

TO: ALA Executive Board

RE: Information Technology Report

BOARD REQUEST: Information only

CONTACT PERSON:

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DATE: March 23, 2022

BACKGROUND:

Update on FY2022 projects, FY23 budget, and major IT goals for FY23 and beyond

Information Technology

ALA Executive Board Report

March 23, 2022

ALA Technology FY22 Projects Status

1

Assist with the New Continuing Education Learning Management/eCommerce System

Work with vendor to set up Face-to-Face events

2

Continue to upgrade Shibboleth Single Sign-On Software to the remaining websites

1 more site completed

3

Continue with the final phase of implementation of eStore shopping cart integration with the new fulfillment Vendor Chicago Distribution Center (CDC)

Scheduled 04/30/2022

4

Continue the migration of blogs to the cloud

30 migrated, 23 archived, 5 left to migrate

ALA Technology FY22 Projects Status (Cont.)

5

iMIS Membership System Upgrade

Working with vendor to flesh out the detailed project plan and begin the upgrade process.

6

Clean up data in the iMIS membership database

Some cleanup will happen as a result of the iMIS system upgrade above.

7

Continue to monitor revenue and membership goals

Connect new dashboard system.

8

Website Strategy Consulting

Obtained multiple proposals and have started meetings with internal stakeholders. Involving external stakeholders in the process.

ALA Technology FY23 Planned Projects

- 1 Website Strategy Consulting**
Choose strategy and work with stakeholders on redesign/upgrade implementation.
- 2 Complete iMIS Upgrade**
Train staff
- 3 Move Financial Systems to the Cloud**
GP and Prophix Budgeting Systems
- 4 Continue to clean up data in the iMIS membership database**
Complete iMerge project for merging duplicate records.
- 5 Automate processes in membership system**
Install and implement Task Centre
- 6 Continue to monitor revenue and membership goals**
Through use of new dashboarding system
- 7 Adopt Data Center as a Service Design model**
Developing an RFP for hiring a consultant to do the design work.
- 8 Replace 1/3 of Staff Laptops, Monitors, and Mice**
Rollout Windows 11

ALA Technology FY22/FY23 Budget

FY22 Operating Budget \$3,582,065

FY23 Operating Budget \$3,855,071

Represents a total increase of \$273,006 for:

- **Salary for a new Chief Information Technology Officer**
- **73 New Laptops, Docking Stations, Monitors, and Mice**
- **Licensing for the New Dashboarding System**
- **Migrating Financial Systems to the Cloud**
- **Consulting for the iMIS Membership System Upgrade**
- **Consulting for the Data Center As a Service Design**
- **Consulting and Implementation of a redesign/upgrade for a new ALA/Division Websites**
- **Continued clean-up data in the iMIS membership database**
- **Drupal Web Content Management System Upgrades**

IT Pivot Strategy Initiatives



Membership

- ✓ iMIS Membership Upgrade
- ✓ iMIS Database Clean up
- ✓ Implement new dashboards
- ✓ Monitor revenue and membership goals
- ✓ Adopt Data Center as a Service Design model
- ✓ New Website



Continuing Education

- ✓ iMIS Membership Upgrade
- ✓ iMIS Database Clean up
- ✓ 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 Clean up
- ✓ 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 Clean up
- ✓ 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 Clean up
- ✓ 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

FY23 personnel-related expenses

- Currently have 5 FTE filled
 - Director
 - Deputy Director
 - eCommerce Project Manager
 - Technical Support Specialist
 - Training Specialist
- Plan to fill or hire temps for add'l 2-3 FTE for FY22
- Plan to add 1 FTE for Chief Information Technology Officer position (CITO) in FY23
- 8-9 Total FTE in FY23

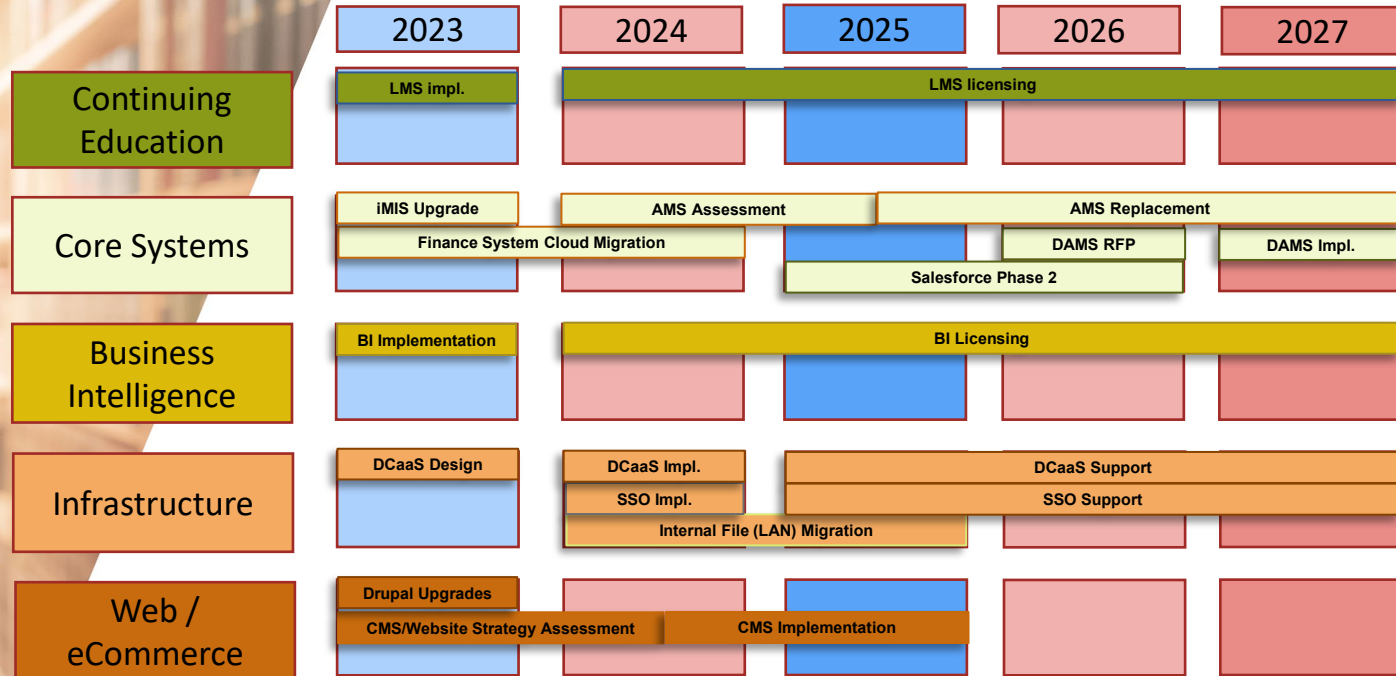
FY23 CFT Participation

Involved in surveying requirements for Enterprise-wide software needs

Involved in collecting requirements for Training on Enterprise-wide software

Involved as a stakeholder in Website Strategy going forward

ALA Technology Roadmap FY23-FY27



IT Dept Scorecard

TrackIt

9/1/2020 - 8/31/2021 (Last FY)
Opened: 2459 | Closed: 2289 | Still Open: 170

9/1/2021 - 2/28/2022 (FY 2022)
Opened: 1,138 | Closed: 971 | Still Open: 167



ALA.org

9/1/2020 - 8/31/2021 (Last FY)
Page Views: 18,577,412

9/1/2021 - 02/28/2022 (FY 2022)
Page Views: 9,604,692



Connect

9/1/2020 - 8/31/2021 (Last FY)
Posts Created: 35,164

9/1/2021 - 02/28/2022 (FY 2022)
Posts Created: 13,919



Dues & Donations eStore

9/1/2020 - 8/31/2021 (Last FY)

Page Views: 2,025,113

9/1/2021 - 02/28/2022 (FY 2022)

Page Views: 906,967



KnowBe4

American Library Association

Phish-prone Level: 2.9%

Other Organizations

Phish-prone Level: 17.9%

Upcoming Information Technology Advisory Committee Work:

- Participate in testing small face-to-face events in the Learning Management System with the CE unit
- Participate in testing the phase II of the eStore shopping cart implementation with the publishing unit
- Review and evaluate ala.org website redesign proposals
- Participate in IU/UX activities for redesign of ala.org website
- Participate in the testing of the redesigned ala.org website
- Participate in the design and testing of the iMIS membership web portal
- Gina continues to serve on the search committee for the new CITO. There are two more Zoom sessions scheduled.

Information Technology Advisory Committee Work:

- Participated in viewing the Election Vendor demonstrations and presentations
- Tested out Election Vendor platform
- Provided feed back on election platforms via survey generated by the Governance Office

Chairperson Work

- Chair meets weekly with Sherri Vanyek via phone conference. Any updates or requests for help are shared with the committee via ALA Connect as needed.
- Chair serves on the search committee for the new CITO position. Participates in Zoom sessions, reviews emails and documents related to the committee.



Questions?