

02232022 / 24022022 -- Consortium Leadership Community Meeting

Date and Time:

23 February 2022 - All items on the board
18:07 (UTC+00:00)

Facilitator:

Brian Parker

Attendees:

Henry Kelly, Ashley Dawson, Beth Dietzler-she/her (PRAC) , Ashley Dawson, Henry Kelly, Mindee Waltz (she/her) Kalamazoo

Summary:

Actions:

Learnings:

Topics discussed:

v16 beta testing

Votes: 5

Suggested by: Henry Kelly

Comments:

- Brian Parker
Henry: Currently beta testing, but running into some hiccups around Entitlements and Memberships as Products. Also working on Contact Permissions and getting ready for that migration step, which happens before the v16 upgrade occurs.
- Brian Parker
Brian: Tulsa doesn't use Entitlements or Memberships as Products, but also tackling Contact Permissions migration.
- Brian Parker
Henry: Big change to shift from Attributes to Contact Permissions.
- Brian Parker
Mindee: Not in beta, but has seen this reality coming with Contact Permissions since it was

initially introduced. Intentionally created Contact Permission categories with the move to v15 to start tracking in that manner. Tricky to have just a global Contact Permission per contact type (or address) because not everyone wants to be removed from all types of future contact. To help with this, WordFly responses live in their own Contact Permission category. Also established a Contact Point Purpose of "Do Not Use" as an additional catch-all of response data. More nuance in collecting data/feedback related to contact.

Is anyone mandating in contracts with new member organizations that there has to be a designated power user responsible for working with the consortium team on the implementation and then serving as a technology point person after? If so, what pros and cons have you experienced?

Votes: 4

Suggested by: Brian Parker

Comments:

- Brian Parker
Beth: PRAC does require a power user/project lead from new organizations, even if only eventually as a developing user of Tessitura. Consortium team will often try to identify through training. Recent new organization went from a large group of stakeholders to a single technology point person on calls having to manage communication between the organization and the consortium. Difficult to put on one person, so interest is in developing a power user from each department. All major stakeholder departments need to have a person invested in the project. Member agreement with organizations stipulates that staff members serve in board/council roles for the consortium.
- Brian Parker
Beth: Established precedent where organizations are expected to do the work for themselves, with consortium staff using a "train the trainer" model to empower users.
- Brian Parker
Henry: Problem with having a point person at each organization is needing to establish somebody from both Ticketing and Development because departments sometimes don't talk to each other well enough, and have different proficiencies with the platform. Can also lead to multiple meetings because of the differed proficiencies.

Crowdsourcing Ideas: Best online learning options if you have to cave in and dip your toe into custom reporting

Votes: 3

Suggested by: Mindee Waltz (she/her) Kalamazoo

Comments:

- Brian Parker
Mindee: Specifically seeking more intentional/structured approaches to learning about SQL and custom reporting.

How to manage change-- members leaving

Votes: 3

Suggested by: Beth Dietzler-she/her (PRAC)

Comments:

- Brian Parker
Beth: Due to the pandemic, a small member organization has to not just leave the consortium but also close altogether. Members have left in the past, but this situation is different because the organization is closing and not moving to another software platform. The existing data isn't going anywhere, for example. Any suggestions?
- Brian Parker
Henry: Organization went defunct in the past and a fellow member organization in the consortium was entitled to their data in terms of identifying patrons that were with the organization that left for list building and marketing purposes. Small part of the database, so it hasn't been a big issue to keep the information in place or available as needed.
- Brian Parker
Brian: Possible to set up scheduled reports to deliver to a contact from the organization post-closure?
- Brian Parker
Mindee: Does the organization or board have a CPA to finalize dissolution?

Any strategies for thwarting ticket resellers?

Votes: 0

Suggested by: Mindee Waltz (she/her) Kalamazoo

Comments:

- Brian Parker
Mindee: There are clear large-scale orders happening for re-sale, but there isn't necessarily anything that can stop the process (or so it seems). Is there any recourse? Is it state-specific?
- Brian Parker
Carolyn will connect Mindee with somebody who is passionate about this topic and has some workarounds and protections in place to help work through this.