

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:

Design Museum Foundation	Lowell National Historical Park
Nevada Council for the Humanities	Indiana Historical Society
Walters Art Museum	Abbe Museum
Herbert F. Johnson Museum of Art, Cornell U.	RISD Museum of Art
Fairfield Museum and History Center	Smithsonian Affiliations and SITES
New Bedford Whaling Museum	Fitchburg Art Museum

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

Isabella Stewart Gardner Museum	Winterthur
New England Aquarium	Woodrow Wilson Academy
International Tennis Hall of Fame and Museum	John F. Kennedy Museum, Hyannis MA
Edward M. Kennedy Institute	Historic Macon Foundation
New Haven Museum	Boston Landmarks Orchestra

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

Heritage Museum and Gardens	Museum L/A
American Clock and Watch Museum	Connecticut Humanities
Museum of Durham History	deCordova Sculpture Park and Museum
Mobile Museum of Art	MIT Museum
Frederic Remington Art Museum	Tower Hill Botanic Garden
North Country Women's Leadership Initiative	Center for Maine Contemporary Art

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

Institute of Contemporary Art	Amelia Island Museum of History
Museum of Pop Culture (formerly EMP)	Bellamy-Ferriday House and Gardens
Thoreau Farm Trust	MIT 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
Naper Settlement	Council of American Jewish Museums
Museum Association of New York	Hartford Foundation for Public Giving
Museum Trustee Association	Connecticut League of History Organizations

Roberts Consulting

Laura B. Roberts, Principal

Education

Master of Business Administration, 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

Faculty, *Harvard University Extension School, Cambridge MA*

Teach *Managing the Twenty-First Century Museum* in graduate museum studies program and supervise masters' capstone projects (since 2011).

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).

Adjunct Faculty, *Northeastern University, Boston MA*

Teach *Managing Nonprofit Organizations* in graduate public history program (2016-2018)

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

Annually taught *Managing Change* and *Strategic Thinking* to mid-career professionals (1997-2017).

Adjunct Faculty, *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

- “Navigating with Knowledge: Using Data Strategically to Maximize Impacts and Benefits,” *Hand to Hand*, June 2020 (John W. Jacobsen lead author)
- “Assessing Museum Impacts: Summary of Findings,” *Informal Learning Review*, Jan/Feb 2020 (with John W. Jacobsen lead author)
- Templates for Trustees, Museum Trustee Association, 2018 (with Daryl Fischer)
- “The Winds of Opportunity,” in *Making Public History in the 21st-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...?” *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” *Rhode Island History*, February 1979.
- “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

Board and Volunteer Experience

Current

Central Square Theater and its resident companies, Cambridge
President
Boston Landmarks Orchestra
Advisory Board, Executive Director Search Committee
American Alliance of Museums
MAP Peer Reviewer: organizational, governance, education, community engagement assessments
American Alliance of Museums Independent Museum Professionals Network
Steering Committee
American Association for State and Local History
Editorial Board
Journal of Museum Education
Editorial Review Panel
Cambridge Historical Society
Program Committee
The Cambridge Club
Board of Directors; Co-Chair, Membership Committee
The Museum Group, a consortium of independent museum professionals
Treasurer; past President
Mass Humanities
Strategic Planning Committee; Advisory Board; past President
New England Museum Association
NEMA 911 volunteer

Prior board and advisory committee experience

AAM Education Committee (EdComm)	New England Museum Association
AASLH Leadership Nominating Committee	Oral History Center (Cambridge MA)
American Folk Art Museum	Rhode Island Social Studies Association [vice president]
First Night, Boston [president]	Social Venture Partners, Boston
Institute for Learning Innovation [executive committee]	Tufts University Art Gallery [chair]
Mary Baker Eddy Library and Museum	Volunteers in Action (Providence RI)
Massachusetts Council for the Social Studies	Wayland (MA) Historical Commission
Massachusetts Historical Society	Wayland (MA) Historical Society
Mid Cambridge Neighborhood Association	WGBH Community Advisory Board
MIT Museum	

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	National Endowment for the Humanities
Massachusetts Foundation for the Humanities	New Hampshire Council on the Arts
	Rhode Island State Council on the Arts