



## Annual Report 2006 ARLIS/NA Member Services Task Force

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This group was convened by President Ann Whiteside to continue the work of identifying membership services management software for ARLIS/NA. During my presidency, a similar task force (Jack Robertson, Betsy Peck Learned, and Elizabeth Clarke) developed a list of functional requirements, wrote a Request for Proposal (RFP), analyzed the three responses, and interviewed one prospective provider. This process did not yield an affordable solution.

The current task force examined the existing documents including the functional requirements and the RFP. We also developed our own ranked list of requirements and desirable attributes. Foremost in our consideration was the need to find a multi-faceted solution to our membership management and communication needs. We developed a short list of potential service providers; Sam Duncan and I reviewed them to determine whether or not they could potentially provide us with those services that we would need. The committee unanimously agreed that MemberClicks was able to do so at a cost that is affordable for the Society.

Eric Schwab and I conducted a telephone interview and web-based demonstration with a representative of MemberClicks and concluded that the task force should recommend the purchase of this software to the Executive Board. The Executive Board agreed to acquire MemberClicks and to fund premium setup to expedite the implementation process.

Craig Fleming is currently working with MemberClicks to migrate ARLIS/NA's membership database into the software. Once this first critical step has been accomplished, we will be able to implement additional services including online member updates, a variety of online forms including membership renewal and conference registration forms, payment processing for dues and conferences, and communications through a website and bulletin boards. We anticipate that we will be able to move ARLIS-L from its current location at the University of Kentucky to MemberClicks. Eric Schwab has agreed to work with the Executive Board and a group of interested Chapter web masters to develop a "Chapter" website template for the website portion of MemberClicks. This will provide us with a new member service that targets our chapters.