VIRTUAL FRANK TALKS PROGRAM GUIDE

Thank you for helping us continue to bring FRANK Talks programs to the public. We are pleased and excited to reach new audiences across Arizona with your help.

Please refer to these directions to get started. For questions related to program scheduling, program implementation, or technical support, please call (602) 257-0335 or email the following staff members:

Missy Shackelford, mshackelford@azhumanities.org, scheduling support
Julianne Cheng, jcheng@azhumanities.org, implementation support

SCHEDULING A FRANK TALK
WHEN
We will be updating FRANK Talks every six months depending on demand and resources. Please note that your program must be approved *before* you begin marketing and promotion. This will help us avoid scheduling the same programs too close together.

HOW
Please refer to these directions. You can also view brief tutorials located on our website. The process for scheduling is similar.

- Go to www.azhumanities.org and use the online dashboard. As always, you must be registered with an account. Please note that the *Application Requirements*, *Presentation Information*, and *Payment Procedures* forms have all been updated.
- Call the speaker and select the date and time for your program.
- Complete and submit the online application form. **AH staff will schedule the program with our ZOOM account and send you a link to both the meeting and the program recording**. See details below.

REGISTRATION
Once the program has been approved, you will receive a **link** to the meeting. You will use the link when you market and promote the program. The **link** will allow participants to register for the program in advance. It will require them to enter their name and email address. Following registration, participants will receive an electronic confirmation. They will use this information to participate in the program. This process allows AH to protect the security of the program and reduce hacking, ZOOM bombing, or other program disruptions. You may not use your own ZOOM account or other virtual platform to register participants. This is strictly prohibited.

Please do not register participants through your own platforms.

VIRTUAL PROGRAMS
The virtual FRANK Talks now available are listed on the website. FRANK Talks are a safe space to explore difficult social issues. All opinions are welcome, but participants must model respectful behavior, or they may be removed from the meeting.

PROGRAM DAY

VIRTUAL PLATFORM BASICS

Virtual programs are presented via a web-based video conferencing tool that allows video communication using a reliable cloud platform. Once a program is scheduled/approved, Arizona Humanities will designate both the Speaker and the Host Site as **Alternative Hosts.** This designation gives both the Speaker and the Host Site the ability to start, end, and manage the meeting. **Alternative Hosts** can start and stop meetings, admit or remove participants, share slides, and facilitate the live exchange, or chat with participants. **Alternative Hosts** can also designate **Co-Hosts** once they have launched the meeting**.**

BECOMING AN ALTERNATIVE HOST

1. Create a unique email with your distinct entity name, such as: virtualprograms@coolidgelibrary.org or coolidgelibrary@gmail.com. Please ensure you are consistently checking this email's inbox. This email will be designated as the licensed user to which all corresponding meeting links and reminder emails will be sent.

2. Once Arizona Humanities designates licensure to your unique email account, you will receive an invitation to accept the role of licensed user. Please accept/verify this invitation and notify us once this step is completed.

3. Once your unique email account has been verified, you will receive invitations to serve as an **Alternative Host** for all of your scheduled programs. Please be sure to check this account frequently to avoid missing any pertinent program information, such as meeting links.

MEETING LINKS

For each scheduled virtual program, Arizona Humanities will create a unique registration link that both the Speaker and Host Site can use to market the program to participants. Once Arizona Humanities has created the meeting link for your scheduled program, you will receive two emails:

1. The first email will be an invitation from ZOOM notifying you that Arizona Humanities has added you as an Alternative Host for a scheduled meeting immediately after the meeting has been created. Please save this email and its corresponding link. You will use this link to launch the meeting on the day of the scheduled program.

2. The second email will be from Julianne Cheng (jcheng@azhumanities.org). Julianne will provide you with the link to start the meeting. You will receive this email within 7-10 business days from the date you scheduled your virtual program in Foundant.

INTERNET CONNECTION

Securing a stable internet connection is imperative to hosting an effective virtual program. We encourage the use of a wired connection, such as an ethernet cable, to ensure live presentations are free of lags and freezes. You may want to consider boosting Wi-fi at the location where you are conducting programs, home or office, for the best viewing experience.

Please note that participants may still experience disruptions as we have no control over their personal Wi-fi or cable service.

REGSITRATION-PROTECTED PROGRAM LINK
In order to protect virtual programs from "Zoom bombers," each meeting link will require participants to register their names and email addresses in order to access the meeting. Participant registration ensures:

- That the virtual program is protected from being infiltrated by outside parties
That a post-program survey can be delivered to each registered participant

PRIVACY AND SECURITY
In order to protect the privacy of participants and to preserve the integrity of their dialogue, **recording of any kind is strictly prohibited**. This is to ensure participants can speak freely and feel safe. All opinions are welcome, and as such, recording live meetings is not allowed. We ask participants to observe privacy and security as a condition of participation. Please note that when meetings are set-up they restrict the audio and video of the participants. They can join the program, but they cannot speak or be hear unless the Speaker or **Co-Host** unmutes their audio or video. This prevents people from talking over one another.

FOR SPEAKERS

LICENSED USER
All Speakers must be licensed ZOOM users. Arizona Humanities will be registering each of you as a licensed user. You will receive an e-mail invitation that will ask you to accept this authorization. You must respond to activate your user license with our ZOOM account. We are covering the cost of your licensing under our account. You must complete this step in order to be able to conduct a FRANK Talks program.

MANAGING THE PROGRAM
When your meeting is scheduled and approved, AH staff will designate you as the **Alternative Host** for the program. This means you are responsible for managing the program experience with the library. The **Alternative Host** designation gives a Speaker the ability to fully manage the meeting. The Speaker can start and stop meetings, admit or remove participants, share slides, and facilitate the live exchange or CHAT with participants.

STARTING THE PROGRAM
- Speakers must start the meeting 30 minutes prior to the scheduled start time of the program. If the program starts at 6:30 pm the Speaker should start the meeting at 6:00 pm to allow time to prepare and test the a/v and sound with the Co-Host.

- Start the ZOOM meeting by clicking on the meeting link that was sent to you when you booked the program.

- When you have started the meeting, and the library Co-host has joined, you must admit them to the meeting and designate them as a Co-host. This will allow them to manage

the meeting with you, interact with participants, and monitor the CHAT. The CHAT is located at the bottom of your screen. You can click on this to see comments.

- It is important to make the library a Co-host in ZOOM. Designate the library as a Co-Host by clicking on the participants on the toolbar at the bottom of your screen. When you scroll across their name you will see a feature that says "*More"* Select **CO-HOST** and click on it. This will allow the library to manage the meeting with you.

- The library will welcome guests to the meeting, and read the opening talking points.

- The library will remind people that their audio/video has been muted. You may call on them if they raise their hand or ask a question in the CHAT, by typing it at the bottom of their screen.

- Speakers must acknowledge Arizona Humanities and the Arizona State Library, Archives & Public Records at some point in the program.

FOR THE BEST ZOOM EXPERIENCE

Select a space that has natural light reflecting directly on your seated position. This way participants can see you clearly as you speak. Select a space without traffic of persons or pets that are not part of the program. These can distract from your remarks and professionalism.

There is no specific dress code. But please remember that you are representing Arizona Humanities. Please refrain from lobbing, advocacy or other messaging which may be deemed political. We are politically neutral; all opinions are welcome. Because we receive federal funds, we are prohibited from advocating for specific laws or candidates. Please help us respect this mandate.

PLEASE mute your microphone when you are not speaking. The ZOOM system is sensitive, and it will pick up a paper rustle, typing on a keyboard, etc. Pick a location that is clear and uncluttered, and free of personal information. This will protect your privacy and safety.

FOR LIBRARY CO-HOSTS

MANAGING THE PROGRAM

When your program is scheduled and approved, AH staff
will designate the Speaker as the **Alternative Host** for the program. The Speaker is responsible for managing the program experience with you. The **Alternative Host** designation gives
a Speaker the ability to fully manage the meeting. The Speaker must start the meeting and then designate you as the **CO-HOST**. As Co-Host you can admit or remove participants, share slides, and facilitate the live exchange or CHAT with participants. It is important to put this in place *before* the program starts.

You will be meeting and greeting guests with the Speaker when the program begins. Guests will not be able to see or hear you if you have not been established as a CO-HOST.

BEFORE THE PROGRAM

- The Speaker must start the meeting 30 minutes prior to the scheduled start time of the program. If the program starts at 6:30 pm the Speaker should start the meeting at 6:00 pm to allow time to prepare and test the a/v and sound with the Co-Host.

WELCOME
- Please admit guests to the meeting. They will be in a *Waiting Room* until the meeting starts. You can click on the *Waiting Room* and highlight/click *Admit All*. You will need to keep checking for guests who join the meeting late. This is a security feature. You may also receive a pop-up that says that guest are waiting to be admitted.
- They will not be able to see or hear until they are admitted.
- Their audio and video will be muted even after they are admitted to the program.
- **Live transcription** can be activated once the meeting is in session by the host or co-host. Click on Live Transcript [CC] > Live Transcription > Enable Auto-Transcription.

TALKING POINTS

- Thank you for joining us today for [program title/speaker].
- Before we get started there are a few housekeeping directions (e.g. let participants know that to mute/unmute, they are able to raise their virtual hands in Zoom, they can also use the chat).
- Acknowledge Arizona Humanities and the Arizona State Library, Archives & Public Records.
- Introduce the speaker.

POST-PROGRAM SURVEY
When the program is over, participants will receive an email with a link to a survey. Please encourage them to complete the survey. This survey is to get general feedback on the program and ask participants for permission to contact them about future programs. It is optional.

YOUR FEEDBACK
Hosting virtual programs is still fairly new to us and many of you. We are still learning every day, and appreciate any feedback that you can share. If you have questions or want to practice please contact us. We want to make sure that the virtual programs are a success for Speakers, Co-Hosts and the public. We know that each meeting is unique, and that guests are eager to learn and share as we face the unusual circumstances before us. As always, the humanities are an important way to connect people to one another, not just for now, but in the future that we make together.