

Blue Hill Public Library is a 501(c)3 that depends on annual giving for over 1/3 of our annual budget. We use our donor database to manage campaigns and track donor history. It figures prominently in our day to day activities.

Karen Schaller was recommended to us by a development professional. There was the value in the software itself, but we felt there was also significant added value in working with Karen. She knows the donor process from different sides and worked with us to find the right fit. She demonstrated different packages to us. We felt like Giftworks was the right fit. Once we enlisted her services, Karen analyzed the data from our previous program and gave us an idea what we could expect during the conversion. She helped clean up our data, adding punctuation and consistency. Karen made sure that we retained all the functionality in the transition. She provided training on the new system and knows both the old and new software programs well enough to point out key differences. Karen communicated with us throughout the process, kept us apprised about the process and challenges we needed to address, and went beyond our expectations with helping us clean up some of our data.

While it's too early to point to an increase in donations since our transition, our software is now more accessible and easy to use, and our campaigns are easier to manage.

Rich Boulet and Susan Farrar
Blue Hill Public Library