
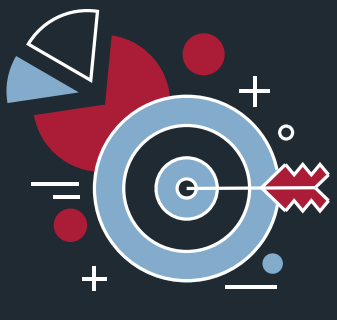
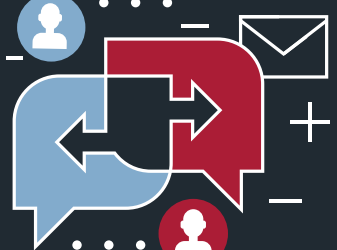




5 STRATEGIC GOALS

-  **1 Access to Information**
-  **2 Relevance of Information**
-  **3 Meaningful Connections**
-  **4 Membership Diversity**
-  **5 Resources**

3 KEY STAFF THEMES

- 1 Operational excellence**
- 2 Service delivery**
- 3 No second class citizens**



2019 OPERATIONAL GOAL HIGHLIGHTS:

- **Feature programming in support of PPC hot topic of 2019 - Embracing Change**
- **Increase support for ILTA members and efforts beyond North America**
- **Establish processes supporting affiliate events**
- **Expand private webinar and virtual local events**
- **Improve new member and volunteer onboarding**
- **New “Bleeding Edge” epublications**
- **Deliver new events in leadership, diversity and inclusion, engagement and development of young professionals, and innovation**
- **Introduce national in-person event wrap-ups for all members and partner communities**