

Lay Leader Administrative Guide



**First Unitarian Universalist
Congregation of Ann Arbor**

Table of Contents

BUILDING USE	3
BUILDING HOURS	3
BUILDING ATTENDANT/CUSTODIAN AVAILABILITY.....	3
CONGREGATIONAL ROOM REQUESTS	3
AFTER HOURS FACILITY REQUESTS.....	3
ROOM USE POLICIES.....	3
KITCHEN USE POLICIES	4
MAINTENANCE/BUILDING ISSUES.....	4
COMMUNICATION & MARKETING	5
WEEKLY BULLETIN	5
UUAA.ORG	5
UUAA FACEBOOK PAGE.....	5
ANNUAL REPORT.....	5
BULLETIN BOARDS.....	6
GROUPS MAILING LISTS.....	6
FINANCE & FUNDRAISING	7
ANNUAL OPERATING BUDGET.....	7
OPERATING BUDGET UPDATES.....	7
PAYMENT/REIMBURSEMENT REQUEST FORM	7
DEPOSITS.....	7
FUNDRAISING	7
CONTRIBUTIONS STATEMENTS	7
OFFICE SUPPORT	8
MAILBOXES.....	8
TELEPHONES	8
RECOGNIZED CONGREGATIONAL GROUP SUPPORT.....	8
COMPLETE STAFF DIRECTORY	9
APPENDIX 1: NEW GROUP RECOGNITION REQUEST FORM	10
APPENDIX 2: UUAA GROUP MAILING LISTS	12
CHOOSING A LIST MANAGER (OR MANAGERS).....	12
SUBSCRIPTION POLICY	13
POSTING POLICY	13
DELETING CONFLICTING "FORWARDERS" (OLD-STYLE EMAIL LISTS).....	15
ACCESSING THE ADMINISTRATIVE INTERFACE	16
SETTING THE PRIVACY OPTIONS	16
PREPARING THE INITIAL SUBSCRIBER LIST	17
INSTALLING THE INITIAL SUBSCRIBER LIST	18
ADDING PEOPLE FROM THE MANAGEMENT INTERFACE.....	18
APPENDIX 3: UUAA MONTHLY NEWSLETTER & WEEKLY BULLETIN CONTENT GUIDE	20

BUILDING USE

Building Hours

The First Unitarian Universalist Congregation of Ann Arbor (UUAA) is open for scheduled use by members:

- Sunday: 8:00am – 9:00pm
- Monday – Thursday: 9:00am– 9:00pm
- Friday: The building is closed.
- Saturday: 9:00am– 5:00pm

The Church Office is open Monday – Thursday 9:00am-5:00pm.

Building Attendant/Custodian Availability

A member of the Building & Office Team is available during scheduled building hours to assist groups as needed.

Congregational Room Requests

Recognized congregational groups may request to reserve a room and audio-visual equipment during scheduled building hours by submitting an online request at <http://survey.constantcontact.com/survey/a07e99kzi7ghusfuk7y/start> . An online Google calendar is available at www.uuaa.org/calendar to assist in determining room availability.

Requests should be submitted at least two weeks prior to the event to ensure adequate time for processing. The Building Attendant reviews submitted requests and sends an e-mail confirmation of receipt within seven (7) days.

Room requests made with less than two week's notice are not typically added to UUAA's online calendar; however, small, impromptu meetings can usually be accommodated in the building. Group leaders should check in with the on-duty Building & Office Team member to locate an available space.

If changes are needed after a room request has been submitted, please e-mail the Building Attendant directly for assistance.

After Hours Facility Requests

Recognized congregational groups seeking to use the building after hours require Senior Staff approval. The group leader should contact their group's senior staff member prior to submitting a room request in order to coordinate building access requirements.

Once the Building Attendant has received the request and confirmation that the request has senior staff approval, it will be entered in the calendar and the lay leader will receive an e-mail confirmation.

Room Use Policies

Rooms may be reserved on a first-come, first-served basis for one-time or reoccurring events. If requested, staff will provide basic set-up service for rooms.

Groups are responsible for the following:

- Set-up and removal of decorations
- Cleaning up tables, floor and chairs as needed
- Proper disposal of trash and/or left-over food
- Closure of any opened windows or doors

Kitchen Use Policies

There are two kitchenettes available for congregational groups to use during scheduled activities. A limited number of tableware, silverware and other kitchen supplies are available for use as well.

Groups using one or both kitchenettes must adhere to the following:

- Do not leave the stove unattended for extended periods. The oven may be left unattended for a maximum of ten (10) minutes.
- Remove or label and properly store remaining food items.
- Thoroughly clean all preparation areas after use, including counters, stove and tables.
- Thoroughly clean borrowed supplies and return after use.
- Used linens requiring laundering should be returned as soon as possible.

Maintenance/Building Issues

Maintenance/building issues may be reported to maintenance@uuaa.org. Please be sure to include specific details regarding the nature of the issue and location.

The Building and Grounds Policy offers information regarding room policies, permitted items, inclement and severe weather information, appropriate behavior, and facility use. Detailed information is available online at www.uuaa.org/policies.

COMMUNICATION

Monthly Newsletter

Sent electronically to congregants, visitors and friends, this publication provides notice of various activities occurring within the congregation for the upcoming month. Lay leaders of recognized congregational groups are welcome to submit information regarding congregational items of interest to newsletter@uuaa.org. Please see Appendix 3 for guidelines regarding monthly newsletter submissions.

Submissions for the Monthly Newsletter are due by 9:00 a.m. on the 21st of the month preceding publication.

Weekly Bulletin

Sent electronically to congregants, visitors and friends, this publication includes information regarding Sunday service activities, upcoming congregational events, program activities and other items of interest. A paper copy is included in each Sunday's Order of Service handed out for worship. Lay leaders of recognized congregational groups are welcome to submit items for publication at bulletin@uuaa.org. Please see Appendix 3 for guidelines regarding weekly bulletin submissions.

Submissions for the Weekly Bulletin are due each Wednesday at 5:00 p.m.

UUA.org

UUA.org provides information about the congregation to members, friends and general public. The website is managed by the Internet Technologies Group (ITG), a skilled lay leader-led team, who updates and maintain content on the congregation's website. Lay leaders of recognized congregational groups may e-mail requests for additions, deletions or other website changes to webtech@uuaa.org.

UUA Facebook Page

UUA also maintains a Facebook page for members, friends and the general public. The page is administered by the ITG and often utilizes content previously submitted for UUA's Monthly Newsletter or Weekly Bulletin. Submit items at any time to facebook@uuaa.org.

Annual Report

Lay leaders of recognized congregational groups are invited to submit an annual report of their group's activities to be compiled for publication each April. This report should include the following information: report's author, group name, brief description of the group, highlights of activities that took place during the past year, goals reached, names of active participants in the ministry; and any future ideas, plans, and goals. Reports are to be submitted to annualreport@uuaa.org.

Social Hour

Recognized groups may request a table to use during Sunday Social Hour from the Welcome Ministries Coordinator.

Bulletin Boards

Recognized congregational groups interesting in submitting activity or program information on the bulletin board outside of the Social Hall should contact the Welcome Ministries Coordinator.

Groups Mailing Lists

Recognized congregational groups may manage a mailing list as a way to communicate information to group members and other interested parties. Please contact the Executive Director or an Internet Technologies Group Team member to coordinate the initial set-up process. Once this is complete, selected group members may serve as list managers and update setting information. Please see the Appendix 2 for additional information.

Additional information regarding the UUAU Communications Policy is available online at www.uuaa.org/policies.

FINANCE & FUNDRAISING

Annual Operating Budget

Lay leaders of recognized congregational groups are invited to prepare a budget request each October. Budget Request Forms are distributed in September by the Executive Director to current lay leaders with instructions for submission.

Operating Budget Updates

Upon approval of the Board of Trustees, a report showing all income and expense lines of the current year's budget is posted online at www.uuaa.org/policies. Additionally, a balance sheet showing the balance for all designated funds is also posted.

Payment/Reimbursement Request Form

Payment/Reimbursement Request forms are available in the Church Office near the mailboxes. Completed forms must include appropriate documentation verifying the expense (receipts, invoices, etc.) to ensure timely processing. Checks are processed on a bi-weekly basis.

Deposits

Contributions of cash and checks should be turned in to the Church Office as soon as possible after the conclusion of group activities or collections for deposit in the safe. Sunday morning collections are immediately deposited in the safe by two on-duty ushers immediately after the collection is complete. To ensure accurate tracking, money for deposit from congregational groups should be placed in a sealed envelope that details the program or activity information, as well as the total amount enclosed.

Fundraising

Recognized committees and task forces may request support through the Operating Budget and/or seek support through special fundraising activities. Groups interested in organizing a fundraiser must submit a detailed proposal and receive approval by the Senior Minister (or designated appointee) prior to the start of the activity.

Congregational members are not required to participate in any special fundraising events - except the Annual Stewardship Campaign - and may choose to participate according to their interests and desires.

Goods and services sold for fundraising activities are permitted for financing the Operating Budget only, except when an artist designates a percentage of sales as a contribution to the congregation.

Contributions Statements

Statements indicating contributions received by members and friends thru June 30 are mailed in late July. End-of-year statements showing all charitable contributions received by members and friends thru December 31 are mailed in late January of each year. Questions about a contributions statement should be directed to the Office Administrator.

The Finance and Fundraising Policies provides detailed information regarding check issuance, money counting procedures, and various purchase and sales regulations online at www.uuaa.org/policies.

OFFICE SUPPORT

Building & Office Team

Includes the Executive Director, Office Administrator, Building Attendant and Custodian(s), who are available and eager to support UUAA activities and events, in accordance with the following policies:

Mailboxes

Mailboxes are provided for recognized committees, trustees, plus program and support staff. If Your group has been designated a mailbox, please check it frequently to retrieve messages, mail or other important information. Mailboxes that appear to be unused will be eliminated. Contact the Office Administrator to request a mailbox.

Telephones

Telephones are located in the kitchens and some classrooms. You can make local outgoing calls and receive incoming calls. These phones do not allow long distance calls. If you need to make a long distance call for congregational purposes, please ask the Office Administrator for assistance.

Recognized Congregational Group Support

Lay leaders of recognized congregational groups may request assistance from the Church Office for some administrative tasks. Support available from the Church Office includes, but is not limited to, database searches, expense reporting, website updating, label printing, exporting of search information into spreadsheet format, instruction and/or assistance with bulk mailing procedures, instruction in the use of office equipment, assistance with mass emails and assistance designing documents.

Any recognized group of the congregation may submit a request for administrative support to the Office Administrator by e-mailing the request to office@uuaa.org. Large mailings and mass emails must have prior approval of the Executive Director.

Requests for administrative support must be submitted at least two weeks prior to the deadline. Requests submitted less than two weeks prior will be reviewed on a case-by case basis and completed if scheduling and staffing permit.

Recognized groups will always be expected to complete their own photocopying, collating, stuffing of mailings, labeling and affixing of postage.

Church Office Orientation

The Church Office schedules a periodic, one-hour orientation of administrative services for lay leaders of recognized congregational groups. Check the Monthly Newsletter for the next scheduled orientation.

Complete Staff Directory

Staff members may be reached by phone at (734) 665-6158 or by the e-mail address listed below:

Name	Title	E-mail Address
Thom Bales	Executive Director	thom@uuaa.org
Deborah Casamatta	Office Administrator	deborah@uuaa.org
Erin Dixon	Childcare Coordinator	erin@uuaa.org
Julie Dybdahl	Lead YRUU Advisor	julie@uuaa.org
Mark Evens	Associate Minister	mark@uuaa.org
Sandy Garges	SGD Director	sandy@uuaa.org
Gail R. Geisenhainer	Senior Minister	gail@uuaa.org
Debra Golden	SGD Program Assistant	debra@uuaa.org
Venus Gregory	Building Attendant	venus@uuaa.org
Allison Halerz	Pianist	allison@uuaa.org
Hannah Hotchkiss	Welcome Ministry Coordinator	hannah@uuaa.org
Sanne Krummel	Lead Nursery Teacher	sanne@uuaa.org
Dewon Lewis	Weeknight Custodian	dewon@uuaa.org
Meredith Ley	Pastoral Care Coordinator	meredith@uuaa.org
Glen Thomas Rideout	Director of Music	glen.thomas@uuaa.org
Maria Thomas	Programs Coordinator	maria@uuaa.org
Arthur Whigham	Weekend Custodian	arthur@uuaa.org

Appendix 1: NEW GROUP RECOGNITION REQUEST FORM

As our congregation grows and we are called on to more fully live our principles and share our resources, new kinds of planning are required. We ask that each group provide the information requested below in order to become a formally recognized group. This designation allows your group to become connected to a supporting staff member, request use of the equipment and facilities, submit an annual budget request, utilize congregational communications to promote the group's activities, be included in the Annual Report and receive other services of the organization.

New groups wishing to become formally recognized within the congregation are asked to complete and submit this form. Existing recognized groups within the congregation are asked to re-submit an updated request form annually.

Date: _____

Group Leader's Name: _____

Group Leader's Membership Status:

_____ Member in Good Standing _____ Friend of the Congregation

In order to become or remain a recognized group at UUAA, you will need to have at least three individuals in active service to the group with two of those individuals as members in good standing at UUAA. Please list your group's current members and indicate each person's membership status here:

Group Members' Names Standing (Yes/No)	/Email addresses or phone #	Member in Good
---	------------------------------------	-----------------------

_____	_____
_____	_____
_____	_____

Briefly explain the group's key goals:

Briefly explain how your group's activities align with UUAA's core values (for more information, go to <http://www.uuaa.org/about-us/our-congregation/vision> on the UUAA website).

Briefly explain how your group's activities would promote UUAA core values within the Congregation and/or the wider communities.

Group funding and support:

If you are a new group seeking recognition, please provide a preliminary budget allocation request for the remainder of the current fiscal year: \$ _____

Please provide a brief narrative describing what you envision your group's other support needs will be (e.g., use of office equipment, administrative/clerical support, publicizing events, ministers' involvement, use of kitchens, social hall, and other spaces):

Please return this form to your staff contact person. When designated as a recognized group, you will receive additional information about how to schedule, organize, and publicize group events.

For Church Office Use Only

Date Received: _____

Staff Liaison: _____

Name/Title of Staff Liaison: _____

Senior Staff Reviewer: _____

Group Created: Yes ___ No ___ Comments:

Added to UUAA Group Activities List: Yes ___

Added to Congregational Map: Tile # ___ Coordinates _____

ACS Master Group Designation: _____

Budget Account Name/Number: _____ Include in Annual Report? Yes ___ No ___

Follow-up Comments:

Appendix 2: UUA Group Mailing Lists

Below are instructions for using our UUISM.NET "Mailing Lists" capability.

Who can create a list?

The initial creation of a new mailing list must be done a person with administrative access to our web server, such as the Executive Director or Internet Technologies Group Team member.

Once the list has been created, the management of it can be delegated to anyone in your group who is reasonably comfortable using email and simple web applications.

General policies on the appropriate use of congregation mailing lists shall be determined by UUA staff. The web group will be available for consultation on these matters.

Choosing a List Manager (or Managers)

Identify who will manage the list. Typically it should be someone closely associated with the particular group or activity that the list is being created for. The person should be comfortable sending and receiving emails and using basic web applications, but no specialized skills are required. Anyone who would has purchased something online or taken an online survey would probably have all of the necessary technical skills.

Multiple managers for a list are fully supported by our mailing list software. Having several managers can be very helpful, especially for larger or higher traffic lists.

It is easy to add or delete list managers if the management of a group changes. One good way to do a transition is to bring a new leader in to serve as a co-manager, and after a period of overlap, when the new person is comfortable with the responsibilities, the retiring person can be taken out of the manager group.

Obtain the email address (or addresses) of the initial manger(s), so that you are ready to enter them when the list is created.

Planning the List

The Executive Director or Internet Technologies Group Team member creating the list and the person (or people) who will manage the list should work together to accomplish the steps in this section.

List Name

The most important single decision is to choose a good name for the list. This will become the email address for the list. For example if the chosen name is "my-list-name", then the list email address will be: **my-list-name@uuaa.org**.

The name can include letters and numbers. Blanks are not permitted anywhere in the name. These five special characters may be embedded in the name but they should not occur as the first or last character of the name:

- + _ . =

Names must not conflict with any other names already in use in the @uuaa.org email domain. The perfect name is descriptive but not excessively long. Choosing good names is both an art and a science. The volunteers on the web group will be glad to consult.

Once a list is created, the only way to change the name is to destroy the list completely and start over with a new list with the new name, so choose this name very carefully!

Subject Prefix

This is text that will be prepended to the subject line of every message posted to the list. This helps people identify mailing list messages in their mailbox summaries. Brevity is premium here; it is OK to shorten long mailing list names to something more concise, as long as it still identifies the mailing list. It is customary to enclose this prefix in square brackets.

Example: **[my-list-name]**

This prefix can be changed, but doing so can be disruptive to list members who have set up mail sorting and filtering rules.

Subscription Policy

Decide whether or not list manager approval will be required to subscribe to the list.

The default policy, **Confirm**, allows for automated joining without manager approval. When someone requests a subscription, they are sent a notice they must reply to as a confirmation. This prevents mischievous people from creating subscriptions for others without their consent. This policy is appropriate for a "public" list such as a newsletter that anyone is welcome to subscribe to.

The common alternative is, **Require approval**, where people can request a subscription to the list, but it will not take effect until the manager specifically approves the request. This policy is appropriate for a "private" list where membership needs to be controlled.

A third policy, **Confirm and Approve**, which combines both of the above, is allowed but rarely appropriate.

Due to widespread malicious mischief on the internet, our mailing list software intentionally does not allow subscription without one of the above two controls.

Regardless of the subscription policy, people may unsubscribe from the list any time they wish. Also, the list manager may add or remove people from the list at any time.

Posting Policy

Decide whether the list should be open or moderated. By default, lists are open; any member can send a message to the whole group. The common alternative policy is that only designated moderator (or group of moderators) can post to the list. If anyone else sends a message, it goes only to the moderator(s), and it is up to them to decide whether to forward it to the whole list.

The list manager can use the web interface to make exceptions to the moderation policy on an individual basis. For example, trusted people can be allowed to post directly without moderator approval, while egregious abusers can have all of their mailings summarily discarded.

Although normally the same person or people share the roles of list manager and moderator, this is not required; they can be distinct (possibly overlapping) groups.

If you are going with a moderated list, collect the email addresses of all the initial moderators so that you have them handy when the list is created.

Reply Policy

This determines what happens when a person replies to a posting on the list. The default behavior is called **Poster** which makes the reply go *only* to the one person who originally posted the message. This default is strongly recommended for the vast majority of mailing lists.

The alternative behavior is called **This list** which makes replies go to the whole list. For a list with a large membership this is usually a bad idea, but if the list is specifically for group discussions within a small group, having all replies go to the whole list might be the desired behavior.

Access to the Subscription List

Decide who should be able to view the subscription list. Three choices are available: anyone, list members only, or list managers only. It is usually not a good idea to make the list open for anyone to view; this can lead to abuse, such as spammers collecting the email address.

For a large list such as one used to broadcast a newsletter, it is probably best to restrict viewing to the administrators only.

For a smaller group with a particular membership requirement, for example the parents of some specific SGD class, it may be best to set viewing to list members only; parents may be more comfortable if they can see exactly who is on the list, and also there may be situations where a member wants to look up another member for a one to one communication.

Description

You will need to write a list description. This should be terse phrase identifying the list. This description is used when the mailing list is listed with other mailing lists, or in headers, and so forth. It should be as succinct as you can get it, while still identifying what the list is. It must be a single line of less than 50 characters of text (shorter is better). The description can be easily changed later if desired.

Introduction

Also write an introductory description about the list. Typically two or three paragraphs are appropriate.

This introduction will be included at the top of the list information page. New people who join the list will also receive this introduction. The introduction can be easily changed later if desired.

Welcome Message

If you want an additional welcoming message to be sent when people join the list, you can write one. This is typically not necessary as the introduction message is usually sufficient. The welcome message can be easily changed later if desired.

Password

Choose a secure administrative password for the mailing list. Good passwords should be at least 9 characters in length, and they should include characters from a minimum of three of the following four categories: lowercase letters, uppercase letters, numeric digits, other characters.

The list manager(s) should (each) write the password down and keep it in a safe and secure place. It is better not to rely on memory; the confidence of having a written password encourages people to choose longer and more secure passwords. Protect the password carefully and do not use a weak password; weak accounts on the internet are often compromised and used for illegal activities such as "spamming" and "phishing".

If the password is lost there is no way to recover it. To regain control of the mailing list, you will need to have one of the Executive Director or an Internet Technologies Group Team member use the "cPanel" site interface to set a new password for the list.

Other Options

Our software supports many more options than these, but for the others, the defaults are reasonable and there is rarely a need to change them. They are all explained on the administrative web page for the mailing list, and they can be changed whenever desired.

Creating the List

Once all of the information has been gathered and the decisions have been made, the list can be created.

This part requires administrative access to our web hosting service. Go to our cPanel administrative interface and log in.

Deleting Conflicting "Forwarders" (old-style email lists)

If the new list has a totally new name, you can skip this step.

However, if you are replacing an old style email list that uses the "Forwarders" mechanism with a new one at the same name that uses the "Mailing lists" feature, it is necessary to delete the old list first. Unfortunately, since neither style of list can be renamed in place, or changed to the other kind, and the only way to get rid of a "Forwarders" list is to delete its entire members one at a time, this can be tedious.

When converting a "Forwarder" list, you will need to get the entire list of recipients of the old list and save to your computer carefully before you delete it. When deleting an old list, be careful; it is rather easy to accidentally delete people from the wrong lists.

Creating the New List

1. On the mail cPanel page, in the "Mail" section, click on "Mailing Lists".
2. Fill in the form with the list name (do not include the @uuaa.org).
3. Enter the chosen password twice. If you do not get a "Very Strong" password strength rating on your first try, please make the password longer or include a richer choice of characters in it.
4. Once your password meets the strength requirements, double check that you entered the list name correctly, and then click on "Add Mailing List".

5. If the mailing list is created successfully, you should get a message to that effect. Click on "Go Back". At this point you can log out of cPanel.

Accessing the Administrative Interface

The next few steps can be done by the person who created the list or by the list manager. It is strongly recommended that new list managers go through it with someone experienced the first time.

The management interface for the new list will appear at the following URL, if you replace the ##### with your specific list name:

http://uuaa.org/mailman/admin/#####_uuaa.org

Login with the chosen password.

Setting the General Options

Once in, you should be at the "General Options" page. There are a few things you should specifically set. For most things you should leave the defaults unless you are confident you know exactly what you are doing. Always feel free to contact the web volunteers for advice.

The list name: You can change letters between uppercase and lowercase in the name if you wish. Any other changes will be rejected. The name cannot be changed except by making a whole new list.

- Fill in the email address (or addresses) of the administrator(s). The list must have at least one administrator. Do not leave the default of uuaa@uuaa.org; use a real email address.
- If you have chosen to make the list moderated, fill in the email address (or addresses) of the moderator(s). Most commonly the same email address(es) will be used for both the list administrator and the list moderators, although this is not required.
- Enter your terse description phrase.
- Enter your introductory description. Hit "Enter" at the end of each paragraph. Do not indent paragraphs.
- Edit the subject line prefix. It is strongly recommended that you leave it enclosed in square brackets.
- Go down to "Where are replies to list messages directed?". Make sure it is set to "Poster", unless you are really sure that you want every reply to go to every person on the list, in which case you should choose "This list".
- Go down to "List-specific text prepended to new-subscriber welcome message" and fill in your welcome message.

Setting the Privacy Options

From the general options page, go up to the top of the page and click on "Privacy Options". This will take you to a different management page.

If (and only if) you chose the policy of requiring manager approval for all new subscriptions to the list, go down to "What steps are required for subscriptions?" and change it from "Confirm" to "Require approval". Otherwise, just leave it at "Confirm" so people can join themselves automatically with a simple email confirmation.

Near the bottom of the page there is an item "Who can view subscription list?" Set this based on your policy decision.

Only rarely would one want or need to change any of the other options.

Preparing the Initial Subscriber List

If you are going to upload an existing address list, you need it in the proper format, which is plain text that can either be cut and pasted or uploaded from a file.

If you are starting from a spreadsheet application such as Microsoft Excel, a Google Docs spreadsheet, or Libre Office, you will need to save your list as plain text in the proper format before you can proceed.

The proper email address format is best explained by an example:

Alice Universalist <alice@uumail.net>

So the standard format consists of the person's full name, a space, and then the email address inside of < > angle brackets.

Double quotes and the space between the name and the address are optional; they will be automatically removed, so these will all also produce the same correct result:

Alice Universalist<aliceu@uumail.net>

"Alice Universalist"<aliceu@uumail.net>

"Alice Universalist" <aliceu@uumail.net>

Single quotes are preserved exactly as they appear, to support names with apostrophes in them, so this works too:

Sally O'Malley <somalley@erin.com>

There is no strict Firstname/Lastname format enforcement; these would all work:

Emma Lee <emmalee@my.org>

Emma Z Lee <emmalee@my.org>

Emma Z. Lee <emmalee@my.org>

Lee, Emma <emmalee@my.org>

Lee, Emma Z. <emmalee@my.org>

Rev. Z. Dan Q. Hornblower-Framustan, Jr. <zdqhf@holysmokes.com>

They would all get entered into the list membership database exactly as they appear

The angle brackets are mandatory; the following will fail (in a rather confusing way by eating the blanks and jamming the rest together): **This Will Fail badidea@evil.empire**

However, if you only have an email address and not an actual name, a bare address will work with or without the angle brackets; the following are both acceptable:

aliceu@gmail.com

<aliceu@gmail.com>

It is a good idea to review the member list after any "Mass subscription" to be sure it was successful.

Installing the Initial Subscriber List

Once you have your list ready, you can import it into the mail system. In the top menu, click on "Membership Management", then "Mass Subscription". This will take you to the "Mass Subscriptions" page. Normally you will want the default settings.

Fill in the first text box ("Enter one address per line below...") with the addresses.

It is a good idea to all include a message; typically your standard welcome message for the group would be appropriate. Put this into the second box. Remember to include one blank line at the end.

Once you are ready, click on "Submit Your Changes".

Adding New Members

There are three ways that new people can join the list:

The list manager can add them using the management web interface

They can send an email request to join

They can use the joining form on the web

Adding People from the Management Interface

The list manager can go back to the management interface as described above, to the "Membership Management" area. The manager can add new members by going back to "Mass Subscription". The manager can also remove people by going to the "Membership List" area and checking the "unsub" box.

If a list manager needs to add addresses to a public list from an unvetted source (for example, a signup sheet left on a public bulletin board), there is one option worth considering on the "Mass Subscriptions" page, "Subscribe these users now or invite them?" By changing this from "Subscribe" to "Invite", the usual confirmation policy goes into effect.

Joining by Email

The simplest way to join the list is by email. Just insert **-request** before the **@** in the group email address, and send a message with the word **subscribe** as either the subject line or the message body. People can leave the list the same way using the word **unsubscribe** instead. Requests to join require the usual email confirmation prevent mischief. For example, if the list was named: **newsletter@uuaa.org**

Then the request address to join or leave would be: **newsletter-request@uuaa.org**

Joining on the Web

Every list has a web URL that people can use to read the description of the list and request to join it. If the list is open to the public, join requests are handled immediately, subject to the automated anti-mischief confirmation. If the list requires approval to join, the request is accepted but held until it is approved by the list manager.

The URL for information and subscription requests appears at the following URL, if you replace the **#####** with your specific list name:

http://uuaa.org/mailman/listinfo/#####_uuaa.org

So for the "newsletter" example, the web URL would be:

http://uuaa.org/mailman/listinfo/newsletter_uuaa.org

If a group has info on our website and the group leaders want to extend an invitation for people to join their list, they can contact the UUA web team at **webtech@uuaa.org** to have a link added to their page (along the lines of "Click here if you would like to join our email list". The link would go to the appropriate "listinfo" URL.

Appendix 3: UUAA Monthly Newsletter & Weekly Bulletin Content Guide

General Guidelines for submissions to the Monthly Newsletter and Weekly Bulletin

- All recognized groups of the congregation may use the Monthly Newsletter and Weekly Bulletin to promote their group's activities and events. Submissions to the Monthly Newsletter and Weekly Bulletin should be first approved by the group's lay leadership.
- The Office Administrator is the primary copy editor of the Monthly Newsletter and Weekly Bulletin. The Executive Director helps.
- The copy editing role ensures these articles and notices represented in these publications answer these questions -
 - Clear – Does each submission answer Who, What, Where, When, and Why?
 - Correct – Are all submitted facts, such as dates, times and contact name(s), accurate?
 - Concise – Is a submitted article within the allowed word count to increase the likelihood it is read?
 - Comprehensible – Does each article have good sentence structure, formatting and word choice?
 - Consistent – Do all of the articles and notices display similar language, punctuation, timeline and voice use throughout the entire publication?
- In order to provide consistency to the entire document, articles should be written like a news story. Example: "Mindful Eating will host a potluck", rather than, "We will host a potluck". Additionally, with the exception of bulleted or numbered lists, the copy editor will format all submitted text - bolding, italicizing and underlining – as needed to provide consistency to the entire document.
- Use original writing or adhere to copyright requirements.
- Email each submission in Microsoft Word format. Hand written submissions are not accepted due to the high probability that they may become lost or overlooked.
- Include one or more event/group contact names along with *at least* one contact phone number or email address.
- Send submissions for each publication to their own, specific email address: bulletin@uuaa.org or newsletter@uuaa.org.
- Photos submitted for publication must adhere to UUAA's Personal Permission Policy for Privacy of UUAA Members.
- Please refer to the UUAA Communications Policy at www.uuaa.org for additional information.

Specific Guidelines for submissions to the Monthly Newsletter

- The deadline for the Monthly Newsletter is 9:00 a.m. on the 21st of each month.
- Articles and notices shall not exceed 300 words.
- Provide a Microsoft Word attachment or link to additional information beyond the 300 word limit.
- Email each separate submission to newsletter@uuaa.org.

Specific Guidelines for submissions to the Weekly Bulletin

- The deadline for the Weekly Bulletin is 5:00 p.m. each Wednesday.
- Articles and notices shall not exceed 90 words.
- Provide a Microsoft Word attachment or link to additional information beyond the 90 word limit.
- Suggest up to three, consecutive dates on that the submission may be published.
- Email each separate submission to bulletin@uuaa.org.

Sample 300-Word Monthly Newsletter Article

Partner Church News

Plans for the Thursday, June 5 through Monday, June 16 pilgrimage to UUA's partner church congregation in Transylvania are underway. About a dozen people have expressed an interest, picked up a brochure or sent an email about the trip. January will be the month to talk together about the trip and make reservations. Look for more information about meetings in the Weekly Bulletin.

This is a pilgrimage to historic Unitarian sites and visits with the Partner Church congregants in their home town of Kézdivásárhely...and is not a typical "tour". The trip is 12 days/10 nights and is offered by the UU Partner Church Pilgrimage Service. Land package costs are as follows:

- Land package per person for adults: \$1,525 + \$150 registration fee for double occupancy,
- Additional \$140 for single supplement in hotels,
- Additional cost of \$110 to upgrade from the Unitarian dorm to the hotel in Kolozsvár and from home-stays to the B&B in the village of Székelyderzs,
- Land package per/person for youth is \$1,225 + 150 registration fee for double occupancy.

The travel package does not include airfare or other transportation to and from Budapest and travelers must make their own flight arrangements. Those wishing to travel with the group will be provided with the specific flight details by the group leaders once they are available, so that they can make similar reservations.

Questions? Contact Phyllis Valentine at pav@umich.edu.

Sample 90-Word Weekly Bulletin Article

Introduction to Our Faith

Saturday, January 18

This prerequisite class for membership is taught by Rev. Mark Evens with the assistance of a UUA Board of Trustees member. Topics include the history of Unitarian Universalism and this Congregation, organizational governance, the meaning and responsibilities of membership, how to get involved and participants' spiritual journeys. The class will meet from 10:00am to 2:30pm. The registration deadline is January 12. Forms can be found on the front literature rack, Newcomer Welcome Room or the Involvement Table during Social Hour. For questions or registration, contact Hannah Hotchkiss at hannah@uuaa.org.