

“Creating Connections”

October 10, 2011

Name: «First_Name» «Last_Name» («division»)

- 8:00 AM – 9:00 AM Welcome and Registration
Pick up your packet, enjoy some breakfast munchies, mingle, and complete the “Ice Breaker” activity sheet found in your packet. Turn in that sheet at the puzzle table to be entered in a prize drawing!
- 9:00 AM – 10:00 AM Year in Review (and What’s Next!)
Library Director Kevin Booe highlights the successes of fiscal year 2011 and offers insights on what’s to come.
- 10:00 AM – 10:40 AM Staff members from every location and division talk about who their customers are and what those customers value most.
- 10:40 AM – 10:55 AM Break
- 10:55 AM – 11:40 AM Keynote presentation by Will Manley
- 11:40 AM – Noon Announcements and Door Prizes
- Noon – 1:00 PM Lunch by Deli George
You’ve ordered «Lunch»
- 1:00 PM – 1:45 PM First Breakout Session
«sess1topPref»
- 1:45 PM – 2:00 PM Break/Travel to Second Session
- 2:00 PM – 2:45 PM Second Breakout Session
«sess2topPref»
- 2:45 PM – 3:00 PM Break/Return to Auditorium
- 3:00 PM – 4:00 PM Closing Comments by Will Manley
- 4:00 PM – 4:30 PM Wrap-up and Door Prizes

2011 STAFF IN-SERVICE DAY BREAKOUT SESSIONS:

Block 1

Attendees Instructor

Horizon Tricks and Tips	19	Shanna Decker/Tully Gerlach
Positive Customer Interactions	29	Jan Mills (BSU)
Holistic Readers Advisory	31	Becca Stroebe/Marcia Courtney
Not a Book	11	Lindsay Zamara
Wanna be a Marketing Consultant	9	Joanne Hinkle
Revolution Will be Hand-Held	23	Services and Technology Team
TOTAL	122	

Block 2

Horizon Tricks and Tips	21	Shanna Decker/Tully Gerlach
Positive Customer Interactions	11	Jan Mills (BSU)
Challenging Customer Interactions	41	Jerri Mizrahi (BSU)
I'm Seeking the Right Answer	22	Jody Vestal
Connecting with the Library World	22	Shirley Biladeau (ICFL)
What the Heck is a LYNX! Consortium?	11	Kevin Booe
TOTAL	128	