

## Committee Charges, Goals and Outcomes for FY21

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### **Executive Committee**

**Charge:** As defined in the bylaws, the Executive Committee acts on behalf of the Board between board meetings and is charged with oversight of administrative, financial, and management activities.

**FY21 Charge: No Change**

**Strategic plan goals:** Goal 4

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### **Nominations / Leadership Development Committee**

**Charge:** The Nominations Committee will develop a slate of candidates for officers, board members and other leadership positions within the association. The committee will work with association leadership to identify the critical perspectives, attributes, and experience necessary to achieve the goals of the association. The committee will evaluate the leadership needs of the board.

**FY21 Charge: No Change**

**Strategic plan goals:** Goal 2 and 4

*FY20 Outcomes: Set up system for board nominations according to new by-laws. Works with leadership to identify future needs in the area of leadership for the board and committees. Fill empty committee and board positions.*

*Metrics: 3 board members were placed, 4 interviewed; over 30 committee members were placed*

**FY21 Outcomes: Continue to hone processes and procedures for placing members on committees and filling board vacancies.**

**Metrics: Spots will be filled with qualified ARCS members**

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### **Finance Committee**

**Charge:** The Finance Committee will develop and monitor an annual budget, oversee the administration of an annual audit, prepare and approve the annual 990, oversee the

investment of reserve funds, provide financial recommendations to the Board, and oversee the financial and bookkeeping administration of the association.

**FY21 Charge: No Change**

**Strategic plan goals: Goal 4**

*FY20 Outcomes: Propose new and expanded accounting services. (Feb. 2020) Develop procedures for accounting and bookkeeping (Feb. 2020). Propose how to invest reserve funds.(May, 2020)*

**FY21 Outcomes:** Work with the selected association management company to transfer accounting and bookkeeping to them (Summer 2020). Look into potential use of a consultant to help with investment resources and advice. Move to a community credit card (Summer 2020).

**Metrics:** Have FY actuals match FY approved budget with a 5% or less variance, Make annual transfers to savings account for investments

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**Membership Engagement Committee**

**Charge:** Identify and implement the most effective methods of providing value to current and future ARCS members. Will implement and conduct regular membership research to identify trends within the field and identify needs of ARCS' membership.

**FY21 Charge: no change**

**Strategic plan goals: Goal 1 and 3**

*FY20 Outcomes: Develop program of membership research (March, 2020). Identify areas of value ARCS offers to members and identify future needs for value growth (Q1, Q2, Q3...). Works with association leadership to review membership structures and needed changes.*

**FY21 Outcomes:** Develop the foundational system of data analysis. The system will encompass existing membership data, member feedback for ARCS programs, and incorporate the needs and goals of subcommittees/ task force in order to identify additional areas of research inquiry / member data collection.

**Metrics:** membership growth, increase in participation.

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## **Membership Development Sub Committee**

*FY20 Charge: Increase ARCS membership with a focus on increasing the number of non-North American members.*

**FY21 Charge:** Increase ARCS memberships with a focus on increasing the number of North American members.

**Strategic plan goals:** Goal 3

*FY20 Outcomes: Develop a two year membership recruitment plan for ARCS and related materials (March, 2020).*

**FY21 Outcomes:** Membership growth in North America

- Develop emerging professionals membership
- Develop membership in Mexico and Canada
- Explore membership in Central and South America

**Metrics:** Membership growth in North American countries and in the profile of emerging professionals.

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## **Awards/Travel Stipends Sub Committee (to be renamed)**

**FY20 Charge:** Evaluate and administer membership travel stipend program. Evaluate the development of professional recognition awards for ARCS Members.

**FY21 Charge:** no change

Strategic plan goals: Goal 1.4

*FY20 Outcomes: Write operations manual for stipend program (March/April, 2020). Identify way to grow the program and work with membership development and fundraising on program growth and sustainability (April/May, 2020). Evaluate professional recognition awards and propose next steps (Feb., 2020).*

We have a draft of the processes for stipends, but want the new committee members to weigh in and hope to have it final for Sept.

Have had some discussions with membership on ways to expand or rethink program. Hope to go further with that with over the next few months.

Only preliminary discussions on professional recognition. Most think it is a great idea but have to research how to implement and execute.

**FY21 Outcomes:** Final manual for issuing stipends. Discussion of professional recognition award (decision by Jan 2021). Identify other options to support members since travel stipends may not be the best resource given COVID-19. Work with the Fundraising Committee to fund alternatives.

**Metrics:** Final stipend issuing manual, decision about professional recognition award and other possible funding opportunities for members.

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### **Meet-Ups Sub Task Force**

*FY20 Charge: Coordinate schedule of member meet-ups and coordinates with local hosts about logistics. Works with Communications task force on distribution of information to members and with Membership Development on recruitment of new members.*

*FY20 Outcomes: Organize and arrange 6 meet-ups in FY20 (Feb., 2020). With Membership Development identify cities for meet-ups with potential for membership growth (Feb., 2020). Develop FY21 schedule for meet ups (Feb., 2020). Write-up procedure and meet up packets (Feb., 2020).*

**FY21 Charge:** Coordinates schedule of member meet-ups both physical and virtual. Coordinates with local hosts about logistics for meet-ups. Works with ARCSUpdate task force on distribution of information to members and with Membership Development on recruitment of new members.

**Strategic plan goals:** Goal 3

**FY21 Outcomes:** Organize and arrange 6 meet-ups in FY21. (Summer FY21) Write-up procedure for meet ups, create informational packets for hosts, and develop plan/suggestions for how to host virtual meet ups. (Summer FY21) Arrange 2-3 virtual meet-ups for ARCS members by region/institutional similarity/etc. (Summer FY21) With Membership Development identify cities/interests for meet-ups with potential for membership growth. (Sept. FY21) Develop FY21 schedule for remainder of meet-ups and whether virtual or in-person.

If physical meetings are possible:

(Feb., 2021). With Membership Development identify cities for meet-ups with potential for membership growth

(Spring 2021) Schedule and coordinate 2-3 in-person meet-ups.

**Metrics: participation numbers in meet-ups**

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### **Virtual Connections Task Force**

**Charge:** Identify and implement the most effective methods of communicating with and delivering content to ARCS members. Works with the ARCS committees to connect platforms with content.

**FY21 Charge: no change**

## **Strategic plan goals: Goal 1.1**

*FY20 Outcomes: Review ARCS Website and get RFQ for new website design (March, 2020). Work with Education to develop new platforms for ARCS content based on membership research (May, 2020).*

**FY21 Outcomes: Work with Robin Bauer Kilgo and Spinutech to update the website with input from other committees. Develop improved communication within the committees and with all of membership using both existing and new virtual platforms.**

**Metrics:** Additional followers and “reach” via social media, increased participation in ARCS virtual events, more time spent on website by members and those interested in becoming members. We think that we can reasonably attain a 5% increase in reach.

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## **ARCS Update-program of Virtual Connections.**

**Charge:** Manage membership communication including direct member emails and regular communion to the field about ARCS activities and programs. Evaluate methods of delivering information.

**FY21 Charge: no change**

## **Strategic plan goals: Goal 1, 3.2**

*FY20 Outcomes: Produce bi-weekly communications with members (ongoing). Work with other committees to promote programs and committee work (ongoing). Evaluate methods of delivering information (March, 2020).*

**FY21 Outcomes:** Produce bi-weekly communications with members (ongoing). Work with other committees to promote programs and committee work (ongoing).

**Metrics:** Sustain the current open rate of 30% for MailChimp communications. Increase click through rate of all MailChimp communications, focusing on ARCS Updates, by 2-5%. Increase to be encouraged by use of more “exciting” link language and a quarterly raffle (open to members) and offering items like a copy of MRM6, ARCS Masks, and free individual memberships.

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## **Mentorship Program Task Force**

**Charge:** Monitors and implements the ARCS and AAM’s Collections Stewardship Professional Network joint mentorship program. Oversees recruitment and matching of mentors and mentees.

**FY21 Charge: no change**

**Strategic plan goals: Goal 2 and 3**

*FY20 Outcomes: Streamline the tracking of the mentorship program (March, 2020). Work with Membership Engagement and Virtual Connections on tracking involvement with the program (March, 2020). Incorporate program participants into membership database for tracking (March, 2020).*

**FY21 Outcomes:** Streamline the tracking of the mentorship program (October, 2020). Discuss program participant management with CSAAM for co-management (October 2020). Work with Membership Engagement and Virtual Connections on tracking involvement with the program (October, 2020). Incorporate program participants into membership database for tracking (part of website redesign)- TBD

**Metrics:** program growth, more participants

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### **Education Committee**

*FY20 Charge: Coordinate educational programming to support the future needs of the profession and ARCS members. Work with the Membership Engagement Committee to identify the ideal method and schedule for ARCS educational programming.*

*FY20 Outcomes: Develop 3 year schedule of programming (March, 2020; subsequent years - June). Establish connections between educational platforms (March, 2020). Evaluate transitioning to an annual conference with the Membership Engagement Committee (June, 2020). Review need for publications and white papers for the field. Work on integrating conference programming into overall programming schedule (move to diff. comm.).*

**FY21 Charge:** Coordinate educational programming to support the future needs of the profession and ARCS members. Work with the Membership Engagement Committee to identify the ideal method and schedule for ARCS educational programming. Collaborate with the Professional Resource Development Task Force, especially on publications and white papers. Collaborate with the Courier Training Guidelines Task Force on an annual courier workshop.

**Strategic plan goals: Goal 1 and 2**

**FY21 Outcomes:** Develop schedule of programming through June 2021 (ongoing). Continue to develop connections between educational platforms. Evaluate transitioning to an annual conference with the Membership Engagement Committee (December 2020). Work on integrating conference programming into the overall programming schedule.

**FY21 Metrics:** Completion of Fall 2020 scheduled webinars. List of identified publications and white papers for the field, and timeline for moving forward on this project.

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## **Program Development Sub Committee**

**Charge:** Identify and create educational content based on approved Education Committee schedule. Work with the Virtual Connections Task Force to connect content with the most effective method of delivery.

**FY21 Charge:** no change

**Strategic plan goals:** Goal 1 and 2

*FY20 Outcomes: Develop (April, 2020), schedule and implement FY20 and FY21 programming (TBD).*

*FY20 Metrics: Develop and schedule FY20 programming (completed).*

**FY21 Outcomes:** Develop, schedule and implement FY21 programming (on-going). Develop task force focused conference programming (completed) and integrating conference programming into overall programming implementation (on-going).

**FY21 Metrics:** Develop and schedule FY21 programming.

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## **Emergency Programming Sub Committee**

*FY20 Charge: Develop and implement emergency preparedness training. Identify future needs and recommend larger program for emergency preparedness training for ARCS to develop.*

*FY20 Outcomes: Implement May 2020 workshop with MACC (Feb., 2020). Work with AIC to develop and implement a long term emergency preparedness training program that includes recovery as part of the program (ongoing; initial conversations in Feb., 2020). Work with AIC and Membership Engagement to identify the most effective method of program delivery. Set up multi-year schedule of training. Develop partnerships.*

**FY21 Charge:** Develop and implement emergency preparedness and recovery training. Identify future needs and recommend a larger program for emergency preparedness training for ARCS to develop.

**Strategic plan goals:** Goal 1 and 2

**FY21 Outcomes:** Implement Spring 2021 training using a method of delivery to be determined (in progress). Work with AIC to develop and implement a long-term emergency preparedness training program that includes recovery as part of the program (ongoing). Work with AIC, Membership Engagement Committee, and Virtual Connections Task Force to identify the most effective method of program delivery. Set up multi-year schedule of training. Develop partnerships.

**Metrics:** Develop and implement several relevant emergency related educational programs throughout the year.

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### **Fall 2020 Training Programming Task Force**

**Charge:** Develop topic and format for Fall 2020 program. Charge to be updated when more information is available and implementation can start.

**FY21 Charge:** no change

**Strategic plan goals:** Goal 1

*FY20 Outcomes: Develop program for fall of 2020 (April, 2020). Budget, marketing and contracts in place by end of FY20 (June, 2020). FY21-implement plan in place (June, 2020).*

**FY21 Outcomes:** Implement programs in Fall 2020.

**Metrics:** Successful completion of two planned fall webinars.

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### **ARCS-Chat Programming project**

**Charge:** Develop and implement monthly ARCS-Chat program to engage ARCS audiences at regular intervals and to recruit new ARCS Members.

**FY21 Charge:** No change.

**Strategic plan goals:** Goal 1

*FY20 Outcomes: Redefine and implement monthly ARCS-Chat program (ongoing). Set metrics and audience for program (ongoing). Work with Virtual Connections Task Force on best method of delivery (ongoing).*

**FY21 Outcomes:** Grow the audience by focusing on timely topics, guests, and audience-requested discussions. Increase audience engagement through regular postings on all social media.

**Metrics:** Continuing Continued success of new platform and positive response of members to topics and delivery method. A growth of 10-15% on Youtube and 5% on the podcast.

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### **Conference Sub Committee**

**Charge:** Oversee the administration of the ARCS conferences. Coordinate with 2021 Conference Logistics and Programming task forces, as well as event planning contractor. Identify subcommittee and task force needs for board approval. Set charges and guidelines for any related subcommittees and task forces.



**FY21 Charge:** Same

**Strategic plan goals:** Goal 1

*FY20 Outcomes: Develop 2021 conference budget with Finance Committee (April, 2020). Work on identifying subcommittees task forces for 2021 (May, 2020). Set charges and guidelines for all subcommittees task forces (May, Q3 2020). Work with programming conference task force on programming needs for conference (June, Q3 2020).*

**FY21 Outcomes:** Complete organization of conference and hold successful conference by November 2021.

**Metrics:** Successful 2021 conference.

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### **Fundraising and Development Committee**

**Charge:** Develop and implement a plan to increase non-dues revenue from sources.

**FY21 Charge:** no change

**Strategic plan goals:** Goal 4

*FY20 Outcomes: Review of current campaign and evaluate the need for changes (March, 2020). Evaluate moving to a yearly campaign and raising money for other ARCS programs (March, 2020). Identify possible new funding sources for ARCS (May, 2020). Look at developing a direct mailing campaign directed towards membership (TBD). Look at grant opportunities for educational programming (TBD). Develop new three year fundraising plan for ARCS (March, 2020).*

**FY21 Outcomes:** Work with the association management company to create a more comprehensive fundraising plan which includes, grants, a new 12-month model, workshop sponsorships and expands the conference sponsorship model.

**Metrics:** we will gain new avenues of income and diversify our sponsors

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### **TASK FORCES:**

#### **Global Connections Task Force**

*FY20 Charge: Identify the most effective method of making ARCS a leading partner in a global community of registrars and collections specialists.*

**FY21 Charge:** Identify how ARCS can best serve the global community of registrars and collections specialists by working with existing international organizations and developing new connections and initiatives.

Strategic plan goals: Goal 3

**FY21 Outcomes:** Identify and evaluate international organizations and initiatives that ARCS could partner with at one of three levels:

- 1-Introduction (so we know each other exists)
- 2-Partnership (we share similar goals and support each other)
- 3-Institution (we become collaborators and work together on projects)

**Metrics:** Production of a ranked list of organizations (a spreadsheet has been compiled, ranking is in process). We found very few international organizations that were similar to ARCS. Discussed ways of encouraging registrars and collections specialists in other geographic areas to organize by providing guidance for them and creating a “tool kit” with information on how ARCS got started.

### **Courier Training Guidelines Sub-Task Force of the Global Connections Task Force**

**FY21 Charge:** To support the Global Connections Task Force on courier practice

**Strategic Plan Goals:** Goal 3

**FY21 Outcomes:**

1. Develop and propose universal guidelines for the process of considering when a courier is required for the safe travel of objects during the time Covid and beyond
2. Recommend methods of remote courier practice that utilize better partnerships with colleagues, contract professionals and incorporate new technologies
3. Standardize the criteria for a successful courier
4. Work with the Global Connections Task Force to develop international partnerships and vet these lists to ensure they can be utilized on a global level
5. Consider how the new guidelines should be incorporated into training materials and make recommendations to the Education Department for future training

**Metrics:**

- Coordinate with Education Committee to provide a resource bank on ARCS website collated from other global sources for ARCS website.
- Work with Global Connections Task Force to set up 6 meetings with international registrar groups to discuss courier guidelines
- Share updated courier recommendations to incorporate into training programs with global registrars groups

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## **Professional Development Resources Task Force**

**FY21 Charge:** Compile existing resources and generate original content to support registrars

**Strategic plan goals:** Goal 1 and 2

**FY21 Outcomes:** Create blog for ARCS website, sourcing content from ARCS members; develop handouts adapted from conference sessions; reorganize Resources section of website to be more accessible.

### **Metrics:**

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## **Member Advocacy Task Force**

*FY20 Charge: Identify the most effective method of elevating the status of the collections professional.*

*FY20 Outcomes: Develop statement on compensating interns (done, March 2020). Create self-advocacy statement (done, May 2020) Develop statement on diversity; work with related committees to develop a toolkit to aid members in advocating for diversity within their institutions (Summer/Fall 2020)*

**Strategic plan goals:** Gold 2

**FY21 Charge:** Strategic plan goals: Member Advocacy Task Force is charged with identifying the most effective method of elevating the status of the collections professional.

**FY21 Outcomes:** Research and develop statements on pay equity and transparency for the profession (Spring, 2021). Advocate for fair labor practices and education related to labor issues (Fall 2021) Commission a field-wide study and present results at ARCS conference (Fall 2021) Develop Core Competencies and present at ARCS conference (Fall 2021) Develop training materials and toolkits based on competencies (Fall 2021, ongoing)

**Metrics:** Work with related committees to develop the diversity advocacy toolkit for release in fall 2020. Release statement on pay equity and transparency in May 2020. Research and develop tools surrounding fair labor practices and work with the education/professional development committee to develop materials in Fall 2021. Create RFQ for field-wide study by December 2020, select firm February 2021, present results at conference November 2021; disseminate results field-wide and present at industry conferences. Research and create Core Competencies document for release at 2021 conference; work with related committees to develop resources and toolkits based on the competencies beginning in fall 2021 and into 2022.