

Looking for ideas for your next Staff Training Day or Conference Program?

Why not bring in part of the management team from the recently named **Best Small Library in America 2010**! Located in Southern Illinois the Glen Carbon Centennial Library received this recognition from the Library Journal and the Bill & Melinda Gates Foundation.

Janet McAllister & Michelle Petersen would love to bring you their fun, enlightening and entertaining program "Delivering on Yes". A Library customer service presentation sharing some of our tips and ideas as well as helping your library get inspired to bring their "best" to your patrons and each other.

Janet McAllister, Assistant Director, is very proud that our library was named Best Small Library in America 2010 in recognition of its customer service and innovative programming. During her 14 years at the library, she has written and received a total of 12 grants 7 of which were Library Services and Technology (LSTA) federally funded grants, had the honor to sit on the Board of Directors for Reaching Forward South Committee and received her Library and Information Technology Certificate.

Michelle Petersen, Head of Circulation, has worked at the Glen Carbon Centennial Library for the past 7 years. In 2007, Michelle received her LTA from the College of Dupage in Glen Ellyn, IL. Michelle was named Support Staff Person of the year in 2006 by Reaching Forward South and has served for the past 3 years as President of the Circle Users Group in the Lewis & Clark Library System. In addition to managing the Help Desk at the library Michelle is also the Homebound Coordinator delivering books to our patron's bi-weekly.



For more information contact:

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Or call 618-288-1212