

01282021 -- Consortium Leadership Community Meeting

Date and Time:

28 January 2021 - All items on the board
18:10 (UTC+00:00)

Facilitator:

Brian Parker

Attendees:

Beth Dietzler, (she/her/hers), PRAC, Beth Dietzler (she/her/hers), PRAC, Laura House (she / her), Maureen Cotellese, Maureen Cotellese (she/her), Beth Dietzler (she/her), PRAC, Maureen Cotellese (she/her), Beth Dietzler (she/her), PRAC, Laura House (she/her/hers), Shana, Lauren Gruber, Mindee, Gawain, Henry Kelly, Allison

Summary:

Actions:

Learnings:

Topics discussed:

How do your organizations interact with one another? How do you find best ways to share ideas among members in different organizations?

Votes: 9

Suggested by: Maureen Cotellese

Comments:

- **Brian Parker**
Struggle to establish community when consortium members exist in different states or all over the eastern seaboard.
- **Maureen Cotellese (she/her)**
Social club? even as a zoom perhaps.
- **Brian Parker**
Slack channel to encourage communication.
- **Brian Parker**
Development staff sometimes aren't as willing to be collaborative.
- **Brian Parker**
Meeting in a physical space can help ideas snowball and lead to more thorough and fruitful conversations.
- **Brian Parker**

Making referrals to "subject matter experts" within the consortium for more direct idea transfer.

- **Brian Parker**
Using Teams and Teams channels to bring power users together and talk through projects.
- **Brian Parker**
Utilizing power users as stronger ambassadors between organizations.
- **Brian Parker**
But keep an eye out for conspiracies in the midst.

Shuttered Venue Operators Grant: Is your Consortium Eligible?

Votes: 7

Suggested by: Beth Dietzler, (she/her/hers), PRAC

Comments:

- **Gawain**
As a part of a university, we're not eligible for any of these things.

What is your consortium's approach to communication from consortium staff/shared staff to staff at member organizations, executives, and board members?

Votes: 7

Suggested by: Brian Parker

Comments:

- **Brian Parker**
Host regular meetings with Tessitura users at organizations, but meetings with executives are also having a separate monthly meeting. Looking into potentially blending meetings together.
- **Brian Parker**
Some shared staff are higher in the organization hierarchy; does this work in the long term, or are there potential issues?
- **Brian Parker**
When shared staff/project teams are higher in a hierarchy, it can lead to potential gatekeeping (not malicious, but it can happen). This can lead to member organizations feeling distanced and separated from the core consortium. Consortium staff reaching out to users beyond the "usual" contacts, for better results.
- **Brian Parker**
Monthly power users meeting, along with an advisory meeting comprised of executive staff. Unfortunately, only consortium staff is attending both meetings, which can lead to communication that is too indirect. Informal meetings with all levels of users are held to communicate specific technical features and functions.
- **Brian Parker**
Invitations to Board Meetings can be a "grilling" session to justify Tessitura's line item on the budget.

TNEW Contribution History Page in a Consortium - do you have anything in place that lets your patrons know which gifts were for which org?

Votes: 5

Suggested by: Lauren Gruber

Comments:

- **Brian Parker**
No visual differentiation in Contribution History Page between organizations.
- **Brian Parker**
Has anyone customized this to add Campaign or Fund specifics?
- **Brian Parker**
Not as big of an issue when organizations have their own TNEW site separate from the consortium organization.

- **Gawain**
Sounds like an enhancement request to me.
- **Brian Parker**
Resident companies can collect/transact donations through their own pages and platforms, so that data would not show up on TNEW.

Not a topic, just an impassioned plea: implement reCAPTCHA if you haven't yet.

Votes: 4

Suggested by: Brian Parker

Comments:

What fee, if any, is charged along with ticket prices of digital content? For in-person performances there was always a facility fee that partially supported the Consortium.

Votes: 1

Suggested by: Laura House (she / her)

Comments:

- **Gawain**
None here.
- **Brian Parker**
Without the use of the venue, not much use for the venue fee. Organizations that are presenting digital programming and content are doing their own work in TNEW, so it doesn't feel appropriate to add fees from the consortium.
- **Brian Parker**
Potential to include the fee charge as a price layer instead of a surfaced fee amount.
- **Brian Parker**
Goofy suggestion from Brian -- CODB fee (Cost Of Doing Business).

Suggested topics with no votes:

Where does your insurance liability/data liability lie? Does the consortium organization assume this liability? Is it the responsibility of member organizations? Is it a mix of the two?

Votes: 0

Suggested by: Brian Parker

Comments: