



Colorado Association of Libraries (CAL)
MADCAL (Management and Administration Division)
 presents. . .



Catching the Right Customer Service Program

Tuesday, May 22, 2007 – 9 a.m. to Noon

Summit County Main Library, Frisco

0037 County Rd 1005, County Commons, Frisco, Colorado

This half-day workshop fee is just \$35 for CAL members, \$60 for non-members and includes morning refreshments

Register by Tuesday, May 15, 2007

Karen McPheeters, Director of the Farmington, New Mexico, Public Library and staff will present this workshop on the in-house workshop they developed for their library on customer service that includes a system of rewards.

Based on the **F.I.S.H. (Fresh Ideas Start Here)** philosophy. F.I.S.H training is **an approach to creating a fun work environment, and how having fun in the workplace affects us and our interaction with patrons.**

For information on F.I.S.H., visit: www.ucsf.edu/swe/fishTale.htm

Register online at www.cal-webs.org regardless of payment method
Registration is limited to the first 50 registrants

Name:	
Library/Institution (if any):	
Mailing address:	
City, State, Zip:	
Email:	Phone:

CAL Workshops and events are accessible under the guidelines of the Americans with Disabilities Act. Please check here if you need accommodation; you will be contacted so we can discuss your needs.
 Check here if you do NOT want your information shared with the other workshop attendees.

Do you want a certificate/letter of attendance from the Colorado State Library/Colorado Department of Education? Check here if yes.
 CAL workshops are sometimes photographed and photos posted on the CAL Web page. By attending, you give your consent to this. If you need to speak to someone about this provision, please check this box and you will be contacted.

Registration Fee:		
<input type="checkbox"/> CAL Member (Please be sure your membership is current)		CAL Member _____\$35
<input type="checkbox"/> Non-Member		Non-Member _____\$60
Payment Options:	If Visa/MasterCard, please list:	Mail to: Colorado Association of Libraries,
<input type="checkbox"/> Check (enclosed), payable to Colorado Association of Libraries	Card #	12081 W. Alameda Pkwy. #427,
<input type="checkbox"/> Purchase Order Enclosed	Expiration date:	Lakewood, CO 80228
PO #	Billing address of this if different from above:	If you prefer, register online at:
<input type="checkbox"/> Visa or MasterCard		http://www.cal-webs.org

- Questions on registration? Contact the CAL office by emailing kathleen@cal-webs.org or phone 303/463-6400
- Questions on the workshop content? Contact Barb Brattin, MADCAL Division Chair, bbrattin@telluridelibrary.org, 970/728-4519 x12