

# Roberts Consulting

## Strategic Thinking for Cultural Nonprofits

### Services

**Strategic and business planning**, including guiding board and staff planning committees, writing plans, and mission review. Representative clients include:

Frist Center for the Visual Arts	Historic New England
New Jersey Council for the Humanities	Indiana Historical Society
Walters Art Museum	Abbe Museum
Stowe Center	RISD Museum of Art
Strawbery Banke	Fitchburg Art Museum

**Program conceptualization and design**, including interpretive planning and development of new programs. Representative clients include:

Institute of Contemporary Art	Amelia Island Museum of History
Experience Music Project	Bellamy-Ferriday House and Gardens
The Bostonian Society	MIT Museum
Thoreau Farm Trust	Prudence Crandall House

**Organizational assessment**, including governance review, board development and training, accreditation, and other assessments. Representative clients include:

Isabella Stewart Gardner Museum	Winterthur
New England Aquarium	CT Commission on Culture & Tourism
Naper Settlement	Everson Museum of Art
New Haven Museum	Emily Dickinson Museum
Boston Landmarks Orchestra	International Tennis Hall of Fame and Museum

**Professional development** for entry level and mid career staff and boards in museums and other cultural organizations. Representative clients include:

American Alliance of Museums	American Association for State and Local History
Boston Children's Museum	Museum Institute at Sagamore
Bank Street College New Perspectives	Council of American Jewish Museums
Museum Association of New York	Hartford Foundation for Public Giving
Museum Trustee Association	Connecticut League of History Organizations

**Meeting and retreat facilitation** with boards, staff, and community in support of visioning, planning and program development. Representative clients include:

Americans for the Arts	American Association for State and Local History
New York State Council on the Arts	Connecticut Humanities
Museum of Durham History	Landmark Society of Western NY
Garrison Art Center	Pennsylvania Heritage Society
Mobile Museum of Art	Tower Hill Botanic Garden

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## Strategic Thinking for Cultural Nonprofits

Laura B. Roberts, Principal

### Education

Master of Business Administration, with high honors; Boston University Questrom School of Business

Concentration: Public and Nonprofit Management

Recipient, John R. Russell Award for Public and Nonprofit Management Excellence

Master of Arts; Cooperstown Graduate Program, State University of New York

Concentration: History Museum Studies

Bachelor of Arts, magna cum laude; Harvard University

Concentration: Social Anthropology

### Professional Experience

Principal, *Roberts Consulting, Cambridge, MA*. Since 1996

Executive Director, *Boston Center for Adult Education, Boston, MA*

Executive Director, *New England Museum Association, Boston, MA*

Director of Education, *National Heritage Museum, Lexington, MA*

Director of Education, *USS Constitution Museum, Boston, MA*

Curator for Education, *Rhode Island Historical Society, Providence, RI*

Assistant Coordinator of Volunteers, *Museum of Science, Boston, MA*

### Teaching Experience

Advisor and Faculty, *Bank Street College Museum Leadership Program, New York, NY*

Teach mission, planning and organizational positioning (since 1999); formerly faculty advisor (2000-2015).

Faculty, *Harvard University Extension School, Cambridge, MA*

Teach *Managing a Museum in Changing Times* in graduate museum studies program and supervise masters' theses (since 2011).

Faculty, *Northeastern University, Boston, MA*

Teach *Managing Nonprofit Organizations* in graduate public history program (since 2016)

Faculty, *Developing History Leaders @ SHA* (formerly *Seminar in Historical Administration*), *Indianapolis, IN*

Annually teach *Managing Change* and *Strategic Thinking* to mid-career professionals (since 1997).

Visiting Lecturer, *Tufts University, Medford, MA*

Taught *Museums Today: Mission and Function* in graduate Museum Certificate program and contributed to ongoing curriculum review and development (1993-2009).

Adjunct Assistant Professor, *Boston University Questrom School of Business, Boston, MA*

Taught several required and elective nonprofit and arts management courses in the graduate Public and Nonprofit Management Program (1995-2006).

Adjunct Faculty, *Lesley University School of Management, Cambridge, MA*

Taught *Nonprofit Arts Organization Management* in graduate Arts Administration program (1991-1994) and supervised graduate students in independent studies related to museum management.

## Publications

- “The Winds of Opportunity,” in *Making Public History in the 21<sup>st</sup>-Century*, Bob Beatty editor, American Association for State and Local History, 2017 (with Barbara Franco)
- Review, “A Practical Guide to Museum Ethics,” *New England Museums Now*, Fall 2016
- “Closing thoughts on the future of leadership in museum education,” *Leading the Future of Museum Education*, Bank Street College of Education, 2016
- “So you have a consent agenda... now how do you fill a board meeting?” *New England Museums Now*, Winter 2015
- “Improving Financial Management,” AASLH Technical Leaflet #269, 2015 and “Building Better Budgets,” AASLH Technical Leaflet #268, 2014 (with Stacy Klingler)
- “Museum Expansion: What’s in it for You?” *Art New England*, May/June 2013
- Review, “Reinventing the Museum,” *History News*, Spring 2013
- “Are You Ready for Graduate School?” in *A Life in Museums: Managing Your Museum Career*, American Alliance of Museums, 2012
- “Understanding Organizational Lifecycles,” *NemaNews*, Winter 2012
- Review, “Twilight at Conner Prairie,” *NemaNews*, Summer 2011
- “Museums as Catalysts for Change,” *NemaNews*, Winter 2011
- “Assessment and Planning Using Portfolio Analysis,” *Journal of Museum Education*, Summer 2010
- “The Winds of Opportunity,” *History News*, Spring 2010 (with Barbara Franco)
- “New Opportunities in National Service Programs,” *NemaNews*, Winter 2010
- Middletown Historical Society discussion cases, *StEPS Workbook*, AASLH, 2009
- “New Opportunities in National Service Programs,” *Guild Notes*, Spring 2009
- Review, “Creating Great Visitor Experiences,” *Visitor Studies*, Volume 10, Number 2.
- Commentary, “Case Study: Tough Decisions,” *Board Member*, February/March, 2005
- “Outcomes and Experience: New Priorities for Museums,” *Curator*, January 2001.
- Review, “Nonprofit Boards that Work,” *NemaNews*, Summer 2001.
- Review, Recent Books on Philanthropy, *Journal of Policy Analysis and Management*, Winter 2001.
- “Assessment and Planning Using a Graphical Portfolio Approach,” *NemaNews*, Fall 2000.
- Standards and Guidelines for Museum Internships*, American Association of Museums Technical Information Service, 1993.
- 1992/93 Salary and Benefits Survey*, New England Museum Association, 1993.
- “Nonprofit and Loss: The crisis of public confidence in museums,” *Museum News*, March/April 1993.
- “Museums & Volunteers - A Look into the Future,” *American Association for Museum Volunteers*, Spring 1992.
- 1990 Salary Survey*, New England Museum Association, 1990.
- Museums and Classrooms: A Teacher’s Guide to Using Rhode Island’s Museums*, RI Historical Society, 1986.
- “Planning a Successful Museum Field Trip,” *Massachusetts Elementary Educator*, September 1986.
- “Ben Franklin at the Museum of our National Heritage,” *Journal of Museum Education*, Spring 1986.
- “Working Women: Images of Women at Work in Rhode Island, 1880 to 1925,” *Rhode Island History*, February 1979 (with others).
- “Should Volunteers be Fired?” *Voluntary Action Leadership*, Fall 1979.

## Case Studies

- Case studies on cultural property and financial decision making, Museum Trustee Association
- Case study on strategic planning and managing change, Greater Hudson Heritage Network
- Case studies on organizational change, Seminar in Historical Administration
- Case study on internal communication, Marketing Initiative for Small and Mid-Sized Arts Organizations, Hartford Foundation for Public Giving
- Case study on financial decision making, New England Museum Association Annual Conference
- Cincinnati Museum Center, NEMA
- Historical Society of Washington DC, NEMA
- Scenes from the life of a museum board member, New Haven Museum and NEMA

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### Board and Volunteer Experience

#### Current

Tufts University Art Gallery

Advisory Board (former Chair); University Gifts of Art Committee

Central Square Theater and its resident companies, Cambridge

Board of Directors; Nora Theater Company Program Committee; Governance Committee

Mary Baker Eddy Library, Boston

Board of Advisors

American Folk Art Museum, New York

Education Committee

American Association for State and Local History

Leadership Development Committee; Editorial Board

Journal of Museum Education

Editorial Review Panel

The Museum Group

Member of a consortium of independent museum professionals; past President and Treasurer

Mass Humanities

Advisory Board, Evaluation Committee; former Member of Board of Directors and past President

#### Prior board and advisory committee experience

AAM Education Committee (EdComm)

First Night, Boston

Institute for Learning Innovation

Massachusetts Council for the Social Studies

Massachusetts Historical Society

Mid Cambridge Neighborhood Association

MIT Museum

New England Museum Association

Oral History Center (Cambridge MA)

Rhode Island Social Studies Association

Social Venture Partners, Boston

Volunteers in Action (Providence RI)

Wayland (MA) Historical Commission

Wayland (MA) Historical Society

WGBH Community Advisory Board

### Continuing Education

Institute for Nonprofit Consulting, CompassPoint and Hartford Foundation for Public Giving

Managing Change, Radcliffe Seminars

Legal Aspects of Museum Administration, American Bar Association

Right Brain + Left Brain = Productivity, Polaroid Corporation

Managing Staff for Results, Public Management Institute

Reinterpreting America's Past, American Association for State and Local History

Seminar in Museum Evaluation, Smithsonian Institution

Seminar in Community History, Newberry Library

### Grant Review Experience

Massachusetts Cultural Council

Massachusetts Foundation for the Humanities

National Endowment for the Humanities

New Hampshire Council on the Arts

Rhode Island State Council on the Arts