Regional User Groups Forum

IUG 2017, National Harbor, MD

Moderator: Trevor Diamond

Recorder: Vanessa Walden

18-20 attendees; including:

         Marjorie & Connie from III

         Florida (thinking about starting one)

         Texas (having trouble maintaining)

         Rocky Mountain

         Ontario, Canada (recently resurrected)

         Arkansas (looking to expand and include training)

         Northwest (last conference was awesome)

         Southern California (successful even with the traffic)

         Mid-Atlantic (interested in spearheading a reboot)

         Northern California (going strong after a lapse)

         Marjorie: Contact III Customer Success Manager EARLY to get information on what’s going on and help making your regional conferences successful.

         Connie: Unfortunately if meetings overlap, III staff may not always be able to attend but if they can they definitely will (virtual presence is another option).  Generally III presentations are no more than 90 minutes, but can be longer if the regional group would like.  It’s your group and the focus should be on the local members.

o   Ontario group had a regional conference that was very heavy with III programming as a way for those who can’t attend national to get information (roadmap, etc.).

o   Rocky Mountain group had good experience getting local presenters to participate

o   III can provide more technical sessions and webinars have become commonplace; helpful if you have lots of new members

o   Balance III and user presentations – but you’re in charge so it can be whatever you envision and will vary from group to group

         Regional groups especially helpful for international customers who don’t have international travel policies or funding to send staff to nationals

         Can be challenging to find Innovative libraries and expanding to include Polaris and VTLS

         Libwebcats good resource to find out which libraries and using what systems

         State conferences a good option for users meetings but might be more costly

         Finding presenters can be challenging, especially for public services topics

         Don’t let one person run the group – committee efforts that spread out the work (3-5 people) are more successful

         III can provide financial support (amount varies depending on size and requirements) and lots of swag

         Regional training option – hosting library gets one or two free seats at the session

Question:  Coordinator for Rocky Mountain group – how do I get listed as new contact?

Response: Contact regional liaison, email Trevor Diamond or regionals@innovativeusers.org.  Trevor is authorized to edit web page.

Question: Does a group need to become an established non-profit?

Response:

         Up to you – some don’t, Mid-Atlantic & Southern California did it; it’s a process with paperwork (not hard to do); Kathy O’Gorman is a good resource

         Cash management can be done by IUG and they will hold money in a bank account; if group takes a hiatus IUG can hold it in trust for a fixed length of time

         Look for other vendors (Baker & Taylor, Overdrive, etc.) willing to sponsor event to help with costs

         Work with III to find low- or no-cost meeting space and manage emergency situations

Question: How much is the average registration fee?

Response:

         Ranges from free to $35; charge to cover costs

         Including lunch is optional and raises meeting costs

         Good to charge even nominal fee to encourage attendance – it’s worth it if I paid to go

Question: Themes or tracks?

Response:

         Mid-Atlantic had tracks based on ILS or III product with breakout sessions

         Don’t be afraid to repeat or practice presentation for national conference

         Frontline staff more likely to attend regional but not national

         Good way to introduce technical topics to non-technical staff