Submitted by Meeting Co-Chairs:
Jon Crossno, UT Southwestern Health Sciences Digital Library & Learning Center, Dallas, TX
Lisa Traditi, University of Colorado Anschutz Medical Campus Library, Denver, CO
April 16, 2015
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EXECUTIVE SUMMARY

OVERVIEW

The 2014 Quint MLA Chapter Meeting was held October 12-16, 2014, at the Denver Marriott Tech Center in Denver, Colorado. Continuing education classes and a writing retreat were scheduled October 12-13, and the meeting proper began with a welcome reception during the evening of October 13 and continued with program content on October 14-16.

Overall, 408 individuals registered for the meeting, including 95 vendor representatives and 313 chapter members, speakers, or other guests. Of the non-vendor attendees, 110 (35%) came from the South Central Chapter (SCC/MLA), 91 (29%) from the Midcontinental Chapter (MCMLA), 39 (12%) from the Medical Library Group of Southern California and Arizona (MLGSCA), 30 (10%) from the Pacific Northwest Chapter (PNCMLA), 13 (4%) from the Northern California and Nevada Medical Library Group (NCNMLG), and the remaining 29 (9%) from other chapters or who indicated no specific chapter affiliation.

Exhibits were held October 13-15, and 44 library and related product vendors paid for booth space. Leading sponsors included EBSCO, Elsevier Research Solutions, Wolters Kluwer Health, McGraw-Hill Medical, and AAAS/Science, with additional significant sponsorships provided by the University of Nebraska and Texas A&M University Libraries. In all, 15 sponsors donated just over $19,000.

Plenary speakers were Claire Pomeroy, MD, MBA, President, Albert and Mary Lasker Foundation; Spero M. Manson, PhD, Distinguished Professor of Public Health and Psychiatry, University of Colorado Denver; and Chen-Tan (CT) Lin, MD, FACP, Chief Medical Information Officer, University of Colorado Hospital and Health Science Center. An additional speaker — Robin Dowell, DSC, University of Colorado-Boulder — was invited to speak at the Hospital Libraries Luncheon.

Other program content included a joint RML presentation from the four NN/LM regions represented by the chapters; an update from the National Library of Medicine presented by Dianne Babski, Deputy Associate Director for Library Operations, Library Operations Division, National Institutes of Health, United States Department of Health and Human Services; and a Medical Library Association report presented by Dixie Jones, MLA Past President; 41 contributed posters; 27 contributed papers; 13 stat/lightning talks; and 8 tech panel presentations. In addition, 119 individuals registered for one or more of the seven continuing education classes that were held on the following topics: engaging the 21st century learning, systematic reviews, lean process improvement, effective clinical communication skills, and data visualization.

Scheduled social events included the aforementioned welcome reception and Hospital Libraries Luncheon, but the highlight event was the "Mid-Meeting Celebration" with live musical entertainment provided by a local band. Multiple food events were arranged with the hotel to maximize attendee networking and cost.

TIMELINE

Planning for the meeting began following the MLA Annual Meeting in Minneapolis (May 2011) with only SCCMLA and MCMLA participating. Initial discussions about where to hold the meeting began, but by the time Denver was selected as the host location after the MLA Annual Meeting in Seattle (May 2012), MLGSCA and NCNMLG has expressed their interest in participating as well. A Memorandum of Understanding (MOU) began to be drafted, and potential meeting venues in Denver were investigated.
The venue – Denver Marriott Tech Center, 4900 S. Syracuse St., Denver, CO 80237-2725 – was identified in November 2012, and meeting space was secured while the contract was negotiated. At approximately the same time, PNCMLA asked if it was possible to join the fun and become the fifth chapter. Even though the MOU was in the final stage, it had not yet been signed by the participants, so it was easy to add PNCMLA to the list of participants.

The MOU was finalized and signed by chapter presidents/chairs in February 2013, and the official Executive Steering Committee was fully established with the following members:

- Jon Crossno, SCCMLA, Co-Chair
- Lisa Traditi, MCMLA, Co-Chair
- Raquel Abad, NCNMLG
  - In August 2014, Raquel Abad changed jobs and resigned from the Steering Committee. She was replaced by Xan Goodman.
- Becky Birr, MLGSCA
- Mary Beth Siemele, PNCMLA
- Rebecca Graves, MCMLA

The Steering Committee solicited volunteers from all chapters to help out with the meeting planning. In April 2013, the treasurer – Shandra Protzko – and the following committee chairs were selected from the volunteer pool:

- Continuing Education – Judith Mills
- Evaluation – Ellen Aaronson & Xan Goodman
- Exhibits & Fundraising – Becky McKay
- Local Arrangements, AV, & Hospitality – Kristen DeSanto
- Program – Amy Chatfield & Barbara Ballew
  - Papers & Posters Subcommittee – Kathy Murray
  - Hospital Libraries Luncheon Subcommittee – Karen Keller
    - In August 2013, Karen Keller had to step down as subcommittee chair, and Hannah Rutledge stepped in to fill the open position.
    - In November 2013, Hannah Rutledge resigned because of a job change, and Catherine Mooney volunteered to take on the responsibility.
- Promotion & Website – Ann Gleason
- Registration – Lynne Fox

The Steering Committee and committee chairs met monthly by conference call to plan the meeting from May 2013 through February 2014. Beginning in March 2014, the meeting frequency was increased to every 2 weeks. Two meetings were held after the conference to review successes and discuss concerns.

**KEY SUCCESSES**

- All seed money from the participating chapters ($2,000 each) was returned to the chapters in December 2014, and the meeting profit ($5,247.50 total) was distributed to the chapters using the calculations established in the MOU.
- All committees did a superb job working with the necessary distributed planning model. The speakers and contributed papers were well-received and appreciated, and the social events were hugely successful.
- Many attendees appreciated having the chance to network with people outside of the insular chapter view and broaden their horizons.
• The large vendor turnout (44 companies, with 95 representatives) was tremendous, and most vendors indicated they liked having a multi-chapter meeting and were willing to pay more for the privilege.

**CHALLENGES**

• It was very difficult to find an appropriate meeting venue that would accommodate our anticipated attendance. Information was sent out for bids, but only a limited number of responses were received. (Some hotels were able to supply sufficient sleeping rooms but had insufficient meeting space, and vice versa.)

• We failed to adequately contract with the hotel for sleeping rooms to accommodate attendees who were participating in early continuing education classes and/or partner organization meetings.

• A great of time was spent in the Steering Committee meetings, as well as the individual planning groups, in trying to address and adequately respond to the different requirements and traditions of each chapter. Maintaining a balance among these diverse meeting “cultures” was not an easy task.

• Some committees experienced communication problems and had difficulty in completing assigned tasks and meeting deadlines.

• We experienced occasional miscommunication with hotel staff on a variety of topics. The most egregious examples of this were:
  1. Identifying the correct required forms for sale tax exemption. The documentation we had supplied several months before the meeting seemed to be acceptable, but we discovered the week before the meeting that it was not. As a result, we had to scramble at the last minute to track down and provide the correct documentation.
  2. Determining what “confirmed” meeting space meant. Space we had thought – and planned – to use for some events had actually been booked by other hotel clients.

• Overall, the total attendance at the meeting was much lower than we had originally expected and for which we had budgeted. The lower numbers required some last minute adjustments with hotel catering and other expenses to reduce total expenses.

**Recommendations for Future Meeting Planners**

• Get bids for meeting space out as early as possible (3 years in advance?)

• Review the volunteer pool and identify potential chairs with demonstrated past experience in planning meetings to provide support for less-experienced members

• Appoint committee co-chairs to divide the workload and ensure effective communication

• Define goals and responsibilities for committee chairs and set appropriate deadlines

• Get representation on all committees from all chapters

• Determine which committees need to be more focused locally

• Provide a central site to facilitate sharing documents and other information

• Make sure to get the state and federal tax ID numbers early in the process
MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding is entered into by and between the Midcontinental Chapter of the Medical Library Association (hereinafter called “MCMLA”), the South Central Chapter/Medical Library Association (hereinafter called “SCC/MLA”), the Medical Library Group of Southern California and Arizona (hereinafter called “MLGSCA”), the Northern California and Nevada Medical Library Group (hereinafter called “NCNMLG”), and the Pacific Northwest Chapter of the Medical Library Association (hereinafter called “PNC/MLA”). The five participants are referred to as chapters.

The named parties shall host a quint-chapter meeting in Denver, Colorado, between September 1 and October 30, 2014. The parties agree that:

1. An Executive Steering Committee shall be formed with five members, one representing each chapter. These five members will choose a chair. The Executive Steering Committee will meet and communicate regularly with the committee chairs, who will be chosen with adequate representation from all five chapters.

2. The five Executive Steering Committee members shall be designated and approved by the boards of MCMLA, SCC/MLA, MLGSCA, NCNMLG, and PNC/MLA by December 31, 2012.

3. The Chair with assistance from the Executive Steering Committee shall in turn appoint chairs of the following committees: Program, Local Arrangements/Hospitality, CE, Finance/Budget, Fundraising/Vendor Relations/Exhibits, and Publicity.

4. MCMLA, SCC/MLA, MLGSCA, NCNMLG, and PNC/MLA shall each contribute $2,000.00 as seed money to the 2014 Executive Steering Committee by December 31, 2012. MCMLA or its local organizing committee agrees to create and hold a separate account for the seed money and meeting expenses and income.

5. The Executive Steering Committee will submit a preliminary budget for approval by the boards of MCMLA, SCC/MLA, MLGSCA, NCNMLG and PNC/MLA by March 7, 2013.

6. After all expenses are paid and seed money is returned to each originating chapter, the net profit from the meeting shall be divided by the relative percentage contributed by each chapter. Each chapter’s percentage contributed shall be determined by figuring the percentage of total registration and continuing education fees paid by attendees residing in the chapter’s boundaries. Fees paid by attendees belonging to more than one chapter (as indicated on conference registration forms) will be split equally among each chapter for attribution. Likewise, fees paid by attendees belonging to none of the above chapters will be attributed equally among each chapter.

7. Vendor contributions/donations will be first applied to meeting expenses. Should vendor contributions/donations exceed meeting expenses, the vendor contribution/donation excess shall be returned to the participating chapters in equal amounts until seed money is returned. Should the vendor contributions/donations exceed expenses and seed money, the remaining contributions/donations shall be distributed to the chapters equally.

8. If meeting is cancelled prior to October 2014 by consensus of all five chapters, or if losses are incurred in excess of seed monies, financial liability will be calculated proportionally according to chapters’ total membership size as of October 1, 2012.

   MCMLA: 203 (12 students)
   SCC/MLA: 304 (24 students)
MLGSCA: 187 (14 students)
NCNMLG: 130
PNC/MLA: 168

Should any one of the chapters withdraw from the 2014 annual meeting, said chapter forfeits the return of their seed money, reimbursement of expenses accrued, and any and all claims upon the profit of the meeting should there be one.

9. The 2014 Executive Steering Committee shall provide a final report including financial review of expenses to MCMLA, SCC/MLA, MLGSCA, NCNMLG, and PNC/MLA by March 2, 2015.

This agreement may be amended in writing to include any provisions that are agreed to by all contracting parties.

IN WITNESS WHEREOF, the undersigned parties bind themselves to the faithful performance of this agreement.

Brenda Pfannenstiel, Chair, MCMLA 12-10-12

Susan Steelman, President, SCC/MLA 12-20-12

Mary White, President, MLGSCA 11-5-12

Judith Mills, President, NCNMLG 1/28/2013

Kim Granath, Chair, PNC/MLA 20 February 2013
FINANCIAL REPORT

Treasurer: Shandra Protzko

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<tr>
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<th>Projected</th>
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<tr>
<td>Expense (includes payment of seed money)</td>
<td>192,486.69</td>
<td>204,171.58</td>
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<tr>
<td>Income (Regonline + donations + seed money)</td>
<td>197,734.19</td>
<td>233,250.00</td>
</tr>
<tr>
<td>profit/loss</td>
<td>5,247.50</td>
<td>29,078.42</td>
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</tbody>
</table>

BANK ACCOUNT

- For transparency and accountability, the Treasurer should set up an account with a co-signer, likely the Chair of the conference. Both parties should have access to the account and co-signing permissions for checks.
- We used our local organization Colorado Council of Medical Librarians (CCML) for non-profit status. Have the Federal EIN (Employee Identification Number) as proof of federal tax exemption.
- Provide a letter from the current Treasurer of the local non-profit group on letterhead stating that the Planning Committee has permission to set up the account using the non-profit status.
- For QUINT we created a business account using the Treasurer’s existing bank information since a social security number was required. A unique login was created so the Chair had access to the account.
- The bank account was created under the title Colorado Council of Medical Librarians QUINT MLA Chapter Meeting.
- Find out about fees associated with deposits and checks. There may be a monthly limit on both.
- We added a credit card to the account. One box of check was sufficient.
- For large payments, obtain a money order from the bank.
- For transparency, the Treasurer should be reimbursed with a check signed by the other co-signer.

POST OFFICE BOX

Set up a PO box before the registration tool so check payments do not have to go through institutional mail. Post office notices of renewal may be put in the PO box; double check that you renew the PO box as needed.

TAX EXEMPTION

- Have the Federal EIN (Employee Identification Number) as proof of Federal tax exemption.
- The hotel may also give discounts for state tax exemption. You should apply for state tax exemption before negotiating with the venue. We had to do this retroactively,

PAYPAL

- A basic non-profit, no fee account was sufficient for QUINT.
- Fees are transparent and easy to calculate.
- With a bank routing number you can set up direct deposit with no limit on the amount withdrawn from PayPal.
**RegOnline**

- Fees are not automatically calculated. You will need to pull a separate report and subtract the fees from the reported income. This was not immediately apparent.
- Some institutions will only issue payment after an event. This can delay payment by a couple months and should be considered when negotiating payment for the venue.
- RegOnline pays on a schedule so remember that you may not get all payments until after the conference.

**Other Considerations**

- Get proposed budgets from all committees and track actuals. Be conservative.
- Some institutions will require the Treasurer to fill out a vendor application and/or a W-9. We ended up adding two addresses to the form – the original address stated on the EIN letter and the current CCML Treasurer’s work address. In our case, we are a 501(c)(3). Remember this is an official document with your name on it, so don’t hesitate to get advice from the IRS.
- Work closely with the local arrangements committee for last-minute flexibility in the budget. Hotel and catering will be the major expense, and will be the likely place to cut costs, should you need.
- Consider that the venue may need a large deposit before you have collected payments; registration tools pay on a schedule and you may get payments after the conference.
- Have cash on hand during the conference for tips, etc. Account for all cash.
- Keep all receipts and deposit slips and record payments on a ledger to make sure all payments have been made.
- And have fun!
## EXPENSES AND INCOME

### FINANCE

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<td>2,000.00</td>
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<tr>
<td>Medical Library Group of Southern California &amp; Arizona (MLGSCA)</td>
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<td>2,000.00</td>
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<tr>
<td>Northern California &amp; Nevada Medical Library Group (NCNMLG)</td>
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<td>2,000.00</td>
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<tr>
<td>Pacific Northwest Chapter of MLA (PNCMLA)</td>
<td>2,000.00</td>
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<td>South Central Chapter of MLA (SCCMLA)</td>
<td>2,000.00</td>
<td>2,000.00</td>
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<td>Sponsorships from vendors (paypal)</td>
<td>$16,491.52</td>
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<tr>
<td>McGoogan Library of Medicine</td>
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<td>Evans Library</td>
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<td>Creighton</td>
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<td>Elsevier</td>
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<td>Matthews Books Co</td>
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<td>mheeducation Alexandra Blondel</td>
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<td>Bank fees for transactions</td>
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<td>36.00</td>
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<td>Bank Fees for money orders</td>
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<td>Ordered Checks</td>
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<td><strong>Subtotal for Finance :</strong></td>
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<td>28,999.00</td>
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### PUBLICITY

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<td>Baby Bend - Star</td>
<td>695.98</td>
<td>695.98</td>
<td><a href="http://www.4imprint.com">http://www.4imprint.com</a></td>
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<tr>
<td>Promotion - pre-conference trivia</td>
<td>72.07</td>
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<tr>
<td>Signage, flip charts, and program design &amp; printing</td>
<td>223.25</td>
<td>223.25</td>
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<tr>
<td>FedEx</td>
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### REGISTRATION

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<td>Registrations (Attendees and CE)</td>
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<td><strong>Subtotal for Registration :</strong></td>
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### EXHIBITS (rolled into all registration fees currently)

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<tr>
<td><strong>Subtotal for Exhibits :</strong></td>
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11
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<th>PROGRAM</th>
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<td>Speaker 1: Claire Pomeroy, M.D., M.B.A.</td>
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<td>1,000.00</td>
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<td>reimbursed by Marriot $148.03? Check 1027</td>
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<td>Travel</td>
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<td>$1703.67</td>
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<td>Speaker 2: Spero Manson, PhD (in Denver, CO)</td>
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<td>Travel</td>
<td>80.64</td>
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<td>Lunch Speaker - Dr. Robin Dowell</td>
<td>300.00</td>
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<td>Plenary 3 Speaker - Chen-Tan Lin</td>
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<td>Roundtable supplies (lunch decorations)</td>
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<td>Sched.org</td>
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<td><strong>CE CLASSES (income rolled into registration fees currently)</strong></td>
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<td>Paid</td>
<td>Actual Income</td>
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<td>CE1. Engaging the 21st Century Learner: Best Practices &amp; Classroom Management Techniques</td>
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<td>Instructor 1: Jeanine Le Ber</td>
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<td>CE2. Librarians Roles in Systematic Reviews: A Step by Step Approach</td>
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<tr>
<td>Instructor 1: Margaret Foster</td>
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<td>147.00</td>
<td></td>
<td>Check #1028</td>
</tr>
<tr>
<td>expenses</td>
<td>492.15</td>
<td>492.15</td>
<td></td>
<td>Check #1029 reimburse to Medical Sciences Library</td>
</tr>
<tr>
<td>Instructor 2: Ahlam Seleh</td>
<td>580.52</td>
<td>580.52</td>
<td></td>
<td>check # 1018 30 Oct</td>
</tr>
<tr>
<td>CE3. Innovation and Lean Process Improvement Demystified</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instructor 1: Jean Shipman</td>
<td>250.00</td>
<td>250.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Instructor 2: John Langell</td>
<td>553.01</td>
<td>553.01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instructor 3: Erica Lake</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>CE4. EBP Beyond the Basics: Systematic Reviews and Qualitative Studies</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instructor 1: Connie Shardt</td>
<td>1,021.81</td>
<td>1,021.81</td>
<td></td>
<td>27 Oct check #1013 $400 and check #1012 $621.81</td>
</tr>
<tr>
<td>CE5. Applying information expertise to the challenge of diagnostic error reduction</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Instructor 1: Barbara Jones</td>
<td>-</td>
<td>-</td>
<td></td>
<td>check #1030</td>
</tr>
<tr>
<td>Instructor 2: Rebecca Graves</td>
<td>150.00</td>
<td>150.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CE6. Communicating Clinically</td>
<td></td>
<td></td>
<td></td>
<td>check # 1022 $150 and check # 1023 $306.96</td>
</tr>
<tr>
<td>Instructor 1: Julie Esparza</td>
<td>456.95</td>
<td>456.96</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CE7. Fundamentals of Data Visualization</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instructor 1: Jackie Wirz</td>
<td>720.45</td>
<td>720.45</td>
<td></td>
<td>check #1019 30 Oct</td>
</tr>
<tr>
<td><strong>CE instructor pulled out; was contract signed? If so, what was promised if cancelled?</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instructor 1: Jeannien Gluck</td>
<td></td>
<td></td>
<td></td>
<td>$1,500.00</td>
</tr>
<tr>
<td><strong>Subtotal for CE Classes</strong>:</td>
<td>5,405.76</td>
<td>5,405.77</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FACILITIES (folded into hospitality expenses)</td>
<td>Actual Expense</td>
<td>Paid</td>
<td>Actual Income</td>
<td>Notes</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>----------------</td>
<td>------</td>
<td>---------------</td>
<td>-------</td>
</tr>
<tr>
<td>Subtotal for Facilities:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOSPITALITY</th>
<th>Actual Expense</th>
<th>Paid</th>
<th>Actual Income</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carey Denver/Corporate GT: Transportation Sunday - HSL to Marriott (CE classes)</td>
<td>342.72</td>
<td>342.72</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carey Denver/Corporate GT: Transportation Monday - HSL to Marriott (writing workshop)</td>
<td>171.36</td>
<td>171.36</td>
<td></td>
<td>paid 2 Dec 2014 check # 1032 157,892.78 paid 80,008 $8 for bank fee/paid 60,008 $8 for cashiers check</td>
</tr>
<tr>
<td>Freeman: ALL (see attached)</td>
<td>6,992.40</td>
<td>6,992.40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marriott: ALL (see attached)</td>
<td>152,139.07</td>
<td>152,139.07</td>
<td></td>
<td></td>
</tr>
<tr>
<td>cashiers check bank fee</td>
<td>16.00</td>
<td>16.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wolters Kluwer audiovisual reimburse</td>
<td></td>
<td></td>
<td>750.00</td>
<td></td>
</tr>
<tr>
<td>Marriott: Audiovisual - electrical access for vendor booths (vendors paid for this at registration)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marriott: Catering - Monday SCAMEL breakfast and lunch (they will reimburse us)</td>
<td>1,484.39</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marriott: Catering - Tuesday SCCMLA breakfast (they will reimburse us)</td>
<td>520.80</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Panera: boxed lunches for Sunday CE attendees (attendees will pay us $15 each)</td>
<td>459.38</td>
<td>459.38</td>
<td>170.00</td>
<td>207.17 and 252.21</td>
</tr>
<tr>
<td>Taylor Made Events: Soul X Band at Wednesday closing reception</td>
<td>5,000.00</td>
<td>5,000.00</td>
<td>459.38</td>
<td></td>
</tr>
<tr>
<td>Subtotal for Hospitality :</td>
<td>165,120.93</td>
<td>165,120.93</td>
<td>2,925.19</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTALS :</th>
<th>Actual Expense</th>
<th>Paid</th>
<th>Actual Income</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income (Regonline + donations + seed money)</td>
<td>$197,734.19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expense (includes payment of seed money)</td>
<td>$192,486.70</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Profit/loss</td>
<td>$5,247.50</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PROFIT DISBURSEMENT**

The MOU identified the method for calculating the percentage of funds for each chapter:

> 6. After all expenses are paid and seed money is returned to each originating chapter, the net profit from the meeting shall be divided by the relative percentage contributed by each chapter. Each chapter’s percentage contributed shall be determined by figuring the percentage of total registration and continuing education fees paid by attendees residing in the chapter’s boundaries. Fees paid by attendees belonging to more than one chapter (as indicated on conference registration forms) will be split equally among each chapter for attribution. Likewise, fees paid by attendees belonging to none of the above chapters will be attributed equally among each chapter.
With this in mind, we reviewed the RegOnline registration reports to identify total charges by state, which was then analyzed in Excel to separate the total charges by chapter. (The “Other” category includes all RegOnline fees for exhibitors and non-chapter attendees, which were then divided equally and added to each chapter’s total.)

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Amount</th>
<th>&quot;Other&quot; divided equally</th>
<th>Total</th>
<th>% of Total</th>
<th>Net Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCMLA</td>
<td>$19,675.00</td>
<td>$15,865.00</td>
<td>$35,540.00</td>
<td>21.4%</td>
<td>$881.26</td>
</tr>
<tr>
<td>MLGSCA</td>
<td>$14,251.25</td>
<td>$15,865.00</td>
<td>$30,116.25</td>
<td>18.2%</td>
<td>$746.77</td>
</tr>
<tr>
<td>NCNMLG</td>
<td>$3,848.75</td>
<td>$15,865.00</td>
<td>$19,713.75</td>
<td>11.9%</td>
<td>$488.83</td>
</tr>
<tr>
<td>PNCMLA</td>
<td>$16,920.00</td>
<td>$15,865.00</td>
<td>$32,785.00</td>
<td>19.8%</td>
<td>$812.94</td>
</tr>
<tr>
<td>SCCMLA</td>
<td>$31,790.00</td>
<td>$15,865.00</td>
<td>$47,655.00</td>
<td>28.7%</td>
<td>$1,181.66</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>$165,810.00</strong></td>
<td>100%</td>
<td><strong>$4,111.46</strong></td>
</tr>
</tbody>
</table>

After paying all expenses, the total bank balance to be distributed to the chapters was $5,242.50, which differs from the total net profit listed above $4,111.46). The difference ($1,131.05) will be divided equally and added to the chapter disbursements.

Note: There is a $5 discrepancy between the overall profit ($5,247.50) and the profit distributed to the chapters ($5,242.50). This discrepancy exists because $5 was retained in the bank account to cover any remaining bank charges while waiting for checks to deposit.

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Net Profit</th>
<th>Bank Balance</th>
<th>Profit Distributed</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCMLA</td>
<td>$881.26</td>
<td>$226.21</td>
<td>$1,107.47</td>
</tr>
<tr>
<td>MLGSCA</td>
<td>$746.77</td>
<td>$226.21</td>
<td>$972.98</td>
</tr>
<tr>
<td>NCNMLG</td>
<td>$488.83</td>
<td>$226.21</td>
<td>$715.04</td>
</tr>
<tr>
<td>PNCMLA</td>
<td>$812.94</td>
<td>$226.21</td>
<td>$1,039.15</td>
</tr>
<tr>
<td>SCCMLA</td>
<td>$1,181.66</td>
<td>$226.21</td>
<td>$1,407.87</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$4,111.46</strong></td>
<td><strong>$1,131.05</strong></td>
<td><strong>$5,242.50</strong></td>
</tr>
</tbody>
</table>
### Exhibitors

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>% of Total</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrations</td>
<td>95</td>
<td>100%</td>
<td>$74,940.00</td>
</tr>
<tr>
<td>Cancellations</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registration Target</td>
<td>98</td>
<td>97%</td>
<td></td>
</tr>
</tbody>
</table>

### Type Breakdown

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>% of Total</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhibitor</td>
<td>95</td>
<td>100%</td>
<td>$74,740.00</td>
</tr>
</tbody>
</table>

### Status Breakdown

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>% of Total</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirmed</td>
<td>11</td>
<td>11%</td>
<td>$10,650.00</td>
</tr>
<tr>
<td>Canceled</td>
<td>4</td>
<td>4%</td>
<td>$200.00</td>
</tr>
<tr>
<td>Attended</td>
<td>84</td>
<td>85%</td>
<td>$64,090.00</td>
</tr>
</tbody>
</table>

### Payment Method Breakdown

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>% of Total</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td>44</td>
<td>46%</td>
<td>$1,650.00</td>
</tr>
<tr>
<td>Credit Card(Amex)</td>
<td>18</td>
<td>19%</td>
<td>$25,050.00</td>
</tr>
<tr>
<td>Credit Card(Discover)</td>
<td>1</td>
<td>1%</td>
<td>$1,650.00</td>
</tr>
<tr>
<td>Credit Card(Mastercard)</td>
<td>13</td>
<td>14%</td>
<td>$16,500.00</td>
</tr>
<tr>
<td>Credit Card(Visa)</td>
<td>15</td>
<td>16%</td>
<td>$23,440.00</td>
</tr>
<tr>
<td>Check</td>
<td>4</td>
<td>4%</td>
<td>$6,450.00</td>
</tr>
</tbody>
</table>

### Custom Fields

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company website</td>
<td>70</td>
<td>74%</td>
</tr>
<tr>
<td>Meal Options</td>
<td>95</td>
<td>100%</td>
</tr>
<tr>
<td>Non-Vegetarian (Beef, Chicken,...)</td>
<td>89</td>
<td>94%</td>
</tr>
<tr>
<td>Vegetarian</td>
<td>2</td>
<td>2%</td>
</tr>
<tr>
<td>Special Diet</td>
<td>4</td>
<td>4%</td>
</tr>
<tr>
<td>Accommodation</td>
<td>7</td>
<td>7%</td>
</tr>
<tr>
<td>Are you a member of one</td>
<td>9</td>
<td>9%</td>
</tr>
<tr>
<td>Midcontinental Chapter of MLA ...</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>Medical Library Group of South...</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>Northern California &amp; Nevada M...</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>Pacific Northwest Chapter of M...</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>SCCMLA</td>
<td>1</td>
<td>1%</td>
</tr>
</tbody>
</table>

### Agenda Items

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>% of Total</th>
<th>Limit</th>
<th>% of Limit</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booth - $1,500.00</td>
<td>43</td>
<td>45%</td>
<td>56</td>
<td>77%</td>
<td>$64,500.00</td>
</tr>
<tr>
<td>Electrical - $150.00</td>
<td>36</td>
<td>38%</td>
<td>56</td>
<td>64%</td>
<td>$5,400.00</td>
</tr>
<tr>
<td>Additional booth - $1,500.00</td>
<td>1</td>
<td>1%</td>
<td>56</td>
<td>64%</td>
<td>$1,500.00</td>
</tr>
<tr>
<td>Additional booth electric - $150.00</td>
<td>0</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
<td>$0.00</td>
</tr>
<tr>
<td>Donate</td>
<td>13</td>
<td>14%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What do you plan to donate</td>
<td>10</td>
<td>11%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Merchandise</td>
<td>Quantity</td>
<td>Revenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------</td>
<td>----------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase extra tickets fo - $150.00</td>
<td>22</td>
<td>$3,300.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase extra tickets: H - $40.00</td>
<td>1</td>
<td>$40.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ATTENDEES**

<table>
<thead>
<tr>
<th>Overall Statistics</th>
<th>Total</th>
<th>% of Total</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrations</td>
<td>313</td>
<td>100%</td>
<td>$90,870.00</td>
</tr>
<tr>
<td>Cancellations</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registration Target</td>
<td>500</td>
<td>63%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type Breakdown</th>
<th>Total</th>
<th>% of Total</th>
<th>Limit</th>
<th>% of Limit</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE Only</td>
<td>6</td>
<td>2%</td>
<td></td>
<td></td>
<td>$600.00</td>
</tr>
<tr>
<td>Member Early Super-Inclusive Package A (Before September 14, 2014)</td>
<td>153</td>
<td>49%</td>
<td></td>
<td></td>
<td>$55,175.00</td>
</tr>
<tr>
<td>Non-Member Early Super-Inclusive Package A (Before September 14, 2014)</td>
<td>3</td>
<td>1%</td>
<td></td>
<td></td>
<td>$820.00</td>
</tr>
<tr>
<td>Member Early Package B (Before September 14, 2014)</td>
<td>84</td>
<td>27%</td>
<td></td>
<td></td>
<td>$24,060.00</td>
</tr>
<tr>
<td>Non-Member Early Package B (Before September 14, 2014)</td>
<td>7</td>
<td>2%</td>
<td></td>
<td></td>
<td>$2,000.00</td>
</tr>
<tr>
<td>Member Super-Inclusive Package A (After September 13, 2014)</td>
<td>9</td>
<td>3%</td>
<td></td>
<td></td>
<td>$3,275.00</td>
</tr>
<tr>
<td>Member Package B (After September 13, 2014)</td>
<td>2</td>
<td>1%</td>
<td></td>
<td></td>
<td>$820.00</td>
</tr>
<tr>
<td>Non-Member Package B (After September 13, 2014)</td>
<td>2</td>
<td>1%</td>
<td></td>
<td></td>
<td>$680.00</td>
</tr>
<tr>
<td>Student (First 10 to register receive discounted fee)</td>
<td>10</td>
<td>3%</td>
<td>10</td>
<td>100%</td>
<td>$1,355.00</td>
</tr>
<tr>
<td>Student Regular Fee</td>
<td>4</td>
<td>1%</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Retiree</td>
<td>10</td>
<td>3%</td>
<td></td>
<td></td>
<td>$925.00</td>
</tr>
<tr>
<td>One Day Registration - Tuesday October 14</td>
<td>12</td>
<td>4%</td>
<td></td>
<td></td>
<td>$810.00</td>
</tr>
<tr>
<td>One Day Registration - Wednesday October 15</td>
<td>3</td>
<td>1%</td>
<td></td>
<td></td>
<td>$350.00</td>
</tr>
<tr>
<td>Speaker/Special Guest</td>
<td>8</td>
<td>3%</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Status Breakdown</th>
<th>Total</th>
<th>% of Total</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirmed</td>
<td>6</td>
<td>2%</td>
<td>$1,710.00</td>
</tr>
<tr>
<td>Canceled</td>
<td>2</td>
<td>1%</td>
<td>$0.00</td>
</tr>
<tr>
<td>Attended</td>
<td>307</td>
<td>97%</td>
<td>$89,160.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Method Breakdown</th>
<th>Total</th>
<th>% of Total</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td>43</td>
<td>14%</td>
<td></td>
</tr>
<tr>
<td>Credit Card(Amex)</td>
<td>15</td>
<td>5%</td>
<td>$4,305.00</td>
</tr>
<tr>
<td>Credit Card(Discover)</td>
<td>6</td>
<td>2%</td>
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CONTINUING EDUCATION REPORT

Chair: Judith Mills

PROGRAM COMMITTEE ROSTER

- Judith Mills (NCNMLG), Chair
- Shannon Basher (SCCMLA)
- Jerry Carlson (MCMLA). Local CE Wrangler
- Carol Galganski (PNCMLA)
- Andrea Harrow (MLGSCA)
- Rachel Helbing (PNCMLA)
- Terry Jankowski (PNCMLA)
- Andrea Lynch (MLGSCA)
- Yumi Yaguchi (SCCMLA)

CHARGE OF THE COMMITTEE AND SUBCOMMITTEES

The Continuing Education (CE) Committee:

- Evaluates & selects appropriate CE opportunities for meeting attendees
- Contracts with CE instructors to teach the courses, including any honoraria, travel costs, etc.
- Determines the appropriate fees and recommends those fees to the Steering Committee for final approval
  - CE classes are intended to be cost-neutral, meaning that there should be a break-even point between the contracted expenses for the class & the number of registrants
- Manages the CE classes at the meeting to ensure that everything is running smoothly
- Coordinates with the Local Arrangements, Promotion & Website, & Registration committees, as needed

TASKS CONDUCTED AND METHODS USED

The chair was recruited in April 2013. Committee members were recruited via a SurveyMonkey form and CE committee members were invited to join the committee in June 2013.

A CE survey was sent to members of all the chapters in July and August 2013. The survey questions are below:

Continuing Education Committee Questionnaire

1. Are you planning to attend the Quint Chapter Meeting in Denver, CO 2014?
   a. Yes
   b. No
   c. Not sure
2. If you are not sure or cannot attend, what is the reason?
   a. Cost
   b. Cannot get time away from work
   c. My workplace does not allow/support this type of professional development
   d. Another member of my department will attend instead
   e. Will be attending a meeting more appropriate for my work
   f. Not interested
   g. Other: Please comment or add other reasons you might not be able to attend:

3. What describes the best your work environment?
   a. Hospital library
   b. Academic library
   c. Public library
   d. Corporate library
   e. Private information specialist
   f. Retired
   g. Other: please describe your work environment

4. What type of educational opportunities would you like to see?
   a. Technology petting zoo
   b. Grant writing
   c. Clinical trials design and management
   d. Medical librarians working in non-traditional careers
   e. Medical librarians as researchers and publishers
   f. New opportunities and challenges with the approach of the Patient Protection and Affordable Care Act
   g. Leadership
   h. Other: Please suggest addition educational topic

5. How much would you pay for a continuing education class if the course is 4 or less hrs?
   a. $100-$150
   b. $150-$175
   c. Other: please describe the amount that you could pay

   How much would you pay for a full day continuing education class?
   a. $175-$200
   b. $200-$225
   c. Other: please describe the amount that you could pay

6. If you choose to take any CE classes what is best schedule you?
   a. 2 days before the Quint Meeting
   b. 1 day before the Quint Meeting
   c. During the Quint Meeting
   d. 2 days after the Quint Meeting
   e. 1 day after the Quint Meeting
7. Education
   a. MLIS/MS from an ALA-accredited university
   b. Other professional degree
   c. Library Assistant

8. Do you have an AHIP Credential?
   a. Yes
   b. No

9. Demographics
   a. Male
   b. Female

10. Employed
    a. Yes
    b. No

11. Age between
    a. 20-30
    b. 30-40
    c. 40-50
    d. 50-60
    e. 60 and above
    c. Retired

Thank you!

A call for CE proposals was sent in December 2013.

CE Courses were selected by the committee through email correspondence in February 2014. Additional classes were selected in April 2014, bringing the total number of classes to seven (7): two (2) six-hour courses and five (5) half-day courses. Cost of classes: 4 hours = $80; 6 hours = $140. CE classes offered were:

**CE1. Engaging the 21st Century Learner: Best Practices & Classroom Management Techniques**
**Instructors: Jeanne LeBer, Erin Wimmer**
**Monday, October 13, 2014 8 a.m. to noon, 4 hrs MLA CE**

Course Description: In this interactive workshop, instruction librarians acquire useful knowledge and skills for engaging 21st century learners. Attendees have the opportunity to discuss, demonstrate and practice best classroom management techniques through a variety of activities. The ability of library instructors to actively engage students is essential for improving learning outcomes and creating a more stimulating classroom environment. Understanding various learning styles and creating session activities that address these styles is essential for engaging students. Attendees create a toolkit with shared teaching resources. $80.00
CE2. Librarians Roles in Systematic Reviews: A Step by Step Approach
Instructors: Margaret Foster and Ahlam Saleh
Sunday, October 12, 2014, 8 a.m. to 3 p.m., 6 hrs MLA CE
Course Description: This course provides and introduction to systemic reviews with the focus on the role of the librarian, including practical advice, standards, and tools for each step of the review. This course is the enriched and extended version of the training course planned for the MLA’14 Conference in Chicago. $140.00

CE3. Innovation and Lean Process Improvement Demystified
Instructors: Jean Shipman, John Langell, Erica Lake. Course designers: Jean Shipman, John Langell, Erica Lake. and Jessi Van Der Volgen
Sunday, October 12, 2014 6 hrs, from 8 to 3 p.m., 6 hrs MLA CE
Course Description: This course will prepare librarians to lead and foster innovation and Lean process improvement within their institutions. This course will familiarize participants with innovation concepts and Lean philosophy and methodologies for sustaining efficiencies and new revenue sources. This course will also examine the leadership roles librarians can forge with these key health care transformation strategies. Participants will learn through discussion, hands-on activities, case studies, and other methods. $140.00

CE4. EBP Beyond the Basics: Systematic Reviews and Qualitative Studies
Instructor: Connie Schardt
Monday, October 13, 2014, 8 a.m. to Noon, 4 hrs MLA CE
Course Description: This course is designed to give learners additional practice with critical appraisal skills through an understanding of validity issues related to reducing bias in clinical studies. Using an interactive journal club format, learners will review and discuss the criteria for determining internal validity of systematic reviews and qualitative research. After completing this course, learners will be better able to identify the criteria for a good study; to recognize how this impacts searching for the evidence; and to understand how this knowledge helps the library support evidence-based practice within their own institutions. Teaching methods will include discussion, case studies, group exercises, and practice in appraising articles. $80.00

CE5. Applying information expertise to the challenge of diagnostic error reduction Instructors: Barbara Jones and Rebecca Graves
Monday, October 13, 2014 from 8 a. m. to noon, 4 MLA CE
Course Description: This four-hour session focuses on how librarians can work with clinicians to combat diagnostic error by recognizing and disrupting bias in the access, identification and use of evidence. Attendees will learn to understand the primary concepts related to diagnostic error in medicine, and use case analyses to uncover bias as a factor in diagnostic error. Attendees will also examine how information/evidence can address decision-making weaknesses. This innovative session will highlight personal awareness tools and partnership opportunities for librarians as they work together to reduce factors contributing to diagnostic error. $80.00
CE6. Communicating Clinically  
Instructor: Julia Esparza  
Monday, October 13, 2014, 1 p.m. to 5 p.m., 4 hrs MLA CE  
Course Description: As librarians leave their library offices to reach out clinicians in their environment there is an increasing need to know how to communicate with clinicians (physicians, nurses, and other healthcare professionals) in a manner that is professional but also adapts to the unique environment of the hospital floor or office setting. In this course participants will learn about common techniques utilized currently by the instructor in communicating and providing information at the point of care. In addition participants will learn about non-verbal cues in assessing the environment. Participants will listen and identify information needs from actual clinical rounds and review several articles and write a clinical review/summary.  $80.00

CE7. Fundamentals of Data Visualization  
Instructor: Jackie Wirz  
Monday, October 13, 2014 , 1 p.m. to 5 p.m., 4 MLA CE  
Course Description: Data is everywhere, but too often, its presentation is about as interesting as a wet dishrag. I believe that data can be engaging when presented with clarity and style. This talk will discuss the basic principles of good visual design. Along the way, I will present case studies on the good, the bad and the ugly in data visualization. A picture may be worth a thousand words, but excellent visualization of data is priceless. $80.00

Sunday courses were held at the Health Sciences Library on the University of Colorado Anschutz Medical Campus. Monday courses were held at the conference hotel. The CU HSL supplied laptops and remote pointers. The conference hotel provided A/V on Monday.

Instructor contract
This agreement is entered into by the speaker and the sponsor.

CE Instructor: XYZ  
SPONSOR: Quint Chapter Meeting  

THE SPEAKER SHALL:
1. Provide a title for the presentation.
2. Conduct the presentation on the designated day, time in Denver, Colorado.

THE SPONSOR SHALL:
1. Provide an honorarium of $150 for 4 hrs and $250 for 6 hrs courses payable to the speaker within 30 days following the presentation.
2. Provide round trip, coach class, air transportation from speaker's city to Denver, CO and ground travel to and from the point of departure from the conference hotel payable to the speaker upon receipt of expense forms.
3. Provide 1 night hotel accommodation in the conference hotel, meals, and hospitality payable to the speaker upon receipt of expense forms.
4. Provide suitable facilities for the presentation with all necessary stage accessories required by the CE Instructor, e.g., projection equipment.
5. Provide a packet of information in spring, 2014 including request for audiovisuals, hotel accommodations, and expense forms.
6. Reimbursement fee for MLA CE credentialing if presentation does not have a current certification.
If for any reason beyond the control of the speaker or sponsor, the presentation cannot be convened, the parties shall notify one another and endeavor to agree on a substitute. Where circumstances are such that adequate notice cannot be given or no substitute can be agreed upon, this agreement shall be deemed cancelled and the speaker shall refund any monies paid on account.

This agreement is accepted by:

<table>
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<th>Speaker</th>
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p. 2
Quint Chapter Meeting
Course:
CE Instructor:
CE Approval:

Date and Time: October 12, from 8 am – 2 pm or October 13, from 8 am to noon or from 2 pm - 6 pm, with one 15-minute break during the 4 hour course and two 15 minute break and one lunch break during the 6 hrs course.

Location: Denver, Colorado.

Honorarium: $150 for the 4-hour and $250 for the 6 hour course.

Other Fees: Quint Chapter will provide the following in addition to the honorarium:
- A reimbursable round trip ticket coach from _____________ to Denver, CO
- One night lodging at Hotel for ______ October 11 or 12, 2014
- 100 for incidentals
- Reimbursement for transportation to and from the airport and hotel
- Reimbursement of the MLA CE credentialing fee if the CE course does not have it

Class Support:
Instructor will provide the Quint Chapter Meeting with a master set of handouts for the class at least eight weeks before the class. Instructor will provide personal laptop to project the course.

Quint Chapter Meeting will provide a classroom suitable for student’s participation and writing, a projection screen, a flip chart or easel pad with marker, and copies of student handouts. The Quint Chapter Meeting will take roll, distribute and collect evaluation forms and certificates. The Quint Chapter Meeting will provide instructor with copies of evaluations.

Cancellation: Quint Chapter may cancel if fewer than 10 students have registered by September 12, 2014. Quint Chapter Meeting will cover any rebooking fees associated with that reservation if the class is cancelled. If the class is cancelled to due to weather-related unavoidable delay or disruption of air travel or due to serious illness or local disaster, every attempt will be made to reschedule the class.

Instructor Signature

Date

CE Chair Signature

Date
AV needs

Quint Chapter Meeting, October 12-16, 2014
Denver, Colorado

Continuing Education Instructor AV Agreement

Course Name:  
Instructor:  
CE Approval: 4.0 - 6.0 MLA contact hours  
Date/Location: October 12, 2014, 8am-2 pm University of Colorado, Denver, CO Room TBA or October 13, 2014, 8am –noon or from 2pm -6 pm.  
Honorarium: $150-$250  
Other Fees: Quint Chapter will also will pay for the following:  
1. Reproduction of handouts  
2. LCD Projector  
3. Easel/Flip Chart  
4. Network Connection  
5. Room rental  
6. Screen  
Instructor Provides: Laptop computer with Network connection  
Cancellation: Quint Chapter will cancel the class and will not be liable to pay any honorarium or fees if there are less than 10 registrants by September 12, 2014.

I agree to teach a continuing education course for the Quint Chapter Meeting, according to the terms specified above.

____________________________  
Instructor Signature  
___________  
Date

CONTINUING EDUCATION ENROLLMENT

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<th>Mon AM CE4</th>
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DIFFICULTIES ENCOUNTERED AND SUGGESTIONS FOR LESSENING THESE DIFFICULTIES IN THE FUTURE

Committee itself:  
The committee chair did not delegate enough tasks to the committee in order to spread the work around.

Solution: Assign work to each committee member so that one person is not doing bulk of the work.
Although the committee did not hold phone meetings because no member could provide a conference line to use for facilitating the conference calls, the committee met through email correspondence. The committee had ad hoc meetings to discuss questions and issues, such as selecting the CE courses, discussing honoraria, travel, AV needs, etc.

Solution: Hold monthly meetings.

Due to a change in her work circumstance, the committee chair was often not available for planning meetings nor was she able to attend the conference.

Solution: Consider naming a co-chair who is local to the meeting location.

Scheduling:

The site selection committee did not know that the CE committee would want to offer two days of CE, so only one day of CE rooms was written into the hotel contract.

Solution: Communicate early and often about how many days of CE are planned.

Some miscommunication about scheduling arrangements (e.g., scheduled breaks/lunch) occurred between CE planners and CE instructors.

Solution: Communicate with CE instructors. Consider having a CE attendee designated as the ‘go to’ person for each class.

Facility:

We did not reserve rooms for CE for Sunday, only for Monday (nor did we hold a block of sleeping rooms) in the hotel contract, so when Sunday CEs were scheduled we had to get people to and from the University of Colorado Health Sciences Library, as well as negotiate room rates at a hotel close to the University. Local Arrangements also had to negotiate rates at another hotel and arrange for shuttles to take people from the CU HSL on Sunday afternoon to the conference hotel.

Solution: Communicate early and often about how many days of CE are planned.
EVALUATION COMMITTEE REPORT

Chairs: Ellen Aaronson and Xan Goodman

EVALUATION COMMITTEE MEMBERS

- Adele Dobry
- Kim Granath
- Deanna Johnson
- Annette Osenga
- Darel Schmick
- Stephanie Shippey
- Sondhaya "Sunny" Sritongsook
- Marie St. Pierre
- Mary Virginia Taylor

KEY RESPONSIBILITIES

The Evaluation Committee was charged with utilizing survey design methodology to create evaluation tools to assess the conference experience of attendee and vendor participants at the Quint*Essential Meeting.

Committee interest forms were distributed by the 18-person Steering Committee and the Co-Chairs assembled an Evaluation Committee of ten members. The Co-Chairs created a timetable factoring in time to research online survey resources and collect and examine a number of past questionnaires and responses. The conference wiki was utilized to share data with the Steering Committee. Participation in the monthly Steering Committee teleconference was critical for decision making and to develop outcome criteria for both of the populations we were asked to survey attendees and vendors. It was determined that the Writer’s Retreat team would create and administer their own survey, and MLA managed the CE evaluations. The conference calls provided a forum for discussion of survey style, anticipated responses, mode of delivery (print or electronic), and integration with the conference mobile app.

Emails were sent to the Evaluation Committee members at various times during the creation process highlighting discussion points and sharing mock surveys to test the survey style. Evaluation Committee members were given access to the wiki so they could stay involved in the process.

We obtained permission from NCNMLG to use their SurveyMonkey account to create the web-based surveys. After discussion with the Steering and Exhibits Committees, it was decided that a print format distributed directly to the exhibitors during the Exhibit Hall hours would yield the most accurate responses. We created a 4question survey using SurveyMonkey geared toward examining the quality of the exhibiting experience. Mock surveys were tested at the committee levels and the final approved prior to distribution. The Co-Chairs and Exhibits Chair handed out and collected the forms during the Exhibit Hall hours. We did include the electronic link to the Exhibitor Survey in the conference materials, however it appears that it was only used by one or two vendors. The downside to using a print format is that the data must then be manually entered into SurveyMonkey for electronic analysis.

The attendee survey was web-based only and again, designed to evaluate the total conference experience. We included demographics but then focused on the conference activities and how the information acquired would translate practically into the workplace. We varied the design of the questions to provide both quantitative and qualitative responses and included a text box with each
question for additional comments. The survey URL was included on all conference materials and the conference mobile app. Printed reminders were included with attendees’ badges for pickup at registration. Two follow-up emails were sent using the attendee roster in the online registration system. Numerous mock surveys were tested at the committee levels and the final approved by the Steering Committee before going live.

LESSONS LEARNED

- Set realistic objectives for anticipated responses and how this information will be used.
- Allow ample time for design and testing of the survey.
- Having co-chairs worked well, but we did not necessarily need that large of a committee.
- TEST, TEST, TEST every question. For example, we found that when we designated a question as REQUIRED, data that respondents included in the corresponding text box was not recorded.

HIGHLIGHTS FROM THE ATTENDEE SURVEY

Question 1: Which association(s) are you affiliated with? (Select all that apply)

A total of 191 conference attendees completed the attendee survey. The largest majority of attendees indicated an affiliation with the South Central Chapter (SCCMLA) 37%; the second largest majority 29% indicated an affiliation with the Midcontinental Chapter (MCMLA).

There were two questions related to the registration process, Question 2 and Question 3.

Question 2: Please rate the support received for online registration, if used.

Sixty-five percent (118) respondents indicated they received excellent support with online registration, if used. There were eight text comments and all related to the rapid assistance received when help was needed. One attendee said, “I ran into issues registering and I was helped ASAP!” One person also commented that they missed receiving a paper copy of the meeting schedule.

Question 3: Please rate the following regarding onsite registration/checkin:

Respondents indicated at 82% and 83% Excellent service and experience with the registration and check-in desks. There were seventeen text comments and a few suggestions. One suggestion recommends clearer signage to help attendees know the difference between registration desk and fundraising desk.

Question 4: We asked respondents to rank the reasons why they choose to attend the Quint*Essential meeting (1=least important 8=most important).

The number one most reported reason for attending the Quint*Essential meeting was Peer Networking with 40.70% response rate, the second and third were tied between Committee, section, SIG responsibilities and the meeting being a multi-chapter meeting.

Question 5: Where did you stay during the conference? (Check all that apply)

84% of respondents (152) stayed at the Denver Marriott Tech Center, 14.36% selected other hotel. We asked a follow-up to this question, Question 6, If you answered ‘other’ hotel above, select the primary reason. The number one reason was less cost for staying at another hotel at 50% (8 respondents). There were seventeen open-ended comments for question 6. Fifteen of those open-ended comments indicated they were local attendees or staying with relatives or friends in the Denver area hence no need for staying in a hotel.
Programming Questions

Survey question 7 asked respondents to: Please rate the plenary speakers: All speakers received an Excellent rating:

- Dr. Claire Pomeroy (86% / 136 respondents)
- Dr. Spero M. Manson (68% / 96 respondents)
- Dr. C.T. Lin (95% / 129 respondents).

There were 33 open comments and all were quite positive. One respondent admitted being unable to attend any of the plenary sessions. A few attendees recommended that Dr. Lin be invited to speak at other conferences, even MLA. There was some concern that that although the speakers were interesting their topics were not directly related to medical libraries.

The Hospital Libraries luncheon committee wanted more detail on the attendee experience with the luncheon, so the next three questions were focused on it.

Question 8: If you attended the Hospital Libraries Luncheon did you feel it was worth attending?

There were twenty-five open-ended comments. Of the 175 respondents who answered this question 56% attended the luncheon (98 respondents) and 40% did not attend the luncheon (70 respondents). Only 4% (7) of respondents felt the luncheon was not worth attending. The open-ended comments reveal some reasons why respondents were not pleased:

- Activity during Dr. Dowell’s presentation detracted from her talk
- The science was very advanced and hard to listen to while trying to eat
- The cost $40 was steep
- The AHIP presentation conflicted with the Hospital Libraries Luncheon

Question 9: Would you like to see a Hospital Libraries Luncheon offered at your chapter’s meeting?

One hundred forty seven (147) respondents answered question 9 and 71.43% (105) agreed that they would like to see a Hospital Libraries Luncheon at their chapter meeting. On the other hand 29% (42) would not like to see a Hospital Libraries Luncheon at their chapter meeting.

Question 10: What did you think of Dr. Dowell’s presentation?

161 respondents answered this question. 56% (90) agreed Dr. Dowell’s presentation was excellent, 11% thought her presentation average. There were twenty-three open comments and many of these indicate the following:

- Great topic but technical, and not very relevant to our profession
- Concerns about interruptions from the wait staff during Dr. Dowell’s presentation

Overall Meeting Questions

Question 11: The meeting allowed enough time for networking and reflection?

21% (38) greatly agreed with this statement, a larger number 60% (107) agreed that the meeting allowed enough time for networking and reflection. There were seventeen open-ended responses to this question and many mentioned that there was not enough break time during the meeting. A recommendation for 50 minute breaks instead of 30 minute breaks was made.

- Dine arounds with different chapters a good idea
- Not enough time for reflection
- More vendor/networking and reflection time needed
• Combined coffee breaks were great for networking and reflecting with others
• Breaks were short

**Question 12: Please rate the following networking events:**

- **Hospital Library Luncheon** – 42% respondents rated the hospital library luncheon as excellent
- **Hosted trips to Denver dinner destinations** – 73.45% (130) of respondents did not attend dine arounds
- **Luncheon with Exhibitors** – 42% (70) rated the luncheon with exhibitors average
- **Mid-Meeting Celebration** – 56% (98) rated the mid-meeting celebration as excellent
- **Opening Celebration** – 52% (92) rated the opening celebration as excellent
- **Poster Sessions** – 60% (106) rated the poster session as excellent
- **Sunrise Seminars** – 53% (53) of respondents did not attend Sunrise Seminars

The Opening Reception, Poster Sessions, and Mid-Meeting Celebration were all rated excellent with each receiving above 50% approval for excellent.

A large number of respondents did not attend the Hosted Denver dine arounds 73% those who responded that they did attend rated the dine arounds excellent at 23%

**Question 13: Were the following relevant to your own or your organization’s knowledge needs?**

Lighting talks, paper sessions, poster sessions, trends in technology panel

Overall respondents rated all categories as being extremely relevant to somewhat relevant.

- **Lighting talks** – extremely relevant 23% (40); mostly relevant 32% (56); somewhat relevant 22% (39)
- **Paper sessions** – extremely relevant 34.46% (61); mostly relevant 38.42% (68); somewhat relevant 19.21% (34)
- **Poster sessions** – extremely relevant 30% (53); mostly relevant 42% (74); somewhat relevant 23% (40)
- **Trends in technology panel** – extremely relevant 25% (43); mostly relevant 23% (40); somewhat relevant 15.43% (27)

There were a few suggestions in the seventeen open-ended responses:

- Assign some of the lightning talks to longer paper talks based on the topic under discussion.

**Question 14: Do you feel you will utilize the information presented?**

Most respondents agreed at varying degrees that they would use the information presented in the various conference formats, talks, posters, panel presentations, etc.,

One standout comment was the fact that the meeting was green and questioned how those without smart phones handled this type of meeting.

**Question 15: Please rate the usefulness of the following resources on a scale of 1-5**

Respondents were asked to rank these resources:

- **Final Program** – ranked most important by 43.79% (74)
- **Hospitality Guide** – ranked most important by 18.02% (31)
- **Meeting Facilities** – ranked most important by 39% (67)
- **Online Planner** – (rate the ease of use) ranked most important by 32.18% (56)
- **Preliminary Program** – ranked most important by 32.37% (56)
• Quint*Essential Website – ranked most 46.20% (79)
• Wifi in the Conference Center – ranked most important by 44.19% (76)

Question 16: Did the exhibits meet your needs?

82% (146) respondents felt that the exhibits met their needs.

Question 17: Check the types of information or products you were looking for: (Check all that apply)

The top five types of information or products were:

1. Electronic Resources
2. Databases
3. Point of care solutions
4. Online services
5. Publications

Recommendations were to not sequester the exhibits from the main meeting areas.

Question 18: What companies would you like to see added to the Exhibit Hall?

Respondents would like to see more Public Health and Dental resources, Wiley publishers, Open educational options like Open Science Framework, Clothing vendor, RefWorks, Doody’s, Copyright Clearance Center, RedCap, Springshare, TDNet, AHRQ (Agency for Healthcare Research, 3D Printing, Electronic Health Record, law-related products since some librarians are engaged in this type of searching on occasion.

Question 19: The Exhibit Hall is important to me because (check all that apply)

Respondents indicated the top three reasons that the Exhibit Hall was important:

• The number one reason was I can talk to and keep in touch with vendors I currently use 64%(108)
• I can have face-to-face discussions that solve problems and give me new ideas 57% (97)
• I can establish contact with new vendors for later follow-up 57% (96)

One respondent felt the Exhibit Hall was a display of “shoddy salesmanship” where vendors were pushing sales rather than solving customer concerns.

Question 20: Do you have any additional comments regarding the Quint*Essential Meeting?

Overall the comments were positive.

Areas mentioned for improvement were:

• A better green option because the PDF program did not allow for note taking.
• Difficulty with the PDF program.
• Sessions not starting or ending or time made some attendees miss talks.
• Improve the refreshments offered during CE.
• The hotel location did not allow room to explore, go to a pharmacy if needed, unless one had a few hours blocked off.
• Taxi cab ride from airport expensive.
• Have the concurrent sessions in rooms that are closer together.
• WiFi was unreliable.
• Not having a final printed program was problematic.
• Breakfast setup for the sunrise sessions was inconvenient.
• Lighting talks were too short.
• Offer tours of libraries (Anschutz Medical Library, etc.,).
• Not enough free time.
• Consider judging the poster presentations.

**Question 21: If you would like to provide a testimonial to be used in promotional materials for an upcoming meeting, please provide your comments below.**

There were nine respondents to this question. Below are highlights.

“**This was by far the most organized meeting I've attended in a while. Despite the fact that there were five chapters, it felt very personalized; I was able to network and spend time with colleagues whom I've never met but have spoken to over the years; MLA is too impersonal, the Quint meeting was perfect. Do this again!!!!! and Denver was great – not too expensive to fly into.**”

“**Chapter meetings provide a great opportunity to contribute to your profession and to allow your professional colleagues to contribute to your own career growth and development. And it's fun!**”

“**The Quint was a great conference for networking, looking at other librarians' presentations and research, as well as meeting the vendors for new services that my hospital will need in the future. Highly recommended!**”

“**A good meeting with some great speakers and enlightening posters. Good to hear what's happening in other libraries with their paper presentations. Thanks.**”

“**Those SCC folks know how to party!**”

“**This was my first time helping to plan a meeting and I am already signed up to assist in the next meeting two years from now. It was a fantastic experience and it sure keeps the weeks moving.**”

**Highlights from the Vendor Survey**

**Question 1: Did the event structure allow you enough time for you interact with conference attendees?**

Thirty-five vendors answered this question, 85.71%(30), answered yes, that the structure of the conference allowed enough time to interact with conference attendees. There were thirteen text responses to this question. There were a few recommendations:

• Please consider crowd flow design next time. Better design was badly needed. Food stations were positioned in wrong places. There was only one entrance to the hall.
• It would have been better to have the posters in the exhibit hall.
• Probably don't need last day.
• Exhibit hours too long. Many times hall was empty due to sessions. Longer breaks or shorter hours would make more sense.

Question 2: Considering the money you spent on travel and your booth, was this conference of good value?

There were 35 responses to this question, 68.57%(24), agreed the conference was of value. Below are selected comments:
• (Number) of attendees made it worthwhile vs. 100 attendees at the same costs.
• Ok booth traffic but very relevant sales leads which is great. Will have to see the total sales as a result of exhibiting before time value is assessed.
• Booth cost was more expensive than quad meeting.
• There were more customers in my territory that I was able to interact with.
• Very poor booth positioning. We are becoming increasingly dismayed at the consistent selection of a certain two vendors in key positioning. A feeling shared by several vendors.
• We expected with this many chapters to be much busier so fought to have two reps there as we usually travel alone due to budget constraints.

Question 3: Would you consider participation at a similar conference in the future? If not, please tell us why!

Thirty-six vendors responded to this question and 91.67% (33) answered yes. There were sixteen text comments to this question. Below are selected comments:
• Do another Quint MLA conf next year! Kansas City, KS please!
• Good cost benefit ratio.
• May not always attend but will strongly consider each year.
• I love MLA chapter meetings. Very important to me.
• Would participate one more time if it is on the east coast.
• The joining regional MLA meetings are very beneficial.
• Lots of relevant attendees for our "niche" journals.
• It is great to have multiple chapters in one conference.
• Unless there is a shift towards a more inclusive positioning for vendors other than two principal vendors consistently benefiting from favorable positioning we would not attend again.
• Not sure. Very small number of people came by our booth and with the number that were in front of our booth for the raffle items, it was heavily attended.

Question 4: How likely are you to recommend participation in this event to other vendors?

Thirty-four vendors answered this question 23.53%(8) would strongly recommend this event, while 58.82%(20) would recommend this event. There were ten text comments to this question. Below are selected comments:
• I would be happy to continue supporting MLA in any way I can and currently do.
• Definitely worth adding these chapter conferences to their travel planning.
• Very easy to engage with customers at all MLA regional meetings.
• Depends on location of booth. I want to keep illustrating this point as it is key in these events.
• The 5 chapters together is what gives it extra value.
Question 5: Please add additional comments here:

Eleven vendors provided additional comments:

- From an exhibitor's standpoint, this conference was well run and very efficient. Very much appreciated. You don’t need to contact me, but I’ll leave my information if you have any further questions.
- Always a great turnout with exactly the folks we need to see!
- Loved the hours! Just right 10:30-5:00
- The event was very well organized.
- Would have loved the opportunity to choose our booth space.
- Thanks!
- Chairs and organizers were very helpful.
- Joint meetings are best for smaller vendors.
- Names and institution on name tags needs to be bigger.
- Exhibits too removed from conference sessions. Exhibit Hall was not locked or attended to keep attendees out while exhibitors were at lunch. Exhibitors pay a lot of money to be here between the exhibit fees, hotel, airfare, etc. It’s not fair to let attendees in the hall when exhibitors are not present.
- Perhaps the structure of the sessions did not allow enough time but we had a very SLOW conference plus we were in the back and not many people took the time to go back there until the raffle.
# EXHIBITS & FUNDRAISING COMMITTEE REPORT

**Chair:** Becky McKay

## EXHIBITS

43 booths with 95 vendors. Cost was $1500 per booth, including two reps.

Raised $74,940.00.

<table>
<thead>
<tr>
<th>AAAS/Science</th>
<th>Medical Library Association</th>
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<tbody>
<tr>
<td>Adverse Events</td>
<td>National Network/Libs of Medicine</td>
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<tr>
<td>American Academy of Pediatrics</td>
<td>Nature Publishing Group</td>
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<td>American College of Physicians</td>
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<td>Touch of Life Technologies</td>
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<tr>
<td>Logical Images</td>
<td>Unbound Medicine</td>
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<tr>
<td>Mary Ann Liebert</td>
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<td>WT Cox Information Services</td>
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<td>McGraw Hill Medical</td>
<td>YBP Library Services</td>
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<td>Medical Letter</td>
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</table>

**NOTE:** The following vendors paid but cancelled at the last minute, so not eligible for refunds:
- Accucoms
- American Psychiatric Publishing
- Swets
COMMUNICATIONS

I started recruiting exhibitors at MLA 2013, where I spoke to representatives at every booth and collected business cards. Jennifer Lloyd promoted the Quint to all MLA exhibitors in 2014. Invitations to these representatives and all other relevant vendors we could think of went out via email on April 14, 2014 when registration opened. The invitation was followed up by a reminder a few weeks later, followed by a call for sponsorships. A few weeks prior to the meeting, a list of attendees was sent to all exhibitors; the list was updated weekly up to the opening of the conference.

SPONSORS

We had 15 sponsors with a total of $19,250 in donations.

<table>
<thead>
<tr>
<th>Sponsor</th>
<th>Amount</th>
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<tbody>
<tr>
<td>AAAS/Science</td>
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<td>American Acad Peds</td>
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<td>University of Nebraska</td>
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<td>Wolters-Kluwer Health</td>
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<td>YBP Library Services</td>
<td>$500</td>
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</table>

EVENT TICKETS

Exhibitors received two tickets for the Monday night opening, Luncheon with Exhibitors on Tuesday, the Mid Meeting Celebration Wednesday night, and coffee breaks. Extra tickets for all included events were $150 each, over thirty were sold due to the high number of exhibitor representatives.

METHOD OF PAYMENT

Payments were almost exclusively via credit card through RegOnline. One sponsor sent a check.

MONEY

<table>
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<th>Amount</th>
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<td>Exhibit income</td>
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<tr>
<td>Sponsorships</td>
<td>$19,250.00</td>
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<tr>
<td>Total</td>
<td>$94,190.00</td>
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EVENT SERVICES

Estimated cost of $3500 for pipe and drape setup and removal by Freeman.
CONSIDERATIONS FOR THE 2015 MEETING

- Registration for exhibits was awkward and difficult via RegOnline. Lynne Fox with Registration will have a recommendation.
- Having an online payment option is expected by vendors and a must.
- Received many requests for an advanced copy of the attendee list (those who did not opt out). Advance copies were sent, along with weekly updates. Vendors appreciated the communication.
LOCAL ARRANGEMENTS COMMITTEE

Chair: Kristen DeSanto

The LAC was responsible for arranging lodging, meeting rooms, audio-visual equipment and support, catering, transportation, entertainment (including opening and closing receptions and dine-arounds), the hospitality guide, and exhibitor booth and poster set-up and take-down.

Committee members were recruited early, and we ended up with twelve members representing three chapters. The majority of the members were from MCMLA (i.e., the hosting chapter) which worked out well considering many of the tasks required people with knowledge of the area. Emails were sent to all volunteers, detailing the specific tasks, and the volunteers indicated which tasks they were willing to work on.

**HOTEL**

We used the Marriott Denver Tech Center for attendee lodging, meeting rooms, audio-visual equipment and support, and catering. Meeting room fees were waived since we met the required minimum for food and beverage expenses and sleeping room reservations. Sleeping rooms were discounted to $129/night and we received one free sleeping room night for every 45 paid nights; we directed the hotel to use these for our speakers and committee members. The hotel gave us access to a lockable room in the lobby that we could use for storage—this was invaluable, as we could move items in there and secure them at the end of each day (such as laptops used for registration, office supplies, handouts, etc.) rather than carrying them up to someone’s sleeping room. The hotel also gave us a courtesy card for the meeting organizers to access the concierge lounge, so we could go in and get free coffee, refreshments, newspapers, or just hide out for a while!

Menu selections were made approximately one month prior to the meeting. We set up a tasting session with the hotel catering staff, and gave them a tentative budget in advance. That allowed them to tailor the tasting session to only items that would fall within our budget. We tried to select dishes that we thought would have a wide appeal, such as avoiding overly spicy dishes, and providing vegetarian options. Several meeting attendees had fairly strict dietary requirements, and those were given to the hotel in advance. In most cases, the attendees were able to self-select off the buffets, but one attendee had such strict needs that we asked the hotel to make special plates for her. They accommodated our request nicely, and we got a letter from the attendee letting us know how much she appreciated it.

**TRANSPORTATION**

Since the Sunday CE classes were at a different location, we chose to pay for transportation to take the attendees to the meeting hotel at the end of the day. We got positive feedback from several attendees who appreciated the accommodation. We used Carey Denver, a private shuttle service.

**ENTERTAINMENT**

For the closing reception, we used Taylor Made Events (a booking agent) to book the Soul X band. The cost was $5000, which was a discount from their usual fee since the reception was held on a Wednesday evening. They also included a standard rider in the contract, requesting hot meals for the band members, a greenroom (which we requested from the hotel), a stage, dedicated circuits for their electrical equipment, and bottled water. The booking agent acted as the liaison between us and the band, and she made sure that the event ran smoothly.
For dine-arounds, LAC members were recruited as hosts. I started an email thread for the hosts, and asked them to “reply to all” when they decided on a restaurant, so that there would not be any overlapping restaurants. There were five dine-arounds, and it was a nice mix, including a vegetarian-friendly restaurant. A few were within walking distance from the hotel, one group drove in private vehicles, and a few took the light rail train.

**Hospitality Guide**

LAC members contributed to the hospitality guide. Sections included entertainment, dining, breweries, shopping, transportation, and walking/running trails. The guide was saved as a pdf file and posted on the meeting website and Sched.org. Several copies were printed and kept at the registration/hospitality desk.

**Booths and Posters**

We used Freeman for exhibitor booth and poster set-up and take-down. Exhibitors could ship their booth items to Freeman in advance, then Freeman delivered them to the hotel and set them up with their booths. We charged exhibitors a flat rate for a booth fee, which included a draped table, two chairs, a wastebasket, and back and side drapes. We paid Freeman directly, rather than having Freeman bill the exhibitors.

**Finances**

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<th>Name</th>
<th>Expense type</th>
<th>Amt Paid</th>
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<tbody>
<tr>
<td>Carey Denver</td>
<td>Shuttle from Health Sciences Library to Marriott DTC Sunday (CE attendees) and Monday (writing workshop attendees)</td>
<td>$ 534.08</td>
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<td>CE attendees</td>
<td>Reimbursement of $15 each for boxed lunches (x 14 people)</td>
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<tr>
<td>Elsevier</td>
<td>Reimbursement for Oct 14 Elsevier reception</td>
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<td>Freeman</td>
<td>Booth and posterboard set-up and take-down</td>
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<tr>
<td>Marriott</td>
<td>Catering and AV services</td>
<td>$ 152,139.07</td>
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<td>Panera</td>
<td>Sunday CE break and lunch</td>
<td>$ 459.38</td>
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<td>SCAMeL</td>
<td>Reimbursement for Oct 13 SCAMeL breakfast, lunch, and AV services</td>
<td>$(2,293.07)</td>
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<td>Taylor Made Events</td>
<td>Soul X band for Oct 15 reception</td>
<td>$ 5,000.00</td>
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<tr>
<td>Wolters Kluwer</td>
<td>Reimbursement for computer monitor at their booth (Marriott charge) and literature display rack (Freeman charge)</td>
<td>$(750.00)</td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>$ 160,615.70</strong></td>
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</table>

**Pearls of Wisdom**

1. Ask in advance what documentation will be needed to receive a tax exemption. Make sure that the organization under which the meeting is operating has all of those documents up-to-date. We were operating under the assumption that we would be exempt from both city and state taxes, but when they gave us the city tax exemption requirements (one week before the
meeting) we realized that we would not qualify. If we had known that, we would have modified our budget to allow for city taxes. We also learned late in the game that the organization under which our meeting was operating did not have a current state tax exemption status.

2. We suggest that, if you offer to reimburse speakers for sleeping room nights, you require them to stay at the meeting hotel so that you can assign them comp nights. A few of our speakers stayed at other hotels, so we had to request receipts from those hotels then write checks to the speakers. For the speakers who stayed at the meeting hotel, we just assigned them comp nights so it was taken off their hotel bills.

3. Don’t be afraid to ask for discounts! The wireless access at the hotel was spotty throughout the meeting, so we asked if they would give us a discount, and they gave us an additional 30% off (of an already-discounted price). The band gave us a 35% discount since the reception was on a weekday.

4. For the Hospital Librarian Luncheon, we did a plated meal served in three courses, which meant that hotel servers were walking around the tables almost the entire time the speaker was giving her presentation. We received several comments on the evaluation survey that this was very distracting, so you may consider doing a buffet lunch instead.
PROGRAM COMMITTEE

Co-Chairs: Barbara Ballew and Amy Chatfield

Program Committee Roster: Barbara Ballew (SCCMLA), Co-Chair; Amy Chatfield (MLGSCA), Co-Chair; Rebecca Bayer (NCNMLG); Patricia Bradley (SCCMLA); Peggy Cruse (MCMLA); Montie’ Dobbins (SCCMLA); Andrea Harrow (MLGSCA); Margaret Hoogland (MCMLA); Kathy Murray (PNCMLA), Papers & Posters Subcommittee Chair; Annette Osenga (NCNMLG); Catherine Mooney (SCCMLA), Hospital Libraries Luncheon Subcommittee Chair; Jeanette Ryan (MLGSCA); Claire Sharifi (NCNMLG); Jackie Wirz (PNCMLA)

Hospital Libraries Luncheon subcommittee members: Catherine Mooney, chair. Heather Brown, Cathy Burroughs (PNCMLA), Mina Davenport (NCNMLG), Karen Keller (SCCMLA), Claire Sharifi (NCNMLG), Marie St. Pierre (MCMLA), Lauren Wojcik (SCCMLA), Kathy Zeblisky (MLGSCA)

Papers and Posters subcommittee members: Kathy Murray, chair. Cathy Burroughs (PNCMLA), Andrea Harrow (MLGSCA), Michelle Henley (NCNMLG), Jean Shipman (MCMLA), Jean Shipman (MCMLA), Debbie Sibley (SCCMLA), Kathy Zeblisky (MLGSCA)

CHARGE OF THE COMMITTEE AND SUBCOMMITTEES

The Program Committee was charged to create, populate, and share a schedule for the conference. Subcommittees of the program committee created and ran the process for selecting member-contributed content (papers, posters, Stat! talks, and Trends in Technology panel) and planned the Hospital Libraries Luncheon, including selection of a speaker.

TIMELINE

The co-chairs of the Program Committee and subcommittees of the Program Committee were recruited in March 2013. Sixty-three people volunteered for the program committee and the chairs selected 10 members. Plenary speakers were selected by January 2014 and contracts were completed by March 1, 2014. Member-contributed content was requested starting in March 2014; abstracts were due on July 1, 2014, and presenters were notified of acceptance on August 10, 2014.

TASKS CONDUCTED AND METHODS USED

The co-chairs recruited Program Committee members from among the volunteers from each of the five chapters. The c-chairs aimed to have 2 members from each chapter.

The committee held a meeting via conference call in June, 2013. The members brainstormed possible topics and types of events and sessions, considering suggestions from the Steering Committee and suggestions from previous Chapter meeting evaluations.

Creating a program schedule was the most difficult task. How many plenary speakers to have, how much member-contributed content to have, what other updates to schedule, how Roundtables are run, length of chapter meetings and traditional times to hold chapter meetings, the presence and length of chapter advisory committee/board meetings, how long to keep the exhibit hall open, the number of parties, the number of events that include meals, the length of poster sessions, and other program content varies widely between the five chapters. Much of the Program Committee’s work on the schedule focused on determining what precisely each chapter does at meetings, deciding which of these were mandated or required and which could be skipped, and how to best accommodate everyone’s traditions to the extent...
possible. We had several unpleasant surprises where the schedule was done based on Program Committee input, only to find that the Program Committee members’ input did not reflect the actual needs of their chapters. E.g., in fall 2013, the Program Committee members were asked to state whether one business meeting for their chapter was needed, or if a Board meeting and a general business meeting were needed. The response regarding SCCMLA was that only one general business meeting was needed. This was incorrect—the SCCMLA Board traditionally has a no-conflict meeting time prior to the general meeting— but this information was conveyed to the Program Committee in August 2014, when all no-conflict time had already been assigned. This is one example used to show why the schedule changed monthly from November 2013 through finalization in August 2014.

From June-August, 2013, Program Committee members contributed ideas for twenty-seven plenary speakers and topics. The Committee met via conference call in August, 2013. The co-chairs used a rubric and also considered whether potential plenary speakers were available locally in the Denver area to arrive at potential slates of speakers. On December 19, 2013, the Program Committee met to select the final slate of speakers and the order. Committee members contacted Claire Pomeroy, Spero Manson, and CT Lin, who all agreed to speak. Forms were created to finalize the agreement (stating the amount of the honorarium and the travel expenses to be reimbursed) and were sent to plenary speakers in late January 2014 and forms, biographies of the speakers, and equipment needs were collected from the plenary speakers by March 2014.

Selecting speakers for other planned sessions (NLM, RML, MLA Updates)

The MLA Update is a standard session at all chapter meetings; the Steering Committee invited the MLA president. Some chapters have Updates from their Regional Medical Library; the program committee decided to include this. To confirm interest, in May 2014 a member of the program committee contacted the Associate Directors of the 4 RMLs whose assigned geographic areas coincide with the geographic areas covered by the five chapters participating in the meeting. Throughout summer 2014, the Associate Directors of these RMLs worked with the program committee member to design an interactive exercise that helped attendees learn about RMLs and for the RMLs to gain information about their future plans. In fall 2013, the Steering Committee recommended that a National Library of Medicine Update be added, as it was assumed that some people would attend the Quint meeting instead of the national MLA meeting. Through work with the Associate Directors of the RMLs, a contact was identified at NLM in spring 2014, and a program committee member followed through to confirm a speaker in August 2014.

Roundtables

Chapter Sharing Roundtables occur at all five chapters’ meetings. In these sessions, individuals gather around a table and discuss a topic. Each chapter has different structures (pre-selecting a topic vs. selecting a topic when you arrive; if you sit at a table dedicated to a topic vs. the people sitting at the table select a topic that day; taking notes for personal use vs. taking notes for the table vs. taking notes for distribution to the whole chapter; electing a timekeeper, secretary, and facilitator at each table vs. not defining any roles) and schedules the Roundtables to occur at different times (e.g., during a meal vs. not during a meal, conflict vs. no-conflict time). The program committee decided to include roundtables and identified topics for roundtables. It was not possible to include the roundtables during a meal due to other meal needs. Two members of the committee decided how roundtables would be structured and conducted. Due to different ideas of how Roundtables should function, topics were pre-selected by about 25% of attendees; 50% chose to select on the day of the event, and the remaining 25% signed up for one topic but changed their mind once at the event. This led to some chaos during the event as attendees had different expectations.
Papers & Posters
Kathy Murray recruited members for the Papers and Poster Subcommittee. The submitted abstracts were fabulous; very few proposals were turned away. Kathy gathered and pre-loaded all talks onto laptops, which helped a great deal. The A/V group at the conference facility were invaluable for their help with technical problems during presentations. Posters were displayed for 2 hours and then needed to be taken down to facility rules.

Program
The Steering Committee agreed to an online-only program to support the goal of a greener meeting. The Committee identified several products that could be used and the Program Committee selected Sched (http://www.sched.org) which cost $99 for one event. Content was uploaded by two Program Committee members. The site was launched for the Steering Committee in August 2014 and was soft-opened to the attendees on September 1. In the soft open, all events were included so attendees could get a sense of when meetings ended and started and the names of all events; detailed descriptions of events, abstracts of papers and posters, and other specific data was added through October 1. Printed copies of the one page Schedule-at-a-Glance were available at the Hospitality Desk at the meeting.

Hospital Libraries Luncheon
Planning for the Hospital Libraries Luncheon began by establishing working groups from the committee membership for the following:

1. Obtaining a speaker
2. Table/Room Decorations
3. Choosing the Menu

After the first and second chair of this subcommittee had to step down, the third chair, Catherine Mooney, ably stepped in and furthered the work done by the prior two chairs. The speaker working group was dissolved and the entire committee worked on obtaining a speaker. It was felt that since there would be a limited budget, we would concentrate our efforts on a local speaker, eliminating travel costs. After one potential speaker declined our invitation to speak, the committee was able to identify Dr. Robin Dowell, University of Colorado and this time our invitation was accepted.

Using the forms from the main program committee, a speaker agreement was signed and the committee moved on to working on getting the menu set. It was a great help to have a smaller group work on this decision and to have a working relationship with the local arrangement committee chair who was a great resource of information on the possible menus.

Once the menu was set, the Table/Room decorations group got to work in picking out a theme and purchasing needed supplies. Everything came together onsite the day of the luncheon with committee members working as ticket monitors and setting up the table decorations.

The luncheon was a success due to committed committee members that were willing to put the time and effort in exchanging emails and discussing potential problems.

**Difficulties Encountered and Suggestions for Lessening These Difficulties in the Future**

**Program Committee itself:** For future meetings, it would be beneficial to gain input from Steering Committee members regarding selection of members, to ensure an active and enthusiastic committee. It was difficult to find times for all members to meet; in addition to being spread across 3 time zones, some members were only able to meet in evenings and weekends (and others could only meet during weekdays 8-5), and had limited access to phones, computers, and specific internet sites (e.g. PBWiki, the
site set up by the steering committee to store documents, is blocked by some institutions). It would be beneficial if the steering committee could help provide a place to store documents on a non-commercial site that is less likely to be blocked, and for the call for volunteers to explicitly state expectations such as “Committee meetings will take place between 8 am-6 pm on weekdays” or “Committee members are expected to have access to a phone handset, long-distance calling, a computer, and internet access.”

**Scheduling:** If a future multi-chapter meeting is held, we would recommend that the major program decisions be handled by the Steering Committee. They create a schedule that sets aside X hours for chapter meetings, X hours for chapter board meetings, X hours for papers, X hours of open time for the exhibit hall, X hours for plenaries, etc., and the program committee is tasked to fill out this schedule by finding speakers and content.

**Papers and Moderators:** Moderators also had different styles or opinions about how moderation should occur. If a paper ended early, some moderators continued to the next paper, and others held the next paper until the time noted in the schedule. The selection of moderators should be handled by the Paper & Posters subcommittee and explicit instructions regarding moderator expectations should be provided.

**Availability of online meeting materials:** The Steering Committee requested online access to materials in fall 2014, after messages stating that we would not post slideshows/posters online had been sent to plenary speakers and authors of papers and posters. It was not possible to collect slideshows or posters from all presenters after the close of the meeting nor to obtain permission. If online access is desired, the decision to post presenter/author slides and posters needs to be stated earlier in the planning.

**Facility:** The schedule was not created with an assumption individuals would wish to move between rooms for paper sessions (based on Program Committee opinions), yet this was desired by attendees. The physical distance between the rooms where papers occurred, and the lack of time between papers, led to problems. It would be beneficial for future meetings to try to schedule papers in nearby rooms to limit transit time. Likewise, facility rules limited the time posters could be available to view. While staffing a poster for about an hour is ideal, it would also be ideal to have the posters up for viewing for an entire day or longer.

**CONTRACTS**

**Speaker Agreement**

Date

Speaker

Address

City, State Zip

Phone

Dear <<Speaker>>,

The Program Committee of the Quint*Essential meeting is delighted that you have agreed to be a plenary speaker at the meeting. Our meeting is being held October 12-16, 2014, at the Denver Marriott Tech Center located at 4900 S. Syracuse Street, Denver, Colorado, 80237.

Your presentation is scheduled for <<Time>> on <<Date>>.

This meeting brings together five chapters of the Medical Library Association. Participating chapters represent the US states of Alaska, Arizona, Arkansas, California, Colorado, Idaho, Kansas, Louisiana, Montana, Missouri, Nevada, New Mexico, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, and Wyoming, and the Canadian provinces of Alberta and British Columbia. The audience will be
approximately 400 health sciences library and information professionals who are experts in health information management.

If the following arrangements are acceptable, please sign and return a copy of this letter by February 15, 2014.

**The Speaker Will:**

1. Conduct the Plenary session on <<Date>> followed by an informal Q & A session – for a total one hour.
2. Return a signed copy of this letter via email by February 15, 2014, to Barbara Ballew.
3. Return the attached equipment form via email by July 1, 2014, to Barbara Ballew.
4. Provide a title and a 50-100 word abstract of your talk, a current photograph, and brief biography, to be used to promote your talk and introduce you prior to your talk, by July 1, 2014, to Barbara Ballew.
5. Provide a copy of your presentation via email by October 3, 2014, to Barbara Ballew (if your talk changes significantly between Oct 3rd and your scheduled date, you will be able to upload a new presentation on the morning of your talk).
6. Make your own travel arrangements. We can reimburse for coach class airfare only.
7. Return receipts for airfare expenses within the 30 days following your talk. A reimbursement form will be sent to you in spring 2014.
8. Complete and return the IRS W-9 Tax Form by May 1, 2014, to Barbara Ballew.

**The Quint*Essential Meeting will:**

1. Provide an honorarium of $1,000.
2. Reimburse expenses for round trip coach airfare transportation and provide $120 to cover the cost of transit from the Denver International Airport to the Denver Marriott Tech Center; OR, if you choose to drive, there will be no reimbursement for airfare, but instead we will reimburse for mileage from your home to the Denver Marriott Tech Center at the IRS standard reimbursement rate in effect on the dates of travel (not to exceed the total cost of coach class airfare) and provide for 2 days of valet parking at the Denver Marriott Tech Center at the rate in effect October 14-16, 2014.
3. Provide night’s lodging for a single occupancy room at the Denver Marriott Tech Center.
4. Provide the IRS standard per diem of $66/day for meals, covering up to 3 days (any days of travel and the day you present).
5. Provide suitable facilities for your talk, including a laptop computer, LCD project and microphones. Please indicate all required equipment on the attached equipment form.
6. Provide complimentary Inclusive Registration to the meeting for <<Date>>. Your registration materials will be at the registration desk for the meeting, which will be open from October 14th-October 16th.

The Quint*Essential Meeting Steering Committee will cancel the meeting by July 1, 2014 in the event of insufficient registrants. If the meeting is cancelled by the Quint*Essential Steering Committee, speaker will receive the honorarium agreed, however other costs will not be reimbursed. If the speaker cancels, he/she will forfeit any claim to the honorarium and will not be reimbursed any other costs.

Signed,
Barbara S. Ballew, M.S.Ed., M.A.L.S., AHIP  
Senior Director, Outreach/Extramural Services  
Texas Tech University Health Sciences Center  
Libraries of the Health Sciences  
3601 4th Street Stop 7781  
Lubbock, TX 79430-7781  
barbara.ballew@ttuhsc.edu, 806-743-2209

Agreed and Accepted:

Speaker name: ____________________
Signature: ________________________
Date: ____________________________

Equipment Form

<table>
<thead>
<tr>
<th>Speaker Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title of Presentation</td>
<td></td>
</tr>
<tr>
<td>Date/time of Presentation</td>
<td></td>
</tr>
<tr>
<td>The main plenary room will have a lectern or podium, laptop computer, data projector, microphone, speakers, and projection screen. If you require additional equipment, supplies or arrangements, please specify here:</td>
<td></td>
</tr>
</tbody>
</table>

By July 1, 2014, please return this form to:
Barbara S. Ballew, M.S.Ed., M.A.L.S., AHIP  
Senior Director, Outreach/Extramural Services  
Texas Tech University Health Sciences Center  
Libraries of the Health Sciences  
3601 4th Street Stop 7781  
Lubbock, TX 79430-7781  
barbara.ballew@ttuhsc.edu, 806-743-2209
PROMOTION & WEBSITE COMMITTEE

Chair: Ann Gleason

The members of the 2014 Quint MLA Chapter Meeting Promotion and Website Committee were:

- Ann Gleason - Chair (UWHSI)
- Heather Brown (UNMC)
- Marilyn Goff (TWU)
- Melissa Kash-Holley (OSU)
- Margaret Vugrin (TTUHSL)
- Jackie Wirz (OHSU)

The committee began meeting virtually, early in 2014 in order to plan the website for the 2014 Quint MLA Chapter meeting. The website was hosted by the University of Washington, Health Sciences Library who agreed to keep the website archived online after the meeting. Committee members discussed the content and design of the website to assist the chair in creating the website. The committee coordinated with the Quint Chapter Meeting Steering Committee to obtain logos and promotional materials. Pages for the program, registration, location, exhibits, blog, contacts and sponsorship were created. We coordinated with MLA in order to setup URL using their domain: http://quint2014.mlanet.org.

Once the website was created, it was updated often as details for the meeting were arranged. Links to online registration were added when available and program details were updated with speaker bios, meeting details and CE program information. A button for online sponsorship donations was also setup. Announcements were sent out to all the chapter web and listserv contacts announcing the new website.

In May, we began a series of trivia question promotions to encourage registration. Announcements were sent out via the RegOnline system linking to the trivia questions posted on the meeting website. The trivia contest was setup using survey software hosted at the University of Washington. Each person who correctly answered questions about the 5 chapters participating in the meeting, was entered in the drawing to win the trivia prize. All correct entries were also entered into the final drawing to win a free CE registration at the meeting. Prizes were mailed after each drawing and winners were posted on the website. The grand prize winner was drawn in August.

When final program details were available, they were posted on the website. Logos for all meeting sponsors were loaded on the sponsorship page. An exhibitor listing was also created online on the website. After the conference, final poster and paper presentation abstracts were posted on the website as well as links to the full list of committees and committee members.
REGISTRATION COMMITTEE

Chair: Lynne Fox

COMMITTEE MEMBERS

The Registration Committee had many active and dedicated members representing all five of the chapters. They worked hard to make the meeting a success. All have received chocolate bars and service certificates acknowledging their work on the committee to use for AHIP credentialing or for their professional portfolio.

Carol Seiler and Diane Tobin were members at the start, but resigned due to workload or job change. Four members - Laura, Nancy, Shari, and Yumi - were unable to attend the conference but were of significant help during the planning.

Adele Dobry  MLGSCA  adobry@library.ucla.edu  Louise M. Darling Biomedical Library, UCLA
Jackie Hittner  MCMLA  jhittner@aaortho.org  American Association of Orthodontists
Laura Zeigen  PNC/MLA  zeigenl@ohsu.edu  OHSU
Lynne M. Fox  CHAIR  MCMLA  lynne.fox@ucdenver.edu  Health Sciences Library, Anschutz Medical Campus
Margaret Hoogland  MCMLA  mhoogland@atsu.edu  A.T. Still University
Mina Davenport  NCNMLG  mdavenport@mail.cho.org  Children's Hospital Oakland
Montie' Dobbins  SCC/MLA  mdobbi@lsuhsc.edu  LSU Health Shreveport
Myoung Fry  MCMLA  myoungfry@centura.org  Mercy Regional Medical Center
Nancy Henderson  PNC/MLA  hendersn@pacificu.edu  Pacific University
Sara Katsh  MCMLA  skatsh@comcast.net  Retired
Shari Clifton  SCC/MLA  shari-clifton@ouhsc.edu  University of Oklahoma Health Sciences Center
Yumi Yaguchi  SCC/MLA  yumiyaguchi@ttuhsc.edu  Harrington Library -TTUHSC Amarillo

The wiki and distribution list were great for communication. Even with these tools Lynne collected 1550 messages related to the meeting including registration committee communications, steering committee communications, and questions and requests for help (needed a receipt, didn’t receive a confirmation, needed a W9, needed information about exhibits, needed information about the hotel or meeting schedule, etc.)

Wiki pages for reference:
http://2014quintmlachaptermeeting.pbworks.com/w/page/65854831/Registration%20Committee

All pages & files: http://2014quintmlachaptermeeting.pbworks.com/w/browse/#view=ViewFolder&param=Registration
**PAYMENT OPTIONS EVALUATION**

The Steering Committee felt that an online payment system was needed to allow the transfer of seed money funds by the chapters and to accept sponsorship donations.

Payment system options were evaluated by three Steering Committee Members: Shandra Protzko (Treasurer), Lynne Fox (Registration), and Becky McKay (Sponsorships/Exhibits).

PayPal was selected due to its familiarity to potential payers, modest fees, and ease of use. One drawback of PayPal’s reporting was identifying the purpose of the payment for accounting, but it was felt that communication between Steering Committee members would alleviate some of the guesswork caused by PayPal’s scant reporting.

**Selection Criteria**

The following criteria were used during the selection process. Since we were looking at payment and registration options together initially, some items in this list were also considered when evaluating registration services.

1. Easy and familiar
2. Flexibility to do all tasks
3. Invoice to print
4. Multiple payment options
5. Collecting donations for sponsorships
6. Registration for vendors
7. Payment for items for sale
8. Low fees / service charges
9. Direct link to bank account
10. Customization on registration form
11. Two different registration forms, multiple payment methods
12. Can registration connect to the payment service? And vice-versa?
13. Could one register without account? (Guest registration)

Reference: A Few Good Online Event-Registration Tools [Techsoup.org].
http://www.techsoup.org/support/articles-and-how-tos/few-good-online-event-registration-tools

**Alternatives to PayPal**

The following systems were considered as alternative payment options to PayPal.

1. **Square.** [https://squareup.com/](https://squareup.com/)
2. **ING Direct Person2Person [Currently CapitalOne 360 Person2Person Payment].**
3. **Amazon Payments.** [https://payments.amazon.com/customer](https://payments.amazon.com/customer)
4. **American Express Serve.** [https://www.serve.com/](https://www.serve.com/)
8. **Payza [Formally AlertPay].** [https://www.payza.com/](https://www.payza.com/)
10. **2CheckOut.** [https://www.2checkout.com/](https://www.2checkout.com/)
11. **Click2Sell.** [http://www.click2sell.eu/](http://www.click2sell.eu/)
15. WePay. [https://www.wepay.com/]
16. ZashPay [Currently Popmoney]. [https://www.popmoney.com/]
17. Dwolla. [https://www.dwolla.com/]
18. Clover. [https://www.clover.com/]

References:

- 5 Rising Alternatives To PayPal For Online Transactions [Hongkiat.com]. [http://www.hongkiat.com/blog/PayPal-alternatives/]
- 7 Great Alternatives to PayPal [TheStreet.com]. [http://www.thestreet.com/story/11387280/1/7-great-alternatives-to-PayPal.html]

Also, several issues/questions were raised in the meeting as below.

1) **Do we need a square or other swipe payment with smartphone?**

Shandra reported that FirstBank has a swipe service for monthly rental for the event (for sales or walk-in registration) for a reasonable amount. It was asked to the Steering Committee. In the end, there was no need for a Square at the meeting.

2) **Can chapters use PayPal for transfers of funds to the meeting bank account?**

Most of the chapters had credit cards or the ability to set up bank checking transfer to PayPal if needed.

**Registration Options & System Evaluations**

The committee considered Acteva, Cvent, Eventbrite, RegOnline, and Wild Apricot. We also briefly discussed and discarded the idea of managing our own online form (through Google Docs or some other form based spreadsheet application) with payment through PayPal. This would certainly have reduced the cost of the meeting but would have required more work and preparation by the Registration Committee.

We used selection criteria from the list above in the payment options evaluation section to evaluate all of the systems.

Acteva had been used by MCMLA, NCNMLG & LGSCA chapters for previous meetings. It was strongly recommended NOT to use Acteva by both groups due to payment and customer service issues.

Cvent was more expensive and more suited to larger events and organizations that hosted multiple events.

Eventbrite did not offer all of the features we felt we needed.

We consulted with Tracey Hughes, the MCMLA Wild Apricot account manager. The chapter account included 500 user account logins. We needed to decide if 1) there would be more than 500 user accounts needed and 2) if so, did we want to expand our account, and 3) if we did, who would pay?
We ultimately decided to use RegOnline because it met more of our criteria for a robust system that could handle volume, complexity, provide reports, had good customer service and a payment schedule that would work for us.

References:
- A Few Good Online Event-Registration Tools [http://www.techsoup.org/support/articles-and-how-tos/few-good-online-event-registration-tools](http://www.techsoup.org/support/articles-and-how-tos/few-good-online-event-registration-tools)

**REGONLINE NEGOTIATION, CONTRACT & COSTS**

The final contract (see **REGONLINE CONTRACT**) with RegOnline was signed in late January 2014. A copy of the signed contract is at [http://goo.gl/4xLIs9](http://goo.gl/4xLIs9) (on the wiki). The company was willing to work with us to make some changes to the contract so that we’d be more comfortable with the terms.

Negotiation centered on the following items:
- Venue for any civil action – this was changed from San Diego to the Denver federal district court.
- Indemnity – the contract sought full indemnity for RegOnline/Active Network. After consulting with Jacqueline Murphy, J.D. of the Colorado State Library, language was changed to the more favorable "To the extent permitted by law."
- The termination of the contract/account was set for one year past the start of the contract without automatic renewal, since it was determined that the account would not be used by any other chapters subsequent to the meeting.

Fees were 3.5% of total registration cost for each registrant and credit card fees charged by the credit card company. Registrants used American Express, Discover, MasterCard, and Visa.

**REGISTRATION FEES**

Fees were set in January 2014 to cover projected costs, consider member budgets, and provide incentives to become a chapter member.

**CE Only**
- $80 half-day: $140 6-hour

**Member Super-Inclusive Package A** (Included: Opening Reception, Lunch with Exhibitors, Mid-Meeting Celebration and the Hospital Librarians Luncheon)
- (Before September 14, 2014): $295.00
- (After September 14, 2014): $325.00

**Non-Member Super-Inclusive Package A** (Included: Opening Reception, Lunch with Exhibitors, Mid-Meeting Celebration and the Hospital Librarians Luncheon)
- (Before September 14, 2014): $340.00
- (After September 14, 2014): $370.00

**Member Package B** (Included: Opening Reception, Lunch with Exhibitors, Mid-Meeting Celebration. Not included: Hospital Librarians Luncheon)
- (Before September 14, 2014): $270.00
- (After September 14, 2014): $300.00
Non-Member Package B (Included: Opening Reception, Lunch with Exhibitors, Mid-Meeting Celebration.
Not included: Hospital Librarians Luncheon)
(Before September 14, 2014): $310.00
(After September 13, 2014): $340.00

Student (First 10 to register receive discounted fee): $75.00 (Included: Opening Reception, Lunch with Exhibitors, Mid-Meeting Celebration. Not included: Hospital Librarians Luncheon)

Student Regular Fee: $90.00 (Included: Opening Reception, Lunch with Exhibitors, Mid-Meeting Celebration. Not included: Hospital Librarians Luncheon)

Retiree: $90.00 (Included: Opening Reception, Lunch with Exhibitors, Mid-Meeting Celebration. Not included: Hospital Librarians Luncheon)

One Day Registration - Tuesday October 14: $90.00 (Not included: Hospital Librarians Luncheon)

One Day Registration - Wednesday October 15: $90.00 (Included: Mid-Meeting Celebration. Not included: Hospital Librarians Luncheon)

One Day Registration - Thursday October 16: $90.00

Speaker/Special Guest (No charge, code required; included CE Instructors, Plenary Speakers, Walk-in Attendee Guest)

**Registration Site Design**

A template of exhibitor and regular registrant forms was assembled at the wiki ([http://goo.gl/caYqkw0](http://goo.gl/caYqkw0)) and Steering Committee and Registration Committee input was given on data that were needed and fee items that might be needed. Detail was then added for CEs and other items as information became available. Some details could be corrected or changed even after the site went active; however, that was discouraged because it could result in two different sets of results for the same form fields, which could be confusing for reports.

The forms went live on April 10th (exhibitors; see [Exhibitor Registration Form (Screenshots)](http://goolish.com)) and on May 5th (regular registration; see [Attendee Registration Form (Screenshots)](http://goolish.com)). There was some difficulty with account creation and returning to complete registration for general registrants. Lynne was able to help these registrants using the administrator module. RegOnline has since offered an option where email/password login isn’t needed. There was also some confusion with vendors when the registering party wasn’t actually the attending representative. Lynne was able to help all of the vendor staff who registered other representatives, with assistance from RegOnline’s support staff.

**Promotional Emails**

RegOnline offers an “Invitations” feature that was very convenient. Each chapter sent a list of members for meeting promotion. A contact list of about 1200 emails was created from the chapter lists. Some emails were not delivered due to incorrect addresses some were screened as junk mail, due to RegOnline being the point of origin. Some chapter members reposted the messages to their chapter lists, blogs, or websites.

The promotional emails were sent in a timely manner and generated excitement about attending the meeting. Each time a message was sent there would be a flurry of registrations or questions or requests for help. They were intended to stimulate interest and encourage exploration of the meeting website.
Email #1 – Invitation to register, May 9

Quint Essential

MCMLA • MLGSCA • NCNMLG • PNCMLA • SCCMLA

Convergence & Collaboration • Denver, Colorado • October 12-16, 2014

Quint Essential: Convergence & Collaboration

The Quint Chapter MLA Meeting Registration Site Now Open! Register for the entire meeting - including the Hospital Librarians’ Luncheon - for just $295. Package A includes admission to all ticketed events: 2 receptions and 2 luncheons, and offers the best value for attendees. Register for Package B if you don’t plan to attend the Hospital Librarians’ Luncheon. Special one day, student and retiree rates available!


Questions? Need assistance with registration? Contact:
Lynne M. Fox, Registration Chair
Lynne.Fox@ucdenver.edu
303-724-2121

Email #2 – First Trivia Question, May 28 – CE Course promotion

Quint Essential

MCMLA • MLGSCA • NCNMLG • PNCMLA • SCCMLA

Convergence & Collaboration • Denver, Colorado • October 12-16, 2014

Quint Essential: Convergence & Collaboration

Check out our weekly blog posting for the Quint MLA Trivia Contest - http://blog.hsl.washington.edu/quint/?page_id=17

Each correct answer goes into a drawing to win this week’s prize as well as the grand prize of 1 free CE at the Quint MLA meeting in October.

Register now at http://www.RegOnline.com/quint2014 to ensure you get your preferred CE course! Space is limited.
Check out our new blog posting for the second Quint MLA Trivia Contest question - [http://blog.hsl.washington.edu/quint/?page_id=17](http://blog.hsl.washington.edu/quint/?page_id=17). Correct answers go into a drawing to win this week's prize as well as the grand prize of 1 free CE.

[Register now](http://www.RegOnline.com/quint2014) at [http://www.RegOnline.com/quint2014](http://www.RegOnline.com/quint2014) for the All Inclusive Package A to attend all special events, including the Hospital Library Interest Group Luncheon - you don't have to be a hospital librarian to attend!

This year’s Hospital Library Interest Group Luncheon is Wednesday, October 15, 12:00-1:30 p.m., and features Dr. Robin Dowell, University of Colorado-Boulder on “Understanding Your Genome: The Path to Personalized Medicine”,

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Email #3 – Second Trivia Question, June 18 – Hospital Librarians Luncheon promotion
Check out our new blog posting for the third Quint Chapter MLA Meeting Trivia Contest question
- http://blog.hsl.washington.edu/quint/?page_id=17 Correct answers go into a drawing to win this week’s prize as well as the grand prize of 1 free CE.

Register now at http://www.RegOnline.com/quint2014 to secure one of 10 spots for students available at a significant discount. (Please share this news with the students at the library and information science programs near you!)

Retirees also have a discount rate, so share this message with your retired colleagues who might want to join us in Denver!
Check out our new blog posting for the LAST Quint Chapter MLA Meeting Trivia Contest question - http://blog.hsl.washington.edu/quint/?page_id=17. Correct answers go into a drawing to win this week’s prize as well as the grand prize of 1 free CE.

Register now at http://www.RegOnline.com/quint2014

Visit the meeting website for schedule-at-a-glance, lodging, travel, and local information: http://quint2014.mlanet.org

CE REGISTRATION DEADLINE is SEPTEMBER 10th! Register now to be sure the course you want to take makes its enrollment cutoff!

EARLY REGISTRATION ENDS SEPTEMBER 14th! Register now to secure the early registration rate.

Questions? Need assistance registering? Be sure to contact Registration Committee Chair Lynne Fox for assistance.
Sunday, September 14th is your last chance for early registration pricing for the Quint Chapter MLA meeting in Denver Colorado on October 12-16. On Monday the fee will increase by $30. You can register at [https://www.RegOnline.com/quint2014](https://www.RegOnline.com/quint2014).

September 14 is also the date we will use to determine which CE sessions will meet the enrollment cut-off and will be taught at the meeting. (If you enroll in a CE that does not meet enrollment requirements, you will be offered the opportunity to switch to a different CE or to receive a refund.) Please view our CE offerings at [http://blog.hsl.washington.edu/quint/?page_id=7](http://blog.hsl.washington.edu/quint/?page_id=7) to help you select the best CE for your professional development!

To learn more about the meeting, please visit [http://quint2014.mlanet.org](http://quint2014.mlanet.org). You can learn about the CE offerings, program, and travel and lodging options.

If you have any questions at all about registering for the Quint Chapter MLA Meeting, don’t hesitate to contact Lynne Fox, Registration Chair at lynne.fox@ucdenver.edu or 303-724-2121.
The Quint meeting is drawing near, but you can still register for CE only OR the meeting! We’re just 25 days away from the start of the meeting, which is going to be great, and we want you to be there!

One CE class – Fundamentals of Data Visualization – has reached its enrollment cap so it is no longer available, but there is still plenty of space in the other classes. To learn more about the CEs and program, please visit [http://quint2014.mlanet.org](http://quint2014.mlanet.org).

If you’re wondering about specific meeting content (e.g., papers and posters), we will be launching an online program planner soon.

Find travel and lodging information at [http://quint2014.mlanet.org](http://quint2014.mlanet.org) too!

Informational Emails to Registrants:
Email - “Getting Ready for the Meeting”, October 1

The members of the Steering Committee look forward to seeing you in Denver! We know you have lots of exciting choices for professional development and we thank you for choosing our meeting!

Are ready for your trip to Denver for the Quint Chapter MLA Meeting? It’s just 10 days away!

Want to see who is attending? Visit our Directory! If you realized that you don’t want to be included in the directory, contact Lynne.Fox@ucdenver.edu and I’ll make sure you are set to optout.

Find your favorite vendor’s booth assignment. (Exhibitors: if your info is incorrect, contact Lynne.Fox@ucdenver.edu and she’ll correct it.)

Invite a friend or colleague to attend and join the fun by sending them THIS LINK! It’s not too late to register, and there are still some great CE options available.

Here are some tips and links to help you plan ahead:

NEED A RECEIPT OR INVOICE FOR YOUR RECORDS?
You can go to http://www.RegOnline.com/quint2014 and log in and view, print, or email your registration record and receipt/invoice. (Or contact registration chair Lynne.Fox@ucdenver.edu for assistance).

WEATHER:
The fall weather in Denver has been beautiful and warm. But we’re only one day into the fall, so you should be prepared for cool weather. Denver in October can bring days of 60-70 degrees. We don’t get a lot of rain in the fall, but temps drop at night and you can expect overnight temperatures in the high 30s or low 40s. We recommend that Quint attendees from warmer zones come prepared with a coat, hat and gloves. Closed shoes or boots are also recommended, however, you’ll see Colorado residents walking around in shorts and flip-flops at all times of year! (I don’t know how they do it, but there they are!)

LODGING:
Have you made your Hotel Reservation?
The Denver Marriott Tech Center is the location for our meeting. It is conveniently located near a RTD light rail line that provides great options for visiting Denver area attractions and restaurants during your stay.

TRAVEL AND GROUND TRANSPORTATION:
I hope you have already checked out the list of airlines serving Denver International Airport, to book a reservation to travel from your location.

The conference hotel does not provide an airport shuttle, but you can plan your travel from the airport to the hotel with this guide to Ground Transportation options. Super Shuttle has been a popular option, but very early or very late arrivals should probably opt for a taxi.

Download our 25 page hospitality guide to your mobile device so you have it available to explore suggested options for entertainment, dining/breweries, transportation and recreation.

PLAN YOUR VISIT:
I invite you to enjoy one of the U.S.’s most livable cities while you are visiting.

Westword is our local entertainment and news weekly. It includes event listings, restaurant reviews, local interest news, and arts information.

The Visit Denver site provides links to major attractions and may offer some discount or coupon options.

BRING YOUR OWN BAG:
The meeting steering committee opted to have EBSCO provide some very nice badge pouches as a souvenir of your meeting attendance. Bring your own bag for use during the conference. Bring your favorite bag from a prior meeting and share your memories with your friends and new acquaintances!

SUNDAY CE (Librarians Roles in Systematic Reviews & Innovation and Lean Process Improvement Demystified):

Reminder: Due to a hotel scheduling conflict, Sunday CE courses will not take place at the conference hotel (Marriott Denver Tech Center). Instead they will be held at the University of Colorado Health Sciences Library, located at 12950 E. Montview Blvd., Aurora, CO 80045. For directions and parking information, please visit the following site: http://hslibrary.ucdenver.edu/directions. If you are coming from out of town and need a hotel room on Saturday night, we suggest that you stay at the SpringHill Suites Denver at Anschutz Medical Campus, located near the university. A shuttle will be provided for CE course participants, to take you from SpringHill Suites to the Health Sciences Library on Sunday morning, and from the Health Sciences Library to the Marriott Denver Tech Center on Sunday afternoon after the CE courses are over (for those of you staying on for the rest of the Quint meeting). You may also walk to the Library from the SpringHill Suites.

If you are not staying at the SpringHill Suites Marriott near the campus, your transportation will be on your own. Check with your hotel for shuttle service, or consult the hospitality guide in the transportation section.
PROGRAM:
No printed programs will be available. There will be a limited number of printed schedules-at-a-glance available at the meeting. You can use the Sched online tool to see the location and content of every meeting event, including abstracts for each speaker, paper, and poster. Click the “sign up” button at the top of the screen to create a personal account and make your own schedule, which you can download or save onto your mobile device.

#HASHTAG:
Do you want to share your Quint adventures and learning via social media? We encourage you to use and monitor the hashtag #QuintMLA14 to participate in the conversation.

See you soon!
~ Lynne (Registration Chair, Quint Chapter MLA Meeting)

Correction Email – Directory Links, October 1

Hi all,

The links to the corrected directories for the Quint Meeting are:

Want to see who is attending? Visit our Directory! If you realized that you don’t want to be included in the directory, contact Lynne.Fox@ucdenver.edu and I’ll make sure you are set to opt out.

Find your favorite vendor’s booth assignment. (Exhibitors: if your info is incorrect, contact Lynne.Fox@ucdenver.edu and she’ll correct it.)

Lynne
Quintessential 2014 starts on October 12th! Do you have your schedule created yet? We’re using Sched, an online scheduling tool, and no printed programs will be available.

To see every event going on at Quintessential 2014, go to https://quintessential2014.sched.org/. Hover your mouse over event names to see brief details such as speaker names, times, and locations. Click on events to see full details such as speaker biographies and abstracts. In addition to the Schedule, check out the other tabs. Vendors, Sponsors, and Attendees will show you who else is coming to the meeting, and the Meeting Information tab will help you get oriented to Denver with the hospitality guide and maps.

To make your own schedule, click the “Sign Up” button and create your own Sched account. You can link your Sched account with Facebook, LinkedIn, Twitter, and Foursquare, to easily find friends going to the meeting and share your schedule on those social networks. Watch this brief video to learn how to use Sched: https://quintessential2014.sched.org/help#.VDQjEE1Mvcs.

IMPORTANT NOTE! Profile photos for individual accounts on Sched were inadvertently deleted in a data loss on October 4, 2014. Sched chose to re-use profile photos from social networks. If you set up a personal Sched account prior to October 4, we recommend logging in and checking the photo being used.

In just days you will be travelling to the Mile High City of Denver! Most of you will not have any trouble with our altitude, but here are some tips for adapting. One tip – bring a water bottle to stay hydrated in our dry climate!

Should you not feel your best at the meeting and need to see a doctor or visit an emergency room, please get it touch. I will be happy to help (but if it’s truly an emergency DIAL 911!)

See you soon,
~ Lynne (Quint Chapter MLA Registration Chair)
Email – Weather Report, October 10

We’ll have some really lovely daytime temps with a bit of chill at night. Bring a coat for your evening excursions. Get out those fashion boots you never get to wear at home and make a fashion statement, because it should be cool and dry during your visit. Trust me! You’ll love our fall weather!

Looking for info about the meeting (general info, schedule, exhibitor or participant directory?) Visit: http://goo.gl/64Hq01

See you soon,
~ Lynne (Quint Chapter MLA Registration Chair)

**Final Registration Numbers**

**Exhibitors**
95 vendor representatives registered with 44 booths. 11 vendor representatives did not attend. American Psychiatric Association cancelled before the deadline and received a refund, less the specified $200 registration fee. Swets cancelled after the deadline, did not qualify for a refund, and their two representatives did not attend. Four vendor representatives were actually registered as individual registrants, although all were associated with a booth and could have registered as exhibitors for a lower cost. (They may not have realized that their company had a booth and that vendor representative registration was at a separate site.)

**Individual Registrations**
There were 313 registrations, including the aforementioned vendor representatives, speakers or other guests. There were:

<table>
<thead>
<tr>
<th>Number</th>
<th>Cost</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>$80 or $140</td>
<td>CE Only</td>
</tr>
<tr>
<td>153</td>
<td>$295</td>
<td>Early Package A (included Hospital Librarians Luncheon and all other events)</td>
</tr>
<tr>
<td>3</td>
<td>$340</td>
<td>Early Package A, non-member (included Hospital Librarians Luncheon and all other events)</td>
</tr>
<tr>
<td>84</td>
<td>$270</td>
<td>Member Early Package B (Hospital Librarians Luncheon not included)</td>
</tr>
<tr>
<td>7</td>
<td>$310</td>
<td>Non-Member Early Package B (Hospital Librarians Luncheon not included)</td>
</tr>
</tbody>
</table>
9 $325 Member Super-Inclusive Package A (included Hospital Librarians Luncheon and all other events)
2 $300 Member Package B
2 $340 Non-Member Package B
10 $ 75 Student (First 10 to register receive discounted fee)
4 $ 90 Student Regular Fee
10 $ 90 Retiree
12 $ 90 One Day Registration - Tuesday October 14
3 $ 90 One Day Registration - Wednesday October 15
8 No Charge Speaker/Special Guest


**REGISTRATION DESK PREPARATION AND VOLUNTEERS**

The Steering Committee opted not to have bags. EBSCO instead provided badge pouches. Name labels were generated from the RegOnline registration system and printed on card stock, cut, and placed in the pouches by volunteers from the University of Colorado Anschutz Medical Campus Health Sciences Library. (Volunteers were Lori Williams, Lilian Hoffecker, and John Jones.) Individual registrant information was tucked into the back pockets of the pouches.

Personalized information might include:

- Continuing Education class information (Title, Date, Time, Place)
- Hospital Librarians Luncheon ticket (green or pink for vegetarian or non-vegetarian lunch) Wi-Fi access instructions
- Drink ticket for either reception
- Online meeting evaluation link
The registration desk was open on Sunday, October 12, for the CE classes and then moved to the hotel starting on Monday, October 13. The registration desk was open until Wednesday, October 15 at noon. There were no one-day Thursday registrations, so it was not necessary to have the desk open. The schedule and list of volunteers are listed below. Anyone who volunteered received a premium chocolate bar and a note of thanks when they arrived to volunteer.

Committee members received chocolate and a service certificate signed by Meeting Co-chair Lisa Traditi and myself, to be used for AHIP credentialing or other purposes. Prior to the Quint meeting, Lynne Fox asked the Registration Committee to volunteer to work the registration desk. Committee members signed up to work the registration desk. Montie’ and Laura also asked others to volunteer at the desk to help cover the hours that the Registration Committee could not cover.

There were three computers at the registration desk. Two of the computers were used to check in meeting attendees who had no problems with their registration. The other computer was used for problem registration. Detailed directions were given to all volunteers on how to check in meeting attendees. Very few problems were encountered at the registration desk. Problems were solved quickly when they arose.

2014 Quint Meeting Volunteer Schedule: Check-in/Registration Desk

**Sunday, October 12**

<table>
<thead>
<tr>
<th>Time</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00-8:00 am*</td>
<td>Lynne Fox</td>
</tr>
<tr>
<td>3:00-4:00 pm**</td>
<td>Lynne Fox, Sara Katsh</td>
</tr>
<tr>
<td>4:00-5:00 pm**</td>
<td>Lynne Fox, Rebecca Carlson</td>
</tr>
</tbody>
</table>

* UC AMC HSL
** Denver Tech Ctr Marriott, near coffee shop

**Monday, October 13**

<table>
<thead>
<tr>
<th>Time</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00-8:00 am</td>
<td>Lynne Fox, Melissa DeSantis, Mina Davenport</td>
</tr>
<tr>
<td>8:00-9:00 am</td>
<td>Lynne Fox, Melissa DeSantis, Ellen Aaronson</td>
</tr>
<tr>
<td>9:00-10:00 am</td>
<td>Mina Davenport, Ellen Aaronson</td>
</tr>
<tr>
<td>10:00-11:00 am</td>
<td>Sara Katsh, Melissa Kovac</td>
</tr>
<tr>
<td>11:00-12:00 pm</td>
<td>Lynne Fox, Melissa Kovac</td>
</tr>
<tr>
<td>12:00-1:00 pm</td>
<td>Lynne Fox, Mina Davenport</td>
</tr>
<tr>
<td>1:00-2:00 pm</td>
<td>Lynne Fox, Mina Davenport</td>
</tr>
<tr>
<td>2:00-3:00 pm</td>
<td>Mary Beth Simiele, Adele Dobry</td>
</tr>
<tr>
<td>3:00-4:00 pm</td>
<td>Lynne Fox, Montie’ Dobbins, Ruby Nugent</td>
</tr>
<tr>
<td>4:00-5:00 pm</td>
<td>Lynne Fox, Jackie Hittner, Montie’ Dobbins, Myoung Fry</td>
</tr>
<tr>
<td>5:00-5:30 pm</td>
<td>Lynne Fox, Margaret Hoogland, Pat Hamilton, Mina Davenport</td>
</tr>
<tr>
<td>5:30-6:00 pm</td>
<td>Myoung Fry, Nancy Peterson</td>
</tr>
<tr>
<td>6:00-6:30 pm</td>
<td>Nancy Peterson, Rebecca Carlson</td>
</tr>
<tr>
<td>6:30-7:00 pm</td>
<td>Lynne Fox, Rebecca Carlson</td>
</tr>
</tbody>
</table>

**Tuesday, October 14**

<table>
<thead>
<tr>
<th>Time</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30-8:30 am</td>
<td>Lynne Fox, Margaret Bandy, Margaret Hoogland</td>
</tr>
<tr>
<td>Time</td>
<td>Attendees</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>8:30-9:30 am</td>
<td>Lynne Fox, Mina Davenport, Myoung Fry, Montie’ Dobbins</td>
</tr>
<tr>
<td>9:30-10:30 am</td>
<td>Adele Dobry, Lilian Hoffecker</td>
</tr>
<tr>
<td>10:30-11:30 am</td>
<td>Jackie Hittner, Sara Katsh</td>
</tr>
<tr>
<td>11:30-12:30 pm</td>
<td>Melissa Kovac, Anna Andrews</td>
</tr>
<tr>
<td>12:30-1:30 pm</td>
<td>Anna Andrews, Montie’ Dobbins</td>
</tr>
<tr>
<td>1:30-2:30 pm</td>
<td>Lynne Fox, Laura Cullerton</td>
</tr>
<tr>
<td>2:30-3:30 pm</td>
<td>Lynne Fox, Carol Seiler</td>
</tr>
<tr>
<td>3:30-4:30 pm</td>
<td>Lynne Fox, Carol Seiler</td>
</tr>
<tr>
<td>4:30-5:00 pm</td>
<td>Lynne Fox, Carol Seiler</td>
</tr>
</tbody>
</table>

**Wednesday, October 15**

<table>
<thead>
<tr>
<th>Time</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30-8:30 am</td>
<td>Lynne Fox, Margaret Hoogland</td>
</tr>
<tr>
<td>8:30-9:30 am</td>
<td>Mina Davenport, Myoung Fry</td>
</tr>
<tr>
<td>9:30-10:30 am</td>
<td>Lynne Fox, Mina Davenport</td>
</tr>
<tr>
<td>10:30-11:30 am</td>
<td>Sara Katsh, Melissa Kovac</td>
</tr>
<tr>
<td>11:30-12:30 pm</td>
<td>Jackie Hittner, Anna Andrews</td>
</tr>
<tr>
<td>12:30-1:30 pm</td>
<td>Adele Dobry, Jackie Hittner</td>
</tr>
<tr>
<td>1:30-2:30 pm</td>
<td>Lynne Fox, Montie’ Dobbins</td>
</tr>
<tr>
<td>2:30-3:30 pm</td>
<td>Lynne Fox, Mina Davenport</td>
</tr>
<tr>
<td>3:30-4:30 pm</td>
<td>Lynne Fox, Carol Seiler</td>
</tr>
<tr>
<td>4:30-5:00 pm</td>
<td>Lynne Fox, Carol Seiler</td>
</tr>
</tbody>
</table>

**CHECK-IN AND ON-SITE REGISTRATION**

Supply list

Prior to the Quint meeting, the Registration Committee brainstormed about items needed in the supply box at the registration desk. Push pins were in the supply box, and they were the most requested item needed by meeting attendees. The supply list included: extra badge pouches, badge holders (in case someone didn’t like pouches), 3 laptops, printer, paper cutter, hole punch, hand sanitizer, tape, scissors, packing tape (also came in handy), paper clips, push pins, stapler, pens, Post-it notes, printer paper & supplies, and highlighters.

Instructions for check-in

Desk volunteers reported that check-in was easy and they were able to teach each other how to check-in attendees as the desk shifts changed.

REFER PROBLEMS TO LYNNE FOX -- 303-915-8375 if you need her and she’s not at the desk.

- Goes without saying probably, but greet our attendees warmly
- Look for badge pouch by last name.
- Questions? Need general info – see [http://goo.gl/64Hq01](http://goo.gl/64Hq01) (that’s a cap H, zero and one at the end)
- Provide the following instruction.
  - CE participants have a slip directing them to the CE for which they registered. (Monday only)
Your badge is your ticket to the Opening Reception, Lunch with Exhibitors, and Mid-Meeting Celebration, 1 drink ticket is provided for the evening events. (If they don’t have drink tickets they did select a registration option that included these options)

If you registered for Package A or purchased an extra ticket for the Hospital Librarian’s Lunch, you have a ticket with your meal specified.

Point out the slip with the Wi-Fi & link to conference information (directories, general info, etc.)

Point out the slip with the evaluation link on it (exhibitors get a different evaluation so they don’t have a slip)

If you purchased a ticket for a guest, you have a badge for that guest.

If you have a problem with an unpaid balance, please refer to Lynne for payment or to Shandra Protzko, meeting treasurer, with questions/problems. (there’s only one outstanding check payment that I know of, there’s some outstanding POs and Lynne Fox can print up a copy of that if needed)

If they need a receipt, I can also print those. But they need to see Lynne Fox for that.

Keep an eye on the laptops – they belong to Lynne’s library.

Do loan supplies, but larger items like the stapler or scissors should stay at the desk. Exception is Becky McKay (Exhibit Chair) – she can borrow whatever she needs.

Problems? Refer them to Lynne Fox 303-915-8375

To check in attendees

Go to:

For Exhibitors – http://goo.gl/vmT5Ha

For Individual Registration - http://goo.gl/Fhzell

Have participant check their smartphone or tablet app store for the free QR code reader. They can collect contact info for other participants or exhibitors. The QR format barcode is available for use on Labels & Badges and contains the following registrant information:

<table>
<thead>
<tr>
<th>Field</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration ID number</td>
<td>City</td>
</tr>
<tr>
<td>First Name</td>
<td>US State/Canadian Province</td>
</tr>
<tr>
<td>Last Name</td>
<td>Zip (Postal Code)</td>
</tr>
<tr>
<td>Company/Organization</td>
<td>Country</td>
</tr>
<tr>
<td>Address Line 1</td>
<td>Work Phone</td>
</tr>
<tr>
<td>Address Line 2</td>
<td>Fax</td>
</tr>
<tr>
<td>Int'l State/County/Province (Non US/Canada)</td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td>Title</td>
</tr>
</tbody>
</table>

**CUSTOMER SERVICE AND COMMON QUESTIONS**

There was only one unpaid pre-registration at the time of registration, so payment was made at the desk.
• At least one attendee was missing a ticket for the Hospital Librarians Luncheon, and several asked at the last minute to attend the Luncheon—we were able to verify payment for the luncheon and replace tickets. We were not able to sell tickets at the meeting due to pre-ordered catering.
• There were a few exhibitors who had to pay at time of registration, since their company had not paid for extra exhibitors. We had a few who did not want to pay and paid the fee after understanding that the cost of events needed to be covered. If they were not attending meals or events and just planned to be in their booth, we did make exceptions for a few exhibitor representatives and allowed them to attend without paying (they were generally from sponsoring vendors, so this also contributed to good relations with sponsors.)
• We were often asked about the program and locations of programs. Attendees asked about the locations of CEs and one of the sunrise seminars held in smaller meeting rooms on the second floor. Another question was the location of the the exhibit hall since it was not in the meeting room area. We referred questioners to a map of the building, provided direction, and also referred them to copies of the printed program that were available at the hospitality desk next to us.
• One question asked at the desk was about the drink tickets. Attendees were expecting more than one drink ticket. We referred those questions to Jon Crossno and Lisa Traditi.
• Walk-in registrants received printed badges that were not distinguishable from pre-registered attendees, thanks to a printer that was available at the desk.
• One problem was confusion about parking. This affected local attendees who were not staying at the hotel. The hotel could have been clearer in advance about the parking arrangements.

Desk volunteers were generally able to answer questions asked.

FUTURE RECOMMENDATIONS

Pros:
• Conducting a chocolate bar taste test as part of our first online meeting was a nice icebreaker.
• RegOnline:
  o Promoting meeting with our contact list through the Invitations feature.
  o Support was always helpful and very patient (I called multiple times, sometimes with multiple questions.)
  o Can charge one registrant’s fees to two different credit cards (for example, CE paid by registrant and registration fee paid by employer OR extra tickets paid by registrant, registration paid by employer, etc.)
  o Good ‘snapshot’ report for sharing basic data with Steering Committee.
  o Fairly easy to create reports with all needed detail for committee chairs, CE instructors, catering, etc.
  o Group registration worked well, would advise working with organizations that do POs to group registrants for easier processing/payment.
  o Can easily substitute one person into another registration (handy for exhibitors, who are always switching staff assigned to meetings).
  o On-site check-in worked well.
• Having network connections and a printer at the Check-in/Registration Desk (the meeting area Wi-Fi would not have met our needs for connecting to the RegOnline site for check-in or walk-in registration.
• We were able to solve problems without help from RegOnline support at the meeting. Thanking on-site check-in/registration desk team with chocolate was appreciated.
• Attendees seemed to like the badge pouches with personalized information tucked in, but it did help to have a few bags (sponsored by UC Anschutz HSL) for those who like bags.

Problems/Solutions

Problem – Learning to create a registration site is quite time consuming and mistakes made can have implications for management of reports and finances in terms of time it takes to manage the meeting information flow.

Solution – consider having the RegOnline staff program the site (a service that is available for $75 / hour).

Problem – Multiple categories of registration types made registration confusing (two students registered at the regular rate, rather than the discount, even though the discount was still available; exhibit representatives registered as regular attendees, rather than with their company booth, etc.)

Solution – consider fewer categories of registrants/registration types.

Problem – Invitations did not always get through to participants. Some addresses were inaccurate, and some email systems screened the messages from RegOnline as junk mail.

Solution – Chapters reposted messages to chapter lists, websites, or blogs. Emails to registrants were sent from the Registration chair’s work email account.

Problem – Hard to track guest registrants (there was a “bringing guest?” item in the registrant’s form)

Solution – ask for separate registration for guests so that they report as a separate registration category.

Problem – Hard to track CE for group registrants (couldn’t tell who in group wanted the CEs, because they were merchandise items rather than agenda items)

Solution – Either don’t use the group registration option or use the agenda page for CE registration and not the merchandise page.

Problem – Registration was delayed when registrant’s organizations needed W9 forms.

Solution – make the W9 available through the registration site somehow, or possibly on the website for the meeting? (Not sure if it has to be a secure document)

Problem – Too many onsite vendor rep registrations, due to confusion about who was pre-registered by the company administrative people.

Solution – Would do exhibitor registration differently in the future - allow company to register for booth, then have a representative registration category as part of individual registration. OR alternately, could have an onsite self-registration kiosk set up

Problem – Lynne was the only person who could register walk-ins and handle problems/special requests, leading to delays when Lynne was not at the desk.

Solution – designate a second admin to handle registrations and access the full database of attendees.
Problem – Many liked the “green meeting” approach using Sched, but about 5% complained about having to print their own program or about not being able to use Sched to print a program.

Solution – These attendees were directed to the hospitality desk copies of the printed program. It probably would have been good to have the longer programs printed to give away to these attendees.

Problem – The registration staff were often too busy to help with non-registration matters.

Solution – have Steering Committee members assigned a time to cover troubleshooting issues related to program, hotel, catering, etc.
ATTENDEE REGISTRATION FORM (SCREENSHOTS)

Quint Essential
MCMLA • MLGSCA • NCNMLG • PNCMLA • SCCMLA

Convergence & Collaboration • Denver, Colorado • October 12-16, 2014

Quint Essential: Convergence & Collaboration
Sunday, October 12, 2014 - Thursday, October 16, 2014

Denver
Denver Marriott Tech Center
4600 S. Syracuse Street
Denver, Colorado 80237
United States
Event Details

Regarding Registration:
Lynne M. Fox, Registration Chair
Lynne.Fox@UTSouthwestern.edu
Phone: 303-724-2121

Conference Co-Chairs:
Jon Crossno
Jon.Crossno@UTSouthwestern.edu
Lisa Tradetti
Lisa.Tradetti@UCDenver.edu

Start Your Registration
- Email Address: abct@egonline.com
- Verify Email Address:
- Select registrant type:
  - CE Only
  - Member Super-Inclusive Package A (After September 13, 2014): $375.00 Details
  - Non-Member Super-Inclusive Package A (After September 13, 2014): $375.00 Details
  - Member Package B (After September 13, 2014): $300.00 Details
  - Non-Member Package B (After September 13, 2014): $300.00 Details
  - Student (first 10 to register receive discounted fee): $75.00 Details
  - Student Regular Fee: $90.00 Details
  - Retiree: $90.00 Details
  - One Day Registration - Tuesday October 14: $90.00 Details
  - One Day Registration - Wednesday October 15: $90.00 Details
  - One Day Registration - Thursday October 16: $90.00 Details
  - Speaker/Special Guest Details

You can also register a group, Learn More

Description:
A joint meeting of the Midcontinental Chapter of MLA (MCMLA), Medical Library Group of Southern California & Arizona (MLGSCA), Northern California & Nevada Medical Library Group (NCNMLG), Pacific Northwest Chapter of MLA (PNWMLA), and South Central Chapter of MLA (SCCMLA).

Register now with your chapter to get the member price! Then select the member registration option.

Midcontinental Chapter of MLA (MCMLA)
Medical Library Group of Southern California & Arizona (MLGSCA)
Northern California & Nevada Medical Library Group (NCNMLG)
Pacific Northwest Chapter of MLA (PNWMLA)
South Central Chapter of MLA (SCCMLA).
Quint Essential: Convergence & Collaboration

Personal Info

Do not include your name in the directory

* Email: drc@megronine.com

* Verify Email: drc@megronine.com

Secondary Email Address (cc Email):

* First Name: FirstName

* Middle Name:

* Last Name: LastName

* Suffix:

* Job Title:

Company/Organization: RegOnline

* Address Line 1:

* Address Line 2:

* City:

* US State/Canadian Province:

* Zip (Postal Code):

Home Phone:

Work Phone: (303) 277-0100

Extension:

Fax:

Cell Phone:

* Emergency Contact Name:

* Emergency Contact Phone:

Completing This Form on Behalf of Another Person

If you are completing this form on behalf of another person, enter your name, phone, and email address so that we may contact you if necessary.

Name:

Phone:

Email:

Other Info

* Meal Options:

Special Instructions (e.g., physical accommodation, dietary needs, allergies, etc.):

I will be bringing a guest or guests to some events (select guest tickets on the CE & Extra Tickets page).

I will participate in the sharing roundtables (free event to be held during the exhibit time on Tuesday, 9-30-10:30am).

* Are you a member of one of the following chapters?


To join, visit:

Midcontinental Chapter of MLA (MCMLA)

Medical Library Group of Southern California & Arizona (MLGCA)

Northern California & Nevada Medical Library Group (NCNMG)

Pacific Northwest Chapter of MLA (PNWMLA)

South Central Chapter of MLA
Quint Essential: Convergence & Collaboration

Featured Speakers

Gary Fanger, MLS, MLA
President
Architect and Herl Lender Foundation

Susan M. Hamman, PhD
Research Associate Professor of Public Health and Population
University of Colorado Denver

Dr. Oren Talmi (CTI) MLS
Chief Medical Information Officer
University of Colorado Hospital and Advocate Health Care

CE Classes

Classes are limited to 25 registrants per class to ensure a quality learning experience. Course Descriptions are included on the CE and BONS Tickets page.

CED: Engaging the 21st Century Learner: Best Practices & Classroom Management Techniques / Instructor: Jennifer Leder, Zinco Training, October 13, 2014, 6 a.m. to Noon, 4 hrs MLA CE

CED: Literature Role in Systematic Reviews: A Step by Step Approach / Instructors: Margaret Fuster and Ahlon Kelsay, October 17, 2014, 3 a.m. to 5 p.m., 4 hrs MLA CE

CED: Innovation and Lean Process Improvement Demonstration / Instructors: John Langeland, Greg Lewis and Jan Vos de Vries, October 12, 2014, 8 a.m. to 5 p.m., 6 hrs MLA CE

CED: EMR Sequentialie the Basics: Electronic Records and Qualitative Studies / Instructor: Cecile Schenck, October 19, 2014, 8 a.m. to Noon, 4 hrs MLA CE

CED: Applying Information expertise to the challenge of Magnetic Error Reduction / Instructors: Barbara Zieser and Melissa Graham, October 10, 2014, 3 p.m. to 5 p.m., 4 hrs MLA CE

CED: Fundamentals of Data Visualisation / Instructor: Justin Wylde, October 13, 2014, 1 p.m. to 5 p.m., 4 MLA CE

Meeting Highlights:

Sunday - CE Classes

Monday - CE Classes & Partner Organization Meetings, Opening Reception at 5:45 pm

Tuesday - Welcome and Friday Breakfast at 8:00 am, Exhibits Open at 10:30 am, Lunch with Exhibitors, Papers, Panels, Poster & Presentations

Wednesday - MLA Update at 8:00 am, Friday Breakfast at 9:00 am, Exhibits Open at 10:30 am, Hospital Libraries Luncheon, Papers, Panels, Poster & Presentations, Chapter Meetings at 2:00 pm, MLA Meeting at 4:00 pm

Thursday - MLA and NLA Update at 8:00 am, Friday Breakfast at 9:00 am, Trends in Technology Panel at 10:30 am, Partner Organization Meetings
Lodging and Travel Planning
This page has no registration fields; we're just providing information to help you plan the meeting.

Hotel Registration
- Discounted room rate is $119 (single or double) plus 14.75% state and local taxes.
- Free in-room internet (wifi provided), and free internet in the sleeping area, and there will also be Wi-Fi service in the meeting rooms and exhibit hall.
- If you are driving a car, the discounted parking rate is $15/day from Thursday night through Saturday night.
- Reservations must be made by Monday, September 12 for the discounted rate.
- Learn more about the Denver Marriott Tech Center.

SUNDAY OF REGISTRANTS: Due to a hotel scheduling conflict, there will be limited or no rooms available through October 11. Alternative hotels for that night are below. We apologize for this inconvenience.
- In the conference hotel, the Marriott Denver Tech Center: Hampton Inn & Suites
- Near the University of Denver Medical Campus:
  - The Omni Hotel: 2300 Grant Street; 303-571-1800; Fax: 303-571-1801
  - The Sheraton Denver Downtown: 1650 Wewatta Street; 303-383-6100; Fax: 303-383-7400

Travel and Ground Transportation
Airports servicing Denver International Airport.

Visit Denver: The Convention & Visitors Bureau
Westword
Our local entertainment and news weekly. It includes event listings, restaurant reviews, local interest news, and arts information.

Plan Your Visit
Visit Denver: The Convention & Visitors Bureau
Westword
Our local entertainment and news weekly. It includes event listings, restaurant reviews, local interest news, and arts information.
Convergence & Collaboration • Denver, Colorado • October 12-16, 2014

Quint Essential: Convergence & Collaboration

Details

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<tr>
<th>Registrant</th>
<th>Email</th>
<th>Registrant Type</th>
<th>Actions</th>
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<td><a href="mailto:abc@regonline.com">abc@regonline.com</a></td>
<td>CE Only</td>
<td>Make Changes</td>
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</table>

Add Another Person

Make Changes to CE & Extra Tickets

Fees

<table>
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<th>Quantity</th>
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<tbody>
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<td>Sample Fee #1</td>
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</tr>
</tbody>
</table>

Subtotal: $0.00

Total: $0.00

Recommended

Save your details for next time

You can speed up your next registration with this company by creating an account. Learn More

Create Password: ______________________

Show Password

If you choose not to create a password, please note that you must keep your confirmation email as it will contain a link to access your registration.

Terms and Conditions

If you ... Then we will ...

Cancel or change your registration on or before September 16, 2014

Refund all registration and special event fees, less a $40.00 processing fee within 30 days of the end of the meeting OR Transfer registration to designated substitute person

You agree to the terms and conditions

Payment Method

Select a payment method: Credit Card

Billing Information

Secure credit card payment

Credit Card Type

Credit Card Number

Credit Card Security Code (What’s This?)

Expiration Date (Month-Year)

Cardholder Name

Country: United States

Billing Address Line 1: 4750 Walnut Street

Billing Address Line 2: Suite 100

Billing City: Boulder

Billing State / Province: CO

Billing Zip / Postal Code: 80301
Terms and Conditions

If you ... Then we will...

Cancel or change your registration on or before September 14, 2014 Refund all registration and special event fees, less a $40.00 processing fee within 30 days of the end of the meeting OR Transfer registration to designated substitute person

Contact Lynne Fox at ucdsever.edu for assistance

You agree to the terms and conditions

Payment Method
Select a payment method: Credit Card

Billing Information
Secure credit card payment

Credit Card Type

Credit Card Number

Credit Card Security Code (What's This?)

Expiration Date

Cardholder Name

Country

Billing Address Line 1
4750 Walnut Street

Billing Address Line 2
Suite 100

Billing City
Boulder

Billing State / Province
CO

Billing Zip / Postal Code
80301

Refund Information

If you ... Then we will...

Cancel or change your registration on or before September 14, 2014 Refund all registration and special event fees, less a $40.00 processing fee within 30 days of the end of the meeting OR Transfer registration to designated substitute person

Contact Lynne Fox at ucdsever.edu for assistance

Cancel or change your registration after September 14, 2014 Transfer registration to designated substitute person; no refunds available

Receive notice of a returned check Assess a $40.00 returned check fee within 30 days of the end of the meeting

Receive notice that a CE class(es) was canceled for not meeting the minimum attendance requirement Register you for an alternate CE class(es) if your choosing or refund fees for the canceled class(es) less a $15 fee within 30 days of the end of the meeting

If you pay your meeting registration fees (by any payment method) and then later make changes that result in your new balance being less than the original amount you paid, the difference will be subject to the cancellation policy. If you have questions about your invoice or receipt, please contact Lynne Fox, 303-774-2121, lynne.fox@ucdsever.edu

Finish
Your registration is complete.

Now, invite your friends and co-workers!

- Facebook
- Send an Email
- Tweet About It
- Tell Your Network

Includes Lunch with Exhibitors
If you are paying by:

Credit card -- Select "Credit Card" as the payment method above and complete the required form fields.
Note: The billing address fields might be pre-populated with the address you provided on the Personal Information page, but if you are using a credit card with a different billing address, you will be able to change that information here. When all required fields have been filled, click on "Finish" below to process the payment and view the confirmation page.

Check -- Select "Check" as the payment method above and click on "Finish" below. You will be taken to the confirmation page, where you may print the invoice to send in with your check. Please make check payable to "Quint MLA Chapter Meeting" and send the invoice and payment to
Quint MLA Chapter Meeting
P.O. Box 7382
Denver CO 80207

Purchase Order -- Select "Purchase Order" as the payment method above and enter the PO number, if available, in the form field. Then click on "Finish" below. You will be taken to the confirmation page, where you may print the invoice for your records. Please send the invoice with a copy of your purchase order and/or payment made payable to "Quint MLA Chapter Meeting" to:
Quint MLA Chapter Meeting
P.O. Box 7382
Denver CO 80207

Colorado Council of Medical Librarians Federal Tax ID is 74-2302398

Refund Information

If you ... Then we will ...

Cancel or change your registration on or before September 14, 2014 Refund all registration and special event fees, less a $50.00 processing fee within 30 days of the end of the meeting OR Transfer registration to designated substitute person Contact Lynne Fox, fox@ucdenver.edu for assistance

Cancel or change your registration after September 14, 2014 Transfer registration to designated substitute person; no refunds available

Receive notice of a returned check Assess a $40.00 returned check fee within 30 days of the end of the meeting

Receive notice that a CE class(es) was canceled for not meeting the minimum attendance requirement Register you for an alternate CE class(es) of your choosing or refund fees for the canceled class(es) less a $15 fee within 30 days of the end of the meeting

If you pay your meeting registration fees (by any payment method) and then later make changes that result in your new balance being less than the original amount you paid, the difference will be subject to the cancellation policy.

If you have questions about your invoice or receipt, please contact Lynne Fox, 303-724-2121, lynne.fox@ucdenver.edu
EXHIBITOR REGISTRATION FORM (SCREENSHOTS)

[Image of the registration form]

For exhibit and sponsorship questions, please contact Celtic McKay at cmmckay@00sys.com or 978-416-8279.

This form will allow you to either: 1. Register as an individual and/or your company's booth in the exhibit hall, OR 2. Register a group of up to five representatives in your company's booth in the exhibit hall. 3. Register now and substitute another representative later by contacting cmmckay@00sys.com.

500 members are expected to attend a joint meeting of the Wisconsin Council of MLA (MLCA) Medical Library Group of Northern California & Arizona (NLCA), Western California & Nevada Medical Library Group (NCNV), California & Nevada Medical Library Group (CNMLG), and South Central Council of MLA (SCMLA). This meeting will offer you, as an exhibitor or sponsor, the chance to highlight your products and services and to build brand recognition among information professionals from the western United States, including Alaska.

Exhibits will be held on Monday October 13 with setup in the morning and opening at the evening Welcome Reception from 6-8pm. Exhibits will be open Tuesday October 14 8:30am to 5:30pm and Wednesday October 15 8:30am to 12pm. Exhibitors are encouraged to break down their displays and leave a booth for the event. Exhibitors are also encouraged to extend your hours and stay open later to interact with attendees.

Wireless Internet is available throughout the exhibit area. Power is available for a $10 daily fee. There is a complimentary wireless network (available only) and Wi-Fi internet in the sleeping rooms, and there will also be Wi-Fi access in the meeting rooms.

Exhibitor permits do not include the Monday night opening (5-7pm) and Monday Night Celebration Wednesday night (5-7pm) are included in the exhibitor registration fee, but may be purchased separately for $24 each.

Refunds will be provided for exhibitor registrations canceled in writing and received by Celtic McKay (cmmckay@00sys.com) by September 1, 2014. A $50 cancellation fee will apply. No exhibitor refunds will be issued after September 1, 2014.

Any special exhibits must be arranged and paid for by the exhibitor. Please contact Celtic McKay at cmmckay@00sys.com for information.

Lectors and promotional items may be shipped prior to the event. Detailed exhibitor instructions and information will follow your registration.

A meeting planner directory will be available for all exhibitors. Attendee badges will include a QR code. Please load a QR reader app to your smartphone to select attendee contact info in the Exhibit Hall.

An exhibitor directory will be available to all attendees. Please provide complete personal contact information to ensure that attendees can communicate with you after the meeting.
<table>
<thead>
<tr>
<th>Personal and Contact Info</th>
<th>Agenda</th>
<th>Lodging &amp; Travel</th>
<th>Extra Tickets/Sponsorship</th>
<th>Checkout</th>
<th>Confirmation</th>
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<td><strong>Personal and Contact Info</strong></td>
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**Completing This Form on Behalf of Another Person**

If you are completing this form on behalf of another person, enter your name, phone, and email address so that we may contact you if necessary.

Name: | Phone: | Email: |

**Other Info**

Company website

Meal Options

Special Instructions (e.g., physical accommodation, dietary needs, allergies, etc.)

Please add your second company representative by clicking the **ADD ANOTHER PERSON** button on the Checkout page.

If you have more than two representatives attending, select the Extra Tickets needed on the Extra Tickets/Sponsorship page, then click the **ADD ANOTHER PERSON** button on the Checkout page to add their contact information to your registration group.

Are you a member of one of the five chapters?

To join, visit:

- Midwest Chapter of MLA (MCMLA)
- Medical Library Group of Southern California & Arizona (MLGSCA)
- Northern California & Nevada Medical Library Group (NCNMCLG)
- Pacific Northwest Chapter of MLA (PNWMLA)
- South Central Chapter of MLA (SCCMLA)
Convergence & Collaboration • Denver, Colorado • October 12-16, 2014

EXHIBITOR REGISTRATION, Booth and Representatives

Agenda

Booth Registration

If you are visiting this page while you are adding additional representatives for a booth (beyond the two that are included in a booth registration), please just click Continue to advance to the next screen and purchase extra tickets for events.

- Exhibit area vendor booth AND registration for two vendor representatives to attend the Monday night opening (5:00-7:00pm) and Wednesday night Mid-Meeting Celebration (6:00-8:00pm) receptions plus Lunch with Exhibitors (Tuesday, Noon - 1:00pm) and coffee breaks.
  Price: $1,500.00
- Electrical (recommended)
  Price: $150.00

Additional Booth Registration

Vendors may register for a maximum of two booths to allow additional space for products and representatives. Additional booth space is limited, so please add a second space as soon as possible.

- Additional exhibit area vendor booth
  Price: $1,500.00
- Additional booth electrical (optional)
  Price: $150.00

Prize Drawing Donation

Donate an item worth $50 or more and have your company name mentioned during the drawing.

- My company will donate a prize for a drawing during the exhibits.

For exhibit and sponsorship questions, please contact Becky McKay at rmckay@library.tamu.edu or 979-436-0279

500 members are expected to attend a joint meeting of the Midcontinental Chapter of MLA (MCMiLA), Medical Library Group of Southern California & Arizona (MLGSCAz), Northern California & Nevada Medical Library Group (NCNMLiG), Pacific Northwest Chapter of MLA (PNiMLA), and South Central Chapter of MLA (SCOMLA). This meeting will offer you, as an exhibitor or sponsor, the chance to highlight your products and services and to build brand recognition among information professionals from the western United States, including Alaska.

Exhibits will be held on Monday October 13 with setup in the morning and opening at the evening Welcome Reception (5:00 - 7:00pm).

Exhibits will be open Tuesday October 14 10:30am to 5:00pm, and Wednesday October 15 10:30am until Noon, when exhibitors will need to break down so that pipe and drape can be removed. (See the Schedule at a Glance)

Exhibitors are welcome to attend the Mid-Meeting Celebration, Wednesday 6:00 - 8:00pm.

All exhibitors and sponsors will be recognized at the Luncheon with Exhibitors, Tuesday, Noon - 1pm, with conference signage, and at the conference website.

The exhibitor fee will be $1,500 per booth (9' x 15' ); multiple spaces can be purchased, if space is available. Each booth will include pipe & drape, one (1) six-foot table with tablecloth, two (2) chairs, and one (1) wastebasket.

Wireless Internet is available throughout the exhibit area. Power is available for a $50 daily fee.

Exhibitors receive tickets for 2 people to attend the Monday night opening (5:00-7:00pm) and Mid Meeting Celebration Wednesday night (6:00-8:00pm) receptions plus Luncheon with Exhibitors (Tuesday, Noon - 1:00pm) and coffee breaks. Extra tickets will be $35 each. Extra tickets to the Wednesday Hospital Library Interest Section Luncheon (Noon-1:30pm) are not included in the exhibitor registration fee, but may be purchased separately for $40 each.

Any special AV equipment must be arranged and paid for by the vendor. Please contact Kristen Del Santo at kristen.desanto@childrenscoolorado.org for information.

Literature and promotional items may be shipped prior to the event, detailed exhibitor instructions and information will follow your registration.

A meeting attendee directory will be available to all exhibitors. Attendee badges will include a QR code. Please load a QR reader app on your smartphone to collect attendee contact info in the Exhibit Hall.

An exhibitor directory will be available to all attendees. Please provide complete personal contact information to ensure that attendees can communicate with you after the meeting.

Total: $0.00
Recalculate Total
Hotel Registration

- Discounted room rate is $129 (single or double) plus 14.75% state and local taxes.
- There is complimentary internet in the rooms.
- If you are driving a car, the discounted parking rate is $5 a day from Thursday night through Saturday night.
- Reservations must be made by Monday September 22 for the discounted rate.

Travel and Ground Transportation

Airlines serving Denver International Airport

Ground Transportation

Plan Your Visit

Visit Denver – The Convention & Visitors Bureau

Westword

Our local entertainment and news weekly. It includes event listings, restaurant reviews, local interest news, and arts information.
### Extra Tickets/Sponsorship

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Quantity</th>
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<tbody>
<tr>
<td><strong>Extra Tickets</strong></td>
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</tr>
<tr>
<td>If you have more than two representatives attending, purchase additional tickets for the Opening Reception (Monday Night), Luncheon with Exhibitors (Tuesday), Mid-Meeting Celebration Reception (Wednesday Night), and Hospital Library Interest Group Luncheon (Wednesday).</td>
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</tr>
<tr>
<td>Purchase extra tickets for each additional representative for the Opening Reception (Monday Night), Mid-Meeting Celebration Reception (Wednesday Night), and Luncheon with Exhibitors (Tuesday)</td>
<td>$150.00</td>
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<td>$0.00</td>
</tr>
<tr>
<td>Purchase extra tickets for any representative who would like to attend the Hospital Library Interest Group Luncheon; Wednesday, October 15, 12:00-1:30 p.m., &quot;Understanding Your Genome: The Path to Personalized Medicine&quot;, Dr. Robin Dowell, University of Colorado-Boulder.</td>
<td>$40.00</td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### Increase your brand exposure at the meeting. Sponsorships are available.

Contact Becky McKay (rmckay@library.tamu.edu or 979-436-0279) for information on how to take advantage of this unusual opportunity to highlight your company or product at a five chapter meeting attended by hundreds of health science library decision-makers.

Your brand or product will be featured in introductions, on our website, and for some opportunities in signage advertising your support or other special exposure to attendees.

Your opportunities to shine include:

- Two different receptions for all attendees: sponsor/underwrite the entertainment, catering, or venue
- Multiple keynote program underwriting
- Sunrise Breakfasts provide training opportunities for your new products
- Round-trip train tickets for attendees
- Registration fee underwriting that puts your logo, product or brand in front of every registrant
- Poster session or paper presentation session
- Scholarships for student attendees

Or contact Becky about a sponsorship idea all your own!

Total: $0.00

[Continue]
QuintEssential
MCMLA • MLGSCA • NCNMLG • PNCMLA • SCCMLA
Convergence & Collaboration • Denver, Colorado • October 12-16, 2014

EXHIBITOR REGISTRATION, Booth and Representatives

Personal and Contact Info  Agenda  Lodging & Travel  Extra Tickets/Sponsorship  Checkout  Confirmation

Data &
Registrant  Email  Registrant Type  Actions
FirstName LastName  abc@Oregonlive.com  Exhibitor  Make Changes
Add Another Person
Make Changes to Extra Tickets/Sponsorship

Fee

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Create an Account

For your security, enter a password to verify your identity. Learn More

- Create Password: [input field]
- Show Password

Terms and Conditions

Refunds will be provided for exhibitor registrations cancelled in writing and received by Becky McKay (bmckay@becky.templ.edu) by September 1, 2014. A $200 cancellation fee will apply. No exhibitor refunds will be issued after September 1, 2014.

- You agree to the terms and conditions

Payment Method

Select a payment method: Credit Card

Billing Information

- Secure credit card payment

- Credit Card Type [input field]
- Credit Card Number [input field]
- Credit Card Security Code [input field] (What's This?)
- Expiration Date [input field]
- Cardholder Name [input field]
- Country United States
- Billing Address Line 1 [input field]
- Billing Address Line 2 [input field]
- Billing City Boulder
- Billing State / Province CO
- Billing Zip / Postal Code 80301

84
Convergence & Collaboration • Denver, Colorado • October 12-16, 2014

EXHIBITOR REGISTRATION, Booth and Representatives
Monday, October 13, 2014 - Wednesday, October 15, 2014

Denver
Denver Marriott Tech Center
4900 E. Syracuse Street
Denver, Colorado 80237
United States
Event Details
FOR ASSISTANCE WITH THIS REGISTRATION FORM OR ANY QUESTIONS ABOUT REGISTRATION:
Lynne Fox
Phone: 303-724-2121
Email: lynne.fox@ucdenver.edu

Exhibitor Local Arrangements
(for equipment rental or other local logistics questions)
Kristen DeSantis
Phone: 720-777-6239
Email: krisdeantis@childrenscolorado.org

Vendor Sponsorship Opportunities
Becky McKay
Phone: 978-436-0779
Email: rmcclay@library.tamu.edu

Conference Co-Chairs
Jon Crossno
Phone: 214-648-2562
Email: jon.crossno@utsouthwestern.edu

Lisa Traylor
Phone: 303-724-2341
Email: lstraylor@ucdenver.edu

Thank you for registering for QuintEssential: Convergence & Collaboration!

PLEASE RETAIN THIS INFORMATION FOR REFERENCE
TO PRINT A RECEIPT SCROLL DOWN TO THE LINK ON THE LOWER RIGHT
SUBSTITUTE ANOTHER REPRESENTATIVE LATER BY CONTACTING lynne.fox@ucdenver.edu

500 members are expected to attend a joint meeting of the Midcontinental Chapter of MLA (MCMLA), Medical Library Group of Southern California & Arizona (MLGSCA), Northern California & Nevada Medical Library Group (NCNMIG), Pacific Northwest Chapter of MLA (PNMLA), and South Central Chapter of MLA (SCMLA). This meeting will offer you, as an exhibitor or sponsor, the chance to highlight your products and services and to build brand recognition among information professionals from the western United States, including Alaska.

Exhibits will be held on Monday October 13 with setup in the morning and opening at the evening Welcome Reception (5:00 - 7:00pm).

Exhibits will be open Tuesday October 14 10:30am to 5:00pm, and Wednesday October 15 10:30am until Noon, when exhibitors will need to break down so that pipe and drape can be removed. (See the Schedule at a Glance) Exhibitors are welcome to attend the Mid-Meeting Celebration, Wednesday 6:00 - 8:00pm.

All exhibitors and sponsors will be recognized at the Luncheon with Exhibitors, Tuesday, Noon - 1pm, with conference signage, and at the conference website.

The exhibitor fee will be $1,500 per booth (8’ x 10’); multiple spaces can be purchased, if space is available. Each exhibit will include pipe & drape, one (1) six-foot table with a tablecloth, two (2) chairs, and one (1) wastebasket.

Wireless Internet is available throughout the exhibit area. Power is available for a $50 daily fee.

Exhibitors receive tickets for 2 people to attend the Monday night opening (5:00-7:00pm) and Mid Meeting Celebration Wednesday night (6:00-8:00pm) receptions plus Luncheon with Exhibitors (Tuesday, Noon - 1:00pm) and coffee breaks. Extra reception tickets will be $150 each. Extra tickets to the Websavvy Hospital Library Interest Section Luncheon (Monday 1:30pm) are not included in the exhibitor registration fee, but may be purchased separately for $40 each.

Refunds will be provided for exhibitor registrations cancelled in writing and received by Becky McKay.
by September 1, 2014. A $200 cancellation fee will apply. No exhibitor refunds will be issued after September 1, 2014.

Any special AV equipment must be arranged and paid for by the vendor. Please contact Kristen DeSanto at kristen.desanto@childrenscolarado.org for information.

Literature and promotional items may be shipped prior to the event. Detailed exhibitor instructions and information will follow your registration.

A meeting attendee directory will be available to all exhibitors. Attendee badges will include a QR code. Please load a QR reader app to your smartphone to collect attendee contact info in the Exhibit Hall.

An exhibitor directory will be available to all attendees. Please provide complete personal contact information to ensure that attendees can communicate with you after the meeting.

Don't forget to make your Hotel Registration!

Book your flight into Denver International Airport.

Arrange for Ground Transportation.

Visit the Convention & Visitors Bureau for information about Denver and Colorado.

Westword is our local entertainment and news weekly. It includes event listings, restaurant reviews, local interest news, and arts information.
Software as a Service Agreement

This Software as a Service Agreement ("Agreement") is made effective as of the date on the signature page (the "Effective Date") and entered into between The Active Network, Inc. ("TAN") and ("you" or "your" or "Client"). The parties agree as follows:

1. Services. TAN will provide you access to its Software as a solution product ("Software") as well as services and support ("Services") related to your events, camps, licenses, classes, tickets, facilities, account management, use transactions, sales, memberships, reservations, donations, and/or activities ("Event"). The features, services, options, and fees are described more fully, if applicable, to this Agreement (each, a "Schedule"). The initial Schedule is attached hereto as Exhibit A. Each additional Schedule must be signed by both parties and will be governed by this Agreement. You agree to provide us with certain information relating to your business and any underlying software subject to the limited license provided by this Agreement.

2. License to Intellectual Property/Promotion. a) TAN retains all right, title, and interest in and to the Software, Services, and any underlying software subject to the limited license provided by this Agreement.

b) TAN hereby grants to you a limited, non-exclusive, non-transferable license (i) to use the Software, Services, and any underlying software solely in accordance with this Agreement, and (ii) to display, reproduce, distribute, and transmit in digital form TAN's name and logo solely for the purposes set forth in this Section 2. You hereby grant to TAN a limited license to use information not furnished by you relating to your events, camps, licenses, classes, and logo, in connection with the promotion of your organization or events.

c) TAN will make reasonable efforts to promote and encourage the use and availability of the Software in connection with the promotion of your Events for which you are using the Software and Services. You will include TAN's name and logo in newsletters, printed registration forms or brochures provided by you to prospective participants (e.g., by inserting the following statement in any online or print media related to your Event: "Online Registration Powered by Active.com"). TAN will be the sole and exclusive provider of registration services similar to the Software and Services provided to Client hereunder for each Event for which you are using TAN's Software and Services during the term of this Agreement.

d) You agree to receive notifications regarding free product, promotions, promotional items, and giveaways at your Event(s) or facility(ies), but you may opt not to receive the items from TAN. Registrants of your Events may opt-in to receive information, items, or promotions/deals from TAN; we will be responsible for fulfilling such items or services for any such offers.

e) Each party agrees to comply with all applicable laws, rules, and regulations relating to such party obligations hereunder.

3. Termination. a) TAN retains the right to terminate the Software, Services, and any underlying software subject to the limited license provided by this Agreement.

b) Fees. a) Client will pay the fees as more fully described in the applicable Schedule. For registration Services, unless otherwise set forth on the applicable Schedule, TAN will collect registration fees charged by you from individuals who register for your Events online, for the purposes of card association rules, as a merchant of record but not a seller of record. TAN will remit those sums to you, net of chargebacks and any other offsets, monthly unless otherwise set forth in the applicable Schedule. TAN will service fees as set forth in the applicable Schedule. TAN may suspend its performance hereunder, including remitting payments, in the event it reasonably believes that the Software or Services are being used for fraudulent or other suspect purposes. If you agree to a minimum volume commitment in a Schedule, TAN also has the right to charge fees owed to it by you if your organization does not meet the agreed volume commitments and may collect those fees by issuing an invoice or by offsetting the deficiency from any account balance you maintain with TAN. Any minimum volume commitment calculations will begin on the date that the Software is live for your Event(s). TAN may also reimburse itself for any chargebacks, returned items or overdue fees owed by you or the registration fees it collects on your behalf by offsetting your account. If the Schedule indicates that you are paying on a subscription basis, you will be invoiced for the first year of subscription fees upon the first live operational use of the Software ("Go-Live Date"). Subsequent fees will be invoiced in accordance with the applicable Schedule. Payment of subscription fees are due within thirty (30) days of your receipt of an invoice. All fees and prices are in United States Dollars unless otherwise specified.

b) All fees that are not directly charged by TAN as part of your registration fees will be due from you within thirty (30) days from the end of the remittance cycle during which the fees accrued. These fees are displayed on your account statement. Past due fees shall accrue interest at the annual rate of five percent (5.00%) per annum. In the event of delay in paying a fee, you agree to reimburse TAN for any fees incurred in its collection efforts. TAN may suspend or deactivate your account if your account is more than thirty (30) days past due.

c) TAN may, at its discretion, in accordance with the agreement you have entered into with TAN, provide that any increase will not exceed twelve and a half percent (12.5%). TAN shall notify Client at least thirty (30) days in advance of any such change. If we modify the fees, you can terminate this Agreement at that time by providing written notice within thirty (30) days following the date the change is implemented.

d) As the seller of record, you will be solely responsible for, and will pay, any and all sales, excise, sales or privilege taxes, duties, value added taxes, fees, assessments, or similar liabilities chargeable by a governmental authority as a result of any Software or Service provided under this Agreement. Taxes on TAN's net income and exclude.

e) In the event you are entering into this Agreement and using the Services for the benefit of a third-party event or organization ("Third-Party Beneficiary") you agree that we may send registration fees collected by us directly to the Third-Party Beneficiary.

5.Disclaimer of Warranties/Limitation of Liability. TAN EXPRESSLY DISCLAIMS ANY WARRANTY THAT THE USE OF THE SOFTWARE OR SERVICES WILL BE UNINTERRUPTED OR ERROR FREE OR THAT THE SOFTWARE OR SERVICES WILL MEET YOUR REQUIREMENTS. SOFTWARE AND SERVICES ARE PROVIDED TO YOU ON "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TAN SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR OTHER LOSS DAMAGE. TAN'S TOTAL AGGREGATE LIABILITY FOR ANY MATTER ARISING FROM OR RELATED TO THIS AGREEMENT IS LIMITED TO THE AMOUNT OF FEES ACTUALLY PAID BY YOU AS CONSIDERATION FOR THE SOFTWARE AND SERVICES GIVING RISE TO OR ARISING FROM THIS CLAIM DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE DATE ON WHICH THE CAUSE OF ACTION AROSE.

6. Indemnification. a) To the extent permitted by law, each party (the "Indemnifying Party") shall defend, settle, and pay damages (including reasonable attorneys' fees) ("Damages") relating to any third party claim, demand, cause of action or proceedings (whether threatened, asserted, or filed) ("Claims") against the other party hereunder (the "Indemnified Party") to the extent that such Claim is based upon: (i) the Indemnifying Party's violation of any applicable law, rule, or regulation; and/or (ii) violation, by the Indemnifying Party, of materials, products, or services as part of such party's obligations hereunder that infringe the intellectual property rights of any third party provided that such materials, products, or services are used in accordance with this Agreement.

b) To the extent permitted by law, you shall further defend, settle, and pay Damages relating to Claims to the extent based on (i) injury or death to a person or damage to property resulting from the participation in an Event operated by you in conjunction with the Software and/or Services; and/or (ii) brought by a Third-Party Beneficiary that related to or arise from your negligence, wrongdoing, or lack of authority to act on behalf of such third party. For the purposes of Sections 5 and 6 herein, TAN shall also include its suppliers and licensors.

7. Term and Termination. The term of this Agreement shall be for one (1) year from the Effective Date. Either party may terminate this Agreement: (a) upon a material breach by the other party; (b) if such breach is not cured within thirty (30) days following written notice to the breaching party; or (c) where the other party is subject to a filed bankruptcy petition or formal insolvency proceeding that is not dismissed within thirty (30) days.

8. Miscellaneous. a) Any notices required to be given under this Agreement shall be in writing sent to the address set forth below for Client or, in the case of TAN, to the address set forth below to the attention of General Counsel. Notices will be deemed received the next day sent via overnight mail or courier with confirmation of receipt, or three (3) days after deposited in the mail sent certified or registered.

b) This Agreement is non-assignable without the written consent of the other party, except that TAN may assign without consent: (i) its rights to receive payments; or (ii) the Agreement to an affiliate or in connection with any sale of or any other transaction involving the transfer of more than fifty percent (50%) of its voting securities or assets. Any assignment in violation of this Agreement will be void.

c) The Agreement shall be governed by the laws of the State of California, without giving effect to the conflict of laws provisions thereof. Neither the United Nations Convention of Contracts for the International Sale of Goods nor the Uniform Computer Information Transactions Act shall apply to this Agreement. Any legal action or proceeding relating to this Agreement shall be instituted only in any state or federal court in Denver County, Colorado. In any action or suit to enforce any right or remedy under this Agreement or to interpret any provision of this Agreement, the prevailing party shall be entitled to recover its costs, including reasonable attorneys' fees.

d) This Agreement contains the entire understanding of the parties regarding the subject matter hereof and can only be modified or amended by a subsequent written agreement executed by both parties.

S. Sections 3, 5, and 8 of this Agreement and any fees owed by you shall survive any termination or expiration of this Agreement.

f) If any provision of this Agreement is held unenforceable by a court of competent jurisdiction, that provision shall be enforced to the maximum extent permitted by law so as to affect the intent of the parties, and the remainder of this Agreement shall continue in full force and effect.

g) No waiver of any provision of this Agreement or any attachment shall be effective unless it is in a writing signed by the party against whom it is sought to be enforced.

h) Neither party will be deemed to be in default hereunder, or will be liable to the other, for failure to perform any of its obligations under this Agreement to the extent that such failure results from any act or event beyond that party's reasonable control.
Software as a Service Agreement
SIGNATURE PAGE

By signing this Agreement, each party represents and warrants that it has the necessary and full right, power, authority, and capability to enter into this Agreement and to perform its obligations hereunder.

TAN

By: ________________________________
   (Signature)

Print Name and Title: ___________________________

Date: ________

CLIENT

Colorado Council of Medical Librarians (CCML) (Full Legal Name)

By: ________________________________
   (Signature)

Lisa K. Traditi, Co-Chair
Print Name and Title: ___________________________

Quint M&A Chapter Meeting - there's a separate bank account for this meeting under the meeting name and checks need to be payable to that account. Checks payable to:

Effective Date: January 31, 2014

INTERNAL USE ONLY

SALES REPRESENTATIVE: Casey Vandenooever
ACCOUNT MANAGER: ___________________________
TODAY'S DATE: January 31, 2014

SALES MANAGER: Josh Pearlman
ACCOUNT NUMBER: ___________________________
## Software as a Service Agreement

### REGISTRATION AND SOFTWARE FEES (registration calculated as a single person for a single event)

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<td>Per Registration Fee</td>
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Term and Termination: The term of this Agreement shall be for 1 year from the Effective Date.
See Figure 1: Other Binding/Business language

### OTHER FEES AND SERVICES

| Annual Membership Registrations | Per Membership Fee |
| Annual Survey Responses         | Per Response Fee (Survey) |
| Annual Donation Registrations   | Per Donation Fee |

Price quote valid through on 1/31/2014

### TRANSACTION PROCESSING FEES

Transaction Processing – does not apply to check and cash payments. Transaction processing fees are additional to the registration fees and will be assessed at time of registration and deducted from remittance.

3.95% Per transaction processed through TAN's merchant account (**expected credit card processing: $200,000 x 3.95% = $7,900**). Fees are collected and processed on Client's behalf by TAN. TAN deducts all applicable fees from amounts collected. Net funds are paid to Client according to invoicing/remittance schedule. All funds are collected and paid in United States Dollars (USD).

---

**The Active Network, Inc.**

**Company:** Colorado Council of Medical Librarians

Authorized Signature Date

Signature 1/31/14

Print Name Co-Chair, Spring MLA Meeting

---

**INTERNAL USE ONLY**

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Version: 11/11/11
**Software as a Service Agreement**

**Schedule A**

The ACTIVE Network, Inc.
320 Interlocken Parkway, Suite 200 Broomfield, CO 80021 | Phone 1 (888) 351-9948 || Fax (303) 577-5101

**CUSTOMER GENERAL INFORMATION**

<table>
<thead>
<tr>
<th>CUSTOMER:</th>
<th>Colorado Council of Medical Librarians</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS:</td>
<td>PO Box 7382, 3355 Hudson Street Or Library and Knowledge 1400 Jackson Street</td>
</tr>
<tr>
<td>CITY, ST, ZIP:</td>
<td>Denver, CO 80207-9998</td>
</tr>
<tr>
<td>PHONE:</td>
<td>(303)-398-1483</td>
</tr>
<tr>
<td>FAX:</td>
<td>303-398-1498</td>
</tr>
<tr>
<td>EMAIL:</td>
<td><a href="mailto:quintmla2014@gmail.com">quintmla2014@gmail.com</a></td>
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<tr>
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</tr>
<tr>
<td>PROJECTED DATE TO ACTIVATE EVENT:</td>
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</table>

**CUSTOMER BILLING INFORMATION (if different than above)**

| ADDRESS: | |
| CITY, ST, ZIP: | |

**CUSTOMER CONTACT PERSON**

| NAME: | Lynne Fox |
| TITLE: | Registrant Chair |
| ADDRESS: | 12950 E. Montview Blvd, MS A003 |
| CITY, ST, ZIP: | Aurora, CO 80045 |
| PHONE: | (303)724-2121 |
| EMAIL: | lynne.fox@ucdenver.edu |
| Alternate Contact: | |

**INTERNAL USE ONLY**

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PLEASE BE SURE ALL BOLDED FIELDS ABOVE HAVE BEEN COMPLETED.