

03252021 -- Consortium Leadership Community Meeting

Date and Time:

25 March 2021 - All items on the board
17:05 (UTC+00:00)

Facilitator:

Brian Parker

Attendees:

Laura House (she/her/hers) Kansas City Consortium, Mindee, Andrew, Laura in KC (she/her/hers), Lauren Gruber, Andrew Chew, Annie Scally, Mindee, Janet Herrington, Dave Stadel, Henry Kelly, Dana

Summary:

Actions:

Learnings:

Topics discussed:

Do you have a standardized set of trainings or training hours offered to consortium members (especially when orgs hire new staff)? Are trainings billed after the allotted sessions/hours are used?

Votes: 6

Suggested by: Lauren Gruber

Comments:

- Brian Parker
Annie: Set training times. No additional expense to member organizations for training hours. Goal is for member organization staff to become as self-sufficient as possible. Standing training sessions two days per week. Rotating through topics and adjusting the level of training based on who has registered for the session. Organizations themselves frequently do the introductory trainings based on the organization's business practices. Links to the Tessitura "Getting Started" paths as an option.

- Brian Parker
Annie: Part of the onboarding/induction process through the member organization is to emphasize introductory learning/basic knowledge of the platform. Encouragement to attend consortium project meetings as part of this process, even if they don't continue to do so long-term.
- Brian Parker
Annie: Focus on building "Help Sheets" as well, as a companion to early training efforts.
- Brian Parker
Mindee: No formality to training necessarily in Kalamazoo. Recorded sessions as a lifesaver for future reference when a user wants to keep repeating training on a certain topic. Also no specific billing of training hours provided by Mindee. Organizations have their own regular dates and times for meetings with Mindee.
- Brian Parker
Mindee: Second Friday of the month at 10 AM, meeting on a topic submitted by somebody in the consortium. "Coffee Break" meeting; next month's topic is Tessitura On the Go.
- Brian Parker
Annie: Training and topics are developed from basic conversation with staff and determining what they are trying to do and where Tessitura can be a solution for them.
- Brian Parker
Annie: Tessitura EU team has just run a series of 20 or so topics with a focus on ticketing, which has been helpful (and free) to train up a large number of users.
- Brian Parker
Lauren: In the past, have sent surveys to member organizations to solicit a sense of where each organization is at and what they need additional help with. Surveys guided follow-up meetings with Lauren going on-site.

Consortium-led Implementations: What is the average project timetable? Any tips on your implementation approach?

Votes: 5

Suggested by: Brian Parker

Comments:

- Brian Parker
David: Hired during an attempt to onboard a new member, and wasn't necessarily going well. Suggestion to let Tessitura take the lead, which resulted in it going more smoothly. Benefit of a third-party (Tessitura, in this case) to bring that experience to the project.
- Brian Parker
David: Decision-making process of which prospective organizations are a good fit for the consortium before the implementation process even begins.
- Brian Parker
Annie: A few smaller organizations did not have successful onboarding/implementation because the go-LIVE timetable was too aggressive (matter of months).
- Brian Parker
Annie: Minimum 6 months recommendation from Tessitura to get started.
- Brian Parker
Mindee: Stepped in to help offset the training costs related to an implementation. The discovery process is easier when you already "speak Tessitura." Implementation of data conversion rules to help simplify the process.

- Brian Parker
Mindee: Original implementation took just over 3 months.

TLCC2021: Anyone submitting presentation ideas?

Votes: 3

Suggested by: Brian Parker

Comments:

- Dana
Has anyone heard more about what the pricing might be for attendees?
- Laura in KC (she/her/hers)
Annie and Andrew attending virtually and considering submitting presentation ideas.

Is your Consortium adding a surcharge for extra screening and cleaning? Ours is. How to coordinate the same messaging to patrons about the surcharge.

Votes: 3

Suggested by: Laura in KC (she/her/hers)

Comments:

- Brian Parker
Laura: Increased expenses related to purchasing hardware and technology related to COVID-related cleaning (without specifically calling out COVID). Expectation is that a higher level of cleaning and attention will continue to be necessary even with vaccinations and lower case numbers. Seeking to have consistent language and messaging between members.
- Brian Parker
Mindee: Arts Council fully owns the public building they're housed in, spaces shared by member organizations. Building owners are responsible for cleaning and maintenance fees. Not all organizations are back open, however, and timetables remain uncertain. Consortium money and/or ticketing fees are not covering these expenses.
- Brian Parker
Annie: Restoration Levy (hidden as a price layer) which covers costs related to the operation of the venue. Admin Fees exist for a similar purpose as well.

Tessitura Extended Services: Do you have a contract? What are you using the hours on?

Votes: 1

Suggested by: Brian Parker

Comments:

- Dana
TATL has a contract. We mostly use for a mix of implementing new customizations and maintaining existing customizations.
- Dana
TATL meeting is monthly for 30 mins with Jeanette. It is helpful.