

Laconi – CCS
Advisory Board Committee Meeting Minutes
Friday, March 23, 2012

Attendees:

Paula Pena
Maureen Dunne
Rosemary Kauth
Susan Farid
Kandice Krettler
Cynthia Rauscher
Debra Nelson

- The meeting started with an introduction of the new committee member, Debra Nelson, from Elk Grove Village Public Library . Welcome, Debra!
- The group reviewed the program checklist that Richard Hanrath put together. A few suggestions were made including:
 - Add a recommended restaurant list in local area
 - Add a line for speaker special requests
 - Change line #3 to read refreshments (coffee, tea, water, bagels, etc.) LACONI will reimburse for monies spent on refreshments.
 - Add a line that says “table for refreshments”
 - Add a footer with last revision date
 - Add line for date, host library & location, and name of program.
- A brief discussion was held in regards to staff attending programs. It was decided that staff attending from the host library should fill out a registration form so there is a more clear number of attendees. There will be no charge and no limit of staff attending from the host library.
- A discussion was held about the space at Reaching Forward sponsored by this group in May at the conference in Rosemont. We will try to staff the table in the morning and during breaks. Buttons will be a giveaway, along with a list of upcoming programs. The CSS group is also sponsoring Jaclyn Rowe and her presentation, so we will check with Jaclyn to see if it’s possible to put a picture of her up at the table along with her program details.

- There was a discussion about the Spring program scheduled to be held on May 17th at the Warren Newport Public Library. The program will be about RFID, and our speaker will be Shai Robkin, President, The Americas, and CEO of Bibliotheca ITG LLC and he will discuss the advantages of RFID, as well as address questions from the audience about this technology. Details of the Spring program were discussed along with raffle ideas, taking photos, and the registration table process.
- The Fall program will be held at the Bloomingdale Public Library, and it is hoped that the speaker will be Kelly Krieg-Sigman and her presentation will focus on customer service. A discussion was held on future upcoming programs and locations. We will contact the following libraries to see if they are able to host the upcoming programs:
 - November 15, 2012 – Fountaindale Library – program idea: handling disruptive patron.
 - March 21, 2013 – New Lenox Library

Additional program idea topics were discussed including: lost & disengaged patrons, crucial conversations, vibrant cultures, patron issues/safety, LTA and library certification programs, a program presented by Gretel Stock-Kupperman about “New and Emerging Trends in Customer Service”, and the possibility of developing a program that can be held as a webinar where attendees could watch from their library.

- Susan Farid, Treasurer, read the treasurers report. As of March, we have approximately \$5,000.00 in our account.
- Kandace Krettler will create the program flyer for the fall RFID program.
- Could Surekha Pal take photos at the next program if she will be in attendance?
- Raffle tickets for May’s meeting will be handed out as each attendee checks in at the door. Coin purses with the LACONI CSS logo will be handed out as each attendee turns in an evaluation form.
- We will raffle off some items. A discussion was held about 3 free program attendance certificates, possible a gift card to a restaurant, or even a basket or gift card to a gardening center. Cynthia Rauscher will coordinate the purchase of the raffle prizes.

Respectfully Submitted:
Kandice Krettler