



# Improving your Member experience

## ALIA's new website launches 23 August

ALIA is investing in a new website and database designed to make managing your membership easier and more convenient, and to make information more findable for all our website users.

We have listened to feedback from our Members and by combining our website and database in one system, we will be providing a less 'clunky', more streamlined experience which will iron out the kinks of our current Member Centre. We have also heard your comments about improved responsive design, so our web pages work as well on phones and tablets as they do on PCs.

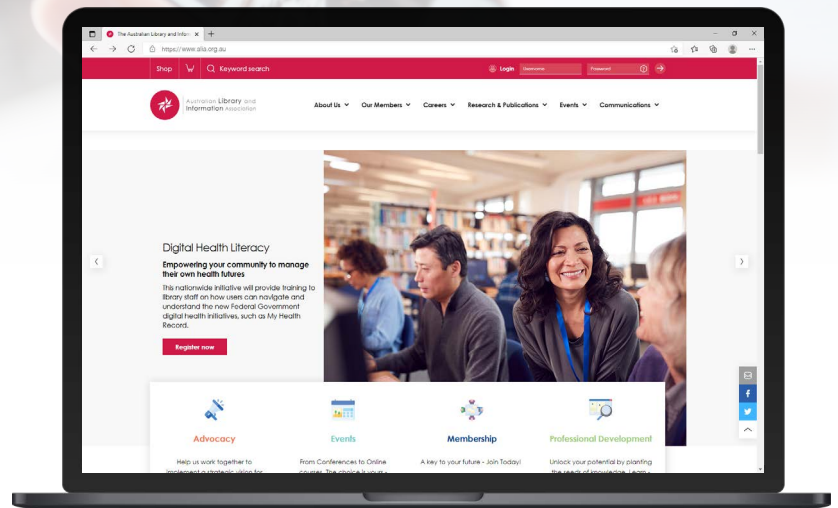
The target 'go live' date for the new website and database is 23 August, but as with any IT project, there may be some delays and we will let you know if that date changes.

On the launch date, you will go to the same URL ([www.alia.org.au](http://www.alia.org.au)) and you will see a website which looks both a little familiar and very different. It will feature the existing ALIA logo, branding and colours – but it will look fresher, cleaner, with a landing page that encourages exploration and a menu that is much easier to navigate. The website will have improved accessibility in terms of fonts and colours.

There are other features we plan to add in the future. We are working with our provider to include personal pronoun choices and Indigenous place names as a field. We are also looking at an opt-in way of connecting members through public-facing social media, such as your LinkedIn profile, making you more discoverable to former colleagues wanting to catch up and potential employers who would benefit from your skills.

The launch of the new website and Member Centre on 23 August will be the start of something, not the end result. We want to hear what works for you and what doesn't, so we can make further improvements post-launch. We will be asking you to fill out a survey and we will be reporting back at the end of September to let you know about further refinements we plan to introduce.

Any questions, please get in touch:  
[membership@alia.org.au](mailto:membership@alia.org.au) 02 6215 8222.



## The Member Centre

In the top right of your screen, you will see the log in to our Member Centre. You will be asked to log in using your email address and newly reset password, and this will take you to your individual account. For Institutional Members this will be managed by the company administrator. Here you will see all the activities from your current profile, plus a dashboard for Members in our Professional Development Scheme, which shows how close you are to achieving your learning goals. Instead of moving from one platform to another, you will remain in the same system, making navigation between the Member Centre and website a seamless action.

The Member Centre is designed to be modern and simple to use. You will be able to enter and update your information easily, and all your details will be right there in front of you. You will have all the functions of our old Member Centre, but with some exciting new features.

## PD Scheme Members and PD tracking tool users

One of the changes you will see is that our PD tracking tool is now called the CPD (Continuing Professional Development) Logbook. The tracking tool looks and feels a little different, but is easy to use with reflective practice based activities.

Learning activities show immediately but the trackers update overnight, so you don't have to wait long to see your achievements recorded and your progress towards your goal highlighted.



# FAQs

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## Why is this change happening?

This change will improve our Member experience. We have had our current website and database since 2013. Consulting with Members and analysing feedback about our existing website and Member Centre, we have shaped our next iteration to improve our Member experience.

## What are the main differences I will find?

Our website will look different and content will be in different places, but once you get used to the new look and navigation, you should be able to find things more easily. The same goes for our Member Centre with the added benefit that you should find your own details easy to update, with minimal fuss. We have spent a lot of time looking at the user experience and identifying issues. For example, logging in will be simple, with just your email address and password, no need to remember a user name as well.

## What about my membership number?

We know that many of our Members still have their original membership card and like using their number. So we still have your original membership number stored in your record and if you want to use this when you email or phone us, we will be able to find you in the new system.

## What if I can't find what I'm looking for on the website?

We are migrating most of the content from our existing website to the new website, so it may be that it is still there, but it's in a different place. In this case, try using the search box to find what you're looking for.

If it's a publication, a report or a conference paper, you may find it in the [ALIA Library](#). We have now uploaded 1,500 documents to this digital repository, with more being added every week. Bookmark the site and add it to your favourites.

If you still can't find what you're looking for, it could be because we have other plans for that content. For example, our ALIA Library Design Awards will be moving to their own website and the ALIA Honours Board will be turned into an annual publication. In this case, contact us via [enquiry@alia.org.au](mailto:enquiry@alia.org.au) and we will be pleased to send you what you need – and you will be helping us identify items which we need to include in our new website.

## What do I put in my profile?

It's up to you what you put into your profile. As a minimum, we need your contact details, but in addition you can add a photograph, a title such as Dr or Professor, and your social media links.

## How private is my data?

Your data is already secure and it will be even more secure in our upgraded system. You can find our security policy on the ALIA website.

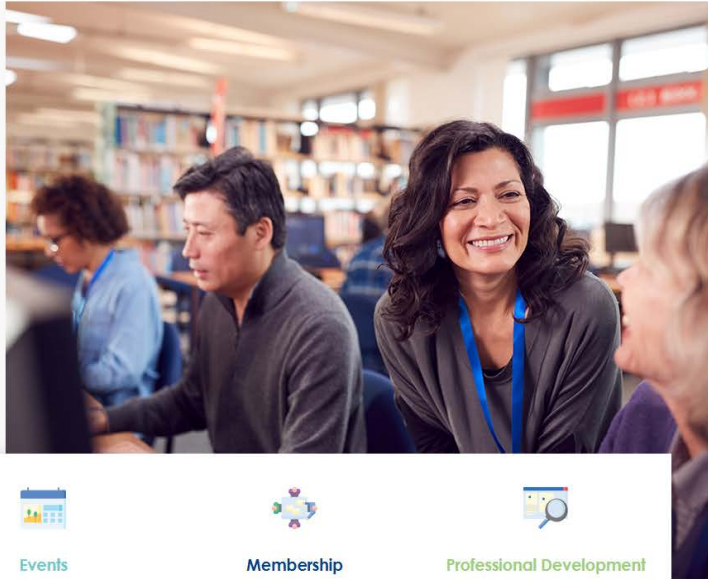
You decide what you share and with whom. Your contact details are hidden in our Member Centre and even if your employer is an Institutional Member, they cannot see your membership details.

### Digital Health Literacy

#### Empowering your community to manage their own health futures

This nationwide initiative will provide training to library staff on how users can navigate and understand the new Federal Government digital health initiatives, such as My Health Record.

Register now



Advocacy

Help us work together to



Events

From Conferences to Online



Membership

A key to your future - Join Today!



Professional Development

Unlock your potential by planting

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There are other features we plan to add in the future. We are working with our provider to include personal pronoun choices and Indigenous place names as a field. We are also looking at an opt-in way of connecting members through public-facing social media, such as your LinkedIn profile, making you more discoverable to former colleagues wanting to catch up and potential employers who would benefit from your skills.

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we can make further improvements post-launch. We will be asking you to fill out a survey and we will be reporting back at the end of September to let you know about further refinements we plan to introduce.

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The Member Centre is designed to be modern and simple to use. You will be able to enter and update your information easily, and all your details will be right there in front of you. You will have all the functions of our old Member Centre, but with some exciting new features such as a record of dietary preferences, which will automatically alert us to any special requirements when you or your team (for Institutional Members) register for events.

## PD Scheme Members and PD tracking tool users

One of the changes you will see is that our PD tracking tool is now called the CPD (Continuing Professional Development) Logbook. It's the same tracking tool, with entries based on reflective practice. Only the name has changed.

Learning experiences added to your profile will be updated overnight, so you don't have to wait long to see your achievements recorded and your progress towards your goal highlighted.



# FAQs

## Why is this change happening?

We have had our current website and database since 2013. In the commercial world, organisations renew their websites every few years, but as a not-for-profit, we held off for five years before the ALIA Board approved investment in an upgrade in 2018. Since then, we have consulted with Members and analysed feedback about our existing website and Member Centre in order to shape our next iteration. We could have been at this point 18 months ago, but our resources were diverted to COVID-19 in 2020 and it has taken until now to have everything ready.

## What are the main differences I will find?

Our website will look different and content will be in different places, but once you get used to the new look and navigation, you should be able to find things more easily. The same goes for our Member Centre with the added benefit that you should find your own details easy to update, with minimal fuss. We have spent a lot of time looking at the user experience and identifying issues. For example, logging in will be simple, with just your email address and password, no need to remember a user name as well, and we have deduplicated entries in our Member Centre to avoid the log-in conflicts which some of our Members have experienced in the past.

## How will I log in to the Member Centre?

All you will need are the email address and password you have used with us before. If you don't have an email address registered, email [membership@alia.org.au](mailto:membership@alia.org.au) or call us on 02 6215 8222. If you can't remember your password, you can easily reset it, with a new link sent to your email address.

## What about my membership number?

We know that many of our Members still have their original membership card and like using their number. So we still have your original membership number stored in your record and if you want to use this when you email or phone us, we will be able to find you in the new system.

## What if I can't find what I'm looking for on the website?

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## What if I can't find what I'm looking for in the Member Centre?

We are moving content around and putting more on our public-facing website, but there will still be Member-only resources, such as the latest print versions of *INCITE*, our salary scales and work level guidelines. If you can't find what you're looking for through the search box or in the ALIA Library, please contact us [enquiry@alia.org.au](mailto:enquiry@alia.org.au) and we will send it to you.

## What do I put in my profile?

It's up to you what you put into your profile. As a minimum, we need your contact details, but in addition you can add a photograph, a title such as Dr or Professor, a photograph, any post-nominals in addition to your ALIA post-nominals, and your social media links.

## How private is my data?

Your data is already secure and it will be even more secure in our upgraded system. You can find our security policy on the ALIA website.

You decide what you share and with whom. Your contact details are hidden in our Member Centre and even if your employer is an Institutional Member, they cannot see your membership details.

## Where is the data held?

We are using the iMIS product from ASI, an international leader in software for membership associations. The company is American but has a well supported client base in Australia. Our data will be stored securely in the cloud.

## Why do dates appear in the American format of month, day, year?

While most people will see the Australian date – day, month, year – on some browsers, the day and month are reversed. We are looking for a fix for this.

## What has happened to Clique Community?

This was a function of our previous Member Centre, which was very sparsely used. It was an attempt to provide a facebook-like platform for group communication within our database, but it had limitations around who could use it and for what purpose, so we decided to close it down. We talked to the few people who did use it and they felt it was the right decision. ALIA Groups are welcome to use whichever social media platforms they feel work best – and we will provide set up support wherever needed.