

## **Membership Services Committee, submitted by Christine Radcliff**

### **Members**

Christine Radcliff, co-chair (Texas A&M University-Kingsville)

Mandi Smith, co-chair (University of Arkansas)

Heather Barrett (Southern Methodist University)

Nancy Bennett (Carroll University)

Bethany Nash (Georgia Gwinnette College)

Francene Lewis (Calvin College)

David Macaulay (University of Wyoming)

Cindy Shirkey (East Carolina University)

Suzy Kozaitis (Florida Institute of Technology)

### **Continuing Activities**

- Respond to member login problems, renewal, and invoicing questions. Update member organizational affiliations when requested.
- Run new member, non-renewing, and deactivate reports monthly.
- Send new member reports monthly to Communications Committee, *Newsletter*, and NISO contacts.
- Send non-renewing members a reminder to renew their membership.
- Deactivate members who have not renewed two months past last expiration, and send those reports to Communications for removal from NASIG-L and to the NISO rep.
- Update lapsed member records to ensure they no longer receive broadcast messages.
- Update the Membership Services Committee manual to reflect Wild Apricot information
- Will be notifying members who were lapsed before Aug 2019 in AMO, and therefore not transferred over to WA to see if they are still interested in being NASIG members
- Will also be working with the Web Committee to clean up the listserv list

### **Completed Activities pertaining to Web-Based Infrastructure Implementation Task Force**

- Loaded 538 members into the new database in late August/early September
- Created 6 membership levels, and figured out how to make the Organizational level work correctly. Each membership level has fees and renewal periods assigned.
- Implemented two-tiered membership
  - This seems to be going very smoothly. We moved everyone to Tier 2, but in the renewal reminder emails there is a memo notifying members that another level is available. I have received a few requests to change tiers, so it seems everyone understands their options.
- Created Groups for all of the committees, which allows for easy searching to see who the current committee members are.
- Adjusted common fields in the contact records to more closely match the terms we had been using in AMO
- Added a section for Awards to be able to keep a better history of what members have received which awards (however the year they won will be kept in an internal note)
- Loaded any new member records since our initial load in the Summer.
- Updated the text for all of the renewal reminders to be more in line with the phrasing that was being used in AMO
- Incorporated what used to be sent as a separate new member letter into the current member activation email for new applicants
- Sent reminder emails to all members who were transferred over to WA in late summer/fall, but whose memberships lapsed before WA went live in January

## Statistical Information

Member numbers as of February 10, 2020

Level	Total (Bundles)	Active	Renewal overdue	Lapsed	Pending			New in last	
					New	Renewal	Level change	7 days	30 days
Canada Member	<u>16</u>	<u>15</u>	<u>2</u>	-	-	<u>1</u>	-	-	<u>1</u>
Complimentary	<u>5</u>	<u>5</u>	-	-	-	-	-	-	-
Library School Student	<u>131</u>	<u>109</u>	<u>38</u>	<u>18</u>	<u>4</u>	-	-	<u>1</u>	<u>14</u>
Lifetime	<u>8</u>	<u>8</u>	-	-	-	-	-	-	-
Mexico Member	<u>1</u>	-	<u>1</u>	-	-	<u>1</u>	-	-	-
Organizational	<u>17</u> (6)	<u>9</u>	<u>3</u>	<u>5</u>	<u>3</u>	-	-	<u>3</u>	<u>8</u>
Regular Tier 1	<u>40</u>	<u>3</u>	<u>34</u>	<u>32</u>	-	<u>5</u>	-	-	<u>1</u>
Regular Tier 2	<u>353</u>	<u>275</u>	<u>45</u>	-	<u>1</u>	<u>77</u>	-	<u>4</u>	<u>11</u>
Retiree	<u>7</u>	<u>6</u>	<u>1</u>	<u>1</u>	-	-	-	-	-
<b>Total</b>	<b><u>578</u></b> (6)	<b><u>430</u></b>	<b><u>124</u></b>	<b><u>56</u></b>	<b><u>8</u></b>	<b><u>84</u></b>	-	<b><u>8</u></b>	<b><u>35</u></b>

Question for the Board: