

*flicc* MEETING ANNOUNCEMENT MA2005-6  
Teleconference Series for Library Technicians  
Soaring to Excellence 2005



Photo: Carol Highsmith

Now in its 11th 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: The Role of Teaching in Modern Libraries, Dealing with Difficult People, and Reference Tools for the Information Age.

Each video 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.dupage.edu/COD/index.php?id=11>.

Individuals who attend all three sessions earn a certificate of completion.

Date—Tuesday, January 18, 2005;  
Friday, March 11, 2005; Tuesday, April 26, 2005  
Time—9:30 am - 12:00 pm including a 30-minute  
Q & A session. (Registration begins at 9:00 am.  
There is no entry to the Library of Congress  
prior to 8:30 am.)

Place—Mary Pickford Theater, Madison Building,  
3rd floor, The Library of Congress—Use Main  
Entrance at 1st Street and Independence Avenue,  
S.E., Washington, D.C.

Metro—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 (charge to FEDLINK Training  
Account/FT)—\$100 (for all other transactions)

Visit the FLICC Educational Programs Web site at  
<http://www.loc.gov/flicc/feveform.html> to register  
online, or complete and fax this form to  
(202) 707-4825.

Request ADA Accommodations five business days  
in advance at (202) 707-6362 TTY or  
[ADA@loc.gov](mailto:ADA@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 2005

11/12/04

Register online at <http://www.loc.gov/flicc/feveform.html> or fax the form below to  
FPE Registration (202) 707-4825.

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email \_\_\_\_\_

Payment Method:

Bill the \$90 registration fee to my agency's FEDLINK Education/Training (FT) account. To establish an FT account or add funds to an existing account, contact the FEDLINK Fiscal Hotline at 202-707-4900.

FEDLINK ID \_\_\_\_\_

OCLC Symbol \_\_\_\_\_

Attached is a standard government training form (e.g. SF182 or DD1556) or other billable document for the registration fee of \$100. The Library of Congress will bill my agency based on this document. Originals of these forms must be submitted onsite at registration.

Charge the \$100 registration fee to my agency's government credit card. (Do not include the account number; FEDLINK will contact the credit card holder listed below.)

CARD HOLDER \_\_\_\_\_ PHONE \_\_\_\_\_

**Registrations are not complete until your FT account balance has been verified or other appropriate documentation is received.**

## Soaring to Excellence 2005

The 11th Year of Training and Educational Opportunities  
for Library Technicians

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### The Role of Teaching in Modern Libraries

Tuesday,  
January 18, 2005

Library staff are increasingly called upon not just to find information for their patrons, but also to teach their patrons skills related to finding, evaluating, and using information. This teleconference explores the expanded roles of librarians in today's modern libraries.

### Dealing with Difficult People

Friday,  
March 11, 2005

In the Age of Information, people have come to expect results immediately! Perennial favorite Deb Johnson provides some practical advice on how to deal with impatient and frustrated patrons.

### Reference Tools for the Information Age

Tuesday,  
April 26, 2005

What are the best reference tools available, both in print and online? This final teleconference for 2005 covers a number of areas related to reference and to providing library staff with the best and most up-to-date tools available, with a special focus on consumer medical information.

Soaring 2005 Web Site:

<http://www.dupage.edu/COD/index.php?id=11>

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