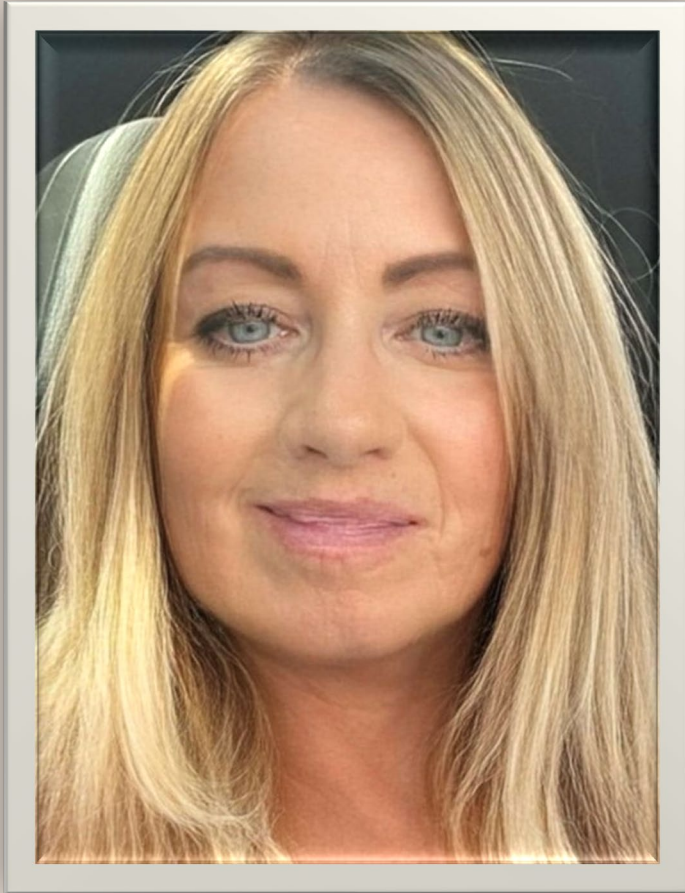




EMPOWERING LIBRARIES TO CONNECT HELP SEEKERS

FACILITATING COMMUNITY SUPPORT THROUGH
ACCESSIBLE LIBRARY SERVICES



Tammy DiManna
Executive Vice President,
CharityLogic Corporation

AGENDA



Understanding the Challenge



How 211 and iCarol can help



The Opportunity



Interested in Learning More?



Questions?

UNDERSTANDING THE CHALLENGE



Challenges Faced by Librarians



Complex Social Needs

Patrons facing a variety of different needs.



Lack of Tools and Training

Staff lack adequate tools and training to help



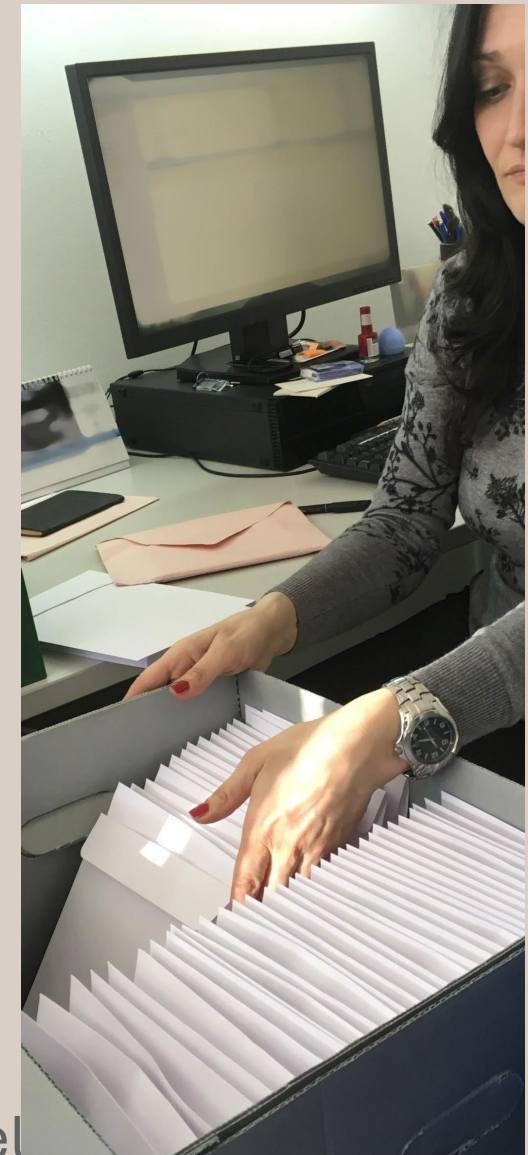
Fragmented Resource Information

Absence of updated centralized databases



Time and Workload Constraints

High workload and limited time hinder librarians' ability to help



HOW 211 AND
ICAROL CAN HELP



What is ?

Get Connected. Get Help.™



Provides a connection



Covers a wide range of needs



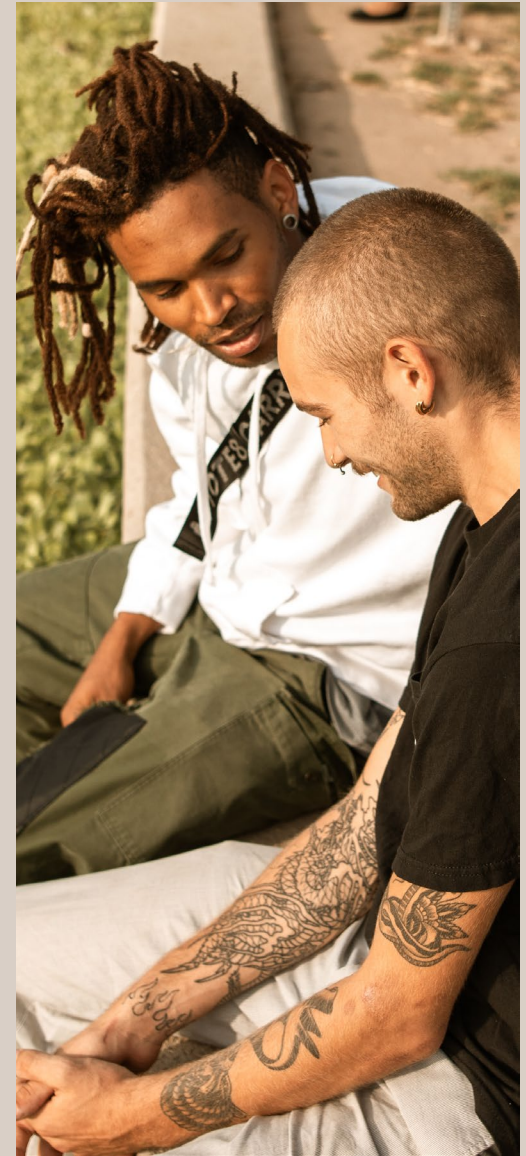
Curates a database of community information



Offers diverse support



Operates in multiple languages



How does iCarol work with 211's?



iCarol is a specialized CRM used by 40% of 211's in the US and Canada



iCarol enables 211's to:

- Curate a high quality resource
- Provide short and long term support to communities
- Provide detailed outcome reports to funders

THE OPPORTUNITY



iCarol + 211 + SirsiDynix Model



Agencies Resource Curation

211 agencies curate high-quality, taxonomy-driven resource data tailored to meet specific community needs.



Widely adopted library system with flexible APIs that allow seamless integrations.



Trusted Platform for 211 Agencies

Known for its robust resource curation and referral capabilities.

Step-by-Step Process

Step 1

Resource Database Management



agencies curate and maintain detailed, categorized local service databases within iCarol.

Step 2

Secure API Data Sharing



iCarol securely shares service data with SirsiDynix library system through an API integration.

Step 3

Integrated Library Interface



SirsiDynix® presents social service resources alongside books and programs in the library interface.

Step 4

Referral and Tracking



Patrons receive referrals via SMS, or email and the referral is documented for follow-up and tracking.



Benefits to Libraries

Impact on Staff and Community



Reduced Staff Workload



Improved Patron Outcomes



Enhanced Community Role



Seamless Integration



Empowering Community Connections

Pilot Project and Partnership



Kalamazoo
Public Library

&



Michigan

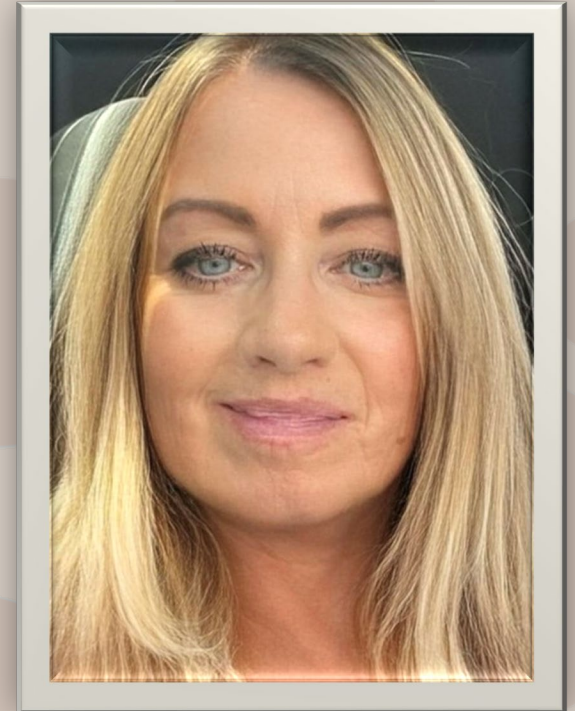


Interested in Learning More?

1. An option will be made available in the SirsiDynix Support Center
2. Discuss which solution works for your library.
3. iCarol and SirsiDynix enable integrations, train your team members, and you help your community!



QUESTIONS?



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