

# Pacific Northwest Chapter, Medical Library Association (PNC/MLA)

## Membership Report

February 22, 2010

Submitted by Sally Bremner  
Membership Secretary

Membership as of 2/23/2010:

Individual members	
Regular new	1
Regular renewal	71
Student	6
Lifetime	8
Emeritus	3
Subtotal	88
<u>Institutional members</u>	<u>32</u>
Total	121

By State / Province	
AK	4
ID	10
MT	9
OR	31
WA	60
AB	2
BC	4
QC	1

Sally Bremner replaced Susan Barnes as Membership Secretary on January 1, 2010. Sally's term of office runs until December 31, 2012. Representatives now serving on the PNC/MLA Membership Committee are: Sally Bremner (Alaska), Helen Lee Robertson (Canada: Alberta and British Columbia), Kathy Fatkin (Idaho), Gail Wilkerson (Montana), Beverly Schriver (Oregon), and Mary Beth Simiele (Washington).

### PNC/MLA Membership Committee Activities:

- **Early Membership Renewal** – Those renewing or registering by December 20<sup>th</sup> were entered into a drawing for one of three prizes. First prize (1 year MLA Membership) went to Nancy Henderson; second prize (iPod Shuffle) went to Tori Koch; third prize (\$25 gift certificate for Barnes & Noble) went to Kathleen McCrory. The early renewal program with prizes has resulted in the majority of our members renewing prior to the New Year.
- **Renewal Reminders** – A second renewal reminder was sent out in mid-February. Committee representatives are currently contacting members from their state or province who have not renewed to remind them.
- **One free Student Membership awarded to U Alberta, UW, and Emporia State Schools of Library and Information Science** – encourage participation in Annual meeting and PNC membership post-graduation. Awards: Emporia State University (Turner Masland), University of Alberta (Nicole Charles), UBC (Sue Bradley), and University of Washington (Sigrid Brudie).
- **Testing RegOnline web system for membership management** – Susan Barnes entered members' information into RegOnline on November 20<sup>th</sup>. Sally has been tracking members' self-renewals with credit card payment, entering off-line check payments manually, and addressing members' questions and technical problems since January. There are some issues leading to problems with the online system. It is suggested the Board evaluate RegOnline's membership system with input from members after a full membership cycle has been completed. This would allow time for planned system improvements and allow the annual cost per member to be determined.

## Membership Categories:

- **Individual** – Personal
- **Institutional** – Required for institutions to participate in Group Purchasing activities. Institution must designate one (1) representative. Representative has same privileges as an Individual member.
- **Student** – must be enrolled in a Library, Information Science, or Informatics degree program.
- **Emeritus** – retired or unemployed; full membership at a reduced dues rate.
- **Lifetime** – nominated by a current PNC member and approved by the PNC Board. Lifetime members are Maryanne Blake, Melvina Brittle, Anne Girling, Marcy Horner, Isabel McDonald, Jim Morgan, Gerry Oppenheimer, Jeri Van Den Top.

## RegOnline issues

### I. Institutional and individual memberships.

Before RegOnline, a member could hold both institutional and an individual membership, if they so desired. However RegOnline uses a member's e-mail address to identify each person and their membership record. Renewing members who login with a different e-mail address from their original membership record, will be prompted to set up a new record, where they select the type of membership.

This has led to a lot of confusion and duplication of records, both individual and institutional. For example, one member who held a 2009 institutional membership adjusted the institutional balance owing to that for an individual membership and paid that. Such problems are difficult for users to adjust and require technical support to fix. In some cases, the only solution is to cancel the duplicate membership. This record is not deleted, and must be filtered out when future reports are created.

### Possible solutions

- Some members do not understand that an institutional membership gives one individual per institution the same rights as an individual membership, so they need not hold an individual one as well. This should be clearly stated on the membership website.
- If a member has a general library e-mail as well as a personal one, two different types of membership are not a problem, as long as they use the appropriate one when renewing each time.
- If a member's e-mail address changes, it is necessary to log in using their old e-mail address, and change their membership data within that record to reflect the new address. This should also be stated on the membership website.

### II. Online renewal without payment.

If RegOnline cannot validate a credit card, the system lets a member renew without paying. The member is told their renewal was successful. It is also possible to pay without generating a new renewal date. Careful monitoring of all transactions has been required. These problems are a known glitch in the system and should be fixed with the next version update.

### III. Manual entry of memberships paid by check.

Currently Judith receives membership forms and checks in the U.S. mail and scans/e-mails or faxes them to me for entry from time to time. I'd like to receive these each week to keep RegOnline and the website more current.

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Addendum

## **Proposed Goals for the Membership Committee 2010**

1. Monitor and promote the renewal of all outstanding PNC/MLA memberships
2. Actively seek out new health science librarians in each state or province in our region, and encourage them to join.
3. Gather news from around the region and publish it at least once a month on the PNC/MLA Blog. Please note: Committee members have not yet had a chance to discuss the best way to do this, or indeed what kinds of news members would like to have of each other's doings. We need a little longer to formulate our strategy for this goal.