TO: ALA Executive Board

RE: Information Technology Report

ACTION REQUESTED/INFORMATION/REPORT:
Report

ACTION REQUESTED BY:
None

CONTACT PERSON:
Gina Seymour, ITAC Chair, 516-220-7285, seymourgina@gmail.com
Sherri Vanyek, 312-735-2597, svanyek@ala.org

DRAFT OF MOTION:
None

DATE: January 4, 2022

BACKGROUND:
Update on FY2021 projects continued in FY22, FY22 budget, and major IT goals for FY22 and beyond

ATTACHMENTS:
None
ALA Technology FY21 Projects Status

• Assist with the New Continuing Education Learning Management/eCommerce System – **Launched 11/10/2021**
• Continue to upgrade Shibboleth Single Sign-On Software to the remaining websites – **3 more sites completed**
• Continue with the final phase of implementation of eStore shopping cart integration with the new fulfillment Vendor Chicago Distribution Center (CDC) – **Scheduled 01/31/2022**
• Continue the migration of 75 of 100+ blogs to the cloud – **14 more sites migrated**
• Continue to monitor revenue and membership goals by creating new dashboards – **upgraded membership dashboard**
ALA Technology FY22 Projects Status

• **iMIS Membership System Upgrade** - Test migration site is up and running. Working on fleshing out the detailed project plan.

• **Clean up data in the iMIS membership database** – Some cleanup will happen as a result of the iMIS system upgrade above.

• **Work with all revenue generating units to identify and establish new revenue products or services** – In progress.

• **Continue to monitor revenue and membership goals** – In progress.

• **Adopt Data Center as a Service Design model** – Developing an RFP for hiring a consultant to do the design work.

• **Website Strategy Consulting** – Obtained one proposal and seeking additional proposals.
ALA Technology FY21/FY22 Budget

FY21 Operating Budget $3,162,709
FY22 Operating Budget $3,578,368

Represents a total increase of $415,659 for:

- Hiring a new Chief Information Technology Officer
- Licensing for the new CE Learning Management/eCommerce Systems
- Consulting for the iMIS Membership System Upgrade
- Consulting for the Data Center As a Service Design
- Consulting for a new Website Strategy
- Clean-up data in the iMIS membership database
- Drupal Web Content Management System Upgrades
IT Pivot Strategy Initiatives

**Membership**
- iMIS Membership Upgrade
- iMIS Database Cleanup
- Creating New Products and Services
- Monitor revenue and membership goals
- Adopt Data Center as a Service Design model
- New Website Strategy

**Continuing Education**
- iMIS Membership Upgrade
- iMIS Database Cleanup
- Creating New Products and Services
- Monitor revenue and membership goals
- Adopt Data Center as a Service Design model
- New Website Strategy

**Contributed Revenue**
- iMIS Membership Upgrade
- iMIS Database Cleanup
- Creating New Products and Services
- Monitor revenue and membership goals
- Adopt Data Center as a Service Design model
- New Website Strategy

**Conferences and Events**
- iMIS Membership Upgrade
- iMIS Database Cleanup
- Creating New Products and Services
- Monitor revenue and membership goals
- Adopt Data Center as a Service Design model
- New Website Strategy

**Publishing**
- iMIS Membership Upgrade
- iMIS Database Cleanup
- Creating New Products and Services
- Monitor revenue and membership goals
- Adopt Data Center as a Service Design model
- New Website Strategy

**Data and Research**
- iMIS Membership Upgrade
- Creating New Products and Services
- Monitor revenue and membership goals
- New Website Strategy
IT Dept Scorecard

**Tracklt**
- **9/1/2020 – 8/31/2021 (Last FY)**
  - Opened: 2459
  - Closed: 2289
  - Still Open: 170
- **9/1/2021 – 12/31/2021 (FY 2022)**
  - Opened: 793
  - Closed: 626
  - Still Open: 167

**ALA.org**
- **9/1/2020 – 8/31/2021 (Last FY)**
  - Page Views: 18,577,412
- **9/1/2021 – 12/31/2021 (FY 2022)**
  - Page Views: 5,916,830

**Connect**
- **9/1/2020 – 8/31/2021 (Last FY)**
  - Posts Created: 35,164
- **9/1/2021 – 12/31/2021 (FY 2022)**
  - Posts Created: 14,113

**Dues & Donations eStore**
- **9/1/2020 – 8/31/2021 (Last FY)**
  - Page Views: 2,025,113
- **9/1/2021 – 12/31/2021 (FY 2022)**
  - Page Views: 573,558

**KnowBe4**
- American Library Association
  - Phish-prone Level: 3.4%
- Other Organizations
  - Phish-prone Level: 16.9%
Thank you!

Gina Seymour (Chair of ITAC)
Sherri Vanyek (svanyek@ala.org)
Director, ALA IT