

Where did this Resource Repository come from? A tribute and thank you note

2026 Mary Rowe

If the Repository were a new book, I would want to be thanking people.

Any useful ideas in the Repository are likely from the people mentioned below. Errors and omissions—on the other hand—are almost certainly mine. I would like to pay tribute to many people and thank them with respect and deep appreciation.

Colleagues at ECOG, OSLAC, COFO, an early, now former Ombuds Academy, an MWI discussion group, the [International Ombuds Association](#) (IOA), the IOA Dilemmas collective, the former IOA Research and Assessment and AI Committees, ombuds conferences, and the astonishingly wise and creative heads of my section at MIT Sloan (the [Institute for Work and Employment Research](#)) over the years, as well as colleagues in ad hoc retreats and meetings, have offered ideas and wisdom: yearly.... monthly... weekly...sometimes daily. The co-founders of the [Journal of the International Ombuds Association](#) (JIOA), with whom I had long, transcontinental discussions, and current JIOA editors and authors have taught me in every conversation. Every co-author on my website knows how much I owe them. I learned steadily from every consulting venture and article review, even if never fast enough.

The Resource Repository about the Value and Effectiveness of Ombuds owes its existence to the IOA Survey Committee; I offer here very inadequate comments. Tim Hedeem not only taught me the true meaning of the word *discernment* but fashioned the Repository ideas, like an (exhausted) architect, for months. Jen Schneider has led ombuds for years, since at least 2018—and with Tim at every conference for years—to think and teach about using data to communicate with and about ombuds practice and value. Hector Escalante painstakingly sought, collected, and analyzed the first major oeuvre of Value and Effectiveness articles for our profession. The Survey Committee discussions have been inspiring.

My happiness as a student of ombuds practice and negotiations is also a gift from my spouse and children and grandchildren. They do their best to teach me about fairness... caretaking and kindness... humor... impartiality.... independence... confidentiality... informality... innovation... discernment... courage... and systems thinking.

[Jean-Jacques Degroof](#)—MIT PhD, longtime member of MIT Visiting Committees and Boards, and a distinguished author—has supported research at MIT and MIT Sloan for many years, with steadfast good ideas, grace, perceptiveness, and grants; I owe him many thanks.

[Martha Mangelsdorf](#), long a star editor at MIT and now running her own business, has contributed long hours, wisdom, laughter and ingenuity, highly appropriate remonstrances, ideas for improving the Repository, and skill and deep knowledge about communications and editing. I owe her many thanks.