

Creating Great Buzz for Our Libraries ILA Library Trustee Forum 2010 Workshop

Saturday, February 27, 2010

Marriott Hickory Ridge Conference Center 1195 Summerhill Drive Lisle, IL 60532

Join the ILA Library Trustee Forum for our annual workshop, designed specifically for library trustees.

What do customers say about your library, your staff, and your service? This humorous, highly interactive workshop will get your people buzzing about how to engage customers so they want to come back again and again. Presentainers Gail Johnson and Pam Parr from Face to Face Communications and Training guarantee that participants will leave with reality based “how to’s” and a new enthusiasm that will last long after this workshop is over.

The afternoon will feature ILA Legislative Consultant Kip Kolkmeier and Attorney Phil Lenzini. Kip and Phil will provide an update on what’s going on in Springfield and answer all your legal and legislative questions.

SCHEDULE

6:30–8:30 A.M.	Breakfast in the Hickory Ridge Dining Room
8:30–9:00 A.M.	Library Trustee Forum Business Meeting
9:00 A.M.	Introductions
9:15–10:15 A.M.	Gail Johnson and Pam Parr
10:15–10:30 A.M.	Break
10:30 A.M.–NOON	Gail Johnson and Pam Parr
NOON–1:15 P.M.	Lunch in Hickory Ridge Dining Room
1:15–3:30 P.M.	Kip Kolkmeier and Phil Lenzini

A block of rooms has been reserved for Friday, February 26. For hotel reservations, please contact Marriott Hickory Ridge Conference Center, at (800) 334-0344. The single/double room rate is \$79, plus tax, per night. Please note the conference rate deadline is February 12, 2010.

REGISTRATION FORM

Remember to contact the hotel directly for room reservations!

ILA Member Registration: \$150*

Non-Member Registration: \$175*

Registration includes breakfast and lunch, two snack breaks, and the workshop.

* Register multiple trustees and save! Register one trustee at the full price and each additional trustee from your institution will receive a \$10 registration discount. Please send a separate form to register each trustee.

Name:

Institution:

Address:

Phone:

Fax:

E-mail:

Method of Payment:

Check MasterCard VISA Discover AmEx

Credit Card Number:

Expiration Date:

Name on Card:

Signature:

Deadline for registration is February 12, 2010. Cancellations must be received in writing before February 12. Cancellations received after February 12 and before February 27 will receive a 50% refund. No refunds will be given for cancellations received after February 27. All cancellations are subject to a \$15 processing fee. Confirmations and additional information will be sent after the registration deadline. Send conference registration and payment to Illinois Library Association, 33 W. Grand Ave., Suite 301, Chicago, IL 60654; phone: (312) 644-1896, fax: (312) 644-1899.