

# Roberts Consulting

Strategic Thinking for Cultural Nonprofits

1715 Cambridge Street  
Cambridge MA 02138

## Services

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

|                                     |                               |
|-------------------------------------|-------------------------------|
| Frist Center for the Visual Arts    | Negro Leagues Baseball Museum |
| Fairfield Museum and History Center | Webb Deane Stevens Museum     |
| Historic New England                | Harriet Beecher Stowe Center  |
| Indiana Historical Society          | RISD Museum                   |
| Strawbery Banke Museum              | Wilson Museum                 |

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

|                                      |                                       |
|--------------------------------------|---------------------------------------|
| Isabella Stewart Gardner Museum      | The Emily Dickinson Museum            |
| Winterthur                           | Connecticut Humanities Council        |
| New England Aquarium                 | New York Multi-Arts Center Consortium |
| CT Commission on Culture and Tourism | Westchester Arts Council              |
| American Philosophical Society       | New Hampshire Humanities Council      |

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

|   |                                       |
|---|---------------------------------------|
| American Association of Museums                     | Bank Street College New Perspectives  |
| American Association for State and<br>Local History | Council of American Jewish Museums    |
| Boston Children's Museum                            | Museum Association of New York        |
| Museum Institute at Sagamore                        | Hartford Foundation for Public Giving |
|   | Museum Trustee Association            |

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

|  |                               |
|--|-------------------------------|
| Americans for the Arts                         | Garrison Art Center           |
| New York State Council on the Arts             | Pennsylvania Heritage Society |
| Roosevelt Vanderbilt National<br>Historic Site | Rockport Music Festival       |
| Landmark Society of Western NY                 | Scarsdale Historical Society  |
|  | Boston Camerata               |

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

|  |                                    |
|--|------------------------------------|
| Institute of Contemporary Art                                  | Bellamy-Ferriday House and Gardens |
| Museum of Science, Boston (with<br>Cambridge Seven Associates) | The Bostonian Society              |
| MIT Museum   | Thoreau Farm                       |
| Hale Homestead   | Prudence Crandall House            |
|  | Tudor Place House and Gardens      |

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## Laura B. Roberts, Principal

### Education

Master of Business Administration, with high honors; Boston University School of Management  
Concentration: Public and Nonprofit Management, 1991  
Recipient, John R. Russell Award for Public and Nonprofit Management Excellence, 2003

Master of Arts; Cooperstown Graduate Program, State University of New York  
Concentration: History Museum Studies, 1977

Bachelor of Arts, magna cum laude; Radcliffe College, Harvard University  
Concentration: Social Anthropology, 1974

### Professional Experience

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

Executive Director, *Boston Center for Adult Education, Boston, MA* (1994-1996)  
BCAE is the city's largest and oldest free standing adult education center.

Executive Director, *New England Museum Association, Boston, MA* (1988-1994)  
NEMA is a region of the American Association of Museums, serving 900 individual and 200 institutional members.

Director of Education, *National Heritage Museum, Lexington, MA* (1984-1987)

Director of Education, *USS Constitution Museum, Boston, MA* (1983-1984)

Curator for Education, *Rhode Island Historical Society, Providence, RI* (1977-1983)

Assistant Coordinator of Volunteers, *Museum of Science, Boston, MA* (1974-1976)

### Teaching Experience

Advisor and Faculty, *Bank Street College Museum Leadership Program, New York, NY*  
Advise graduate students and teach mission, planning and boards of trustees (since 1999). Have twice served as acting program director.

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).

Faculty, *Seminar in Historical Administration, Indianapolis, IN, formerly Williamsburg, VA*  
Annually teach *Managing Change* to mid-career professionals (since 1997).

Instructor, Museum Studies, *Showa University, Boston, MA*  
Taught introduction to museums to Japanese art history students (2001).

Adjunct Assistant Professor, *Boston University School of Management, 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); supervised graduate students in independent studies related to museum management.

## Board and Volunteer Experience

### Current and Recent

Institute for Learning Innovation

*Secretary/ treasurer of the Board of Directors*

First Night, Boston

*Chair of the Board of the organization that created the New Year's Eve community arts festival*

Tufts University Art Gallery

*Chair of the Advisory Board, Member of University Gifts of Art Committee*

Central Square Theater, Cambridge

*Member, Board of Directors; Chair, Governance Committee*

Mary Baker Eddy Library, Boston

*Member, Board of Trustees*

Journal of Museum Education

*Editorial Board*

The Museum Group

*TMG is a consortium of independent museum professionals; past president and treasurer*

New England Museum Association

*Chair (2006-2008) of the Independent Museum Professionals Affinity Group*

Massachusetts Foundation for the Humanities (now Mass Humanities)

*Member of the Advisory Board. Formerly on board of directors (1991 to 1997), past president (1994 to 1996)*

WGBH, Boston

*Member of the Community Advisory Board (2003-2006)*

### Other board experience

AAM Education Committee

Cooperstown Graduate Association

Massachusetts Council for the Social Studies

MIT Museum

New England Museum Association

Oral History Center (Cambridge MA)

Rhode Island Committee on the Humanities

Rhode Island Social Studies Association

Social Venture Partners, Boston

Volunteers in Action (Providence RI)

Wayland (MA) Historical Commission

Wayland (MA) Historical Society

## 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

## Publications

- “Assessment and Planning Using Portfolio Analysis,” *Journal of Museum Education*, (forthcoming)
- “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, The Museum Journal*, 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 Survey 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*, Rhode Island Historical Society, 1986.
- “Planning a Successful Museum Field Trip,” *Massachusetts Elementary Educator*, September 1986.
- “Ben Franklin at the Museum of our National Heritage,” *The 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 study on financial decision making, New England Museum Association Annual Conference
- Case studies on cultural property and financial decision making, Museum Trustee Association
- Boston Children's Museum and Lied Discovery Children's Museum, Promising Practice Award Winners, Association of Children's Museums
- 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
- Cincinnati Museum Center, New England Museum Association Annual Conference
- Historical Society of Washington DC, New England Museum Association Annual Conference

## 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