

Maryland AskUsNow! 5 Year Anniversary Celebration
Celebration Event and Workshop
Anne Arundel County Public Library
West County Area Library Branch

March 19, 2008

Celebration: 10:30 a.m. - 12:00 noon approximately

Workshop: 12:30 p.m. - 1:30 p.m.

- [10:30-10:35]
Welcome by Marion Francis, Director of Anne Arundel Co. Public Library / Maryland Library Association President.
Marion acknowledges any elected officials or their representatives who should receive attention.
Marion introduces Irene Padilla.
- [10:35-10:40]
Remarks by Irene Padilla, Assistant State Superintendent for Libraries.
Irene introduces Dr. Nancy Grasmick.
- [10:40-10:45]
Remarks by Dr. Nancy Grasmick, Maryland State Superintendent of Schools
- [10:45-10:55]
Remarks by Joseph Thompson, Maryland AskUsNow! Project Coordinator.
Joe acknowledges support for this event from AACPL, BCPL, MLA, MAPLA, and MSDE/DLDS. Joe will mention such things as: growth of membership, usage stats, comments from customers, new accessibility, how dedicated our librarians are, how dedicated and supportive our library partners and funders are.
Joe introduces Julie Strange, Maryland AskUsNow! Operations Supervisor, who will offer remarks after Marie's presentation.
Joe acknowledges any elected officials or their representatives who entered since Marion spoke.
Joe introduces Jerry Price, staff member at the Maryland State Library for the Blind and Physically Handicapped.
- [10:55-11:00]
Remarks by Jerry Price, Maryland State Library for the Blind and Physically Handicapped.
Jerry will provide a brief testimonial, both as a library staff member at the Library for the Blind and Physically Handicapped and as a parent of a teenager who is an AskUsNow! customer.
- [11:00]
Joe introduces Dr. Marie Radford, Associate Professor and Library Consultant, School of Communication, Information, and Library Studies, Rutgers University.
- [11:00-11:25]
Presentation by our keynote speaker, Dr. Marie Radford.
Marie invites Julie Strange and Joe Thompson to the podium.

- The food delivery and setup by Vince's Tasty Creations should happen around 11:15 while Marie is speaking.
- [11:25-11:35]
Remarks and wrap-up by Julie and Joe.
Julie acknowledges any elected officials or their representatives who entered since Joe spoke earlier.
Julie asks those in attendance to see the screencast that is repeating on the laptop in the back of the room. Thanks Irene Green and Nancy Smith of HCPL for putting it together.
Julie will mention such other things as: To eat and drink, for staff to pick up their mugs if they haven't already, to stay for 12:30-1:00 workshop if they can, to thank everyone for being here today and to thank the 5 Year Anniversary Celebration Team (start applause!)
- [11:35 approx.]
Cutting of the AskUsNow! cake. If Dr. Grasmick is still present we will ask if she would cut the cake. If she is not there, then we will ask Irene. If no Irene, we will ask Daria. If no Daria, then Marie.

Intermission

11:35 a.m. - 12:30 p.m.

- Leave chairs in rows in front of room for workshop. Chairs toward back of room may be put to the side.
- People may continue to congregate, talk, eat, and drink. People view AskUsNow! screencast. Providers pick up mugs.
- Close off wall between rooms around 12:15. Meanwhile, make another general announcement regarding the workshop that will start at 12:30.
- Make sure Marie is ready to go with her slides and handouts.

Workshop for Staff

http://askusnow.info/radford_askusnow_workshop_march_19_2008.pdf

12:30 - 1:30 p.m.

- Announcement: Joe and Julie mention AskUsNow! Providers Meeting during MLA Conference on May 15 from 2:00 - 3:45.
- Introduction: Joe and Julie introduce Marie
- Marie Radford presents, "*Effective E-Reference Encounters: Achieving Service Excellence in the Live Chat Environment*"
- Joe and Julie ask that attendees please complete an evaluation.
- Joe and Julie hand out CEU forms to people as they leave the room.
- Cleanup