



Making Connections

Information Support Advocacy



Information: Provide access to timely and relevant information that you can use to improve your results.

Support: Take an active role in helping you answer your questions and in finding necessary resources.

Advocacy: Represent your interests in the public arena.

We asked ourselves...

Are you aware of what we offer and, if so, are you taking advantage of it?

What can we do to encourage you to have a more interactive relationship with FOML and each other?

- Visibility
- Simplicity
- Enhancement
- Partnering

Information Support Advocacy



Introducing



What is Consult-A-Friend (CAF)?

Why is it important?

How does it work?

How does it fit in with other services FOML provides?

Information Support Advocacy



What is Consult-A-Friend (CAF)?

CAF is mainly a process designed to simplify your search for assistance to meet your group's needs.

It offers three tiers, or types, of assistance based on your needs and preferences.

Some of it is a repackaging of support provided in the past.

Some of it offers a depth and breadth of consultation that wasn't available to members in the past.



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Tier 1: Self-Service

You may be able to answer your own need by simply looking through the wide variety of tools and information available to you on our website.

A great place to start if your need is straightforward and you're comfortable navigating a website.

There's a wealth of information available in our Membership Manual and through links to other websites.



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Tier 2: Assisted Service

If you can't find what you need on your own or simply prefer human assistance, this is the tier for you.

You complete a short request form and hit “submit.” We’ll get back within 48 hours to either answer your question or request clarification.

This is where another new service might come into play, too. I’ll discuss that later.



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Tier 3: Consultative Service

No two Friends groups are exactly alike. So, general responses to your inquiries might miss the mark, especially if your needs are complicated.

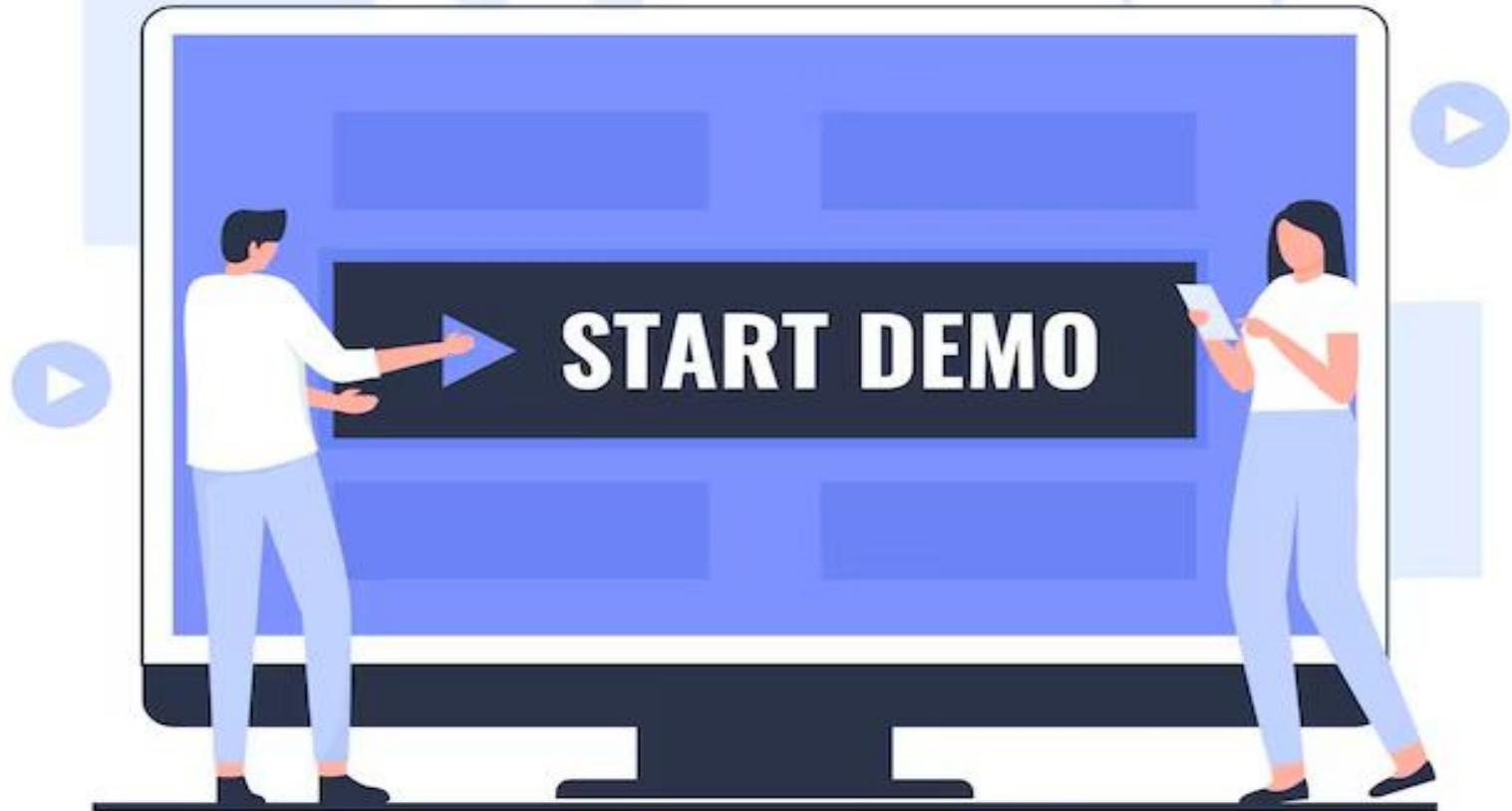
So, you may benefit from a personal consultation with one of our team members to identify opportunities, reduce expenses, streamline your operations, manage your volunteers and maximize your impact on the library and community.

If you want some guidance in strategic planning, this tier is for you.



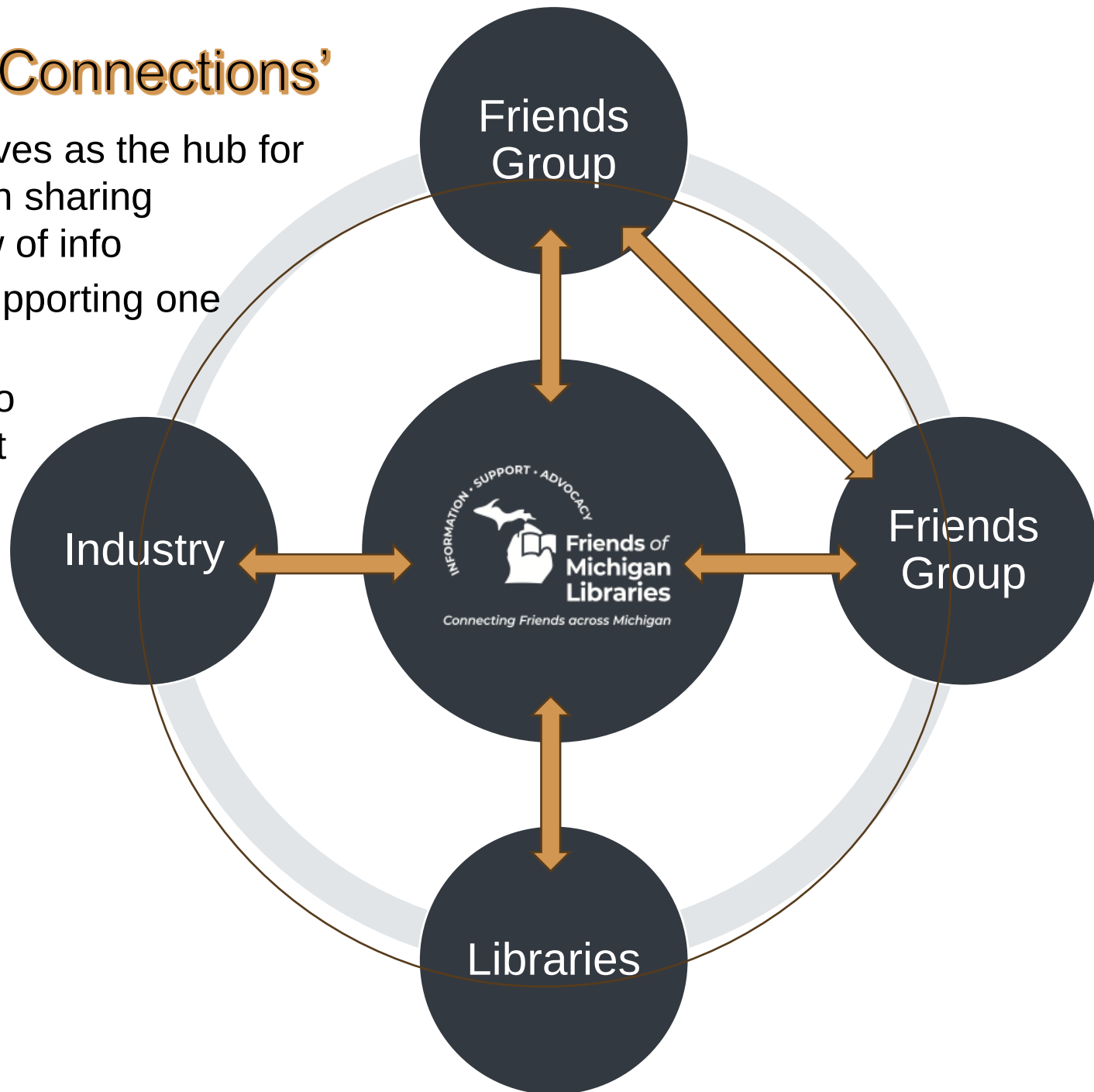
A Picture Is Worth a Thousand Words

Let's walk through the CAF process on our website and see how it works.

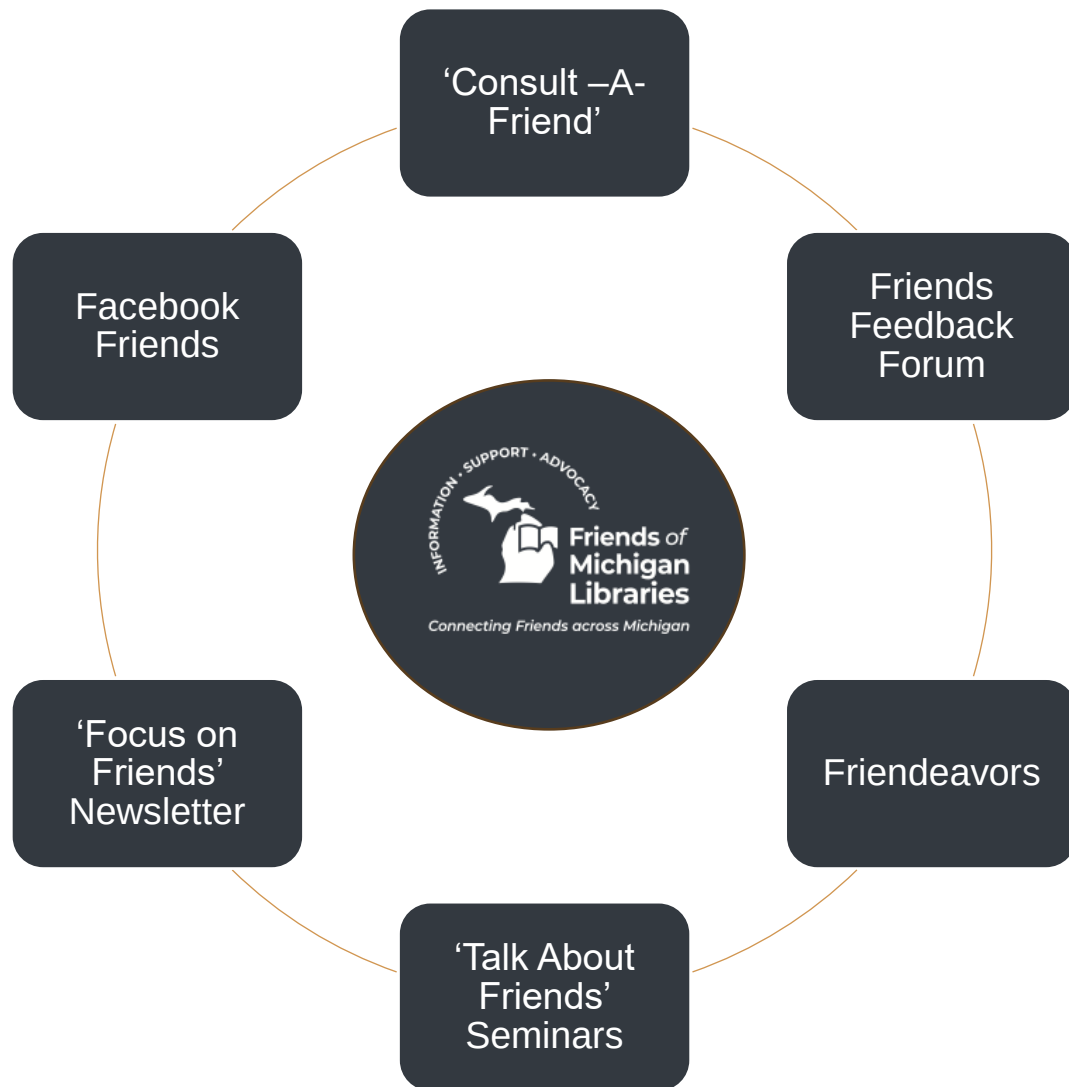


‘Making Connections’

- FOML serves as the hub for information sharing
- 2-way flow of info
- Friends supporting one another
- So, how do we make it happen?



We're Making Connections in 6 Ways



Consult-A-Friend

- Proactive; Specific

Feedback Forum

- Helping each other

Friendeavors

- Recognition & Sharing

Seminars/Workshops

- Face-to-face

Newsletter

- General info

Facebook

- Info & tips from Friends



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Questions?

Thank-you for
attending and for
your support of
FOML.