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San Francisco, CA ■ February 23-26, 2011

FINAL REPORT

**Northern California and Nevada Medical Library Group (NCNMLG)
&
Medical Library Group of Southern California & Arizona (MLGSCA)**

Joint Meeting 2011

Submitted by Meeting Tri-Chairs:

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EXECUTIVE SUMMARY

Overview:

The 2011 NCNMLG/MLGSCA joint meeting took place from February 23-26, 2011 at the Parc55 Hotel in San Francisco. The meeting was February 24 & 25, with the other two days devoted to CE courses. Overall, there were 165 registered attendees. About 60% came from the NCNMLG region, 35% from the MLGSCA region and 5% from areas outside of these membership regions (including 1 attendee from Guam)

Plenary speakers included chef & author Laura Stec (Cool Cuisine - Feed Your Body, Mind, and Planet), Karen Schneider, Director of Cushing Library (Change Management and the Sustainable Library) and David Irby, PhD (From Flexner to the Future: Recommendations of the Carnegie Reports of 1910 and 2010). There were updates from NLM and the RML, as well as a report from MLA President Ruth Holst. 20 contributed papers and 14 poster presentations rounded out the meeting.

Exhibits were held on one day only. 21 library & related product vendors paid to exhibit. A table was also donated to sell artwork, with proceeds going to support the Zimbabwe Artists Project. The New England Journal of Medicine, MD Consult (Elsevier) and Rittenhouse Book Distributors were leading sponsors. Funding was also provided by St Mary's Reno and Springer.

Scheduled social and networking activities included an opening reception Wednesday night, as well as 2 guided library tours (Mechanics' Institute and San Francisco Public Library). Dine-Arounds took place after meeting activities on Thursday.

Key Successes:

Overall, the meeting venue, the Parc55 Hotel, was well received by attendees. It was in a very convenient location, easily accessible to local and regional public transit. The hotel staff provided exemplary service, the meeting rooms were well maintained, and hotel sleeping rooms were high quality. Room rate of \$189 was also exceptional given other similar properties in the area and the fact that Internet service was included in the rate. Attendees raved about the food and beverage offerings. As the expected room commitment for the meeting was met (175 nights), we were not required to pay for unsold rooms.

For the first time, a plan for discounted student registration was implemented. Students could register for one day for \$50, or 2 days for \$75, plus 2 hours of volunteer time on site at the meeting. This helped to increase student registrations and provide a pool of student volunteers. The early bird registration price was \$225 for both days, \$125 for one day only, but was extended up to a week before the meeting to encourage late registrants to attend. The registration process mostly ran smoothly, particularly for those registering online with their credit card via Acteva.

Main Issues/Problem Areas:

Although the hotel was exceptional, a minimum of \$40K in food and beverages was required, not including service fees (21%) and sales tax, to avoid facility use charges. A/V services were incurred separately and cost about \$10K. Because NCNMLG had not established hotel credit in the past, nor had an active credit card, total estimated charges had to be paid in advance of the meeting. A check for approximately \$66K had to be requested from the treasurer and mailed to the Parc55 about 2 weeks before the meeting. A bill for an additional \$1800 came after the meeting, mainly for (unexpected) charges for a hosted bar. In the end, NCNMLG paid the Parc55 almost \$68K to host the meeting.

Throughout the planning process, it was apparent that many of the committees lacked enough volunteers. A call for committee chairs was sent in February 2010. In April, further pleas were sent, while some previously committed chairs had to back out for personal reasons (e.g., the previous meeting tri-chair). The president at the time committed to taking on the tri-chair role, but was unable to find others to participate. In particular, Publicity, Registration and CE would have benefited from additional members. It would also have been helpful to have a 4th meeting chair (as was done at 2010 Joint Meeting in Glendale).

Although the meeting website worked well with very few issues, there was a delay in getting the website ready for registration. A major issue was that the main NCNMLG website was poorly managed and had been in need of an update for some time. A search for alternatives ensued (e.g., creating a separate blog), but in the end, the tri-chairs had to ask the executive committee to consider paying someone to design a site due to lack of time of the Website committee. The site was ultimately created for free by an NCNMLG member, and hosted on a new server, however the delay could have been avoided if an adequate association Website had been available from the start.

Registration mostly ran smoothly, but there was not a process in place to confirm paper registrations and track mailed checks, so several registrants had to individually follow up on these issues. The Acteva registration site was seldom problematic, but customer support was difficult to reach. Communication between the Registration, Plenary, CE and Exhibits/Sponsorship committees was lacking, so it wasn't always clear which non registered attendees (Plenary speakers, CE instructors, MLA officers, etc) would also be attending the meeting. This meant that some speakers showed up without a badge or packet at the registration desk.

Recommendations for Future Meetings:

Overall, hosting meetings of this size and length are increasingly difficult. With an estimated 150-200 attendees from the two chapters, the group is too small to have our meeting at a conference hall, but too big for a smaller venue (e.g., boutique hotel or dedicated meeting room facility). This means we typically must host the meeting at moderate size hotel where food minimums are the norm. This can be quite expensive, especially when ancillary charges (like AV costs) are incurred. Although registrations for the 2011 meeting were higher than expected (estimated around 150), NCNMLG still lost about \$16K. With less than 25 vendors participating, exhibitor fees did little to add to the revenue.

It is also difficult to get chairs for the planning committee, particularly when they may not have enough volunteers to support them. Many of our members are retiring and/or discontinuing their professional activities, or simply do not have time given added career and personal responsibilities. And given the current economy (which may hold for several more years), many members have limited funding for professional meetings and often must choose between attending a chapter meeting or MLA annual. This means attendee numbers will likely remain steady, with revenue unlikely to keep NCNMLG from losing money on meetings going forward.

Because of the amount of work involved in a joint meeting, the tri-chairs recommend a better assessment of volunteer needs prior to planning. At least three meeting chairs are needed who can commit 18 months to planning and chairing the meeting. If one chair is the primary contact for the hotel, that chair either needs to do that exclusively, or enlist the support of another planning committee member. That chair should also manage all sub-committees related to hotel arrangements (registration, hospitality, facilities). There should also be a Finance chair exclusive to the meeting (not the chapter treasurer nor a meeting chair), as the chapter treasurer cannot always devote time to managing chapter and meeting expenses simultaneously. The Finance chair should be responsible for any subcommittees where honorariums or expense reimbursements are provided (Plenary, CE). Most planning committees need at least two members (many need three), including the chair. At least one of these members should be an established association member who can provide a history of past meeting arrangements and guidance for less experienced members.

The tri-chairs also recommend that before hosting another joint meeting, both NCNMLG & MLGSCA examine the possibility of 1) hosting shorter, individual chapter meetings where both chapter's members would be invited (e.g., a one day educational conference with no exhibitors) and/or 2) locating the meeting at a conference center or local library, with hotel arrangements for out of area attendees made separately. As networking seems to be a primary interest of the members, it may be wise to hold several smaller educational/networking opportunities throughout the year, rather than one large event. If neither of these options is feasible, NCNMLG & MLGSCA should consider raising the registration fee so that it actually covers the costs for food and other facility charges per attendee.

FINANCIAL SUMMARY
2011 NCNMLG/MLGSCA Joint Meeting

Meeting Revenue:

Attendee Registration	\$33,350
CE Course Registration	\$7,010
Exhibitor Registration	\$16,600
Sponsorship	\$3,250
Total Revenue	\$60,210

Meeting Expenses:

Food & Beverage	\$54,591
A/V Set-up	\$10,685
Exhibitor Set-up	\$2,053
Registration Fees (Acteva)	\$2,562
Poster Board Rental/Set-up	\$1,810
Room Rental (offsite CE)	\$243
Plenary Honoraria	\$1,250
CE Honoraria	\$300
CE Instructor Travel	\$704
CE Instructor Incidentals	\$132
CE Course Credit Application	\$150
CE Materials Printing	\$200
Publicity & Signage Printing	\$85
Registration Supplies	\$258
VIP Meals/Entertainment	\$1,124
Total Expenses	\$76,147

Meeting Income/Loss **-\$15,937**

Attendee registration and exhibitor registration were the main sources of income. Sponsorship came from five vendors: MDConsult (Elsevier) \$750; New England Journal of Medicine \$1500; Springer \$250; St Mary's Reno \$250; Rittenhouse \$500.

Hotel related costs (Food & Beverage, A/V Set-up & Exhibitor Set-up) were the major expenses, comprising almost 90% of total expenses.

CE courses provided about \$7K income, however only three out of the five courses made any profit. Overall, about \$100 was lost on providing CE courses (essentially broke even). The above financials do not break out the cost of food provided at CE courses, nor the associated A/V costs (both included in the overall hotel bill), which contributed to the loss.

COMMITTEE REPORTS

(Submitted by Committee Chairs)

POSTERS

Chair:

Hella Bluhm-Stieber, Milton J. Chatton Medical Library, Santa Clara Valley Health & Hospital System

Committee Member:

Carmen Huddleston, Stanford Health Library

Key Responsibilities

- 5-6 months before the meeting: start sending out a call for posters and papers, coordinate with paper committee chair. Send it out to as many listservs as possible. We posted to NCNMLG, PSR-News, CAPHIS, SERIALST, SLA, SJSUAlumni, Medlib-L , and DBIO.
- Send poster and paper call reminders every month. Our original deadline was end of December, which we extended to middle of January.
- Create a spreadsheet of all incoming poster submissions.
- 3 months before the meeting: Send the names and titles of the posters to the web committee for posting on the meeting website.
- 1 month before the meeting: look through all poster submissions and see if they are appropriate. Then contact all submitters and tell them that their poster was accepted. Include a request for permission to post their abstract on the website before the meeting and their poster on the website after the meeting (see attached consent form). Include information about the time for setup and take down, room where the posters are, poster size (3x6' in landscape orientation), etc.
- 1 month before the meeting: contact the facilities chair or hotel where to rent the poster boards for the meeting. Contact rental company and request a quote.
- Tell the facilities chair how many tables you need for the posters.
- 2 weeks before the meeting: map out how you want to arrange the different posters. Make sure that people who requested electricity are close to an outlet. You might want to arrange the posters by subject. Print out poster names and titles and cut them apart, so that you can mark the poster boards with that information.
- After the meeting: contact poster presenters to send you a copy of their poster for the website.

Successes Highlighted

We heard from approx. 18 people who expressed an interest in presenting a paper. One person withdrew his poster after submission. There were also some paper presenters who were asked to present a poster instead of a paper, since they were too many paper submissions. Only one of the 3 accepted to change her paper to a poster. In the end we had 14 posters.

Issues Identified:

- Needed to indicate on a spreadsheet who needs electricity and/or a table. Bring extension cords and power strips just in case.
- Some confusion about poster room availability for setup and take down before asking the rental company for a quote. It turned out that my original quote was for an earlier day, where we did not have access to the room yet.

PAPERS

Chair:

Peggy Tahir, UCSF Library

Committee Members:

Rebecca Bayrer, Kaiser Permanente, South San Francisco

Josephine Tan, UCSF Library

Key Responsibilities

- Determine dates for papers submissions.
- Insure calls for papers are sent out to listservs and interested groups.
- Receive and separate papers for blind readings; insure that committee members have copies of papers.
- Read and determine best papers for presentation at the meeting.
- Determine which papers will be presented in each of 4 sessions (2 concurrent sessions, on 2 days).
- Notify speakers of acceptance or rejection of their papers.
- Provide information on papers sessions to be loaded to the program/web page.
- Assign moderators for each paper session (moderators coordinate papers being loaded to a laptop for the session, and time papers so that presenters keep to the time limit).
- Check in with moderators before sessions to make sure there are no technical issues to deal with.
- Have presenters' Powerpoint slides loaded to the web site after the meeting.

Successes Highlighted

This year we had an abundance of paper submissions, so rather than having 4 papers per session, we were able to have 5 papers in each session. There were 3 papers we had to reject for lack of room; we recommended them all to be poster sessions if they wished. The papers were high quality and relevant to many issues facing libraries and librarianship today. The sessions were well attended and everything ran smoothly.

Recommendations for Future Meetings

In the call for papers, ask that submissions be in Word format. A couple people sent their abstracts directly in an email. That makes it impossible to do a blind reading of those abstracts.

PLENARY

Chair: Keir Reavie (formerly UC Davis)

Key Responsibilities

- Identify and solicit plenary speakers for the meeting.
- Negotiate with speakers on topics for their talk, speaker fees, travel expenses, room and technology needs for their presentation.
- Invite the MLA President to speak and provide an MLA update.
- Invite a speaker from NLM to provide an NLM update; invite the RML to provide an RML update.
- Sign agreements with the speakers, especially if there are speaker fees and travel expenses involved.
- Solicit speaker bios and photographs for inclusion in the meeting program.
- Ensure all speakers have information regarding the meeting venue, hotels and travel.
- Follow up with speakers two weeks before meeting, to identify last minute needs and ensure the speaker knows where they need to be for their talk.
- Arrange to meet speakers at the meeting venue before their talk, to ensure that the room and technology is set up properly and working for the talk.
- After the meeting, follow up with the treasurer to ensure speaker fees and travel expenses are paid in a timely manner.

Recommendations for Future Meetings

- Solicitation of plenary speakers should start early, especially for high profile speakers who need to be booked well in advance. Contacting speakers should begin at least eight to ten months in advance of the meeting.
- The committee will need to solicit ideas for speakers from the membership and come to a consensus on what speakers would be appropriate, based on the meeting theme and the interests of the membership.
- Costs for speakers should be calculated as early as possible, since the costs will directly affect the conference registration fees, which need to be set well in advance of the meeting.
- Rather than a plenary speaker, the planning committee may opt to do a panel discussion. This was not done for the 2011 meeting.
- Speaker agreements are not required for the NLM speaker, or RML speakers, since they are not able to claim speaker fees or travel expenses when speaking at chapter meetings. A contract may be required for the MLA President if there are travel expenses involved.
- Plenary speakers, the MLA President, and speaker from NLM should be provided with complimentary registration.
- If needed, complementary hotel rooms that are provided at the meeting venue can be used to accommodate the MLA President.

Not all speakers will stay for other parts of the meeting. Check with the speakers to find out if they will attend other parts of the meeting, especially if they plan to stay for lunch or other meals.

CONTINUING EDUCATION

Chairs:

Ana Macias, Kaiser Permanente, Sacramento; Chandrika Kanungo, Kaiser Permanente, San Jose

Key Responsibilities

- Created a CE survey to identify membership areas of interest.
- Locate CE Presenters; ensure approved for MLA credit
- Establishing cost analysis for potential courses.
- Prepare contracts for all Presenters.
- Write course descriptions / summaries for Web site.
- Ensure contracts were signed and returned.
- Coordinated Audio Visual and class support for the courses.
- Sought external venues for classes not conducted at hotel.
- Communicated Class counts to Presenters as meeting advanced.
- Provided class support on day of course.
- Reminded / submitted reimbursements to chapter treasurer for all pre-approved expenses.
- Sent CE Course Evaluation survey to course participants / MLA as applicable.
- Prepared CE certificates for participants.
- Submitted post-evaluation reports to Presenters.

Successes Highlighted

- CE survey produced over 100 responses.
- Low cost courses were offered.
- All classes were offered (none cancelled).

Issues Identified

- Not a job for someone employed full time and / or working in a one person library.
- Long range planning and coordination required from committee members; excessive time commitment required for both Chairs.

Recommendations for Future Meetings

- Have at least three members in the committee to share the work.
- Have someone with experience on the committee.

The process for inviting Presenters, drafting contracts and negotiations should be clearly outlined from the beginning.

EXHIBITS

Chair:

Wendy Bahnsen, Rittenhouse Book Distributors, King of Prussia, PA

Committee Members:

Cindy Perkins, Children's Hospital, Fresno

Donna Alexander, St. Mary's, Reno

Key Responsibilities

- Securing vendors to attend and support the conference.
- Gather vendor feedback after the meeting.
- Marketing advertising opportunities in the online program.

Successes Highlighted

- 22 vendors attended (maximum was 26 vendor tables; 3 vendors cancelled prior to the meeting); of the 22, 1 table was provided for free to the Zimbabwe Artists Project and 1 (FDA) was extended reduced pricing (\$400 vs. the early bird registration of \$800).
- Most vendors contributed money to support the conference and all but one donated a raffle gift for attendees. Sponsorship money totaled \$3,250.
- A post-meeting survey went to all vendors, with 9 responding. Overall feedback was positive.

Issues Identified

- The opening reception was not held in the exhibit area (but just outside of it in the adjacent hallway balcony). Most vendors were not happy about this, but the exhibit room did not have the capacity for vendor tables and a reception set up.
- The vendor show has been limited to the opening reception and one full day of exhibits. It would have been ideal to have more face time with vendors and librarians during our one day of exhibits.
- Survey results showed that vendors wanted an attendee list with more information than just first and last name. They also wanted more non-conflict time for exhibits.

Recommendations for Future Meetings

- Hold opening reception inside the exhibit room.
- Set up refreshment breaks in the exhibit room to encourage more discussions with vendors.
- Invite vendors to the lunch, and put one vendor at each table. Include the cost of lunch in the exhibit package price.
- Schedule more non-conflict time for exhibits.
- Hold several raffles throughout the day to incent people to visit the exhibit room.

REGISTRATION

Chair:

Liz Lucas, Kaiser Permanente, Santa Clara

Key Responsibilities

- Write registration guide and text for registration webpage.
- Set up and monitor online registration system.
- Track registrations and handle associated issues/questions.
- Recruit and organize volunteers.
- Design and print name badges.
- Assemble registrant and vendor packets.
- Provide registration data, class rosters, etc. as needed.

Successes Highlighted

- The majority of online and paper registrations were handled without any issues or complaints from registrants.
- By helping to implement a plan for discounted student registration, we were able to market to NCNMLG student members, increase student attendance, and utilize a pool of student volunteers.
- Registration desk volunteers were adept at working with other committee members and resolving problems that arose during the meeting.

Issues Identified

- Registration did not have a process in place to confirm paper registrations and track checks that arrived, so several registrants had to individually follow up on these issues.
- There were one or two complaints about the difficulty of sending in a paper registration and paying by check.
- The Acteva site was generally not problematic, but when it was necessary to talk to customer support they were difficult to reach.
- There was a lack of communication about speakers/presenters who were attending and would need badges and packets.

Recommendations for Future Meetings:

- Coordinate responsibilities with other committees early and often. Registration encountered overlap with Exhibits (collecting vendors' marketing materials for packets and making vendor badges and packets), Continuing Education (providing and updating class lists), Plenary (providing registration materials for speakers), and Papers/Posters (obtaining names of presenters to give them appropriate badges). Although this was generally not problematic, it would be optimal in the future to establish all registration tasks and deadlines at the outset.
- Obtain as much facility-related information as possible for the registration desk, since this becomes the information/FAQ point for the meeting. Useful information would include hotel services, local transportation and restaurants, availability of outlets/wireless in various rooms, etc.

- Develop a simpler method for paper registrations, e.g., posting a PDF form on the meeting website, rather than asking registrants to partially complete an online registration and mail in the printout.
- Develop a process for confirming paper registrations and tracking checks, as well as for providing payment receipts where needed.
- Investigate ways to directly reach Acteva customer support before this becomes necessary, and/or investigate possible alternative sites.

PUBLICITY

Chair: Joy Graham, San Francisco General Hospital

Committee Members:

Suzie Kim

Suzanne Beattie, Kaiser Permanente, Roseville

Key Responsibilities

- Establishing overall graphic theme
- Assembling contact list
- Creating a "Save-the-date" piece to distribute to vendors at MLA conference in May
- Writing and submitting newsletter articles and email announcements
- Composing and sending email announcements
- Creating final PDF of program – Delegated to non-committee member (Rebecca Bayrer)
- Designing, producing, and placing signage, assisted by Facilities Chair Debbie Sommer
- Setting up a Facebook page and/or other social media venues
- Work with organization's web master to create a meeting web site

Successes Highlighted

- Attendance was fairly high
- Bamboo theme worked well and translated well in various media pieces
- Formatted emails (Constant Contact) worked well, for the most part. The organization paid for two months of this service, with me fronting the money via my credit card and being reimbursed.

Issues Identified

- Because we did not print copies of the program, signage needed to be well-placed and easily readable. I had planned to have a commercial printer produce large (24 x 36") foam core-backed signs, but when I found out each sign would be \$90, I had to consider alternatives. Luckily, our hospital facilities manager had a large-format color printer for printing blueprints and was willing to print out the 16 signs we needed. After they were printed, I glued them on foam core boards that I had purchased at an art supply store.
- Some listservs cannot take formatted emails, and I didn't realize this until one listserv manager told me. Otherwise I had no way of knowing the messages weren't getting through.
- I was unable to post to our own listserv, for some mysterious reason. So I had to send messages to the meeting chair, who forwarded them to the list.

Recommendations for Future Meetings

- Sending out publicity, making signs, and producing the PDF of the program is a lot of work. The committee should have at least 3 members all of whom have access to Microsoft Publisher or another previously-agreed upon graphics software program AND know how to use it.

- Another issue that could be addressed is to get more people to "like" our Facebook page. We could offer monthly contest drawings and each month the prizes could be different, for example, a (small) discount to attend the conference.
- Attendees should be encouraged to take photos and upload pictures and videos to our flickr account. Also to share their thoughts and ideas about the conference, including CE courses and plenary speakers.

WEB SITE

Chair: Michelle Henley, Saint Francis Memorial Hospital

Committee Members:

Gillian Kumagai, Stanford Health Library (webmaster)
Anne Shew, California Pacific Medical Center
Chris Stave, Stanford University
Rebecca Bayrer, Kaiser Permanente, South San Francisco

Key Responsibilities

- Design web site for 2011 Joint Meeting.
- Work with other committees to determine web site content & timeline for upload.
- Upload content as needed.

Successes Highlighted

The 2011 Joint Meeting web site was created and uploaded onto the MLANet server. NCNMLG acquired a MLANet account in 2010 and it was determined it was a better environment for hosting the site (versus the current NCNMLG web site platform via GoDaddy). It was also a way to test the MLANet platform as a potential environment for NCNMLG's current association web site. The site ran well and there were very few problems.

Issues Identified

There was a delay in getting the web site ready for promotion and registration. A major problem was that the current NCNMLG web site (hosted on GoDaddy) was terribly out of date and poorly formatted, so committee had to look for an alternative host. Joy Graham and Michelle Henley tested out the blogging capabilities with GoDaddy, but found that formatting options were severely limited. Still, the blog address was noted in printed communications distributed at MLA 2010 in May, so Joy & Michelle continued to work on formatting.

By July 2010, the committee determined that the blog was not working and that a fully functional web site needed to be designed quickly. The NCNMLG executive committee agreed a new site platform was needed and that a web designer may need to be hired. Fortunately, Gillian Kumagai (president-elect at the time) agreed to design the site and upload content at no charge.

The web site was launched in October 2010, with registration available starting November 15. The tri-chairs heard that a few people were going to the old web site looking for information about the meeting well before this date, also that some vendors and attendees were booking rooms directly via Parc55 (instead of using the link on our web site which directed them to the special conference rate). However, once registration was opened and the site promoted, there were few reports of this happening.

There were some occasional glitches with the Parc55's scripted link for hotel reservations (e.g., some people trying to reserve got message that rooms were sold out), but these were quickly fixed after calls to the Parc55 convention services manager.

Recommendations for Future Meetings

The organization must have an updated web site before promoting another joint meeting. It would have been much easier if the joint meeting page could have just been added to the current site. It would also be less confusing for attendees looking for meeting information in advance of meeting promotion, as most expect a chapter web site to have this information.

HOSPITALITY

Chair: Karen O'Grady, Kaiser Permanente, Vacaville

Committee Members:

Candace Walker (recently retired from Dominican Hospital, Santa Cruz)
Lynn Van Houten, Kaiser Permanente, Vallejo
Melonie Miles, UCSF Barnett-Briggs Medical Library, San Francisco
Mina Davenport, Children's Hospital, Oakland
Suzie Kim (recent library school graduate)

Hospitality Desk Volunteers:

Alison Clement, Marshall Community Health Library, Placerville
Marina Torres Aiello, University of the Pacific, Stockton
Sara Pimental, Kaiser Permanente Clinical Library, Northern California

Key Responsibilities

The key responsibility for the hospitality committee was to provide travel, hotel, and entertainment information on the Joint Meeting's website. We also organized the dine-arounds and set up the library tours. A schedule for the hospitality desk was also created.

Successes Highlighted

- There was a fairly successful turnout for both the library tours and the dine-arounds. Rebecca Bayer's suggestion to make the library tours sign-up sheet on the website utilizing Google docs was very useful. Every time someone signed up on the website, I automatically received an e-mail. When the meeting date came, I had a complete list of everyone scheduled with all of their contact information.
- The dine-arounds sign-up was very low-tech, but it worked just fine. I asked the committee members to choose a variety of nearby restaurants. I grabbed menus from the restaurants so people could take a look at the food and the prices. I put the sign up sheets for each restaurant on the hospitality table. Most people signed up during the opening reception. I also went to the San Francisco Tourist Center and grabbed maps and BART pamphlets to keep on the hospitality table.

Issues Identified

There weren't any major issues or problems on the hospitality committee. It was not necessary to have two people at the hospitality desk. It never got very busy. One person at the desk would have been fine. I had a laptop on the ready on the first day, but I found it was not necessary, and I did not break it out after that. Also there was no reason to have anyone there on Friday after lunch. Suzie Kim and I were scheduled, but I called her and told her not to come. I closed up shop because most people had left by then.

Recommendations for Future Meetings

- Get hospitality information on the website as early as possible.
- Set up library tours or other fun things for the first day, to encourage networking.
- Include a hospitality flyer in the registration packets.
- I'm not sure having a hospitality desk is necessary. People signed up for the library tours online and could have signed up for the Dine-arounds online if we had put it on the website. The registration table and hospitality table could have been easily combined.

FACILITIES

Chair: Debbie Sommer, Samuel Merritt University

Key Responsibilities

- Point person for facilities issues during the meeting: room set up, equipment/technology, HVAC, signs, etc.
- Be present (or have informed volunteer present) in all sessions to take action or notify hotel contacts about HVAC, technology or other issues should this be necessary.
- Coordinate with chairs for CEs, speakers, posters, etc. when on-site to be sure that proper set up and equipment is in place.

Successes Highlighted

- Facilities went smoothly.
- Set up webinar for Copyright CE when instructor was unable to be present.
- Created new poster area when room was rearranged.

Issues Identified

- Helpful to arrive early to meet facility staff, orient to facility, check rooms each day, etc.
- Student volunteers are a great idea! It seems to be win-win -- creating more volunteers and allowing students to meet people, feel involve and perhaps create an interest in volunteering in the future.

Recommendations for Future Meetings

- Station registration and hospitality tables further from meeting rooms. Noise from these areas was disruptive to some of the sessions. It was a bit uncomfortable to ask people to keep it quiet when they need information or want to network.
- Check with presenters about type of computer to relay need for adaptors with hotel A/V. Adaptors for some Apple computers were not easily available. One speaker did not have a computer and needed access to one.

EVALUATION

Chair:

Terry Henner, University of Nevada

Key Responsibilities

- Create and run post-meeting survey.
- Present results of survey.

Successes Highlighted

SurveyMonkey was used to collect survey responses post-meeting and worked well. 93 attendees responded. Some positive findings:

- 77% of meeting attendees said the meeting met their needs very or moderately well.
- Over 90% were satisfied or very satisfied with the hotel accommodations, the conference facilities, and the conference organization, respectively.
- Contributed papers were high quality and very well received.
- Plenary speakers were mostly well received.
- Food was good and plentiful.
- Location was very convenient for locals and out of town visitors.

Issues Identified:

None for the survey itself. Some negative findings from the survey:

- Exhibits did not last very long (1 day and 1 evening).
- Rooms for contributed papers were too small.
- Although wireless Internet was available (and paid for), many survey respondents said it didn't exist, was spotty or not easy to access.

Recommendations for Future Meetings

Based on survey data, exhibits should last longer and/or attendees should have other ways to interact with vendors. Future planners should try to find a venue where there will be more room for contributed papers or have a 3rd room to present papers (i.e., 3 paper sessions each time). And information about Internet availability should be better communicated.

ATTACHMENT 1: Call for Papers & Posters

The 2011 Joint Chapter Meeting NCNMLG & MLGSCA, Planning Committee is soliciting submissions for contributed papers and posters for the upcoming meeting “*Sustain... Your Self, Your Profession, Your Planet*” in San Francisco, February 23-26, 2011.

We want to hear from you!

We would like to know how you deal with the stress of budget cuts, more demands, downsizing, information overload, and increased environmental concerns. How do you use technology to help you? What do you use to keep yourself sane? Paper and posters may describe any research or practice of interest to the medical library community.

Here is your chance to share your findings with colleagues, hone your presentation skills, and gain institutional and peer recognition for your work.

We want to hear your innovative ideas! Whether you are a seasoned presenter or a novice, we strongly encourage you to consider this opportunity.

Presenters should be prepared to speak between 12-15 minutes. Note: contributed papers are oral presentations; a complete text of the paper is not required.

For POSTERS:

Submit a copy of an abstract (approximately 250-300 words) describing the poster. Please list all presenters and institutional affiliations. Please let us know if you need a table or electricity. Wifi is free for attendants who stay in the hotel.

Please place "POSTER PROPOSAL" in the subject line of your message and email to Hella Bluhm-Stieber, Poster Session Chair, and to Carmen Huddelston:

Carmen Huddelston
chuddleston@stanfordmed.org
650-736-1713

Hella Bluhm-Stieber
hella.bluhm-stieber@hhs.sccgov.org
408-885-5654

ABSTRACT SUBMISSION DEADLINE: December 31, 2010

For PAPERS:

Submit two copies of your abstract (250 words maximum), which accurately conveys the subject of the paper, its scope, conclusions, and relevance to medical libraries. The first copy should list all authors, institutional affiliations, and email and phone number of primary contact. The second copy will be used in a blind review process and should not include any information identifying authors or institutions.

Please place "CONTRIBUTED PAPER PROPOSAL" in the subject line of your message and email to Peggy Tahir, Contributed Paper Chair, and to Rebecca Bayrer:

Peggy Tahir
peggy.tahir@ucsf.edu
415-476-5765

Rebecca Bayrer
Rebecca.L.Bayrer@kp.org
650-742-2540
See you in San Francisco!

ATTACHMENT 2: Poster Consent Form

Consent/permission for poster:

Poster Title:

I/we (please list names of all authors)

grant permission to NCNMLG and MLGSCA to display the poster/abstract on the 2011 Joint NCNMLG/MLGSCA Meeting website after the Joint Meeting.

_____ **This poster has not been published previously.**

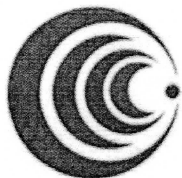
_____ **This poster has been published previously in**

Date _____

Name of submitting author _____

Please note, it is the responsibility of the submitting author to obtain approval/consent from co-authors of the poster .

ATTACHMENT 3: Plenary Speaker Agreement (example)



Northern California & Nevada Medical Library Group

A CHAPTER OF THE MEDICAL LIBRARY ASSOCIATION

Presenter Agreement

You agree to present a session at the 2011 NCNMLG/MLGSCA Joint Meeting. The title of your presentation is Change Management and the Sustainable Library. You will be presenting this on Friday, February 25, 2011, from 9 to 10 am, at the Parc55 Hotel.

The Program Committee will:

- Provide the conference room, equipment and supplies for the presentation

In addition to presenting the program, the presenter agrees to:

- Complete and return a signed copy of this agreement by November 12, 2010
- Complete and return the equipment/room setup request form by January 14, 2011
- Send the presentation abstract and presenter bio to the Plenary Chair by December 3, 2010
- Bring or submit prior to the meeting an electronic version of your handouts for posting to the meeting website

Presenter Name: Karen Schneider

Presenter Signature:

Date: 12/7/2010

Keir Reavie:

Date: 12/12/10

ATTACHMENT 4: CE Instructor Agreement



Northern California & Nevada Medical Library Group

A CHAPTER OF THE MEDICAL LIBRARY ASSOCIATION

[Date]

[Presenter/Instructor name & address]

Dear [xxx]

We are pleased that you have agreed to [speak at a session/teach a continuing education course] at our February 2011 Joint Meeting in San Francisco. Your [course/presentation] will most certainly enrich our educational offerings.

Title of [Presentation/Course]: [xxx]

Date/Time: [xxx]

Place: Parc55 Hotel, San Francisco

The attached agreement form specifies expected responsibilities of the [instructor/presenter] and the program committee. This form must be signed before any [presentation/course] can be scheduled. Please send a signed copy no later than [date] to the address or fax number below.

We also request you provide your requirements for equipment/room setup and hotel room request (if applicable). Forms for this information are also attached. This information should be provided no later than [# days prior to the meeting].

We will send confirmation of this agreement by [date]. In the unlikely event that the program must be cancelled, you will be notified by January 14, 2011.

Please do not hesitate to contact me with any questions, needs or concerns. We look forward to working with you.

[Ana Macias, CE Program Chair OR Keir Reavie, Plenary Session Chair]
NCNMLG/MLGSCA 2011 Joint Meeting Committee
[Mailing address/phone/fax/email]

ATTACHMENT 4: CE Instructor Agreement (cont'd)



Northern California & Nevada Medical Library Group

A CHAPTER OF THE MEDICAL LIBRARY ASSOCIATION

Presenter/Instructor Agreement

You agree to [present a session/teach a course] at the 2011 NCNMLG/MLGSCA Joint Meeting. The title of your [presentation/course] is [xxx]. You will be [presenting/teaching] this on [date] at [time] at [the Parc55 Hotel or UCSF]

The Program Committee will:

- Provide you with an honorarium in the amount of [\$...if applicable]
- Reimburse you for [IRS mileage, coach airfare, airport transfers not to exceed \$50 total, one night's hotel stay at the Parc55...whatever is applicable]
- Provide the conference room, equipment and supplies for the [presentation/course]
- Pay any MLA fees for CE credit if course not already approved [CE instructors only]
- Pay you the honorarium and any agreed upon reimbursable expenses within one month after you submit all receipts

If you decide to cancel or otherwise withdraw from the program, no honorarium or expenses will be paid to you. If you are teaching a CE course and less than [#] students register by January 14, 2011, Joint Meeting may cancel the course. If the [course/session] is cancelled by Joint Meeting you will receive the honorarium, but no other costs will be reimbursed.

In addition to presenting the program, the [presenter/instructor] agrees to:

- Complete and return a signed copy of this agreement by [date]
- Complete and return the equipment/room setup and hotel room request form by [date]
- Send the [presentation/course] abstract and [presenter/instructor] bio to the [CE Program Chair/Plenary Chair] by [date]
- Bring or submit prior to the meeting an electronic version of your handouts for posting to the meeting website
- Make your own travel arrangements (airfare to be coach class only)
- Complete and return IRS W- 9 Tax Form
- Submit receipts for agreed upon reimbursable expenses within two weeks of the end of the conference

Presenter/Instructor Name: _____

Presenter/Instructor Signature: _____ Date: _____

[whatever chair signature]: _____ Date: _____



Northern California & Nevada Medical Library Group

A CHAPTER OF THE MEDICAL LIBRARY ASSOCIATION

Equipment/Room Arrangements Form

Presenter/Instructor: [xxx]

Title of presentation or CE Course: [xxx]

Date/Time: [xxx]

Place: [xxx]

Each room will have a lectern, podium, LCD projector and screen. If you require other equipment, supplies, or arrangements, please specify:

Please plan to email your presentation file to [\[xxx\]](#), no later than February 14, 2011.



Northern California & Nevada Medical Library Group

A CHAPTER OF THE MEDICAL LIBRARY ASSOCIATION

Hotel Needs/Reservation Form

Presenter/Instructor Name: [xxx]

Please book a hotel room for:

- Tuesday, February 23
- Wednesday, February 24
- Thursday, February 25
- Friday, February 26
- Saturday, February 27

I request the following:

- 1 Double
- 2 Doubles
- 1 Queen
- 1 King
- Non-smoking
- Smoking
- Other, please specify:

Joint Meeting will make every effort to ensure your requests are met, but hotel room assignments are at the discretion of the hotel. We cannot guarantee hotel will honor all requests at check-in.

ATTACHMENT 5: Exhibitor Registration Form

Exhibitor Registration Form

Below is the contract for exhibit space and services offered by the Joint Meeting of NCNMLG and MLGSCA Medical Library Association Chapters. The meeting will be held at the Parc 55 Hotel, 55 Cyril Magnin St, San Francisco, CA 94102.

Exhibit dates are scheduled for February 23rd and 24th, 2011.

February 23: 5:30 pm – 7:00 pm

February 24: 8:00 am – 5:00 pm

In accordance with the specifics outlined in the Exhibit Rules, Regulations and Meeting Facts, I hereby accept the terms and conditions for exhibiting at the Joint Meeting. This completed form is a binding agreement between the exhibitor and the NCNMLG /MLGSCA Chapters.

Signature: _____ Date: _____

Print Name: _____

Please type/print information EXACTLY you would like it to appear in the Final 2011 Joint Meeting Program and on the Website <http://ncnmlg.mlanet.org/jtmtg2011/>

Company Name: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Website: _____

Contact Person: _____

Title: _____

Product/Service: _____

Company description for the website:

Please check the appropriate space:

<input type="checkbox"/> Exhibitor Fee, if paid on or before January 14, 2011	\$800.00
<input type="checkbox"/> Exhibitor Fee, if paid on or after January 15, 2011	\$900.00

Please sign and return the form to Cindy Perkins, Children's Hospital Central California. Fax to 559-353-6176 or email cperkins@childrenscentralcal.org

Cancel before January 14, 2011	50% refund
Cancel after January 14, 2011	Refund Not Available

Sustain... Your Self, Your Profession, Your Planet

NCNMLG/MLGSCA Joint Meeting
February 23-26, 2011, San Francisco, Ca.
<http://jtmgt2011.ncnmlg.org>

Calling all Exhibitors!!

NCNMLG/MLGSCA will hold our annual meeting on February 23-26, 2011, in San Francisco, CA. We are offering early registration to vendors that have exhibited at previous meetings. Take this opportunity to save exhibit space now, before space is gone!

You can save exhibit space by emailing either of the contacts below:

Cindy Perkins

cperkins@childrenscentral.org

or

Donna Alexander

Donna.alexander@chw.edu

Respond by November 8, 2010 to take advantage of this offer



Northern California & Nevada Medical Library Group

A CHAPTER OF THE MEDICAL LIBRARY ASSOCIATION

Sustain... Your Self, Your Profession, Your Planet

NCNMLG/MLGSCA Joint Meeting
February 23-26, 2011, San Francisco, Ca.
<http://ncnmlg.mlanet.org/jtmtg2011/>

Advertising Opportunities

The Joint Meeting of NCNMLG and MLGSCA Medical Library Association Chapters is just a few weeks away. There are still advertising opportunities available in the Conference Program, which will be accessible on the [Joint Meeting web-site](#) for all attendees to print out or refer to online.

The following ad sizes are available for purchase:

Full Page (7.5" X 10"): \$1,000.00

Half Page (7.5" X 5"): \$500.00

Camera ready copy and artwork should be emailed no later than February 7, 2011 to: Joy Graham,
jgraham@sfgdcan.ucsf.edu Payment due on receipt of invoice.

Place your ad today!



ATTACHMENT 8: Joint Meeting Web Site Screen Shot

2011 NCNMLG/MLGSCA Joint Meeting Website:

<http://ncnmlg.mlanet.org/jtmtg2011/index.html>

2011 NCNMLG/MLGSCA Joint Meeting

Sustain...
Your Self, Your Profession, Your Planet

San Francisco, CA - February 23-26, 2011

2011 NCNMLG/MLGSCA Joint Meeting  Find us on Facebook

Join us in San Francisco February 23-26, 2011 for the NCNMLG/MLGSCA Joint Meeting. The theme of the conference is "sustainability" and will focus on how we can sustain our personal and professional lives in healthy ways, not just to survive, but to thrive. In an effort to help sustain the planet, we will hold an extremely green meeting and incorporate as many ecologically-friendly ideas as we can think of.

The conference location, the Parc 55 Hotel San Francisco, was chosen because of its convenient location, just one block from Union Square, its proximity to public transportation, its newly-renovated guest rooms, and its efficient and flexible meeting facilities and support services.

See you in San Francisco!

Northern California and Nevada Medical Library Group | Medical Library Group of Southern California and Arizona

<http://ncnmlg.mlanet.org/jtmtg2011/index.html>[5/12/2011 1:48:47 PM]

WELCOME TO SAN FRANCISCO FROM YOUR HOSPITALITY COMMITTEE

Hospitality Desk Hours

Wednesday: 4pm to 7pm

Thursday: 10am to noon, 1pm to 6pm

Friday: 10am to noon, 4pm to 6pm



Stop by the Hospitality Desk in the lobby
Sign up for library tours and dine-arounds
Get help with getting around

Wednesday Library Tours

Take one of our fabulous library tours

Meet at the Hospitality Desk at 3:50

Tour 1: The Historic Mechanics' Institute Library

Come and see this beautiful 100 year old landmark

Limit 15 people

Tour 2: The San Francisco Public Library Main Branch

30 minute tour includes back-of-the-house

Limit 25 people

Thursday Dine-arounds

Starting at 6pm - Meet at Hospitality Desk

What are dine-arounds?

Members of the Hospitality Committee have chosen a variety of local San Francisco restaurants where they will host a group dinner on Thursday. Stop by the Hospitality Desk to see the variety of restaurants, check out menus, and sign up for a group dinner! Limit 10 people per dinner.

ATTACHMENT 10: Hospitality Desk Volunteer Schedule

**2011 Joint Meeting Hospitality Desk
Volunteer Schedule – February 23, 24, 25**

Volunteers

- Alison Clement** – Marshall Community Health Library - Placerville
- Candace Walker** – recently retired from CHW Dominican Hospital – Santa Cruz
- Karen O’Grady** – Kaiser Permanente - Vacaville
- Lynn Van Houten** – Kaiser Permanente - Vallejo
- Marina Torres Aiello** – University of the Pacific - Stockton
- Melonie Miles** – UCSF Barnett-Briggs Medical Library – San Francisco
- Mina Davenport** – Oakland Children’s Hospital - Oakland
- Sara Pimental** – Kaiser Permanente Clinical Library – Northern California
- Suzie Kim** – Recent Library School Graduate – Saratoga
- X – Hospitality Desk Closed

Dine-arounds start at 6 on Thursday, by the way.

	Wednesday February 23	Thursday February 24	Friday February 25
10am - 11am	X	Melonie Mina	Candace Marina
11am - noon	X	Melonie Mina	Candace Marina
Noon – 1pm	X	X	X
1pm – 2pm	X	Candace Lynn	X
2pm – 3pm	X	Candace Lynn	X
3pm – 4pm	X	Karen Sara	X
4pm – 5pm	Alison Suzie	Karen Sara	Suzie Karen
5pm – 6pm	Alison Suzie	Karen Marina	Suzie Karen
6pm – 7pm	Karen	X	X