Serving Remote Users: Strategies for Coping with Geographic Challenges

October 10, 2013
11:00 – 12:00 PT
Today’s Presenters

• Joy Banks, Florida and Caribbean Chapter Past President
• Suzanne McBeath, Western Canada Chapter - Vancouver Regional Director
• Sue Mecklem, Oregon Chapter President
The trouble with distance: engaging remote members

Joy M. Banks, MSLS
Bok Tower Gardens
Lake Wales, FL
Florida & Caribbean Chapter

• Approximately 150 members
• 3 ALA accredited schools in the region
  – Florida State University
  – University of South Florida
  – University of Puerto Rico
What we’ve tried

• Reorganizing the regions based on geographic member
• Calling for volunteers to host meet-ups
• Hosting webinars
Hurdles

• Finding willing volunteers
• Motivating the Board
• Energizing the members
Two key goals:

• Sense of purpose
• Sense of belonging
Serving remote users: The Western Canada Chapter experience

Suzanne McBeath, MLIS
Teck Resources Ltd.
Vancouver, B.C., Canada
The Western Canada Chapter

Stretched across four provinces, three territories and three time zones, the geography of our chapter’s membership is challenging.
<table>
<thead>
<tr>
<th>Local</th>
<th>Chapter-wide</th>
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<tbody>
<tr>
<td>• In person</td>
<td>• Virtual or combination of in person and virtual</td>
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<tr>
<td>• Networking/social gatherings</td>
<td>• Webinars</td>
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<td>• Meeting for coffee/lunch/dinner/pub night</td>
<td>• Conference calls</td>
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<td>• Phone calls from Director</td>
<td>• Emails to discussion list</td>
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Some ideas we’ve tried

• Chapter purchases webinar replays, Directors organize local event to view and discuss
• GoToWebinar for AGM
• Speaker visits Vancouver, members elsewhere view the presentation via GoToWebinar and submit questions via discussion list
Serving Remote Users: Collaborate and Experiment

Sue Mecklem, Oregon Chapter President
It all started in Dallas...
Similarities Between PNW and ORSLA Chapters

• Large states with population focused in one or two large cities
• Decreasing membership
• Desire to collaborate
• Same time zone
Experience is the name everyone gives to their mistakes. - Oscar Wilde
Challenges

- Paypal link + RSVP link
- Sharing profits between two chapters
- Lack of technical skills
- Unanticipated glitches
Get organized
Keep a Sense of Humor
Appreciate your success!
Lessons Learned

• Collaborate with similar groups
• Learn the steps you need to take
• Organize and plan every step
• Practice the technology
• Enjoy

~Photographs courtesy Library of Congress; map courtesy National Geographic
Professional Development Webinars

• Don’t forget!
  – Provide Kama (kamasue@gmail.com) and Tara (tmurray@stamps.org) with feedback for 2014 Leadership Webinar series
  – Recorded Sessions on SLA.org: http://www.sla.org/governance/leadership-webinars/