



Friends News and Notes

EFR and FLS 1992-2022 Celebrating 30 years of a Network of Library Advocates in NY

Volume 8, #1 -- December 2021



2021 FLS Daniel W. Casey Library Advocacy Award

Given annually since 1993 (through the precursor of FLS, the Empire Friends Roundtable), the FLS Daniel W. Casey Library Advocacy Award honors a volunteer member or a group from the library community whose efforts have contributed to the growth of libraries or Friends of the Library organizations.

FLS honored one group and one individual this year – The Friends of the Fairport Public Library and Kris Macdonald, Secretary of the Friends of the Beekman Library. The recognitions were presented locally by members of the FLS Board. Recipients also spoke at the FLS Annual Membership Meeting in November. The award acknowledges not simply good work on behalf of libraries, but those who go above and beyond what is asked of them. They see a need, focus on a challenge, share goals, and commit to exceptional community service.

According to nominator Karrie Bordeau, Marketing Librarian, the Friends of the Fairport Public Library have been an integral part of the library and the community. Through the years the Friends have been with the library through location changes and total renovations as well as providing programming help and fundraising support, even during COVID-19.

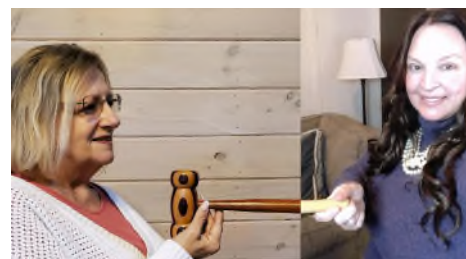
With the aid of the Friends, the library offers a Brown Bag Book Review, Adult Book Discussion, Teen Volunteer Registration Party, Job Seeker Classes, School Visits and Family Bingo. The Friends, in partnership with the library, established FROST (Friends Readers Outreach Service Team). This volunteer delivery program serves homebound patrons and seniors in the community.

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FLS Annual Membership Meeting Our Second Virtual Meeting!

More than thirty people logged in to attend the 2021 Annual Meeting of the FLS Membership on November 18. There is SO MUCH going on in FLS right now that the business portion of the meeting lasted nearly an hour!

Karen Sperrazza, FLS President in 2020-21, presided over the meeting sharing the *FLS Annual Report to the Membership* (see pages 10 and 11) using a PowerPoint presentation. Guest speakers included the 2021 recipients of FLS Scholarships and Awards. See the articles on page 1 and 3.



Once the business of the last year was concluded, outgoing President Karen Sperrazza “magically” passed the gavel to incoming President Kerstin Cruger. The 2021-22 FLS Executive Board was installed and Kerstin offered some brief remarks about the future of the Section as well as celebrating its history in this 30th anniversary year.

After adjourning the business meeting, Kerstin introduced Karen Ash from the Friends of the Angelica Free Library who presented *Friends on Facebook*, an expansion of her topic from the first FLS Connections last May. Karen offered many concrete ways that Friends can engage their members and their community using this social media platform. Find Karen’s slide deck at www.NYLA.org/Friends > Events.

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FLS creates a network to connect and inspire Friends groups in all types of libraries to support the New York library community.

FLS, a unit of NYLA, embraces and promotes diversity and inclusion in all their forms.



A Message from FLS President Kerstin Cruger Happy 30th Anniversary FLS!

Did you know the Friends of Libraries Section started as the Empire Friends Roundtable [EFR] on October 30, 1992? The Friends of Libraries Section was formed at the Annual Membership Meeting

of the New York Library Association on November 6, 2014, in a unanimous vote to approve a change in status from Roundtable to Section, which also included a name change from EFR to FLS. I was there for that momentous occasion in 2014 and it is my honor to be the President of FLS for 2022, the 30th year of this amazing organization.

Let me begin by thanking Karen Sperrazza for skillfully leading us through an unpredictable and challenging year in her position as President. Karen's commitment to FLS will continue in her role as Immediate Past President which includes Chair of the Nominating Committee. The charge of this committee is to recruit candidates for FLS Board positions...hint, hint. If you are interested in running for the FLS Board, please let us know!

If we have never met, allow me to tell you a bit about myself. It has been my great pleasure to work for the Mid-Hudson Library System (MHLS) located in Poughkeepsie serving at the pleasure of public librarians for twenty years. Though my role within the organization has changed many times over the years including a very new position as Outreach & EDI Specialist, it has been my privilege to assist our more than forty active Friends groups since 2012. In that time, I have witnessed Friends groups bringing vitality, vision, and inspiration to the communities they serve. In the coming year I look forward to supporting the efforts of Friends organizations statewide and recognizing their work as an integral part of their library's connection to the communities they assist every day.

Now it is your turn to share! Let us know what you have been up to, what you hope to accomplish, and even those attempts that didn't go quite how you planned. We are a community of listeners, helpers, and doers. There is nothing we cannot accomplish when we pool our collective knowledge and work together. Please reach out to any member of our executive board with thoughts, ideas, or concerns. If you would like to contact me directly, please feel free to email me, fls.kerstin.cruger@gmail.com.



FLS has many exciting opportunities and events this coming year and we are so glad to have you with us! If you are interested in getting more involved, we are always looking for people who want to be more active in the FLS organization. If you enjoy being a member of FLS, please spread the word! We would love to increase our membership and make it truly reflective of the many Friends groups throughout NY and I think we can all agree you can never have too many Friends.

One last thought. The traditional gift for a thirty-year anniversary is pearls. Natural pearls are rare, each one unique and they come to be more radiant over time. Sound like anyone you know?

All the best,

Kerstin

Membership in a Minute!

Membership has its privileges and a new members-only benefit is a free subscription to an e-mail resource to build your group's membership ranks. Both FLS personal and organizational members can enroll.

A strong membership or donor base keeps a Friends group healthy. We want your groups to thrive! By bringing membership tips directly to your in-box once a week, we hope you'll give this aspect of your volunteer work the regular attention it needs.

All you need to do to subscribe is to send a message to the FLS mailbox, FLSregister@yahoo.com, with the subject line "Sign me up!" In the body of the message, please tell us your full name and what Friends group (or library) you are associated with. Then once a week you'll find a Membership

FLS/NYLA Membership in a Minute #12



Making a difference: Always communicate to your make. Yes, everyone wants to know how much mon there. Share how the Friends purchases have impro Friends how many new books were added to the chil months or how many hours a day the new computer

in a Minute message in your mailbox.

Tips will be under 200 words in length—a quick read. We'll rotate through a series of topics, with week #1 giving a suggestion specific to membership and volunteer engagement. Week #2 will cover incentives to join and perks for Friends supporters. Week #3 will provide help on volunteer recruitment and week #4, volunteer recognition and donor relations. You can see, there's much to learn about membership! We think you'll find lots of ways to apply these ideas to your organization.

Don't miss out! Sign up by Friday, January 7. This subscription will run through mid-May.



Libraries: We're All In NYLA 2021 Conference & Trade Show Virtual and In-Person Events FLS Recap



NEW YORK LIBRARY ASSOCIATION
The Voice of the Library Community

NYLA hosted its Annual Conference and Trade Show both virtually and in-person this year to attract as many participants as possible. Several hundred people attended one or both versions. FLS sponsored programs in each "category" offering OnDemand, live virtual, and in-person options.

FLS had a virtual and in-person booth at the Trade Show component of the conference as well. Each iteration made valuable resources available to visitors. At the virtual booth attendees could view or download handouts, watch a short video about FLS, and use a chat function to reach out and ask questions. At the in-person booth visitors could have face-to-face (mask-to-mask) interactions with multiple

people, view the display of FLS activities in the past year, and pick up valuable resources like handouts, newsletters, pens, and candy!

Your newsletter editor invited members of the FLS Executive Board to write about Section-sponsored programs to share highlights from the sessions along with insights gained from the speakers. You'll also find some excellent takeaways in the article by Christopher Lund, the 2021 FLS Randall Enos Conference Scholarship recipient (see below) as he reflected on his first NYLA conference.

Check out the FLS Events webpage for resources from the 2021 conference at www.NYLA.org/Friends > Events.

Christopher Lund at the Conference



Chris Lund (left) and Randy Enos (right)

2021 was the second cycle for the FLS Randall Enos Conference Scholarship. As mentioned above scholarship recipient Chris Lund has written a reflection of his experience at #NYLA2021.

What follows are excerpts from his article, but you can read it in its entirety at www.NYLA.org/Friends > Publications. It's a good read for sure!! Thanks, Chris, for cluing us in about so many conference details and for sharing good information from the programs and events that you attended. Congratulations on being the recipient of the 2021 FLS Randall Enos Conference Scholarship. You made the Section very proud.

From Chris's reflections...

Ever since taking over the reins of my local public library's Friends of the Library group last January, I've been perpetually on the lookout for new ideas on how to improve our ongoing operations. So, when the opportunity to apply for a scholarship to attend this year's NYLA conference presented itself, I jumped at the chance, and was very excited to learn that I had been selected as the recipient and that I would be attending my very first NYLA Conference (and my first large scale in-person event of any type in over 2 years!)

As somebody who always likes to have a plan, I spent some time pre-conference looking through the slate of programs, events, and presentations, and I mapped out a basic sketch

of everything I wanted to hit.

... I made my way downstairs to my first conference session - the FLS sponsored *Financial FAQs for Nonprofits*. As President of my Friends of the Library group, I found this session to be filled with all kinds of practical information that is essential knowledge for my role. Some of the topics discussed helped to clarify some concepts of which I had a vague awareness, some were entirely new, and some gave me some "action items" that I will be taking back to my group with the top three being: (1) to apply for a certificate exempting us from sales tax for purchases, which we do not currently have, (2) a better understanding of "quid pro quo" rules for member gifts, which is directly relevant to our group as we are currently in the preliminary stages of setting up a dues structure, and (3) a clear outline for the need for written acknowledgment of contributions.

... I attended the FLS cosponsored "Library Trustees [Not In] Legal Jeopardy!" session. Even though I'm not a trustee myself, as a lawyer I found the content interesting, and as a Friends President I found it to be practical and relevant, since there is a lot of overlap between the laws governing library boards and Friends boards (and as much as I'd like to think law school taught me everything I'd ever need to know about the law, I've found there's still quite a bit to learn).

... We (Chris and his girlfriend Meghan, Vice President of the same Friends group) both sat in on another FLS sponsored session - Friendly Relationships, Working Together for the Library - presented by the Director of the Hamilton Public Library, along with representatives from their Friends group and their Board of Trustees. This session gave us a few more ideas we're planning to take back to our own group, including use of the USPS "Every Door Direct Mail" system as

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Financial FAQs for Nonprofits **Pre-Conference Continuing Education Workshop** by Amy Discenza

I think it's safe to say that most people who are drawn to library work, or volunteerism, are not initially interested in a library's finances. We believe in the library as a democratic institution; maybe we want to do our part to close the digital divide, or feel passionately that reading can change lives – but not many library folk derive pleasure from seeking out an auditor or brushing up on eligibility standards for paid family leave. Luckily, there are workshops such as this one to help us along when our institution's finances become our business.

The FLS NYLA Pre-Conference offering, *Financial FAQs for Nonprofits*, was presented by John C. Parcell IV, a Certified Public Accountant and Certified Fraud Examiner based in Canton, NY. Mr Parcell offers a comprehensive range of accounting services at his firm, including auditing, bookkeeping, QuickBooks® training, tax preparation, small business start-up, strategic tax planning, and consulting. He also serves as an internal auditor for the Potsdam Public Library. During this session, Mr. Parcell discussed what forms nonprofits should be filing with the IRS, how Friends of the Library book sales are subject to sales tax, procedures for acknowledging donations, how to handle expenses incurred for fundraisers, how frequently your library or Friends group should be audited and why, best practices for financial reporting, unrelated business income, quid pro quo contributions, the duties of boards, and the ABCs of paid family leave.

Workshop attendees kept the presenter on his toes throughout the three-hour workshop by asking excellent questions. Here's a few that stuck with your writer:

Q: If you have membership dues coming into the Friends, do you need to keep any supporting documentation for audit or review?

A: Yes, keep a copy of the membership letter, recording the individual's name and the amount of dues they contributed.

Q: How often should a nonprofit be audited?

A: Annually -- work it into your budget.

Q: Are libraries nonprofits?

A: Libraries and museums are a little different than your standard not-for-profit because they're governed by the New York State Department of Education, but you can still check the box. Many libraries have tax exempt status from the IRS.

Q: Are Friends membership dues considered a donation? Say the membership is \$10 but an individual gives \$20.

A: The extra \$10 would be considered a donation. In your records, you'd note \$10 for membership, \$10 for charitable donation.

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Friendly Relationships **Working Together for the Library** **In-Person Conference**

Through the years FLS has offered many programs and workshops that include references to the need for Friends, Library Trustees, and Library Staff to work together for the benefit of the library. Open lines of communication and collaboration between these three groups are essential for a Friends Group to be most effective.



Left to right: Travis Olivera, Diane Finch, Casey Conlin, and David Hopper

The FLS sponsored program, *Friendly Relationships, Working Together for the Library*, was an opportunity to explore how this concept actually works at the Hamilton Public Library with Friend

Diane Fitch, Library Trustee David Hopper, and Library Director Travis Olivera. After an introduction from Casey Conlin, Library Sustainability Coordinator from the Mid-Hudson Library System, the trio of panelists highlighted the ways that the Friends of the Hamilton Public Library have supported the goals and needs of the library, what assistance the library has provided for the Friends, and how, together, they resolved a conflict arising from a funding request.

More than 50 conference goers listened intently as the panel shared the benefits of the Friends acquiring 501(c)(3) status including eligibility for grant funding and tax-exempt status for donor contributions. They discussed changes in their annual book sale due to COVID, and the establishment of a book sale area including the sales tax ramifications of having an ongoing sale.

The library provides support to the Friends in these endeavors including space and a dedicated code on the cash register to track sales for the new Book Nook. There is also representation at each other's meetings with a Friend attending library board meetings and the director attending the Friends meetings as Staff Liaison to the Friends. This way each group knows the needs of the library and what the Friends can do to help provide extras that the library's operating budget cannot fund.

Through clear communications and trust, the director and the Friends avoided a potential conflict by honestly and openly handling a request to provide snacks for an outside group that would be using the library. The director requested funding from the Friends. They met and determined not to approve the request and to adopt a policy that the Friends would only fund refreshments for library-

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Library Trustees [Not In] Legal Jeopardy! In-Person Conference, cosponsored by FLS by Amy Discenza

I'll take "How might one transform a program about library trustee ethics and responsibilities into a rip-roaring good time?" for \$800, Alex. If your answer included "present the topic in a game show format and make Stephanie Adams the host," then go ahead and put yourself at the top of the leader board.

Stephanie "Cole" Adams presented *Trustees (Not In) Legal Jeopardy* to a full house. In case you're not familiar with Ms. Adams, she is the lead attorney at The Law Office of Stephanie Adams, PLLC and the lawyer behind the Western New York Library Resources Council's "Ask the Lawyer" service. You can view recently asked questions at <https://www.wnylrc.org/ask-the-lawyer/raqs>. (Friends may work with their library director to submit a question through their participating library council.) Cole is also a lively and eloquent speaker with a great sense of humor; if you have a chance to see her present in the future, don't sleep on it.

Back to the games! Ms. Adams led contestants through increasingly challenging rounds of Jeopardy--seasoned trustees, more seasoned trustees, and finally trustee PhDs--before rounding the session out with a bit of

impressive bar trivia and closing with advice about how to handle the hostile/legally threatening phone call. Some of my favorite questions included:

- What helps confirm a volunteer is truly a volunteer?: A volunteer letter
- What should a person get a copy of before they donate valuable personal property to the library or Friends group to claim a tax deduction?: An appraisal
- What is a handy add-on to service contracts, if your library has routine on-site service providers, and wants to enforce rules on their access?: Vendor Terms and Conditions
- What should a Board review on an annual basis so trustees are not exposed to uninsured liability for their service?: Directors and Officers (D&O) Liability Insurance

Whether you're a trustee, a Friend, or a library staffer like me, there was something to be learned. Many thanks to Ms. Adams, the Library Trustees Association Section for sponsoring this program, and FLS for cosponsorship.

Right from the Start

Trustee and former President of the Friends of the Hamilton Public Library David Hopper stated that seeking nonprofit status for an organization brings obligations of compliance. In "Trustees (not in) Legal Jeopardy," Attorney Stephanie "Cole" Adams pointed out that the Charities Bureau of the Office of the NYS Attorney General offers this plain language guide as a valuable resource for nonprofits. And Certified Public Accountant and Certified Fraud Examiner John C. Parcell IV ended his pre-conference session on "Financial FAQs for Nonprofits" by referring the audience to **"Right From the Start: Responsibilities of Directors of Not-for-Profit Corporations."** OK, I think I had better get my hands on this document!

Friends raise money for their libraries and with this activity and mission, the organization has accompanying fiduciary responsibilities, managing and preserving the charitable funds that will benefit the library, both in the near term and long-term. Whatever the size of the group, Friends leaders

need to be aware of their responsibilities, take care to manage these assets properly, and ultimately, to see that their charitable purpose is carried out.

"Right From the Start" provides general information and outlines lists of actions board members should take in fulfilling their duties. When community members raise their hands to help with the annual book sale, accountability is probably not in the forefront of their minds. But key volunteers and officers of the Friends should expect and undertake reasonable effort to assure that the group is operating in compliance with NYS law.

Take the advice of our knowledgeable conference presenters, professionals in their respective fields. Visit "Guides and Publications" on the New York State Attorney General's Charities Bureau website to download your copy of *Right From the Start*.

<https://www.charitiesnys.com/pdfs/Right-From-the-Start.pdf>

Financial FAQs continued from page 4

Q: Should the Friends of the Library have their own 501(c)(3)?

A: It's not necessary, but it's a good idea.

Q: Is it ok for a library and their Friends group to share an accountant?

A: Yes, there is no conflict -- and sometimes this can even lead to more accurate tax returns.

Although Mr. Parcell's slides didn't feature even one meme, *Financial FAQs for Nonprofits* was both well-attended and well-received.

The slide deck from this program will be included in the FLS Conference Program resources online. Find it at www.NYLA.org/Friends > Events.

Fundraising Without Book Sales


Virtual Conference - OnDemand

by Lisa C. Wemett

Let Us Introduce Ourselves...

Who am I?

- Helen Rados (she/her)
- President of the FOEBCFL
- Founding member of the group
- 2019 recipient of the Daniel W. Casey Library Advocacy Award
- 2nd term Trustee, Ramapo Catskill Library System
- Past President, Professional Women of Sullivan County
- Volunteer for RISE (Sexual Assault/Rape Hotline & Clinic)
- Volunteer Committee Chair, Sullivan County Youth Book Festival



There was a theme as an undercurrent throughout the OnDemand Virtual session, *Fundraising Without Book Sales*. Each speaker mentioned how an

introductory letter about their fundraising project paved the way for the event, helping the Friends explain who they were and what they were trying to accomplish on behalf of the library. In one instance, the letter was seemingly ignored, but the other letters hit their mark, especially with fundraisers repeated regularly, letting business owners know that a volunteer support group was working on behalf of the public library in their community.

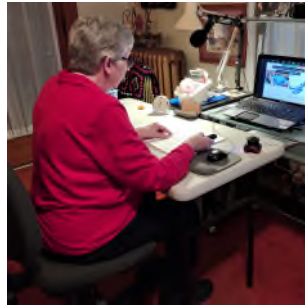
Mary Giardini of the Friends of the Olean Public Library outlined the planning stages leading to the group's first "Read Between the Wines" fundraiser in 2018. When no responses were received to their letter of inquiry to local wineries, the group was not deterred. A friend personally traveled to various vineyards to talk up the project and succeeded in securing donations of wine for the event. Mary carefully ticked off the steps ahead of the event which included approval from the library's Board of Trustees, funding of seed money for the various expenses, a temporary liquor license, approval from their insurance carrier, and the services of a professional security guard (who donated his time in exchange for two tickets to the event for his wife and a friend). Ticket sales (\$20 per person), a 50-50 raffle, and a drawing for gift baskets brought in additional revenue. The renovations of the library were an attraction, but people also welcomed the opportunity to visit leisurely with friends and neighbors. The event encouraged several people to join the Friends as new members.

Helen Rados of the Friends of the Ethelbert B. Crawford Public Library in Monticello focused on a "Taste of Sullivan County," an event the group has held regularly since 2012. Now an every other year occurrence, the raffle of restaurant gift certificates introduces new customers to eateries throughout the county. Certificates are bundled into prize packages of \$100, \$200, and a grand prize package of \$500 or more, depending on how many gift cards the group secures. Letters of introduction inform the restaurant managers about the project and with their repeat events, the Friends volunteers have now built rapport with the business owners. One Friends member is the "point person" for that restaurant, which makes it easier to secure and track donations. Thank you letters at the end of the project have included a window decal which many of the

ABCs of Best Practices for Friends Groups

Virtual Conference - Live Virtual Presentation

by Ristiina Wigg



FLS Past President Lisa C. Wemett presented a Live Virtual session based on an alphabetic list of tips and tricks borrowed and recycled from some of the most successful Friends groups in NYS. (Lisa just could not decide on one definitive idea per letter, so you'll find some extra concepts on some letters!)

An **Annual Report** highlights accomplishments, publicizes statistics, and reports how revenue has been used. It can serve as a way to recruit members. Friends are important **Advocates**, spreading the library's message to their friends and neighbors. By making it easy to contribute materials and phrasing donation guidelines in a positive way, the **Book Sale** will become even more productive for fundraising. Frequent, clear, and open **Communications** are vital for keeping relationships friendly between volunteer support groups and their libraries. **Donors and Dues** are a key measure of your success. Consider witty levels of donor categories: Friend, Special Friend, Best Friend, Soulmate, BFF—your lifetime members, Best Friends Forever!

Engage the community with home delivery of library materials or clever social media posts to highlight upcoming activities and recommended reading. Friends were inventive during the pandemic, adapting **Fundraising** with outdoor book sales and using Facebook to promote raffles for new jigsaw puzzles. Expand your revenue stream by participating in "Library Giving Day," a national movement to promote online giving the Wednesday of National Library Week in April.

Search out **Good ideas from all over** by joining Friends listservs and following Facebook pages of other groups. The letter **H** brings a **half-dozen helpful hints**: Delegate. Review by-laws regularly. Don't be afraid to drop a Friends project even if "we've always done that." Assemble a "Board book" by collecting important organizational documents, procedures, and informal processes all in one place. The NYS Department of Taxation and Finance requires groups to collect NYS sales tax if they have a continuous book sale area in the library. Keep compliant with IRS regulations to maintain your nonprofit status.

Stay **Informed!** Join FLS/NYLA to receive *Friends News and Notes*, full of information on issues, best practices, and national and state resources. **Join** community groups and service clubs to support their activities and build connections. Identify your **Keystone** person who holds your group together; document what that person does and how they do it. **Little Free Libraries** encourage the love of

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FLS Connections! Book Sale Leftovers

If you've had a book sale, you've been there: what to do with the book stock that did not sell? You've given books to community charities, teachers, veterans' groups, Goodwill, and Habitat for Humanity ReStores. Maybe you stock Little Free Library book exchanges.

Come join the conversation about surplus books and discards. Registration is now open for "FLS Connections: Book Sale Leftovers" which will be held on Wednesday, February 16, beginning at 2 o'clock and ending at 3:15 p.m.

Wilma Jozwiak and Lanna Langlois of the Used Book Sale Team for the Friends of the Clifton Park – Halfmoon Public Library, will share their group's experiences with their "Teacher and Nonprofit Free Book Grab" program at the conclusion of their book sales.

Jamie Hurst, National Library Account Manager for the ThriftBooks library program, will explain how Friends can use their excess books to advantage by partnering with ThriftBooks. <https://www.thriftbooks.com/library/> Find new homes for your books via resale or charitable donation, generating additional revenue from your discarded and donated books. Please send an email to FLSregister@yahoo.com with "Connections" in the subject line. In the message, please give your first and last name and the Friends group or library you are representing. You will receive a confirmation e-mail with the Zoom access code and any other pertinent information prior to the event. Registration closes on Monday, February 14. This session will not be archived.

FLS is building an online community across the Empire State. Please join with Friends volunteers for the continuation of this series of conversations we started in 2021. Each "FLS Connections" has a specific topic and invited speakers will share with everyone informally, followed by open mics where everyone can participate and provide their own groups' experiences and ideas. Days and times are varied to try to reach a wide audience. Each "Connections" has a limited number of participants so we can keep the dialogue focused and facilitate conversation.

Please note that the invitation to ThriftBooks to explain their program at FLS Connections! should not be construed as an endorsement by FLS or NYLA of the company or the services it renders.

Webinar Recap:

Before Friends Become Frenemies

by Amy Discenza

I don't know about you, but I am constantly startled by the amount of conflict I encounter in my everyday life. Frankly, it's been one of the great shocks of both adulthood and being a library professional. Conflict is exhausting for most of us, but the good news is that some of it is avoidable, so it's in your best interest to equip yourself with all the tools you can to set yourself up for success.

If you could use a few more tools in your conflict resolution toolkit, might I recommend FLS' most recent webinar **Before Friends Become Frenemies**? Yes, it's true, even a do-gooding entity such as the Friends of the Library isn't exempt from conflict. Over the course of 90-minutes, expert presenters Lisa Wemett, Past President of FLS, and Melissa Tacke, Director of the Castleton Public Library, thoroughly examine why conflict arises between Library Directors, Boards, and Friends and offer detailed, easy to replicate examples of what can be done to keep relationships friendly and productive.

This writer's major takeaways include:

- Get to know your own approach to conflict. In this webinar, we're introduced to the Thomas-Kilmann Conflict Mode Instrument.
- Understand the various reasons conflict can occur between the Friends, library administration, and Board of Trustees.
- Communicate clearly and frequently.
- Have clearly defined roles for the Friends, the Board, and library administration.
- Create an Operating Agreement or Memorandum of Understanding and review it annually.
- Create guidelines for the expenditure of funds; give examples of projects the Friends will and will not fund and share it with library staff.

In case you missed the webinar, FLS has made a PDF of the speakers' PowerPoint slides available on their website as well as a plethora of truly outstanding conflict-busting information including a document outlining the roles and responsibilities of the Library Director, Trustees, and Friends, a primer on Friends Operating Agreements, communication tips, and more. Visit www.NYLA.org/Friends > Events and look under Webinars.

FLS Memorial to Past President Janet Kreason

The FLS Executive Board had a plaque placed on a bench in the Shade Garden at the Clifton Park-Halfmoon Public Library to mark the passing of FLS member and Past President (2016-17) Janet Kreason. The dedication reads "FLS Friends remember | Janet E. Kreason | Come sit and read" Janet was a children's librarian, fluent in puppetry, at CPHPL for many years. She was a true Friend, a friend to all, a die-hard Mets fan, and the queen of puns. Rest in peace Janet.



FLS Casey Award continued from page 1

The Friends have pivoted several times over the 40+ years of operating their book sale in conjunction with the annual Fairport Canal Days (a HUGE festival), reimagining the event and developing a vision for their now successful operation of The Corner Bookstore located near the library. They also maintain the Book Bin sale area inside the library. With these proceeds the Friends are a major source of support for the library's Summer Reading Program. In addition, they sponsor a High School Page Scholarship awarding two \$500 scholarships this year.



Left to right: FFPL Past President Marianne Michaud, Lisa Wemett, FFPL President Ann Poelma

The Friends support doesn't end with the community; they let the staff know that they make a difference at the library. The Friends provided a Staff Appreciation Lunch in 2020 and this year gave gifts and goodies to the staff during National Library Week to ensure that the library team felt appreciated.

The Friends of the Fairport Public Library are a true asset to their community. Lisa Wemett and Terry Mulee, FLS Board members, were pleased to attend the group's volunteer picnic in September and surprise them with this statewide recognition.



Kris Macdonald (center) with her "library family"

Kris Macdonald, Secretary of the Friends of the Beekman Library, is a true dynamo and seems to do it all. She makes sure to get the agenda, invitations, and monthly meeting minutes out to the members. Kris also attends the monthly Library Board meetings to report back to the Friends. She reviews the group's important documents such as the By-Laws, insurance plans, and annual appeal communications. She sends out cards to acknowledge a special event and initiated a recognition plaque for long-time Friends volunteers.

As noted by Arlene Vaquar, nominator and President of the Friends, Kris is the "brains" of Friends fundraising. She has been the creator and driving force behind projects such as book sales, raffle baskets, mask lanyards, and craft and vendor fairs. Kris initiated a project where children drew pictures of their favorite book; their art was used in a fundraising calendar.

Kris works with and advocates for the library in the community in several ways: reaching out to book dealers to

get the best possible return on book sales, collaborating with the Poughkeepsie Police Benevolent Association to donate books for children and teens every year, and managing the Friends Facebook page.

FLS Board members Helen Rados, Kerstin Cruger, and Randy Enos had the honor of attending the Friends October meeting to surprise Kris and present this award in recognition of her exceptional service to the Beekman Library. Unbeknownst to her, Kris's family was also there to celebrate with her!

Many thanks to both nominators for introducing us to these remarkable Library Advocates. Congratulations!

Do you know of an individual or group deserving of this honor? It's not too early to start thinking about a nomination! Find more information and the FLS Daniel W. Casey Library Advocacy Award nomination form at www.NYLA.org/Friends > Awards. Nominations are due on June 1.

Fundraising continued from page 6

establishments proudly display in their front entrance.

After a very successful fundraiser of a calendar produced by Friends volunteers which recognized local businesses and front-line workers in 2020, the Friends of the Hampton Bays Library launched an even more ambitious calendar project in 2021. President Emily Cullings summarized how their core volunteers approached community businesses to sponsor the calendar. For a \$25 buy-in, the donations covered the printing and shipping costs of 500 calendars—all sales were pure profit. Their work put them in touch with a talented local photographer that had so many beautiful drone shots of the area that the Friends made a 16-month calendar for their second project (now priced at \$12 each). Each page of the calendar was underwritten by a business. Business card size ads were sold to other companies and the Friends had many repeat supporters in year two.

Each speaker shared how the projects morph over time and become stronger with tweaks implemented for the next round. Mary shared that a suggestion to have a reduced-price ticket for designated drivers was very popular at their wine and beer tastings. In February 2020, 110 people attended FeBREWary, grossing \$3,250. All of these events were team efforts. The Friends leaders are there to encourage, coordinate, and supervise, but not control every aspect of the project. Mary stated to always "empower your team members," as micro-committees who have various skill sets and strengths, to get their buy-in and push the job over the finish line.

reading through a free book exchange that the Friends can stock with surplus donations. Expand your **Marketing**, both for your book sales and membership. **Micro-volunteering opportunities** can involve more individuals with short-term commitments and finite tasks.

Network with regional Friends to stay fresh and dynamic. An **Online presence** is important for recruiting Friends, joining and volunteering, and receiving donations. Provide contact information to reach the Friends leadership. **Partnerships** with community groups, businesses, or agencies join different segments of the community together. **Quantify** your effectiveness by computing your "participation rate" (divide the number of members by the population of your library's service area). Is it 1% or more? Good for you! **Recognize** members and partners through volunteer events, a banner in the library, or celebrating National Friends of Libraries Week in October. Recognition leads to **retention**.

Succession Planning is crucial to keep Friends thriving over time. Develop manageable job descriptions and let the community know you are looking for leaders. Try the **Teamwork** approach with co-presidents or even a trio of volunteers as a leadership team. Publicize the Friends' **Underwriting** of library programs, with credit lines on program brochures or signage at the event. Increase your **Visibility**, whether in parades, ribbon cuttings, sponsoring a Literary Landmark™, or a beautification project at the library. Be sure to acknowledge and nurture **Volunteers**—they're "professional grade!"

Webpages can be one-stop shopping for people to learn about the Friends and consider volunteering. Friends fund **EXtras**: comfy furniture, creating a reading garden, or a StoryWalk®. Involve **Youth** through youth advisory boards or starting a Junior Friends. **ZZZZs** – Don't snooze! Wake up to new best practices to grow and stretch the organization, to keep your volunteers active, involved, and enthused in supporting the library. Everyone needs Friends!

an efficient way to send out annual appeal letters. I also enjoyed the way the presenters referred to Friends groups as being like a "Booster Club" for the library. That is a phrase I will certainly remember in the future when I'm asked "what exactly is a Friends of the Library group anyway?"

... We mingled for a bit at the Inaugural Banquet Pre-Function, then sat ourselves in the dining room with a large group made up mostly of the FLS board members we had met over the past few days. I had a good time getting to know my new colleagues a bit better, and felt honored when I was officially acknowledged by the entire audience as the FLS Randall Enos Conference Scholarship Award recipient. After dinner we moved over to the next room to finish off our conference with a night of trivia. Meghan and I spend quite a lot of time playing bar trivia around town, and we often do fairly well (due mostly to Meghan's encyclopaedic knowledge), but playing against a room full of professional librarians presented a whole new level of challenge. After settling in we ran into former NYLA President and current FLS Board Member At Large Ristiina (Rusty) Wigg, so we joined forces and did fairly well, although not quite well enough to take home first prize (although the first place winners were a team of 9, while we were a team of 3, so I think we still did fairly well). As expected, most of the players in the room got most of the questions correct, with the real determining factor being the end of round "impossible question" tiebreakers, although, ironically enough, the question that really stumped the majority of the room was a book-themed question, and since that's how we finished our conference experience, that's what I'll end with here as well, and know that if you can answer this one without looking it up, you might have a chance of taking home first prize next year: "What is the name of the fictional language spoken by the characters in Stephen King's *The Dark Tower* series?"

answer: High Speech

Friendly Relationships continued from page 4

sponsored programs. Although disappointed, the director was respectful and understanding of the decision. Now everyone has a guideline to refer to for future requests.

FLS has long promoted the use of an operating agreement between a library and a Friends group. This Memorandum of Understanding (MOU) is a written agreement which spells out the roles, responsibilities, and general arrangements for working together. It outlines who does what and establishes guidelines for cooperation, taking into account the missions of the two distinct groups.

The panel shared that they do not currently have an MOU, but that they are jointly working on developing one. The

session ended with a wide range of questions that spurred lively discussion. The key points, made over and over, are that communication between all groups, a spirit of collaboration, inclusion in the process, and mutual respect will lead to success in working together – in having Friendly Relationships!

Find resources from this program at www.NYLA.org/Friends
> Events

- ✓ Presentation Slide Deck
- ✓ Working Together: Roles & Responsibilities Guidelines
- ✓ A Primer on Friends Operating Agreements; A Sample Memorandum of Understanding

FLS Year in Review

Awards:

★ **2021 FLS Daniel W. Casey Library Advocacy Award**
Recipients:

- ★ Friends of Fairport Public Library (Monroe County Library System)
- ★ Kris Macdonald of the Friends of Beekman Library (Mid-Hudson Library System)

Many thanks to Helen Rados serving her first year as the FLS Coordinator for the FLS Daniel W. Casey Library Advocacy Award.

★ **2021 FLS Randall Enos Conference Scholarship**

Recipient: Christopher Lund, President of the Friends of the Cortland Free Library (Finger Lakes Library System)

Thank you to Anne Andrianos, Coordinator for FLS Scholarship Awards. She is stepping down after serving for the last three years. She continues on the FLS Executive Board as a Member At Large.



New Frontiers for Friends - FLS Long Range Plan Initiatives for 2021:

- ★ *Task Force on Friends Councils* – Jim Foster, Assistant Library Director, Clifton Park-Halfmoon Public Library, chair. Established in January to initiate and establish networking groups in additional public library systems.
- ★ *Ad Hoc Committee on Governance* – Developing procedures and support systems for smooth transitions in Section leadership, both planned and unplanned. Marie Bindeman, FLS Member At Large, chair.
- ★ *Task Force on Friends and Rural Libraries* – conducted a statewide survey in the spring to gather information on the relationship between Friends groups and Rural and Small Libraries. As a kick off to our FLS 30th Anniversary Celebration, survey respondents could enter a drawing to receive a one year Friend Group Organizational Membership in NYLA. Twelve memberships were awarded.

Membership in a Minute!

In mid-September, FLS began sending weekly e-mails with helpful tips to grow, retain, engage, and recognize members in your Friends groups. Beginning in January the subscription will be a members-only benefit. This service was another outgrowth of the Task Force on Friends and Rural Libraries.

Webinars:

Effective, Efficient Boards and Board Meetings

January 12, 2021

59 viewers, including 16 FLS members

Presenter: Judy Siegel, Esq., Pro Bono Partnership.

Friendly Partnerships Strengthen Communities

March 11, 2021

35 viewers

Presenters: Jason Poole, Children's Librarian at the Webster Public Library (Monroe County Library System)

Helen Rados, Friends of the Ethelbert B. Crawford Public Library (Ramapo Catskill Library System)

Cheryl Jones, Youth Services Librarian at the Ethelbert B. Crawford Public Library

Before Friends Become Frenemies

September 30, 2021

28 viewers

Presenters: Lisa C. Wemett, MSLS, FLS Immediate Past President; Melissa Tacke, MLS, Director of the Castleton Public Library (Upper Hudson Library System).

All members of FLS, including registered non-voting members of Friends Group Organizational Memberships, are eligible to participate in FLS-sponsored webinars at no charge. Webinars may be viewed at any time, free of charge. Go to: www.NYLA.org/Friends > Events > Webinars. You'll find a complete listing of FLS webinars and accompanying handouts. Each webinar runs about one hour.

FLS Connections:

These virtual gatherings have taken the place of our in-person regional FLS Meet-ups allowing groups across the state to network and share on various topics.

The initial gathering on May 12 featured Friends groups describing innovations implemented in projects and services during the pandemic. We had 12 attendees from 9 different Friends groups.

Fundraising was the topic for July 15 and had 25 participants representing 16 Friends groups.

Membership Recruitment, Engagement, and Retention was the topic on September 13. With 19 participants representing 12 Friends of the Library groups, a wide variety of techniques used to attract, retain, and recognize Friends were described.

Plans to continue FLS Connections are underway for 2022 along with the hopes of in-person gatherings as well.

Membership:

June 30, 2020: 213

June 30, 2021: 171

55 Friends Group Organizational Memberships which includes an additional 121 Friends Group Volunteers
Thank you for your support!

Financial Report:

Opening fund balance July 1, 2020: \$11,533

Closing fund balance June 30, 2021: \$13,363

General Fund	Fiscal Year Ending 06/30/20	Fiscal Year Ending 06/30/21
Beginning Fund Balance	\$ 7,939	\$ 7,514
Income	3,680	3,649
Expenses	(4,105)	(2,064)
Net Activity	(425)	1,585
Ending Fund Balance	\$ 7,514	\$ 9,099

Enos Scholarship Fund	Fiscal Year Ending 06/30/20	Fiscal Year Ending 06/30/21
Beginning Fund Balance	\$ 4,019	\$ 4,019
Donations	-	245
Expenses	-	-
Net Activity	-	245
Ending Fund Balance	\$ 4,019	\$ 4,264

Donate to the FLS Randall Enos Conference Scholarship Fund [online](#) (scroll down the page to the FLS Fund). We welcome your support!

#NYLA2021 Annual Conference:

In-person Programs:

Financial FAQs for Nonprofits Pre-Conference Workshop
Friendly Relationships, Working Together for the Library

Virtual Programs:

ABCs of Best Practices for Friends Groups - Live Virtual
Fundraising Without Book Sales - OnDemand

Cosponsored 5 additional programs

FLS Trade Show Booth at Virtual and In-person events

Attendance details are not yet available

Website - www.NYLA.org/Friends:

Refinements to the FLS webpages, a subset of www.NYLA.org, are made continuously throughout the year. The FLS online archives for the Executive Board have been expanded and the pages are gradually being populated. Resources from FLS sponsored Webinars, NYLA Annual Conference programs, and other FLS events are added as they become available. Check back often for the latest information. Visit the FLS website to find the archive of FLS newsletters, the current Executive Board list, award nomination forms and applications, upcoming webinars, events, and more.

Newsletters:

Quarterly *Friends News and Notes* sent by mail (644) and 2 issues sent electronically (350). The 2020 FLS Annual Report to the Membership was included in the mailing for the December 2020 newsletter and was included in the electronic version. Due to COVID-19, less than 50 additional copies were distributed throughout the year.

FLS Executive Board 2020-2021 - Thank You

President: Karen Sperrazza

President Elect: Kerstin Cruger

Immediate Past President: Lisa C. Wemett

Second Vice President: Terry Mulee⁺Secretary: Lynne Madden⁺

Treasurer: Stephen Hoefler

Members At Large:

Anne Andrianos

Christine Beck*

Marie Bindeman⁺Erica Freudenberger⁺

Marie Orlando*

Leslie S. W. Riley

Ristiina Wigg

President Emeritus: Randall Enos

Assistant Conference Curator: Christine Beck*

FLS Newsletter and Web Editor: Terry Mulee

FLS Casey Advocacy Award Coordinator: Helen Rados

FLS Casey Award Readers: Joyce Laiosa,

Leslie S. W. Riley

Coordinator for FLS Scholarship Awards: Anne Andrianos*

FLS Scholarship Awards Readers: Rebecca Fuss,

Margaret Pilaroscia*

Coordinator for Professional Development: Lisa C. Wemett

Marketing Coordinator: Meg Sgombick

NYLA Committee Representatives:

Awards: Joyce Laiosa

Communications: Danielle Krause

Conference Curator: Kerstin Cruger

Continuing Education: Amy Discenza*

Intellectual Freedom: Annabeth Hayes*

Legislative: Jean Sheviak

Membership: Terry Mulee

New to the Board for 2022:First Vice President: Christina Ryan-Linder⁺Members At Large: Christopher Lund⁺ and Amy Discenza⁺*leaving this position, ⁺newly elected or re-elected

Thank you to all current and incoming FLS Board members and volunteers. Your dedication is greatly appreciated.

FLS Commitment to Diversity

The Friends of Libraries Section (FLS) of the New York Library Association embraces and promotes diversity and inclusion in all their forms.

On March 25, 2021, the FLS Board approved the "Commitment to Diversity" statement. Please read it in its entirety at www.NYLA.org/Friends.

FLS Executive Board and Volunteers

Officers:

President - Kerstin Cruger fls.kerstin.cruger@gmail.com

First Vice President, Conference Curator -

Christina Ryan- Linder clinder14@gmail.com

2nd Vice President (Membership) - Terry Mulee

FLS.NYLA@yahoo.com

Secretary - Lynne Madden

Treasurer - Stephen Hoefler

Immediate Past President - Karen Sperrazza

President Emeritus - Randall Enos

Members At Large:

Anne Andrianos

Marie Bindeman

Amy Discenza

Christopher Lund

Erica Freudenberger

Leslie Riley

Ristiina Wigg

NYLA Committee Representatives:

Awards Committee - Joyce Laiosa

Communications Committee - Danielle Krause

Continuing Education Committee - Lisa C. Wemett

Intellectual Freedom Committee - Christopher Lund

Legislative Committee - Jean Sheviak

Membership Committee - Terry Mulee

FLS Volunteers:

FLS Daniel W. Casey Library Advocacy Award Coordinator -

Helen Rados, hrados@gmail.com

FLS Scholarship Coordinator - currently vacant

Assistant Conference Curator - currently vacant

Marketing Coordinator - Meg Sgombick

Regional Workshop Trainers - Joyce Laiosa, Lisa C. Wemett

Contact us anytime at FLS.NYLA@yahoo.com

Visit the Friends of Libraries Section at

www.NYLA.org/Friends

In an effort to eliminate phishing scams, FLS is limiting the number of email addresses published. Please use the NYLA Membership Directory to find contact information not listed above or use the FLS email. We apologize for any inconvenience.

This newsletter is a publication of the Friends of Libraries Section of the New York Library Association.

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Contributor and Proofreader: Lisa C. Wemett

Additional Contributors: Amy Discenza, Christopher Lund,

Helen Rados, Ristiina Wigg

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American Girl Dolls

If your Friends group has 501(c)(3) status with the IRS, your organization is qualified to request one 18" American Girl doll per calendar year through The Good360 American Girl Doll Donation Program, a nonprofit fundraising initiative authorized by American Girl. The doll can only be used for a raffle or auction to raise funds that primarily benefit children ages 6 through 12.

Email questions to Ameriangirl@good360.org or call (703) 836-2121. Applications are taken online and must be submitted at least 6 weeks before the date of the raffle or auction. All applications are reviewed before approval is received, so allow time for this process. See The Good360 website for their donation guidelines using the web address below. Shipping is to the organization's business address. There is a \$25 administrative fee to cover s/h costs. Applications are accepted annually January through March. The 5,000 donated dolls go quickly, so be prepared to file your application when the program opens.

<https://good360.org/nonprofit/managed-programs/american-girl>

Save the Date:

Wednesday, March 2, 2022

NYLA's all-virtual Advocacy Day

Please plan to participate.

We need Library Champions now more than ever!

www.NYLA.org/Advocacy

A HUGE THANK YOU to Our Members

FLS is able to work toward its mission and offer benefits like those listed below because of members like you who give freely of your time, talent, and treasure. Thank you for your continued support of this Section. Not a member? Please join us. www.NYLA.org/join

Benefits of Membership in FLS

- ✓ Special rates for NYLA Annual Conference attendance for Friends and Friends group organizational members.
- ✓ FLS members receive a free Reg Pass for FLS sponsored webinars.
- ✓ **NEW! Membership in a Minute!** FLS members can receive great tips right in their inbox. See page 2 to sign up.
- ✓ Quarterly newsletter mailed to FLS members and emailed notice of posting to Friends group organizational member volunteers registered with NYLA. See the archive of FLS newsletters online at www.NYLA.org/Friends > Publications