Amplify & Grow

- Build Support Through Fundraising
- Marketing
- Develop A Professional Network
Amplify & Grow

With your makerspace programming launched and in effect, the focus shifts to sustainability. Each and every one of you has a part to play in the sustainability of your makerspace—which inherently includes asking for donations (whether through fundraising or grant writing), building strong partnerships, and most importantly, marketing your makerspace through telling the stories of the impact your programming has had on the community.

Without sustainable funds, the fuel for the makerspace will run dry. However, most of you chose a career in a library because you care about your community, have a love of lifelong learning, and want to help people, not because you want to go door to door asking for money. Take a moment to consider the value of what you do each and every day. Although programs at the library are offered free of charge, they are not free. They cost time, infrastructure, and resources. Don’t be shy to say, “We want to keep these programs free of charge, so we’re looking for people who might be able to donate in order to make sure they stay that way.”

Equally as important as securing funds is marketing your efforts. Naturally, people can’t partake in and support your programming if they aren’t aware of it. Marketing is essential. Through naming your program, creating a logo, and sharing stories of impact, you’ll attract the attention and support essential in keeping your makerspace going strong.

What you do has value, and creating shared value over the experiences offered helps build the trust and relationships that lead to the sustainability you’re seeking. People really do want to support the library! And luckily, library staff are not alone in their efforts. They can find support through professional networks, ecosystem members, stakeholders, and affiliated Friends of the Library groups and Library Foundations. These latter organizations help tremendously to bring essential resources to all kinds of library programs and needs.

Many community supporters from Corona were present for the ribbon cutting at the Maker Exchange grand opening.
BUILD SUPPORT THROUGH FUNDRAISING

One of the reasons many people cringe when they hear the word “fundraising” is that there’s a lot of miscommunication about what fundraising actually is. The reality is that people want to give. It’s hard for many of us to comprehend that because we’re not in the position to be the “big donors” who have our names on plaques. But, if you think about it, you can likely come up with a cause you’ve given money to or even volunteered your time to. Why did you do it? Because it matters to you.

People want to give their time, energy, and resources to causes they care about, and our U.S. economy is set up to give advantages to the people who do. In general, the amount of money given to charitable organizations increases each year. Even in times of recession, the amounts tend to just level out before they start increasing again.

The public service initiative Giving USA releases a report every year that highlights who is giving and to what sectors. You may be surprised to learn that 68% of the over $472 billion dollars given in 2018 was from individuals. And if you count the additional 9% that came through bequests (mostly individuals leaving funds to an organization in their will after they pass), that number of individual givers grows even larger. Only 5% of donations were from corporations and 18% from foundations.

What does that mean? Individuals are already donating, so fundraising isn’t about asking people for money as much as it’s about building relationships with people who care about the work that you’re doing.

Let’s talk about why people give, from the most to least important reason:

1. **Altruism**: People want to help others in need.
2. **Trust**: People trust the organization to use their money to make a difference.
3. **Social**: The donation matters to someone they know and care about (e.g., a friend who lost a family member to cancer).
4. **Egoism**: The donor receives some sort of personal benefit (e.g., tickets to a special event or their name on a plaque).
5. **Taxes**: The donor gets a tax break.

If most donations of time, money, and resources are coming from individuals—and those individuals give because they care about the cause, the organization, and helping people—then, the best way you can help sustain your library’s makerspace is by building meaningful, authentic, and lasting relationships with members of your community to learn what people care about and to see if you can shift that care into resources.
how to **SECURE DONATIONS AND FUNDS**

Here’s a breakdown of the steps involved in the general fundraising cycle, along with the approximate percentage of time you should spend on each aspect of the cycle. Depending on your library, you may need to seek support from the Library Foundation before engaging in these steps. In fact, the staff at some libraries, as public employees, may even have strict limitations on how they’re permitted to ask for donations. So, talk to your administration before moving forward.

**STEP 1**  
**IDENTIFY AND RESEARCH (10%)**

Make a list of who you want to ask and for what. Learn about gifts they’ve given in the past and any key aspects of their history that could help you strike a conversation or make a connection.

**STEP 2**  
**CULTIVATE THE RELATIONSHIP (50%)**

Here are some constructive ways to build relationships, engage with people, and prepare to make the ask.

- Speak at or attend various events and let people know about the library. Then, strike up conversations afterwards. You’ll learn what people are interested in by the questions they ask you.
- Ask people to give feedback by participating in focus groups or giving input into some part of your program development. For example, you could say, “We noticed you brought your child to our coding club each week, and we really want to hear from parents about what else we could offer.”
- Notice who signs up to volunteer and ask, “How can we get others like you involved?”
- Invite people to see your space or program. “Won’t you please come and join us?” Don’t be afraid to invite someone multiple times and for different events.
- Keep key individuals on your Foundation board or Friends group in the loop on your efforts. They might even have personal connections who can help in your relationship building.

Asking for community support, financial support, and trying to get an understanding of sustainability has stretched and helped me grow emotionally and professionally. — LIBRARY STAFF
**STEP 3**

**MAKE THE “ASK” (10%)**

Be sure to be clear and specific about what you really need, either in a letter or in person. If you have enough scrap fabric to cover sewing programs for the next year, show someone your storage space and say, “We’ve had a wonderful outpouring of support for donated fabric supplies, and now what we really need is money to pay for repair of our sewing machines when things break down from repeated use.”

Don’t be afraid to be true to what you really need and practice in advance so you feel confident. “Thank you for being such a great supporter of the library. Did you know that if we only had $200 more, we could extend this program to 10 more kids each week?”

Remember, if you went through the first two steps, here you’ll be asking someone who wants to support you already. They care about your project, your library, and the people you serve, and you’re just telling them how they can help.

**STEP 4**

**SHOW YOUR APPRECIATION (30%)**

Truly take care of the people who give to your library. The recommendation is to thank donors up to seven times in the year following their donation. Why so many? Remember, we all have so much information coming at us all of the time, and one thank you letter can quickly fall through the cracks and be forgotten. It may sound like an overwhelming task, but remember that these are the people most likely to give you gifts in the future. So, your efforts will just speed up the “ask cycle” for the next time around.

Be authentic and think about ways to show your appreciation through a letter, a shoutout on social media, a mention in your newsletter, a signed card or gift made by participants in your makerspace, a plaque on the wall, a verbal mention at the start of a program, a photo of the program, holiday cards, or other method.
Nurture Relationships

Relationships aren't random. Just as we put time and energy into our personal relationships in order for them to thrive, the same is true for our professional relationships. These relationships could lead to potential partnerships, donations, or community advocates.

Schedule meetings with influential people in your area. Look for opportunities to appear before the board of supervisors, city council, or other places to offer a report on your program. While you’re there, tell stories of impact and the benefit your program has had for the people of the community. These heartwarming and inspiring stories are one of the most powerful ways to share the positive effects your work is having and why it’s worth investing in. You want people to keep talking about your program, long after you leave the room.

This includes your library administrators too! Make sure to never neglect the relationships in your own library because they’re the people who will defend your ideas in meetings and promote your program to patrons at the front desk.

At this point, it’s important to revisit your Maker Ecosystem Map, ask some important questions, and refresh it:

- Have you solidified any partnerships since you first started?
- Are there new people or organizations on your radar that you can add to the map?
- Do any of these organizations have resources that you need?

When approaching potential partner organizations, we often first think about what gaps they can help us fill. But remember to share your staff “roster” that outlines the resources, capabilities, and skills that you’re bringing to the table as well as details on the patrons you serve. Many organizations have philanthropic goals, and libraries can help them reach certain populations or elevate their reputation in the community. Relationships are a two-way street, and you don’t want a potential partner to feel that you’re asking them to carry the load.

Write Grants

Although large national grants are very tempting, they are often fiercely competitive and hard to obtain without professional grant writers at your disposal. However, local and regional grant opportunities provide a wonderful avenue to gain the funds you need to start or support your operations.
Keep in mind that many funders look for evidence of strong partnerships in their proposals. Think about how you might leverage the partnerships you’ve forged with organizations on your maker ecosystem map. Identify one, and ask them to brainstorm a project you could co-create. Ask for a letter of support that highlights your partnership, describes how your missions align, and shows why you’re a good fit.

Remember that funders are looking for clear and reasonable project plans with well-thought-out budgets. In fact, many of the resources you’ve already created as part of this toolkit can be used when writing a grant. Depending on the proposal, think about how you can incorporate the following:

- Talk about your focus groups and what you heard about the needs in your community.
- Share your Framing Question to show the problem you’re trying to solve and the audience you’re aiming to reach.
- Use your SMART goals to clearly outline what you hope to achieve with the funds.
- Use descriptions, photos, and feedback from your prototypes to show that you have the capability to bring this project to life.
- Point to your logic model as a clear and brief overview of what you’re trying to achieve and how you’ll know if you’re successful.
- Use the budget planner tool to show how you’ll thoughtfully spend funds, how much these programs cost in staff and volunteer time, and how you’ll leverage funds with donations and other funding sources.

Don’t be afraid to reach out to the program officer or grant monitor to share your ideas. Most are more than happy to help and can give key advice on how to shape your proposal so it has the best chance for success. Remember, there are busy human beings on the other side who will be reading your proposal. Make sure you read through the entire announcement, fill out all the portions, spell-check, and follow the directions. And always ask another person to give it a final read to help point out things that may have been overlooked.

Once a grant is awarded, consider where you’ll house the funds (e.g. Foundation, library administration). With our pilot libraries, some staff encountered barriers and delays in accessing the funds due to the system set up by their civic administration, and later they wished they had stored the funds with the Foundation instead. This will vary based on how your system operates, but it’s important to make a well-informed decision so you’ll be able to carry out the work in a timely way without too many roadblocks.
Develop an Elevator Pitch

Makerspaces can be hard to explain, especially if the person you’re talking to has never seen one. And asking for help or funds can feel daunting. But, remember that most people know the sense of pride that comes from building something by hand, and they can understand the value of offering learning opportunities to people who might not otherwise have access to tools, materials, or creative experiences. Before approaching someone to request donations or funds, it’s a good idea to plan what you want to say in advance by drafting a simple elevator pitch.

This statement should grab people’s attention and make them want to get involved, take action, or find out more. It should be simple and concrete, while also conveying your purpose and unique approach to solving the problem. Upon hearing it, the listener should have a clear mental picture of what you’re trying to accomplish. Be sure to take time to go back to your focus group results and revisit your Audience Statement, Environment Statement, and Framing Question before diving into building your elevator pitch.

Once you’ve developed your elevator pitch, the next step is to think about who you’ll use the pitch on and test it out.

• **Practice your elevator pitch.** Start saying it to anyone and everyone who will listen: friend, neighbor, barber, mechanic, etc. Libraries are a community hub, and the more people are aware of the services the library offers, the better. Who knows—you may find a new supporter in an unexpected place. This is true even of your own patrons. How many of them really know about all of the services the library has to offer? And how much do you really know about your patrons’ backgrounds and skill sets? Strike up a conversation and practice your pitch!

• **Share your elevator pitch at a staff meeting.** This can help ensure that your staff and administrators communicate a consistent message about the purpose of your makerspace—whether they’re in the library or the community at large.

• **Review your maker ecosystem map.** Identify at least two new potential partner organizations from your ecosystem map and reach out to them. Your elevator pitch is a great way to introduce yourself and get the conversation going, whether verbally or via email.

• **Outline actionable steps to take in the next several months** to engage and cultivate these relationships. Invite them to your library events, ask to observe their programs, or follow their work on social media.

Rest assured that you’re the experts about what your community needs and how your library can help. So while practice is important, it mainly helps to build your confidence. What people will connect with is your authentic passion about why you’re excited and the impact you see happening.
If people want to hear more beyond the pitch, that's a good sign that your pitch was successful! Be prepared to share stories of the change you've seen in your community as a result of your program to help keep the conversation moving forward. Think about how you would like the listener to respond. Are you asking them to come to the library? Grab a cup of coffee to discuss more? Hang up your flyer? Sign up to be a volunteer? Join your mailing list? Make sure to end with a clear invitation to action.

Young builders participate in the Earthquake Shake Building Challenge at Corona Public Library.
MARKETING

Just as planting seeds in a garden takes time, care, and consistency, so does growing your maker program—and marketing is key. There are many reasons to invest time and energy into creating a marketing plan for a maker program. With creativity and strategy, you can:

• Build your attendance and bring in new participants.
• Inform the community that the library is offering diverse, innovative programming.
• Make it easier to communicate with partners, community members, and other stakeholders about your good work in meeting real, local needs.

Marketing takes sustained effort. If you've never offered sewing classes or a coding club before, it's unrealistic to expect that you'll have a full house the first time that you do. A solid, consistent marketing strategy is central to helping you achieve your goals.

Share Your Vision

When we first visited the communities where our pilot libraries are located, we discovered that very few people had ever heard of makerspaces or the Maker Movement. During initial focus groups, we spent a lot of time illustrating and explaining what we meant by “making” and “makerspaces.” If you hope to reach people who may not be familiar with makerspaces already, make sure your marketing clearly communicates what your maker program has to offer. Sometimes a picture can speak volumes, so do your best to show, as well as tell. Invite people to drop in and watch a program, bring photos or examples of things people have made to meetings and outreach events, or actually make something to give to a volunteer, fellow staff member, or potential partner.

All of our pilot library sites shared insight that word of mouth is the most powerful method they use to build their program. Always end your programs by asking everyone to invite someone to come with them next time or to post about what they did online. Make sure all your staff—not just you—know how to describe and invite people to the makerspace. Talk about the program when you're out and about, and keep photos on your phone that you can share with people who are curious, so that they can see some of the creative programs you're offering. Remember that any growth is still growth!

Name Your Program

What activities and features are included as part of your makerspace? All arts programs? Science programs, digital media, and coding programs? This can be a great time to go
back to your Program Inventory, re-evaluate which programs fall under the umbrella of your makerspace, and put them under one name. The name you choose can help you refer to your library’s group of diverse programs without having to individually name them all and can help to promote and grow the makerspace.

Don’t feel that the name has to include the word “maker” in it. The name should be meaningful to you and resonate with your community. Some of our pilot sites used names that celebrate a place for making, like Creation Station, Maker Exchange, A-Town Create Space, and The Makery, while others were mostly about the people, such as Teen Scene. A great way to gain support for the name is to engage patrons in the naming process. You can have a bulletin board where patrons can write different ideas for names and “vote” with stickers for their favorites.

The Ponderosa Library invited patrons to suggest names for their new makerspace program, encouraging suggestions in both English and Spanish.
Create a Logo

Along with your program name, you may want to develop a logo that you can use on all of your promotional materials. This small visual reminder will help your participants recognize and remember the maker program and its name. If your library has a marketing department, they might be able to help you with the design. If not, there are free tools that you can use to create a logo quickly and easily, such as LogoMakr and LogoGarden. Plus, there are dozens of logo programs for smartphones or tablets available from your app store. You can then start to label things created in your space with your logo, so others in the community may find out about and want to check out your programs.

The branding and logo for JFK Library’s makerspace, The Makery, was developed by their college intern.

The makerspace program logo from the library in Atascadero, known by locals as A-Town.
Promote Your Program

First things first. Make sure your program is visibly promoted inside your own library, so patrons are clear how, where, and when to access your offerings. Are there flyers available or posters on the wall? Are examples of things patrons have made visible throughout the library?

Remember the power of word of mouth, too. Has the circulation staff been kept informed about your upcoming programs so they can share information with patrons? Consider placing a few maker creations near the circulation desk to catch patron eyes or generate conversation.

Don’t forget that the library website is an important place for your program to be visible. Ask the digital services staff if you can have a web page on the library site dedicated to the maker program, where you can show the logo next to a description of what you offer.
Think about your target audience and the best way to reach them. To find out how they're most likely to discover your offerings, you may want to survey, conduct an informal interview, or run a focus group with some members of your target audience to get more detailed information on how they find out about activities that interest them.

Sometimes, using a partner organization is the best strategy for promotion. For example, if you want to reach elementary-age kids, you might send flyers electronically to schools so they can distribute them to families via their weekly news or with a program like Peachjar. Remember that just because you use Facebook or your local paper to find out events in town, that doesn't mean your target audience uses those same resources in the same way.

**Show, Don't Tell**

Social media platforms, in particular, offer not just the opportunity to share information about your program, but also to generate discussion and build a community of makers online. Depending on who you want to reach, you can strategically decide what platform to use—whether it's Facebook, Twitter, Instagram, Discord, Snapchat, YouTube, or TikTok.

Since these are all social platforms, the kind of posts that get noticed and shared have to do with people or unique things that people do. Photographs, videos, and images also tend to get more traction than text-only posts. And stories or examples of what the library offers are more effective at getting traction than just promotion of a particular event.

With permission, share pictures of exciting and interesting creations being made in your programs and the people who made them. This video produced by The Makery at JFK Library is a good example. Remember that social media platforms are a great vehicle for distributing your original DIY instructions for maker activities to do at home, too, like this Facebook post on homemade terrariums from Corona Public Library.

We know that in some libraries, staff might have limited access to post on the official social media account. One way to still get the message across is to invite your participants in on the social media action. Develop a hashtag that is unique to your space (e.g., #MakerExchange or #TheMakery) and ask participants to post pictures of things they've made at the library using the hashtag. If possible, ask them to tag the library's social media account in the post too. Pay attention to what the community posts and help celebrate their engagement online. This is an especially great way for teen programs to gain a larger audience, or to capture lots of examples to inform a community event like a local Mini Maker Faire. You may be surprised who starts to follow the work of your library.
Stories of Impact

One of the most important things you can do with your marketing is to relate personal stories to illustrate how the program is making a positive impact on individuals and the community as a whole. These stories, if short in length, could be shared on social media posts and longer stories could be featured in the monthly newsletter.

Stories like these are also great features for the local newspaper, radio, or television station. But for media outlets to know about your work, you’ll need to reach out, invite them to your program, and send them information, including press releases and your elevator pitch. If possible, arrange for a couple of your regular participants to talk with the reporter, or ask if they might be willing to pose for a photo. Coverage of this kind has the potential to reach a wide audience and highlight the exciting work you’re doing.

Remember that stories can be easy to forget, so it’s important to make a habit of writing them down on a regular basis. At the end of the year, try gathering your most impactful stories in an annual report to share with your administration, city council, and foundation board. Stories are powerful tools not only for marketing but also for fundraising purposes.

When Exeter Library wanted to generate excitement about the launch of their tech-forward maker program, they contacted the local paper with the details, resulting in a story about 3D printing and coding at their branch. News coverage is especially helpful if you plan to host or partner in a large community event. Reach out with at least a week or two of lead time, so the press can plan for the feature and arrange to visit. The Gilroy Library sent a press release to local media, and the paper published an article in advance of the Gilroy Mini Maker Faire. Once your program is featured in the news, don’t forget to share that content on your social media pages.

“The makerspace could draw people who wouldn’t normally come to the library and open up a whole new world to so many people.”

— library patron in focus group
FURTHER READING

For practical, current advice on how to market library programs and services, explore Angela Hursh’s YouTube channel and Super Library Marketing blog, as well as Ned Potter’s blog.

This short article by Kerry Rego lists several excellent online tools to help create and manage digital marketing content.

The following tools can help you measure and track the results of your marketing efforts:

- **Bitly** allows you to shorten, customize, and track links.
- **Eventbrite** allows you to set up and keep track of event registrations. You can then track your links, email attendees, and monitor page views.
- **Google Analytics** helps you understand how users are engaging with the content on your website. You can ask the person who manages your library website if they could generate reports related to the program page for your makerspace program.
DEVELOP A PROFESSIONAL NETWORK

One thing that makers and librarians have in common is a generous approach to openly sharing information. As a professional in the library makerspace domain, you should share information freely, not just with the people your program serves, but also with other maker program managers, both in other libraries and across the broader landscape of the Maker Movement. This sharing of knowledge and experience between people of all levels—from novice to expert—provides a great support system, and the amount of time you personally invest in these connections with colleagues offers information and encouragement not available from other sources.

There are many benefits to developing your own personal professional maker network:

• Find great resources and program ideas from other makerspaces.
• Problem-solve with others who understand you and your situation.
• Collaborate both regionally and globally on initiatives and projects.
• Be the source, and the recipient, of encouragement and support.
• Learn about grants and other potential sources of funding and materials.
• Amplify the reach of your local program.
• Learn professional tips and best practices.
• Be aware of trends in makerspaces.

How to Connect

Start by paying attention to what’s happening outside of your library, both locally and beyond.

Tap into your local maker ecosystem. Become known in your local area by revisiting your maker ecosystem map, reaching out to key individuals, and introducing yourself and your program. Attend maker events in local schools and organizations, and find out if anyone is hosting regular “maker meetups,” either in person or online.

Find professional connections in other libraries. Chances are there are other librarians in your region who are dabbling in maker programs and would love the opportunity to network and share with you. Ask around to find out who in your region or state are also trying to create a maker program. Creating just one or two professional connections of this kind can provide the support you need to make your work more fun and rewarding.

From visiting the Marin City Branch Library, I understood more how a makerspace is achievable at a smaller branch like ours.

— LIBRARY STAFF
Expand beyond your area. Attend a few maker-focused professional development trainings, conferences, or events. Visit other makerspaces, and invite people to visit yours. Observe and listen as others share both successes and failures of their maker programs.

Pick a few inspiring makers to follow on social media. There are lots of active and interesting maker accounts on Twitter, Facebook, and Instagram, as well as many YouTube channels with excellent tutorials for projects. Remember that there’s a person behind each one of those accounts, and they started out just like you.

Communities of Practice

Wondering where to begin networking? We’ve compiled a list of inspiring maker, tech, and educator communities that you can connect with, subscribe to, and follow on social media. An overview of the list is below.

Educator Innovator provides an online hub for educators and organizations who value open learning and whose interests and spirits exemplify creative and Connected Learning, an approach that sees learning as interest-driven, peer supported, and oriented toward powerful outcomes.

Make Community (and Maker Faire) is a membership-based online community for makers from the publishers of Make: magazine and founders of Maker Faire that serves as a hub for Maker Faire worldwide.

Maker Education Initiative provides training, support, and resources to individuals, institutions, and communities who are integrating maker education into their learning environments.

Nation of Makers (NoM) is a coalition of diverse organizations that are working together to support the maker community through community building, resource sharing, and advocacy.

The Programming Librarian is a site from ALA that provides the resources, connections, and opportunities libraries need to fill their role as centers of cultural and civic life.

ReMake Learning, a network established in 2007, is an open group of interconnected, creative, and innovative people and organizations in the greater Pittsburgh region.

The Tinkering Studio from the Exploratorium Museum in San Francisco promotes scientific exploration through creative tinkering, and their website offers project ideas and educational resources.

YOUmedia Network Community of Practice (CoP) is a free and open platform for all staff from libraries, museums, etc., serving teens to share, download resources, and join conversations.
**NEXT STEPS FOR YOUR EVOLVING MAKERSPACE**

At the core, the process we share on the pages of this toolkit is just that: an ongoing process. Creating a vibrant makerspace program in your library requires not just the necessary foundational work—built on listening to your community, mapping your local ecosystem, and identifying your resources—but it requires continuous evaluation and adaptation. As we mentioned in the introduction, rather than all of the steps of the process being strictly sequential, they form a holistic process, parts of which are inherently recursive.

And while the work may seem daunting and overwhelming at times, the impact that this programming can have on your community, and the opportunities it can present, are well worth the effort. We were certainly endlessly inspired by how individuals and communities were affected across the board at each of our pilot libraries. If libraries set the stage for community innovation and creativity, they will be poised to meet the ever-evolving needs of their patrons and provide access to new technologies, innovations and ways of thinking.

Today, the makerspace community is worldwide and the conversation is dynamic. Be sure to add your voice by documenting and sharing the powerful work that you do. Just as there are countless resources available online and ways to connect with fellow makers (and librarians!), your story might inspire someone else to embark on the worthwhile journey of bringing hands-on learning and the maker mindset to their community.
FURTHER READING

The Makerspace Librarian’s Sourcebook includes everything libraries need to know about the major topics, tools, and technologies relevant to makerspaces today.

Maker Education Initiative’s Youth Makerspace Playbook guides you in crafting spaces that are reflections of everyone in your community, especially the youth who will be benefiting from them.

Making to Learn chronicles the creation of the Maker Lab at the Chicago Public Library including the first six months of operation and initial findings about the space and the people who visited.

San Mateo Public Libraries’ Everyone Is a Maker: Makerspace Master Plan provides a framework for future decision-making for all library facilities and programs around making.

YALSA’s Making in the Library Toolkit provides library workers who work with and for tweens and teens with materials and resources for professional development, outreach, collections, and programs to successfully integrate the maker mindset into programs and services.

A Blueprint: Designing Maker Experiences for Youth from the New York Hall of Science is a resource guide for anyone interested in starting a maker program in your community.