

06242021 / 25062021 -- Consortium Leadership Community Meeting

Date and Time:

24 June 2021 - All items on the board
17:07 (UTC+00:00)

Facilitator:

Brian Parker

Attendees:

Janet Herrington, Mindee, Henry Kelly

Summary:

Actions:

Learnings:

Topics discussed:

Is anyone doing monthly Memberships - recurring monthly payments?

Votes: 3

Suggested by: Janet Herrington

Comments:

- Brian Parker
Janet: Lawrence Hall of Science uses Memberships as Products in Tessitura currently. There is interest in moving to a monthly recurring charge and switching up levels, etc. No real way to do so now in Tessitura. Cal Academy of Sciences recently implemented Tessitura and are using a customization for monthly recurring memberships.
- Brian Parker
Brian: Tulsa orgs currently set up monthly membership payments as a pledge via contributions and bill credit cards monthly.
- Brian Parker
Brian: v16 Support knowledgebase says v16.1 for recurring Memberships.
- Brian Parker

Henry: High Museum uses Donate2 and Stripe for monthly recurring membership payments, implementing over the past few months.

- Brian Parker

Henry: Donate2 integrates with Tessitura and creates contribution entries but reconciliation of charges through Stripe can be tricky.

- Brian Parker

Janet: More focus on making sure that memberships where payments stop are correctly identified so that benefits are not accessible or deliverable.

- Brian Parker

Mindee: Question about whether Memberships as Products can be set up using Payment Plans, as another potential avenue for how the payments occur.

- Brian Parker

Janet: Using Memberships as Product currently now because philanthropic giving and membership giving are completely separated in the business model.

Collaboration over Competition: How to address an established organization's concern about new members in a shared genre

Votes: 2

Suggested by: Brian Parker

Comments:

- Brian Parker

Henry: Theaters in a consortium previously haven't necessarily felt like they were direct competitors because of serving different audiences and different areas of town.

- Brian Parker

Janet: Some larger philosophical questions around whether arts organizations are ever truly in competition with one another.

Are you printing physical tickets for upcoming season ticket holders

Votes: 2

Suggested by: Henry Kelly

Comments:

- Brian Parker

Henry: Not necessarily a consortium topic, but a question from the Alliance Theatre. Have started taking renewals for subscriptions, but have now accumulated unprinted tickets. Currently have both PAHT and QR code tickets, and are also using Appscension (Instant Encore/TNMP). Unsure of best way to get the tickets ready for use with Appscension.

- Brian Parker

Henry: Not sure that all subscribers have bought in to downloading an app to have their season tickets.

- Brian Parker

Mindee: Also seeing a similar situation in Kalamazoo where an org is using Appscension but patrons are being allowed to "opt out" of getting the app so that they can have printed tickets instead, which they prefer.

- Brian Parker

Mindee: Pandemic has shifted some attitudes towards downloading apps specific to organizations, so people might have more interest now.

- Brian Parker
Mindee: Realizing the importance of bringing in the Marketing/Communications team to put together a strong plan for messaging around the motivations towards moving to an app instead of printed materials and tickets.

Implementations: What do you wish you'd done differently bringing on an organization?

Votes: 1

Suggested by: Brian Parker

Comments:

- Brian Parker
Mindee: More clean up of legacy data before importing, and choosing to leave data behind if it wasn't relevant.
- Brian Parker
Janet: Regarding data, less can be more when initially establishing an organization within the database.
- Brian Parker
Henry: Effective deduplication is paramount.

Topics voted on but not discussed:

v16 Beta Temperature Check: Does your consortium plan to be part of the beta process? Why or why not?

Votes: 1

Suggested by: Brian Parker

Comments:

Suggested topics with no votes:

TLCC Leadership Summit Tips for a First-Timer [Seeking tips!]

Votes: 0

Suggested by: Brian Parker

Comments: