

Public Library Association
Conferences
Conference Recordings, 1994-2004

Box 1:

PLA Conference, 1994

- PLA-400 Opening General Session: Charlayne Hunter-Gault "In My Place"
- PLA-401 PLA Power Breakfast
- PLA-402 Joint Ventures: Public Libraries and Community Colleges
- PLA-403 Marketing 101
- PLA-404 Public Institution's Role in Public Policy Making
- PLA-405 Public Library directors: The Good, The Bad, and the Ugly
- PLA-406 The Public Library: an Electronic Doorway to Information
- PLA-407 Reach Out to Your Business Community – Anyone Can Do It!
- PLA-408 TQ Tools for Problem Solving and Decision Making [2 cassettes]
- PLA-409 WOW: The Library Card of the Future is Here
- PLA-410 Censorship and Sensitivity
- PLA-411 I love My Job. Why? A Paraprofessional Perspective
- PLA-412 It's About Kids: The NYPL Connecting Libraries and School Project
- PLA-413 Leased Databases Online: What's Behind the Hype?
- PLA-414 Linking Connecticut's Libraries Through Technology
- PLA-415 Naked Ladies and Angry Mothers
- PLA-416 Public Libraries and the Internet: An NCLIS Survey Report
- PLA-417 The Tug of War: Branch and Main Relations
- PLA-418 Young, Black, Male, Endangered: A Discussion of Library Service Needs and Responses
- PLA-419 The Americans With Disabilities Act of 1990: How it Affects Libraries
- PLA-420 Defining What it is: Forecasting What it Should be: Themes in Recent African-American Literature for Young Adults
- [missing PLA-421]
- PLA-422 Genre 101: Popular Fiction Genre for Public Librarians
- PLA-423 Information to Go
- PLA-424 New Directions For Technical Services
- PLA-425 Not Just Storytimes: The Public Library as the Preschooler's Door to Learning
- PLA-426 OWLS-Older Wiser Learners
- PLA-427 Perishable, But Not Disposable
- PLA-428 Personal Financial Planning for Librarians
- [missing PLA-429 and PLA-430]
- PLA-431 Reference Accuracy Training: Does It Really Work?
- PLA-432 Supporting the National Education Goals: Building Community Coalitions for the '90s and Beyond
- PLA-433 Centering on Research
- PLA-434 Genre Study: The Key to Effective R Advisory Service
- PLA-435 The Internet: A Library Management Perspective

- [missing PLA-436]
PLA-437 Latinos in America: Heart, Soul and Library Service
PLA-438 Library Head Start Partnership Project
PLA-439 LSCA Pie: Will There Be One? What's It Made Of? Who Gets the Biggest Piece?
PLA-440 Making the Most of Friends
PLA-441 Parenting Centers in the Public Library
PLA-442 The Past is Prologue: What Our History Tells Us About the Future of Library Services
PLA-443 Reaching Out to Home Schooler: Who Are They and How Can We Serve Them?
PLA-444 Are They Bored With Your Board?
PLA-445 Connecting Young Adults and Libraries
PLA-446 Evaluating Library Programs and Services: The Tell It! Program
PLA-447 Hard Hats and Band-Aids: Surviving Construction Projects
[missing PLA-448]
PLA-449 Image and Sound: Looking Toward 2000
[missing PLA-450 and PLA-451]
PLA-452 Leadership in Small or Rural Libraries [3 cassettes]
PLA-453 Library and Learning Center Services for Residents of the Inner City and Public Housing Communities
PLA-454 Organizational Change [2 cassettes]
PLA-455 Science in the Summer
[missing PLA-456]
PLA-457 Who Me, Burnout? A Job Renewal Workshop [2 cassettes]
PLA-458 Against All Odds: Financial Success in Lean Times
PLA-459 Automating the Small Public Library
PLA-460 The Blame Stops Where? Insurance, Liability and the Library System
PLA-461 A Conflict of Cultures: Planning vs. Tradition
PLA-462 Cultivation Deeper Pockets: Building Rewarding Relationships With Your Constituencies
[missing PLA-463]
PLA-464 LJ Goes Public: Behind the Scenes at Library Journal's Book Review
PLA-465 Paperweights, Coffee Mugs and More: Products for Your Library Store
PLA-466 Pop Culture, Paperbacks and Promotion: How to Create a Popular Materials Center for Young Adults
PLA-467 This Old Library: The Small Public Library Makeover
PLA-468 Author Luncheons
PLA-469 Creating, Expanding, Maintaining a Spoken Word Audio Collection
PLA-470 Disaster Relief: CIS to the Rescue
PLA-471 Don't Tell, Sell: Young Adult Service and Programs
PLA-472 Entry-Level Competencies for Public Librarians [2 cassettes]
PLA-473 Library Security: Providing a Safe Environment for Staff and Users
PLA-474 Linking African-American Constituencies with the Public Library

- PLA-475 Making Your Case: Using the Public Library Data Service to Tell Your Story
 PLA-476 Management Information: Putting It All Together
 PLA-477 Play Your Position: Team Building For Directors and Trustees
 PLA-478 Risk Taking for Leadership [2 cassettes]
 PLA-479 Summer in the City: Columbus' Summer Reading Programs
 PLA-480 You Can't Write Library From Jail
 PLA-481 Branch Library Design
 [missing PLA-482 and PLA-483]
 PLA-484 Economic Recovery: Partners or Passed By?
 PLA-485 I Think I Can: I Think I Can: Case Studies in Organizational Chance
 PLA-486 Legal Information For the Public
 PLA-487 Lifestyle Clusters: Community Information to Meet the Lifestyle Needs of
 Your Customers
 [missing PLA-488]
 PLA-489 Strategic Planning for Technology
 PLA-490 We Say We Don't, But They won't Stop Coming: Serving School-Related
 Needs of YAs
 PLA-491 Building For Library Technology [2 cassettes]
 PLA-492 Connecting Preschoolers and Books: How? Why? With What?
 PLA-493 Doing Your Own Library Public Relations
 PLA-494 Get the Job!: Successful Employment Interviewing [2 cassettes]
 [missing PLA-495]
 PLA-496 Libraries As Gateways to Health Information
 [missing PLA-497]
 PLA-498 Managing Troubled and Troublesome Employees [2 cassettes]
 PLA-499 Opening Doors: Middle-School Readers and the Library
 PLA-500 Tough Times, Tough Choices: Workload Evaluation [2 cassettes]
 PLA-501 Weed to Succeed
 PLA-502 Family Literacy: Where Does the Public Library Fit In?
 PLA-503 Form Follows Function: Central Library Architecture
 PLA-504 The Information Needs of Gays and Lesbians
 PLA-505 Is There a Public Library in the Future? The Great Debate
 PLA-506 Pounding the Pavement: Marketing Public Library Services to the Business
 Community
 PLA-507 Socrates in Person

PLA-5000 1995 PLA Chicago Cluster Keynote Speech by John Dunning

PLA-5001 1995 PLA Chicago Cluster Address by Nora Roberts

ALA's 113th Annual Conference, 1994, PLA recordings

ALA-403 PLA President's Program: Author Peter Matthiessen, Laureate of the Wild

ALA-419 Librarians Beyond the Walls and Beyond the Institution: What Have We
 Learned

ALA-421 The Role of the Small Library in Rural Economic Development [2 cassettes]

- ALA-425 Information Literacy: Survive or Drown in an Ocean of Information [2 cassettes]
- ALA-435 Fraternal Twins - Equal Partners? Marketing and Public Relations [2 cassettes]
- ALA-439 PLA All-Star Breakfast
- ALA-442 Providing I and R (Information and Referral) Service on a Budget [2 cassettes]
- ALA-443 Technology or Tradition-Uncharted Waters: Managing Change in Small and Medium-Sized Public Libraries [2 cassettes]
- ALA-457 Does That Answer Your Question? Research Findings About Reference Effectiveness [2 cassettes]
- ALA-612 Beyond Bean Counting: Focus Groups and Other Client-Centered Methodologies [2 cassettes]
- ALA-613 Mother Goose and Beyond [2 cassettes]
- ALA-614 Multimedia Madness: Developing a CD-ROM Circulating Collection [2 cassettes]

Box 2:

- ALA's 113th Annual Conference, 1994, PLA recordings, continued
- ALA-620 Research on Reference Services and Implications for Practice [2 cassettes]
- ALA-621 Rura; Empower: Economic Development, The Internet and the Small Public Library [2 cassettes]
- ALA-623 National Funding for the Internet: A Legacy of Partnerships [2 cassettes]
- ALA-625 Mastering the Internet Job Search (PLA) [2 cassettes]
- ALA-631 50 Ways to Love Your Library [2 cassettes]
- ALA-638 Future Public Libraries: Integrating Technology With Traditional Service Values [2 cassettes]
- ALA-639 Green Cards and Gold Cards: Meeting the Needs of Non-Traditional Populations [2 cassettes]
- ALA-642 The World at Your Fingertips
- ALA-643 Public Library Planning Process: What's Next? [2 cassettes]

PLA Conference Tapes, 1996

- PLA-600 Cooking Up a Community Analysis: How the Galloping Gourmet Trampled My Demographics
- PLA-601 Perils and Pleasures of Genre Study: Skill Building for Reader's Advisors Volunteers in Libraries
- PLA-602 Volunteers in Libraries
- PLA-603 Doc 21: Dewey for the 21st Century
- PLA-604 Looking for the On-Ramp: Connecting Your Library To the Internet
- PLA-605 International Book Fairs and Price Winner: Tools for Building an Outstanding Foreign Language Collection
- [missing PLA-606]
- PLA-607 Getting Real About Make-Believe: Why Subject Access to Fiction Matters
- PLA-608 To Build, Add or Renovate, That is the Question
- PLA-609 Street Language & Pidgin English: Programming for Teens in a Multi-Ethnic

Environment

- PLA-610 Lunch with Jayne Ann Krentz
- PLA-611 Getting Help: California Public Libraries, Politics and Coalition Building
- PLA-612 Public/School Partnerships: Six Ideas That Work
- PLA-613 Nurturing Reader's Advisors: Training Activities that Work
- PLA-614 Public Libraries in a Changing World: Who, What, and How Do We Manage?
- PLA-615 Just Desserts: Strategies for "Serving Staff Right"
- PLA-616 Come to the Library! Opening Your Doors to the Literacy community
- PLA-617 CD-ROM To Go: Developing a Circulating CD-ROM Collection
- PLA-618 Rediscovering Reference: The Implications of New and Emerging Technologies
- PLA-619 Seven Steps to Technological Success
- PLA-620 People Make it Happen, Machines Don't: Managing Your Human Resources in Times of Change
- PLA-621 Turn It On: Library Lighting and Wiring
- PLA-622 Taking Control of the Internet and Making it Work for You
- PLA-623 Advocacy Now: Spread the Word
- PLA-624 Absolutely Indispensable: Economic Impact of Public Libraries
- PLA-625 Crossing the Lines: Measuring Cross-Use of Neighboring Libraries
- PLA-626 Library Cable Network: Your Road Map to the Interactive Highway
- PLA-627 Get Off Your Soapbox: Using data to Advocate for Children's Services
- PLA-628 Into the Lion's Den: Access to Religious Materials in Public Libraries
- PLA-629 Censorship in Cyberspace: A Whole New Ballgame?
- PLA-630 To Keep or Not to Keep? Evaluating Adult Fiction Collections
- PLA-631 Into the Looking Glass: Can You Really Plan Your Library's Future?
- PLA-632 Pleased to Meet You: Introducing the Internet to the Business Community
- PLA-633 Small Literacy Magazines of the Northwest
- PLA-634 Get Slimed: Make the Science & Invention Connection
- PLA-635 Electronic Equity: Bringing Digital Information to All
- PLA-636 Family Friendly Libraries: Sense or Censorship?
- PLA-637 Access for the Other 17%: Keeping the Public Library Promise to Persons With Disabilities
- PLA-638 And the Walls Came Tumbling Down: Providing Off-Site Access
- PLA-639 Developing Collections for New Americans
- PLA-640 Mastering the Internet Job Search
- PLA-641 Virtual Communities: The Most Important Information We Aren't Hearing About
- PLA-642 Discovery Zone: Kids and the Internet
- PLA-643 Big Books, Big Bang, Little Bucks! Family Programming
- PLA-644 Customer service With Class
- PLA-645 Lobby for Your Library
- PLA-646 Working with Authors
- PLA-647 Rockets, Boom Boxes and Kids in the Nineties: Partnerships Recreating Communities

PLA-648 What's Next? The Public Library Planning Process

PLA Conference Tapes, March 10-14, 1998, MASTER TAPES

PLA-801 Opening General Session

PLA-802 A Return on the Investment: Increasing Training and Staff Development
ResultsPLA-803 Connecting Diverse Communities: Nontraditional Approaches to Serving New
Americans

PLA-804 Information Service Work Environments: What Works!

PLA-805 Multiage Children's Programming: Serving the Developmental Needs of
Young Library Patrons

PLA-806 Open for Business

PLA-807 Organizing for 2000: Technology and Success

PLA-808 Planning in Partnership: Working With the Community to Develop a Strategic
Plan

PLA-809 Poetry Readings and Workshops in the Public Library

PLA-810 The Built Environment as a Marketing Tool

PLA-811 Valuable Tips for the Voice of America's Public Libraries

PLA-812 Impact of Rapidly Changing Technology on Library Building Planning

PLA-813 Inclusion: Reach Out to Children With Special Needs

Box 3:

PLA Conference, March 10-14, 1998, continued

PLA-814 The Three P's to Success: Marketing Basics for Your Library

PLA-815 Public Access Computing Technology: Lessons Learned

PLA-816 Love in the Library: The Romance Genre Uncovered

PLA-817 Is There Imaging in Your Future? Planning For a Local Digitization Project

PLA-818 Positive Attitudes: Choices You Make

PLA-819 Selling of the American Public Library

PLA-820 The Seven Deadly Sins of Public Library Architecture

PLA-821 How to Handle Filtering

PLA-822 Talking the Talk and Making Your Case

PLA-823 Getting Your Dream Built: A Nuts and Bolts Handbook of the Bidding and
Construction ProcessPLA-824 Marketing Technology to Position Your Library For the 21st Century

PLA-825 Second Adulthood: Are You Ready?

PLA-826 Values Based Circulation Services: The Service Philosophy for the 90's and
Beyond

PLA-827 Get Creative!

PLA-828 Developing Strategies to Better Serve Young Adults and Their Changing
Families

PLA-829 Get Ready, Get Set, Read! Volunteers, Child-care Providers and Early Literacy

PLA-830 Managing With Data: Cost Analysis and Work Load Measurement Studies of

Library Operations

- PLA-831 Marketing to Culturally Diverse Communities: A Practical Approach
- PLA-832 Planning For Results
- PLA-833 Unexpected Consequences: Technology “Surprises”
- PLA-834 Central and Branches: Friends and Foes?
- PLA-835 Homeschooling and the Public Library
- PLA-836 News You Can Use
- PLA-837 Speaking Up and Out: Combining Legislative strategies to Benefit Libraries Today
- PLA-838 Technical Services: Manage Your Library’s Future
- PLA-839 Hard Science Fiction: What It Is, Who Likes It, How and Where To Buy It, How to Promote It
- PLA-840 Librarians on the Rack: Stretching Staff to Meet New Demands
- PLA-841 The No Guess Technology Plan
- PLA-842 How to Move a Library
- PLA-843 Teens and Poems Aren’t Oil and Water
- PLA-844 Assessing Networked Information Services in Public Libraries
- PLA-845 Beyond Web 101: Content That Counts
- PLA-846 Blood, Bullets, Bimbos & Badguys: The Exciting World of Adventure/Suspense Reader’s Advisory
- PLA-847 Don’t Get Caught in the Undertow... Be Ready... The Agewave is Coming
- PLA-848 Collaborators or Competitors: Chain Bookstores and Public Libraries
- PLA-849 Ignorance Was Bliss: How We Learned to Love the Internet and Use It to Political Advantage
- PLA-850 Planning Public Library Facilities: Programming as Process
- PLA-851 Reader’s Choice: A Voice For Everyone in Your Community
- PLA-852 Everybody is Getting Crabbier

PLA National Conference, 2000, MASTER TAPES [PLA-001 - PLA-071]

- PLA-001 Business as Usual: How to Survive Construction When You Stay in the Building
- PLA-002 Cultural Programming: How One Small Library Does It
- PLA-003 Filling in the Gap: Young Adult Service Tips
- PLA-004 Librarians & Publishers: Partnerships in Excellence
- PLA-005 Librarian’s Guide to Genealogical Research
- PLA-006 Reader’s Advisory Novel Training: Two Years to Success
- PLA-007 We Need More Staff: Strategies and Tools to Help
- PLA-008 Everyone Can Make a Difference: Using an Employee-Driven Idea System
- PLA-009 How to Create a Successful Computer Training For Your Adult Patrons
- PLA-010 How to Develop Professional Displays in Your Library
- PLA-011 The Library of the Future: A Status Report
- PLA-012 Managing For Results: Allocating Public Library Resources
- PLA-013 Popular Fiction: Big and Better Than Ever
- PLA-014 Creating Readers: Redesigning Library Service for Young Children and

Families

- PLA-015 How to Implement a Planned Giving Program in Your Library
- PLA-016 Intellectual Freedom and the Fundamentalist Christian
- PLA-017 The Learning Organization: A Tale of Two Libraries
- PLA-018 Plan For Librarians to Replace Professional Athletes in the Lives of Our Children

Box 4:

PLA National Conference, 2000, continued

- PLA-019 Performance Vs. Development From New Jersey to a National Model
- PLA-020 Serving the Homeless: A Public Librarian's Guide
[missing PLA-021]
- PLA-022 Current Issues in Technology: Ask the Consultants
- PLA-023 Practical Work Models for Public Libraries: The Work of the Bertelsmann Foundation
- PLA-024 Reading Festival: Charlotte Shares the Secrets Behind Its Novello
- PLA-025 Science Extravaganzas in Your Library
- PLA-026 Support Staff: How to Hire and Train a Superior Work Group
- PLA-027 Using Long-Range Budgeting as a Planning Tool
[missing PLA-028]
- PLA-029 Art of the Deal: Negotiating With Vendors
- PLA-030 Born to Read: Florida's Successful Program
- PLA-031 Getting a Grip on Internet Law
- PLA-032 Kids in Trouble: Juvenile Justice Outreach
- PLA-033 Partnering for Profit: A Public Library Business Resource Center
- PLA-034 What Your Staff Members Need to Know: Core Competencies in Technology
- PLA-035 When Bad Things Happen in Good Libraries: Training Staff to Deal With Problem Behavior
- PLA-036 Carts, Cafes, and Coffeehouses: A Report on Food in the Library
- PLA-037 Chef Larry's Virtual Time Machine: Digitizing A Local History Collection
- PLA-038 Creating Win-Win Situations: An Introduction to Interest Based Bargaining
- PLA-039 Electronic Books: The Next Big Thing
- PLA-040 Front and Center: Developing Front-Line Training Teams
- PLA-041 The Long Hot Summer: Creating and Sustaining An Adult Summer Reading Program
- PLA-042 Teaching Technology to K-12 Students
- PLA-043 Turning Collaborator: Offsite Library Services
- PLA-044 Attracting Business: Promoting Your Library's Business Website
- PLA-045 Keys to a Successful Library Store
- PLA-046 Protecting Our Libraries in the 21st Century: Practical Violence Prevention Strategies for Small Institutions
- PLA-047 Booktalking Psych-Up Tricks and Program Models
- PLA-048 Programming Parents to Love the Library
- PLA-049 Public Libraries 2008: Mapping the Future

- PLA-050 Selling Your Library: Community Presentation using Powerpoint
- PLA-051 Deciding to Investigate, Deploy, or Abandon Technologies
- PLA-052 The Changing Face of Resource Sharing
- PLA-053 Docents: a New Way to Improve Customer Service in Your Library
- PLA-054 Do Your Young Adult Services Need a Makeover?
- PLA-055 I Hate Hobbits! Science Fiction and Fantasy for the Reluctant Librarian
- PLA-056 Measuring Library Services Where Minorities Are the Majority: A Final Report
- PLA-057 Partnerships and Design - Innovative Youth Services
- PLA-058 Staff Intranets: The New Communication Tool
- PLA-059 Supporting Homework Success Through Public Libraries
- PLA-060 What Can You Do With Your Bookmobile? A Look At The Many Ways to Use Mobile Libraries
- PLA-061 The Body in the Library: Librarianship & The Making of a Guide to Crime & Mystery Writing
- PLA-062 Collaborating With Schools to Improve Math, Science & English/Language Arts Education
- PLA-063 Job and Career Resources on the Internet: Using the Internet For Career Advancement
- PLA-064 Libraries in 2010: Leading or Left Behind
- PLA-065 The Team Advantage
- PLA-066 Safe Passage: The Role of Public Libraries in Youth Development
- PLA-067 What Makes Them Happy? Customer Satisfaction in Urbana Libraries
- PLA-068 Get Ready for Success: How to Prepare Your Friends Groups for New Projects
- PLA-069 Library Directors and Literacy Programs
- PLA-070 Diversity Tool Kit on the Web
- PLA-071 New Partnership Planning for Joint Public and University Library

PLA National Conference, 2002 MASTER TAPES, 3/12-16/2002, PLA-200-271

[multiples tapes missing titles]

- PLA-200-273 "T.O./Close/Cont/Open..."
- PLA-205 What Have you Done for Me Lately? Adult Programming in Public Libraries
- PLA-213 Inspiring Phenomenal Customer Service
- PLA-219 Top Ten Human Design Factors for Your Web Site
- PLA-231 Teen Programming 101: Sure-Fire Ideas to Get Teens in Your Library
- PLA-235 Is YOUR Library Safe?
- PLA-236 Libros Esenciales: Building and Marketing Children's Spanish Language Collections
- PLA-238 Counting on Results: New Tools for Outcome Based Evaluation of Public Libraries
- PLA-241 Libraries Change Lives - Oh Yeah? Prove It!
- PLA-242 Exemplary Library Branch Managers: Their Characteristics and Effectiveness
- PLA-243 Preparing Your Library for Disaster
- PLA-250 Values-Based Circulation Supervision

- PLA-253 Is a Combined Friends and Foundation the Right Choice for Your Library?
- PLA-259 Finding and Nurturing Partnerships in Your Community
- PLA-260 Big Management Ideas for Small and Medium-Sized Libraries
- PLA-264 Dazzling Books and Dinosaur Bones: A Joint Museum-Library Partnership
- PLA-266 Intellectual Freedom: It's Not Just a Good Idea, It's the Law!
- PLA-269 So You Want to Be a Learning Organization?

Box 5:

PLA National Conference, 2002 MASTER TAPES, 3/12-16/2002, PLA 272-275

[multiples tapes missing titles]

- PLA-273 Inside Editions - Leadership From the Core
- PLA-275 Having It All: Library Service in the 21st Century

PLA National Conference, 2004 MASTER TAPES, PLA-Cues, PLA-401 - PLA-469

- PLA-401 You Can Do It! Ten Strategies for Getting a New Library Building When They Tell You It Can't be Done
- PLA-402 Delivering the Goods: Innovative Ideas to Improve Book Delivery in a Multi-Branch System
- PLA-403 Self-Assessment for Library Boards
- PLA-404 Marketing for Dollars and Awareness at Your Library
- PLA-405 Sound Bytes: Digitizing Audio Materials
- PLA-406 Desktop Delivery of E-Learning: Strategies
- PLA-407 New Directions for Serving Young Adults in Libraries
- PLA-408 Detectives Without Pants: Alternatives to the Traditional Mystery
- PLA-409 Choices, Choices, Choices: Making Decisions in a Complex Environment
- PLA-410 Retooling the Library While the Engine is Running
- PLA-411 Dead Wood: Staff Who Don't Work and Can't Work and Can't be Fired
- PLA-412 Libraries and E-Commerce: What Can Libraries Learn and Leverage From Online Bookselling?
- PLA-413 'Round the Clock Readers' Advisory: Online Services for Leisure Readers
- PLA-414 State Involvement in Early Learning and Emergent Literacy
- PLA-415 Welcome to the Feast: A Literacy Potluck
- PLA-416 Reading America: Using Book Discussion to Reach Out to New Immigrant Populations
- PLA-417 Swimming with Fish: Using the Fish Philosophy in Customer Service
- PLA-418 Teens As Co-Workers
- PLA-419 Building Library Communities of Change
- PLA-420 Triumphs & Pitfalls - Planning & Implementing the Next Wave of Library Technology
- PLA-421 How to Find and Keep Your Digital Reference Customers
- PLA-422 Voices and Visions: New Fiction and Nonfiction for Grades Five and Up
- PLA-423 There and Back Again: The Newest Fantasy and Science Fiction Titles for Your Patrons and You
- PLA-424 Can We Close It, Weed It, Renovate It, Open It? Yes, We Can!

- PLA-425 Creating Excellence: It's All About the Customer
- PLA-426 You Can't Do It Alone: Partnering and Outreach to Serve Hard-to-Reach Families
- PLA-427 Managing Public Use Computers: Implementing a Print & Time Management System
- PLA-428 Virtual Reference Customers
- PLA-429 Make Room for Teens
- PLA-430 Reader's Advisory Tool Kit: Reading Reviews Speed Reading Books, and Writing
- PLA-431 Getting the Green Light for GLBT Services
- PLA-432 We Just Don't Have the Money: How to Improve Security, Protect Visitors, Staff and Collections with Reduced Means
- PLA-433 Ethical Leadership & the Common Good in an Era of Secrecy
- PLA-434 Looking Backward, Looking Forward: Local History in the 21st Century Library
- PLA-435 First Year Librarianship: an Exploration of What's Working and Where We're Going
- PLA-436 Current Issues in Technology: Ask the Consultants
- PLA-437 Using Web Technology to Build Literacy @ Your Library and in Your Community
- PLA-438 Programming for Boys: Closing the (Gender) Gap
- PLA-439 Book List: Recommended Reading for Every Mood, Moment and Reason
- PLA-440 No More Dust: New Approaches to Periodical Collections in Large Libraries
- PLA-441 What a Difference a Generation Makes! Recruiting and Retaining Four Generations in Today's Public Libraries
- PLA-442 Learning Large: The Cerritos Library as a Creative Learning Environment
- PLA-443 The Learning Commons: A Fully Integrated Public and Community College Library
- PLA-444 Compensation Trends in Public Libraries
- PLA-445 Public Libraries, CIPA and Filtering
- PLA-446 Environments for Kids: Rich in Materials, Hands-on Learning Fun!
- PLA-447 Author Programs Made Easier
- PLA-448 Libris DESIGN: Free Computer Software for Library Facility Planning
- PLA-449 Set Your Books Free: An Alternative Concept in Collection Management
- PLA-450 Not Just for the Big Guys: Fundraising Strategies for All Libraries
- PLA-451 Attention Shoppers: Are Libraries taking the Retail Concept too Far?
- PLA-452 Super Supervisors: A Training Program for Supervisory Excellence
- PLA-453 Emergent Literacy Update: Where to Go From Here
- PLA-454 Rx for All: Using Reliable Sources to Address Multicultural Health Information Needs
- PLA-455 Staffing for Results Reality Check: Reports from Applications of PLA's Staffing Analysis Manual
- PLA-456 Reinventing Your Library: 12 NEW Steps for 2004
- PLA-457 Motivating Front Line Staff

PLA-458 Romancing the Reader: What's Love Got to Do with It

Box 6:

PLA National Conference, 2004, continued

PLA-459 The Urban Male Reading Experience

PLA-460 Advocacy in Hard Time@ Your Library

PLA-461 When Customers Take Over: Self-Service Integration

PLA-462 Untangled, Unwire, Unbound: Going Wireless in the Public Library

PLA-463 WebJunction: Making the Most of the Gates Library Project Online

Community

PLA-464 I Love a Mystery

PLA-465 Reaching Out! & Sharing Cultures: Outreach @ The Miami-Dade Public
Library System

PLA-466 Robert Spector on Customer Service

PLA-467 Providing Effective Computer Assistance: Three Different Approaches

PLA-468 Library Web Sites Deconstructed

PLA-469 Outcomes Guaranteed: Assessing Effective After-School Homework Centers

CD Master discs of 2004 conference [ripped 11/20-21/2014]