

## NHLTA Action Plan for 2019-20

### Improve NHLTA Engagement and Communication with its Members

Action Item	Responsible Person	When	Status
<b>GOAL A: Continue efforts re NHLTA's service to North Country and Carroll County libraries</b>			
1. Research needs of northern libraries		2020, Q2	
2. Publicize conference scholarships to encourage attendance	Communications	2019, Q2	Done
3. Hold at least one workshop annually in NoCountry	Education	2019	2019 done
<b>GOAL B: Improve Communications with Members</b>			
1. Explore alternatives to facilitate member-to-member communications and NHLTA-to-member communications	Communications; Ask L Berry and D van Zanten for aid	2020	
2. Survey members on needs/satisfaction with services and programs	Member Survey Task Force: Jan, Katrinka, Susan	2020	1st survey 9/18 on newsletter; min. response
3. Analyze results of trustee feedback	Member Survey TF	2020	
4. Update one-page NHLTA handout for conferences, regional meetings and workshops listing – • Update bookmark/flyer for 2019	Communications Katrinka, Susan	2020 2019	DONE
5. Drive NHLTA members to the NHLTA website: • Quarterly, in Newsletter article include links to specific, new and timely website items e.g. in fall have links that point to “how to develop a library budget” article • Promote NHLTA website at meetings and workshops. • Have an email blast highlighting some specific information on the website; maybe quarterly	Communications Comm  Education  Communications	2019, and ongoing  ongoing  2020	DONE  DONE
6. All directors bring article ideas for newsletter to Katrinka who can edit/develop if needed.	All	ongoing	
7. Obtain more member email addresses • Analyze which libraries do not include email addresses for members. • Newsletter article reminding people to include their email address when they renew membership. • Update the database of email addresses --ongoing	Marty  Katrinka  Marty, Judy P	ongoing,  ongoing	In process  Done
8. Build on successful regional meetings; invite Friends groups to meetings.	Education Comm, Susan	ongoing	DONE 2019

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<b>GOAL C: Enhance member services – education, networking, “how to” resources, etc.</b>			
1. Workshop development with targeted topics, based on member input.	Education	annually	Use conf/ wkshop evals for info
2. Utilize NAIS listserv to survey directors re what they think trustees need/want to learn.	Education/ Communications	2020	
3. Review/revise website to facilitate access to information and process to update content.	Communications	2019 Q3	DONE
<b>GOAL D: Increase involvement through offering of grants and scholarships</b>			
<b>Scholarships:</b>			
1. Increase publicity that scholarships can be used for conference.	Communications	2019, Q1	DONE
2. Get more information on paralibrarian courses; share info with trustees when appropriate (for trustee attendance).	Bert and others	2019, Q1 and ongoing	Bert
3. Consider other uses for scholarship money such as ALA or NELA conference attendance; intensive seminar attendance with NHLTA sharing afterward; fund a speaker on priority topic.	Scholarship cmte plus others?	2019	
4. Encourage greater use of fund by trustees.		ongoing	Done

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Action Item	Responsible Person	Date to Be Completed	Status
<b>GOAL E: Recruit New Members to Board and Committees</b>			
1. Recruit prospects at Regional meetings (have 2nd person at reg'l mtgs specifically to note which participants seem most likely to be good NHLTA directors)	All	2019 and ongoing	Ongoing
2. Advertise the need for Board members at workshops, Conferences and in newsletters	All	ongoing	Fall 2019 newsletter
3. Create an "elevator speech" re NHLTA that could be used at regional mtgs to recruit bd & committee members.	Governance	2020, Q1	
4. Ask Library Directors and current Library Trustee Chairs for referrals.	Governance	ongoing	In process
5. Identify interested prospects from survey responses and referrals <ul style="list-style-type: none"> <li>● Meet with prospects personally</li> <li>● Invite prospects to NHLTA Board and Committee meetings</li> </ul>	Governance	ongoing	In process
6. Ask current Board members to identify replacements when they retire from the Board	All	ongoing	

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<b>GOAL F: Establish Succession and Contingency Plans for Critical Board Skills – Identify Skills and ID Board Member Succession Plan or Recruit Members with Needed Skills (Governance Committee) – make chart or calendar that identifies key skills and the people who can define those skills</b> Need to post these lists where future directors can find them—suggest the directors’ page of the website and paper copy in sites to be determined. <i><b>Governance to monitor progress on this Goal</b></i>			
Writing/editorial <ul style="list-style-type: none"> <li>• Develop required skills list</li> <li>• Identify key duties</li> <li>• Post the list</li> </ul>	Katrinka/Connie	2018, Q1  2019	DONE
Curriculum development <ul style="list-style-type: none"> <li>• Identify member needs</li> <li>• Design a balanced program</li> <li>• Identify presenters</li> <li>• Expand delivery modes</li> <li>• Post schedule for conference planning</li>   <li>• Post schedule for conference planning</li> </ul>	<ul style="list-style-type: none"> <li>• Jan</li> <li>• Liz</li> <li>• Education Committee</li> <li>• Jan</li>   <li>• Jan</li> </ul>	2018, Q2 and ongoing  2018, Q4 2019  2019	3 webinars recorded
General Management <ul style="list-style-type: none"> <li>• Develop required skills list</li> <li>• List duties; due dates for reports</li> <li>• Post lists</li> </ul>	<ul style="list-style-type: none"> <li>• Susan</li> <li>• Ed</li> <li>• Mary</li> </ul>	2018, Q3  2019	
Financial <ul style="list-style-type: none"> <li>• Develop required skills list</li> <li>• List duties; due dates for reports</li> <li>• Post the list/calendar</li> <li>• Capture institutional knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Mark</li>   <li>Mark</li> </ul>	2018, Q 3  2019, Q1	
Website management and oversight <ul style="list-style-type: none"> <li>• Develop required skills list</li> <li>• Train 2<sup>nd</sup> person and write website mgmt process “manual” and post</li> </ul>	<ul style="list-style-type: none"> <li>• Connie</li>   <li>• Bert and Connie</li> </ul>	2018, Q2  2019	
Mitigate impact of the loss of critical skills from the Board <ul style="list-style-type: none"> <li>• Identify outsourcing options</li> <li>• Recruit people to committees and to the Board who have these skills</li> </ul>	Exec. Comm Gov. Comm and All	2018,Q1-3 ongoing	