



# ULC 2024 MEMBER HUB

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**USER GUIDE**

*Guide Prepared January 2024*

Visit [connect.urbanlibraries.org](https://connect.urbanlibraries.org) to get started.

# About the Guide

This guide will enhance your experience within the ULC Member Hub and your specific Member Communities. All staff of ULC member libraries are eligible to receive free access to the Member Hub and its resources.

If you have any questions, please connect with the ULC Membership Team at [info@urbanlibraries.org](mailto:info@urbanlibraries.org).

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  - Events
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  - Job Board

The screenshot displays the ULC Member Hub interface. At the top, there is a navigation bar with links for Home, Knowledge Exchange, Member Communities, Events, and Member Directory. A search bar and a 'Create' button are also present. The main header features a large blue banner with the text 'Welcome to the ULC Member Hub!' and a colorful geometric graphic. Below the banner, the user profile for 'Test Member' (Higher Logic) is shown, including a profile completeness bar at 25%, 0 contributions, and 241 points. The 'My Communities Quick List' section highlights 'Development Professionals' with 2 members. The 'Followed Content' section encourages users to stay up-to-date with replies and follows. Social media icons for Facebook, X, LinkedIn, and Instagram are visible, along with the address '1333 H St NW, Suite 1000, Washington, DC 20005' and links for 'Contact Us', 'Terms of Use', and 'Privacy Policy'. The main content area lists several events, such as 'Entrepreneurship Boot Camp Track 1, Session 1: Foundations Part 1' (Feb 15), 'ULC Customer Experience Member Group Call' (Mar 18), 'ULC Education Leaders Call' (Mar 18), 'ULC Analytics and Tech Leaders Call' (Mar 14), and 'ULC HR Leaders Call' (Feb 27). A 'Quick Links' sidebar on the right offers options like 'Customize My Profile', 'Update My Privacy Settings', and 'Adjust My Subscription Settings'. A 'Community Events List' sidebar shows past events like 'ULC Customer Experience Member Group Call - Strategy Overview' (Jan 16) and 'ULC Communications and Marketing Leaders Call' (Jan 17).

# Logging in to the new ULC Member Hub

Your ULC membership login credentials remain unchanged. Visit [connect.urbanlibraries.org](https://connect.urbanlibraries.org) to get started.

## Login Screen

URBAN LIBRARIES COUNCIL

Sign in with your username and password

Username

Username

Password

Password

[forgot your password?](#)

Sign in

If you encounter any issues or need your login information, contact ULC Project Manager Matt Wims at [mwims@urbanlibraries.org](mailto:mwims@urbanlibraries.org).

## Your Personalized Homepage

Home Knowledge Exchange Member Communities Events Member Directory

ULC Library Data Hive Job Board

Welcome to the ULC Member Hub!

TM

Test Member  
Higher Logic

Profile Completeness 25%

0 Contributions 241 Points

My Communities Quick List

Development Professionals  
2 members

View all communities →

Followed Content

Keep up with all the content that you reply to or follow here.

Quick Links

- Customize My Profile
- Update My Privacy Settings
- Adjust My Subscription Settings
- www.urbanlibraries.org

Community Events List

- JAN 16 ULC Customer Experience Member Group Call - Strategy Overview
- JAN 17 ULC Communications and Marketing Leaders Call
- JAN 17 ULC EDI Officers Call

View all events →

FEB 15 Entrepreneurship Boot Camp Track 1, Session 1: Foundations Part 1  
Matthew Wims about 13 hours ago  
Event February 15th, 2024 2:00 PM EST

MAR 18 ULC Customer Experience Member Group Call  
Matthew Wims about 13 hours ago  
Event March 18th, 2024 3:00 PM EDT

MAR 18 ULC Education Leaders Call  
Matthew Wims about 13 hours ago  
Event March 18th, 2024 2:00 PM EDT

MAR 14 ULC Analytics and Tech Leaders Call  
Matthew Wims about 13 hours ago  
Event March 14th, 2024 2:00 PM EDT

# Your Personalized Homepage

The screenshot shows the ULC Member Hub homepage. At the top is a navigation bar with links for Home, Knowledge Exchange, Member Communities (with a dropdown arrow), Events, and Member Directory. Below this are links for ULC Library Data Hive and Job Board. A search bar and a 'Create' button with a dropdown arrow are on the right. A user profile card on the left shows the user is a 'Test Member' with a 'Higher Logic' affiliation, 0 contributions, and 241 points. The main content area features a 'Welcome to the ULC Member Hub!' message and a content feed with two event posts. A right-hand sidebar contains profile and subscription settings. Callout boxes with orange borders and '+' icons provide instructions: one points to the navigation bar, another to the content feed, and a third to the settings sidebar.

Home Knowledge Exchange Member Communities ▾ Events Member Directory

ULC Library Data Hive Job Board

42 TM Create ▾

Use the **navigation bar** to explore different sections of the site (and read more in this guide) or use the search bar to find people, resources and events.

Welcome to the ULC Member Hub!

Use the **content feed** like you would on any other social network such as Facebook or LinkedIn. You can engage directly with posts or click on a headline to take additional actions.

TM

Test Member  
Higher Logic

Profile Completeness 25%

0 Contributions 241 Points

**FEB 15** Entrepreneurship Boot Camp Track 1, Session 1: Foundations Part 1  
Matthew Wims about 13 hours ago  
Event February 15th, 2024 2:00 PM EST

In the first of two highly interactive webinars, the session will aid participants in understanding what opportunities exist for their local entrepreneur audience. This first session will include the following ...

**MAR 18** ULC Customer Experience Member Group Call  
Matthew Wims about 13 hours ago  
Event March 18th, 2024 3:00 PM EDT

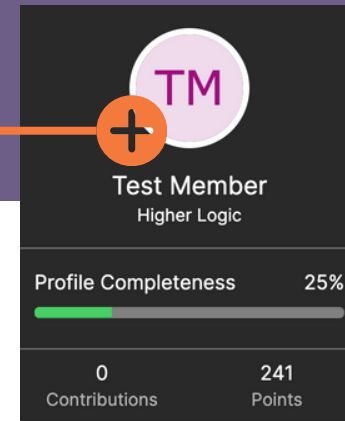
Customize My Profile  
Update My Privacy Settings  
Adjust My Subscription Settings  
www.urbanlibraries.org

Community Events List

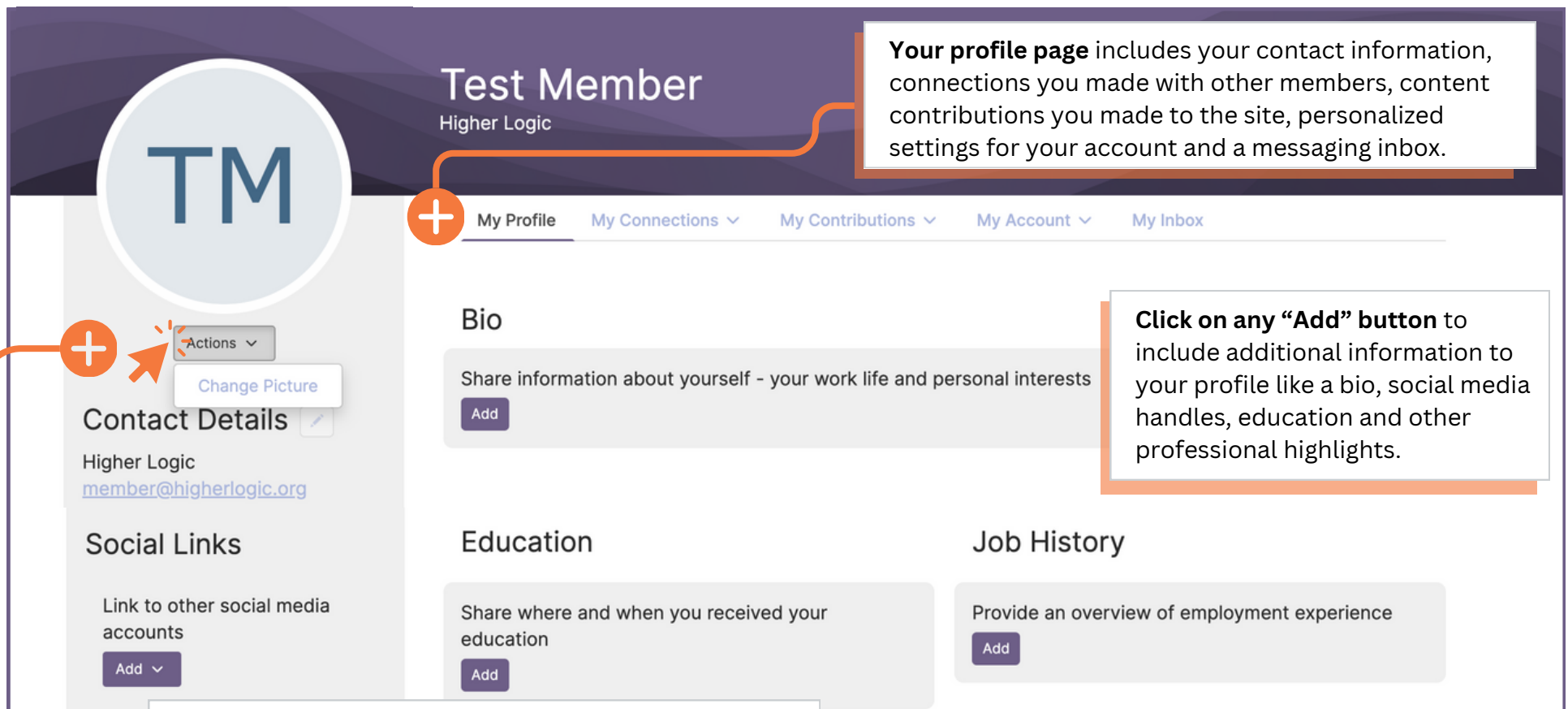
**JAN 16** ULC Customer Experience Member Group Call - Strategy Overview

# Update Your Profile

Click on the circle with your name initials to access your ULC Member Hub profile. A completed profile will fully enhance the new Member Hub experience for you.



Your profile page includes your contact information, connections you made with other members, content contributions you made to the site, personalized settings for your account and a messaging inbox.

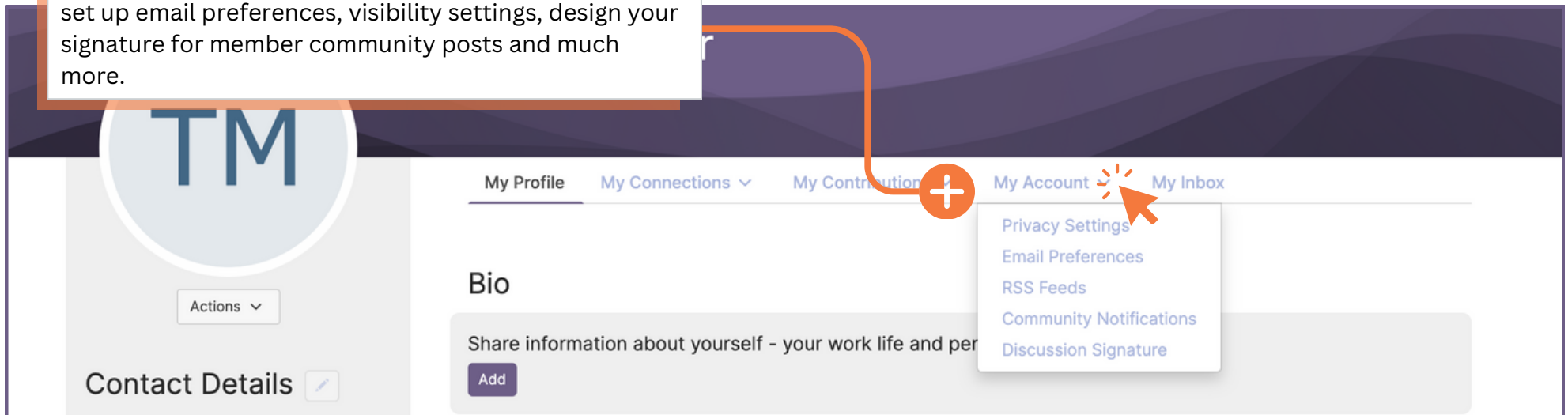


Click on any "Add" button to include additional information to your profile like a bio, social media handles, education and other professional highlights.

Add or change a photo via the "Actions" dropdown menu under the circle. If you choose to not include a professional headshot, please consider adding at least your library's logo to your profile.

# Customize Your Profile Settings

On your profile page, **click on the "My Account" tab** to set up email preferences, visibility settings, design your signature for member community posts and much more.

A diagram showing the 'My Account' dropdown menu with callouts explaining the settings. The menu items are: 'Privacy Settings', 'Email Preferences', 'RSS Feeds', 'Community Notifications', and 'Discussion Signature'. Each item has a plus sign icon next to it. Callout boxes provide explanations for 'Privacy Settings', 'Email Preferences', and 'Community Notifications'.

**Privacy settings** are about how your profile will appear to other ULC Members.

**Email settings** are about how you will receive updates from ULC or members directly.

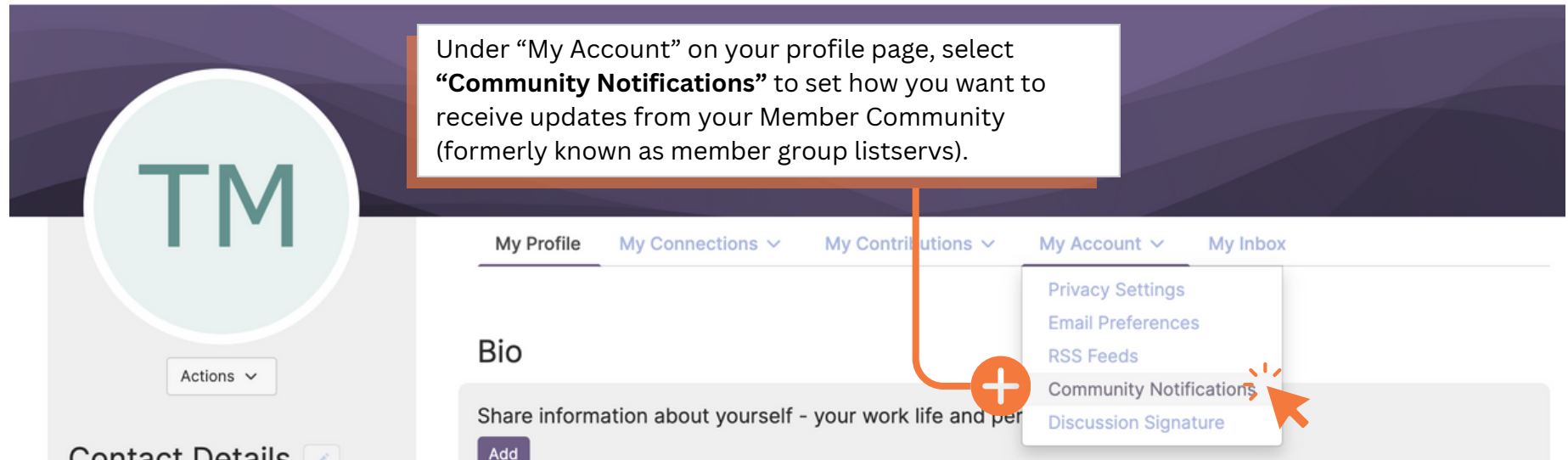
**Community Notifications** are related to your current member listserv subscriptions. Continue reading on how to modify.

For questions about specific settings, email [info@urbanlibraries.org](mailto:info@urbanlibraries.org).

# Member Communities

## Community Notifications

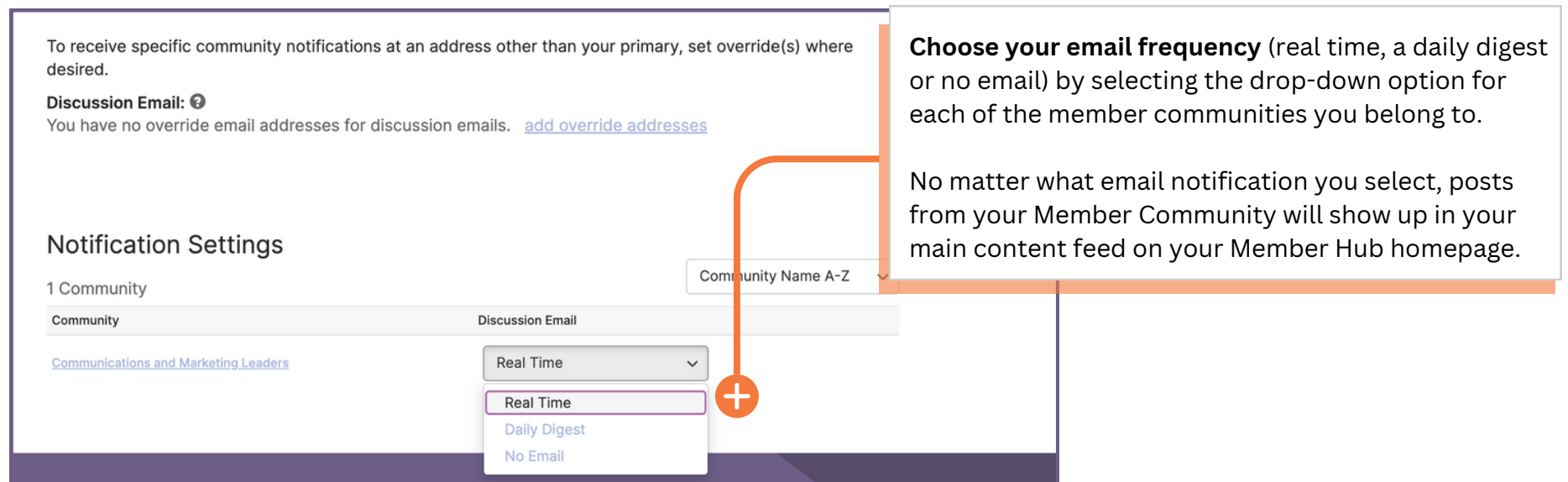
**IMPORTANT:** ULC Member Groups are now called “Member Communities” in the Member Hub system.



Under “My Account” on your profile page, select “**Community Notifications**” to set how you want to receive updates from your Member Community (formerly known as member group listservs).

My Profile My Connections My Contributions My Account My Inbox

Privacy Settings  
Email Preferences  
RSS Feeds  
Community Notifications  
Discussion Signature



To receive specific community notifications at an address other than your primary, set override(s) where desired.

**Discussion Email:** ⓘ  
You have no override email addresses for discussion emails. [add override addresses](#)

Notification Settings

1 Community

Community	Discussion Email
<a href="#">Communications and Marketing Leaders</a>	Real Time Real Time Daily Digest No Email

**Choose your email frequency** (real time, a daily digest or no email) by selecting the drop-down option for each of the member communities you belong to.

No matter what email notification you select, posts from your Member Community will show up in your main content feed on your Member Hub homepage.

# Member Communities

## Stay Engaged in Member Communities

Home Knowledge Exchange **Member Communities** Events Member Directory


ULC Library Data Hive Job Board

Search

### Communications and Marketing Leaders

Community Home Threads 0 Knowledge Exchange 1 Events 0 Members 2 [Join Community](#)

#### Latest Discussions

 [Welcome to the new ULC Member Hub experience - What ...](#)  
By: [Elise Calanni](#), 3 minutes ago  
Welcome to the new Urban Libraries Council Member Hub. This new site, designed just for library members of ULC, is the best way ...  
[View more discussions](#)

#### Announcements

Register for the next Communications and Marketing Member Group Call!  
By: [Elise Calanni](#), 5 seconds ago  
When: Feb 21, 2024 from 03:00 PM to 04:00 PM (ET)  
Join ULC Communications and Marketing Leaders for an opportunity to connect with peers from libraries

Click on the “**Member Communities**” tab in the navigation bar on the ULC Member Hub to see content from communities you belong to and learn more about what other member communities are talking about.

Each Member Community has its **own landing page** that includes discussion threads (i.e., listserv messages), Knowledge Exchange resources particular for that community, associated events like monthly member calls and a member list.



# Member Communities

## Posting a Member Community Message

Home Knowledge Exchange Member Communities ▾ Events Member Directory

ULC Library Data Hive Job Board

Search 42 TM Create ▾

# Communications and Marketing Leaders

Community Home Threads 0 Knowledge Exchange 1 Events 0 Members 2 Join Community

Select “Discussion Thread” in the Member Community, or use the “Create” button in the upper-right corner of the Member Hub to start a discussion.

### Start New Thread

Post to community

Communications and Marketing Leaders

Focus your thread

Open-ended Discussion Question to be answered

Discussion subject

Yes Automatically insert content preview for links

11pt Paragraph B I U (t) [List icons] [Link icon] [Image icon] [Quote icon] [Code icon]

> Signature Add Attachment

Post Schedule Save as Draft Cancel

- **Upload attachments** to messages if needed, which will also automatically be added to the specified community library in the Knowledge Exchange.
- **@Mention** specific members for instant notifications in the Member Hub.
- You can also post and reply to messages by sending them to the **community email address**, and where they will be posted on your behalf in the community.
- **Reply** to the entire thread, **or reply privately** to the member’s community inbox.

# Engaging in Discussions Through Email

## Member Community Email Addresses

- If you would still like to communicate with your Member Community primarily through your email inbox, you can address new discussions to the email address that corresponds with your Member Community.
- To reply to a message, you can hit “reply” in your email account as you usually would, or select the “Reply to Group” button within the email text from the original sender.

## “Permit” Messages

- Make sure to add **mail@connect.urbanlibraries.org** to your "allow" or "permit" list in your spam filters. All the group emails will come FROM that address, “on behalf of” the Member Community you belong to.

## + Member Community Email Addresses

- urbanlibraries-**analyticstechleaders**@connectedcommunity.org
- urbanlibraries-**ceosdirectors**@connectedcommunity.org
- urbanlibraries-**collections**@connectedcommunity.org
- urbanlibraries-**communicationsandmarketingleaders**@connectedcommunity.org
- urbanlibraries-**customerexperience**@connectedcommunity.org
- urbanlibraries-**deputydirectors**@connectedcommunity.org
- urbanlibraries-**developmentprofessionals**@connectedcommunity.org
- urbanlibraries-**educationleaders**@connectedcommunity.org
- urbanlibraries-**equitydiversityandinclusionediofficers**@connectedcommunity.org
- urbanlibraries-**humanresourceleaders**@connectedcommunity.org
- urbanlibraries-**publicsafetyoperations**@connectedcommunity.org
- urbanlibraries-**socialworkers**@connectedcommunity.org

Welcome to the new ULC Member Hub experience - What you need to know



[Reply to Group](#)

[Reply to Sender via Email](#)



Jan 22, 2024 10:41 AM

[Elise Calanni](#)

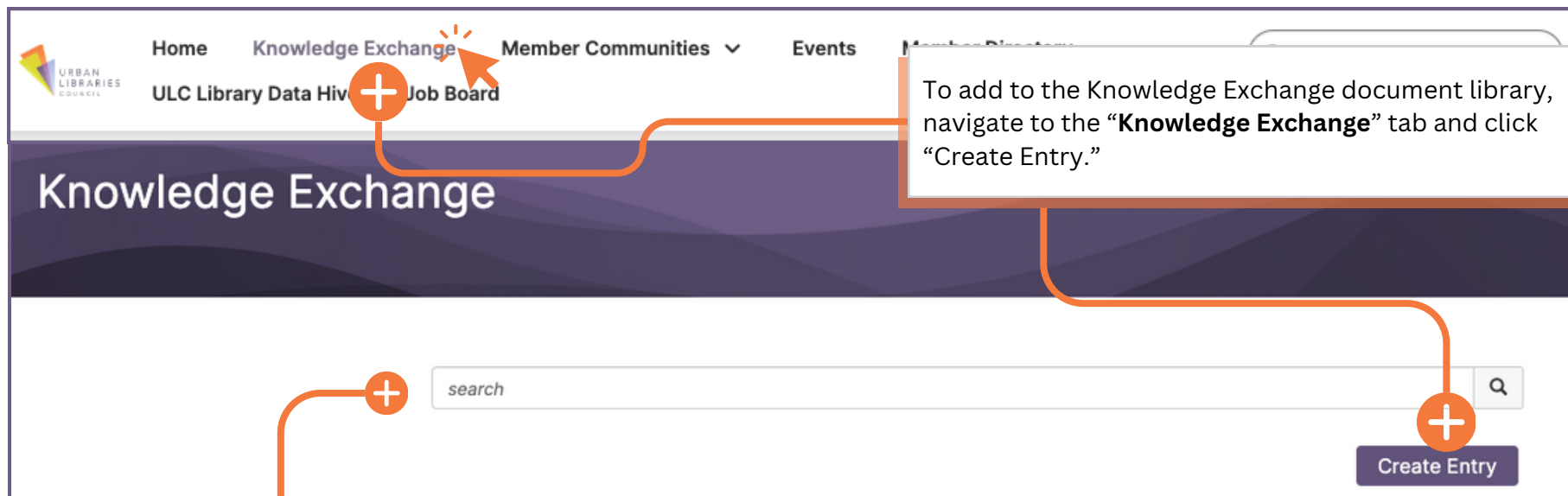
Welcome to the new Urban Libraries Council Member Hub. This new site, designed just for library members of ULC, is the best way to stay engaged with what's happening at libraries across North America and get to know better the library staff leading this work.

To get started, please take a moment to read through the Member Hub User Guide and then complete the following actions:

1. Update your member profile, including adding a professional headshot or your library's logo to serve as your photo.

# Additional ULC Member Hub Features

## Knowledge Exchange



To add to the Knowledge Exchange document library, navigate to the “**Knowledge Exchange**” tab and click “**Create Entry.**”

Use the search bar to easily find uploaded resources.

Complete the required fields on Knowledge Exchange document library entry form, including if the item is for a specific member community.

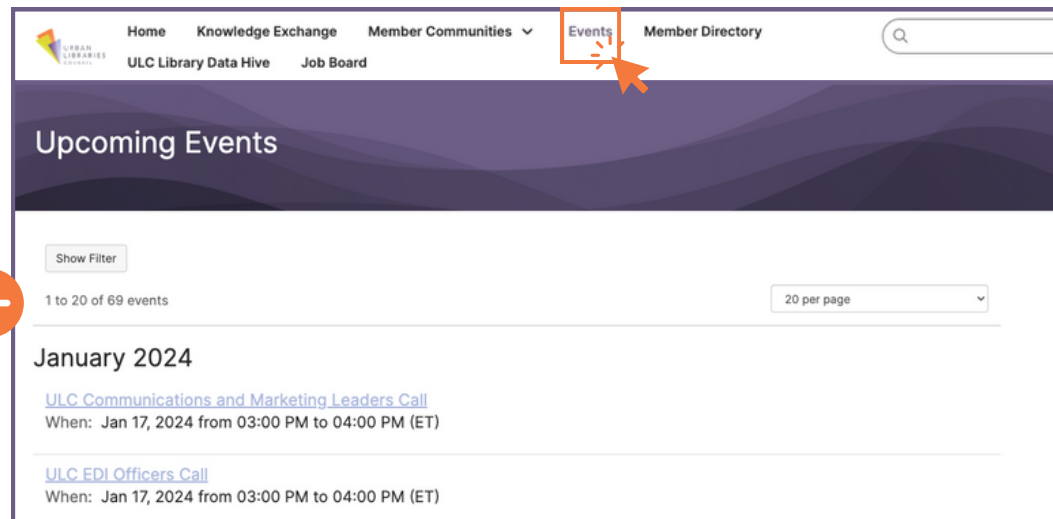
### New Entry

The screenshot shows the 'New Entry' form. It includes a 'Knowledge Exchange Item Title' field, a 'Member Community' dropdown menu with '[Select Library]' as the current selection, and a 'Description of Your Uploaded File' text area with a rich text editor toolbar. The toolbar includes options for font size (11pt), paragraph style, bold, italic, underline, strikethrough, link, unlink, list, and text color. Below the text area is a 'Custom Thumbnail Image' section with a 'Select Image' link and a note: 'A thumbnail will be auto-generated for your entry based on the entry type. This custom option is to select your own image to show alongside your entry. Landscape images measuring at least 1200px x 600px are ideal.' At the bottom left, there are 'Next' and 'Cancel' buttons.

# Additional ULC Member Hub Features

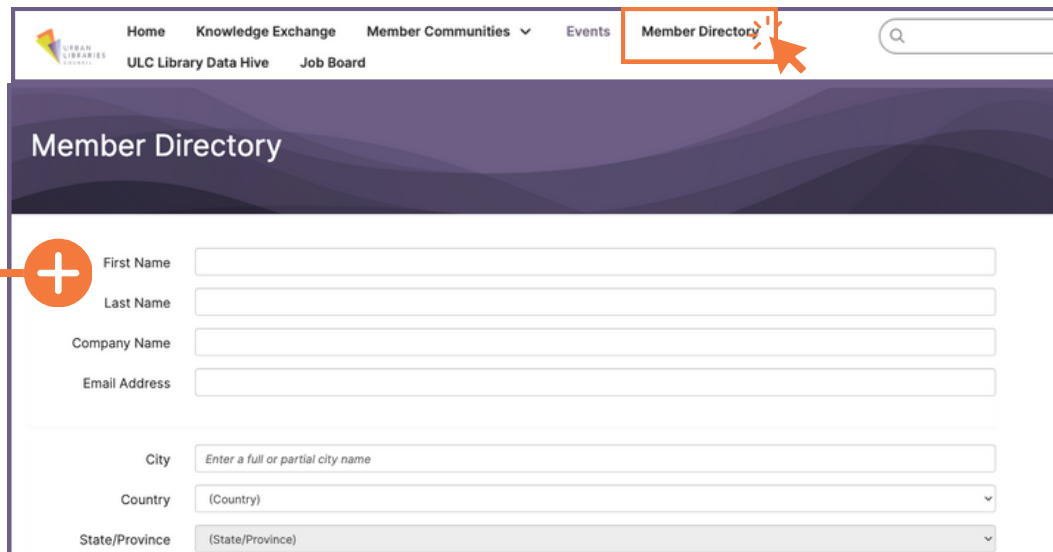
## Events

- See a list of upcoming events presented by ULC for members, organized by month.
- Click on the event title to complete your registration.



## Member Directory

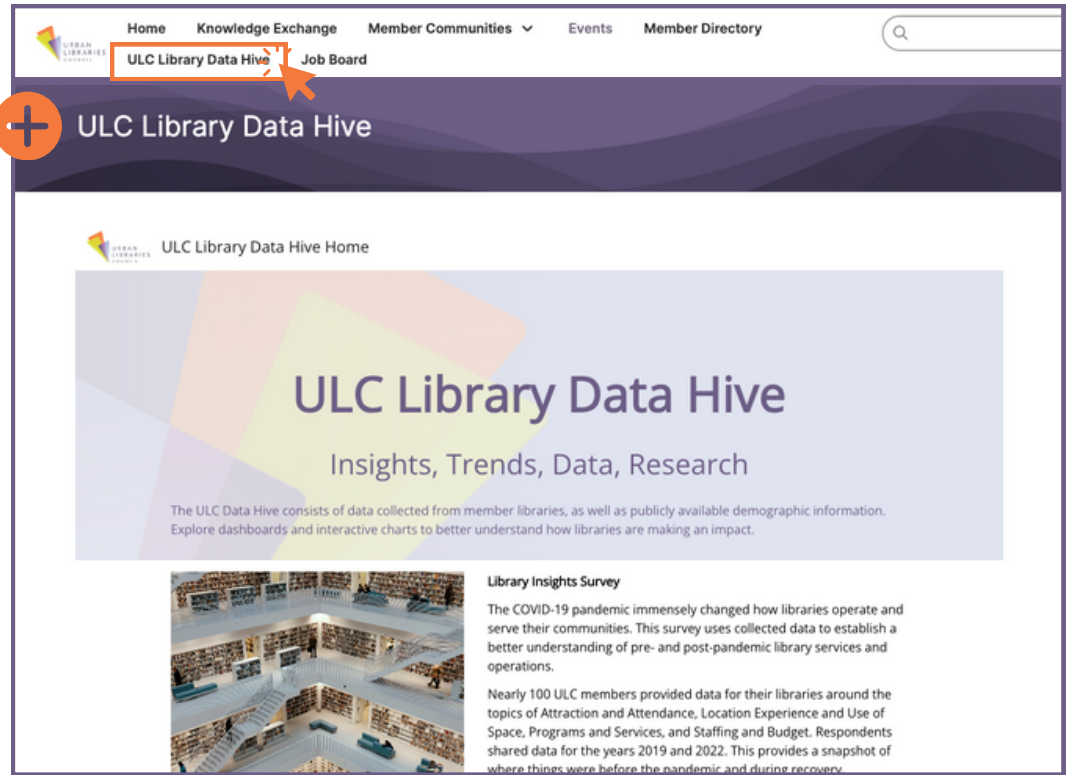
- Use any field provided to search for ULC members across the U.S. and Canada.
- Click on a library name in search results to see all staff listed as ULC members and their job titles.
- Easily find a member's contact information or add them as a contact in the Member Hub to use the private messaging option.
- The new Member Hub also has a personal one-on-one messaging feature!
  - To message a fellow library staff member, click "Member Directory" in the navigation pane at the top of the screen.
  - Then, search for the staff member you are trying to find. After finding them, click the "Send Message" button and craft your message in the open fields.



# Additional ULC Member Hub Features

## ULC Library Data Hive

- See data collected from member libraries, as well as publicly available demographic information.
- Explore dashboards and interactive charts to better understand how libraries are making an impact, including results from the Library Insights Survey.



## Job Board

- See recent job listings posted by ULC Members.
- All members have the ability to upload job postings, including the ability to scheduling them for publication.

