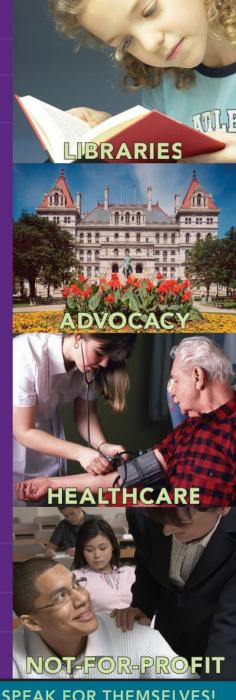


Strong Advocacy. Stronger Fund Raising

Presented by Libby Post, Communication Services
September 6, 2018
Westchester Library System

BRANDING
STRATEGIC
COMMUNICATIONS
MARKETING
GRAPHIC DESIGN
and WEB DESIGN



Contact Information:

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> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Why Be An Advocate

- If you don't stand up for your library, who will?
- If you stand up for your library
 - Staff will
 - Friends will
 - Patrons will
 - Community leaders will
 - Our elected officials possibly will (if we make it politically safe for them)



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Your Advocacy Message

- Your message is the core argument
- Must be the foundation upon which all organizing is based
- Bold, clear, concise
- People should feel their self-interests are connected to the interests of the campaign
- Talk directly to people in plain language



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Your Advocacy Message

- Message based in values should be succinct, compelling and understandable
- Paul Wellstone:
 - "People respond according to their sense of right and wrong. They respond to a leadership of values."
- Never assume people will see the inherent logic of our view and support us
 - Have to give them a reason to support us before asking for their support



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Your Advocacy Message

- Empowering people to participate and act
- Take away a good feeling from being a part of the campaign
 - Emotional hook
- Want to inspire people to take action
 - 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

What Do We Mean By "Essential Service?"





> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Return on Investment





> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

ROI and a Building Project

CONTINUE OUR INVESTMENT...IMPROVE THE SCARSDALE PUBLIC LIBRARY

There's no doubt that the Scarsdale Public Library is well used and is a good investment of our tax dollars.

There's been a lot of chat about the proposed improvements to the Library. **Here are the facts.**

We need to improve the Scarsdale Public Library

- The building does not comply with the Americans with Disabilities Act.
- The Library's main room is built on a slab. Coupled with the room's 1970's wiring, it is nearly impossible to retrofit our space and keep up with the community's technology needs.
- The building is not adequate to meet the demands of the community. Our two meeting rooms are booked to capacity, there are no small group rooms for students or others, the children's room is too small, our teens have no dedicated space and there's no comfortable, quiet space for our patrons.
- Currently, the building is looking at repairs that if not rectified will balloon to at least \$4.5 million within the next 15 years—the life of the proposed bond.

We cannot and should not take a band aid approach to improving the Library. The Library's Improvement Plan is an opportunity for Scarsdale to come together and make a positive difference for all of us.



Paid for by the Friends of the Scarsdale Library

Improvements to the building will include:

- A larger children's room
- . Quiet, comfortable reading and work spaces
- · A dedicated teen zone
- A technology suite and Maker Space
- Two new multi-purpose meeting rooms and four small quiet study/meeting rooms to accommodate the needs of local community groups
- Open stacks to house our full collection
- Accessible bathrooms and elevator



45% from 55% from Voter Approved and Grants Rond

Scarsdale Public Library Improvement Plan

A Dig-Once Opportunity

The Library's Trustees heard the concerns of the Village Board and the community. \$3 million has been cut from the proposed project and it is now the right size for our community. The \$3 million cut amounts to 30% of the net municipal costs.

The total cost of the Library Improvement Plan is \$17.9 million. Independent estimators were used to develop the project's cost.

For homes in Scarsdale assessed at \$1.5 million (average residential property assessment), the cost of the Library's Improvement Plan would be \$137 a year or \$2.63 a week—less than a Starbucks coffee.

When looking at the costs of similar local library building projects, our costs are on the lower end of the scale.

Library	Funding Sources	Project Scope	Start Year Total	Square Footage	Cost Adjusted for Inflation	Adjusted Cost Per SF
Ossining	Bond/Grant	New Building	2004	44,000	\$22,527,022.01	\$511.98
Darien	Private/Sale of Bldg	New Building	2006	54,000	\$32,253,993.10	\$597.30
Mt. Kisco	Bond/Grants	New Building	2005	18,000	\$11,073,870.97	\$615.22
Greenburgh	Bond/Grants	Expand & Remodel	2005	42,000	\$27,684,677.41	\$659.16
Mamaroneck	Bond/Private/Grants	Expand & Reno	2008	33,000	\$24,702,016.59	\$748.55
Scarsdale	Bond/Private/Grants	Expand & Reno	2017	35,400	Real Cost: \$17.9M	Real Cost/SF: \$506.00

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> MESSAGE: WHAT YOU SAY

\$9.900.000

> STRATEGY: HOW YOU SAY IT

Strong Message= Strong Advocacy

- Build your base of support
 - Community leaders
 - Opinion leaders
 - Friends and Patrons
 - Moms and Dads
 - Adult Users
 - Over and under 50



> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Getting People Engaged

- Folks relate to your message
- Get emotionally attached to your cause
- Will work for the Library
- Want the Library to be strong and an important part of the community



> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Making That Energy Work in Fund Raising

- Fast forward—you've won your advocacy campaign
- Now what?
- Turn your advocates into donors
- Continue your message but shape it so that instead of voting people give



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Your Fund Raising Message

- 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

What Do We Mean By "Essential Service?"





> 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 2016, INDIVIDUAL DONORS drove the rise in philanthropic giving

And for only the sixth time in 40 years, all nine major philanthropy subsectors realized giving increases

\$390.05 billion

Where did the generosity come from?

Contributions by source Giving by (by percentage of the total) Individuals

Giving by Foundations

increased 3.9 percent (2.6

percent when inflationadjusted) over 2015

was 3.5 percent (2.2 percent when inflation-adjusted) over 2015

Giving by Bequest

declined 9.0 percent (10.1 percent when inflationadjusted) over 2015

Giving by Corporations

increased 3.5 percent (2.3) percent when inflationadjusted) over 2015

* All figures on this infographic are reported in current dollars unless otherwise noted

Visit www.GivingUSA.org to learn more and to order your copy of Giving USA 2017: The Annual Report on Philanthropy for the Year 2016.

The single largest

contributor to the

growth in total giving

was an increase of \$10.53

billion in GIVING BY

INDIVIDUALS—offsetting declines from

bequest giving.

Giving to international affairs comprised a larger percentage of total charitable giving in the United States, increasing from 4 percent to 6 percent in 2016.



Where are all of the charitable dollars going?

(as a percentage of the total)

Each charitable subsector grew in 2016 except for giving to individuals. Growth rates ranged from approximately

3-7 percent.



15% Education 🕥 \$59.77 billion

12% Human Services 🐴 \$46.80 billion

10% To Foundations \$40.56 billion

3% Health (1) \$33.14 billion

8 3% Public-Society Benefit \$29.89 billion

6% International Affairs | \$22.03 billion

3% Environment/Animals (1) \$11.05 billion

III 2% To Individuals \$\mathcal{Q}\$ \$7.12 billion

Giving USA Foundation—, The Giving Institute, and the Indiana University Lilly Family School of Philanthropy are pleased to continue their partnership in providing the most comprehensive, longest-running, and most rigorously researched resource on U.S. charitable giving, Giving USA: The Annual Report on Philanthropy. It is a privilege to report on Americans' generosity and related historical trends on U.S. charitable giving.







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 NY Council of Non-Profits

- 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

Event Check List

MESSAGE > STRATEGY > RESULTS

COMMUNICATION SERVICES

TO: HOLLY McKENNA AND LITERARY LEGENDS EVENT COMMITTEE

FROM: LIBBY POST

COMMUNICATION SERVICES

RE: EVENT PLANNING CHECK LIST

Below is a check list of activities for the event. This list is a living document. As we move forward, feel free to add to it and new ideas are developed.

Event: Literary Legends, Saturday, November 14th, 7 p.m.-9:30 p.m. at APL's Delaware Ave. Branch

Timeframe	Tasks	Completed'
August 2015	Develop a budget (see sheet attached)	
	Establish attendance goal to help estimate costs	
	Determine costs for food and beverage beyond what is donated	
	Determine entertainment costs beyond what is donated	
	 Estimate costs to rent skirted high-top tables and 6" tables for food, beverages, silent action and check-in 	
	Podium and microphone rental costs	
	Get Honorary Committee prospect lists from honorary chairs and honorees	⊠
	Develop list for programs ads: local business, other vendors, community partners	
	Solicit event sponsors/program advertisers (local and major vendors)	⊠
	Solicit honorary committee	
	Organize silent auction committee and begin to solicit items	
September 2015	Design invitation	
	Food and beverage donations secured	
	Entertainment donation secured	
	Solicit program ads (local businesses, other vendors, community partners)	
	Secure additional names and addresses for invitation list from honorees	
	Follow up on sponsor solicitation requests	
	Follow up on program book ad solicitation requests	
October 2015	Print and mail invitation package by October 1	
	Order honoree gifts	
	Finalize food, beverage and live music	
	Reserve tables, podium and microphones as needed	
	Targeted phone follow up on invitations	
	Follow up on sponsor solicitation requests	
	Follow up on program book ad solicitation requests	

October 2015	Determine signage needs	
	Welcome sign	
	Sign In table sign	
	Honorary committee/sponsor board	
	Determine staffing needs	
	Determine who will MC the event	
	Determine order of program	
	Follow up on sponsor solicitation requests	
	Follow up on program book ad solicitation requests	
Week of 11/2	Finalize the following	
	Food and beverage arrangements	
	Guest count	
	Staffing	
	Program book layout and printing	10
	Silent auction donations	
	Produce event journal	
Week of 11/9	Order corsages/boutonnieres for honorees	
	Create event schedule and distribute to stakeholders	
	Organize silent auction items and create bidding sheets	П
	Prepare attendee name tags	
	Develop script for event	
	Make sure honorees know what the program is and what is expected of them	
11/14—Day Of	Set Up check in	1
	List of attendees	
	Set out nametags alphabetically	
	Distribute program books, one per couple	
	General Set Up	7
	Silent auction table	П
	Food and beverage tables	
	Live music	
	Podium and Microphone	Tn .
	Signage	
	Order of Go for Program	
	Make sure MC and honorees are in place for program	
	Recognize elected officials and dignitaries	
	Make sure awards are where they should be	10
	Make sure script is available and followed	H
Post-Event	Analyze what went well and where to improve for next year	
	Record and develop a check list	
	Determine date for 2016	H
		_
	Reconcile invoices, pay final vendor bills	

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> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Event Budget



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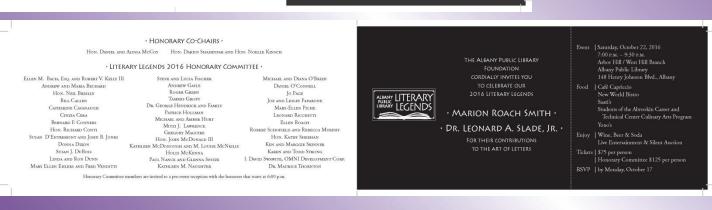
> MESSAGE : WHAT YOU SAY

> 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 Li	egends. Please reserve	TICKET(S) AT \$75 EA	сн.
Yes, I/we will attend the event A	and join the Honorary Com	IMITTEE.	
Please reserve ticket(s)	AT \$125 EACH. Names will be h	nighlighted in the ever	ning's journal.
No, I/we cannot attend the ever	NT 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 th	E AMOUNT OF \$		
VISA MasterCard Crei	DIT CARD NUMBER:		
Expiration Date:	Security Code # on to	HE BACK OF CARD: _	
Name as it appears on the card:			
You can pay for your tickets online at wu	w.albanypubliclibraryfound	lation.org/news-an	id-events/
Contributions to Literary Legends are tax	:-deductible to the extent allowed	l 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, Betzy 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 dedicated 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—likels my commitment to the Hudson Area Library. Please join me in civing another ciff to the Library's Annual Appeal—a ciff 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 skils where the summer. We both know, as does Mayer 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 Hadon'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 bo ... 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

Mules

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 wew, haldenate, 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

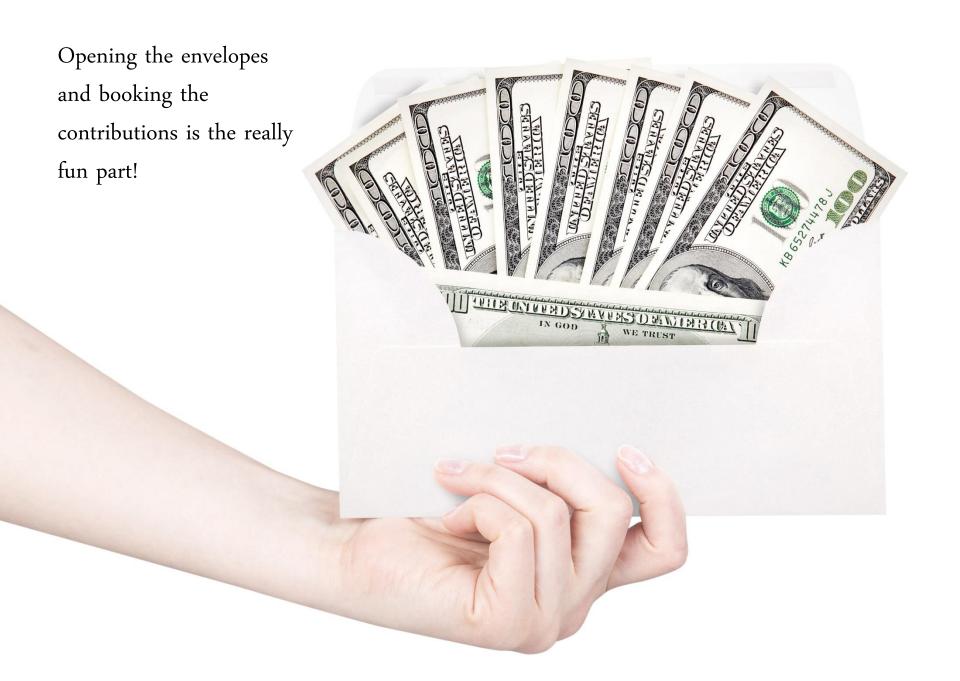




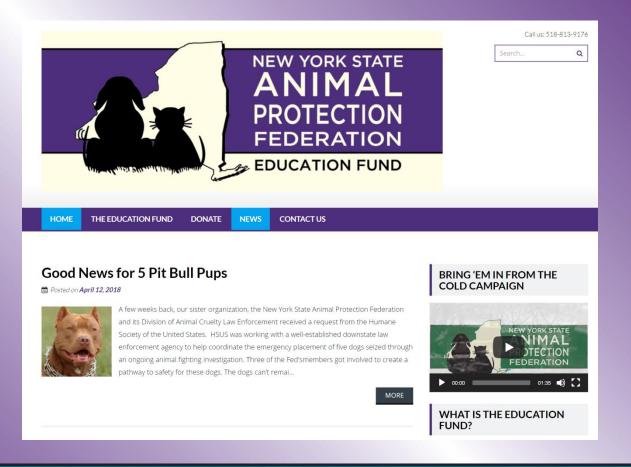


> MESSAGE : WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT



Website
 with donate
 button on
 homepage

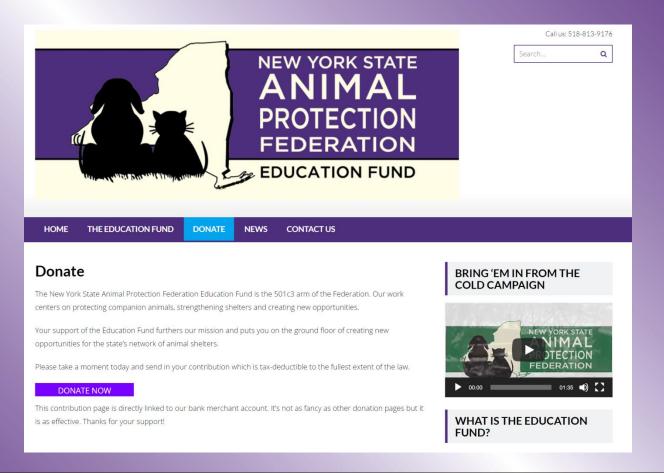




> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Donate page



COMMUNICATION SFRVICES SINCE 1984

> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

 Merchant account page for amount

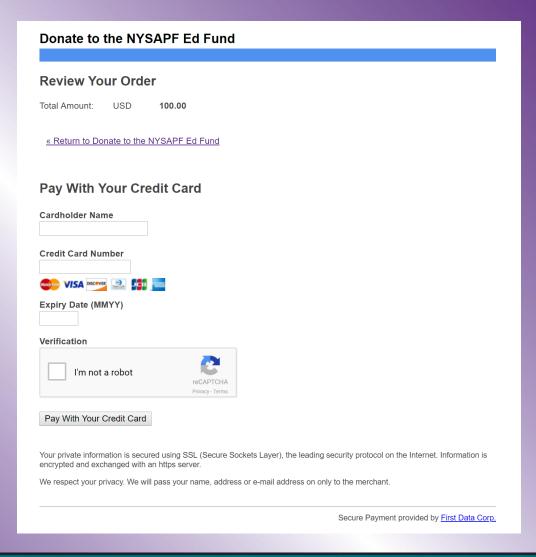
Donate to the NYSAPF Ed Fund
Please enter the amount you wish to pay:
Amount USD
Submit
« Return to Donate to the NYSAPF Ed Fund
Your private information is secured using SSL (Secure Sockets Layer), the leading security protocol on the Internet. Information is encrypted and exchanged with an https server.
We respect your privacy. We will pass your name, address or e-mail address on only to the merchant.
Secure Payment provided by <u>First Data Corp.</u>



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

 Merchant page for transaction





> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT

Options

https://www.capterra.com/fundraising-software/

- Online Giving and Donor Tracking
 - 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

https://nonprofits.fb.com/topic/fundraising-tools/

Facebook page

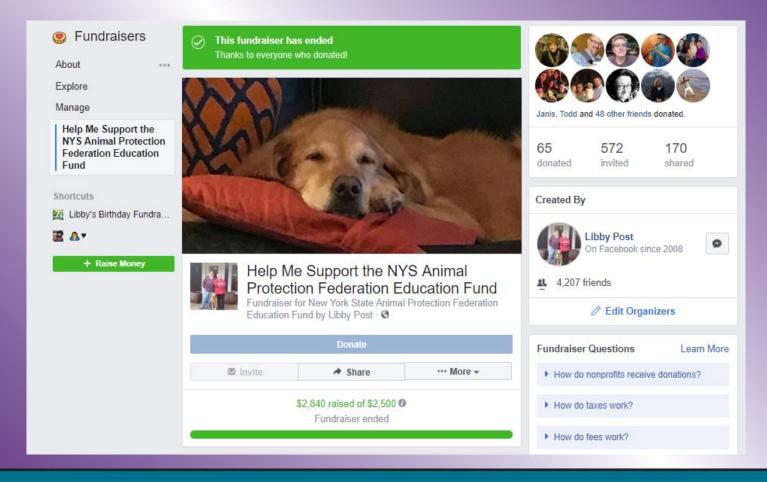




> MESSAGE : WHAT YOU SAY

> 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 to plan and raise \$\$!



> MESSAGE: WHAT YOU SAY

> STRATEGY: HOW YOU SAY IT