

**TO:** ALA Executive Board

**RE:** Information Technology Report

**BOARD REQUEST:** Information only

**CONTACT PERSON:**

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**DATE:** June 15, 2022

**BACKGROUND:**

Update on FY2022 projects, FY2022 completed projects, FY23 budget update, major IT goals for FY23 and beyond, and usage/uptime statistics

# Information Technology

ALA Executive Board

June 28, 2022



# Information Technology Mission

IT implements, supports, and provides training on software and hardware technologies for our 8 divisions, 19 roundtables, 51,000 members, and 25 offices with approximately 220 staff. We currently have 6 full time employees.



# Information Technology Systems

We use two major association management systems for tracking our member and customer transactions.

The first one is called iMIS. iMIS is where we store all member and non-member contact information, committee membership, what conferences and continuing education members are registered for, dues payment information, member contributions and donations, and orders for products.

The second system is called Microsoft GP Dynamics. GP is where we store accounting information including the general ledger, accounts payable, fixed assets, and budgeting.

# ALA Technology FY22 Projects Completed

1. **Multi Factor Authentication in O365 – 9/2021**
2. **Membership Dues Pricing Remodeling - 9/2021**
3. **Continuing Education eCommerce/LMS – 11/2021**
4. **Retirement of Sympa (Archiving & decommissioning) – 1/2022**
5. **Informz Email Marketing Migration- Working group reformed - 3/2022**
6. **Adobe Sign - 4/2021**
7. **iMIS Membership System Upgrade – test environment created – 4/2022**
8. **Blog Cloud Migration/Digital Inventory Clean up – 5/2022**
9. **Board Meeting/Trustee Meeting/Return to Office/Office Tech. Support – 5/2022**
10. **Converting Connect Communities into iMIS based Sections (Core) – 5/2022**
11. **eStore Shopping Cart Phase II – 06/2022**

# ALA Technology FY22 Projects Status

1

## **iMIS Membership System Upgrade**

Working with vendor to set up web portals, Single Sign-on, and testing integrations after a successful upgrade in our test environment.

3

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

Scheduled 06/2022

2

## **Drupal 9 Website Upgrade and Redesign**

Working with our vendor on a 20-24 month implementation. Have started meetings with internal and external stakeholders.

4

## **Assist with the New Continuing Education Learning Management/eCommerce System**

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

# ALA Technology FY22 Projects Status (Cont.)

5

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

6

**Continue to upgrade Shibboleth Single Sign-On Software to the remaining websites**  
1 more site completed

7

**Continue to monitor revenue and membership goals**  
Connect new dashboard system.

# ALA Technology FY23 Planned Projects

- 1 Drupal 9 Website Upgrade and Redesign**  
Working with vendor and 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 automation code
- 6 Continue to monitor revenue and membership goals**  
Through use of new dashboarding system
- 7 Adopt Data Center as a Service Design model**  
Hire a consultant to do a feasibility study
- 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 \$3,596,479*

*Represents a total increase of \$14,414 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**
- **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 6 FTE filled
  - Director
  - Deputy Director
  - eCommerce Project Manager
  - Data and Report Analyst
  - 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
- 9-10 Total FTE in FY23

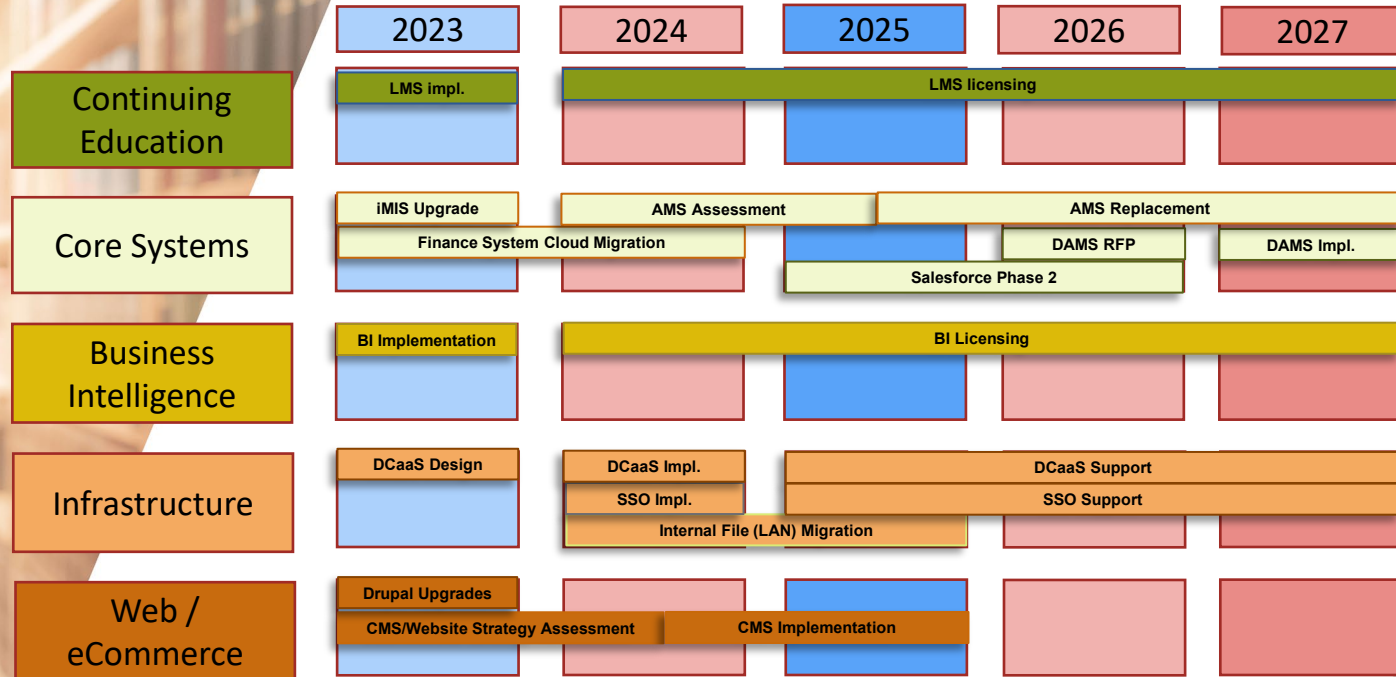
# FY23 CFT Participation

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  
Upgrade/  
Redesign

# ALA Technology Roadmap FY23-FY27



# IT Dept Uptime Scorecard - as of June 1, 2022

ALA.org Uptime Goal: 99% Uptime Actual: 100%	iMIS Membership system Uptime Goal: 99% Uptime: 100%	ALA Connect Uptime Goal: 99% Uptime Actual: 100%
ALA Store Uptime Goal: 99% Uptime Actual: 100%	Dues & Donations Store Uptime Goal: 99% Uptime Actual: 100%	Salesforce Advocacy System Uptime Goal: 99% Uptime Actual: 100%
Network Infrastructure Uptime Goal: 99% Uptime Actual: 100%	Shibboleth Uptime Goal: 99% Uptime Actual: 100%	Network File Server Uptime Goal: 99% Uptime Actual: 100%

# IT Dept Usage Scorecard

## TrackIt

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

9/1/2021 - 05/31/2022 (FY 2022)  
Opened: 1,695 | Closed: 1,475 | Open: 220



## ALA.org

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

9/1/2021 - 05/31/2022 (FY 2022)  
Page Views: 14,002,510



## Connect

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

9/1/2021 - 05/31/2022 (FY 2022)  
Posts Created: 37,362



## Dues & Donations & eStore

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

Page Views: 2,025,113

9/1/2021 - 05/31/2022 (FY 2022)

Page Views: 1,413,723



## KnowBe4

American Library Association

Phish-prone Level: 3%

Other Organizations

Phish-prone Level: 17.9%

# Upcoming Information Technology Advisory Committee Work:

- Participate in testing the phase II of the eStore shopping cart implementation with the publishing unit
- Participate in testing small face-to-face events in the Learning Management System with the CE unit
- 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
- Review Committee Charge
- Gina to continue to serve on the search committee for the new CITO.





**Questions?**