

Please Join Us for the
2002 SWAL Spring Conference

"You Mean I Can't Tell'em to Buzz Off?"
Using Tact and Diplomacy with
Patrons and Co-Workers



This conference presentation by Joan Stewart will help you to improve your communication skills to provide better service to your patrons and to work more effectively with your co-workers and colleagues.

Where: Arthur House (Formerly Haus)
(9 miles north of Platteville on Hwy. 80 or 9 miles south of Montfort on Hwy 80)

When: Wednesday, April 3, 2002

Agenda

4:00 - 4:30	Social Hour / Registration
4:30 - 5:00	Library Share Program (Please share program ideas, news items or success stories that would be of interest to other area libraries)
5:00 - 5:30	SWAL Business Meeting / Election of New Officers
5:30 - 6:15	Dinner
6:15 - 9:00	You Mean I Can't Tell'em to Buzz Off? / Presentation by Joan Stewart

SWAL Spring Conference 2002: Can't Tell'em to Buzz Off
Wednesday, April 3, 2002

Please RSVP to Peggy Freymiller at SWLS by Friday, March 25
(Southwest WI Library System, 1775 4th St., Fennimore, WI 53809)

Please make checks payable to SWAL
Members \$12.00 Non-Members \$14.00

Conference Fee includes a buffet of chicken and roast beef with rice or potato, roll, salad, dessert, and choice of beverage (coffee, tea, or milk)



Name:

Library: