

# ACLCP Fall Conference

October 8, 2010

Holiday Inn Hershey / Harrisburg

## “Communications Among Library Staff: When NOT to be Quiet in the Library”

presented by: *Tricia Richards, MS*



This interactive presentation demonstrates the need for, as well as the benefits of, effective communication among library staff and the various groups they serve. Practical techniques outlined in this presentation benefit individuals at all levels.

Attendees will learn how better communication and meaningful employee recognition are linked to increased job satisfaction, improved service, and a stronger bottom line!

“Communication between employees and senior management has consistently made the list of top five elements of employee job satisfaction ...”

--2009 SHRM Job Satisfaction Survey

Tricia is president of The PR Dept., LLC, a full-service marketing communications company. She works with a talented team of specialized subcontractors who have expertise in digital media, audio, website development, social media, event planning, and more.

Tricia is a member of the American Library Association and the Pennsylvania Library Association.

### Schedule

9:00 – Registration and Refreshments

9:30 – Welcome

9:45 – Speaker

10:45 – Break

11:00 – Speaker

12:00 – Lunch and Business Meeting

1:15 – SIG meetings

3:30 – Adjournment

Note: Governing Board will meet at 1:15 pm

## REGISTER EARLY

Register online: [www.aclcp.org](http://www.aclcp.org)

Deadline: September 24, 2010

Cost: \$10 Member / \$25 non-member

Send registration form with check payable to ACLCP to:  
Susan Walker, Admissions Office, Franklin & Marshall College

P. O. Box 3003

Lancaster, PA 17604-3003

[susan.walker@fandm.edu](mailto:susan.walker@fandm.edu)