Page 1: Welcome to the 2016 State of the Chapter Annual Report Survey

Q1 1) Chapter Contact Information

Chapter Name: New Hampshire Library Association
Address: c/o NH State Library
Address 2: Attn: Michael York
Address 3: 20 Park Street
City/Town: Concord
State/Territory: NH
ZIP: 03301
Primary E-mail Address: nhlaexecutive@googlegroups.com

Page 2: Report for Fiscal Year

Q2 2) Date Completing This Survey
Month/Date/Year 08/01/2019

Q3 3) Fiscal Year Reporting
Start Date/End Date July 1, 2017/June 30, 2018

Q4 4) List contact information for survey respondent who could answer questions from Chapter Relations Office about this survey.

Survey Respondent Lori Fisher
E-mail address lori.fisher@dnr.nh.gov
Phone 603-271-2393

Page 3: Final Budget Totals for Fiscal Year
Q5) What is the final revenue and expense total for fiscal year being reported (answer requires a figure rounded to the nearest dollar)

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>32,738.00</td>
</tr>
<tr>
<td>Expenses</td>
<td>32,738.00</td>
</tr>
<tr>
<td>Unrestricted Net Assets</td>
<td>91,503.07</td>
</tr>
</tbody>
</table>

Q6) Were there changes made to your management or staffing during fiscal year you are reporting on?

No

Q7) If yes, what changes were made to management or staffing?

Respondent skipped this question

Q8) List the number of FTE or PAID staff (e.g., 0, 1, 2, 3 . . . )

0

Q9) List paid staff by title and FTE (e.g., Director FTE 1)

Respondent skipped this question

Q10) List the number of Board Members (whole number only; e.g., 6)

23

Q11) Is your Chapter Councilor a Board Member?

Official

Q12) Is the Chapter Councilor elected or appointed?

Elected

Q13) Were there changes made to your membership categories dues rates during fiscal year?

Yes

Q14) If yes, what changes were made to your membership categories dues rates?

The ITS section voted to go from $0 section fees to $5 per year, which they implemented for the 2018 membership year beginning in 1/2018.

Q15) Chapter Membership (renewal period)

Calendar Year Based
Q16 16) Dues Structure for regular personal members

Graduated (fee levels based on salary)

Q17 17) Please list applicable fee or percentage for regular personal members.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest graduated fee</td>
<td>100.00</td>
</tr>
<tr>
<td>Lowest graduated fee</td>
<td>10.00</td>
</tr>
</tbody>
</table>

Q18 18) Please list number of Chapter Members by category (only by categories you use; do not count twice)

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal</td>
<td>525</td>
</tr>
<tr>
<td>Student</td>
<td>27</td>
</tr>
<tr>
<td>Retired</td>
<td>2</td>
</tr>
<tr>
<td>Library/Institution</td>
<td>11</td>
</tr>
<tr>
<td>Total of Any Other Categories</td>
<td>1</td>
</tr>
</tbody>
</table>

Q19 19) Provide the total number of all members (Regular Personal, Institutional, etc.) at end of fiscal year. Totals of all the membership categories listed above should equal total entered here.

566

Q20 20) Chapter Membership compared to last year

Declined

Q21 21) Did membership grow or decline?

Declined by What Percentage (if known)?

4%

Q22 22) If membership increased or decreased by 2% or more, please explain or surmise cause.

Looks like we had an increase in first time members ($10 rate) and a decrease in renewals for salary categories.

Q23 23) Which membership management software does your chapter use?

Wild Apricot
Q24 24) To the best of your ability, please briefly describe the pros and cons of the MMS that you've purchased.

Pros: allows for online payments; can get monthly summary of all levels & total members (active & inactive); easy to edit individual profiles by admins. Cons: no way to pull stats for certain year or date; certain features only work with some site pages (ex. internal notes don't save on invoices first time around versus internal notes on payments/refunds does save); event cancellations, when not recorded properly, can lead to incorrect financials; WA allows 1st time members to renew at the same rate the next year instead of blocking them from renewing at 1st time rate; some refunds require an extra step to clear individual balances; public view of invoice doesn't include the "mail to" info even though the settings have it included.

Q25 25) Which features do you wish your MMS had?

Historical membership data; auto-reconciliation of event cancellations & invoices without all of the extra work to cross-check them; ability to block renewals of 1st time members special rate without needing to cease emails to them.

Page 6: Annual Conference

Q26 26) Please provide the following financial information about your Chapter's Annual Conference during the reported fiscal year (answer requires a figure rounded to the nearest dollar).

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>n/a</td>
</tr>
<tr>
<td>Expenditures</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Q27 27) Please Provide the Following Non-Financial Information about Your Chapter's Annual Conference (if not applicable, insert n/a).

Respondent skipped this question

Q28 28) Is there a discounted registration rate for your conference? If so, have you worked with other groups to cover those costs? Please be as specific as possible.

Respondent skipped this question

Q29 29) Did Your Chapter Meet Its Budget Projections for Its Annual Conference?

Respondent skipped this question

Q30 30) Did Your Association Try Something New at This Conference? If So, Please Briefly Explain What It Was and What Your Association Hoped to Achieve.

Respondent skipped this question

Q31 31) Was It Successful?

Respondent skipped this question

Q32 32) Will your association try this again at future conference?

Respondent skipped this question

Q33 33) List Your Association's Most Successful Events Held during Conference.

Respondent skipped this question
Q34 34) Share Outstanding Keynotes or Speakers (include topics, please).
Respondent skipped this question

Q35 35) If you have one, how many attendees participate(d) in your State Advocacy/Legislation Day?
(whole number only; e.g., 20)
Respondent skipped this question

Q36 33) Did your Chapter use a virtual advocacy tool for State Library Legislative Day?
Respondent skipped this question

Q37 37) List Major Activities, Accomplishments of Your Association during Fiscal Year (e.g., Library Legislative Day, legislative successes, new strategic plan, trainings, etc.).
We brought in ALA staff to hold an Advocacy Bootcamp for members, and also held one for our NHLA board, so that we can become more adept at using stories to illustrate library/association value on a regular basis. We hold our two-day conference every two years, with the next one occurring in May 2019.

Q38 38) List Major Issues Facing Your Association (e.g, budget, membership, structure, systems, competition, etc.).
Budget, membership, advocacy. We are an all-volunteer organization so finding people to take on leadership roles is a regular challenge.

Q39 39) Is there a separate school library association in your state?  Yes

Q40 40) Is there a separate college or academic library association or section in your state?  Yes