

INTRODUCTION

PROBLEM

SOLUTION

Friends of the San Francisco Public Library is a non-profit organization that fundraises and advocates for the San Francisco Public Library. They are member-supported, rely largely on donations, and run a very successful Book Operations program that includes two bookstores and a donation center.

Internal communications and the sharing of information is a crucial aspect of a successful organization and has been an ongoing issue with Friends, due to the reliance on a rotating mix of volunteers, multiple locations, and the shortage of paid staff.

Virtual spaces were designed for all parties involved to share and access information, and two databases were built; one that eliminated a tedious daily data entry task, and another that keeps track of an over-stock of donated books.

THREE WEBSITES

OUTCOME

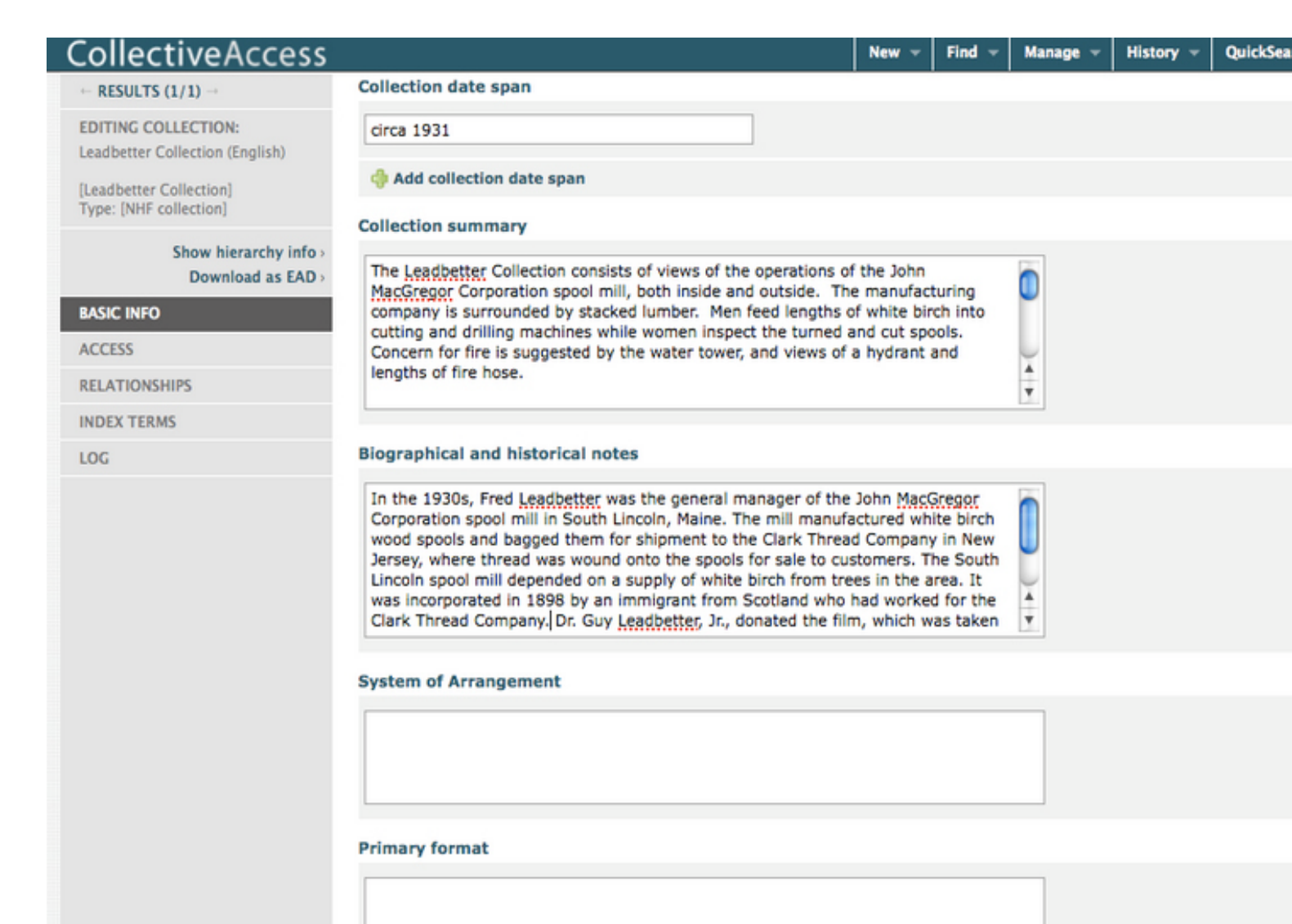
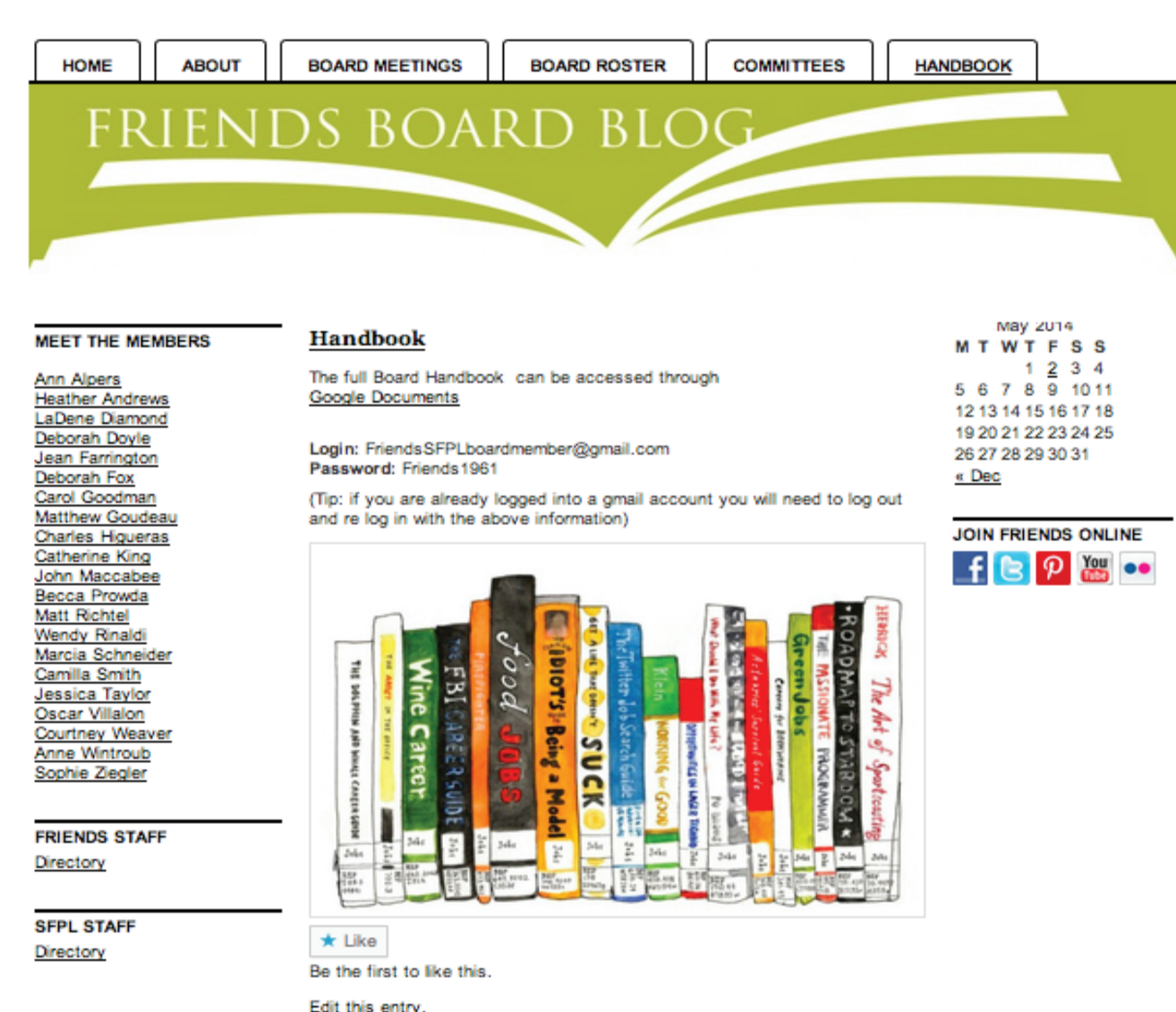
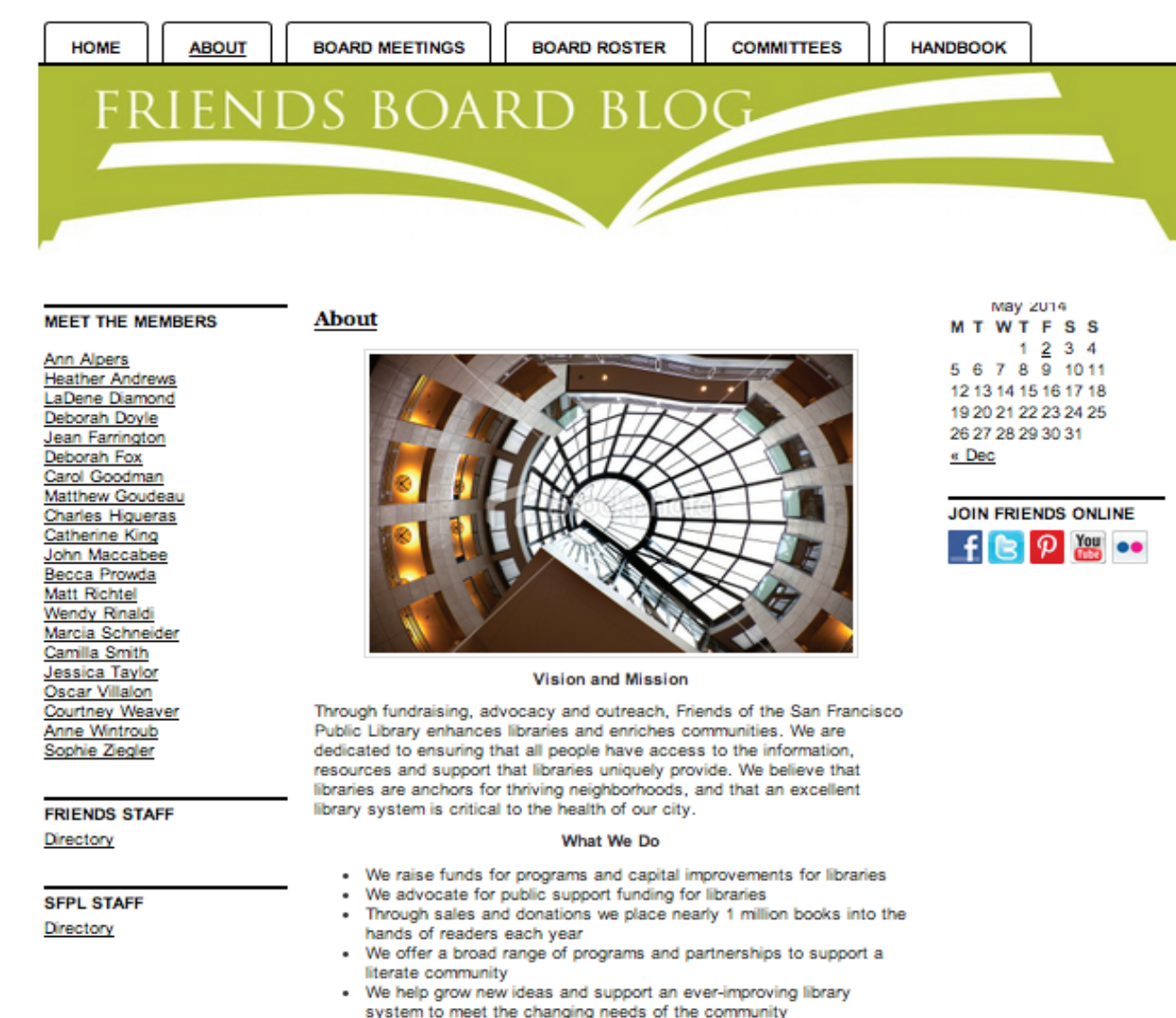
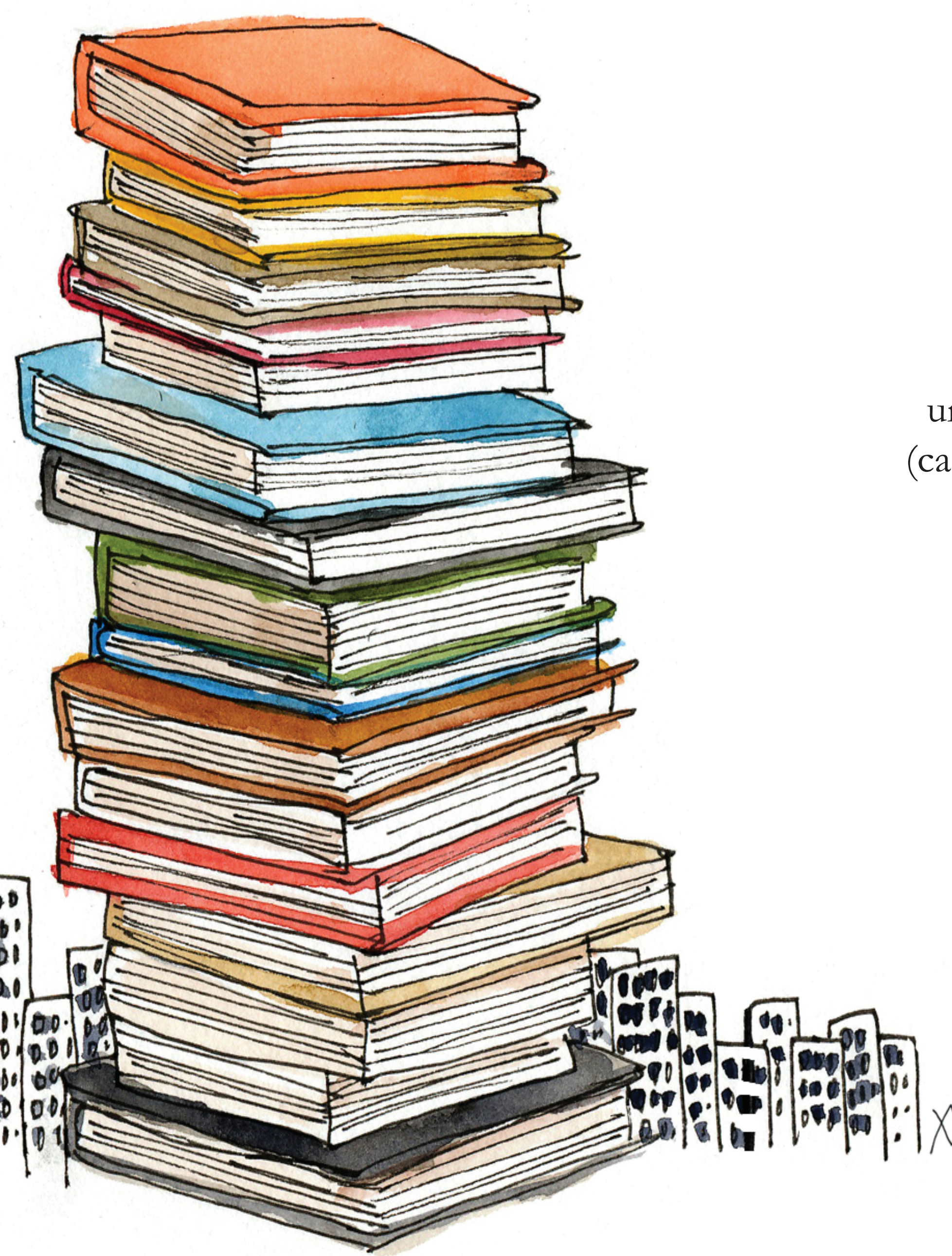
TWO DATABASES

A site for volunteers, a site for board members, and a blog for the organization was created to share literary news and projects with the community. The volunteer website includes volunteer shifts, duties and tasks and is a place for both volunteers and staff to post about the jobs, book sales, and Friends-related news.

“Friends of the San Francisco Public Library now has tightened communications between staff, volunteers and board members due to the ability to easily share information with each other and the community.”

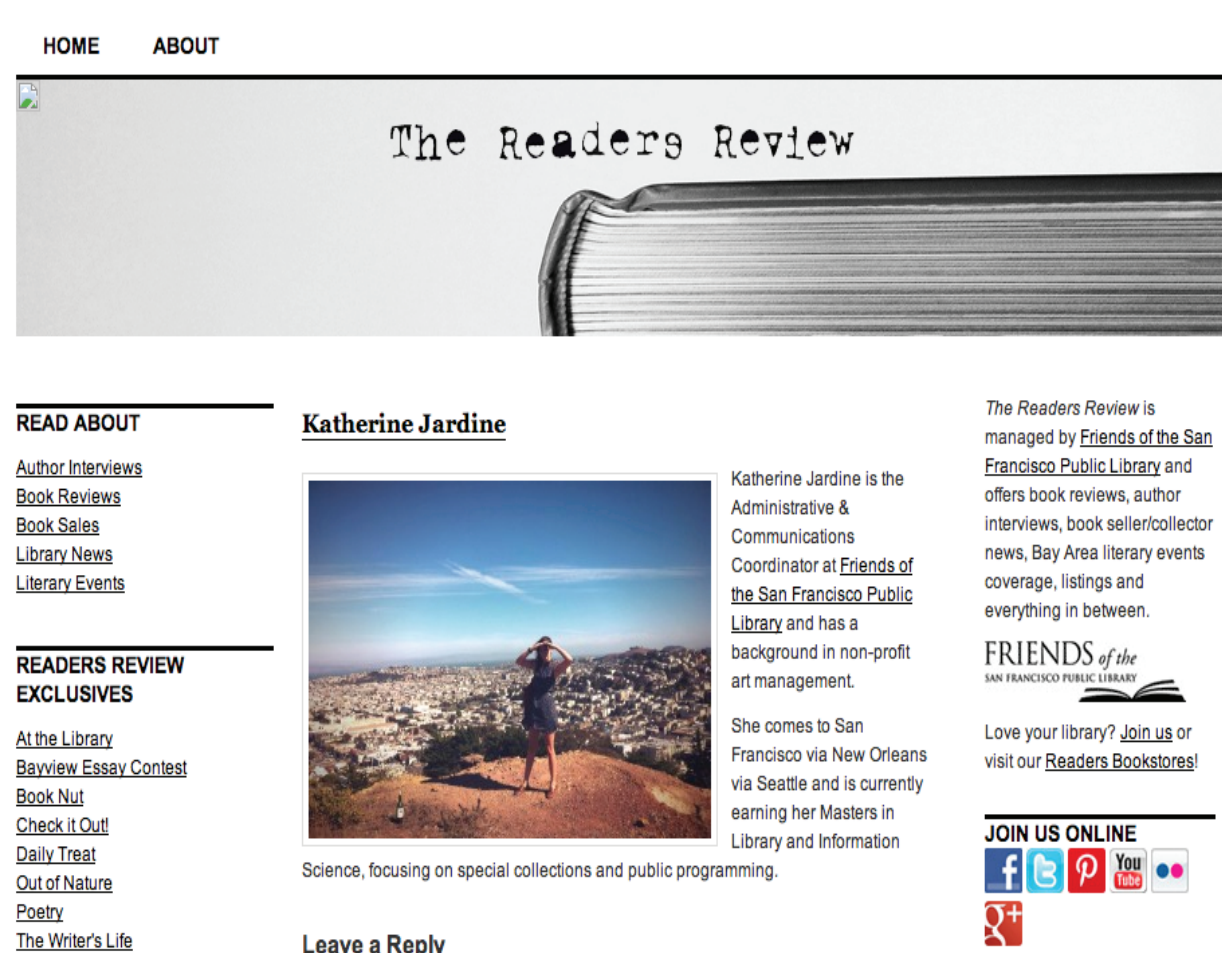
A living document was built that records copies of books the donation center receives in large quantities called “set asides.” It’s a searchable, online system that keeps track of the books as they come into the donation center, so that they can be pulled and put on display in the stores.

- Scott Staub, Executive Director



Due to the Board Blog the board of directors are now more involved with the organization. Their digital space houses all board materials, upcoming events, and relevant Friends information. The site enables the board to become more self-sufficient, involved, and up-to-speed with the organization and library news.

A tedious data-entry task was eliminated by building a unique online database that keeps track of donation center items (categories of books). Previously, this task was performed manually on paper by one staff member, before being transcribed into an Excel document by another.



Box Checklist		2014
A302	Gold	
Antiques & Collectibles		<input type="checkbox"/>
Architecture		<input type="checkbox"/>
Art		<input type="checkbox"/>
California & San Francisco		<input type="checkbox"/>
Crafts, Fashion		<input type="checkbox"/>
Epitomes		<input type="checkbox"/>
Home-To		<input type="checkbox"/>
Interior Design		<input type="checkbox"/>
Miniature & Gift Books		<input type="checkbox"/>
Music General		<input type="checkbox"/>
Music Scores & Sheet		<input type="checkbox"/>
Photography		<input type="checkbox"/>

The Readers Review is a website for book lovers and writers alike, with content created by Friends staff, board members and guest contributors. The blog is compiled of book reviews, author interviews, book seller news and literary events, connecting Friends with the city of San Francisco.

Katherine Jardine, MLIS