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ACRL New England 2009 Annual
Conference
Registration

<http://www.acrlnec.org/springconf09/>

Welcome to the registration page for the Annual Meeting of the New England Chapter of the Association of College & Research Libraries.

Pre-registration for the three morning workshops is required, as space is limited. For details on the program go to the website.

Join us for the social hour from 3-4PM and meet the speakers, visit with colleagues and catch up with friends. The cost is only \$5.00 for light hors d'oeuvres and an open bar.

Name _____

Position _____

Institution _____

Street Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Registration Fees

- \$55 ACRL New England Members
- \$55 NELA Members
- \$80 Non-Members
- \$25 Students

\$5 Social Hour

Please come socialize with you colleagues and meet the conference speakers. This will be an unique opportunity to talk with the outstanding roster of conference speakers we have lined up for this year's conference. You will also have the chance to catch up with old friends and colleagues as well as meet new ones. We hope to make this an annual event. So, come, enjoy, and help make this social hour a success!

_____ Total

Make Check to: ACRL New England
Mail To: ACRL NEC, c/o Tim Spindler
Roger Williams University
One Old Ferry Road
Bristol, RI 02908

Program

		Track I	Track II Workshops *registration required for attending workshops 9:30-11:30
9:30-10:30	<input type="checkbox"/>	Reel Them In: How to Get (and Keep) a Line at the Reference Desk	<input type="checkbox"/> Tools for Understanding Your Customers. Sara Laughlin <input type="checkbox"/> Developing a Mystery Shopping Program to Measure Service Quality, Performance, and the Patron Experience at the Library. Candice Benjes-Small, Liz Kocevar-Weidinger <input type="checkbox"/> Training Staff for Customer Service. Anne Washburne
	<input type="checkbox"/>	The Personal Librarian Program at Yale University	
	<input type="checkbox"/>	Building Community: How Combined Training Improves Customer Service	
	<input type="checkbox"/>	Do the Math: Usage Drives Content Decisions	
10:30-11:00	Vendor Break		
11:00-12	<input type="checkbox"/>	Applying Universal Design to Improve Reference and Instruction Services	
	<input type="checkbox"/>	Gone but Not Forgotten? Are We Adequately Serving Our Study Abroad Students?	
	<input type="checkbox"/>	Contribution, Dedication and Inspiration - A Case Study of Students	
	<input type="checkbox"/>	From Mid-Century to the Millennium: Transforming Library Space for a New Era	