



Innovative Users Group
c/o Carol Wu
Director of Library
Mount Saint Mary College
330 Powell Avenue
Newburgh, NY 12550

September 14, 2005

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

Dear Pia,

It has been an absolute pleasure working with you during the past two and a half years. Your dedication and professional expertise have led the Innovative Users Group to hold two very successful annual conferences in 2004 and 2005. On behalf of the IUG Steering Committee and the IUG membership, I want to thank you for an excellent job done.

“IT WAS GREAT!!! Wonderful sessions, beautiful venue, and extremely well managed.” – IUG 13
“The conference was really helpful and it was well organized
Many thanks to those who helped arrange it!” -- IUG 12

These were just two of the numerous positive comments submitted by attendees of the Twelfth annual IUG conference (IUG 12) held in Boston, Massachusetts, April 1-4, 2004, and the Thirteenth annual IUG conference (IUG 13) held in San Francisco, May 1-4, 2005. These statements demonstrated the satisfaction our members felt about the conference venues and the planning of the conference events. It was to your credit that these were two exceptionally successful conferences.

Preparing an IUG conference is no small feat. Each of the two conferences presented different challenges. It was beyond the imagination of the Steering Committee that the number of registrants for IUG 12 jumped to 1,400 compared to 1,200 at the previous conference. It was because of your guidance that IUG selected this venue that attracted so many members. Even with this unexpected growth, you responded calmly and quickly by securing additional rooms at a nearby hotel for our members. You also looked after all logistics impacted by the sudden growth. There was one event worthy of special mention and that was the All Conference Lunch. Ensuring 1,400 banquet style seating in a single room to be arranged properly was quite a challenge. However, you and your staff on-site handled everything beautifully. Throughout the conference, you communicated effectively with the hotel staff which resulted in significant savings in expenses for IUG. IUG 12 was certainly a conference to remember.

Just as we thought the IUG conference could not get any larger, IUG 13 topped the record set by the IUG 12 and became the largest conference with 1,560 registered attendees. Adding on participating vendors, the total number of people at the conference was close to 1,700. To further complicate the preparation, IUG also faced the difficult decision of hosting the conference at a hotel involved in a lengthy labor dispute with its employees' union. As you know, everyone serving on the Steering Committee serve on a volunteer basis. Without your support and leadership to represent the group, we would not have had the successful experienced in San Francisco. You maintained extremely close contact with the Steering

Committee throughout the entire planning process. You kept the committee informed of the labor dispute developments and explored the potential of relocating the conference in the event of a hotel strike. In the end, the group did not have to relocate and everything went according to plan and better! Thanks to you and your staff, we ended the year with the largest and most successful conference in the history of IUG.

In addition to preparing for the annual conferences, you have also arranged meeting spaces for the IUG Steering Committee at American Library Association Midwinter and Annual conferences. It allowed the committee to focus on preparing and planning the meetings. The committee also enjoyed selecting bags and giveaways for conference attendees. You always manage to find the items that our members would enjoy and use. Last but not least, I have enjoyed traveling with you to investigate future conference venues. It is always fascinating to watch you conduct business with the hotel staff. Equally captivating is your ability to quickly visualize how new meeting spaces might work for IUG as you have thorough understanding of IUG. As a result of these site surveys, we have some wonderful conference venues lined up for future conferences.

Thank you, Pia, for working with the Innovative Users Group. You have always demonstrated professionalism and acted on the best interest of the group. You also patiently answered questions, no matter how simple they may be. I have very fond memories of exchanging e-mails with you at odd hours just to make sure that we've covered all details. For that I am extremely grateful.

I am extremely privileged to have worked with you directly. I look forward to working with you for the Fourteenth Annual Conference to take place in Denver, Colorado, in May 2006.

Sincerely,

Carol Wu
IUG Past Chair, 2005-2006, Chair, 2004-2005
Vice-Chair, 2003-2004