



# Vermont Library Association

## **VERMONT LIBRARY ASSOCIATION BOARD MEETING**

Thursday, September 13, 2018, 10 am-12 pm

*Charlotte Town Offices*

9:30-10:00 am	Coffee & Refreshments
10:00-10:05 am	Introductions
10:05-10:10 am	Approval of Consent Agenda and Minutes from June Retreat
10:10-10:20 am	Report from Department of Libraries, Jason Broughton
10:20 -10:35 am	Report on ALA reconfiguration, Marti Fiske
10:35-10:40 am	NELA update
10:40-10:55 am	Treasurer & Accounting Software
10:55-11:10 am	Membership & Website Software
11:10-11:30 am	Report on specific job description
11:30-11:45 am	Discuss proposed Organizational Chart & Bylaws
11:45-12:00 pm	Discuss proposed Strategic Plan

**Vermont Library Association**

Town Offices, Charlotte

September 13, 2018

**Voting Members Present:** Cindy Weber, Amy Olsen, Margaret Woodruff, Kelly McCagg, Emily Crist, Nancy Mark, Marti Fiske, Steve Picazio, Caitlin Coorlis, Almy Landauer, Stephanie Sopka (remotely)

**Non-voting Members Present** Dana Rozycki (remotely), Howard Burrows, Jessica Mattera, Jami Yazdani (remotely), Tom McMurdo

**The meeting was called to order by Cindy at 10:13.**

**MOTION:** Margaret Woodruff made a motion seconded by Marti Fiske

**TO APPROVE THE MINUTES OF THE MEETING HELD ON JUNE 13, 2018**

**YES: 11**

**NO: 0**

**ABSTAIN: 0**

**MOTION:** Margaret Woodruff made a motion seconded by Marti Fiske

**TO APPROVE THE CONSENT AGENDA AS PREPARED BY KELLY McCAGG**

**YES: 11**

**NO: 0**

**ABSTAIN: 0**

**OFFICER'S REPORTS**

***President:*** Cindy reported that we are in desperate need of a Treasurer and Conference chair. Please have any interested individuals contact Cindy directly. We also need a chair for Intellectual Freedom and Scholarship.

***Vice President:*** Amy has no report at this time.

***Past-President:*** Margaret reported that she is looking for more participants to join the working group focused on VLA infrastructure. She is also looking forward to working on the sustainability initiative for VLA and Vermont libraries.

***Treasurer:*** Shara is looking for a replacement as she is unable to continue to serve as Treasurer.

**Secretary:** Kelly reported that she has scheduled the statewide services working group meeting for Friday, September 28<sup>th</sup> at 1pm at the Burnham Library. Please contact her if you are interested in participating. We currently have approximately 15 people in the group.

Please check the VLA Leadership Director to ensure that your section/committee information is up to date. If not, please contact the web team to remedy that.

## **SECTION & COMMITTEE REPORTS**

**College & Special Libraries Section:** Emily reported that their fall program is scheduled for November 9<sup>th</sup> at Vermont Technical College. The theme this year is *People at the Center: User-Focused Librarianship* -- Continually evolving landscapes and limited resources reveal new opportunities and inform new approaches. Let's take a fresh look at who we serve and how we can meet them where they are. Who are our stakeholders? How do we get to know them? How can our services, programs, collections, and systems reflect their identities and respond to their needs? The call for proposals is open until Friday, September 15<sup>th</sup> and registration will open at the end of September.

She also wants to confirm that VLA still plans to contribute to this event. There is \$450 reserved in the VLA budget.

**Public Libraries Section:** Almy reported that they have completed their poll of libraries which have book discussion sets available for loan. The next step is to collaborate with those libraries in order to get the information entered into a spreadsheet. They are also thinking of inviting Bill McSalis to Vermont to do 2-3 area presentations on safety & security. This was well received at VLA and a timely topic. Work has not yet begun on this so they welcome input.

**Technical Services Section:** There is no report at this time.

**Friends & Trustees Section:** Nancy has no report at this time.

**Youth Librarians Section:** Caitlin has no report at this time.

**Awards Committee:** Lisa has no report at this time.

**Department of Libraries:** Jason report that our State Librarian Mr. Scott Murphy is currently taking an extended leave. The position will be filled by Jason Broughton, who will be acting as Interim State Librarian for the duration of Scott's leave. Should any permanent transitions occur, we will do our best to make our partners aware as soon as possible. If you would like to connect with the Department of Libraries or myself feel free to contact us at:

- Jason Broughton, Interim State Librarian [Jason.broughton@vermont.gov](mailto:Jason.broughton@vermont.gov)  
Office 802-263-0031, Cellular: 802.359.3178

- Cherie Yaeger, Executive Staff Assistant to the State Librarian, [cherie.yaeger@vermont.gov](mailto:cherie.yaeger@vermont.gov), 802.636.0024

Please also check the attachments for a report from Jason Broughton.

**Government Relations Committee:** There is no report at this time.

**Inclusion Committee:** Jessica reported that the Pride Parade was this past Saturday and we had 2 enthusiastic marchers who also handed out an updated LGBT Booklist. There are extras that she'll bring to the meeting if people want to take a few back to their libraries.

**Intellectual Freedom Committee:** There is no report at this time other than Angele moved out to of state in June and a new chair is needed for this section.

**Membership & Outreach Committee:** Christine reported that we currently have 277 members. She is looking forward to a software program that will make record keeping much easier.

**Personnel Committee:** Sarah has no report at this time.

**Scholarship Committee:** Jami reported that the Scholarship Committee renamed the Continuing Education Grant (\$250 grant, awarded twice a year) the Professional Development Grant. For Summer/Fall 2018, the committee received 3 applications and Debbie Roderer of the Dorothy Alling Memorial Library was awarded the grant. Debbie will be using the funds to support her attendance at the Association for Rural and Small Libraries 2018 Conference.

**Conference Committee:** There is no report at this time as we are currently looking for a new chair or co-chair.

**American Library Association Councilor:** Marti reported that we have only one non-VLA Board member applicant for the ALA Advocacy Scholarship at NELA. (Cindy Weber and Margaret Woodruff will also be attending.) The applicant is Amy McMullen, youth librarian at Hartland. Marti has talked to her about the requirements of this pilot for a national training model. She is willing (and excited) to meet those requirements. I recommend Amy for the scholarship of \$25 to the NELA pre-conference Advocacy Bootcamp training.

See attachment concerning reorganization of ALA.

***New England Library Association Representative:*** Steve reported that he attended the July 20<sup>th</sup> NELA Executive Board Meeting. Preparations for the upcoming NELA Conference are progressing well. NELLs II has a full slate of participants, including three from Vermont. Keith Michael Fiels was discussed as a candidate for the Emerson Greenway Award. The slate for nominees for open officer positions was approved. They are: VP/Pres-Elect: Jennifer Bruneau; VP/Pres-Elect: Jessica Miller; Junior Director: Emily Weiss; Secretary: Lucinda H. Walker.

NELA has drafted a letter to all member state library organizations regarding the funding of the NELLs program (see attachment). The letter is intended to solidify past practices and provide a written explanation for how the state associations financially support NELLs.

### **NEW BUSINESS**

***Combined VLA/Trustee Conference:*** There was a brief discussion about combining the two conferences into a two-day event. Board members stressed that the staff portion should be on a weekday and the trustee portion on a weekend. Cindy believes we owe it to our membership to have a conference every year. There was a unanimous conditional vote to continue to explore the possibility, with more information being provided prior to final approval in November.

***ALA Reorganization:*** Marti reported that ALA is undergoing a complete reorganization. They are leaving no stone unturned—how are staff used, how do sections report, etc. There has been a decrease in the number of staff due to retirements and reorganization of duties. ALA Headquarters has been put on the market to discover the true market value. There will be a presentation about the reorganization at this year's NELA Conference.

Marti was asked by ALA to pose the following questions to the VLA board.

**What do you think is the most important thing to do to improve ALA' effectiveness?**  
Stream line communications, administration, and organizational chart; improve communication, especially in regards to available resources; improve website—too difficult to navigate; why should someone become a member if resources are available to general public; ALA educational opportunities are too expensive to add on top of membership

**How could ALA have a much stronger relationship with State Associations, one that would be supported by an effective structure?**

Need more formal contact between State Association leaders and ALA, whether in person or by email/video conference meetings; currently ALA Councilor is the only link; No connections between ALA division heads and state association leaders; better

communication regarding expectations of chapters; better ALA standards for individual librarian standards as profession at the national level; send ALA rep to state annual conference at vendor table or to do an educational/informational program

**(187 member Council + Executive Board, 20% voting rate by members) What could ALA do to improve the governance structure of ALA and also improve the engagement of members in the organization?**

Tell members why their vote matters; People don't know the people they are voting for; Council seems really huge--Why do we need so many councilors; Engage software is too complicated, not enough support for ALA initiatives; chapters depend on state department to help with ALA initiatives; no return call/emails when asking for technical support

**If you could build it from the ground up, what would your ideal Library Association look like? What would be the components that make it up?**

Consider smaller populations, as well as the larger ones—serve all; try to create divisions to support by various size populations; face to face support to engage with chapters; reduce number of projects—too many to support; too many divisions makes for too many silos; would like to join larger membership (impossible to pay for ALA, and PLA and LLAMA, etc)

**NELA Update:** Steve reported that NELS began in 2003. Attached please find the letter detailing how the program is run and funded. Base support from each participating state is \$2,000. Cost for attendees can be paid by individuals or state associations. Each state must provide a mentor that has already completed the course. The application process has been extended.

**MOTION:** Margaret Woodruff made a motion seconded by Marti Fiske

**TO APPROVE AND SIGN THE NELA LETTER AND SEND OUR PARTICIPATION CHECK OF \$2000.00**

**YES: 11**

**NO: 0**

**ABSTAIN: 0**

**Treasurer & Accounting Software:** Cindy reported that she wants to purchase a subscription to QuickBooks online. She will be meeting with the account to pull all current year information into the system. There was a brief discussion about hiring someone to serve as treasurer. GMLC pays approximately \$10,000/annually for similar services which makes this cost prohibitive for VLA. Cindy will talk to the accountant about having a compilation, review, or audit done. The total cost of having all information entered into QB will be approximately \$1,500. Kelly suggested looking at

patrons to serve as Treasurer, having them become honorary members of VLA. Have any interested people contact Cindy.

**Membership & Website Software:** Cindy reported on Star Chapter software. Currently they provide software to five other ALA chapters. This would allow us to streamline the process of membership reminders. Anyone on the board could access the information. It would enable members to pay online for dues and conferences. The information from Star Chapter can be downloaded into QuickBooks. It can also be used as a PR tool and offers a website tool. The cost is a one-time registration fee of \$899, plus \$100/month. Jessamyn has reservations about the website portion. There are discretionary funds of approximately \$4000.

**MOTION:** Marti Fiske made a motion seconded by Cindy Weber

**TO CREATE A COMMITTEE TO INVESTIGATE MEMBERSHIP SOFTWARE AND  
MAKE A PRESENTATION TO THE BOARD IN NOVEMBER**

**YES: 11**

**NO: 0**

**ABSTAIN: 0**

Jessica Mattera will serve as chair of the committee.

**Report on specific job descriptions**—Due to limited time Cindy asked that everyone post their reports to the google doc and there will be further discussion in November.

**Organizational Chart**—Cindy reported that the current set up where everyone reports to the president is unmanageable. The Tech Services committee is currently on hiatus. The suggestion was made to keep the public and youth sections separate and the president would only vote in tie-breakers. Cindy asked that board members share the proposed organizational charts with members and report back to her in November (see attachment).

**Strategic Plan**—Cindy reported that workgroups will make a presentation at the November meeting.

Marti asked that the budget discussion be included on the November agenda.

**Next Meeting:** November 8 at Burnham Memorial Library, 898 Main Street, Colchester

Meeting adjourned 12:00

Respectfully submitted,

Kelly L. McCagg  
VLA Secretary



**VERMONT**  
**DEPARTMENT OF LIBRARIES**

- The Dept. of Libraries has two representatives (*Youth Services & Special Populations*) on the SOV Financial Literacy Working Group to assist in coordinating efforts on financial literacy across the state of Vermont.
- Central Vermont Council on Aging and VTLIB are coordinating efforts to showcase and promote the use of Memory Café's for caregivers and those with dementia. This concept will assist those who may feel isolated as they care for family members or friends. The Memory Café will assist in providing a network to connect to, information and resources, and support. Launch of this service at VTLIB will be Oct 2018 to March 2019.
- The Dept. of Libraries is collaborating with UVM NASA program on funding, public library grants, and programming concepts for 2019 for the Collaborative Summer Reading Program that public libraries promote. The theme for 2019 is Outer Space. Collaborations are to connect with VT Astronomical Society, Fairbanks Planetarium and Montshire Museums, Northern Skies Observatory, NKAF, Stellafane East, Stickney Observatory, and ECHO in Burlington.
- Conducted a panel webinar for the public libraries and the public with guests from Everybody Wins VT, Rooted in Vermont, and Northeast Organic Farm Association; includes promotion by Agency of Agriculture.
- The Department of Libraries is proud to announce the Association of Rural & Small Libraries will have the 2019 September Conference in Burlington, VT. This will bring attendees from across the country to Vermont. The conference brings 800 to 1100 librarians together to discuss national situations for rural & small libraries. The department seeks conversations with the Department of Tourism & Marketing about this upcoming conference.
- The Department of Libraries will begin marketing & outreach efforts for September and October regarding National Library Card Sign Up month for State Employees, The A.B.L.E Library for Vermonters, promotion of the A.B.L.E Library Recording Studio for use to non-profits and state government and services/research assistance for state government.
- Summer Reading Statistics from public libraries that participate in the Collaborative Summer Reading Program are being collected by VTLIB. In examining the data, the department seeks conversations with AOE on efforts to understand how to combat the Summer Reading Slide or connect Summer Reading Data from public libraries to areas across the state that could be considered helpful by its impact.

**Vermont Department of Libraries**  
**60 Washington Street, Suite #2**  
**Barre, VT 05641**  
**(802) 636-0040**  
**State Information Line (802)828-1110**  
<http://libraries.vermont.gov/>

**A. B. L. E. Library**  
**60 Washington Street, Suite #2**  
**Barre, VT 05641**  
**(802) 636-0020**  
[http://libraries.vermont.gov/able\\_library](http://libraries.vermont.gov/able_library)



**American Library Association**  
**Organizational Effectiveness Plan**  
2018 Annual Conference – New Orleans, LA

**BACKGROUND:**

Following the 2018 ALA Midwinter Meeting, the ALA Executive Board working group on governance and organizational effectiveness—Mary Ghikas, Andrew K. Pace, Lessa K. Pelayo-Lozada and Patricia Wong—transcribed and created a database of feedback from the discussions at ALA Council and at PBA, as well as other feedback received – over 300 documents. Wordles were also created to assist working group members in the analysis. The resulting files were reviewed by members of the working group.

On April 5, the working group met to discuss next steps and to review an initial draft of this document. Based on that discussion and review, at their spring meeting, the ALA Executive Board decided to retain outside consultants to advance this discussion. In addition, ALA President Jim Neal will appoint an ad hoc Steering Committee and Executive Oversight group. What follows is a summary of the Midwinter 2018 feedback, a draft timeline for next steps, a steering committee structure, and structure for facilitated discussions to take place at ALA Annual 2018 in New Orleans.

**Attachments:**

- (1) APPENDIX 1: Council and PBA feedback on Organizational Effectiveness discussion (Wordles)
- (2) APPENDIX 2: Concurrent Activities
- (3) APPENDIX 3: 2017-2018 ALA CD#35, 2018 ALA Midwinter Meeting – American Library Association, Organizational Effectiveness Discussion

**ALA Governance Review Process**

The following outline attempts to look at the reorganization process from two perspectives: what we know and how we might move forward.

A series of appendices provide additional information, including: (1) Wordle images of what we know, (2) descriptions of related ongoing work that both the ALA Membership and Management will need to be aware of as this process proceeds, and (3) the 2018 Midwinter discussion document.

**Purpose and Key Question:**

The purposes of the Governance Review were laid out in the Midwinter 2018 document -- 2017-2018 CD#35. (See Appendix 3) CD#35 also positioned the ALA Mission as a central guide for this work, along with a set of “guiding principles.”

**ALA Mission:** *To provide leadership for the development, promotion, and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all.*

To achieve this mission, ALA has defined four strategic directions:

- Advocacy
- Equity, Diversity and Inclusion
- Information Policy
- Professional and Leadership Development

As we think about how we organize to support this mission, these “guiding principles,” articulated in the 2018 Midwinter Meeting discussion document, need to be kept in mind:

1. We will build upon ALA’s strengths
2. We will focus on ALA’s Strategic Directions—Advocacy; Information Policy; Professional & Leadership Development; Equity, Diversity, and Inclusion
3. We will enable open, flexible, and easy member engagement
4. We will simplify and streamline process
5. We will ensure a governance and coordinating structure that enables members and staff to be effective, engaging in meaningful and productive work
6. We will empower member engagement
7. We will adopt a new mindset
8. We will optimize use of ALA staff time
9. We will experiment and try new approaches; we will learn from our experiences and be intentional about assessment
10. We hope to be a model of innovation for professional associations

ALA is an association. As such, its primary asset for achieving its mission is its members, working with staff to achieve a shared mission and shared goals. The ALA membership includes over 58,000 individuals, organizations and corporations. Indirectly, through chapters and affiliates, which typically have overlapping memberships with ALA, the reach is significantly larger. Collectively, membership and those associated through chapter or affiliate membership represent librarians, a wide range of other individuals with many specializations who work in or for libraries, trustees, friends and advocates for libraries, corporate leaders invested in the library ecosystem, content creators, and others.

While the mission and membership focus remain, the question implicitly posed by the document developed for the 2018 Midwinter Meeting discussion was: “How can ALA best organize itself to fulfill its mission in the 21<sup>st</sup> century?”

#### **What We Know Now: Midwinter 2018 feedback**

Feedback from discussion with Council and other active members during the 2018 Midwinter Meeting, as well as some email feedback, largely confirmed the “findings” of the Kitchen Table Conversation. (see Appendix 3) But, as would be expected from a largely more active and ALA-experienced group, extended them in some respects. (see Appendix 1)

- ALA needs to be relevant to those with an MLS – and to those without an MLS who work in libraries, do work related to libraries; and, focus on or support libraries and their missions. There is also a desire for clearer, stronger focus on the needs and interests of library workers, which suggests that a

comprehensive look at ALA may necessarily involve a close look at ALA-APA, and at potential funding mechanisms.

- Given the experience of many participants and the complexity of the organization, unsurprisingly one focus of attention was figuring out where to start. Which thread do you pull? Where are the innovative opportunities? Can we look at the question from an “issue perspective” not a “type of library perspective”?
- There was significant emphasis – echoed in internal (staff) discussions – about focus on advocacy, or perhaps on advocacy and education.
- There was strong focus on mindful, consistent relationship development – encompassing ALA Chapters and other state associations (e.g., AASL and ACRL-affiliated organizations, ALA Affiliates, and other organizations, both within ALA’s unique areas of focus and broader areas representing member values).
- In both the discussions on advocacy and on relationships, there is interest in stronger collaboration between ALA and chapters/state associations and in being able to act locally.
- Feedback echoed the Midwinter document’s focus on reduced complexity and reduced redundancy – but both complexity and redundancy are to some extent in the eye of the beholder. Comments included the need to “force prioritization,” “focus on what matters,” disband groups are “aren’t effective,” and shift to a more “as needed” structure, rather than so many standing bodies.
  - There is a perceived tension between resolving complexity/reducing or eliminating silos and the desire to find “my place,” “my home.” This tension will have to be addressed.
- Clarity in both structure and communications was a strong focus. Members want to “feel impassioned, invested, and relevant.” As was clear in the Kitchen Table Conversation findings, they want “clear pathways to engagement.” Other comments focused on member ROI; a collective and sustainable focus; a member-centric vs. member-led organization and enabling “complete and robust participation.”
- There is recurring interest in investing in IT – including the technology for “virtual” or digital participation and learning.

### **Moving Forward: 18-month timeline**

The question then is “what are the next steps?” While the Midwinter Meeting largely confirmed many aspects of the diagnosis, and suggested elements of a solution, the difficult work of negotiating a “solution” in a highly participative and complex organization, with interests that sometimes compete, remains to be done.

For that purpose, the Board wishes to retain a consultant. While consultants coming from the library arena, with ALA experience, will bring knowledge of ALA’s culture(s), consultants coming from the association arena will bring knowledge of the wide array of models among associations – and their relative success in achieving specified aims. Management and the Board recommend a consultant from the Association or nonprofit environment, knowledgeable in the variations and purposes of association governance structures. Given the

demands of the process, consultation and member facilitation of the change management process itself may be highly desirable. Since consultation with a deep understanding of current ALA organization and governance is also desired, the Board is recommending a Steering Committee to work closely with the outside consultant to guide what is likely to be a complex process, extending over 12-18 months, followed by an implementation phase.

A working calendar is outlined below – primarily to show the feasibility of the time frame proposed. It is highly likely that the specific approaches and intermediate steps within the timeline will change as ALA begins working with specific consultants and establishes the steering committee.

(1) Now – Through Annual Conference 2018

Conduct a series of facilitated focus groups or discussions built around some of the specific questions sitting behind many of the comments/concerns raised in both the Kitchen Table Conversations and at the 2018 Midwinter Meeting. These facilitated discussions will take place at ALA Annual and virtually. These may be structured around several “what if” scenarios, for instance:

- A shift from a structure largely based on standing committees to one largely based on as-needed groups, with a (small) core of “standing” committees.
- A shift from a “governance” model to an “engagement” model for many specialty groups, e.g. Round Tables. (see, for example, <http://growglobally.org/?p=1394>)
- A stronger ALA-Chapter/State Association structure.
- A different Board/Council composition/structure/relationship
- A potential change in or streamlining of the current ALA/Division relationship

(2) Annual Conference 2018 to Fall 2018 Board meeting

Based on feedback to date, work with consultant(s) to create multiple versions of a “new” ALA.

(3) 2018 Board Meeting to Midwinter 2019

Review scenarios at Fall Board meeting. Adjust scenarios based on Board feedback. Distribute adjusted scenarios for member/potential member feedback. Prepare discussion documents for 2019 Midwinter Meeting discussion.

(4) Midwinter 2019

Hold facilitated discussions (National Issues Forum-style discussions) at Midwinter 2019, aimed at identifying “common threads” in member response. The objective is to arrive at a “new ALA” model.

(5) Midwinter 2019-Spring 2019 Board Meeting

Prepare draft “new ALA” scenario (single) and related discussion materials for discussion at Spring 2019 Board meeting.

(6) 2019 Spring Board Meeting – 2019 Annual Conference

Adjust scenario and related materials based on Board discussion. Distribute widely for consideration prior to the 2019 Annual Conference.

(7) 2019 Annual Conference

Hold series of facilitated discussions on proposed model. Continue to develop model, based on feedback.

(8) 2019 Annual to 2020 Midwinter Meeting

Develop action document(s) for Council/membership. Develop potential implementation plan/schedule. Develop FAQ.

(9) 2019 Annual to Spring Election

Share information widely. Schedule online discussion sessions. Develop spring ballot materials. Refine implementation plan based on feedback.

Spring 2020 Election and forward.

Based on Spring 2020 election plan, begin implementation.

### **Guiding the Process**

2017-2018 ALA President Jim Neal has committed to leading this process through to completion – at least completion of the design and initial decision process. Vice President / President-elect Loida Garcia-Febo has already indicated that President Neal will continue in an oversight/leadership role after his presidential term ends in 2018. The Executive Board has approved this structure to guide the process.

**Executive Oversight Group:** Jim Neal (2017-2018 ALA President; Past President, 2018-2019)  
Mary Ghikas (ALA Executive Director)  
TBD, Steering Committee Chair  
Consultant (s)

**Steering Committee:** Executive Board (2) (including Chair)  
Council (2)  
Division Leadership (2)  
Round Tables (1)  
Chapters (2)  
ALA Ethnic Affiliate (1)  
Emerging professional (e.g. NMRT, Emerging Leader, Spectrum Scholar) (1)  
At-large (1)  
ALA Staff (1)

There should be significant attention to diversity of all types – including diversity in length of membership – in forming the steering committee.

This work is also taking place within the context of multiple “streams” of change (see Appendix 2). It will be important for the Board, Management and, to a lesser extent, the Steering Committee to remain aware of these additional change streams and to consider their potential impacts.

## APPENDIX 1: Council and PBA feedback on Organizational Effectiveness discussion

A consolidated view of the written feedback forms was processed using Voyant analysis tools. This tool created the following Wordle-like graphical representations. It's clear that the feedback received puts members, library works, and the health of the organization at the center of our thinking. While the feedback and the analysis tools don't generate automatic answers to our problems, they do shed light on a path forward.

### We will...



### in order to...



so that...



## APPENDIX 2: Concurrent Activities

### Operational Report on Concurrent Activity

There is significant ongoing change activity. Any or all of these may impact or be impacted by the Governance Review. Again, this suggests close involvement by the ALA Executive Board as well as Management. The Board is the only single group with a reporting relationship through staff leadership to all of these activity streams. These activities place a significant, ongoing burden on both the Board and Management to remain cognizant of all change streams, to identify the connections between them and to articulate potential impacts. The Executive Oversight group and the Chair of the Steering Committee—both comprised of Board members—will ensure maintenance of these connections.

#### 1. Membership and Communications Study

Avenue M – a Chicago-based company with significant association experience – has been awarded a contract to complete two related studies. The Goals and Outcomes outlined in the original RFPs are as follows, in brief:

##### Membership

- Identify barriers that prevent individuals from joining and renewing.
- Recommend alternative membership models that might better respond to the needs of current/prospective members, including membership types, dues amounts and associated member benefits.
- Refresh and refocus the membership messaging framework and value propositions.
- Recommend strategies/tactics for improving member engagement.
- Propose new/evolved staff positions/consultants to expand ALA's member-focused expertise/abilities.

##### Communications

- Develop an overall, high-level strategy leading to more consistent, higher quality communications.
- Refresh and refocus the messaging framework.
- Suggest ways to leverage existing staff, e.g. capitalize on specific skills/expertise, change/clarify roles; improve coordination and collaboration across units.
- Suggest new positions/consultants to expand ALA's capabilities and expertise.
- Prioritization or other considerations ALA should make regarding specific types of communications.

Based on work done during the process set up to select one or more firms, it became clear that these two studies were closely related – and that outcomes might be improved by combining them. A cross-association staff committee was formed for the selection process and will work with the consultant; remote ALA offices (including both Washington Office and United for Libraries) are involved, as well as Chicago-based units, both General Fund and Divisions.

It will also be essential to keep this consulting firm updated on the Governance Review status.

#### 2. Internal Reorganization

The necessity for internal reorganization was signaled by Management in discussions with the ALA Executive Board at the Fall 2017 Meeting. Reorganization is essential to (a) permit reallocation of scarce staff resources to critical development areas – including IT, Development and Advocacy – and to (b) support changing workflows and new approaches in critical mission areas. The ALA General Fund has lost 49 positions since the 2008 recession. (Experience in the Divisions varies significantly from division to division.) While changes are still very much in process, the following shifts have been made and have been incorporated into the proposed budget:



- ALA will run with one fewer Management position in the General Fund. With Cathleen Bourdon's (Associate Executive Director, Advocacy and Member Relations Department) retirement in July 2018, Lorelle Swader has been appointed Associate Executive Director, ALA Offices and Member Relations, taking the budget line previously occupied by Mary Ghikas.
  - AED-OMR reporting group: ALA Library & Research Center, ALA Public Programs Office, ALA Member and Customer Service, ALA Membership Development, ALA Office for Accreditation, ALA Office for Diversity/Literacy/Outreach, ALA Office for Human Resource Development & Recruitment, ALA Office for Intellectual Freedom; ALA-APA.
    - Danielle Alderson will remain in the new Offices and Member Relations Department, taking on Round Table liaison, with the aim of increasing consistency in information delivery.
  - The ALA Office for Library Advocacy will report to Kathi Kromer, AED ALA Washington Office; personnel in that office will remain in Chicago.
  - Other positions in both the AED, AMR and Senior AED, MPS reporting lines will shift to or remain with the ALA Executive Director: ALA International Relations Office/Chapter Relations Office, ALA Communications and Marketing (currently Public Awareness Office), ALA ITTS, ALA Conference Services, ALA Divisions. The Governance Office, Development Office and Center for the Future of Libraries were already reporting to the Executive Director, along with the Senior Managers (AEDs) in Finance, HR, Marketing, Washington, and now OMR. Additional future changes should be anticipated.
    - With the departure of Jeff Julian, the Public Awareness Office will become ALA Communications and Marketing.
- The ALA Library and ALA Office for Research have been combined. There is a combined staff of 3 (vs. 5 previously), including 2 librarians and 1 library assistant. The focus of the reorganized unit will be special library services in support of ALA and its members, research guidance (e.g., for ALA groups wanting to survey members), and research review and curation (e.g., reports such as *The State of America's Libraries*). Significant research projects will require contractual services.
- The ALA Governance Office will work with a staff of 3 (vs. 4.5 previously). This will require process streamlining, as well as effective collaboration between staff and member leaders.
- Reallocated positions have been shifted in the proposed FY2019 budget to ITTS and Development. The ALA Washington Office has made internal shifts, reducing from 3 groups to two; positions have been shifted within the ALA Washington Office.
- Additional changes are probable as Management seeks to address the needs in areas such as IT and Marketing, and as the outlines of recommendations related to Membership, Communications and Organization Review become clearer.

Internal changes made to date are generally "neutral" in their impact on both the membership/communications study (just beginning) and the ongoing organizational review. That is, there is no particular "solution" or set of recommendations assumed by any change to date. There is, however, an underlying assumption that some improved level of organizational simplicity and clarity must be achieved.

### 3. Aligning Advocacy and Stronger Chapter/State relationships

ALA has a long and honorable history of work at the national policy level, focusing on areas including appropriations, copyright, first amendment-related issues (including privacy), government information, and telecommunications (particularly as it pertains to equitable and open access to information). Over many decades, ALA has developed the critical top-level infrastructure needed to focus and support this work: the ALA Committee on Legislation and its related subcommittees, the ALA Washington Office; a range of national-level collaborations; an extensive and constantly evolving series of policy statements.

From its inception, ALA's governance structure has also recognized the critical role of state and regional associations. ALA current has 57 Chapters, representing all U.S. states as well as the District of Columbia, Guam, the U.S. Virgin Islands, and regional library associations in the Mountain Plains, New England, Pacific Northwest and Southeastern regions. In addition, the AASL Affiliate Network includes 48 organizations representing school librarians, of which nine are part of an ALA Chapter, 38 are separate from ALA's chapters, as is one "regional" affiliate (New England). ACRL also has 44 chapters, of which 13 are separate are separately incorporated, and the remaining 31 are part of the state association. While each of these individual (and legally-separate) associations has its own mission, each has at its core the support of libraries and the people who work in them, and the essential roles they play in their communities, universities and schools. Governance links with ALA are currently situated in ALA Chapter representation on the ALA Council, as well as in the ALA Chapter Relations Committee, in the AASL Affiliate Assembly, and the ACRL Chapters Council.

Across the Association, as members and staff worked together to achieve or advance the mission of the Association, other collaborative groups, often informal, have evolved. These include such groups as the network of statewide intellectual freedom committees (ALA Office for Intellectual Freedom) and others.

Internally, chapters and state affiliates have developed state legislative committees. Looked at collectively, this array of groups represents significant power – both realized and potential – to affect change for libraries and for the communities, schools, universities and businesses they serve.

Over the past decade, this wide array of state and regional groups has been supported by the ALA Office for Advocacy, working with the Chapter Relations Office and other ALA groups -- including the ALA Office for Intellectual Freedom and AASL, among others. OLA is guided and supported in this work by the ALA Committee on Library Advocacy. As at the national level, work is guided by an evolving series of policies, ranging over the breadth of the Association's interests. Advocacy training has been a core focus.

This current structure has been effective in responding to a broad range of initiatives and crises, from local to national. The present political and social environment, however, presents extreme challenges – challenges for which libraries, library people and the collaboratively-developed values of ALA and its members offer responses situated in both the shared and the unique needs of each community, campus and school.

#### **Proposal for a Ground-Up Advocacy Structure**

**Summary Proposal: That ALA build – over the next 5 years – a national network of key advocates, at least one in each Congressional district, supported by ALA core resources in both Chicago and Washington DC, linked to and collaborating with – but not subsuming – the state networks existing within the various states, as well as a variable array of other ALA-based (or state-based) special focus networks.**

This network structure will build on – and more effectively utilize – ALA's most significant strength: a national membership reaching into communities of all sizes and characteristics, supported by core resources – including governance structures, staff and communications infrastructure. This network structure will ground ALA's

advocacy in community-based relationships and knowledge, and also magnify that impact through the network and through national communications. This recognizes a key factor: While ALA and the library ecosystem are bound together by essential values and a fundamental belief in the importance of libraries to learning, libraries themselves are rooted in a local community – whether it be large or small – that shapes their application of broad principles and that is, in turn, shaped by the library.

Basing a national advocacy structure firmly on this local base is an approach to stability in an increasingly unstable world. It strengthens the focus on local relationship-building, providing a solid foundation for national advocacy while strengthening libraries at the local level.

#### The National Network:

Key to the development of the network is the designation of a “Key Advocate” in each of the 435 Congressional District in the U.S. and the development and maintenance of a communications network that links each of them with core resources and each other, and with other networks and advocates within the district. Specifying a “key” advocate in each district creates a national network that is manageable in size. Connecting the national network to a state/local and specialized networks builds a rich environment in support of libraries and library workers, encourages the development of strong local ties – which benefits not only ALA and its national advocacy interests but individual libraries and state and local interests.

The proposed national network largely builds on (a) ALA’s strengths, (b) the collaboration of ALA Chapters and other statewide organizations and (c) the ground-up strategy that has been successful for a broad range of national organizations. It also builds on the often-expressed desire of many ALA members to be able to learn, network and participate locally -- and still feel like an essential and active part of a national association.

#### Key Advocate (ALA member)

The critical roles of the key advocate are:

- Receive information policy and other related resources from ALA. These may include background documents on library funding, information policy issues, intellectual freedom and privacy or other “values” issues. Background materials are developed by the ALA Washington Office, Office for Intellectual Freedom, Office for Library Advocacy, Office for Diversity, Literacy and Outreach, and others, as appropriate to the issue being raised.
- Receive information on training, including training from the ALA Washington Office, Office for Library Advocacy and others, as appropriate.
- Build a relationship at the Congressional District Office level – to benefit your library and other libraries in the District (in collaboration with others at the local and state level) and to support national advocacy. The first priority is to be sure that District Office staff (and the Congressional representative if possible) understand what the library(s) in the District do/can do for the District – the community at large, students of all ages, seniors, businesses, etc. – and what they need to be even more successful for their community. The second priority, necessarily building on the first, is to advocate on funding and issues relevant to all/many libraries.

- Build relationships with other advocates in the District. Share background and training information where you can. Be known as an individual who is likely to have information and tips to share.
- Contribute stories illustrating library impact on the community/campus/school/business – and the members of that “community,” however defined. (see ALA role – CRM)
- Alert ALA when issues arise within your District.
- Attend statewide legislative days, ALA’s national legislative days and other state and national events – when it is possible for you.

### ALA Resource Hub

Critical ALA roles are:

- Maintain a current and open relationship with ALA Chapters, other statewide library groups (e.g., AASL Affiliates), other national groups within the library ecosystem, to enable collaboration on a broad range of issues, at various levels, depending on the mutual interests of the impacted organizations.
- Provide appropriate background documents, working with other groups as appropriate.
- Provide varied training and educational resources. Training events/products may be offered at no-charge, on a direct cost-recovery basis or on a revenue basis to support other functions. There will be a mix available, depending on the intensity and duration of training, the scope, the costs involved and other factors.
- Implement and maintain a CRM – software designed to track and support relationships. The CRM will enable ALA to capture information that is valuable in the advocacy process that cannot currently be contained in ALA’s association management system. The CRM will also enable ALA to maintain the network structure – the web of relationships. CRM packages currently being used extensively in the association environment already include APIs or web services to enable connections to the various association management systems (like ALA’s iMIS) currently being used. The CRM can/should include relationships within ALA (using the iMIS link) – and relationships that extend beyond ALA.
- Provide a point of contact – a primary staff contact – and core resource contacts for the “Key Advocate” in each District.

### State Networks

The ALA’s national advocacy network will work most effectively if developed collaboratively with the ALA Chapters and other statewide networks. In some states, there will be a single chapter. In others, there may be multiple groups. Some states will also be participants in regional associations.

To use one example:

Ohio has 16 Congressional Districts – and in the same geography 33 State Senate Districts and 99 State Representative Districts. There are 3 primary statewide associations:

- The Ohio Library Council is the official ALA Chapter. Its focus is on public libraries.
- The Ohio Educational Library Media Association is an AASL Affiliated association focused on school libraries.
- The Academic Library Association of Ohio is an ACRL affiliate, focused on academic libraries.

### Other National and State Networks

Within most states, there will also be other networks. Staying with the Ohio example, for instance, there is an Ohio Health Sciences Library Network. While not within ALA’s core membership area, health sciences library networks – to use just one example – may be valuable allies on certain issues and have a shared focus on the well-being of the community. ALA itself has developed other networks. The network of State Intellectual Freedom committees and supporters is a significant example.

### Local Groups

At the local level, Boards of Trustees and Friends are fundamental to state and national advocacy. United for Libraries, an ALA Division, provides extensive resources to support local groups, as well as training and networking.

### Implementation

ALA has many members who have expressed interest in engaging with their communities and advocating on behalf of their library and community. Many have engaged in professional development and training that provides a foundation in process and theory for this work. This base of interested and informed members is a significant national asset. Examples of contributing groups and programs are:

- Over 700 individuals in 15 states, plus the 2018 Midwinter Meeting and a New England regional group, have participating in Advocacy Boot Camps, developed and delivered by the ALA Office for Library Advocacy and the ALA Office for Intellectual Freedom. There are Boot Camps scheduled in 5 more states.
- Over 2,000 libraries or other organizations nationwide have participated in training focused on “turning outward” to the community and its needs, using a variety of methodological approaches, in trainings coordinated and delivered by the ALA Public Programs Office.
- Over 9,000 libraries and library staff are currently signed on to and active participants in the Libraries Transform campaign.
- Thousands of libraries and library staff have participated in major PLA programs (funded by the Bill & Melinda Gates Foundation) that focused on developing skills to tell the library story and to build local networks to support libraries. (Turning the Page, Project Outcome and others)
- On average, over 400 individuals participate annually in the ALA Library Legislative Day, organized and facilitated by ALA’s Washington Office. Many others participate virtually.
- 12 carefully-selected individuals – spread across the country – participated in the initial class of the Policy Corps, sponsored by 2017-18 ALA President Jim Neal, the ALA Washington Office and ALA Divisions. <http://www.ala.org/advocacy/ala-policy-corps>
- Still others are active participants in various state Intellectual Freedom Networks.

- Yet others – some of whom will be ALA members – are active in state legislative committees and other groups.

On the ALA staff side of the equation, two connected groups will take the coordinating responsibility: the ALA Washington Office (in DC) and the ALA Office for Library Advocacy (in Chicago). Support will also come from the ALA Chapter Relations Office; the Office for Intellectual Freedom; Office for Diversity, Literacy and Outreach Services; the ALA Public Awareness Office; United for Libraries; AASL; ACRL; and, PLA.

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### Potential Governance Review Impact

Current modeling assumes the continued, important participation of current ALA committees: The Committee on Legislation, the Committee on Library Advocacy, and the Public Awareness Committee. Interaction between these core committees would be highly desirable. Other groups may be involved selectively in relation to specific issues or concerns – e.g., the Intellectual Freedom Committee, Committee on Diversity and ALA Divisions.

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While planning is in the early stages, and still requires extensive consultation, two specific recommendations are currently being considered.

- Based on the experience of a variety national advocacy organizations which successfully manage ground-up networks, individual staff will be assigned “primary” responsibility for specific geographic pieces of the network, to support relationship and knowledge-building.
- Development of an initial “proof of concept” approach in 4-6 states is recommended. These should involve both states with full-time ALA State Chapter staff and states without.

Member surveys have consistently shown a desire by members to participate in ALA – but to do so more locally. This is responsive to that interest. As this work moves forward, however, there remain questions to be explored:

- What is the potential impact on membership structure and participation?
- Will this approach—as we think likely—drive deeper engagement with the Association?
- Can we create and curate both free and fee content to support continual development?
- Where will we need to develop additional internal/external organizational and communications protocols to guide a dispersed network?

## APPENDIX 2: Midwinter 2018 Discussion Document (with 6 additional appendices)

### American Library Association Organizational Effectiveness Discussion

2018 Midwinter Conference – Denver, CO

In the November/December issue of American Libraries, ALA President Jim Neal called on members of the association to consider the 21<sup>st</sup> century effectiveness and agility of an organization whose constitution, bylaws, and policies date back over 140 years. President Neal suggested a review of ALA's organizational effectiveness with the goal of revitalizing the association.

A process of review must incorporate the perspectives, interests, and contributions of a wide variety of stakeholders and affiliated groups. It must be mission-driven and embrace our core values. It must focus on member development and engagement, and on encompassing the complexity of voices that enrich ALA. -Jim Neal, *American Libraries*, Nov. 1, 2017

The ALA Executive Board calls upon ALA Council, Committees, Round tables, Divisions, and the myriad of Communities of Practice inside and outside the association to consider what it would take to align ALA's organizational structure, policies, and rules with the Association's 21<sup>st</sup> century values, key action areas, and strategic directions.

The Executive Board is indebted to the excellent work of the Library Leadership and Management Association Division (LLAMA) whose recent re-organization helped create some guiding principles and templates for an ALA-wide effort.

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#### ALA's Mission

"To provide leadership for the development, promotion and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all."

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## Guiding Principles of Our Work

1. We will build upon ALA's strengths
2. We will focus on ALA's Strategic Directions—Advocacy; Information Policy; Professional & Leadership Development; Equity, Diversity, and Inclusion
3. We will enable open, flexible, and easy member engagement
4. We will simplify and streamline process
5. We will ensure a governance and coordinating structure that enables members and staff to be effective, engaging in meaningful and productive work
6. We will empower member engagement
7. We will adopt a new mindset
8. We will optimize use of ALA staff time
9. We will experiment and try new approaches; we will learn from our experiences and be intentional about assessment
10. We hope to be a model of innovation for professional associations

## Why Address ALA Governance, Bylaws, and Policies?

1. Members are confused by the structure and feel disconnected from the association.
2. New members are equally confused and intimidated by ALA's monolithic structure and practices that favor established, well-connected, and well-funded members. They don't see entry points for participation and question the value of membership.
3. ALA has suffered significant membership declines since the 2008 recession, falling 17% from 2008 numbers of 61,262 personal members to 50,570 personal members in December 2017 (these numbers do not include organizational and corporate memberships, which put the overall decline at 13%).
4. Employment in the library sector (defined by the Bureau of Labor Statistics) declined by approximately 15% between 2007 and 2013 - a loss of 60,000 jobs, of which 20,000 were degreed librarians.
5. The structure has become overly complex:
  - 37 ALA and ALA Council Committees
  - 29 Round Tables and Member Interest Groups
  - 56 Chapters, 27 Affiliates, and 4 Related Groups
  - 11 Divisions with their own Committee, Section, Task Force, and Community of Practice structures



6. The ALA Constitution, Bylaws, and Policy Manual that govern our process and organizational procedures have not kept pace and are misaligned with ALA Core Values, Strategic Directions, and Key Action Areas.
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## ALA Council Discussion

For the purposes of discussion, Council members should consider three aspects of reorganization—**Goals, Specific Activities or Actions, and Expected Outcomes**. It's best if the actions and outcomes are aligned.

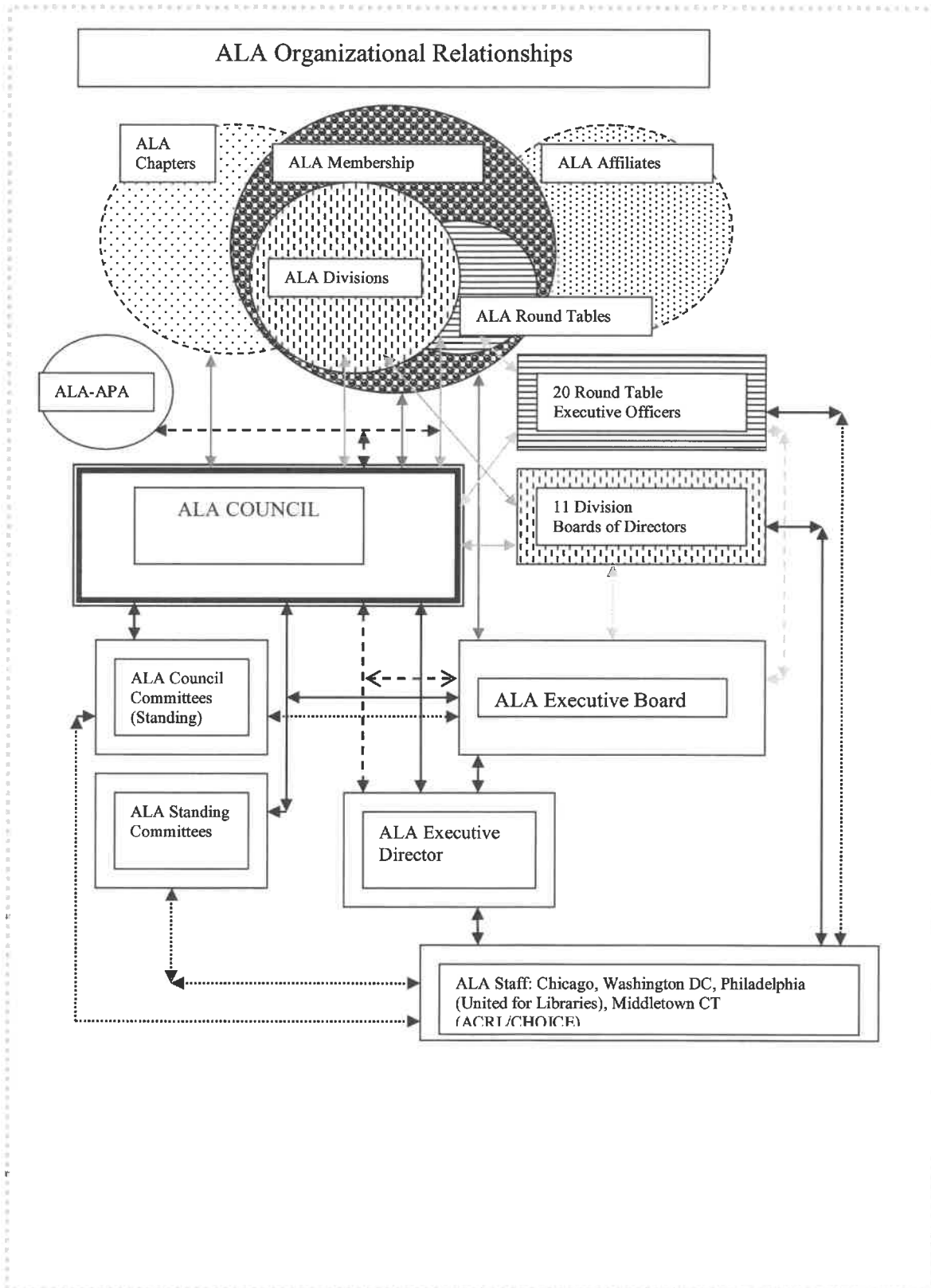
### Discussion Questions

1. What does our ideal organization do?
2. What does our ideal organization look like?
3. What are 3 ways we can get there?

Using the above questions, fill in the blanks for your 3 ways we can attain our ideal organization:

"We will do \_\_\_\_\_, in order to \_\_\_\_\_, so that \_\_\_\_\_."

## APPENDIX 1 - ALA Organizational Relationships



## **APPENDIX 2 - ALA and ALA Council Committees**

### **ALA COMMITTEES**

Accreditation  
American Libraries Advisory  
Appointments  
Awards  
Chapter Relations  
Conference  
Constitution & Bylaws  
Diversity, Literacy, & Outreach Services Advisory  
Election  
Human Resources, Development & Recruitment Advisory  
Information Technology Policy  
Literacy  
Membership  
Membership Meetings  
Nominating  
Public & Cultural Programs Advisory  
Research & Statistics  
Rural, Native, & Tribal Libraries of All Kinds  
Scholarship & Study Grants  
Training, Orientation, & Leadership Development  
Website Advisory

### **ALA COUNCIL COMMITTEES**

BARC  
Committee on Committees  
Committee on Diversity  
Committee on Education  
Committee on Legislation  
Committee on Library Advocacy  
Committee on Organization  
Committee on Professional Ethics  
Committee on the Status of Women in Librarianship  
Council Orientation Committee  
Intellectual Freedom Committee  
International Relations Committee  
Policy Monitoring Committee  
Public Awareness Committee  
Publishing Committee  
Resolutions Committee

## APPENDIX 3 - ALA Divisions, Round Tables, and Member Interest Groups

### Divisions

American Association of School Librarians (AASL)  
Association for Library Collections and Technical Services (ALCTS)  
Association for Library Service to Children (ALSC)  
Association of College & Research Libraries (ACRL)  
Association of Specialized & Cooperative Library Agencies (ASCLA)  
Library & Information Technology Association (LITA)  
Library Leadership & Management Association (LLAMA)  
Public Library Association (PLA)  
Reference & User Services Association (RUSA)  
United for Libraries (Trustees, Friends, Foundations)  
Young Adult Library Services Association (YALSA)

### Round Tables

Ethnic & Multicultural Information Exchange Round Table (EMIERT)  
Exhibits Round Table (ERT)  
Federal and Armed Forces Libraries Round Table (FAFLRT)  
*(At the 2018 MW, ALA Council approved the dissolution of the Federal and Armed Forces Libraries Round Table, FAFLRT, and its subsequent merger with the Association of Specialized and Cooperative Library Agencies, ASCLA, to form the Association of Specialized, Government, and Cooperative Library Agencies, ASGCLA. The anticipated merger date is September 1, 2018.)*  
Games & Gaming Round Table (GAMERT)  
Gay, Lesbian, Bisexual, and Transgender Round Table (GLBTRT)  
Government Documents Round Table (GODORT)  
Intellectual Freedom Round Table (IFRT)  
International Relations Round Table (IRRT)  
Learning Round Table (LearnRT, formerly CLENERT)  
Library History Round Table (LHRT)  
Library Instruction Round Table (LIRT)  
Library Research Round Table (LRRT)  
Library Support Staff Interests Round Table (LSSIRT)  
Map and Geospatial Information Round Table (MAGIRT)  
New Members Round Table (NMRT)  
Retired Members Round Table (RMRT)  
Round Table Coordinating Assembly  
Social Responsibilities Round Table (SRRT)  
Staff Organizations Round Table (SORT)  
Sustainability Round Table (SustainRT)  
Video Round Table (VRT)  
*(During the 2018 ALA spring election, the VRT membership voted to change its name from Video Round Table, VRT, to Film and Media Round Table, FMRT.)*

### Member Interest Groups (MIGs)

Diversity  
Entrepreneurship and Maker Spaces  
Graphic Novels & Comics in Libraries

Librarians Build Communities  
Libraries Foster Community Engagement  
Programming Librarian Interest Group (PLIG)  
STEM in Libraries  
Virtual Communities and Libraries

## APPENDIX 4 - ALA Chapters, Affiliates, & Related Groups

### ALA AFFILIATES

American Association of Law Libraries

American Indian Library Association

Association for Information Science and Technology

American Theological Library Association

Art Libraries Society of North America (ARLIS/NA)

Asian/Pacific American Librarians Association

Association for Library and Information Science Education

Association for Rural and Small Libraries

Association of Bookmobile and Outreach Services

Association of Jewish Libraries

Association of Research Libraries

Beta Phi Mu

Black Caucus of ALA

Catholic Library Association

Chinese American Librarians Association

The Joint Conference of Librarians of Color

Latino Literacy Now

Library and Information Association of New Zealand Aotearoa

Medical Library Association

Music Library Association

National Storytelling Network

Online Audiovisual Catalogers

Georgia Library Association

Hawaii Library Association

Idaho Library Association

Illinois Library Association

Indiana Library Federation

Iowa Library Association

Kansas Library Association

Kentucky Library Association

Louisiana Library Association

Maine Library Association

Maryland Library Association

Massachusetts Library Association

Michigan Library Association

Minnesota Library Association

Mississippi Library Association

Missouri Library Association

Montana Library Association

Nebraska Library Association

Nevada Library Association

New Hampshire Library Association

New Jersey Library Association

New Mexico Library Association

New York Library Association

Patent and Trademark Resource Center Association

ProLiteracy Worldwide

REFORMA

Seminar on the Acquisition of Latin American Library Materials

Theatre Library Association

**ALA RELATED GROUPS**

ALA Allied Professional Association

Freedom to Read Foundation

Merritt Humanitarian Fund

Sister Libraries

**ALA CHAPTERS**

Alaska Library Association

Arizona Library Association

Arkansas Library Association

California Library Association

Colorado Association of Libraries

Connecticut Library Association

Delaware Library Association

District of Columbia Library Association

Florida Library Association

Guam Library Association

North Carolina Library Association

North Dakota Library Association

Ohio Library Council

Oklahoma Library Association

Oregon Library Association

Pennsylvania Library Association

Rhode Island Library Association

South Carolina Library Association

South Dakota Library Association

Tennessee Library Association

Texas Library Association

Utah Library Association

Vermont Library Association

Virgin Islands Library Association

Virginia Library Association

Washington Library Association

West Virginia Library Association

Wisconsin Library Association

Wyoming Library Association

Mountain Plains Library Association (MPLA)

New England Library Association (NELA)

Pacific Northwest Library Association (PNLA)

Southeastern Library Association (SELA)

## APPENDIX 5 - ALA Kitchen Table Conversations

### ALA Kitchen Table Conversations: Narrative Summary – Midwinter 2017

Beginning at the Annual Conference 2013, ALA has held a series of kitchen-table style conversations, to increase our understanding of member and attendee aspirations for the “ALA community.” Feedback from those conversations has been summarized in narrative form and shared back with members of the community. Each successive cycle of conversations has contributed to this shared or **public knowledge**.

*People want a welcoming, inclusive, engaged, relevant and supportive organization. But they're concerned that ALA's complexity makes it difficult to navigate and that ALA needs to be more welcoming to new members and new ideas. As people talk more about these concerns, they talk about silos, having too many choices and too much “noise,” and about bureaucracy. They say we need to concentrate on building relationships and on developing a sense of community; we need more focus; and we need to continue the conversations.*

*They say members need flexible ways to participate meaningfully and that ALA should be a “safe place” to learn and grow. If we **worked on this together** – ALA leadership, Division leadership, Round Table leadership, and staff – **they would be more likely to trust the effort and step forward to help**. People are more likely to trust leaders who can work together collaboratively in stressful times. Overall, people believe we are stronger together and have more in common than we realize; but, at the same time, they want their differences heard and acknowledged. (Fall 2014)*

By June 2015, these themes were still important. Conversation participants noted that the kitchen table conversations are helping. Conversations notes indicate they know that ALA is listening and taking action, and change is beginning to happen. There was also acknowledgement that given the size and complexity of the ALA community, change will happen in different places and at different rates as community members work together. Sharing stories of progress and lessons learned will be essential to moving the whole community forward. People indicated that they have a sense of hope and recognize that their aspirations require big change – and big changes take some time.

In the June 2015 conversations in San Francisco and January 2016 in Boston, participants were asked to be very specific about ways that would help members connect and engage more simply. Several major themes or “findings” emerged. The following “Finding Statements” summarize each of those themes.

**Finding Statement 1:** People who have found their place in the ALA community frequently reference the importance of a mentor or experienced peer in their engagement process:

- Participants recognized that mentoring every member is not a feasible goal, but substantive connections with peers, welcoming them to the ALA community, are desired.

- People talk about the moment they found their community within the ALA membership and how energizing that is. Once they find their first community, they see opportunities to connect with other ALA groups. This metaphor suggests the importance of the pathways priority described above.
- The more membership opportunities are tailored to the member, the more welcoming the association feels. For targeted communications to happen, members are willing to provide additional personal communication.
- Greater transparency in the committee appointment process and access to committee work opportunities are desired.

**Finding Statement 2:** Members are also looking for more direct relationships with staff across the organization.

- There is a lack of understanding about what specific ALA staff do (aside from conference planning).
- Recognizable staff help give members a greater sense of access.
- ALA staff are accessible, easy to approach.

**Finding Statement 3:** Some members don't feel they are on the membership map in a meaningful way (e.g., paraprofessionals and library support staff, the unemployed and job seekers, consultants) and are searching for their pathways to participation.

- "We could use more round table dedication to support staff and more mentoring among non-librarians around ALA, career development within specific contexts, being respectful of career choices and why some people don't want to get an MLIS."
- Participants urged more attention to those in "less traditional job paths," including more inclusive language, inclusion on "drop-down" menus and wider participation pathways. These were also mentioned in relation to job seekers, free-lancers and support staff.
- Find ways to integrate chapter members; to bring them into ALA membership.

**Finding Statement 4:** People want to be more personally engaged but are unsure about how to make the connections between themselves, the organization, and the field.

- We need more stories about libraries having [community] conversations that made a difference; doing things differently – and the results (what changed).
- Reporting out on the Kitchen Table Conversations will help advance the change conversation.
- Specific outreach to library school faculty may help with perceptions of ALA and pathways to engagement for members.
- "Help us navigate." What are the priorities? What should we pay attention to across our various interest groups?
- Participants recognized there is a "lot of CE out there," but also believe that ALA "hasn't done a great job integrating it." It does not seem to them to be well coordinated. There doesn't appear to be a "CE plan." Participants wanted more structure, more depth and less "scattershot."
- Involvement in ALA should not be equated with serving on a committee. There should be multiple ways to contribute.
- There is interest in more venues for informal connection and social activities.
- Try pre-recorded welcome & orientation webcasts for new members to access – ALA and Divisions.
- Can we consider holding KTCs in an "open area" – e.g., the Uncommons – rather than a closed group – so people could "drop in"?



**Finding Statement 5:** People acknowledge the changes within ALA but they don't quite see a clear direction yet. They value the variety of perspectives. They see a need to balance institutional memory and future forward change.

- The feedback loop is critical.
- Many people are trying – but it sometimes seems like “throwing spit balls and seeing what sticks.”
- “We need to hold together or we’re all going to fall apart.”
- “I like ALA because I like to stretch out and get perspective that I would never get in my tiny little bubble.”
- We need to do a better job of reporting out about the conversations.
- A positive cultural change in ALA Council was noted -- “more respectful and mission aligned.”

**Finding Statement 6:** When asked about sharing personal information “upfront” in order to get targeted information more quickly, responses are ambivalent.

- Privacy is a clear concern.
- “Fraught relationship with vendors.”

**Finding Statement 7:** There is a strong consensus that a “simpler” ALA would be desirable – but not yet a clear consensus around what “simpler” would look like.

- Persistent use of acronyms is “off-putting.”
- There is a lot of duplication and fragmentation.
- Various parts of the Association aren't familiar with what the other parts are doing.
- We need to think of the organization “like a Prezi presentation.”
- “Integrate the organization of ALA into the information architecture of the website.” Make it graphical if possible.
- All relevant information should be linked in one place.
- More standardization – including pricing.
- Make it easier to get involved.
- Create clear pathways to leadership.
- Provide a “snapshot” of ALA organization.
- Consider a password that isn't the membership number.
- There is a sense of not knowing “the rules” – of conference, of ALA.

In the Midwinter 2016 cycle of Kitchen Table conversations, participants were asked to be very specific about ways they believe ALA can be more “welcoming, inclusive, engaged, relevant and supportive.” Some additional themes are “finding statements” emerged.

**Finding Statement 8:** Community building is a critical, ongoing activity.

- Members see in the ALA Community a way to “move the profession forward continuously.”
- We should work more closely with graduate LIS programs, with a clear plan for communication and integrating students into the profession.
- The Kitchen Table Conversations are positive. They should be easier to stumble across.
- Acronyms are barriers to someone seeking to enter the community.
- We should consider doing “virtual” Kitchen Table Conversations – so more members can participate.

- Members of the ALA Community like feeling “a part of something bigger.”
- Members want a “community of friends.”
- “Members need to be stakeholders.”
- “We need to hold together or we’re all going to fall apart.”

**Finding Statement 9:** There needs to be a pathway to participation and leadership for every member.

- There needs to be a clear process that is accessible to all members, “an even path for all members.”
- ALA’s organizational diversity is a strength – but also creates confusion.
- There is “too much duplication and fragmentation now.”
- “I need a snapshot of how ALA is organized.”
- We need to “go to” place for new members at conferences.
- It’s too hard to find all the information you need to work within ALA. “Seems like everything is in different places.”
- Leadership training is inconsistent.

**Finding Statement 10:** We need to balance face-to-face and virtual connection and community building.

- ALA needs to help employers see the value in supporting participation.
- Differences between groups make it hard to work.
- Sometimes when groups decide not to meet at conferences, people who had participated feel they lose connection. At the same time, people understand that many people aren’t able to participate face-to-face, at least not consistently. Some bridging is desired.
- Hold a digital Activities Fair.
- There are still barriers to digital participation – inconsistent quality and content, different platforms, lots of “red tape,” lack of coordination across units.
- The website should help members understand the organization.

At the 2017 ALA Midwinter Meeting in Atlanta, there will be four Kitchen Table Conversations. They will focus on a key aspect of inclusion: accessibility for people with physical, mobility, visual, auditory or cognitive disabilities. How do we create products, services and environments that are usable by people with the widest possible range of abilities, so that people with disabilities may participate fully in the life of the ALA community?

1-24-2015mg

5-3-2016mg

1-14-17mg

## APPENDIX 6 - ADDITIONAL RESOURCES

ALA Constitution - <http://www.ala.org/aboutala/governance/constitution/constitution>

ALA Bylaws - <http://www.ala.org/aboutala/governance/constitution/bylaws>

ALA Policy Manual - <http://www.ala.org/aboutala/governance/policymanual>

[ALA OrgChart](#)

[LLAMA Reorganization Information](#)

- LLAMA 101 Presentation (LLAMA 101 Presentation.ppt)
- LLAMA Task Force – Guiding Principles (LLAMA - TF Guiding Principles.doc)
- LLAMA Town Hall Reorg Handout (LLAMA - MW17 Reorg Town Hall Handout.doc)

18 June 2018

Dear New England State Library Association President,

The New England Library Association is pleased to announce the New England Library Leadership Symposium (NELLS) 2019 is in the early planning stages. The NELLS program has continued to grow stronger since its inception in 2003. We have provided leadership training to 213 emerging library leaders and mentors from all over New England. Designed to foster and develop leadership skills for library staff who have less than 15 years' experience in libraries, NELLS has become one of the premier leadership training programs in the nation.

In 2019 we hope to attract more and more diverse candidates from all six New England states, and work cooperatively with the State Associations and affiliated organizations to select another excellent class of NELLS participants. NELA's primary contact is through the State Associations and the State Representatives to the NELA Board.

The intent of this letter is to explain the NELLS process, and clarify the timeline for NELLS 2019 applications, acceptances and payments.

- NELLS is held every other year (in odd numbered years.) It is supported by all six New England states and the goal is to help develop leaders who will assume active roles in state, regional, and national library organizations. In 2003, each state committed \$2,000 as a base payment to fund NELLS. Some states paid in installments (\$1,000/year); others chose to pay in a single fiscal year. In some states, agencies, other than the State Association, provided the funding. For 2019 NELA is requesting that each state make a contribution of \$2,000.
- The base funding from the states provides the base of the overhead costs for NELLS and participant tuition provides the remainder of the funding. NELLS is a one-week residency program historically based at the non-profit Rolling Ridge Conference and Retreat Center in North Andover MA. In the past, some state agencies have contributed more than the standard contribution (for instance, when using NELLS in lieu of their own state leadership program), and that is much appreciated. This money goes toward the base funding, and helps offset the cost of the participant's tuition.
- Once the States commit to their planned contribution, NELA then sets the tuition costs for participants. In general, this cost is approximately equivalent to the room and board cost for the participant. Some State Associations have chosen to support some or all of their participants with full or partial scholarships. Scholarship opportunities are determined and managed entirely by the individual State Associations.
- This year NELLS applications will be accepted as early as December 1<sup>st</sup>, 2018. Applications will close on February 28, 2019 and then move to the NELLS Application Review Committee.
- Acceptances and waitlist notifications will be sent out by May 15, 2019. Participant tuition payments will be due by July 15. This allows applicants to pay from either present or the following fiscal year.
- Each state also names a Mentor who is an experienced librarian. Mentors do not pay fees or tuition as they are expected to provide assistance with the program, and ongoing mentoring to the NELLS participants. The Mentor's room and board is part of the NELLS overhead. Each State

Association should submit at least two names of Mentor Candidates to the NELLs Co-Chairs by February 28, 2019. The NELLs Application Review Committee will select from this list, attempting to balance by library type, demographics, and areas of library practice. Mentor candidates should be able to reside at Rolling Ridge for the week and participate fully in NELLs.

- NELLs is highly competitive, and admission is based on the quality of the applicants. While each state participating fully in the support of NELLs will have a minimum of four slots for participants, plus one Mentor, additional contributions do not “buy” additional slots. Many factors contribute to the selection of the cohort for each NELLs program, and part of the success of the program has been the result of those selected to participate based on their experience, skills, and leadership potential.

There have been many questions about the funding and selection of the NELLs participants, and we hope this letter has answered those questions. If you have any additional questions, please do not hesitate to contact me, or one of our NELLs Co-chairs.

In order to plan appropriately for NELLs 2019, we are asking the State Associations to fill out the attached NELLs State Association Commitment Form. This will give us a good idea of our planning needs and our budget expectations. We respectfully request that you return the NELLs State Association Commitment Form by September 14, 2018.

In 2016 we piloted NELLs2, a retreat for senior library leaders (those with more than 15 years’ experience), and this year we will hold the second of these retreats. NELLs2 is a less competitive, self-supporting 3-day program. NELA has pledged to offer NELLs2 in even-numbered years. Since the experience focuses on personal growth rather than potential professional activities, NELLs2 does not request contributions from the states.

Thank you for your support of NELA and the New England Library Leadership Symposium.

Deb Dutcher,

President  
New England Library Association

**NELLS State Association Commitment Form**

State \_\_\_\_\_

State Representative to NELA for 2019 \_\_\_\_\_

**Financial Commitment**

Our state will commit \$2,000 to support the New England Library Leadership Symposium    Yes

We cannot commit \$2,000, but can contribute an alternate amount    (amount) \$ \_\_\_\_\_

Our state would like to make an additional contribution to NELLS    (amount) \$ \_\_\_\_\_

Please tell us when/how you would like to be invoiced for the full payment or for multiple partial payments: (the full amount of the commitment must be paid by July 31, 2019)

**Other Information**

1. We will submit the names of at least 2 Mentor Candidates by February 28, 2019 to the NELLS Committee.    Yes
2. We do/do not provide Scholarships that NELLS Participants may apply for. If you do, please give us the contact name for your Scholarship Chair.

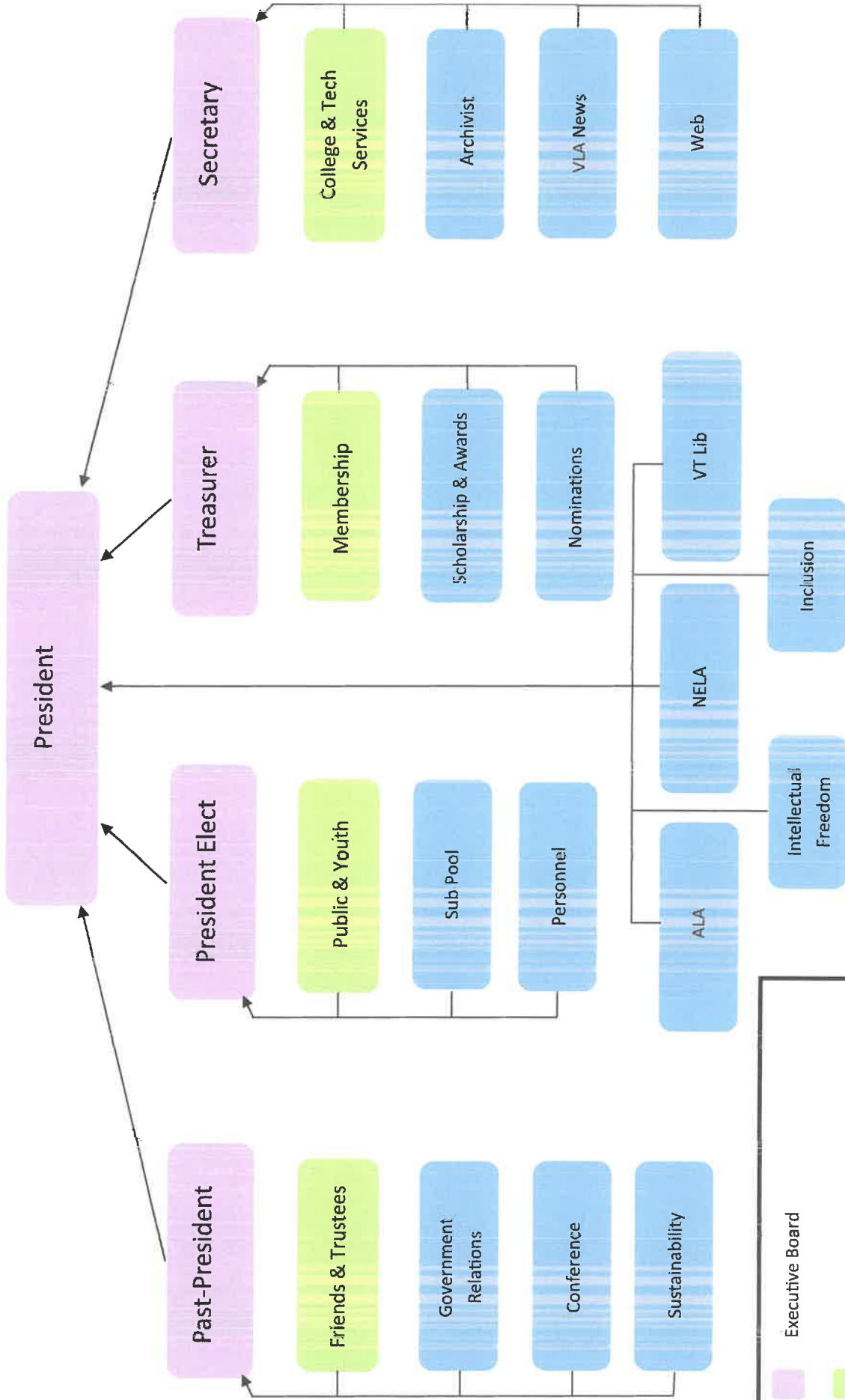
\_\_\_\_\_  
Signature of the President of the State Library Association





\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

**PLEASE RETURN THIS FORM TO NELA BY SEPTEMBER 14, 2018**

# Vermont Library Association Organizational Diagram



	Executive Board
	Proposed Sections
	Proposed Committees & Representatives
	Denotes to whom the person/committee reports