

**Society of American Archivists
Council Meeting Agenda
May 12–13, 2020
Virtual Meeting**

Staff Report: Technology

**(Prepared by Web and IT Systems Administrator Matt Black and
Director of Administration and Finance Peter Carlson)**

Staff Working Remotely

We spent significant time in March supporting the sudden transition of the SAA staff to remote working. Fortunately we have been steadily increasing our technical support for telecommuting for years, and many tools were already in place. While the pandemic accelerated things dramatically, the transition was smooth given the circumstances. We began experimenting with Slack in January, and it has proven to be a helpful tool along with Zoom since we began telecommuting full-time.

Association Management System

April was our one-year anniversary using Nimble AMS!

Recent highlights include:

- Automatic membership renewal reminder emails! A huge efficiency for our Service Center.
- Automatic welcome emails for on-demand webcast registrations, and making the course portal link easier to find on Community Hub. This one came just in time for the registration surge we saw in March and April.
- Group rosters fixed and improved (finally!).
- Robust reporting has been particularly helpful to staff as we track the recent successes of AWEF fundraising and online classes and webcasts.

As reported earlier, several requirements from our AMS implementation were temporarily delayed so that we could get through the go-live phase of the project. Since that time, we have been developing staff expertise and gradually configuring the system to make these features available for members and staff. To assist with these efforts, we have retained Centric Consulting to begin supporting our backlog of AMS development work. The first project is off to a great start, addressing data issues with tracking the credits in our continuing education programs (DAS and A&D). At this writing, we have identified and corrected the cause of the primary issue and

are preparing to deploy the fix. Next steps are data cleanup and building reporting tools for the Education team.

Once completed, this project will:

- Provide robust and accurate reporting tools to the Education team for program administration.
- Strengthen the Education team's ability to market and schedule courses that are responsive to members who are pursuing a certificate.
- Allow members to view their progress in the DAS or A&D program in Community Hub.

Dictionary of Archives Terminology (DAT)

A very smooth and successful launch on April 29, 2020, brings a great new public tool to SAA. The new DAT is a leap forward from the 2005 *Glossary* not just in content, but in technology. The back-end software is the same system that supports the online Oxford English Dictionary, and the tools for searching and browsing the new DAT are much stronger than those of the *Glossary*. Our new set up will allow the Dictionary Working Group to update the new site regularly, continuing their excellent and robust work. Some follow-up IT work will happen over the next few weeks to bring some final improvements to the new DAT website and to retire the *Glossary*.