

Greetings Fellow NDLA Members!

The August issue of *The Good Stuff* will soon be in your mailboxes, but I wanted to give you a "heads up" on some conference information now. The Conference Planning Team has been working hard to make this conference one you won't want to miss! Here are a few highlights ...

Pre-Conference: Delivering Excellent Customer Service to Library Users

Wednesday, September 22, 1-5p.m.

Dr. Mary Bushing, library consultant and educator, will set the stage for the NDLA conference theme, "Making a Case for Libraries," by addressing the importance of excellent customer service and the techniques used to fulfill customer information needs. This half-day workshop will focus on:

- Exploring communication models and components for effective interpersonal communication
- Identifying library customers' information needs through personal interviews, surveys, and focus groups
- Formulating short and long-term plans for fulfilling library customers' information needs, including budgets and training issues

- Influencing conflict resolution within high-stress customer interactions (or, "How to deal with a difficult patron")

- Customizing information to produce value-added service for the customer

Pre-Conference: North Dakota Legislative Panel Discussion

Wednesday, September 22, 2-4p.m.

2005 is a legislative year and we need NDLA members to support library causes in a meaningful way. Learn more about how the legislature works by attending this free pre-conference event! Librarians who have experience working with the North Dakota Legislature and Minot area legislators will serve as panelists. The discussion will focus on the legislative process, including such things as how a bill becomes a law, how to contact legislators, and how to testify before a legislative committee. Marilyn Johnson, Legislative Council Librarian, will facilitate the discussion.

North Dakota Authors Reception

Wednesday, September 22, 5:30-7:30p.m.

(Note: Open to conference registrants only from 5:30-6:30; open to conference registrants and the general public from 6:30-7:30)

Paulette Nelson is coordinating the effort to showcase North Dakota authors as part of the annual conference. An author's reception will be held from 5:30-7:30 p.m. on Wednesday, September 22. Several North Dakota authors, including Brenda Ehrmantraut, Peggy Brooke, Roxanne Henke, Dr. Edward Keller, Richard Betting, Ron Vossler, and Loretta Welk-Jung, have indicated that they plan to join us for the event. Attendees will have a chance to visit with these authors and purchase their books.

Minot Public Library Talent Show Social

Wednesday, September 22, 8:30-10p.m.

Get wild and wacky at the Minot Public Library's Talent Show Social! We are looking for librarians to strut their stuff so if you have ever had a yearning to perform, now is your chance! Contact Paulette Nelson (pnelson@ndak.net) if you are interested. (She will also be recruiting acts). We hear that Amelia Bedelia may be the emcee for the talent show and that Minot's Great American Library Book Cart Drill Team may make an appearance.

Pointe of View Winery Tour

Thursday, September 23, 3:00-5p.m.

Tour limited to 30 participants; sign up when you arrive at the Conference

North Dakota's first winery was approved as a bonded winery on April 17, 2002. Located in Burlington, overlooking the beautiful Souris River Valley, it is a small, two-family operation. Jeff & Diana Peterson and Ken & Cindy Eggleston enjoyed making wine on an amateur level for some 15 years and now share their craft with other wine enthusiasts. Tour participants will gather in the hotel lobby to share cars or vans for the ten-minute drive to the winery. The tour itself will take about half an hour, leaving plenty of time to arrive back at the hotel for evening festivities. For more information about the winery, visit the web site at <http://www.povwinery.com/>

Michael Angelo Caruso: Keynote Speaker and Conference Presenter

Thursday, September 23, Awards Banquet, and Friday, September 24

Michael Angelo Caruso will be giving the keynote address at the Awards Banquet and will also present two conference programs, "Secrets of Pro-Active Communication" and "Difficult People & Challenging Situations." He is founder and president of The Edison House, an international consulting firm, and author of the books *5 Cool Ideas for Better Working, Living & Feeling* and *Hmmm...Little Ideas with BIG Results* . He also has an audio book entitled, *Dear Michael Angelo – a Father's Life Lessons to His Son* . Mr. Caruso is a member of Optimist International, Rotary International and a faculty member at Rockhurst University's Center for Continuing Education. For more information, visit the website at www.edisonhouse.com

Library Exchange (PR Swap Fair)

Thursday, September 23, 3:30-5p.m.

Don't toss those great publicity pieces away -- share them! The NDLA Conference planning team invites you to gather your library's best publicity materials and bring them to the annual conference for our Library Exchange. All types and sizes of libraries are encouraged to bring copies of PR items for the exchange, which is scheduled for the afternoon of Thursday, September 23. To have your materials included, drop them off at the Registration Desk/Hospitality Table when you arrive at the conference. We encourage you to bring 35-50 copies of each item. The goal of the exchange is to give librarians a way to share ideas by providing a place to showcase their library's PR materials, see what others have to offer, and take samples home.

Auction

Exhibits

Poster Sessions (see the NDLA web site for details and a form;

<http://ndsl.lib.state.nd.us/ndla>

Fitness Walks ... and more!

See you in September!

Marlene Anderson and the members of the Conference Planning Team