5 STRATEGIC GOALS

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

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

3 KEY STAFF THEMES

1. Operational excellence
2. Service delivery
3. No second class citizens