

Orientation Package for Library Trustees

Revised: January 2024

Becoming a trustee on the Cranbrook Public Library Board is a rewarding way help shape this valuable community service. This package provides you with information to help you orient yourself in your new role.

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ONLINE RESOURCES

These online resources will provide you with further valuable information about the Cranbrook Public Library and the environment in which it operates.

[Cranbrook Public Library Website](#)

[Cranbrook Public Library Facebook](#)

[Library Policies & Reports](#)

includes policies, strategic plan, audited financial statements, statement of financial information, provincial grant reports

[Library Hours, Location & Contact Information](#)

[Library Board Information](#)

[City of Cranbrook - Annual Reports](#)

includes the Library's annual report

[British Columbia Library Trustees Association](#)

[Library Act \(gov.bc.ca\) - Municipal Libraries](#)

VISION, MISSION, VALUES & FOUNDATIONS

VISION

The gathering place for creativity, curiosity, and connections in a thriving community.

MISSION

To provide access to the world of learning, information, and ideas for all.

VALUES

The Library exists to serve its users, and we want them to have an exceptional experience each time they visit. Values are the core beliefs that guide all our decisions.

- ◆ Equitable access and intellectual freedom
- ◆ Openness, inclusion and diversity
- ◆ Community and relationship building
- ◆ Continuity and thoughtful decisions

FOUNDATIONS

The Library depends on a strong foundation provided by people, infrastructure and resources to open each day.

- ◆ **Staff Excellence** – through practical, meaningful staff training, development, and collaboration.
- ◆ **Strong Governance** – by a knowledgeable and accountable Board of trustees.
- ◆ **Current Technology** – that adapts to changing needs and enables efficient service delivery.
- ◆ **Sound Infrastructure** – of a well-maintained facility that minimizes its environmental footprint.
- ◆ **Active Communication** – to highlight value to the community, sustain funding, and tell our story.
- ◆ **Meaningful Engagement** – with community organizations, library associations, and local, regional and provincial governments



A young patron gets her first library card in 2021.

ABOUT THE LIBRARY

The Cranbrook Public Library acknowledges that our work takes place on the unceded land of the Ktunaxa Nation.

Public libraries are dedicated to ensure that all community members have – regardless of economic situation and social or other life circumstances – free access to the information, knowledge and cultural expression that can enrich their lives, and are afforded opportunities to create and share ideas and information.

Ideas and information come in many different formats – books, magazines, websites, film, music, or through direct sharing in programs, workshops and seminars. They are transmitted through physical material, on digital platforms, or through interpersonal communication.

Since 1925, the Cranbrook Public Library has striven to meet the lifelong learning, reading and information needs of our residents. Cranbrook Public Library membership is free for all residents of Cranbrook and RDEK Area C. The facility and in-house use of its collections is freely accessible to everyone. The Cranbrook Public Library is the largest public library in the Kootenays and one of the most open in the province.

SERVICES

- ◆ **Collections and resources** – Physical and digital collections, such as books, music online learning, films, television shows, and magazines.
- ◆ **Information services** – Answers to information and research questions, one-on-one technology assistance, the Library’s website and social media presence.
- ◆ **Public space** – Reading and study areas, a quiet reading room, lounge chairs, an Idea Lab that includes a 3D printer, recording studio and digitization equipment.
- ◆ **Information technology access** – Free public access to computers, software and the internet; free wi-fi access; printing, photocopying, faxing and scanning.
- ◆ **Programs** – For all ages that support lifelong learning, reading, community connectedness, early childhood literacy, and digital literacy skills development.

The Library also offers specialized services such as home delivery and access to materials in alternative formats for seniors and patrons with mobility and/or print disabilities.

BY THE NUMBERS

23 employees

5 full-time
18 part-time

\$1.3 million annual budget

70% City and RDEK
8% Province of BC
7% Donations & Grants
15% Internal Revenue & Amortization

61 hours per week

10 am – 8 pm Monday to Thursday
10 am – 5 pm Friday to Sunday

8,832 active members

75% City
17% RDEK
8% BC OneCard & other non-resident

67,727 physical collection items

55% Adult books
26% Children’s books
5% Young adult books
13% Audiovisual & Library of Things items

90,575 digital collection items

eBooks, digital audiobooks, digital magazines

Other numbers

881 programs held (2023)
9,597 attendees (2023)
11,094 questions answered (2023)

CRANBROOK PUBLIC LIBRARY THROUGH THE DECADES

1920s

The Cranbrook Public Library opened its doors to the public on July 4, 1925. The small collection of donated books was housed in a room over the Post Office. Although open only 9 hours a week, the library boasted a membership of 95 persons. Mrs. A.S. Rumsey was the first librarian hired.

1930s

The first request to City Council for funds netted \$300 for the library's operations in 1936. Controversy struck the library when in 1939, an incensed patron destroyed the novel "Of Mice and Men" because he did not feel it was a decent book! He was thoroughly admonished by the Board and told that members were not to act as censors.

1940s

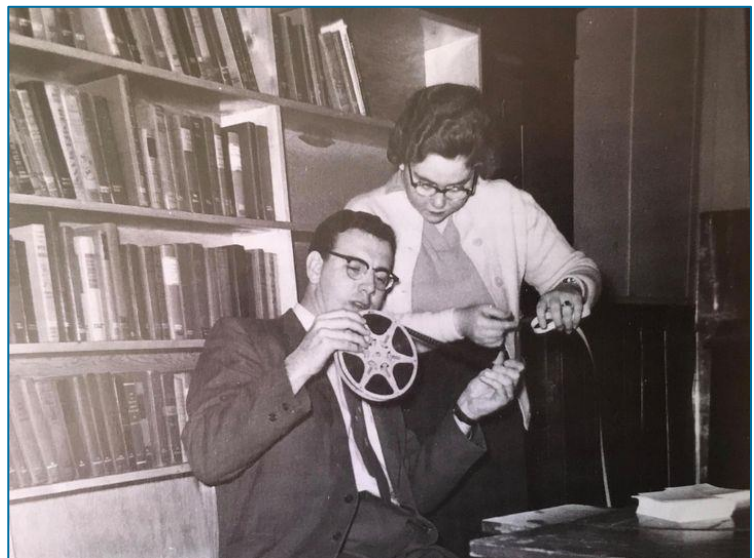
Magazine subscriptions were first added to the library's collections in 1940, much to the pleasure of its members. A new librarian, Mrs. Ralston, was hired in 1948.

1950s

By May 1952 circulation had risen to 1,526 items lent per month. Library hours increased in 1957 to five afternoons and four evenings a week, and by this time the collection had outgrown the 'Post Office' room and new quarters were found in the Provincial Government Building. The new surroundings increased circulation to 2,385 in June 1958.

1960s

The 1960s brought vast improvements to the library and it was reflected in the number of items borrowed, it increased to 3,639 in October 1961. Jessie Slye became librarian in 1968, and then things really started to happen. The Government indicated it needed the existing library facility, and plans got underway for a new library building. The City offered to match dollar for dollar any money raised toward the cost of a new library building. By the end of the decade, in 1969, circulation rose to 89,569, and membership numbered 4,729. The book stock numbered 18,250.



Bill Orr and Marlene Sutton examine a film at the Library in the winter of 1956.

1970s

Mayor Klinkhammer officiated at the sod-turning ceremony on August 24, 1970 and construction began on the new library building. Much hard work and many months later, Cranbrook had a new library officially opened in Balment Park on June 19, 1971. The City erected a totem pole carved by Mrs. Ruth Ingles at the north entrance in October 1972 to acknowledge that this area was originally a meeting place for the Ktunaxa Nation.

By 1975, circulation had risen to an all time high of 104,114, with the collection size increasing to 26,091.

Tragedy befell the library when Jessie Slye died in a car accident on August 8, 1976. Paul Sheppard was hired in October of that year and stayed until June 1977, with Stan Smith hired in September. In September 1978, Stan Smith resigned and Pat Armstrong was hired to replace him as Chief Librarian.

1980s

Cranbrook Public Library experienced great growth during this decade.

Circulation in March 1980 hit a record high of 14,621 and membership numbered 7,826 by October 1980. Open six days per week for a total of 53 hours, Cranbrook Public Library strove to serve the community to the best of its ability.

In the mid-1980s, the Library, with help from the City, developed its own computer-based circulation system and catalogue, moving away from cards and due date stamps forever. This put it at the forefront of technological innovation amongst BC public libraries at the time.

1990s

Long range planning cycles during the 1990s identified that additional space for library service was needed and much effort went into a renovation in 1995 to use existing space better and to spruce up the interior of the Library.

The mid-1990s saw major technological changes that marked the beginning of a whole new role for public libraries. For the first time, people could use public computers to get on the internet and use office productivity software. The Library's website launched, including the ability to search the catalogue, and place requests for items years before online ordering became commonplace. In 1998, a dedicated group



Sod-turning ceremony for the building that would house the Library from 1971 - 2006.



Friends of the Library president presenting a donation for large print books and audiobooks to the Library Board's representative.

of individuals formed the Friends of the Cranbrook Public Library to assist and support the Library services and programs.

2000s

After years of financial difficulties that resulted in fewer and fewer books getting added to the collections, and the Library closing Sundays in 2001, the Library Board and City Council came to an agreement that the Cranbrook Public Library would become a municipal library in January 2002. As part of the change, Sunday openings got restored.

A half-time Children's Librarian was hired in September 2000. This had been a goal since the mid-1980s and resulted in an increased focus on programming. Pat Adams, Chief Librarian since 1978, retired at the end of June 2003. Ursula Brigl was appointed to the role in January 2004. Recognizing that by working together Kootenay libraries could offer more services to residents of our region, the Library was instrumental in the creation of the Kootenay Library Federation in 2006.

In the last year at its old location by Balment Park, 2005, the over 224,000 items borrowed by an active membership of almost 11,000 people attested to the continued popularity of the Library. In December 2006, the Cranbrook Public Library moved to its current

location, a building owned by the City, significantly increasing the amount of space available for people to read, work, study and relax, fulfilling residents' vision of the Library as the community's living room.

2010s

Ebooks exploded in popularity midway through 2009, and by participating in the provincial Library2Go digital collection, the Cranbrook Public Library was able to offer ebooks for people to borrow right from the beginning. Additional formats – digital audiobooks and e-magazines – have been added since then to keep up with the increased and changing demand for digital material.

Even as the Library offered more services online, people still wanted more access to the physical space because the Library serves as the key third place, other than home and work, in the community. City Council and the RDEK recognized this value and in September 2012, the Library was finally able to open its doors 7 days a week year-round, making the Cranbrook Public Library one of the most open public libraries in BC.

Two years later, the City renovated the public washrooms, completing the modernization of the Library's interior.

The Library's 90th anniversary in 2015 was marked with the establishment of designated Cranbrook Public Library Endowment Fund that will, in time, give the Library another way to fund new initiatives.

2020s

The pandemic caused the Library to radically rethink how to deliver services. Yet even as it caused major disruptions, the pandemic also created opportunities for innovation – Library Takeout, self-checkout kiosks, and virtual programs with guests from around the world, to name just a few. The Library boosted wi-fi so people can access it from the parking lot and street-side parking. The Elaine Karras Reading Room opened its doors in May 2022, providing a quiet space for people to read and work. The Idea Lab, a public maker space featuring a 3D printer, sound recording booth, digitization equipment and digital illustration tools, launched in October 2022.

Work is currently underway to revitalize the exterior entrance to make it safer, more accessible and welcoming. The plan is to have it built in time for the Library's 100th anniversary in 2025.



The Cranbrook Public Library opens its doors for the first time in its current location on December 6, 2006.

The plan is to revitalize this entrance to make it safer and more welcoming by 2025, the Library's centenary.

GOVERNANCE STRUCTURE

The Cranbrook Public Library operates as a separate legal entity from other City of Cranbrook services and is legislated under the British Columbia *Library Act*. There are three types of library boards under the Act: municipal, regional and association. The Cranbrook Public Library is a municipal library. The *Library Act* outlines the roles and responsibilities of the Cranbrook Public Library Board, including governance and fiscal management requirements.

LIBRARY BOARD STRUCTURE

- ◆ Members-at-large and the Council representative are appointed by Cranbrook City Council.
- ◆ RDEK Area C representatives are appointed by the Regional District of East Kootenay Board.
- ◆ There are 9 trustees on the Library Board, all of whom have full voting privileges, including the City Council representative.
- ◆ The Board elects the Chair and Vice Chair at the inaugural meeting of the year, held in January.
- ◆ The Chief Librarian is the ex officio Secretary to the Board.
- ◆ The Chair speaks on behalf of the Library Board.
- ◆ Communication between the Board and employees is carried out through the Chief Librarian or designate.

BOARD DUTIES

- ◆ Share the Library’s vision, mission and values
- ◆ Establish the strategic direction for the Library
- ◆ Determine policies for the Library’s governance, operation, and services
- ◆ Set the annual budget, monitor revenue and expenditures, ensure the Library maintains effective internal financial and management controls
- ◆ Appoint the Chief Librarian, and review performance
- ◆ Advocate on behalf of the Library at the local, regional and provincial levels
- ◆ Maintain an active interest in, and awareness of, issues affecting libraries

BOARD OVERVIEW

Composition

9 Trustees

- ◆ 1 City Council
- ◆ 2 RDEK Area C
- ◆ 6 City of Cranbrook

Terms

2 years

RDEK and City of Cranbrook

1 year

City Council

8 years

A trustee can serve a maximum of 4 consecutive terms, or 8 years, whichever is greater.

Meetings

Regular meetings

- ◆ 9 times per year
every month except July, August and December
- ◆ Second Thursday of the month at 6 pm
- ◆ Approximately 2 hours
- ◆ In-person or virtual attendance
- ◆ Open to the public

Closed, special and committee meetings

- ◆ As required

Liability Insurance

- ◆ Covered by City of Cranbrook liability insurance

LIBRARY BOARD AT A GLANCE

Who	What
City of Cranbrook & Regional District of East Kootenay	<ul style="list-style-type: none"> ◆ Primary funders of the Library ◆ Appoint the Library Board members
Chair of the Library Board	<ul style="list-style-type: none"> ◆ Elected at the first Board meeting of the year ◆ Chairs regular Board meetings ◆ Serves as ex-officio member on Board committees ◆ Trains new trustees in Board structure, operations and role in the community ◆ Works in partnership with the Chief Librarian on behalf of the Board ◆ Has signing authority on behalf of the Board
Vice chair	<ul style="list-style-type: none"> ◆ Elected at the first Board meeting of the year ◆ Serves in the place of the Chair when the Chair is unavailable ◆ May play a role in the succession planning of the Chair role ◆ Has signing authority on behalf of the Board
Chief Librarian	<ul style="list-style-type: none"> ◆ Principal administrator of library services ◆ Secretary of the Board ◆ Provides reports and recommendations to the Board in order to support its work ◆ Recommends policy to the Board ◆ Reports regularly on all areas of responsibility ◆ Has signing authority
Trustee	<ul style="list-style-type: none"> ◆ Attends all meetings ◆ Comes prepared to participate at meetings ◆ Represents the Library at community events ◆ Stays informed about the Library and issues facing the library sector ◆ Serves on Board committee(s) and/or in liaison/representative positions
Board Committees	<ul style="list-style-type: none"> ◆ Members are appointed by the Board Chair. ◆ All committees have at least a Chair and vice chair.
<i>Governance Committee</i>	<ul style="list-style-type: none"> ◆ Trustee succession planning, including identifying desirable attributes for trustees, and recommending new trustee appointments to the City and RDEK. ◆ Ensure there is adequate orientation, training, and professional development of trustees.

	<ul style="list-style-type: none"> ◆ Oversee Board performance, conduct periodic Board self-assessments, and identify and implement agreed upon improvement initiatives. ◆ Risk management.
<i>Finance Committee</i>	<ul style="list-style-type: none"> ◆ Review financial statements, including audited year-end statements. ◆ Prepare next year's budget and five-year financial plan. ◆ Review budget change requests. ◆ Review investments over \$10,000, and donations, grant and fundraising revenue received and how it gets used. ◆ Review current year activities of the Endowment Fund Plan. ◆ Make recommendations to the Board on financial matters.
<i>Engagement Committee</i>	<ul style="list-style-type: none"> ◆ Implement strategies set out in the Communications Strategy. ◆ Develop strategies for increasing public awareness of the Library. ◆ Strengthen relationships with stakeholders and partners.
<i>Human Resources Committee</i>	<ul style="list-style-type: none"> ◆ Conduct the Chief Librarian's annual performance review. ◆ Review any HR policies that may need to be updated outside the regular 5-year review cycle and recommend changes to the Board. ◆ Be apprised of any potential risks in HR management, and assist in any significant personnel issues.
Liaison Positions	<ul style="list-style-type: none"> ◆ Liaisons are appointed by the Board Chair. ◆ Each position has a backup appointed.
<i>British Columbia Library Trustees Association (BCLTA) Representative</i>	<ul style="list-style-type: none"> ◆ Inform the Board of any BCLTA professional development opportunities available in the near future. ◆ Share the BCLTA Bulletin with the rest of the Board. ◆ Attend the BCLTA annual general meeting (virtual). ◆ Represent the interests of the Cranbrook Public Library at the BCLTA. ◆ The liaison may also choose to join the BCLTA Board, if they are interested.
<i>Friends of the Cranbrook Public Library Liaison</i>	<ul style="list-style-type: none"> ◆ Attends Friends of the Library Board meetings. ◆ Attends special events put on by the Friends. ◆ Reports on Library Board activities at Friends' Board meetings. ◆ Reports on Friends activities at Board meetings.
<i>Kootenay Library Federation (KLF) Representative</i>	<ul style="list-style-type: none"> ◆ Attends the KLF Board meetings (take place 2 times per year, in the spring and fall). ◆ Represents the interests of the Cranbrook Public Library at the KLF meetings. ◆ Reports on KLF activities at Board meetings.

QUALITIES A TRUSTEE BRINGS

PERSONAL CONNECTION TO LIBRARIES

Trustees need to understand the importance of public libraries and the services they provide to support lifelong learning, reading and information needs; encourage creativity and innovation; and connect people with their communities.

INTEREST & COMMITMENT

Trustees should have commitment to the Library and an active interest in public issues relating to literacy, learning and libraries, as well as commitment to advocating on behalf of the Library.

TIME

Trustees are committed to investing personal time in preparing for board meetings, participating on Board committees, and supporting the Library's vision and mission through involvement in Library events. A minimum commitment is approximately 12 hours per month, including at least one evening per month and time for preparatory reading.

A GOOD TEAM MEMBER

Trustees should be prepared to actively participate in the work and discussions of the Board in a way that supports the expression of a diversity of views and promotes informed and independent decision-making. Board members act in alignment with the values of the Library including fairness, openness, thoughtfulness and respect.

BREADTH OF EXPERIENCE

Each trustee brings their distinct personal, education, business and community involvement backgrounds to the table. This creates a well-balanced Board that represents our community.



The Knitting Club is one of the many popular programs offered by the Library.

JOB DESCRIPTION – LIBRARY BOARD TRUSTEE

The Cranbrook Public Library Board of Trustees has a legal and fiduciary responsibility for the delivery of public library services in Cranbrook and RDEK Area C.

The Trustee position is a volunteer commitment of service to the community.

RESPONSIBILITIES

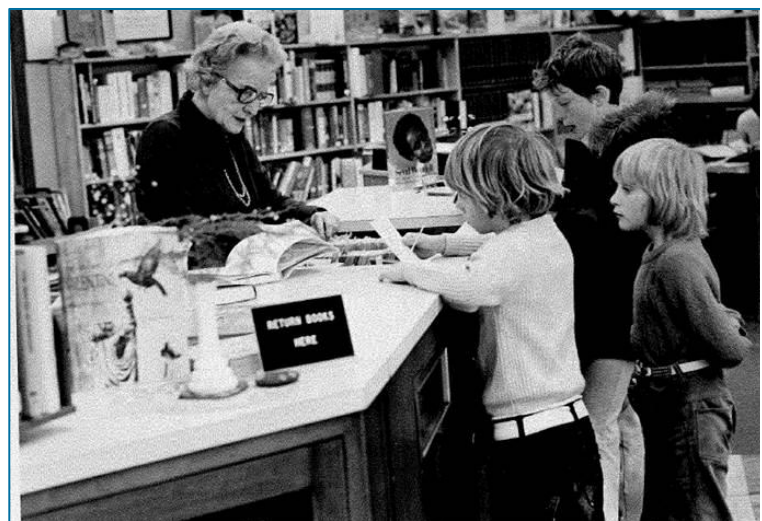
- ◆ Adopt written policies to govern the operations, services and programs of the Library
- ◆ Hire a Chief Librarian, and oversee their performance and support their professional development.
- ◆ Participate in the strategic planning process to guide the Library's development;
- ◆ Oversee the development of the annual budget for presentation to City Council;
- ◆ Seek opportunities for the continuous improvement of Board knowledge and effectiveness.

DUTIES

- ◆ Regularly attend and participate in Board meetings, and serve on committees and/or liaison positions;
- ◆ Participate fully, question openly, and deliberate thoughtfully in discussions and decisions at the time they are taking place;
- ◆ Understand the Library's vision, mission, values, policies, and services
- ◆ Advocate for the Library in the community, and represent the community to the Library;
- ◆ Advocate for the needs of the Library to City Council, the RDEK and the provincial government;
- ◆ Attend special events and represent the Library at Cranbrook Public Library functions;
- ◆ Be committed to learning about libraries and being a trustee.

QUALIFICATIONS & SKILLS

- ◆ Resident of the City of Cranbrook or the Regional District of East Kootenay Electoral Area C
- ◆ Not employed by the City, RDEK or Cranbrook Public Library
- ◆ An interest in library services
- ◆ Knowledge of the community
- ◆ Ability to work in a political environment
- ◆ Leadership abilities
- ◆ Teamwork skills
- ◆ Ability to communicate clearly
- ◆ Previous service on volunteer boards or committees is an asset



20 February 1975 – Della Baxter helps young patrons check out their books.

CODE OF CONDUCT

As a trustee you will be asked to give freely of your time, talents and energy. It will involve establishing effective working relationships with local government, library staff and fellow trustees. It will require becoming part of a team. The demands are high and so too are the rewards, for your contribution can make a difference to library services in both our community and province.

As a Cranbrook Public Library Board trustee, I shall:

- ◆ listen carefully to, and respect the opinion of, other Board trustees;
- ◆ respect the decisions of the Board;
- ◆ recognize that all authority is vested in the Board as a whole when it meets in legal session and not with individual Board trustees;
- ◆ be well-informed of developments that are relevant to issues that may come before the Board;
- ◆ participate actively in Board meetings and actions;
- ◆ call to the attention of the Board any issues that may have an effect on the Library;
- ◆ attempt to interpret the needs of the community to the Library and interpret the action of the Library to the community;
- ◆ represent the whole community to the Library and not a particular area or group;
- ◆ refer complaints about the Library to the proper level in the chain of command;
- ◆ recognize that the Board trustee's job is to ensure that the Library is well-managed, not to manage the Library;
- ◆ vote to hire the best possible person to manage the Library;
- ◆ ensure that the Library is well maintained, financially secure, growing and always operating in the best interest of the community;
- ◆ work to learn more about the Board trustee's job and how to do the job better;
- ◆ declare any personal conflicts of interest;

As a Cranbrook Public Library Board trustee, I shall not:

- ◆ be critical outside the Board meeting of fellow Board trustees or staff;
- ◆ use any part of the Library for personal advantage or the personal advantage of friends or relatives;
- ◆ discuss confidential proceedings of the Board outside the Board meeting, except with other trustees in a private setting;
- ◆ promise prior to the meeting how the trustee will vote on any issue in the meeting;
- ◆ interfere with the duties of the Chief Librarian or undermine the Chief Librarian's authority.


Signature

Date

PROFESSIONAL ORGANIZATIONS

The Cranbrook Public Library is part of a broader library community. There are a variety of organizations that provide professional development opportunities, support services and programs, foster cooperation and collaboration to improve the quality of library services and programs across the province, and liaise with stakeholders at the regional, provincial national and international levels.

This table provides an overview of those organizations that the Library engages with on a regular basis.

	Organization	Description
	<p>Public Libraries Branch (Ministry of Municipal Affairs) PLB</p>	<p>The Public Libraries Branch assists B.C. public libraries through a variety of programs and services. These include support through grants, advice and information, training initiatives and library-related publications.</p> <p>Public Libraries - Province of British Columbia (gov.bc.ca)</p>
	<p>British Columbia Library Trustees Association BCLTA</p>	<p>The BCLTA, which was founded in 1977, represents the boards and trustees that govern local public libraries in British Columbia. It represents 71 library boards and over 700 library trustees who volunteer their time on library boards throughout the province. Its mission is “To support and represent trustees in advancing public libraries.”</p> <p>The BCLTA also fills an important strategic role, providing organized representation to local, provincial, and federal governments on behalf of library trustees. It undertakes ongoing advocacy work to these same levels of government and the public to raise the profile of – and resolve the issues facing – public libraries across British Columbia.</p> <p>http://www.bclta.org/</p>
	<p>British Columbia Library Association BCLA</p>	<p>The British Columbia Library Association was established in 1911. It is a non-profit, independent, voluntary association.</p> <p>The British Columbia Library Association leads the library community in advocacy, professional development, and support of intellectual freedom. It ensures that all British Columbians have equitable access to information, ideas and works of the imagination.</p> <p>http://www.bcla.bc.ca/</p>

	Organization	Description
	<p>Association of BC Public Library Directors ABCPLD</p>	<p>The ABCPLD is an executive association of public library directors in BC who represents the staff and professional functions of librarianship. It serves as a vehicle for information exchange among directors, represents the concerns of directors to both provincial and federal governments and provides a practical means of attaining cooperative solutions among BC public libraries.</p> <p>http://www.abcpld.ca/</p>
	<p>BC Libraries Cooperative BCLC</p>	<p>A 100% Canadian, community enterprise. It is strategically focused on the delivery of shared operational infrastructure and resources for its diverse members – over 100 institutions and organizations across Canada. It strives to improve efficiency, reduce costs and extend service delivery in libraries. . It is a non-profit community resource, not a vendor.</p> <p>Its mission is to help libraries help people.</p> <p>https://bc.libraries.coop/</p>
	<p>Kootenay Library Federation KLF</p>	<p>The Kootenay Library Federation fosters and promotes quality public library service for residents of the East Kootenay, Central Kootenay and Kootenay-Boundary regional districts through program collaboration, consortium purchasing, continuing education programs and liaising with the PLSB on provincial initiatives.</p> <p>http://klf.bclibrary.ca/</p>
	<p>Friends of the Cranbrook Public Library Friends</p>	<p>The Friends of the Cranbrook Public Library is a non-profit volunteer organization that strives to make a difference in the cultural and social life of the Cranbrook community as it relates to the Cranbrook Public Library. They are active in promoting increased library services, better facilities, and more programming directed toward the needs of Cranbrook’s residents.</p> <p>The Friends:</p> <ul style="list-style-type: none"> ◆ Support the library’s services, programs and physical infrastructure ◆ Conduct a variety of fundraising activities ◆ Receive and promote donations and gifts