

## **NMRT Board Member Final Report**

**1. Office Name:** Member Services Director

**2. Office Term (Date: Ex. 2005-2006):** 2011-2013

**3. Discuss/summarize your involvement with your committees this year:**

My committee chairs have contacted me with questions periodically, and I have reached out to them a couple of times, to make sure things were going well. Honestly, they've been very self-sufficient and to have done good work this year.

**4. Based on your year's experience in this office, what future directions do you see your office or NMRT needing to take this year or the following year?**

I found myself having to forward on a lot of the questions I received. I am hoping that we will make a concerted effort to document the answers on our website, over time, so that we don't bombard future NMRT presidents with as much email. (As incoming Web Chair, I guess I'm positioned to do that.)

This isn't Member Services specific, but I see us collaborating outside of NMRT a lot, and I think that is the right way to go. I hope to see more of that over time, as well. I'm brainstorming ideas for LITA collaboration, but perhaps that's just because the ALA part of my heart is split between NMRT and LITA.

**5. What tips or hints do you have that might help your successor carry out the duties of this office?**

This is the fairly formal version from 2012, updated accordingly:

Keep your chairs' contact information somewhere handy, so you don't have to search your email for it every time. Reach out at the beginning of the year to see how much support they'd like to have from you and in what form—whether it's monthly meetings on Connect, or just being there to answer when they have questions. Make sure your chairs know to include you on email threads with their committees and with other board members. Have a folder in your inbox just for NMRT stuff (and, if you're very good, perhaps one for each committee). Be approachable. Be quick with responses, even if the response is "I'm forwarding this to someone else, because I don't know."

This is the less formal version I gave Kari, the incoming MSD, in an email:

I don't have any documents to hand off, per se--though all of my reports and at least a couple of my predecessor, Emily Love's reports--are in Connect. They'll help with formatting, but probably not a lot else; I never felt like my reports were super content-heavy, honestly. My chairs asked me questions, some of them fairly often, but other than

that, they always seemed really self-sufficient. I rarely ever felt like I needed to, you know, direct them.

And I'm sure you've found [this](#).

But, if you'll indulge me, I'll tell you a little bit about what I learned, in terms of documentation for my (and now your) own reference! :) It's really, really easy to get your committee chairs mixed up. For some reason, Resume Review and Mentoring always got screwed up in my head, and I had to keep looking them up. (And one of my Web Committee chairs stepped down early in the year, one time, so I couldn't even look on the website.) Or I'd forget who was Chair and who was Co-Chair (and which pairs were Co-Chairs together). So my recommendation: step one, start a Google Doc--or some other cloud-based document, so you can get to it from home and from work--and put your committee chairs' names and emails into it. And all of your committee members, too, but put them in a separate spot. You almost never have to email a whole committee, but you often have to email the chairs. (And if you're a better MSD than Emily or I were, you'll want to email them to check in, proactively, a few times a year. I think I did this three times, ever. But it's probably a good idea and something I wish I'd done. In her reports, Emily expressed the same regret.) Step two, make a folder in your email, if it supports it, so you have all of the emails in one place for easy reference. If you're really organized, you'll also make notes in the document, so you can keep track of the status of each committee--I was kind of so-so with this, so the email folder was pretty essential, for me. :) Step three, make sure your chairs know to include you on their communications with their committees and between committees--some of them will work almost entirely in Connect, so you'll want to peek in there, and some will work almost entirely via email.

Aaand... that's kind of the bulk of it. I feel like the MSD's secondary goal is to keep track of how the committees were doing, so you can step in and help/redirect if needed. The primary goal is to get them information and help from other committees when they need it. ... But your philosophy might be different, too, so do what works for you.

**6. Please address the role of the board member as coordinator. For example, projects between membership promotion, diversity & recruitment and student outreach would need to be coordinated. How might activities such as this be handled by board members efficiently and smoothly? Your thoughts here will be most helpful for future boards.**

Communicate. CC everyone, even if you're sure they're not interested. Ask questions.

**7. Date of report:** 9/9/13 (Very late. It was a tough summer, and, as indicated above, I had already done a big knowledge transfer to my successor, making this a lower priority. Still, I'm sorry that it took this long for me to complete the formal paperwork.)

**8. Submitted by:** Coral Sheldon-Hess