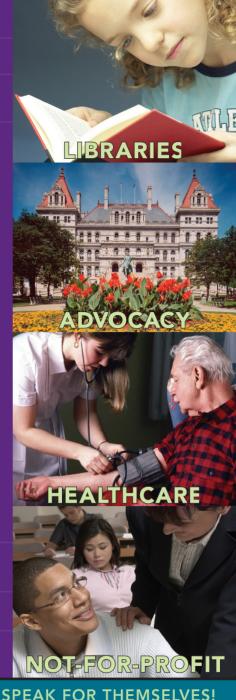


Advocacy and Fund Raising: They Should Go Hand in Hand!

Presented by Libby Post, President
Communication Services
for the Association of Connecticut Library Boards

BRANDING
STRATEGIC
COMMUNICATIONS
MARKETING
GRAPHIC DESIGN
and WEB DESIGN



Pandemic or Not: We Need to Remember

- People used your online services to solve problems
 - Research health concerns (COVID19)
 - How do I teach kids "new math" (Schools closed)
 - I lost my job, now what?
- Libraries are still about community engagement



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Pandemic or Not: We Need to Remember

- Your library is a partner in community engagement
 - You have the values: libraries are steeped in the values of democracy and open access
 - You have the motivation: you want to help your community and you want your library to be seen as an essential community partner
- Your library is part of the re-opening of your community



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Let's Start with the Basics

- Libraries need to market and communicate whether we're in a pandemic or not
- Pre-Pandemic
 - Newsletters, emails, social media, signage, good customer service
- Pandemic and after
 - Newsletters, emails, social media, signage, good customer service



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Outreach to Elected Officials

- How do you communicate with your elected officials?
- What are you saying to them?
- How do you convey how important the library has been during the pandemic?
- How are you handling proof of vaccination?
- How are you handling surges?



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Keep Positioning the Library As an Essential Service



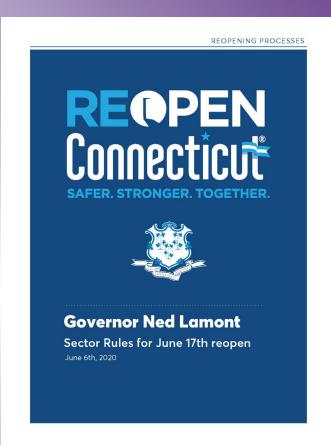


> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Did you involve your local electeds in your opening/closing plans?

- Did you meet with them to let them know?
 - That the library is safe
 - That staff are healthy
 - That the library's programs and services continue
 - That the library continued its role an essential service even though the building was closed for a while





> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Did You Maintain Stats?

- Your annual report will still tell your story
- How many calls?
- How many online programs?
- Attendance numbers
- Curb-side pick up
- Testimonials from the community on how the library helped



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

What Did You Do to Help Local Government

- Did you find out what the Library could do to help the municipality during this time?
- Create a partnership so that the Town is tied to the Library's activities
 - Together, the Library is providing online services
 - Make the connection between local library funding and what you're doing
 - Bring them in—virtually and otherwise



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

What Did You Do to Help Local Government

- The more you help, the more indispensable you'll seem
- "What do we need libraries for we have Google"
 - Make sure you reach out to those electeds who feel this way with an offer to help with Google searches or any other information gathering



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT



Our Activity for Fiscal Year 2019















1.75% of your total town taxes go to the Library

Library Advocacy within Local Financial Struggles

- Did any of you get any Federal funding?
 - CARES, ARPA, IMLS
 - How did you use it?
 - Did you tell your local electeds?
- What's the status of communicating with your state reps and the Governor?
- Important to understand the impact of the state's financial situation on local government



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Library Advocacy within Local Financial Struggles

- 6/23/21 Governor Lamont signed 2022-23 biennial budget
 - Invests the most local government aid to towns and cities in state history, including an additional \$525 million over the next two years through a combination of increased Payment-in-Lieuof-Taxes (PILOT) and Education Cost Sharing (ECS) grants
 - Expands workforce development support through the investment of \$110 million over the next three years in short-term workforce training programs designed to help unemployed or underemployed residents earn high-paying jobs in high-demand industries such as healthcare, IT, manufacturing, and clean energy.



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Library Advocacy within **Local Financial Struggles**



BIO ABOUT THE OFFICE PRESS KIT LEGISLATIVE TESTIMONY









FOR IMMEDIATE RELEASE WEDNESDAY, DECEMBER 1, 2021

COMPTROLLER LEMBO PROJECTS \$894.7M SURPLUS STEMMING LARGELY FROM FEDERAL SUPPORT

Comptroller Kevin Lembo today, in his monthly financial and economic update, projected a General Fund surplus of \$894.7 million for Fiscal Year 2022 due largely to financial support from the federal government and the continued recovery from the pandemic.

In November, a new consensus revenue forecast issued by the Office of Policy and Management and the Office of Fiscal Analysis showed a significant increase in state revenue projections. Most of the increase is owed to federal grants, particularly in Medicaid reimbursement and support for health and community-based services. Forecasts for sales tax revenues also improved as consumer spending continues at high levels.

> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Library Advocacy within Local Financial Struggles



What are you doing to make sure your Library gets a piece of this financial pie?



> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

The Nuts and Bolts of Local Funding

- Do you know the process and the players?
- Are you in a city or a town?
- City: Mayor and City Council
- Town:
 - Board of Selectman
 - Town Manager and Selectman
 - Boards of Finance
 - Town Meeting



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

The Nuts and Bolts of Towns

Preparing the Budget: Jan-March

- Town
 Departments
 submit budget
 requests to First
 Selectman
- BOS hold budget workshops
- Board of Education deliberates and approves proposed budget

Reviewing the Budget: March-April

- BOS and BOE presents budget to Board of Finance at budget workshops
- BOF deliberates and holds a public hearing to gather citizen input
- BOF approves proposed budget and submits it to a Town Meeting

Adopting the Budget: April-May

- Town Meeting held to vote on proposed budget and send it to a town-wide vote
- BOF sets mill rate

COMMUNICATION SERVICES SINCE 1984

> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

The Nuts and Bolts of Cities

- Mayor proposes a budget
- City Council debates
- Back and forth
- City Council votes and approves budget



> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Advocacy Message Development

- Empathy/compassion
- Strength
- Fairness
- Fulfillment
- Education
- Prosperity
- Service
- Trust
- Open Communication

- Responsibility
- Protection
- Opportunity
- Freedom
- Community
- Cooperation
- Honesty
- Creativity
- Equal Opportunity



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Pandemic Advocacy Message Development

- Using pre-pandemic messaging as a foundation, develop messaging for where you are now and the need for funding
 - Go back to your stats
 - Get testimonials from community members
 - Detail what you've done to help the locality and its citizens through the pandemic



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Developing Your Message

 In 1992, when James Carville ran Bill Clinton's first presidential campaign the following phrase was on the white board

KISS

Keep It Simple Stupid

Don't over think.

Remember who your audience is.



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

- Need to determine what you're going to do and who will pay for it
- Libraries can use its borrowIT revenue (if there is any) for Outreach
- Friends and Foundations can also pay for Outreach activities



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Advocacy Tools to Get Community Involved

- Social Media
 - Facebook
 - Twitter
 - Instagram
- Videos
- Website
- E-mails newsletters

- Direct outreach to local elected officials
 - New/Mode



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

- Put together a written plan
 - What you're going to do when
 - What social media channels will you use
 - Calendar for website and social media posts
 - Gather images so you won't have to look for them
 - Use a Google calendar to track everything and assign tasks



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

- Gather testimonials from patrons who were served during the pandemic
 - Reviews
 - Videos
 - Social media posts
- They're your COVID19 advocates who will tell your story



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

- Your visuals should not have people standing close to one another
 - They should have people wearing masks and social distancing, if you can
- Try to avoid language that evokes crowds, people standing close, etc.
- Inform but don't capitalize on the crisis
 - No panic or alarms!



MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

First things First:

 As a board, you all have to be in agreement on the advocacy path you're embarking upon

Need to speak with one voice





> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Communicate with the Staff

- Make sure staff knows what is happening
- Give them 3-4 talking points they can use to explain what's happening
 - Budget issues, what the library needs
- Ask for feedback
 - Make sure the staff is engaged
 - Integrate staff suggestions if possible
- They are your frontline marketers



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Communicating with the Community

- Use your website to explain the budget issues in detail
- Make sure that page is easily found on your website
 - Should be a big box on your home page
- Use that information for social media
 - Schedule posts 2-3 times/week
 - Visuals are important
- Topplr
 - Enables you to target Facebook ads directly to voters
 - Increase visibility
 - Need to be approved to place "political ads"
 - · Call me!



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Communicating with the Community

- Social media
 - Make the posts interesting
 - Use images
 - Short and sweet
 - Links back to website
- Have your staff and community partners share the posts with their networks



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Communicating with the Community

- People are spending a lot of time online, on Google
- Google your hometown and an ad for the library comes up on top!
- Google grants
 - www.google.com/grants
- Up to \$10,000/month in free ads
- They'll help you set things up



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Your Advocacy Messaging

- You'll be saying the same things over and over again
 - It takes 7 times for something to sink in
- Given all the information being thrown at folks, may need more than 7 hits
- Create a few sentences or bullets as your 3 core messages
- Rinse and repeat!



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Your Advocacy Messaging

- Include it everywhere
 - Social media
 - Email newsletters
 - Signage (once you re-open)
 - Videos
- Try to break up the message by audience
 - 3 key messages with details pertaining to individual audience



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Integrate Your Advocacy Message into Your Fund Raising

- Your message is the core reason to give
- The foundation upon which all asks are based
- Bold, clear, concise and emotional
- People should feel their self-interests are connected to giving
- Talk directly to people in plain language



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Your Fund Raising Message

- Message based in values should be emotional, compelling and understandable
- Paul Wellstone:
 - "People respond according to their sense of right and wrong. They respond to a leadership of values."



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Your Fund Raising Message

- Empower people to participate and act
- Have a good feeling from giving
 - Emotional hook
- Inspire people to take action through giving
 - Depends on whether message leaves people feeling hopeful, energized and that their contribution will make a difference



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Basic Tools You'll Need to Start

Lists

- You need to have lists of your advocates.
 - Friends
- If you tracked your supporters in the voter file database, you'll have their snail mail address
- If you garnered email addresses from an online petition,
 match them to the snail mail address
- If you can update phones—cell and land—that would be great



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Basic Tools You'll Need

Understanding Who Gives and Why



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

In 2020, Americans gave

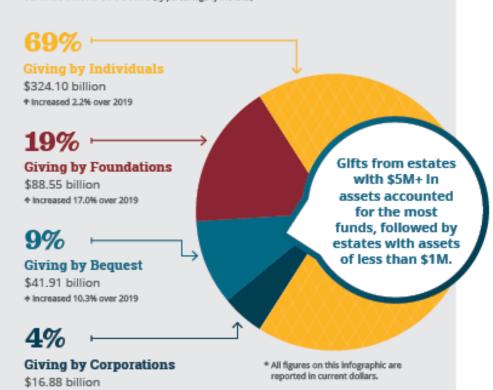
\$471.44 BILLION to charity

ONLINE GIVING REACHED ITS HIGHEST SHARE OF TOTAL GIVING ON RECORD, PROVING TO BE AN IMPORTANT STRATEGY FOR MANY NONPROFITS IN 2020.

Where did the generosity come from?*

CONTRIBUTIONS BY SOURCE (by percentage of the total)

Decreased 6.1% from 2019



Where did the charitable dollars go?

CONTRIBUTIONS BY DESTINATION (by percentage of the total)



28% to Religion

\$131.08 billion (increase over 2019)



15% to Education

\$71.34 billion (increase over 2019)



14% to Human Services

\$65.14 billion (increase over 2019)



12% to Foundations

\$58.17 billion (increase over 2019)



10% to Public-Society Benefit \$48.00 billion (increase over 2019)



9% to Health

\$42.12 billion (decrease from 2019)



5% to International Affairs \$25.89 billion (increase over 2019)



4% to Arts, Culture and Humanities \$19.47 billion (decrease from 2019)



3% to Individuals

\$16.22 billion (increase over 2019)



3% to Environment/Animals \$16.14 billion (increase over 2019)



Growth in giving by foundations and individuals is linked to positive stock market performance.



Human services had rapid growth, continuing a pattern seen in years where the U.S. has experienced a crisis.

Who Gives More?

- Volunteers with a relationship to the organization
 - Households with at least one volunteer gives at a much higher percentage than households without
- People who have been engaged in advocacy
 - They are volunteers, after all



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

You Have Lists, You Want to Raise Money, Now What?

- Legal Structure
 - Work through the Friends
 - Create a Foundation
 - Separate 501C3 so that the money is not considered public
 - Join the CT Nonprofit
 Alliance
 - ctnonprofitalliance.org/

- Leadership
 - Who will lead?
 - The chair of the
 Library Board can't be
 chair of the 501C3
 board
 - There can be overlap
 - Mission is clear—to support the Library
 - Everyone gives



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Where Do You Start?

- Plan
 - Determine what you want to do
 - How much you'd like to raise
 - Be realistic
- Years 1-3
 - Special events
 - Direct mail
 - Online giving
 - Social Media





> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Events—Most Time Consuming

- What type of event
 - Who are you honoring?
 - What kind of fun do you want to have?
- Honorary Committee
- Corporate Support
- Event Journal
- Invitations



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Events—Most Time Consuming

- Logistics
 - Venue
 - Decorations/flowers
 - Food
 - Drink
 - Awards

- Staffing
 - Paying at the door
 - Ability to take credit cards
- Silent auction
- Program
- MC
- Cleaning Up



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Invite Package

Should be professionally done









> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Invite Package



Saturday, October 22 7:00 p.m. – 9:30 p.m. Arbor Hill/West Hill Branch Albany Public Library 148 Henry Johnson Blvd., Albany

RSVP BY Oct. 17, 2016 FOR MORE INFORMATION,

PLEASE CONTACT
HOLLY MCKENNA
518-427-4367
president@
albanypubliclibraryfoundation.org

| Name: | | | |
|---|--------|--------|------|
| Address: | Сіту: | State: | Zip: |
| Phone: | Email: | | |
| Yes, I/we will attend Literary Legends. Please reserve ticket(s) at \$75 each. | | | |
| Yes, I/we will attend the event and join the Honorary Committee. | | | |
| Please reserve ticket(s) at \$125 each. Names will be highlighted in the evening's journal. | | | |
| No, I/we cannot attend the event but would like to make a contribution. | | | |
| Enclosed is a check in the amount of \$ Payable to: The Albany Public Library Foundation. | | | |
| Please charge my credit card in the amount of \$ | | | |
| VISA MasterCard Credit Card Number: | | | |
| Expiration Date: Security Code # on the back of card: | | | |
| Name as it appears on the card: | | | |
| You can pay for your tickets online at www.albanypubliclibraryfoundation.org/news-and-events/ | | | |
| Contributions to Literary Legends are tax-deductible to the extent allowed by law. | | | |

COMMUNICATION SERVICES SINCE 1984

> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Invite Package



Albany Public Library Foundation 161 Washington Ave. Albany, NY 12210

CELEBRATING THE ACCOMPLISHMENTS OF:

- · MARION ROACH SMITH ·
- · Dr. Leonard A. Slade, Jr. ·



Albany Public Library Foundation 161 Washington Ave. Albany, NY 12210



> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Annual Appeal/Direct Mail

- Renewable, reliable source of income
- Long-term commitment
- Opportunity to reinforce message and "tell your story"
- Build donor/member base
- Build relationship





> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

The Package

The Letter



51 N. 5th Street · Hudson, NY 12534 · 518-828-1792

Dear Dan

When she was just ten years old, her mother said "I know you love reading fiction, but it's time to expand your horizons." The little girl told the Children's Librarian at her local public library what her mother said. In turn, the Librarian introduced her to the biography section, filled with stories of powerful women who made history. Stories about Harriet Tubman, Betsy Ross, Louiss May Alcott, and her favortie one of all... Marie Curie.

Fast forward forty plus years to 2014, and that little girl is now Hudson's Mayor, Tiffany Martin Hamilton. The Mayor credits her local public library with who she is today—a declicated public servant. Hudson Area Library's Summer Reading Program opens the same doors for the thousands of children who participate each year.

Knowing what the Summer Reading Program can do for any childthe doors it opens, the minds it expands—fuels my commitment to the Hudson Area Library. Please join me in giving another gift to the Library's Annual Appeal—a gift that helps support our annual Summer Reading Program.

A \$25 donation helps underwrite 2 children coming to the program. \$50 enables us to provide 50 free books for Albany's kids to take home and keep. \$100 supports our annual SummerFest on Saturday, July 12th where families from all over the city come for a funfilled day of activities, games, prizes and food.

Your support will ensure that our Summer Reading kids maintain and improve their reading skills over the summer. We both know, as does Mayor Hamilton, reading provides a window to the world through which children can expand their horizons far beyond the city's limits. More than 1,000 of Hudson's elementary school children participate in the Library's Summer Reading Program. It's a barrier-free activity available to any of our city's children.

Sports are great. So is summer camp. But, the Summer Reading Program is recreation for the mind. Your gift to the Hudson Area Library's Summer Reading program helps our children be the best they can be ... perhaps even leaders of our great city and beyond.

Reading and comprehension are essential to our children's future success. The Summer Reading Program provides both. Please join me in supporting this vital program for Hudson's children.

Sincerely

Mudel

Miranda Barry

President, Hudson Area Library Board of Trustees

P.S. Please take a moment now to send in your contribution in the envelope enclosed. If you'd like to give online, we've got a new portal for you to use. Just go to www.haldonate.org.

■ Yes, I want to contribute to Hudson Area Library Annual Appeal!
Enclosed is my contribution of:

□ \$50 □ \$100 □ \$250 □ \$500 Other \$_

Please make your check payable to **Hudson Area Library** and mail it, with this form, in the enclosed envelope, to **51 N. 5th Street, Hudson, NY 12534**

Dan Conuteson 56 Warren St. Hudson, NY 12534



2017–2018 ANNUAL APPEAL











> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

The Package

The Envelopes







Hudson, NY 12534



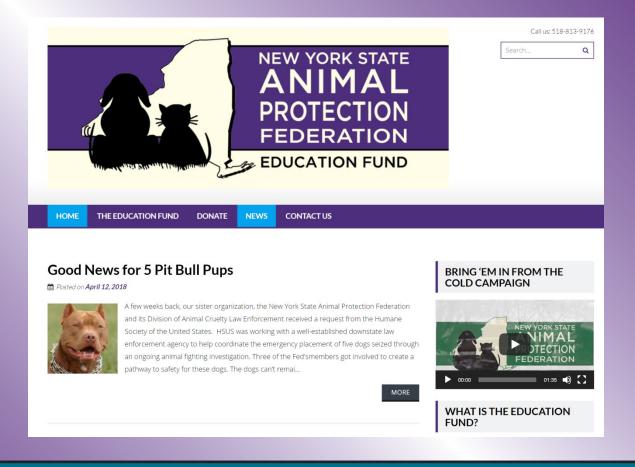
> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Opening the envelopes and booking the contributions is the really fun part!

Online Giving

Website
 with donate
 button on
 homepage



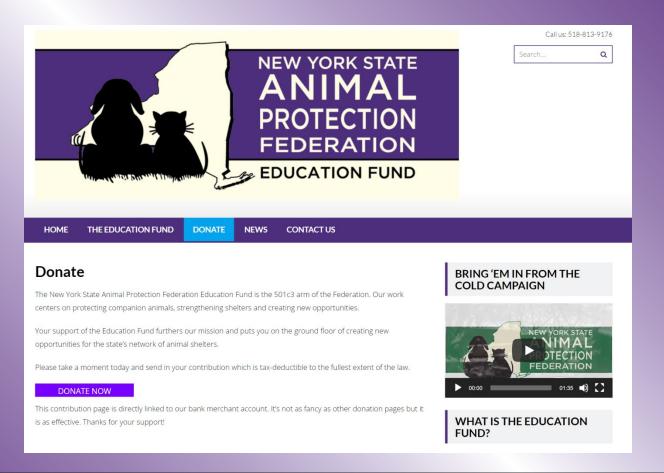


> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Online Giving

Donate page



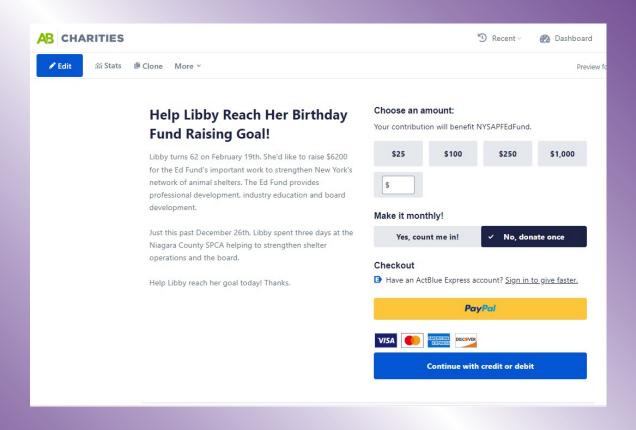


> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Online Giving

Online Giving Portal





> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Options

- Online Giving and Donor Tracking
 - ABCharities
 - Network for Good
 - DonorPerfect
 - eTapestry/Blackbaud
 - Salsa
 - Raiser's Edge
 - Rally



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Online Fund Raising and Social Media

- You have to be on social media
 - Facebook
 - Twitter
 - Instagram
- Make sure your webpage is connected to your Facebook page
- Make sure your Facebook page lists your website



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Online Fund Raising and Social Media

Facebook page

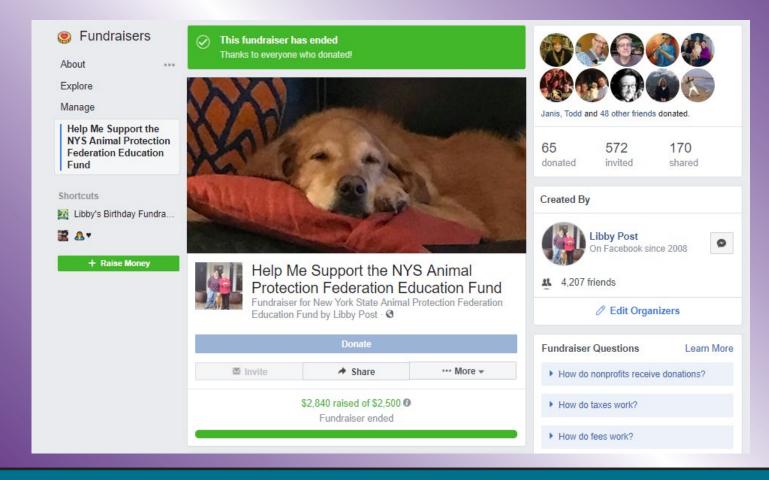




> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Online Fund Raising and Social Media





> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Strong Advocacy. Stronger Fund Raising

- You have the lists
- You have the resources
- You have the ability
- It's time plan and raise \$\$!



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Contact Information:

- Libby Post, President & Strategist-in-Chief
- W: 518/438-2826
- C: 518/857-6788
- lpost@commservices.net
- www.commservices.net
- PO Box 1115, Albany, NY 12201



> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT