



April 29, 2008

Ms. Patricia Jones
Independent Conference Management
188 West 2000 South
Orem, UT 84058

Dear Pia,

As CODI Programming Chair in 2005 and CODI Vice President/Conference Chair in 2006 I had been told by all of the previous chairs... "*Trust Pia!*" Those simple words of advice were truly spot on since your attention to detail, caring manner and sound business advice have been integral in creating many, many successful CODI conferences.

Your knowledge and understanding of the library world as well as the world of hotels, conference centers and catering is invaluable. Without ICM the volunteers who run CODI would have had to re-invent the wheel each year when contacting hotels, library vendors and negotiating contracts. Much time and energy would have been wasted by our volunteers in trying to understand all the details of running even a medium size conference.

ICM's knowledge of how to properly sign contracts, what can (and cannot) be negotiated with the hotels and conference centers and what kinds of venues work well for our size conference is the sort of knowledge that can only be obtained via vast work experience. With conference planning the "devil is in the details" and ICM's attention to those sort of details allowed CODI to hold extremely professional conferences that never ran in the red!

However, it has been this past year that has truly brought ICM's most stellar quality to the forefront. With the demise of Horizon 8.0 and the merger of the user groups, CODI was in danger of having to hold a conference which no one would attend. The options ICM developed gave CODI a way to avoid possible bankruptcy. The negotiations you initiated with the hotel to change dates, even though it would cause your company to lose money, showed a level of professional integrity that is truly impressive. ICM is a company that has demonstrated that they value their customers and whose actions speak louder than any words.

Sincerely,

Colleen Medling

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CODI April 29th, 2008