

NMRT Board Member Progress Report

1. Office Name: Member Services Director

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

**3. What kind of interaction have you had with your committees thus far this year?
What support have you been able to provide them?**

I have received questions from most of my committee chairs and have either helped answer them on my own or have forwarded them up the chain to Linda and Janel (who have sometimes then forwarded them up to Kim or other ALA staff members). I have, as a rule, been very quick to respond, or to ask for more help, and I hope that my committee chairs therefore see me as responsive and easy to work with.

I have also been proactive about sending out calls for mentors and resume reviewers within my own state's library association, in support of the Mentoring and Resume Review committee.

I believe I have helped my committee chairs get all of the assistance/answers they've needed; I hope that they would agree with this assessment. (Note: I don't know if it's normal for a Director to know so few of the answers and to forward so many emails along for help, or if I ought to know more--that said, I *will* know more during the second year of my term. I hope that my forwarded-to-answered directly email ratio decreases.)

4. What would you still like to accomplish in your office before the end of your term?

I have only sent one proactive check-in email to the whole group of committee chairs. That was something I had intended to do more often, but 1) I've felt more or less "in the loop," with the questions I've received and the contact on Connect, and 2) I admit, my time has been highly fractured, this year. I think I could probably provide even better support if I were more actively in touch with my committees--not just responsive when they contact me, but actively soliciting questions, feedback, etc. That is something I intend to do more of. (Previous Member Services Directors have held scheduled chats with their committee chairs on Connect. My chairs indicated that they did not want this.)

5. Date of report: 2/20/2012

6. Submitted by: Coral Sheldon-Hess