

## **Member Engagement and Outreach Committee**

**April 26, 2016**

**9:30 a.m. to 10:30 a.m.**

**Sheraton Wall Centre Vancouver**

**Port Alberni**

### **Members:**

Anne Kenney, Chair (Cornell)  
Martha Bedard (Connecticut)  
Toby Graham (Georgia)  
Sara Lowman, Vice-Chair (Rice)  
Joe Lucia (Temple)  
Steven Mandeville-Gamble (UC, Riverside)  
Sarah Pritchard (Northwestern)  
Martha Whitehead (Queen's)  
Larry Alford, ARL President, ex-officio  
Staff Liaison: Sue Baughman (ARL)

### **Agenda**

1. Welcome and Introductions – Anne Kenney
2. Breakfast and Lunch Topics

Several members of the Committee and other directors have volunteered to lead breakfast or lunch discussions on Wednesday, April 27 (descriptions are included in the program).

Breakfast topics are:

- Electronic Course Reserves (Martha Bedard)
- How Should Libraries Respond to Sci Hub and Lib Genesis? (Anne Kenney)
- Repurposing General Collections Funds (Xuemao Wang)
- Transforming the Scholarly Communications System (Chris Bourg)
- ARL Visiting Program Officer Program (Sue Baughman)

Lunch topics are:

- DPN Update (James Hilton)
- Enhancing the Value of Open Access Repositories (Tyler Walters and Kathleen Shearer)

**Information sharing. The Committee will include a review of this activity in its follow-up conference call after the Association Meeting.**

3. New Director Survey Results

A five-question survey was emailed in February to 38 directors who were new to ARL since 2013 that resulted in 32 responses (84% return). The respondents were asked to comment on their experience of being introduced to the membership by a sitting director and ways in which the Committee could further develop strategies and activities that would extend their welcome. Due to the brief time for this meeting, the committee will focus on the feedback from Question 5:

The Member Engagement & Outreach Committee is charged to develop strategies and activities that would make a new colleague feel welcomed to ARL. What would have been most helpful to you during your first meeting or what would you like to see the Committee offer in the future?

**Discussion. See survey responses at the end of the agenda, pages 3-5. From this list of ideas, which ones should the Committee incorporate into its work plan for the remainder of 2016? What ideas could be built into the Fall 2016 Association Meeting?**

4. Fall 2016 Association Meeting

It is time to begin discussing programmatic ideas for the fall meeting to be held September 27 and 28 in Washington, DC. This meeting generally allows for 4 to 5 program slots. In the fall of 2015 several program slots were focused on the “hunchery” and “grand challenges and wicked problems.” Both of these programs receive high marks with the suggestion to repeat them. Other program ideas have been submitted, including: (a) a program with Quinn Galbraith and Stanley Wilder each presenting their research using ARL salary data; (b) a diversity program that continues the work of the Diversity & Inclusion Committee; (c) panel of the heads of LoC, NARA and Smithsonian to discuss their role as stewards of the cultural record; and (d) SciHub/Library Genesis (which is a breakfast topic on April 27).

**Discussion. With the topics suggested so far, does the Committee want to create a theme for the meeting? Are there other topics that come to mind?**

Mary Case, Board of Directors Vice President/President-Elect, has selected the topic of “Libraries and Archives as Agents of Social Justice” for the 2016 Fall Forum. It is time to form a sub-committee to assist with the planning along with several members of the Diversity & Inclusion Committee. **Are there 1-2 volunteers interested in joining Sue and Mark Puente on a planning group?**

5. Other Topics on the Committee’s Work Plan for 2016 [If time allows]

Last fall the Committee identified several other strategies for demonstrating the value of ARL to the membership and for engaging the member directors and their staff. The two activities are:

- Creating affinity groups of ARL library staff for areas such as communications, OD/HR, etc.
- Writing an annual report on the value of ARL to the membership.

**Discussion. Are these two areas still a priority? What approaches might be taken to address these?**

6. Next Steps for Committee

Several conference calls will be scheduled as follow-up to this meeting and to continue planning for the fall meeting.

From Topic 3:

#### Survey Question 5 – Responses

- I like the idea of introducing new members at our meetings, at least so they can stand up and we can see who they are. Otherwise there are always substitutes and other visitors, so it's hard to always know who the new directors are. But I think the introductions should be done as brief welcomes without much more. Perhaps the ARL President could handle this instead of asking each new director to find someone.
- The introduction at ARL Headquarters was helpful. It was difficult to know what to attend.
- An informal mentoring program would be great - maybe a list of current members who are willing to be mentors and/or to answer questions about particular topics, and encouragement to take advantage of that.

It would also be nice if more current members reached out to new members directly at the meeting- offered to have coffee & chat.

- I liked the two-day seminar in Washington with new directors - that was good and gave me a network base of my own. I think at the first annual meeting, you could have a reception that welcomes new directors, with their pics and institution, degrees, and previous gigs displayed so people could circulate and say welcome and hello.
- I would have liked lunch seating arranged so as to have the opportunity to sit with more experienced directors. Or, lunch with the officers of ARL.
- It would be very helpful to understand the committee process. I don't understand how committee appointments work. Giving new directors the opportunity to become engaged immediately would be helpful and I believe good for the organization.
- I really enjoyed the separate meeting in DC for new directors. We had a very large group in 2013 so I'm not sure if this occurred for other years.
- I thought the new member dinner where a senior member met with all of us starting that year was a nice welcoming touch. It helped forge connections with my cohort of colleagues that have turned out to be very helpful, as I have continued in my role as a director of an ARL library.
- Many Directors came up to say hello and were very welcoming. The welcome/orientation lunch between selected Board members with new ARL Directors was helpful. It would have been helpful to receive a welcome package of more information about ARL, how its meetings operate, and any traditions before the actual ARL meeting. Possibly there are some FAQs that could be developed for new ARL Directors. A special badge or a ribbon for new ARL Directors to put on their badges so that during receptions and networking it is easier to recognize they are new.

- A scheduled time for all new deans/directors to share experiences would have been appreciated. Something similar to the ARL new directors orientation, but maybe just a lightweight session to get people started off on the right foot.
- I enjoyed the new director orientation (D.C. time that was not an ARL meeting), since getting to know my cohort of new directors has been beneficial. The lunch at the first ARL meeting was also good for getting a broader overview. Have you thought about having the new directors be in charge of something at their second meeting? A social event, or something between sessions? Maybe new eyes, new visions?
- I think it would have been useful to hear from ARL directors who had been in the position a couple of years about the kinds of issues they faced when they stepped into their new roles and how they addressed various issues. I've also found it useful to talk with other directors who came into their positions around the same time as me to discuss issues they're addressing and what they're doing.
- May I suggest that you:
  1. Enforce a limit on the length of the introductions (2 minutes or one page double spaced) to reduce the variation between those who are well connected within the membership before they arrive and those who are brand new.
  2. If the person doesn't know anyone to ask have the MEO Committee take on the responsibility of finding the introducer. That would feel more welcoming.
- We had a new member event at the ARL offices, and I found that stimulating and informative. I realize this must have been a handful to take on, on the ARL side, maybe too much to be sustainable, I don't know. I'm grateful to have had the experience.
- Having a mentor appointed (or chosen by the new member, if he/she prefers) would have been very helpful. Navigating the first two or three meetings was difficult and not much fun. Also encouraging those long time members to be more welcoming would also be helpful. Lastly, encouraging new members to be involved in committee work--the longer term members seem to fill almost all of the committees--share the load and mentor the new folks.
- As an RLLF alum, my first meeting really didn't feel like my first meeting. I thought the new director orientation, held separately in Washington, was another excellent bonding experience.
- I enjoyed the lunch meeting where I met other new members. Nice icebreaker.
- The key thing is to quickly recruit new people into substantive work on behalf of ARL. That will help them to feel both included and invested. I also appreciated the opportunities provided to engage more informally with my colleagues. Many have been very kind, and some of the best advice that I received in approaching my candidacy for an ARL directorship came from sitting directors I spoke with while at ARL as a fill-in.

- I felt fortunate that I knew quite a few of the directors already but I know that others who were new did not know anyone. Some kind of activity, assignment to sitting directors, etc. that happened early in the new directors' first meeting or even prior to the first meeting would be really beneficial. I went to a lunch for new directors but it was so fast and there were so many of us. It was a good idea but the execution could have been improved.
- In my opinion we did not need an ARL Board member for the lunch for new members - felt awkward. Quite happy getting to know each other. Perhaps an ARL Office member could join us?
- Perhaps have someone still relatively new to leadership in an ARL organization (e.g. some in their 2nd or 3rd year in such a role) assigned to me as a "meeting buddy" for more informal connection making, a shared meal with colleagues, etc.
- So lots at ARL happens informally. As soon as the meetings break up, everyone pairs off for dinners. If you are new to the club, you order room service.
- Briefing book with org chart, history, explanation of dues mechanism, etc. I was unable to attend orientation and not sure it would have feel worth the time and travel, but could use some basics.
- Perhaps some kind of mixer for the new directors and a handful of existing directors would be helpful as a way to begin to make connections.
- I would love to see a "support group" for new directors that would include a mix of veterans and newbies. The purpose would be to ask questions about how a given situation might be handled. I have encountered many perplexing issues in my first few months and have very few places to turn for advice. Some directors have proactively offered assistance, which is much appreciated, by the Association could offer real value for new directors by making time available during meetings for face-to-face exchanges.
- Those of us who've been in our positions for some time need to extend ourselves to the new directors. The new director mixer is one such opportunity. Perhaps having a mentor for year one might also be explored.
- Ensure that new director can join a group of other directors for dinner.