My report to the Membership and Executive Board meeting this year will be presented in two separate subject areas:

1. Activities Undertaken:
   Over the past year.

2. Comments and recommendations:
   To discuss improvements that might take place over the next year.

<table>
<thead>
<tr>
<th>Activities Undertaken in 2004 Finances</th>
<th>Comments and Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance and updating of financial systems</td>
<td>The Treasurer continues to play a very large role in the daily activities of managing the finances and budgeting of ARLIS/NA. Because of the time commitment required and the far reaching responsibilities taken on by the Treasurer, it is my concern that it will be difficult to solicit support for the Treasurer’s position in upcoming years. A plan might be considered to include committee chairs in the budgeting responsibilities by having them submit a full budget for their respective areas with followup at the pre-conference meeting each year. In this way, the accountability for the budgeting process is spread evenly throughout the leadership of ARLIS/NA.</td>
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<tr>
<td>Maintained ongoing communications</td>
<td></td>
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<tr>
<td>Ongoing mgmt of day-to-day financial activities</td>
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<tr>
<td>Financial statements are reviewed monthly by the Executive Board. Revenues and expenses are tracking to budget.</td>
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</tr>
<tr>
<td>Bonnie James and Elizabeth Clarke provide budgeting advice and support to the Treasurer on an ongoing basis</td>
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<tr>
<td>Preparation of financial statements, reports and files for the auditor</td>
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<tr>
<td>Provided historical research for the audit process</td>
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<tr>
<td>Fielded questions concerning finances on a daily basis.</td>
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<tr>
<td>Managed Accounts Payable and Accounts Receivable process.</td>
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<tr>
<td>The discussions that have taken place regarding Chapters and their affiliation with ARLIS/NA will be discussed in detail at this year’s Board meetings. Despite the best efforts of the headquarters staff to obtain information from chapters in order to</td>
<td></td>
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</tbody>
</table>
solicit bids/costs for insurance, incorporation etc., information was only submitted from five chapters. This required staff to do the research and produce information on chapters from prior documentation and websites. This slowed the process and unfortunately the information we had hoped to have available at this conference is not complete.
## Meetings and Conference Planning

### Houston Conference
- Worked with the Conference Planning Advisory Committee (CPAC) for the Houston conference.
- Met face-to-face in Houston once to review plans.
- Managed the annual conference process in coordination with the CPAC and Executive Committee.
- Negotiated contracts in conjunction with the conference (ie. Tours, Air Travel).
- Developed the conference database and reported to the appropriate committees.
- Assigned booth space for exhibitors.
- Worked with the CPAC to design, produce and deliver all products regarding registration to the conference.
- Attended the conference with two staff for a period of eight days.

A site visit was made to Houston last year by Elizabeth in early March to establish a location for the 2005 ARLIS/NA conference. This conference is being held at the Hilton of the Americas in Houston.

Despite promises made by the property during the site visit, this year has been a challenge for our conference planner. There have been several occurrences over the past year that caused the headquarters staff to be concerned about the outcome of the conference. Despite our best efforts to address these concerns, mistakes continued to happen throughout the process and a lack of response to queries was an ongoing problem.

A site visit was also made to Banff by some of the Board members and headquarters staff in August.

A slight decrease in sponsorships and exhibitors was noted and will be addressed for next year’s conference in Banff.

## Publications and Communications
- Provided production and distribution services for the Society’s publications.
- Publications Reports were distributed on a monthly basis.

With the assistance of Ion Communications, a strategic partner of Clarke Association Services, the publications were produced under the leadership of the respective...
- Label distribution

**Database Management**

- The database design has provided ARLIS/NA with an effective solution to its database needs to date.
- The database has been designed based on criteria provided by various committees with updates on an annual basis.
- The database is also designed based on current needs and required reports and printouts (including the annual Handbook and on line membership database).

The on-line version of the ARLIS/NA database continues to be a challenge to the headquarters staff. With the advancing technology available to non-profit organizations, expectations have changed with regard to membership information and the timeliness of the data. It is evident that the current design does not meet the real-time expectations of the leadership and discussions have taken place with regard to a new design.

Meetings will take place to review options that are available in the marketplace. Specifically, we will discuss the possibilities of on-line self managed database information for ease of use of the membership.

**Email, Telephone & Fax Activities**

- Bonnie James, Vicky Roper, Susan Rawlyk and Elizabeth Clarke opened and addressed all email, mail and fax communication during the year with regard to various areas of responsibility.
- Elizabeth Clarke monitored, reviewed or actioned all emails.

The activities with regard to telephone and fax are tracking to budget and seem to be in keeping with improving historical trends.

Email activity is well within the bounds of normal for the society.

About 300 copies of the print document of Update is still mailed to institutional members and those individual members who request a paper copy.

Vicky continues to email the labels to those who order them.
sent to Board-L, and leadership-L.
- Susan Rawlyk monitored, reviewed or actioned all emails received through leadership-L.

**Web Site/List Serve Maintenance**

- Maintained the web site as per instructions from the Secretary and Executive Board of ARLIS/NA
- The new membership only section was implemented this year.
- Update is mounted on the website
- Created all conference related on-line registration services.

The work of updating and redesigning the ARLIS/NA Web Site (AWS) is ongoing and great progress has been made.

All in all, we are pleased with the progress that has been made in the past year and look forward to the next phase of upgrades that will take place to the AWS over the next year.

**Board Support and Executive Director**

- Provided leadership to the staff in administering systems and working with the Executive Board on a daily basis.
- Provided guidance to the Executive Board in establishing and maintaining relationships with the staff
- Attended two Executive Board meetings
- Attended one CPAC meeting
- Worked with the Treasurer & B James on budgeting issues
- Monitored member correspondence
- Provided feedback and opinions in support of the Executive Board

This year the Executive Director met once a month on a teleconference call with the ARLIS/NA President in order to address issues of concern that were raised over the previous month. These meetings proved to be very productive and provided an opportunity for feedback and the development of new ideas.

Research continues with regard to Chapter/Headquarters relationships.