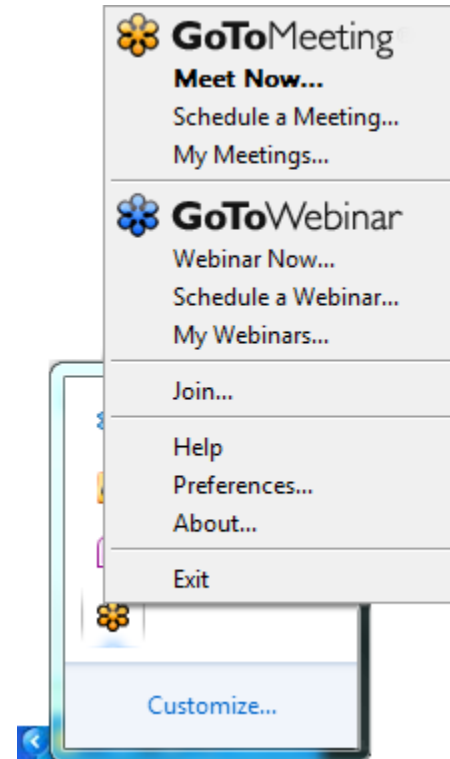
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Recent SLA Initiatives

# From Your Computer

- After you have GoToMeeting or GoToWebinar loaded on your computer you can log in from your system tray or icon on your desktop.
- Note access to Preferences here as well.



# Help Available from GoToMeeting

GoToMeeting®

Global Customer Support

Choose Product ▾

GoToMeeting Service Status

## Find an Answer

Search GoToMeeting articles, videos and user guides

Search



Contact Us

## Found 46 results for "mac"



### Getting Started on a Mac (2:10)

- Schedule a meeting
- Invite attendees
- Start the meeting

★★★★★ | Views: 9637 | Video | Last Updated: Tue, Feb 14.2012

### Preferences - Mac Users

GoToMeeting Preferences allow you to set preferences for running GoToMeeting, choose which GoToMeeting integrations are displayed and test the GoToMeeting connection.

★★★★★ | Views: 4362 | Help Article | Last Updated: Wed, Mar 07.2012

### Attendee Toolbar - Mac Users

GoToMeeting Menu

★★★★★ | Views: 0 | Help Article | Last Updated: Wed, Mar 07.2012

### Common Issues When Joining Meetings on Macs

The following are some common issues that you may encounter when trying to connect to GoToMeeting on a Mac. We've recommended a few easy ways you can resolve these issues.



★★★★★ | Views: 7203 | Help Article | Last Updated: Wed, Mar 07.2012

#### Ways to get started

- [View our Training Videos](#)
- [Read our Getting Started Articles](#)
- [Read the Attendee Quick Reference Guide \(PDF\)](#)

[Watch Getting Started](#) ▶  
2 min 15 sec

# Comparison of GoToMeeting & GoToWebinar

	GoToMeeting 	GoToWebinar 
Attendees	Up to 25 attendees	Up to 500 attendees*
Nature of	For group dialog. Designed to be much more interactive than GTW	For large group presentations. Generally for passive audience Audience management tools
Webcam support	Up to 6 webcams	No webcam support
Recording (.wmv files)	Yes (screen sharing but not webcams)	Yes
Screen sharing – desktop or application	Yes	Yes – presenter, panelists and organizer
Green room for attendees to login and wait to be invited in	Organizer invites attendees with single Meeting ID	Registration confirmation gives each attendee and panelist unique login credentials

\* Use the new login email and password to take advantage of increased capacity



# What is the Role of the Organizer?

1. Check SLA GTM & GTW calendars and select a date/time not in conflict with already scheduled/planned events.
2. Schedule event and practice time
3. Send out GoToMeeting invitation information
4. Practice ahead
5. Start meeting
6. Start event recording
7. Manage in-session controls
8. End meeting



# Practice Mode for GTM

- **What to Practice:**
- Console functionality
- Test audio. Be prepared to mute attendees with noise or sound feedback problems.
- Start recording
  
- Practice Introductions
- Share screen/applications
- Change presenters from Organizer to Presenter and back
- Stop recording
- End meeting

**Invite People!**


Click Invite Others button.




The screenshot shows the GoToMeeting control panel. At the top, it indicates 'ON AIR' and 'Showing screen'. Below this are four large circular buttons: 'Show My Screen' (with a dropdown menu), 'Stop Showing Screen', 'Give Keyboard & Mouse', and 'Change Presenter'. A 'Start Recording' button is visible with a progress indicator showing '128.2 GB remaining'. The 'Attendee List' section shows '(1 | Max 16)' and a list of attendees, including 'Hope Tillman (Organizer, Presen...)' under the heading 'NAMES - ALPHABETICALLY'. Below the attendee list are buttons for 'Mute All', 'Unmute All', and 'Invite Others'. The 'Audio' section shows 'Telephone' and 'Mic & Speakers' (selected) with volume sliders. The 'Webcam' section has a 'Share My Webcam' button. The 'Chat' section has a text input field with the placeholder '[Type message here]' and a 'Send' button. At the bottom, it displays 'Meet Now Meeting ID: 328-094-066' and the 'GoToMeeting' logo.

# Collapsing the Control Panel



If you click on Control Panel Icon  at the left of the console, the console collapses and you will see this icon display at the right of your screen. I have labeled them.

If you click on the Control Panel Icon , the Console Panel will reappear.

# Console Top Line

## File

Edit Your Name and Email

Edit Meeting Subject

Save Chat Log

Preferences

Exit – End Webinar

## Options

Attendees Can Chat

Attendees Can View Attendee List

Attendees Can Share Webcams

## View

Recording

Auto-Hide the Control Panel

Hide the Control Panel

Default Control Panel

Save the Startup Layout

## Help

GoTo Meeting Help

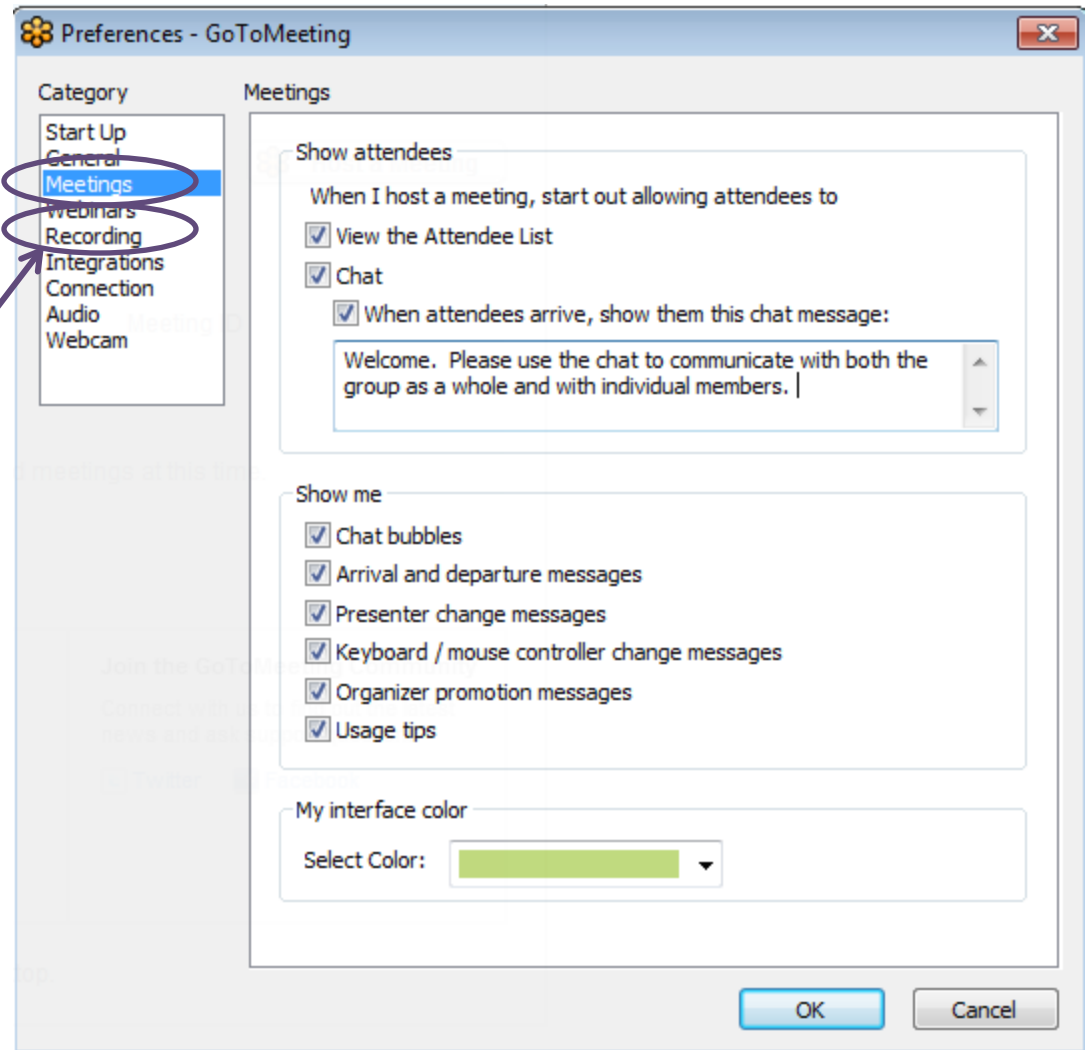
Report Audio Issues

Send Feedback to Go To Meeting

About Go To Meeting

The screenshot shows the 'Console Top Line' interface of a GoTo Meeting. At the top, there is a menu bar with 'File', 'Options', 'View', and 'Help'. Below the menu bar is a 'Screen Sharing' section, which is currently 'Stopped' and displays the message 'No one sees your screen'. This section includes four buttons: 'Show My Screen' (with a play icon), 'Stop Showing Screen' (with a square icon), 'Give Keyboard & Mouse' (with a mouse cursor icon), and 'Change Presenter' (with a person icon). Below this is a 'Start Recording' button with a play icon, indicating '131.8 GB remaining', and a 'Settings' link. The next section is the 'Attendee List' (1 | Max 16). Below that is the 'Audio' section, which has radio buttons for 'Telephone' and 'Mic & Speakers' (selected), and an 'Edit' button. A volume control bar is visible below the audio options. The 'Webcam' section has a 'Share My Webcam' button and a 'Webcams' dropdown menu. The 'Chat' section features a text input field with a placeholder '[Type message here]', a dropdown menu set to 'All - Entire Audience', and a 'Send' button. At the bottom, there is a 'Meet Now' section with the text 'Meeting ID: 450-138-118' and the 'GoToMeeting' logo.

# File -> Preferences -> Meetings



If you are recording, look to see that Windows Media Format is selected and where the document will save.

# GoToWebinar Console

Practice Mode

Dashboard with lines to show

- Session Timer
- Current Attendance
- Attentiveness of Attendees,
- Questions in Queue to be Answered
- Hands Raised

Audience View

Attendee List separated into Staff and

Attendees

Polls

Questions

Chat

Webcam Sharing is absent

**Invite People!**

Click Invite Others button. →



# Audio Tips

- Consider globally muting participants at the start of the meeting to avoid noise issues. Turn off system prompts/sounds for when attendees join or leave a meeting.
  - Introduce yourself when you begin speaking and ask other attendees to also identify themselves before speaking. Not everyone in the meeting may know everyone else's voice.
  - Share these tips with attendees who use a telephone:
    - If you find you are having a sound quality issue, hang up and dial back in. Sometimes problems clear up when a bad connection is terminated.
    - Familiarize yourself w/Voice Conferencing conference call features.
    - Call in to the meeting from a location without background noise.
    - Avoid using cellular/cordless phones because of static. Phone handsets or headsets work better than speakerphones to avoid background noise, tunnel effect and sentence clipping.
    - Turn off call waiting. Avoid putting phone on hold.
-

# Prior to Meeting

- If you plan to share your entire desktop, turn off any instant-messaging applications, notifications or other programs that may interrupt or be.
- Turn off all applications that take high bandwidth.
- Adjust display settings to 1024 x 768 (GoToMeeting recommendation).
- Clean up your desktop or use clean screen.
- Set up documents you wish to share within one or two clicks.
- If a recording of the meeting is desired, Start Recording when the meeting is ready to start.



# Managing the Meeting

- Arrive a few minutes early to greet the attendees as they arrive.
- Create a welcome message under the Meetings category of Preferences to greet your attendees as they arrive at the meeting.
- Start meeting on time.
- Share the agenda at the start of the meeting with estimated times for each topic and stick to it. (Have someone serve as timekeeper)
- Tell attendees what to expect and when and how to ask questions and participate in the meeting and how to get assistance if needed.
- For those not on webcam, remind everyone to identify themselves when they speak. Not everyone in the meeting may know everyone else's voice.
- Have one person dedicated to monitor/respond to the chat log.
- End the meeting clearly.

# After the Meeting

- Stop recording before you exit the meeting
- Do not turn off computer until recording has finished processing.
- Check out the chat log and save if useful

For answers to the questions we  
don't have time to cover.

Hope Tillman

[hope@hopetillman.com](mailto:hope@hopetillman.com)

For additional slides covering GoToWebinar see:

[hopetillman.com/presentations/gtw2012.pdf](http://hopetillman.com/presentations/gtw2012.pdf)

# Questions

Next webinar:

Membership Recruitment

June 14, 2012 at 2pm Eastern

List of full series at [bit.ly/HXyEnh](http://bit.ly/HXyEnh)

<http://www.sla.org/content/resources/leadcenter/leadtrain/leadershipwebinars.cfm>