



NOEL MEMORIAL LIBRARY

April 16, 2008

Pia Jones
Independent Conference Management
188 West 2000 South
Orem, Utah 84058

Dear Pia-

I am writing to express our thanks to you for your management of the SirsiDynix/Unicorn User's Group conference in Detroit. It is always a pleasure to work with you, and I look forward to continuing our successful relationship with you and your staff.

I am always impressed with your consummate skill at coordinating these events. Your ability to identify and avert potential problems was clearly demonstrated this year, when hungry attendees who groused about the late opening of the food court at the venue were met with a morning break that included pastries to rescue them from the brink of starvation.

Your negotiating skills are formidable. You know the venues that will best serve our needs, and you are incredibly effective at getting good rates on rooms, meals, internet access, and other services. You have proven effective at re-negotiating price breaks with venues even in mid-conference in situations when they failed to comply with their agreements.

Having known you on a more personal level than many conference attendees, I understand that your work is clearly something that you love to do, and that you take great pride in providing excellent service. It shows in all that you do.

Of course, your organization could not function without a great team of support staff. They too reflect your desire for outstanding assistance and attention to detail. I observed the young man who was selling the shuttle tickets being harangued by two librarians who could not get a ticket for a fully-booked shuttle. Refusing to engage in an argument, he remained calm and explained the other options without escalating the situation.

Your assistant Nicia checked on me when I was preparing to speak at a session, to be sure that the equipment was functioning, the lighting was good, and the setup in general suited me. This kind of personal attention to detail is so important for putting presenters at ease.

Once again, thank you for everything. All of the hard work that you put into these conferences reflects well not only on you, but on SirsiDynix and the users group. Please pass along my compliments to your staff as well, and should you need to use me as a reference in the future as you identify other organizations that might avail themselves of your services, please do not hesitate to give them my name.

Sincerely yours,

A handwritten signature in blue ink that reads "Carla J. Clark".

Carla J. Clark, Chair
Unicorn Users Group International
Louisiana State University in Shreveport