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:

Genesee Country Village & Museum
Nevada Council for the Humanities
Walters Art Museum
Herbert F. Johnson Museum of Art, Cornell
Fairfield Museum and History Center
New Bedford Whaling Museum
Connecticut League of Museums
Lowell National Historical Park
Frederic Remington Art Museum
Emily Dickinson Museum
Mass Memories Roadshow, UMass Boston
Smithsonian Affiliations and SITES
Fitchburg Art Museum
Penobscot Marine Museum

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

Isabella Stewart Gardner Museum
New England Aquarium
International Tennis Hall of Fame and Museum
Edward M. Kennedy Institute
New Haven Museum
Winterthur and Historic Odessa
Woodrow Wilson Academy
Peabody Essex Museum
Historic Macon Foundation
Freedom's Way National Heritage Area

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

Heritage Museum and Gardens
Newport Art Museum
Museum of Durham History
Mobile Museum of Art
Stonington Historical Society
North Country Women's Leadership Initiative
Lyman Allyn Art Museum
Mystic Seaport Museum
Connecticut Humanities
deCordova Sculpture Park and Museum
MIT Museum
New England Botanic Garden
Center for Maine Contemporary Art
Morris Jumel Mansion

Professional development for staff, volunteers, and boards in museums and other cultural organizations. Representative clients include:

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

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Laura B. Roberts, Principal

Education

Master of Business Administration, high honors; Boston University Questrom School of Business
Concentration: Public and Nonprofit Management

Master of Arts; Cooperstown Graduate Program, State University of New York Oneonta
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 *The Twenty-First Century Museum* and *Mastering Museum Management* 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*
Taught *Managing Nonprofit Organizations* in graduate public history program (2016-2018)

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

Honors

Lifetime Achievement Award, New England Museum Association, 2021
John R. Russell Award for Public and Nonprofit Management Excellence, Boston University, 2002

Publications

"Financing the Past and Finding the Future at the Delaware Art Museum," in *Deaccessioning in a Post Pandemic World*, Stefanie S. Jandl and Mark Gold, editors, MuseumsEtc Ltd, 2021.
"Navigating with Knowledge: Using Data Strategically to Maximize Impacts and Benefits," *Hand to Hand*, June 2020 (with John W. Jacobsen lead author and others).
"Assessing Museum Impacts: Summary of Findings," *Informal Learning Review,* Jan/Feb 2020 (John W. Jacobsen lead author and others).
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

Cambridge Public Library Foundation
    Secretary, Board of Directors
Central Square Theater, Cambridge
    President, Board of Directors
History Cambridge (formerly Cambridge Historical Society)
    Treasurer, Board of Directors
Environment & Culture Partners
    Treasurer, Board of Directors
American Alliance of Museums
    MAP Peer Reviewer
Independent Museum Professionals
    Professional Development Team
American Association for State and Local History
    Editorial Board
Journal of Museum Education
    Editorial Review Panel
Old Sturbridge Village
    Museum Program Committee
New England Museum Association
    NEMA 911 Volunteer

Prior board and advisory committee experience

AAM Education Committee (EdComm)
AASLH Leadership Nominating Committee
American Folk Art Museum Education Committee
First Night, Boston [president]
Institute for Learning Innovation [executive committee]
Mary Baker Eddy Library and Museum
Massachusetts Council for the Social Studies
Massachusetts Historical Society Program Committee
Mass Humanities [president]
Mid Cambridge Neighborhood Association
MIT Museum
New England Museum Association
Oral History Center (Cambridge MA)
Rhode Island Social Studies Association [vice president]
Social Venture Partners, Boston
The Museum Group [president, treasurer]
Tufts University Art Gallery [chair and gifts of art committee]
Wayland (MA) Historical Commission
Wayland 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

Mass Humanities
Massachusetts Cultural Council
Cambridge Community Foundation
National Endowment for the Humanities
New Hampshire Council on the Arts
Rhode Island State Council on the Arts