



RESOURCES FOR YOUR CHAPTER

WE ASKED. YOU SHARED.

After listening sessions with leaders from all types of BHS singing communities, Harmony Hall staff has compiled a summary of recurring challenges that our chapters are facing. This summary provides key resources for some of the most commonly heard challenges:

Jump to a section:



**Member
Center**



**Dues
Value**



**The Male-Only
Experience**



**Marketing
Assistance**



**Learning
New Music**



**Support and
Resources**

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There is near universal frustration with the Member Center. Many also expressed a feeling of slow/no response to calls to BHS

Six Recurring Themes

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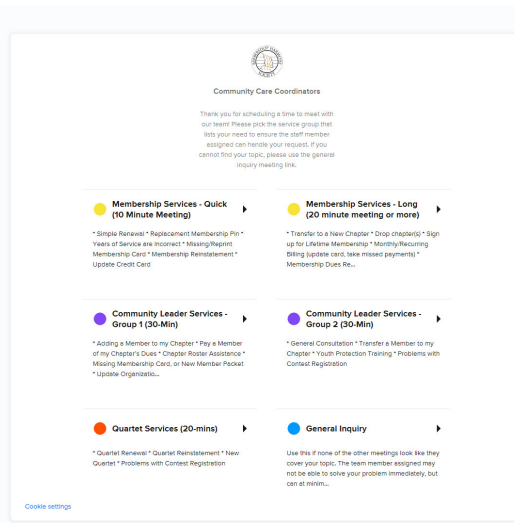
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Member Center: The staff at Harmony Hall understands that the switch to the new Member Center has come with many challenges, specifically around user interface and data integrity. Feedback from members has helped to prioritize work to improve the Member Center.

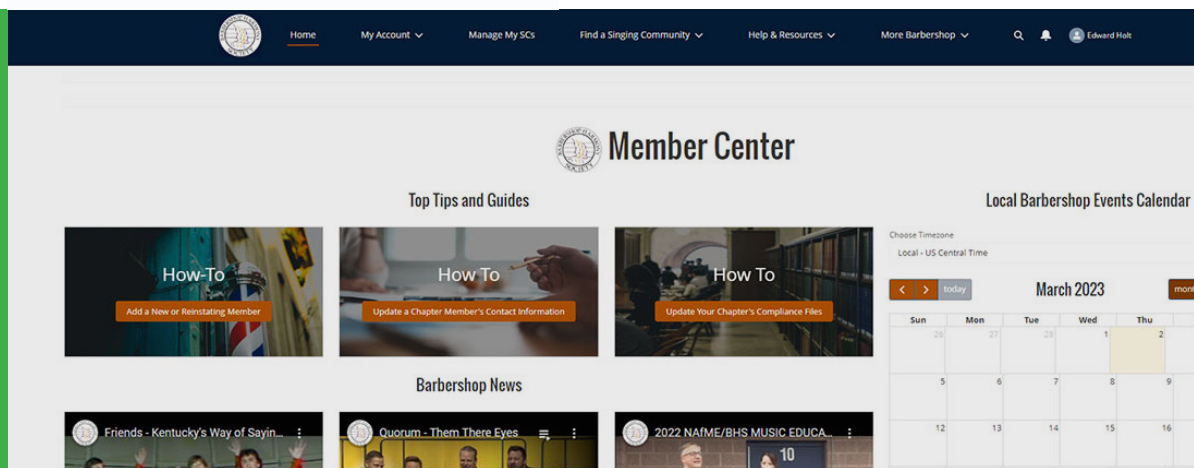
RESOURCE: Recently, a list was added to Member Center that shows all of the improvement work that has been completed since July of 2022. You can find it in the footer of the Member Center or link directly to it here: [Member Center Updates](#).



Slow/no response to calls to BHS: Increased resource investment in customer service has resulted in faster response time to leaders and members in the second half of 2022. **The entire staff has also gotten involved in assisting with basic customer service needs, instead of relying solely on our four-person Community Care Team. This allows us to connect more regularly with our members and leaders.**

RESOURCE: While we continue to field live calls, members can immediately communicate with staff members to answer their questions in real time via our recently launched Live Chat feature, located in the Member Center. Additionally, our Community Care Team has meeting times available to be scheduled every weekday via [Calendly](#). Use Member Center's Live Chat or [Calendly](#) to contact Harmony Hall Staff directly at a time that is most convenient for you!

View all of the member-facing work that has been done here: [Member Center Updates](#)



2 Questioning the value of BHS dues or belief that the hobby is too expensive

Six Recurring Themes

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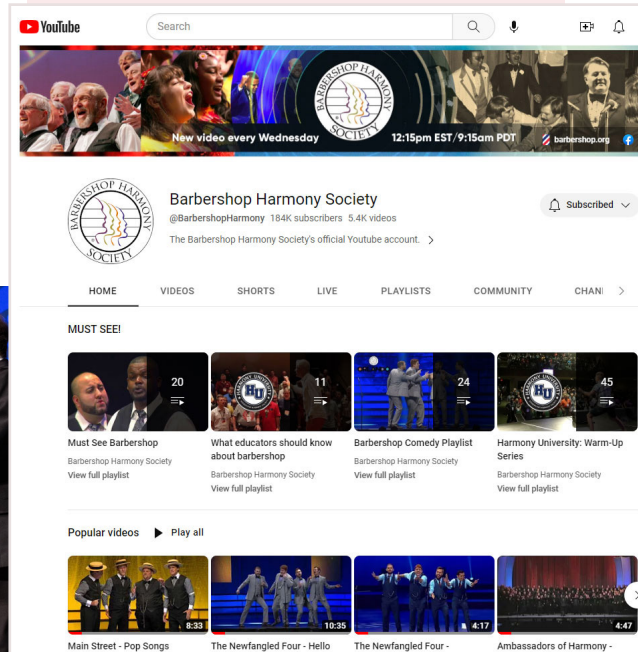
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The cost of being a member may be a deterrent for some, a reason they can't participate, or a non-issue in terms of the value they personally receive. While the price of membership dues has stayed approximately the same over the past 10 years, we recognize a need to provide options for people to participate. **This year, we will pilot new membership models and continue to provide free services to barbershop enthusiasts like high quality YouTube performances, free Music Educators Guides and free music, as well as free membership for BHS 50+ year members.**



RESOURCE: To alleviate a bulk dues payment, BHS has an option for members to pay monthly versus annually. More importantly, we want members to believe their BHS membership is money well spent. The impact that our members contribute is invaluable, and can be seen in our [most recent impact report](#).



Monthly payment options are available to help alleviate bulk dues payments.



3 Many groups mentioned concerns that they will not be permitted to remain all male, or are frustrated that they feel BHS is not actively defending the option of remaining all male

Six Recurring Themes

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The BHS strategic vision supports singing communities for all people, while also preserving an all-male experience. With the newness of opening up the Society to more types of gathering and singing barbershop together, many folks felt this would force or require their experience to change. Your chapter does not have to change. The all-male experience is a critical part of [Everyone in Harmony](#): that there will always be a safe space for men to express emotionality, expressiveness, and bonding with one another.

The all-male experience is a cherished part of the BHS history and will remain a highly valued experience.

RESOURCE: The [Everyone in Harmony Workshop](#) and [Chapter Considerations Guide](#) encourages chapters to meet the needs of their local community, whether that is staying single-gendered, or creating all-voice choruses. While chapters may choose to admit all persons to chapter membership, they are not compelled to alter existing membership admission policies.

The [Society Bylaws](#) and [Standard Chapter Bylaws](#) allow for a chapter's ability to determine its own membership requirements. Your chapter may ultimately decide to remain exactly as it has been. It may choose to host a number of different singing ensembles under one chapter: an all-male chorus, an all-female chorus, an all-voice chorus, or some combination thereof. The choice is yours exclusively, and you are not compelled to act by any date.



There will always be a safe space in the BHS for men to express emotionality, expressiveness, and bonding with one another

4 Marketing Resources Needed: BHS-created material that either stands alone or that can be easily adapted by the Singing Community

Six Recurring Themes

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The Barbershop Harmony Society wants to help you promote your chorus and events!

RESOURCE: In the Document Center (located in Member Center), there are a plethora of free marketing templates that can be customized to showcase and highlight your local singing group. Those templates include [flyer and brochure templates](#) as well as [show promotion materials](#).

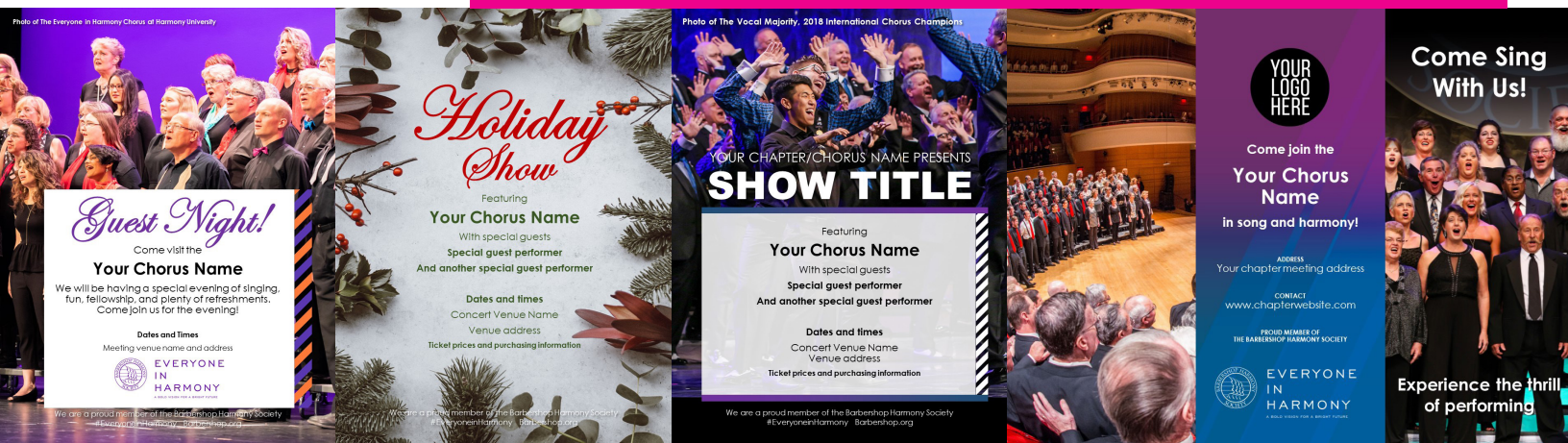
Don't forget to share your events and projects with the rest of the BHS community! Add your events to Member Center, in the "Local Barbershop Events Calendar" area! Your event will be listed on the [main BHS event calendar](#), and front and center when members log into Member Center!

Lastly- DO NOT forget to tag the Barbershop Harmony Society on your social posts - we love to repost what your community is doing, and that is the best way for us to share what you are doing!

Follow BHS on all our social media platforms



Download our free chapter flyers and brochures, and don't forget to share your events with the BHS community online. And tag the Barbershop Harmony Society so we can repost!



5 Making it easier to find music/learning tracks with better categorization to help find the right level of music for the SC

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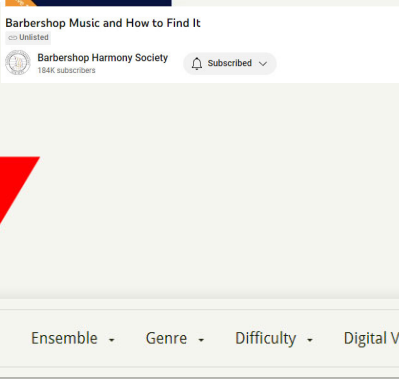
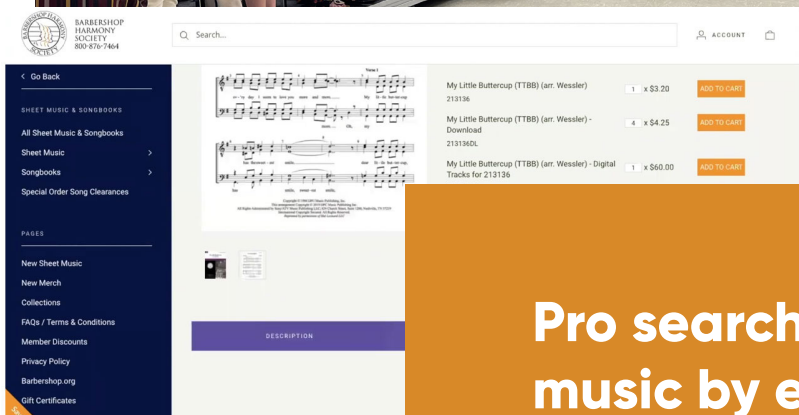
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Over the past several years, the BHS music team has worked diligently to categorize music appropriately and to provide information and tools on how to search for music.

RESOURCE: The BHS music team created a [search tool](#) in [shop.barbershop.org](#) to help filter available published charts. Filters include ensemble type, genre, difficulty level, and tempo, among

other filters. [The pro search tips](#) published in LiveWire, social media posts, and on our shop site “Sheet Music & Songbooks” page is a great resource for groups starting their search for music. BHS also created [web seminars](#) for music buyers available on our website that can assist groups in getting the right level of music for the group. A [spreadsheet](#) containing all BHS-published music is available for download and custom sorting.



Pro search tools filter music by ensemble type, genre, difficulty level, and tempo, and more.
[Try it out now!](#)

Published Catalog
Unpublished Catalog
Search By Arranger
International Availability

PAGES

New Sheet Music
New Merch
Merchandise Collections
FAQs / Terms & Conditions

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Other suggestions for additional support/resources from BHS include a shared library of resources (show scripts), help with coaching lists/coordination, website maintenance, and social media.

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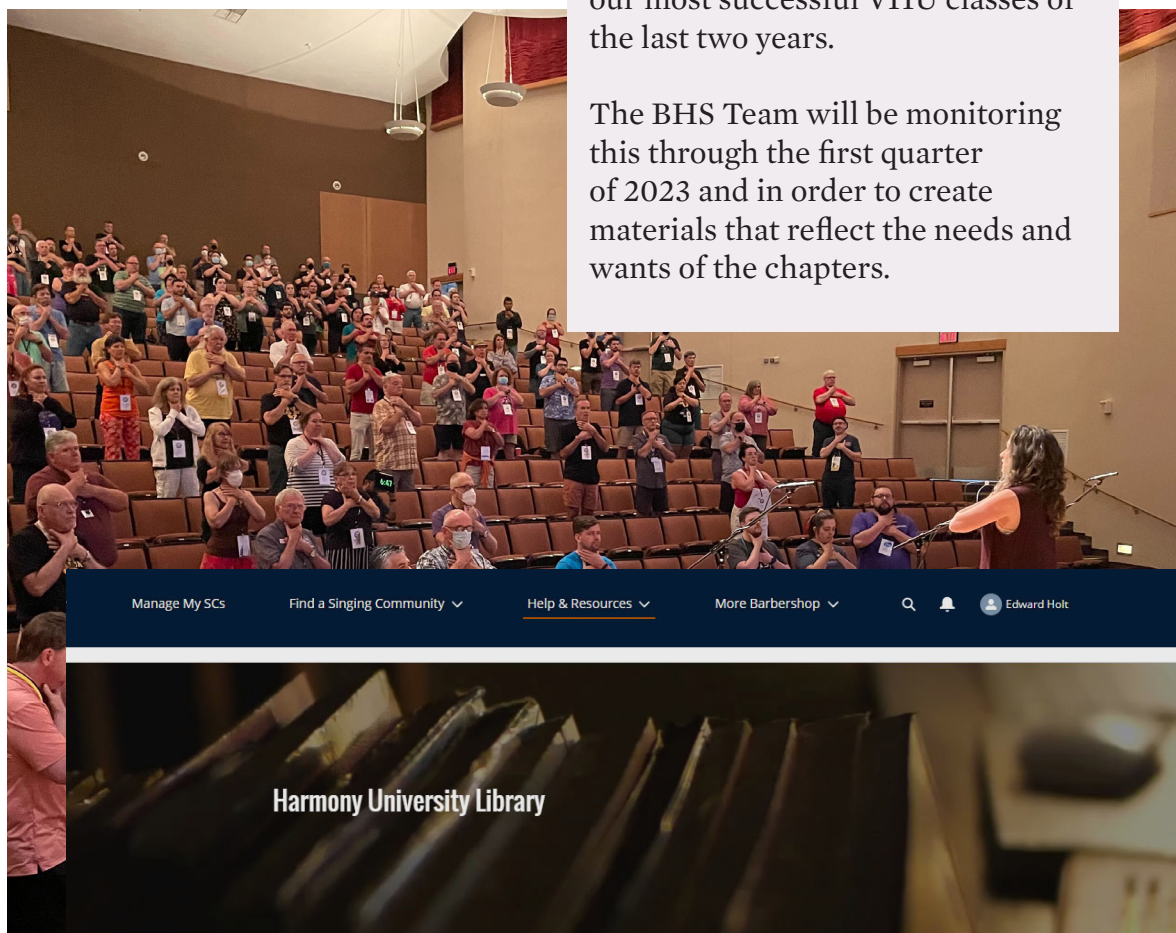
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In the fall of 2022, the member center documents were reassessed, especially the documents that are most valuable to the barbershop singing communities. This included documents related to chapter officers, fundraising, leadership, Everyone In Harmony, and much more.

RESOURCE: In an effort to collect all of these great resources in one place, the HU Library launched in February 2023 [The HU Library](#) is a one stop shop for all of your chapter needs. The library offers best practices from other chapters, virtual training for chapter officers, and will have VHU recordings from our most successful VHU classes of the last two years.

The BHS Team will be monitoring this through the first quarter of 2023 and in order to create materials that reflect the needs and wants of the chapters.

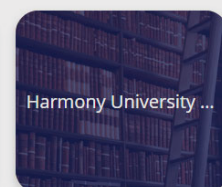
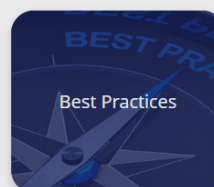
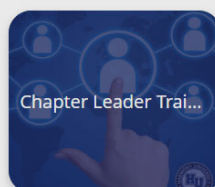


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th, revitalize singing communities, and Library also promotes year-long des opportunities for deeper

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THANK YOU

Please email chapters@barbershop.org with any questions.
We are excited to help you reach your chapter goals!



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