

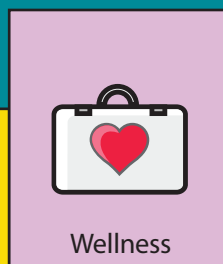
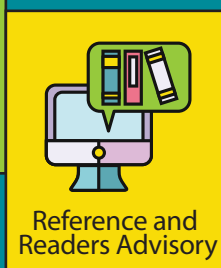
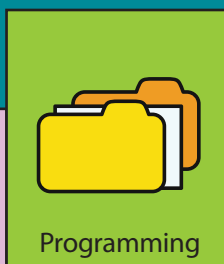
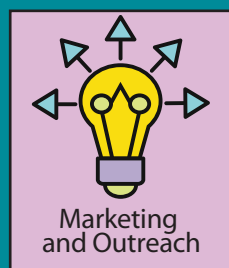
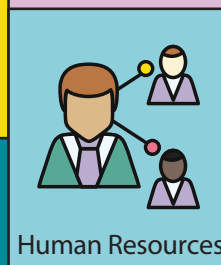
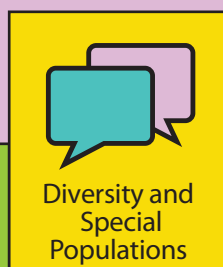
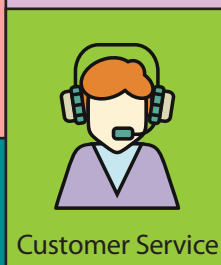
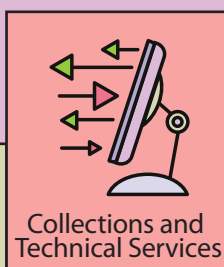
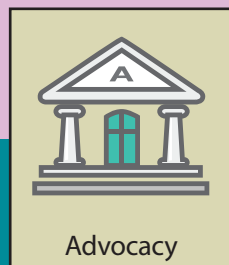
REACHING FORWARD

Reaching Forward Annual Conference
Friday, May 4, 2018

Stephens Convention Center
5555 North River Road, Rosemont

**A Professional
Development Conference
for Library Staff**

**Celebrating 29 Years
of Excellence!**



Reaching Forward is
made possible by the
generous support of
our sponsors...



After the conference, get the latest Reaching Forward information
by connecting with us at reachingforward.net and on Facebook,
Twitter, and Instagram!

Save the Date! Please join us for next year's
Reaching Forward Conference on May 3, 2019.

Our mission is to provide professional opportunities for library staff to grow, learn, and connect with new ideas.

Conference Information

Badges

Conference badges must be worn at all times to gain admission to programs and exhibits.

Coffee

Morning Coffee, sponsored by RAILS, will be available from 8:30 to 10:30 AM

Exhibit Hours

8:30 AM – 3:30 PM
Exhibits Break 12:45 – 1:15 PM

Handouts

Handouts are available at ReachingForward.net.

Hashtag

#ILARF2018

Lost and Found

Articles may be turned in and reclaimed at the Registration Desk.

Mothers' Room

A Mothers' Room is located between the North Ballroom Restrooms, near the exhibit area.

2018 Committee

Veronica De Fazio, Co-Chair	<u>Plainfield Public Library District</u>
Patrice Johnson, Co-Chair	<u>Chicago Public Library</u>
Zachariah Terrill, Co-Chair	<u>McHenry Public Library District</u>
Sangeeta Bhargava	<u>Schaumburg Township District Library</u>
Samantha Chiappone	<u>Mount Prospect Public Library</u>
Mary Beth Fuller	<u>Bartlett Public Library District</u>
Diane Gioe	<u>Poplar Creek Public Library District</u>
Belinda Husak	<u>Algonquin Area Public Library District</u>
Jane Jenkins	<u>Green Hills Public Library District</u>
Heidi Knuth	<u>Bloomington Public Library</u>
Lynn Krambeer	<u>Lake Forest Library</u>
Carla J. Nolidis	<u>Naperville Public Library</u>
Georgia Pichinos-Anderson	<u>Highland Park Public Library</u>
Melinda Provost	<u>Chicago Ridge Public Library</u>
Teri Scallon	<u>Arlington Heights Memorial Library</u>
Louise T. Svehla	<u>Reaching Across Illinois Library System</u>
Theresa Therens	<u>Algonquin Area Public Library District</u>
Janet Wigodner	<u>Waukegan Public Library</u>
Jennifer Worrell	<u>Illinois Institute of Technology</u>

Congratulations to our 2018 Award Winners

Oberman-Rich Award

Carla Lasky
Indian Trails
Public Library District

Robert P. Doyle Award

Teresa Schwenneker
River Valley District Library

Morning Coffee
Sponsored by



REACHING FORWARD

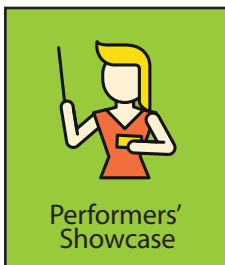
Schedule

8:30 - 9:00 AM	Morning Coffee, Exhibits, and Networking
9:15 - 10:15 AM	Breakout Session 1
10:30 - 11:30 AM	Breakout Session 2
11:45 AM - 12:45 PM	Luncheon and Awards
12:45 - 1:15 PM	Exhibits Break
1:15 - 2:15 PM	Breakout Session 3
2:30 - 3:30 PM	Breakout Session 4

11:45 AM – 12:45 PM **Luncheon [Ballroom]**

Lunch is included in attendee registration and seating is open. Please do not enter the ballroom before the doors are open. If you have dietary restrictions and requested a special meal, please pick up your lunch ticket at the help desk, located outside the ballroom. Meal tickets must be given to the wait staff to receive your meal. Onsite requests for special meals cannot be accommodated.

Reaching Forward Highlights



[Room 28-29]

Discover new performers for your library! Each showcase will feature a unique lineup of performers.

9:15 – 10:15 AM

Adult Performers' Showcase

- Rita Juanita Mock, The Flying Housewife
- Treva Rodemaker, Mystery of the Pirate's Chest
- Edward McClelland, Folktales and Songs of the Midwest
- William Pack, Mind Games

10:30 – 11:30 AM

Youth Performers' Showcase

- Amy Gorelow, The Just So Show
- Todd Downing, Tall Tales & Silly Songs
- Lacey Claborn, Wild Times Exotics
- Mark Grimsich, Face to Face Productions

1:15 – 2:15 PM

Adult Performers' Showcase

- Anna Lynn Robbins, Hampstead Stage Company
- Mick Archer, Mick Archer's Piano Show
- Mim Eichmann, Trillium
- Debra Ann Miller, Historical Women of Letters

2:30 – 3:30 PM

Youth Performers' Showcase

- James Dague, ScribbleMonster
- Dino O'Dell, Dinosaur O'Dell Children's Music and Storytelling
- Chris Fair, The Laser Comedy Show
- Chris Fascione, Juggling Funny Stories

**Please visit
the exhibits
throughout
the day.**

See pages 10-13 for
a complete list of
exhibitors

Program Schedule

9:15 – 10:15 AM

Boomers, GenXers, Millennials, Oh My! [Room 21]

Email me. Text me. Call me. Uncover the opportunities and overcome the challenges of having three generations in the workplace simultaneously. We'll discuss how to meld three generations into one dynamic team. This humorous and timely presentation will give you the tips you need to bring out the best of each generation.

Speakers: Gail Johnson and Pam Parr, Face to Face Communications & Training, Inc.

Track: Leadership, Management and Staff Development

Level: Intermediate

Communication: Listening So People Will Talk [Room 22]

This program will be repeated at 10:30 a.m.

"The single biggest problem with communication is the illusion that it has taken place," said George Bernard Shaw. Most of us suppose we communicate well. The trouble is, we don't. Get ready for a dynamic presentation that will remind us of the true value of polishing the communication process. Expect to laugh and prepare to be challenged.

Speaker: Jaclyn Rowe, Jaclyn Rowe Speaking and Development

Track: Leadership, Management and Staff Development

Level: Intermediate

Sponsored by:



Large and in Charge! Large Scale Programming on a Dime [Room 24]

"All our dreams can come true, if you have the courage to pursue them." – Walt Disney

Have you ever dreamed of having large, elaborate programming but don't have a large, elaborate budget? Worry no more! In this session you will learn tips and tricks on how to plan and execute haunted houses, Free Comic Book Day, carnivals, and more! Spoiler: cardboard is your friend!

Speaker: Nicole Handley, West Chicago Public Library District

Track: Programming

Level: Intermediate

The Civic Lab & Beyond: Civic Engagement Through Resources & Programming [Room 25]

Civic engagement is a core library value that seems even more urgent in today's polarized political landscape. How can we facilitate meaningful learning opportunities in the library to address these times? The Civic Lab is a pop-up library that encourages dialogue, exploration, and engagement on issues affecting our community. Featuring all-ages collections and resources on current events, such as climate change, Black Lives Matter, and executive orders, the flexible, mobile space is also used for inclusive programming. Learn how such pop-up spaces and other select programs can be used to cultivate civic discourse and conversation.

Speakers: Amy Holcomb and Christine Goertz, Skokie Public Library

Track: Advocacy

Level: Beginner

Fuel, Fitness & Flow: The Essentials for Managing Wellness [Room 26]

How we spend our days determines our health today and tomorrow. We will discuss tools to improve how we eat, move, and manage our minds for life.

Speaker: Jill Powers, All Things In Motion

Track: Wellness

Level: Beginner

Sponsored by:



face2facetraining.com

If Millennials Aren't Killing Libraries, Why Aren't They At Your Programs? [Room 27]

Learn how to provide programming for that elusive demographic of 20- and 30-somethings. Four library professionals currently providing programs specific to this group have the insights you need! We will discuss what works and what doesn't, how to market to millennials in your community, and how to overcome potential roadblocks. We'll also provide advice on how to tie your existing collections to your programming, and how and when to curate a dedicated 20s and 30s collection. Finally, we'll make time for your questions.

Speakers: Lauren Maxwell, Geneva Public Library District;

Matt Matkowski, Arlington Heights Memorial Library;

Jez Layman, Indian Prairie Public Library District;

Lindsey Tomsu, Algonquin Area Public Library District

Track: Programming

Level: Beginner

Adult Performers Showcase [Room 28-29]

Discover new performers for your library! This showcase will feature the following performers:

- Rita Juanita Mock, The Flying Housewife
- Treva Rodemaker, Mystery of the Pirate's Chest
- Edward McClelland, Folktales and Songs of the Midwest
- William Pack, Mind Games

Track: Programming

The Accidental Interviewer [Room 30-31]

Did you stumble into interviewing responsibilities at your library? Participants will learn how to use the three D's: Define, Discover and Decide. We will share engaging dialog and examples of how to create realistic job-related questions that will draw out the knowledge, skills, and abilities (KSA's) you are looking for by defining the role. Discover the talent within your applicant pool by listening for significant factors. And finally, learn the key to deciding who your next rock star is!

Speakers: Tammy Surprise and Mike Campagna, Barrington Area Library

Track: Human Resources

Level: Intermediate

Full Steam Ahead [Room 32]

STEAM is an educational approach to learning that employs Science, Technology, Engineering, the Arts and Mathematics as entry points for developing student inquiry, dialogue, and critical thinking. As gatekeepers, librarians are critical in opening the doors to STEAM education and creating environments for next century learning. This workshop will give you hands-on activities to engage youth in STEAM projects and practical strategies for connecting with community educators and leaders.

Speaker: Stephanie Bearce, Author

Track: Programming; Youth and Young Adult Services

Level: Intermediate

Hope for the Homeless: One Library's Story [Room 33]

Joliet has a large homeless population, many of whom can be found at the public library. Like other public libraries, the use of facilities by the unsheltered was perceived by residents as scary and problematic. Learn how one library turned the problem around by providing social services to the unsheltered, decreasing the number of homeless in Joliet by 36%, and ending homelessness for veterans in Joliet. This was all accomplished with little or no funding and the development of collaborations with existing organizations.

Speakers: Denise Zielinski, Joliet Public Library; and
Merridith Montgomery and Richard Woodhall,
Will County Center for Community Concerns

Track: Diversity and Special Populations

Level: Beginner

Crazy for Coding [Room 34]

Are you curious about coding or just wondering where to begin? Coding is rapidly becoming a necessary skill in today's tech-driven world and patrons are looking to the library for support and education. Our panelists will break down a variety of coding programs for all ages including Google CS First, HTML and Python. We'll discuss ways to make them work for any library and audience.

Speakers: Kate Easley, Glen Ellyn Public Library; Anne Jamieson
and Nina Michael, Deerfield Public Library

Track: Programming

Level: Beginner

10:30 – 11:30 AM

Discover Your Unique Style! [Room 21]

You will discover your unique communication style in this engaging workshop. We'll take an in-depth look at your communication preferences and how to utilize them for maximum performance and career advancement. Learn which styles you have the most in common with and which ones you have the most difficulty with. This session will help you communicate more effectively at work and at home. You'll return to work ready to take on any communication challenge!

Speakers: Gail Johnson and Pam Parr, Face to Face
Communications & Training, Inc.

Track: Customer Service

Level: Intermediate

Communication: Listening So People Will Talk [Room 22]

This is a repeat of the program presented at 9:15 a.m.

Sponsored by:



Booktalking Your Way To The Friendliest Library in Town [Room 24]

Booktalking is at the heart of what we do with patrons each and every day at the public library, but it is also the secret to great customer service. Talking about books is a core service, but it is also hard to teach. Booktalking is more of an art than a skill, but with the right guidance and some practice, it can lead you down the path toward engaging your patrons and re-energizing your staff. Together we will explore the simple secrets behind delivering great book talks, leaving you itching to get back to work and try out what you have learned.

Speaker: Becky Spratford, RA for All

Track: Customer Service; Reference and Readers Advisory

Level: Beginner

PCCM: Patron-focus, Communication, Customer Service, Marketing [Room 25]

The presentation describes how we started and continued to develop a new Outreach Service department at the White Oak Library District using a model that Tina created previously as a library director. The model can be used in any department in a library setting. The presentation explains the importance of focusing on the patron's needs in developing services, the importance of communication and team work within the department and the library, how having a welcoming atmosphere with good customer service skills makes an impact, and discusses how to present marketing materials to patrons.

Speakers: Tina Williams and Jenny Suva, White Oak Library
District

Track: Marketing and Outreach

Level: Beginner

Hitting Below the Belt: Let's Build Your Base [Room 26]

When your job requires you to sit or stand all day you can feel cramped up like a paper clip. Let's learn easy stretching and strengthening exercises you can do at your desk and at home to get yourself straightened out now!

Speaker: Jill Powers, All Things In Motion

Track: Wellness

Level: Beginner

Sponsored by:



face2facettraining.com

Transgender Rights in the Workplace [Room 27]

Recent developments have significantly changed the landscape for transgender employees in the workplace. Learn what employers need to know and do in order to protect their organizations as well as their employees. In this briefing, we will explore the latest state and federal laws (and interpretations of those laws) and provide guidance to employers on how to handle the situations they face.

Speaker: Sonal Shah, Management Association

Track: Human Resources

Level: Intermediate

Program Schedule *(continued)*

Youth Performers Showcase [Room 28-29]

Discover new performers for your library! This showcase will feature the following performers:

- Amy Gorelow, The Just So Show
- Todd Downing, Tall Tales & Silly Songs
- Lacey Claborn, Wild Times Exotics
- Mark Grimsich, Face to Face Productions

Track: Programming

Diversity and Diversability: Developing Programming for All [Room 30-31]

Diversity programming, from culturally based focuses to inclusive events for those experiencing disabilities, is a key tool in building connections within and across communities. It is also one of the best methods librarians have to increase their own awareness of and empathy for the communities they serve. This session will discuss the importance and value of diversity programming, as well as the impact it can have on both communities and library staff. Practical strategies for developing such programming will also be explored.

Speakers: Patrice Johnson, Greg Diaz, and Evelyn Keolian, Chicago Public Library

Track: Diversity and Special Populations; Programming

Level: Intermediate

Leeches, Lobotomies, and Lice, Oh MY! Engaging Youth in Nonfiction [Room 32]

How do you lure kids away from the screen and into a book? Give them topics that make them say “Gross!” “Disgusting!” and “That can’t be true!” Using hands-on activities, games, quizzes, and simple maker spaces, you will learn how to get kids hooked on reading nonfiction. You will take home three youth-room-ready activities that are guaranteed to have your youngest patrons begging for more books and more true stories!

Speaker: Stephanie Bearce, Author

Track: Youth and Young Adult Services

Level: Intermediate

Dementia and Alzheimer’s Services @ Your Library [Room 33]

Alzheimer’s disease is the sixth-leading cause of death in the United States and it cannot be prevented, cured, or even slowed. Learn how your library can provide a lifeline for those with dementia and Alzheimer’s and their caregivers. We will explore ideas for programming and outreach and discuss opportunities for funding, as well as cover information resources for those with dementia and Alzheimer’s and their caregivers.

Speaker: Mary Beth Riedner, Gail Borden Public Library District

Track: Diversity and Special Populations; Marketing and Outreach

Level: Intermediate

The Importance of Being Funny: Why We Need More Jokes in Our Lives [Room 34]

Humor and joke telling are more than just foolish fun. Humor and joke telling can also serve as a safety valve or a coping mechanism for dealing with reality. Telling jokes can, at times, detox if not completely explain away some of the unsolvable mysteries of existence as well as some of the nagging problems we wrestle with day to day. Humor gives us the courage to endure that which we cannot understand or avoid. As the late, great stand-up comic Joan Rivers succinctly put it: “If you can laugh at it, you can live with it!”

Speaker: Al Gini, Loyola University Chicago

Track: Leadership, Management and Staff Development

Level: Beginner

1:15 – 2:15 PM

Library 101: An Introduction for New Hires [Room 21]

Many front-end staff walk in on their first day never having worked in a library before. Inexperience, combined with common misconceptions, can throw new hires off their game. They often operate without a clear idea of what libraries truly do and the many pieces that are required for them to be successful. This presentation will offer an overview of libraries from Dewey to trustees, collection development to maker spaces, boards to interlibrary loan. We will discuss how all of the parts work together and the importance of each player.

Speakers: Lisa Knasiak, Hinsdale Public Library, and Brittany Smith, Westmont Public Library

Track: Leadership, Management and Staff Development

Level: Beginner

It’s Not “Just Part of the Job”: Breaking the Silence on Sexual Harassment in the Library [Room 22]

Have inappropriate comments or behavior of a sexual nature made you feel uncomfortable or unsafe at work? Like many public-facing employees, it’s time for library staff members to say #MeToo. Let’s talk about sexual harassment in the Library. We’ll start with a short presentation about sexual harassment, how it impacts women, men, people of color, LGBTQ folks, and underage workers, and how it manifests in the library. Then, we’ll talk through some techniques you can use to professionally but firmly address these behaviors, ways you can support your coworkers, and ideas for starting the conversation with your administrative team.

Speakers: Amanda Civitello and Katie McLain, Waukegan Public Library

Track: Leadership, Management and Staff Development

Level: Intermediate

Programming Through Community Collaboration [Room 23]

Learn how to connect with community businesses through the power of PR. When creating programs, reference librarians should be able to find new and creative ways to involve the rest of the community. By linking the other pillars of a community, the patrons are able to get the most tailored and reflective programming, as well as exposing them to new and different ideas with familiar faces. Find out how to stretch your programming thinking in this interactive session.

Speaker: Gina Carfagno, Forest Park Public Library

Track: Programming

Level: Beginner

Little STEAMers: Hands-on Learning for Preschoolers [Room 24]

Wondering how to create an engaging and successful STEAM program for the preschool crowd? Then come join us for an interactive discussion focused on STEAM programming and hands-on activities geared towards preschoolers of varying abilities and their caregivers. The ideas we will share with you can be used with book tie-ins or on their own as learning stations with a Montessori feel. The activities discussed can also be modified for different age groups and can be amended to fit almost any budget.

Speakers: Rosana Santana and Nicole Martinez, Schaumburg Township District Library

Track: Programming; Youth and Young Adult Services

Level: Intermediate

You Want Me To WHAT? The Accidental Cataloger's Guide to Success [Room 25]

You've never taken a cataloging class, and you've just been told you're a cataloger. Now what? First of all, don't panic, and don't despair. Cataloging is challenging, but you can learn it, and it can even be fun. You can't turn into a cataloger in an hour, but I can get you started with some basic concepts and terminology, a demonstration of how it's done, and resources for further learning.

Speaker: Richard A. Stewart, Indian Trails Public Library District

Track: Collections and Technical Services

Level: Beginner

Interviewing and Hiring the Best Candidates [Room 26]

Hiring an engaged workforce is the most important decision-making process in which most managers are involved, but interviewing and selecting candidates are sometimes neglected skills. Every time you talk with an applicant, your organization may be exposed to potential discrimination charges. Managers must develop strategies that will support them in selecting top talent and avoid making the "wrong" hire while minimizing legal risk. Learn how to conduct the interview to get the information you want – and need – to know in order to evaluate candidates and make the best hiring decisions.

Speaker: Kelly Hayden, Management Association

Track: Human Resources

Level: Beginner

Grab and Go: Expanding and Strengthening Senior Programming [Room 27]

Participants will be introduced to creative and fun ways to expand and strengthen programming at senior facilities and at the library, especially for patrons living with Alzheimer's disease and dementia. Whether utilizing memory kits, travel and reading programs, and antique items to inspire memories and encourage conversations, or by incorporating painting, stuffed animals, therapy dogs, and music activities to stimulate the senses, participants can develop ideas that work for their library, community, and budget.

Speakers: David Kelsey and Dana Hintz, St. Charles Public Library District

Track: Diversity and Special Populations; Programming

Level: Intermediate

Adult Performers Showcase [Room 28-29]

Discover new performers for your library! This showcase will feature the following performers:

- Anna Lynn Robbins, Hampstead Stage Company
- Mick Archer, Mick Archer's Piano Show
- Mim Eichmann, Trillium
- Debra Ann Miller, Historical Women of Letters

Track: Programming

Break Out of the Ordinary: Escape Rooms in the Library [Room 30-31]

Escape rooms are popular and trendy, are loads of fun, and have tons of educational benefits, but creating a library program around them can seem daunting. Learn the what, how, and why of creating exciting and engaging escape room programs in your library. You'll get insights into adapting to your specific library and audience's needs, as well as hands-on experience solving escape room-style puzzles. The clock starts now. Go!

Speakers: Evan Mather, Andrea Johnson, and Jenny Massa, Mount Prospect Public Library

Track: Programming

Level: Beginner

Taking Customer Service to the Next Level [Room 32]

Do you have dinosaurs in need of docents? Do you have pianos in need of playing? Or gardens in need of watering? Connecting with your community is the key! Folks who love their local library are eager to be part of it! Come learn how three libraries have taken customer service to the next level by moving volunteers from behind the stacks to the heart of the library and its services.

Speakers: Nancy Haggard, Gail Borden Public Library District; Kathleen Hayes, Vernon Area Public Library District; and Cyndi Rademacher, Niles-Maine District Library

Track: Customer Service

Level: Intermediate

Program Schedule *(continued)*

This Call May Be Monitored for Quality Assurance...

[Room 33]

When a customer calls your library, the handling of the phone call often forms their first impression of the library and lays the foundation for future interactions. Simple components of a phone conversation, such as a friendly greeting, tone of voice, and volume can affect the customer's experience. Interacting with customers over the phone is an important service that requires the same attention as working with customers face-to-face. The Information Services Supervisors at the Arlington Heights Memorial Library created a process for staff to record, listen, and conduct a self-evaluation of their customer phone interactions to use as a tool to improve customer service. In this interactive presentation, you will meet with the Information Services Supervisors and learn how to implement a phone self-assessment for your staff in order to elevate the service provided.

Speakers: Pam Schwarting, Sue Sullivan, Jackie Moreno, and Pat Bennett, Arlington Heights Memorial Library

Track: Leadership, Management and Staff Development

Level: Beginner

Targeting Autism: Providing Inclusive Learning Experiences

[Room 34]

Based on the Institute of Museum and Library Services (IMLS) grant-funded program "Targeting Autism: A Comprehensive Training & Education Program for Librarians," the focus of this session will include resources and best practices for providing inclusive learning experiences in the library. Learn strategies you can apply in your library to engage this large and growing population. This session will serve as a model for inclusive librarianship. Suggestions of ways to strengthen collaborations among stakeholders, including public librarians, patrons and their families, and community service providers will be shared.

Speakers: Suzanne Schriar and Mary Pelich, Illinois State Library

Track: Diversity and Special Populations

Level: Beginner

2:30 – 3:30 PM

The Chaos of Change: How to Stay Motivated During Times of Change [Room 21]

Public libraries need to constantly adapt to the world around them in order to serve their communities. Change comes in many forms and can be as small as circulating a new collection to as large as a full-scale remodel. What also comes with change is stress! Whether you are an employee at the circulation desk or the director of the library, change affects everyone. This presentation will outline what change is, how to manage change, and tips and tricks to keep an organization motivated in changing times. Change does not have to be a negative word, as long as you have the right attitude!

Speakers: Brittany Smith, Westmont Public Library, and Lisa Knasiak, Hinsdale Public Library

Track: Leadership, Management and Staff Development

Level: Beginner

Understanding Fake News [Room 22]

Fiction and nonfiction are not just library sections. People constantly get bombarded with unreliable information from untrustworthy sources. So how do you know what's real and what's fake? Learn to weed through the noise and evaluate sources for authenticity at this timely program.

Speakers: Amy Franco, Glen Ellyn Public Library, and Ian Lashbrook, Orland Park Public Library

Track: Leadership, Management and Staff Development

Level: Beginner

Whole Person Librarianship: Structured Empathy in Challenging Times [Room 23]

Libraries providing public services are more important than ever in our current political landscape, where few public spaces feel safe and welcoming to everyone. As librarians we strive to provide equitable service, but this can be challenging when patrons approach us with life experiences we don't share. Many public libraries and some academic libraries have been turning to social workers for help. Social workers are trained to approach their clients with empathy while maintaining professional boundaries, and public service librarians can benefit from understanding their methods. Whole Person Librarianship is an approach drawing from social work concepts, such as cultural humility and person-in-environment, to help librarians become more confident in learning from, interacting with, and serving diverse patrons. In this session, you will learn some basic ideas from social work which you can apply right away to your library practice, as well as where to find more in-depth information and support.

Speakers: Sara Zettervall, Whole Person Librarianship

Track: Diversity and Special Populations

Level: Intermediate

Crafting A Community @ Your Library: DIY For Adults [Room 24]

Explore the history of crafts and community, including how libraries have used DIY programs to bring people together. Learn how to create and implement DIY programming if you aren't crafty, what to do if your intended audience doesn't show up, and other tips and tricks. Takeaways include a simple completed DIY project and a crafting resources sheet.

Speakers: Amanda Zagloba and Portia Latalladi, Chicago Public Library

Track: Programming

Level: Beginner

**Please visit the exhibits
throughout the day.**

Tech Services Isn't Scary: Working Across Departments to Fulfill Patron Needs [Room 25]

Are you a public services person who's a little scared of the tech services department at your library? Are you a tech services staff member who wants to convey the importance of your job to the library? We'll discuss strategies for collaboration and communication that can break down silos and ensure your patrons are able to get what they need.

Speakers: Victoria Akinde, Schaumburg Township District Library, and Lindsay Braddy, Skokie Public Library

Track: Collections and Technical Services

Level: Beginner

Hosting a Star Wars Program: Size Matters Not! [Room 26]

Even if you're new in the ways of the Force, you CAN put on a successful Star Wars program! Join panelists from multiple libraries who have all implemented Jedi-approved programming with varying budgets, scales, and populations. We will share activity ideas, tips and tricks, pitfalls to avoid – a star system's worth of ideas for bringing Star Wars fun to YOUR galaxy!

Speakers: Heidi Knuth, Bloomingdale Public Library; Denise Zielinski, Joliet Public Library; Will Savage, Lisle Library District; and Kristin Anderson, Lewis University

Track: Programming

Level: Beginner

Parent Power: Connecting Caregivers with Community Resources [Room 27]

Do you want to learn traditional and nontraditional ways to engage parents and caregivers at your library? Learn how to involve community partners such as hospitals, schools, social services agencies, nonprofits, and businesses to help provide innovative parent programs and outreach for young children. We will also share tips and tricks for special populations, such as expectant parents, grandparents, and parenting teens. Learn how three libraries implemented successful programs with broad themes such as health, social-emotional skills, literacy, and child development.

Speakers: Julie Rodrian, Prospect Heights Public Library District; Katie Clausen, Gail Borden Public Library District; and Maria Papanastassiou, Arlington Heights Memorial Library

Track: Programming

Level: Beginner

Youth Performers' Showcase [Room 28-29]

Discover new performers for your library! This showcase will feature the following performers:

- James Dague, ScribbleMonster
- Dino O'Dell, Dinosaur O'Dell Children's Music and Storytelling
- Chris Fair, The Laser Comedy Show
- Chris Fascione, Juggling Funny Stories

Track: Programming

Game Changers: Tabletop Gaming @ Your Library [Room 30-31]

Tabletop games have been popping up more regularly in libraries in programming, as part of circulating collections, and as passive activities. We'll demonstrate some easy-to-learn games in small groups and discuss how we use them in our libraries. Attendees will be entered into a raffle to win a game for themselves and/or for their library!

Speakers: Becca Boland, Ela Area Public Library; Rachael Bild, Oak Park Public Library; and Evan Mather, Mount Prospect Public Library

Track: Programming

Level: Beginner

Hidden Figures: The Human Computers and Binary Code Bracelet Making [Room 32]

Have you read the book *Hidden Figures* by Margot Lee Shetterly or did you see the movie? This program is for beginning coders. You will become the "human computer" just like the ladies in *Hidden Figures*. Have fun making a binary code bracelet. Binary code is the basis for FORTRAN. Bring this idea back to your own library to have a winning program for your teens and young adults. This program supports CCSS and STEM.

Speaker: Jeanie Kennedy, Reading Specialist

Track: Youth and Young Adult Services

Level: Beginner

Genealogy @ Your Reference Desk [Room 33]

You don't need to be an expert to help genealogists with their family tree. Tina will provide strategies for front-line staff to help these patrons and lists the best places to look for answers to several of the most common genealogy questions like census records, birth records and military records. Tina offers her Top Ten list of free genealogy websites every library should bookmark.

Speaker: Tina Beaird, Tamarack Genealogy

Track: Reference and Readers Advisory

Level: Beginner

Upsell Your Library for Fame and Fortune!: Dynamic Marketing Techniques for Today's Library [Room 34]

Fifteen years ago libraries had no real competition; today we know that there are many other ways our patrons can access information. But reference desks still get calls asking when the next showing of a movie is in the area. The one thing we have that Netflix, Amazon, Google, and others don't have is the one-on-one relationships with our patrons. This session will provide practical advice on how to increase our circulation numbers, our program attendance, and use of our online resources by implementing retail techniques. Learn how to better upsell and cross-sell our materials, how to brand library specialists and how to better merchandise our collections.

Speakers: Sue Wilsey, Helen Plum Memorial Library, and Sasha Vasilic, Niles-Maine District Library

Track: Marketing and Outreach

Level: Intermediate

Program Tracks



Advocacy

9:15 – 10:15 AM	The Civic Lab & Beyond: Civic Engagement Through Resources & Programming	Room 25
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Collections and Technical Services

1:15 – 2:15 PM	You Want Me To WHAT? The Accidental Cataloger's Guide to Success	Room 25
2:30 – 3:30 PM	Tech Services Isn't Scary: Working Across Departments to Fulfill Patron Needs	Room 25

Customer Service

10:30 – 11:30 AM	Discover Your Unique Style!	Room 21
10:30 – 11:30 AM	Booktalking Your Way To The Friendliest Library in Town	Room 24
1:15 – 2:15 PM	Taking Customer Service to the Next Level	Room 32

Diversity and Special Populations

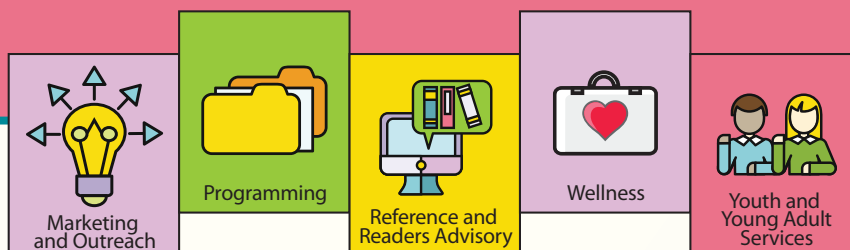
9:15 – 10:15 AM	Hope for the Homeless: One Library's Story	Room 33
10:30 – 11:30 AM	Diversity and Diversability: Developing Programming for All	Room 30-31
10:30 – 11:30 AM	Dementia and Alzheimer's Services @ Your Library	Room 33
1:15 – 2:15 PM	Grab and Go: Expanding and Strengthening Senior Programming	Room 27
1:15 – 2:15 PM	Targeting Autism: Providing Inclusive Learning Experiences	Room 34
2:30 – 3:30 PM	Whole Person Librarianship: Structured Empathy in Challenging Times	Room 23

Human Resources

9:15 – 10:15 AM	The Accidental Interviewer	Room 30-31
10:30 – 11:30 AM	Transgender Rights in the Workplace	Room 27
1:15 – 2:15 PM	Interviewing and Hiring the Best Candidates	Room 26

Leadership, Management and Staff Development

9:15 – 10:15 AM	Boomers, GenXers, Millennials, Oh My!	Room 21
9:15 – 10:15 AM	Communication: Listening So People Will Talk	Room 22
10:30 – 11:30 AM	Communication: Listening So People Will Talk	Room 22
10:30 – 11:30 AM	The Importance of Being Funny: Why We Need More Jokes in Our Lives	Room 34
1:15 – 2:15 PM	Library 101: An Introduction for New Hires	Room 21
1:15 – 2:15 PM	It's Not "Just Part of the Job": Breaking the Silence on Sexual Harassment in the Library	Room 22
1:15 – 2:15 PM	This Call May Be Monitored for Quality Assurance. . .	Room 33
2:30 – 3:30 PM	The Chaos of Change: How to Stay Motivated During Times of Change	Room 21
2:30 – 3:30 PM	Understanding Fake News	Room 22



Marketing and Outreach

10:30 – 11:30 AM	PCCM: Patron-focus, Communication, Customer Service, Marketing	Room 25
10:30 – 11:30 AM	Dementia and Alzheimer's Services @ Your Library	Room 33
2:30 – 3:30 PM	Upsell Your Library for Fame and Fortune!: Dynamic Marketing Techniques for Today's Library	Room 34

Programming

9:15 – 10:15 AM	Large and in Charge! Large Scale Programming on a Dime	Room 24
9:15 – 10:15 AM	If Millennials Aren't Killing Libraries, Why Aren't They At Your Programs?	Room 27
9:15 – 10:15 AM	Adult Performers' Showcase	Room 28-29
9:15 – 10:15 AM	Full Steam Ahead	Room 32
9:15 – 10:15 AM	Crazy for Coding	Room 34
10:30 – 11:30 AM	Youth Performers' Showcase	Room 28-29
10:30 – 11:30 AM	Diversity and Diversability: Developing Programming for All	Room 30-31
1:15 – 2:15 PM	Programming Through Community Collaboration	Room 23
1:15 – 2:15 PM	Little STEAMers: Hands-on Learning for Preschoolers	Room 24
1:15 – 2:15 PM	Grab and Go: Expanding and Strengthening Senior Programming	Room 27
1:15 – 2:15 PM	Adult Performers' Showcase	Room 28-29
1:15 – 2:15 PM	Break Out of the Ordinary: Escape Rooms in the Library	Room 30-31
2:30 – 3:30 PM	Crafting A Community @ Your Library: DIY For Adults	Room 24
2:30 – 3:30 PM	Hosting a Star Wars Program: Size Matters Not!	Room 26
2:30 – 3:30 PM	Parent Power: Connecting Caregivers with Community Resources	Room 27
2:30 – 3:30 PM	Youth Performers' Showcase	Room 28-29
2:30 – 3:30 PM	Game Changers: Tabletop Gaming @ Your Library	Room 30-31

Reference and Readers Advisory

10:30 – 11:30 AM	Booktalking Your Way To The Friendliest Library in Town	Room 24
2:30 – 3:30 PM	Genealogy @ Your Reference Desk	Room 33

Wellness

9:15 – 10:15 AM	Fuel, Fitness & Flow: The Essentials for Managing Wellness	Room 26
10:30 – 11:30 AM	Hitting Below the Belt: Let's Build Your Base	Room 26

Youth and Young Adult Services

9:15 – 10:15 AM	Full Steam Ahead	Room 32
10:30 – 11:30 AM	Youth Performers' Showcase	Room 28-29
10:30 – 11:30 AM	Leeches, Lobotomies, and Lice, Oh MY! Engaging Youth in Nonfiction	Room 32
1:15 – 2:15 PM	Little STEAMers: Hands-on Learning for Preschoolers	Room 24
2:30 – 3:30 PM	Youth Performers' Showcase	Room 28-29
2:30 – 3:30 PM	Hidden Figures: The Human Computers and Binary Code Bracelet Making	Room 32

2018 Exhibitors

➡ Library Products, Services and Professional Development

Adult Reading Round Table

www.arrtreads.org

Founded in 1984, the Adult Reading Round Table is dedicated to developing readers' advisory skills and promoting reading for pleasure through public libraries. Led by a steering committee of Chicago-area librarians, ARRT provides RA training, in-depth genre studies, book discussion training, and other professional development opportunities for librarians and library staff. The committee also crafts the ARRT Popular Fiction List, a self-evaluative training tool testing RA knowledge, available to subscribers of NoveList Plus.

Baker & Taylor

www.baker-taylor.com | curt.leppert@baker-taylor.com

Baker & Taylor offers the most extensive selection of products and services for public libraries and is the only vendor that can truly offer a one-stop shopping experience for all formats including print, movies and music on DVD, Blu-ray and CD, and digital downloadable eBooks and eAudio content. Find out more about these and other services that streamline and facilitate your library's workflow, from selection, to acquisitions, to custom cataloging and processing services.

College of DuPage

www.cod.edu/lti | sturzc@cod.edu

The Library & Information Technology program at College of DuPage is proud to celebrate 50 years of training successful Library Technical Assistants. They are also an approved provider for the Library Support Staff Certification sponsored by the American Library Association.

Dominican University School of Information Studies

www.ischool.dom.edu

With the only ALA-accredited Master of Library and Information Science in Chicago, as well as the Master of Professional Studies, Master of Science in Information Management, Doctor of Philosophy, and dual degree and certificate programs, Dominican University offers an array of opportunities for professionals looking to expand their knowledge and advance their careers.

ELM USA

www.elm-usa.com

Don't overlook a vital library asset--maintain your valuable DVD collection with ELM. ELM USA provides DVD, CD and Blu-ray disc repair systems, parts and supplies. They offer affordable programs exclusively designed for libraries: Pay Per Disc, Lease To Own, Rental and Special Purchase Pricing that make disc repair possible for any budget.

Fixyourdisc.com

www.FixYourDisc.com

Fixyourdisc.com offers the highest quality, fastest service and lowest price mail-in CD/DVD repair.

ILA Youth Services Forum

www.ila.org/forum/11/youth-services-forum-ysf

Stop by and see how you can connect and share ideas with other Youth Services staff in Illinois on our Facebook page, The Soup! The ILA Youth Services Forum is a forum of the Illinois Library Association that offers programming, information and networking opportunities for library staff who work with youth.

Ingram Content Group

www.ingramcontent.com/libraries

Ingram Library Services delivers innovative systems, expertise, and precise assistance in developing and maintaining your library's collection. Ingram helps librarians through their vast title selection, easy-to-use search and ordering tools, collection analytics, and customized cataloguing and processing. They know librarians are busy, and they are here to make sure you spend less time at your desk and more time with your community.

iREAD

www.ireadprogram.org | iread@ila.org

Coming summer of 2019: iREAD presents "It's Showtime at your Library!" Stop by the iREAD table and see the graphics and incentives for this show-stopping program focused on movies, theater, puppets, dance, and other types of performances. So many performances have their roots in books. See how you can make this program a box office smash at your library.

Joliet Junior College

www.jjc.edu/academics/library-technical-assistant

Become a skilled and trained information specialist by earning your Library Technical Assistant (LTA) Certificate at Joliet Junior College. This certificate program of nine courses, for a total of 26 credit hours, recognizes the need for qualified paraprofessional workers in today's libraries and offers students the opportunity to acquire, develop or update their job skills. By providing a comprehensive overview of all facets of library work, students are trained for an information career where they are an integral part of a library team.

LACONI Library Administrator's Conference of Northern Illinois (Sponsor)

www.laconi.net

LACONI serves public libraries within the RAILS Northern Illinois Library System of Illinois. LACONI provides continuing educational programming and networking opportunities for library staff in all areas of library operations. LACONI also publishes online an Annual Salary Survey in cooperation with Innovation Experts Inc. For further information about how your library can become a member, visit LACONI's website.

Management Association – The HR Source for Employers

www.hrsource.org | jbelloli@hrsource.org

Management Association provides HR support, legal services, comprehensive compensation surveys and unique training opportunities to more than 175 libraries. Library members rely on their team of HR professionals and employment attorneys as an additional staff resource.

National Louis University

www.nl.edu | sschaefer5@nl.edu

National Louis University's Master of Education in Learning Technologies prepares K-12 educators seeking to build capacity and collaboration on the use of learning technologies and instructional design within the classroom. Students can choose from two majors: Instruction for Educators or Instructional Design Coach. Consider earning a Learning Technologies Certificate at NLU if you are an educator or technology coach and you would like to build your capacity, teaching strategies, and teaching resources through hands-on experiences with cutting-edge learning technologies.

RAILS Reaching Across Illinois Library System (Sponsor)

www.railslibraries.info

RAILS offers continuing education, e-resources, shared catalogs, delivery, networking opportunities, and a variety of other programs and services to all levels of library staff in northern/western Illinois. Visit our table and find out what we can do for you!

Today's Business Solutions (Sponsor)

www.singlecard.com

TBS is a software and hardware solutions provider specializing in the Public Library and Higher Education markets. TBS provides BOOKSCAN Stations, Print Management, Computer Reservation and Web-Based Printing Portals as well as a full line of payment devices.

University of Illinois: School of Information Sciences

www.ischool.illinois.edu

The iSchool at Illinois is home to the nation's top-ranked Library and Information Science masters program!

Williams Architects

www.williams-architects.com

Williams Architects has been providing professional architecture, interior design and space planning services to public institutions throughout Illinois since 1974. Their work with Illinois libraries provides highly personalized design services that maximize durability, efficiency, and creative use of space, color and materials.

➡ Library Programs and Performers

Abraham Lincoln by Kevin Wood

www.mrlincoln.com/English/index.html | abe@mrlincoln.com

Kevin Wood presents first-person historical portrayals of President Abraham Lincoln, and his programs are available for all ages in English and Spanish. Mr. Lincoln will bring history to life!

Chicago Hauntings

www.chicagohauntings.com | ursulabielski@sbcglobal.net

Chicago's premier ghostlorist Ursula Bielski has been writing about haunted Chicago for more than twenty years. With more than a dozen books behind her, Ursula is a professional historian and paranormal expert. Her company, Chicago Hauntings, provides ghost tours, lectures and events to libraries, schools and professional organizations.

Chris Fascione: Juggling Funny Stories!

www.chrisfascione.com | chrisfascione@earthlink.net

Award-winning family entertainer Chris Fascione brings literature to life with boundless energy and humor, receiving rave reviews from children, parents, and librarians alike. He combines acting, comedy, and juggling as he acts out children's books, becoming a multitude of hilarious characters while he promotes reading. With plenty of audience participation throughout, everyone gets involved in his show, whether on stage or in their seats.

Cowboy Choir

www.cowboychoir.com | mail@cowboychoir.com

Cowboy Choir is an acoustic musical group that plays Americana favorites, timeless standards, early rock classics and contemporary gems. Their guitars and violin provide the ideal backdrop for their voices that blend in perfect harmony. Cowboy Choir can perform many songs from their eclectic assortment of musical genres, or they can present one of their theme-based shows which include *Cowboy Songs: from the Great Plains to the Silver Screen* or seasonal *Christmas Holiday Show*.

Craigpierce.com

www.craigpierce.com

Library marketer by day. Library presenter by night. Craig Pierce has shared history lectures and portrayals across northern Illinois. With a focus on film/photography, vintage sport and the American experience, Craig has earned kudos for his conversational presentation style, engaging content, bonus display materials and budget-friendly fees.

David Boyle

www.facebook.com/pg/anaccidentalorganist
anaccidentalorganist@gmail.com

David Boyle entertains with stories from the life of a church musician.

**Please visit the exhibits
throughout the day.**

2018 Exhibitors *(continued)*

DEO Consulting Inc.

www.libraryballoonshow.com | dale@mbd2.com

The comedy, choreography, and interactivity of the Magic Balloon-dude's library show send kids into creativity fun overdrive – which, after all, is a mission of the library. The library silence is broken with children laughing as they sit, watching Dale's co-star's reaction as Dale inflates a balloon through their heads – making for a priceless moment.

Green Thumb at Your Service

www.greenthumbatyourservice.com
mark@greenthumbatyourservice.com

Mark Lyons, Green Thumb at Your Service, provides garden coaching services as well as classes and seminars on how to grow your own vegetables, make your own cheese and grow your own mushrooms.

Historical Women of Letters

www.historicalwomenofletters.com | janeaustenspeaks@gmail.com

Through the very personal text of letters and journals, and the published texts of their literary works and speeches, Debra Ann Miller weaves the words and lives of her women into performances that delight and inform. Exquisite costume, script and talent give voice once more to these Historical Women of Letters.

Histories for Kids/HFK Presents

www.historiesforkids.com/home-demo-2/hfk-presents/hfktales@gmail.com

HFK Presents was established to meet the needs of adult audiences; the young-at-heart who are never too old to learn something new about history's most inspirational figures. The interactive performances give a new, first person perspective on the people and events that make up our history and culture. Children's programs are also available. Choose from over 40 program titles, including a new program to celebrate the Illinois Bicentennial.

Jeanie B! Music

www.janiebmusic.com | jeanieb@jeaniebmusic.com

Jeanie B! has performed in hundreds of libraries throughout the Midwest, delighting audiences young and old alike. Her upbeat educational music is a hit with anyone who loves to dance & sing & laugh! This seasoned music teacher loves to create a show for summer reading themes, seasonal concerts, or just for fun.

The Laser Comedy Show

www.lasercomedyshow.com | lasercomedyshow@gmail.com

The Laser Comedy Show provides a very fun and goofy, illustrated storytelling experience that is improvised on the spot and drawn live before your very eyes by performance artist Chris Fair. Children provide details and characters and Chris then uses a specialized phosphorus screen, lasers and his artistic skills to bring it to life. At the end, kids get to try out the very cool technology.

Martina Mathisen / Edu-tainment Living History

www.martinamathisen.com | info@MartinaMathisen.com

Edu-tainment Living History shares history in a dynamic and interesting way, bringing historical figures to life. Programs include Women in History, Chicago True Stories, and STEAM programming for grades 1-8.

Miss Jamie's Farm

www.miss-jamie.com | jamie@miss-jamie.com

Planting seeds through song, Miss Jamie takes young kids (preschool-age 8) and their families on an imaginative musical adventure to her "farm," where they learn values like hard work, healthy eating, exercise, and being kind to animals and each other. With the help of farm animal puppets and songs both familiar and new, Miss Jamie's Farm kids music show will leave everyone stomping their boots and hollering for more fruits and veggies!

Mobile Room Escape

www.mobileroomescape.com | info@mobileroomescape.com

Mobile Room Escape is Chicagoland's Traveling Escape Room. Our interactive escape rooms specialize in adult team-building and youth groups. Our Mobile Escape Room trailers are heated, air-conditioned and self-powered. We pull right up to your library and the adventure begins.

The Mystery Shop

www.themysteryshop.com | tms@themysteryshop.com

The Mystery Shop is a traveling theater specializing in adult and children's interactive mysteries and programs. Patrons will be delighted by the excitement, adventure and FUN of solving an intriguing mystery or participating in an interactive program.

Mystic Drumz

www.mysticdrumz.com | info@mysticdrumz.com

Mystic Drumz has two types of programs: an interactive World Music Safari Adventure show (for ages 2-12) and a hands-on drumming workshop (for ages 4- and up). Each show is a world music safari adventure that takes participants around the globe in search of amazing instruments and sounds. Each workshop is a hands-on drum circle full of music and rhythm, where every participant receives an instrument and instructions for how to play it.

Pocket Circus

www.pocketcircusweb.com | pocketcircus@hotmail.com

Pocket Circus provides circus and magic bilingual shows. It's the world's smallest circus – a circus with no big top, but with circus heart and soul.

Scott Green—Magician

www.thegreatscott.com | scott@thegreatscott.com

Magic for all ages! Scott Green literally wrote the book on performing magic for families, "Excellence in Family Magic," and his award-winning show will amaze your patrons and leave them in hysterics.

ScribbleMonster

www.scribblemonster.com | mail@scribblebooks.com

ScribbleMonster provides active learning through award-winning music, movement and play!

Smarty Pants

www.smartypantsworld.com | smarty@smartypantsworld.com

Smarty Pants presents the Big Balloon Show, a theatrical-style balloon stage show featuring magic, comedy, and giant balloon props! This is the show you've heard great things about--the presentation gets kids excited to come to the library as regular visitors!

Super Stolie

www.superstolie.com | stolie@superstolie.com

¡Super Stolie Guacamole! Incorporating her love of the Spanish language and Hispanic culture, this bilingual show is for the whole family. It features traditional and popular songs in Spanish as well as translated original songs, story time, cultural trivia, a family dance fiesta and a live guacamole-making demonstration (and tasting when approved by the venue!) Throughout the show, Stolie gives instruction, sings and reads in both English and Spanish as well as teaches key words.

Trent James--Comedy Magician

www.trentjamesmagic.com

Trent James brings a fresh feel to the classic magic show. His high-energy performance combines mind-boggling magic with gut busting humor, earning over twenty high honor awards. Trent also presents a magic teaching workshop--attendees will learn and get to keep tricks!

Wendy & DB

www.wendyanddb.com | 3morgan@earthlink.net

Wendy & DB provide award-winning, interactive educational and fun children's music concerts.

Wild Times Exotics, LLC

www.WildTimesExotics.com | WildTimesExotics@gmail.com

We bring the ZOO to YOU! The only fully licensed and insured exotic animal educational program in Central Illinois provides a unique hands-on learning experience you won't ever forget!

**Please visit the exhibits
throughout the day.**

➡ Gift Products for Work/Life Balance

A Taste of Michigan Cherries

www.atasteofmichigancherries.com
june@atasteofmichigancherries.com

Cherries are one of today's hottest "super fruits," so versatile that it's easy to enjoy them in a wide range of sweet and savory dishes. Select from a large variety of delicious gourmet cherry products made from America's super fruit, the Michigan Montmorency Tart Cherry.

Chocolate Twist

www.chocolate-twist.com | kate@chocolate-twist.com

Chocolate Twist creates small batch, handcrafted confections.

Chromatic Maille

www.chromaticmaille.indiemade.com
Chromaticmaille@icloud.com

Visit Chromatic Maille for colorful anodized aluminum chainmaille jewelry with handmade polymer clay accents, crystals and beads.

Fine Jewelry By Karen

karenzagone@sbcglobal.net

Fine Jewelry by Karen offers silver jewelry, mother-of-pearl and Tiffany-inspired pieces.

HardbackYoyo

www.hardbackyoyo.com

Find upcycled products made from discarded media saved from landfills. HardbackYoYo products are refreshing new products made from old and tattered books and media keeping great ones in circulation with a little bit of whimsy and a new attitude. The present product line includes Hardback Book Journals, Framed Titles, Flower Book-quets, and Book Gem Jewelry.

Ivy Nicole Natural Remedies

www.ivynicolenaturalremedies.com | Nicole.cavalea@gmail.com

Handmade natural health products, organic ingredients: elderberry syrup, eczema cream, anti-aging face cream, acne face cream, dry/curly hair oil, face wash, sunscreen, and eyelash growth serum.

Roxy & Lola

www.roxyandlola.com | wendy@roxyandlola.com

Roxy & Lola provides high-end fashion jewelry and accessories at affordable prices.

Women At Risk, International

www.warinternational.org

Visit this treasure chest of unique items handmade by and sold in support of the at-risk and rescued individuals that are part of Women At Risk programs in the United States and abroad.

Conference Center Floor Plan

LEVEL 2

CONFERENCE CENTER

