



Teleconference Series for Library Technicians Soaring to Excellence 2004

Now in its 10th year, the Soaring to Excellence series continues to offer excellent programming on technical and workplace issues for library technicians. This year, the series will feature three sessions: manager and employee skills, technology skills, and professional advancement.

Each program will be supported by practical information, discussion questions, worksheets, and bibliographies. For more information on the sessions and for advance program materials, point your browser to <http://www.cod.edu/teleconf/Soaring/>.

To avoid the unpredictable technical difficulties of live teleconferencing, FLICC will present this series in a delayed video format. See reverse for more details.



Dates Three Sessions—**Tuesday, January 13, 2004; Friday, February 27, 2004; Wednesday, April 28, 2004**—One registration covers all three sessions.

Time 9:30 a.m.-12:00 p.m. including one 10-minute break and a 30-minute Q & A session (Registration begins at 9:00 a.m. There is no entry to the Library of Congress prior to 8:30 a.m.)

Place Dining Room A, 6th floor, Madison Building, Library of Congress—Use Main Entrance at 1st Street and Independence Avenue, S.E., Washington, D.C.

Metro Capitol South (Orange and Blue lines)

Sponsors College of DuPage, Glen Ellyn, IL, and the FLICC Education Working Group Continuing Education Units (CEUs) are offered by the College of DuPage, IL

Registration \$90—One registration covers all three sessions and participants must attend all three. Seating is limited. Visit the FLICC Educational Programs Web site at <http://www.loc.gov/flicc/feveform.html> to register online or complete and fax the Registration Form below to (202) 707-4825.

Request ADA Accommodations five business days in advance at TTY (202) 707-6362 or ACA@loc.gov.

Information Call FLICC (202) 707-4800; TTY (202) 707-4995

Cancellations Cancellations must be called into the FLICC office (202-707-4800) 48 hours prior to the start of an educational program or the full fee will be charged.

Soaring to Excellence 2004

Name _____ Title _____

Organization _____

Address _____

City, State, Zip _____

Phone and Fax (include area code) Phone _____ Fax _____

FEDLINK Members: FEDLINK ID _____ FY2004 IAG #2004 _____ E-mail _____

Registration Fee:

- Bill the registration fee to my agency's existing FEDLINK Education/ Training (FT) account.
- Establish an FT account or increase the funding in my agency's existing FT account and bill the account for the workshop/program fee. Attached is an FY2004 IAG Amendment Request Transfer Pay Account Adjustment form to move funds from another of my agency's FY2004 FEDLINK accounts.

Other Federal Agencies (Non-FEDLINK Members)

- Attached is a standard government training form (e.g. SF182 or DD1556) or other billable document from my agency for the amount of the workshop/program. This amount covers *the registration fee plus the FEDLINK administrative service fee of 7.75%*. The Library of Congress will invoice my agency based on this document.

Register online at
<http://www.loc.gov/flicc/feveform.html>
or fax this form to
**FLICC Attn: FPE Registration
Library of Congress
(202) 707-4825**

Your registration is not complete until all appropriate documentation is received by FEDLINK and/or your account has been verified. If you will use a training form or purchase order, the originals must be submitted on site at registration.

Teleconference Series for Library Technicians

Soaring to Excellence 2004

Three Practical Toolkits

A 10th Year of Training and Educational Opportunities for Library Technicians

A Basic Toolkit: Good Manager and Good Employee Skills

**Tuesday
January 13, 2004**

The first teleconference covers the basic skills every library worker needs to know: how to be a good employee, how to be a good manager, communication, problem-solving, customer service, and conducting effective meetings.

A Technology Toolkit: Survival Skills for Everyone

**Friday
February 27, 2004**

Technology skills are the focus of the second teleconference, with an emphasis on computer and Internet basics. Topics include online information retrieval, electronic communication, and software programs everyone should know.

Professional Toolkit: Skills for Advancement

**Wednesday
April 28, 2004**

The third teleconference addresses skills required for professional advancement. Topics include mentoring, professional portfolios, career ladders, professional organizations and meetings. The session will also offer information about the American Library Association's current initiatives concerning library support staff.

Soaring 2004 Web site:

<http://www.cod.edu/teleconf/Soaring/>