

# CHILIS FALL CONFERENCE

Thursday, October 28, 2010

9:00 a.m. – 4:00 p.m.

The Oaks  
100 Hideaway Place  
Somersworth, NH 03878  
603-692-6257  
www.theoaksgolflinks.com  
Hosted by Rochester Public Library

9:00 - 9:30 a.m.

**Registration and Refreshments**

9:30 - 10:00 a.m.

**CHILIS Business Meeting**

10:00 - 10:15 a.m.

**Break**

Buy your Ladybug stickers, raffle tickets, SRP notecards, & Fred Reidy puppets, and pick up SRP 2011 manual.

10:15 - 11:45

Merchandising and Marketing Your Public Library Space  
**Michael F. Roche**, Vermont Department of Libraries

Noon - 1:00 p.m.

**Lunch**

1:00 - 1:15 p.m.

**Raffle**

1:15 - 2:15 p.m.

Dealing with Difficult/Aggressive Patrons

**Rick Van Wickler**, Superintendent for the Cheshire County Department of Corrections.

2:15 - 2:30 p.m.

**Break**

2:30 - 3:30 pm.

**Difficult/Aggressive Patrons Continued**

3:30 - 4:00 p.m.

**Questions and Answers with Rick Van Wickler**

Complete the registration form and return it no later than  
**October 15, 2010** to Nancy Lang, Dunbarton Public Library



## Directions to The Oaks

**From the South:** I-95 north to Portsmouth; Spaulding Turnpike (route 16) north to exit # 9 (Somersworth); at top of exit go right and immediately get in left turning lane; at light turn left on route 108 toward Rochester; The Oaks is 3.8 miles north on route 108 just beyond the Gateway restaurant.

**From the East:** Route 101 toward Hampton; I-95 north to Portsmouth; Spaulding Turnpike (route 16) north to exit # 9 (Somersworth); at top of exit go right and immediately get in left turning lane; at light turn left on route 108 toward Rochester; The Oaks is 3.8 miles north on route 108 just beyond the Gateway restaurant.

**From the North:** Spaulding Turnpike south to exit # 9 (Somersworth); at top of exit turn right and get in left turning lane; at light turn left on route 108 toward Rochester; The Oaks is 3.8 miles north on route 108 just beyond the Gateway restaurant.

The Oaks  
Telephone number:  
603-692-6257



## CHILIS Fall 2010 Conference Registration

Conference fee: \$35 CHILIS Member  
\$45 CHILIS Non-Member

Fee includes morning refreshments and buffet lunch.

Please note: If you have any dietary concerns, please contact Marie Lejeune at  
335-7549

Name (as you would like it to appear on your name tag)

\_\_\_\_\_

Library \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ E- Mail \_\_\_\_\_

Amount Enclosed \_\_\_\_\_

(Please make checks payable to **"NHLA-CHILIS."** Purchase orders cannot be accepted.)

Send registration form along with payment to: Nancy Lang, Dunbarton Public Library, Dunbarton (by van) or 1004 School Street, NH 03046 (by mail).

**Registration deadline is October 15, 2010**