

**ARLIS/NA**  
**32<sup>nd</sup> Annual Conference**  
**April 15-21, 2004**  
**New York, NY**  
**FINAL CONFERENCE REPORT**

Submitted by:

Ted Goodman, Co-Chair, Local Arrangements

Margaret Webster, Co-Chair, Programs

A formal proposal/invitation to have the ARLIS/NA conference in New York was first made to the board on Mar. 21, 2001 by Joy Kestenbaum, ARLIS/NY Chair and Clayton Kirking, ARLIS/NY Past Chair. A committee was soon formed consisting of Ted Goodman, Daniel Starr, Clayton Kirking, Ross Day, Milan Hughston, Deborah Kempe, Jim Viskochil, and Sherman Clarke.

September 11, 2001 the WTC was destroyed and the economy crashed. A New York conference was questionable—would people come? Would we make money? What should we do? We decided to proceed and hope for the best.

Five RFPs were sent to NYC hotels in Jan. 2002 but only two responded. Other possible hotels including The Roosevelt were submitted to Clarke Associates for contract negotiation and in Feb. 2002, Starr and Goodman inspected the Roosevelt Hotel. Sue Rawlyk from Clarke Associates negotiated the contract which was signed by then-president Daniel Starr on May 31, 2002 with the dates for the conference set for Mar. 31-Apr. 6, 2004.

Over the summer of 2002, Margaret Webster agreed to be the Program Chair.

On Oct. 10, 2002, an organizational meeting was held in the Trustees Room at New York Public Library attended by D. Starr, A. Townsend, M. Webster, T. Goodman, M. Hughston, C. Kirking, S. Clarke, Kempe, Viskochil, V. Hoyt, E. O'Keefe, J. Mitchell, R. Day, G. Earnest, E. Roth, C. Wolff, K. Chibnik, C. Sala and P. Glassman. Possible areas of responsibility were discussed, tour possibilities, convocations sites, programs, Monday night with New Yorkers visiting neighborhoods, etc.

At the Baltimore conference, March 20-26, 2003, we announced the dates of the NYC meeting and distributed Baltimore evaluation forms and NYC04 Program Proposal forms both created by Webster. As we were literally checking out of the hotel, a number of our Jewish colleagues expressed their concerns that the NYC04 dates conflicted with Passover and expressed hope that the dates could be changed.

Surprised and not very hopeful that the dates could be changed a year after the contract had been signed, we approached The Roosevelt to inquire about moving the dates of the

conference. To our delight, they were amenable to new dates and the contract was revised with the new date of April 15-21, 2004. [see Appendix 1]

Following the Baltimore conference, we put up a preliminary website with the dates, hotel information, program proposal form, list of committee members, etc.

In April and May the Chairs of various committees was consolidated. [see Conference Planning Committee list [Appendix 7]

CPAC was held in NYC June 13-14, 2003 at The Roosevelt Hotel. Program selection, tours, exhibits, publication schedule and the budget were among the items on the agenda. [see Appendix 2 CPAC Agenda] Webster will discuss the program proposals and selection process in her section of this report. It was not until after CPAC that Janis Ekdahl was asked and agreed to be Exhibits Chair.

In Aug. 2003, a postcard reminder of the conference was created using an image of the Empire State Building donated by Avery Library and sent to all prospective exhibitors.

The New York State tax-exemption certificate was applied for by Headquarters and received in Oct. 2003. Goodman supplied the application website address to Treasurer Heagy. This is very important to save money at the hotel and all other venues.

The Preliminary Program was drafted by Goodman and reviewed by Webster, Ross, Fabian, Townsend and Brown. It was finalized by Rawlyk and given to ion for printing and sent to all members in November 2003.

In Nov.-Dec. 2003, press releases were sent by Goodman to various groups via listserves. [see Publicity Calendar APPENDIX 8]

In Nov., serious planning for a Fundraiser got underway and Milan Hughston, Local Development Chair, was able to secure the apartment of MoMA Trustee Agnes Gund and her husband Daniel Shapiro.

General fundraising continued throughout the Fall and Winter with approximately \$22,500 cash donated. [not including in-kind donations]

The website was constantly updated by Jennifer Tobias and Jonathan Franklin during the Fall and Winter of 2003-04. They did a tremendous job and never complained!!

Monday Dec. 8 at noon was when we opened online registration. We decided that due to the popularity of some tours we should make a splashy announcement and give everyone an equal chance to register. It turned out not to be necessary as only 15 or so people registered that day, but I still think it generated some excitement.

During the next couple of months prior to the conference, various questions were fielded by Goodman, Webster and Rawlyk. These included but were not limited to questions

concerning registration refunds, where to place sponsorship logos on the website, eager volunteers who were sent to the Registration/Hospitality Chairs, VIP Invitations, Press passes, honorarium questions, leadership breakfast, etc.

Beginning Jan. 9, 2004, Sue Rawlyk began sending her Weekly Enrollment Statistics report on registrations to the conference committee listserve.

The online Mentoring form was put on the ARLIS/NA website by Derek Crosley in Feb. 2004 and sent requests directly to Leigh Gates, the Mentoring Chair. It was linked to the NYC04 conference website.

Early-bird registrations ended Feb. 14, 2004.

Two months prior to the conference, Webster, Goodman and Brown created the Final Program text and sent to Rawlyk. It was returned as page-proofs, reviewed, and in Feb. 2003 and sent to ion for printing.

In the month leading up to the conference there was a flurry of activity—final menus for the hotel catering, checks for the convocation catering, wine selections, car service for Christo and Jeanne-Claude, last-minute exhibitors, arranging for a photographer, answering NYC questions, etc.

The Tours report [below] tells us that tours are always popular, but to beware of costs.

The Registration and Hospitality Desk report [below] details many of the joys and pitfalls once the conference began as does Janis Ekdahl's report and appendices on Exhibits.

Suffice it to say that it was the largest ARLIS/NA conference ever held! In fact, we ran out of the 700 programs printed and had to photocopy pages for people!

Over 800 attendees and exhibitors loved the conference and New York City.

I could not have done it without the truly fantastic Margaret Webster, Co-Chair for Programs. Her level of involvement, detail-oriented perspective, and sense of humor got us through many crises.

Nor could we have done it without Sue Rawlyk—she is a treasure and a joy to work with. Her no-nonsense, get-it-done attitude pulled us through many emergencies and her professionalism was always on target.

I also want to thank Allen Townsend, ARLIS/NA President, for his active participation--attending meetings, fundraising, and budgetary oversight.

Thanks to the entire Conference Planning Committee, Headquarters staff and most of all, the ARLIS/NA membership who came to New York and made the 32<sup>nd</sup> Annual ARLIS/NA conference such a success!

Submitted by:  
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## **Programs**

### **Margaret N. Webster, Program Co-Chair**

#### **Subcommittee Members:**

Carole Ann Fabian, Educational Technology Center, The University at Buffalo  
Ross Day, Robert Goldwater Library, Metropolitan Museum of Art

I was invited by Ted Goodman, the local arrangements co-chair, to become the program co-chair for the 2004 ARLIS/NA annual conference which was held at the Roosevelt Hotel in New York City. I, in turn, asked Carole Ann Fabian and Ross Day to join me as members of the program subcommittee. I also hosted the conference listserv at Cornell University. Ted and I promoted the NYC04 conference at the membership meeting at the 2003 annual conference in Baltimore.

Although the New York Conference did not adopt an official theme, we sought proposals in the following areas: 1) New York as a diverse and international city and 2) issues based programming that were of interest to the spectrum of groups of art information professionals who are members of ARLIS/NA. The guidelines for submission and the program proposal form were available on the conference website and were distributed at the Baltimore conference. As program co-chair I posted a call for papers on ARLIS-L, with affiliated societies, and communicated with each library school in the United States. The submission deadline was May 5, 2003. Proposals were accepted electronically, by fax, and by "snail mail."

Ross, Carole Ann, and I received many excellent proposals; the choice of which to accept was very difficult. We developed a matrix to ensure that the conference program would be diverse and would represent the interests of our membership. We conferred frequently by telephone and each of us attended the CPAC meeting in New York in the middle of June, 2003. The final program included 24 sessions, 9 workshops, 4 poster sessions, and a plenary session. The sessions ranged thematically covering the gamut from the local art and architecture scene, new directions in digital image management, core competencies, library school education, and information literacy. The workshops included training in institutional management, digital project management, space planning, and papermaking. The plenary session was given by Christo and Jeanne Claude who spoke about "Two Works in Progress: The Gates, Project for Central Park, New York City and Over the River, Project for the Arkansas River, State of Colorado."

All sessions with the exception of the plenary session were scheduled for an hour and a half; workshops lasted four hours. One workshop—"They Never Covered This in Library School: Basic and Advanced Tools for Research in the Western Middle Ages"—was divided into a morning and afternoon session. Conference attendees could choose to attend both parts or only the morning or afternoon session. Chapters were officially given time to meet formally for an hour immediately after the plenary session and before the "Monday Night in New York" offerings. Because the Roosevelt Hotel had enough small meeting rooms, we were able to schedule all group meetings centrally. We also provided open schedule rooms for *impromptu* meetings.

During the year, we typically communicated and transacted business by using the conference listserve, e-mail, and the conference calls. Each of us assumed the role of primary contact for a third of the program offerings. In this capacity we communicated with the session proposers and moderators to provide assistance and direction as needed. We edited and produced the preliminary and final program texts. Ross Day and I attended two conference planning committee meetings—one in October, 2003 and one in February, 2004—at the New York Public Library. This strategy worked remarkably well, was quite efficient, and brought a measure of diversity to the program. The fact that the three of us live in widely separated parts of New York State did not hinder our work.

In conclusion, this conference proved that New York is still a very attractive albeit an expensive place for ARLIS/NA to meet. The program was strong; however, there were a multitude of other things of interest for conference attendees to do—museums to visit, a members' exhibition, library calling hours, excellent tours, and fine dining to name a few of the many attractions. This was a successful conference.

## EXHIBITS

Janis Ekdahl, Exhibits Coordinator

15 May 2004

The ARLIS Exhibits were a great success this year thanks to the hard work of the New York Conference Committee, the Development Committee and, most especially, the expert administration of Sue Rawlyk our Conference Manager. We had 65 paying exhibitors occupying 79 tables and 7 booths, which--when HQ completes its accounting--should result in an income of about \$54,000.

The Exhibit Hall in the Roosevelt Hotel looked fabulous and there was a healthy mix of exhibitors, including several artist book distributors, an architect, and a library relocater in addition to the usual mix of publishers, in-print distributors and out-of-print dealers. The opening reception on Saturday and the two coffee breaks on Sunday were purposely scheduled so that they did not conflict with any other conference program and therefore served as effective lures to entice people into the Exhibit Hall.

The major snafu this year was the inaccurate preliminary exhibit hall layout that was provided by the hotel. Their floor plan indicated that 69 tables and 7 booths could fit comfortably into the ballroom, however when we arrived at 7:00 AM on Saturday morning we discovered that this layout was impossible--the tables were so close together it was almost impossible to move through the aisles! Sue immediately began to work with the hotel staff to relocate 14 tables and 1 booth to the ballroom's foyer and to shift all the tables remaining in the ballroom. She also negotiated, diplomatically, with the 10 exhibitors who had to be relocated to the foyer. Amazingly this was all accomplished by ca. 10:30 so that all the exhibitors were set-up by noon in ample time for the festive opening reception. Sue handled the chaos magnificently---keeping fragile egos in tack and dealing professionally with the hotel staff.

The final distribution of the exhibitors was:

In Ballroom foyer:	10 exhibitors @ 14 tables & 1 booth
In Grand Ballroom:	48 exhibitors @ 55 tables & 6 booths
In adjacent Plaza Suite:	7 exhibitors & 1 "literature display" table @ 10 tables

(Three tabletops were shared between two vendors.)

Each exhibitor was given a Conference Registration packet by the Registration Desk which consisted of an envelope with all name badges, receipts, and tickets (if required) and one registration packet/bag containing the conference program, list of attendees, exhibitor list, etc. (Sue handles requests for additional registration packets.)

The "Exhibits Coordinator" section of the *Conference Planning Manual* provides an accurate outline of the duties and responsibilities of this position as I experienced it. In the months leading up to the conference exhibitors routinely contacted me--rather than Sue--whenever they had a question or request. Often I was only able to acknowledge their concern before referring them on to Sue! During the conference I found that my

presence was needed nearly full-time in the Exhibit Hall. When not trying to solve some problem I simply walked around and chatted with the exhibitors.

**Actual Timetable for Exhibits Coordinator for 2004 conference:**

Aug 7, 2003 Submit "greetings to exhibitors" text for *Preliminary Program/Exhibitors' Prospectus* to Conference Co-Chairs. (attached)

Aug 29 Provide list of potential *local* exhibitors (with addresses) to Sue Rawlyk

Sep Edit text of *Mark Your Calendar* postcard to be sent to potential exhibitors

Oct 7 *Mark Your Calendar* postcard mailed to potential exhibitors by HQ.  
~ responded to inquiries from potential exhibitors; most referred to Sue  
~ responded to inquiries from not-for-profits (attached)

Oct Edit *Preliminary Program/Exhibitors' Prospectus* with Conference Co-Chairs

mid-Nov *Preliminary Program/Exhibitors' Prospectus* distributed by HQ  
~ continued to field questions from exhibitors

Jan 5, 2004 *[Remind potential exhibitors that deadline is approaching. This was not done in 2004 because we had nearly filled the Exhibit Hall by early January.]*

Feb 15 Deadline for exhibitor registrations; company profiles due to Sue  
Choose buffet food for Opening Reception with Conference Co-Chair

Feb 18 Review Sue's table/booth assignments

Feb-Mar ~ reminded delinquent exhibitors to 'pay up'  
~ created/revised Exhibitor Evaluation Form (attached)

Feb Decision to appropriate adjacent Plaza Suite as 'overflow' exhibit space

Mar 4 Confirmations sent (via e-mail) to exhibitors by Sue, providing table assignment  
and 'exhibitors' registration kit'

Apr 12 Recruit exhibit hall volunteers *[This should have been done earlier!]*

Apr 12 Promote exhibits on ARLIS-L; giving list of exhibitors, hours, etc (attached)  
*[This should also have been distributed to local library schools & other list serves.]*

Apr 14 Stuff registration packets, making sure that all "paid inserts" are inserted

**Apr 17** Set-up, Opening Reception, Exhibits: 7:00AM-5:00PM

**Apr 18** Exhibits 9:00AM -5:00PM (arrive at 8:00AM to open Hall for exhibitors)  
~ distributed evaluation forms to exhibitors  
~ distributed shipping forms and hotel instruction forms (from Sue)

**Apr 19** Exhibits 9:00AM-noon (dismantle until ca. 5:00 PM)

**Apr 19** Exhibition evaluation forms to 2005 conference committee chair

Apr 21 Send e-thanks to volunteer exhibit monitors.

May 7-17 Send thank you letter to each exhibitor.

May 15 Final report submitted to 2004 Conference co-chair.

May 12 Post *List of Exhibitors* to NYC Conference website  
~ announce this posting to ARLIS-L

**Alternatives available to institutions not wanting to rent a table or booth:**

1) "Delegate Registration Kit insertion" (\$200)



Future conference planners should consider restricting the size/weight of material accepted for insertion. In 2004--as we struggled to stuff two heavy 100+ page publications into every registration packet--there was a feeling that \$200 for such 'advertising' was a 'real bargain!'

2) "Literature Display" (\$100/\$200)

Companies arranging an un-staffed display of their flyers or publications should be given guidelines about the quantity of material that can be exhibited (perhaps a % of a tabletop?). Also they need to specify whether the material is to be given away or returned after the conference.

3) "Demo rooms" (\$100/hr)

No one took advantage of this option in 2004 so we used the adjacent Plaza Suite room for additional exhibitors.

The first two options were also offered--on an ad hoc basis--by the Development Committee and Conference Co-Chair as a 'benefit' for sponsoring a program session (\$500) [John Wiley Publishers and Aperture Foundation] Assuming these "perks" indeed *are* benefits of sponsorship, perhaps that fact should be spelled out in the Sponsorship Information.

Requests for reduced fees from not-for-profit organizations:

We received one such inquiry from Printed Matter. After consultation with the Conference Leadership Committee we decided to offer non-profit institutions any tables not sold as of March 1st for a reduced fee of \$500. [In the end Printed Matter was not able to raise even \$500 for a table.] (Letter attached)

Exhibit Hall monitors:

Volunteers are needed to monitor the entrance to the Exhibit Hall during all the hours the exhibits are open. These folks act as greeters and also check to see that only authorized people (with badges) go in/out of the exhibits. In NYC the monitors also were called upon to provide directions for people looking for specific program sessions/rooms.

Setup & Breakdown:

The Exhibits coordinator should be available on the first morning to greet exhibitors, direct them to their table/booth, and to give them their company identification sign. Sue will make certain that the hotel's IT person is available during the hours of set-up.

PR for the Exhibits and with the Exhibitors:

Once the list of exhibitors is final I posted an announcement on ARLIS-L inviting people to visit the Exhibit Hall, stating the hours, and listing the exhibitors. (attached) I also *should* have sent this announcement to all the exhibitors so they would have known the efforts we were making to generate traffic in the Exhibit Hall.

Moderators of 'sponsored' sessions should be encouraged to stop by the sponsoring exhibitor's table/booth in order to say 'thank you' and, if appropriate, to invite them to attend the session.

Once the session is over, the session poster (with the statement "Sponsored by XYZ") can be offered to the sponsoring exhibitor.

Consider promoting the exhibits to other local librarians by utilizing city or regional library list serves-- making sure to mention the *per diem* entrance fee.

#### Exhibitor Evaluation Form

It is good to offer the exhibitors a means to evaluate the conference. The evaluation form devised in 2004 is relatively brief but provides some space for descriptive comments and suggestions. (See attachment)

The evaluation forms can be handed out by the exhibits coordinator along with the UPS and FED EXPRESS shipping forms (if needed) and an informal "shipping instruction form" that Sue creates.

#### Suggestions to improve the exhibits---overheard in the 2004 Exhibit Hall:

Sue should send out a paper confirmation as well as an electronic confirmation to each exhibitor.

Internet station(s) should be provided in the Exhibit Hall so that acquisition librarians can check their OPACs while the exhibits are in-progress.

Close the Exhibit Hall for lunch on Sunday so that exhibitors can leave their tables and also so that can use the time to 'entertain' clients for lunch.

Keep the Exhibits open later than 12:30 on the final day. [This request might be unique to NYC since such a high percentage of the 2004 exhibitors were 'local' and hence didn't have concerns about transportation.]

Schedule a 'closing reception' --without programming conflicts--on the final day.

Include a "combined publisher exhibit" table such as Scholar's Choice or Association Book Exhibit (?).

The exhibitor's should be reminded, in advance, that pre-prepared shipping labels for the 'return' of material will expedite things on the final day and will assure correct handling of any boxes being shipped.

Consider carefully the type of food offered for the opening reception. The Chinese dim sum offered in 2004 was accompanied by 'drippy' sauces, which caused people to finish eating before entering the Exhibit Hall. Simple sandwiches and crudités would be easier to eat and would pose less of a threat to the books on display.

A few exhibitors, disappointed by periods of light traffic in the Exhibit Hall, suggested that there be one afternoon when no sessions or meetings are planned opposite the Exhibits.

## **TOURS**

Submitted by Chris Sala

Kitty Chibnik and I were co-chairs for tours. Kitty was responsible for the financial aspects of the tours while I organized the other aspects of the 17 tours in New York City and the surrounding area. Of the 17 tours, one was cancelled due to lack of interest and two were cancelled due to matters out of ARLIS' control.

262 conference attendees participated in the tours and 5 of the tours sold out. A diverse selection of tours and ones that were relevant to the workshops were offered. In addition to the standard art and architecture, tours were organized related to other interests such as decorative arts, book arts, and fashion. The tours also benefited from local tour shepherds who were knowledgeable about New York and able to answer all kinds of questions about the city and city life.

The combination of New York's extensive public transportation system and friendliness to pedestrians, allowed us to minimize the use of private transportation and keep tour fees down. Walking tours were emphasized and the Municipal Art Society helped plan 3 of the walking tours.

The most popular tours were those that offered opportunities not otherwise open to the public, such as the tours to the Costume Institute, Christie's and the Century Association. The other popular tours were those to destinations which seem less accessible to visitors, including Harlem, Green-Wood Cemetery in Brooklyn, and the New York Botanical Garden in the Bronx.

The smallest but most satisfied and enthusiastic groups attended the all-day tours, all but one of which was scheduled for the 2 days before the conference. In my opinion, all-day tours can be successful, but only when the destination is particularly spectacular. Still, I suggest that future all-day tours plan on smaller groups, particularly when arranging transportation.

For the tours in Houston, I recommend that people notify you if they will be joining the tour group onsite, instead of traveling with the group to the site. This alleviates two problems: one, the tour shepherd does not waste time trying to track down missing people on the attendee list and the tour can leave on time; it also prevents confusion at the tour site since arrangements have been made in advance of which the tour attendee or attendees have no knowledge. Additionally, I recommend that guests of conference attendees are allowed to attend tours by paying the fee for the tour and not being forced to register for the day.

## **Convocation and Reception**

Sunday, April 18, 2004

El Museo del Barrio

Submitted by Clayton Kirking

The Convocation and the following reception were well attended and apparently successful, with a few caveats.

The lighting in the auditorium was not optimal for the presentation of awards that resulted in larger groups of awardees on stage. Some were literally “out of the spot light”. This was overlooked and could have been coordinated with a brief discussion with the President, who arranged the agenda, even a week before the event. It could have been corrected on site, but a lighting technician had not been hired.

Traffic patterns were not the best. As the convocation ended and the entire group moved into the reception area, it was difficult for catering staff to circulate. The traffic should have been controlled, which would have resulted in it taking longer to empty the auditorium, but would have enhanced the flow of the reception, and been a great help to the caterer.

While the original plan had called for “background music”, funding was removed late in planning. The lack of music was not a significant detraction.

Because of last minute “fine tuning” the auditorium was not available for seating until briefly before the program. It would have been convenient for some attendees to have access, and would have reduced congestion as the caterers were setting up. Having all those directly concerned with the program on site an additional 30 minutes earlier would have relieved this constraint.

The location of the event worked very well. It was a great opportunity to highlight an institution that is often overlooked. The staff of the museum was very cooperative and, afterward, extremely pleased with the result. It was very lucky that the Central Park Conservancy Garden was open and nearby. I received numerous favorable comments. Because the galleries were closed before the reception, the garden provided an ideal environment for those who arrived on earlier buses.

I believe the length of the reception could be limited to 2.25 or 2.5 hours. This year it was scheduled from 7:30 – 10:00, however, because labor costs, I instructed the caterers to begin to close down at 9:15. This worked very well, but was a direct result of the convocation program ending on schedule at 7:00. This will vary with the venue.

To summarize: The museum administration and staff were very easy to work with and the caterer was remarkable. Neither of my two foremost fears, running out of wine or food, came to pass. All of the slip-ups or near misses were on my end and can be accounted for by lack of experience.

Tips for 2005:

Contract a location and caterer as far in advance as possible. It cannot be done too far in advance. Ask for recommendations of caterers from the convocation site. Check a lot of reference for caterers; it can save a lot of time in the search.

If the caterer does not provide the wine, find a wine merchant who is accustomed to dealing in with large parties and receptions. Taste the wine that will be served and verify it when is delivered. Ask for discounts.

Have a tax-free certificate handy.

Coordinate all delivery and pickup times with both vendors and the staff at the convocation site.

Finalize the program well in advance. Make sure you have all the technical support you need.

Check traffic patterns. Walk through with the staff and caterer.

Be aware of amenities that are nearby, also public transportation and emergency procedures.

Work closely with the staff at the convocation site.

Be prepared to tip when it is appropriate.

Have a cell phone.

Have fun

Respectfully submitted,  
Clayton Kirking  
May 26, 2004



## **Registration/Hospitality Desk Committee**

Submitted by Heidi Hass, Elizabeth O'Keefe, Maria Oldal

The fact that the committee consisted of three people from the same institution (we even work within shouting distance of one another) made it much easier to coordinate activities. The Conference Planning Manual and the preliminary and ongoing meetings of CIPAC were very helpful in spelling out exactly what our responsibilities were.

Local guides and information:

We decided early on that NYC has so many cultural institutions, tourist attractions, and restaurants, all of which are well documented in print and online sources, that it would be pointless to try to collect a comprehensive selection of brochures, guides, fliers, etc. Instead, we decided to obtain a few basic, free guides (the NYC Official guide, subway map, map of Grand Central Area, security tips from NYC Police Dept.) in quantities sufficient to supply all out-of-towners with individual copies, and to display samples of brochures for a variety of attractions and activities (e.g. Soho Gallery guide).

However, remembering how much we have appreciated some of the local guides and tips offered at previous ARLIS conferences, we wanted to offer some customized advice. Paul Glassman put together an excellent walking tour of the area in brochure form, which was a big hit; we also offered a desk copy of the AIA Guide to New York. We compiled a one-sheet guide offered a list of places to eat within a couple of blocks walk of the hotel, plus the nearest Kinko's, drugstore, liquor store, etc. For those with more leisurely dining plans, we had a desk copy of the Zagat guide.

Bags:

It seems to be settled policy now not to spend money on conference bags, so we lived with the decision (though cherishing wistful memories of previous conference bags, such as the attractive one distributed in Montreal). We emulated the Baltimore conference by asking various museums to supply us with sturdy shopping bags from their museum shops. The various museums were very generous, and we were able to distribute some very handsome specimens. Note to future conference planners who offer more than one type of bag: we debated long and hard the wisdom of allowing attendees to choose their bag, and decided that this would hold up the registration process unbearably, as the more indecisive or picky members of ARLIS asked to see what the choice was, and then dithered. It is a decision we do not regret in the least.

Contents of Bags:

We included the program, the core local guides, a list of attendees, and some inserts (e.g. an Aperture catalog) for which ARLIS received a small promotional fee. The inserts were pretty hefty and a number of people handed them back, saying they were too much to carry. Maybe there should be a weight limit, or ARLIS should charge by the ounce, like

the Post Office. The list of attendees is very important; though long, we decided that we should provide it, especially given the report from the Baltimore conference committee, who got a lot of flak for omitting it. We had to xerox a few extras.

#### Recruiting Volunteers:

It worked really well to set up a volunteer schedule on the conference website (thanks to Jenni Rodda and to Heidi Hass, who made this happen). We were open so many hours and had so many slots, it would have been a nightmare to attempt to coordinate this any other way. We asked volunteers to commit to two-hour slots, and encouraged them to volunteer for more than one stint.

Having two types of duty for volunteers-- Registration and Hospitality Desk—makes it easier to recruit. The more outgoing and/or locally knowledgeable types volunteer for hospitality, the less chatty or locally knowledgeable prefer to do registration. Potential volunteers find it reassuring that they don't have to have any dealings with money.

The strategy of offering one day's free registration to library school student volunteers worked very well, and we would recommend it to future conferences that meet in cities that can tap this resource (although it was a bit difficult keeping track of which days students received free registration.). We got some free labor, the library school students got one day of conference attendance that will certainly encourage them to attend future conferences; perhaps more valuable, they got to meet and chat with ARLIS members at the desk, which may mean they are more willing to join the local chapter, feeling that there are at least a few familiar faces there.

We held an orientation for the hospitality desk volunteers the night before the desks opened; we showed the volunteers the types of materials we had available, and answered questions, and generally had a good dialogue on how to handle the desk.

We found it important to have one member of the committee on hand for at least every change-over period, and it's not a bad idea to have someone in the area most of the time (or you can tell the volunteers what sessions committee members are attending, and/or give them cell phone numbers). A lot of volunteers were one-time only, and though they quickly picked up the routine, it was good to have someone at the desk who knew exactly where to refer the various problems and questions. During some periods, repeat volunteers were able to supply this veteran's perspective, but at other times, it was the hospitality desk committee.

#### Registration Activities:

Headquarters staff were a dream to work with. They had everything very well organized and arranged; when a problem arose, they simply did whatever was necessary to make it right, rather than saying, "Well, the rules say that in this situation, such and such is supposed to happen." The main complications on the registration desk arose from the tidal wave of late and on-site registrations; for one thing, we ran out of stuffed bags, and



had to improvise, offering xeroxes of the attendees list and of portions of the program, instead of the full program. Attendees were very good natured about this. In general, whenever there was any problem, or any transaction involving money, we told volunteers to refer it to headquarters staff. This made the volunteers' task easier, and worked very well.

Directions and guidance for conference activities:

The principal hitch for the first couple of days was that the hotel maps in the program (and within the hotel itself!) omitted one meeting room that was much in use. Moral: never trust the maps the hotel supplies; check out all the meeting rooms for yourself, and make sure that they are all on the maps; if not, add them!!!

There was some kerfuffle about offering directions to events which were do it yourself in terms of travel (e.g. the Society Circle and Queens College events). It would be helpful to plan ahead with prepared directions to events of this sort.

Hospitality Desk:

Our corps of knowledgeable and voluble native and adopted New Yorkers did a wonderful job advising attendees where to eat, view art (especially on Monday, when most museums are shut), shop, etc. Visitors always value a personal recommendation over a guidebook review, especially when it comes from a local, who can provide guidance on the difficulty of the commute, the safety of the area, the prices, etc. The volunteers also offered helpful advice on the Monday Night events that were still open. They were able to draw on their expert knowledge to persuade some latecomers to sign up for Monday night tours of the less well-known parts of the city.

Miscellaneous comments:

It was impossible to arrange for all the museums in NYC to offer free admission to conference attendees. However, free admission to museums was something that a number of people asked about; it is definitely a benefit of conference attendance, and should be pursued when the conference is held in a city that has only a few museums.

Many people asked for conference evaluation forms, and were disappointed to learn that it was available only online. It would be a good idea always to offer paper copies of it at the desk, to take advantage of people's better impulses (by the time they get home, they may lose the impetus to fill it out).

Access to Internet for hospitality/registraton desk: we talked about getting an Internet connection for the desks, since so many questions are most easily answered by going online for addresses, direction, etc. But it seemed likely to bog the process down unmercifully, so we decided not to pursue this idea.

## Monday night with New Yorkers

This event went off without any major hitch. All participants filled out a waiver before leaving the hotel, absolving ARLIS of any responsibility. We think it was a unique event and recommend it for other cities. Sherman Clarke was able to put on the web general information and then the individual tour information. Replies came to Sherman and to me. Sherman forwarded his replies to me and I kept track of the numbers registered. I replied to each person saying that they were on the list or not. If the tour was full, I recommended they try another. As we got closer to the conference, we had each tour leader send out a letter to ARLIS-L inviting conference goers to join his or her tour. We think these individual letters generated interest and excitement. Things changed a lot when we got to the conference. Sherman made a notebook for the registration desk as was announced on the website. People did register in this notebook and some tours, which had very few registrants until we got to the conference, wound up with quite a number of participants. People registered at the last minute, too, when they decided they had nothing to do Monday night. People paid no attention to the fact that the sheet indicated that the tour was full. They just added their names on the side of the page.

Then of course some people did not show up at the designated time in the hotel lobby. How long do you wait for no-shows? 5 minutes?

The individual reports of the tour leaders follow. They are wonderful to read and we all wished we could have gone on each others tours. They are also quite instructive as lessons learned.

Some of us wished we had asked people in our groups why they chose this particular tour.

We all would do it again.

Emily Roth

### Astoria Report from Audrey Christensen

Monday night in Queens was much fun, a little change in plan because of the nice weather made for a lovely relaxing evening of good conversation and new friends. I had a nice size group of 12 and Deborah Perotti, my colleague and friend, helped me out so the subway ride was easy. Our first stop was one in to Queens on the 7, Vernon-Jackson, where we got off and went to a deli and all got some Ice Cream to take the park with us (it was good we got a snack to tide us all over because actual food was far down the road but I will get to that). We strolled to the park and I told them about the kind of

people who are moving into LIC and what kind of rents they pay as well as highlighted some of the new business that were filling in on Vernon Blvd.

We went to Gantry Plaza State Park and watched the city light up as the sun went down (darn clouds, no stunning

sunset). We discussed the major builds we could see, the close by movie studios, and Roosevelt Island. Growing tired of the wind from off the water we decided to move on to our next destination.

I was tired of being inside all weekend and so I proposed to the group going to the Astoria Beer Garden instead of Greek. They were all excited about enjoying the weather and to be diplomatic about it we voted and only one person was still wanting to go to George's..I hung back and talked to her to make sure she wasn't upset by the group's choice and she decided that outside did sound nice. Another smooth train ride to Astoria Blvd. and we got some pitchers of beer and lots of glasses and everyone talked and laughed and talk and then we realize the waitress still hadn't come for our orders and still hadn't come and still hadn't come --I went and talked to the waitress and she promised to be right over---everyone was very patient and in good spirits but she still didn't come. Then Deborah went and talked to the waitress and she said she'd be right over \*time passed again but conversation remain lively. Then we all waved at once \*everyone still laughing\* and she finally came only to tell us that they were out of many things on the menu (they weren't stocked for the crowds they had over the weekend and on that Monday night) but everyone was able to pick something tasty (food ended up being a big hit, although I'm not sure if it was the taste or the hunger that provoked the excitement). I filled everyone in on the neighborhood we were in and then we all just had a little laid back conversation about movies and where they were all from.

Everyone was tired after dinner and so I got them all back on the train and took them as far back as the 7 and then turned back toward home. I have exchanged e-mails with a few of the group and everyone was very happy with the Astoria fun.

**Mon. night: Brooklyn Bridge & Dumbo** from Sherman Clarke

The Brooklyn Bridge/Dumbo group grew to 24 before we left the hotel. That is a lot of people -- not too many for the bridge walk but it did get a little less organized after our walk across the bridge and into Dumbo. Like Emily and Meg, I was probably more anxious than the tour-ists and let

that get in my way of just having fun. First, I'd like to thank Andy Gessner who knew ahead of time that he would help host and Cynthia Johnson who didn't know ahead. She thought she was just going home.

Andy and Cynthia joined me in the lobby to help herd folks over to Grand Central. Most of us had MetroCards and Andy left a bit ahead to help those without cards get them. We darted right by them in the station but we got together on the platform. We took the 6 to the Brooklyn Bridge stop (fortunately the end of the line so telling them when to get off was easy). Andy suggested that we go up through the Municipal Building entryway to see some Guastavino tiles. The walk across the bridge was delightful -- strong breeze but not chilly (thanks, weather gods!). We pointed things out (like where were they?; that's the Woolworth Building) but didn't have the semi-organized neighborhood histories that it sounds like some events had.

We were hungry by the time we got across the bridge. There wasn't time or energy for any organized Dumbo walking -- e.g. the chocolate store, the wonderful anchorage of the Manhattan Bridge (by Hornbostel of Pittsburgh), the moderne building under the bridge.

When we got to Grimaldi's, there were already a couple dozen people in the line so we progressed rapidly to Plan AA and then Plan B. We contemplated getting take-away pizzas and eating on the dock, but rapidly decided on walking up to the Promenade and going to various restaurants on Montague Street. That worked pretty well, but the group that I was in didn't get done eating at Teresa's as quickly as other groups so they had a longish wait aboveground at the subway at Court Street. We didn't all get to the subway stop and into the station until after 10 p.m.

Because yours truly was not prepared (the piece of paper with Ken Soehner's detailed information was forgotten in the rush at home), we had phoned him from the restaurant (thanks to Stephanie Frontz's cellphone) and left a message that we were running late and would probably not make it.

A few people decided before supper to go back to the hotel and had an ex-New Yorker with them. Those of us Manhattan-bound after supper on Montague Street got on the train at

Court Street. I disembarked at 14th and let the rest go on to Grand Central.

I think the tour-ists had fun. I was anxious and guilty but I'd do it again. Not with 24 people however. Audrey's description of her describing, over beers, the neighborhood to less than a dozen people sounds good. Meg's heroic half roast chicken purchase sounds amusing in retrospect but I'm sure it was anxiety-ridden.

Thanks to all of you for helping Emily and me turn a crazy idea into a successful evening. Someone mentioned that the ILS user group meeting that she goes to has a similar thing: sheets for dinner groups are available in a notebook at the registration area. I suggested to someone that the local arrangements people might be commissioned to arrange chapter or affinity group gatherings.

On my tour, there were several people from the same chapter who had decided on a particular tour. Did any of you experience "sub-group registrations" of that sort, e.g. chapter, type-of-library?

**Clinton Hill/Pratt** from Micheline Nilsen

The Clinton Hill group managed the three subways to the G line  
Clinton-Washington stop without trouble. As we came out of the subway,  
Charlie, who does maintenance on all the local buildings was coming down the street and we introduced him to the group (3 from Holland, 1 from Florida, 1 from Los Angeles, 2 from Michigan, 1 from London). We walked north on Washington looking at the brownstones and flagstone pavements, west to Clinton for the magnificent block which includes the Pratt family mansions and the New York Catholic Bishop's house. Larissa had done her homework on the architecture and provided information about the impressive structures. As always happens on that block, local passers-by add details when they see people looking at the houses(the Bishop shovels his walk promptly). When we reached the original Pratt Mansion, people who had been wined and dined were being escorted by to their limousines or chauffeur-driven cars. The security guard asked our motley crew to move on. But the Provost saved the day, as he came out, he asked what was going on, Tony told him of

our illustrious company, who then received an enthusiastic personal welcome.

When we reached Myrtle Avenue, we stopped at the corner liquor/grocery

store for those who wanted to pick up wine or beer for the meal and

headed for Zaytoons, the restaurant, which had a large table set up for

us. Our guests were very enthusiastic about the abundant and tasty fare.

After a leisurely meal, we walked over to the Pratt campus, took a look

at the steam room and headed for the library. Our guests enjoyed the

Tiffany interiors and the lofty spaces, they were indulgent about the

unshelved books and our Dutch visitors were impressed by the fact that

we are open on Sundays. Cameras clicked away in our glass-floored,

brass- and oak- fitted stacks. By then, the 10:30 half-hour to closing

time had rung and we made our way to the subway stop which we reached at nearly 11:00. Larissa, Tony and I gave

precise directions for the trip back and they were all comfortable about making it back together. They did not

even want the map I had picked up for them. We escorted them through the turnstile and waved goodbye. A delightful

evening! What a treat to get to meet such lovely colleagues!

Here is the East Village story. From Meg Black

Jenny Tobias was wonderful as a host. Overall I think the evening was a success. 11 people showed up to go. We had

Rhode Island, Massachusetts, Indianapolis, Toronto, Long Beach, Ca., San Francisco, San Diego, Chicago, Virginia. In

the hotel lobby, Jenny gave an introduction to

the group about the evening, and had a catalog card for everyone printed on the back with her cell phone number and

the address of the hotel and other vital information. We left at about 7:15. Just as we were out the doors of the

hotel one of the tour attendees turned to me and said that she was hypoglycemic and could not eat rice, bread or any

carbohydrates or sugar and no dairy, and did I think there would be something she could eat at the Indian restaurant?

She was very apologetic and said that she really wanted to go on the trip and see the area. She said she could eat

salad and grilled chicken without any sauce. I didn't know off hand what the restaurant could do--but I told her to come along anyway, maybe they would be able to prepare some plain chicken and salad... So the group continued to Grand Central and crossed the concourse and Jenny pointed out the Zodiac and told people about how it was actually transferred onto the ceiling backwards and other interesting details, which people enjoyed. I think about six people did not have Metrocards. Jenny had two extras, but four still needed to buy cards. Jenny and those with Metrocards went over by the turnstiles and chatted. Meanwhile I went with the four to Metrocard vending machines. About three of them needed real help using the Metrocard machines, and unfortunately there was a nutty woman hanging out by the machines wanting to "help" people get their cards. She was hovering around us, giving wrong instructions for using the machines, trying to take people's money out of their hands, and in general interfering so I had to really yell at her loudly to stand back, which she did, thankfully (People on the tour asked me what she was doing and I really don't know--probably she was just an interfering nut). Finally we got the Metrocards and everyone got into the subway fine--and the subway went smoothly for the rest of the evening. We got off at Union Station and Jenny called everyone's attention to that public artwork that is on the facade of the building above Virgin Megastore. She explained that it was about time and included several types of clocks (which I didn't know!). Jenny also pointed out the MetLife building which gave people an idea of where we were now in relation to the hotel. From Union Sq. we walked to 12th St. and went by the Strand Bookstore, and continued to Jenny's apt. We went up to her apt. and the view from her terrace was spectacular. It was dark already, but the buildings and bridges were lit up beautifully. There was a nice breeze people talked and walked around. Jenny had permission from her neighbors for access across the entire terrace which means that looking west and south and north we could see all the way from the east village to the Financial area to Midtown and the Chrysler Building. We pointed out the Brooklyn Bridge (where we imagined Sherman and the other group), Jenny pointed out the gap where the twin towers had been. Also we pointed out St. Mark's Church, Con Edison building, and the Empire State Building (green color that night). Jenny made gin and tonics which were wonderful and refreshing after the walk and she served them with

pistachios and an Indian crunchy snack. Everyone marveled at Jenny's apartment. For fun some people had walked up 11 flights of stairs to her apartment instead taking the elevator. It was getting to be 8:15 so we needed to go to get to the restaurant by 8:45. Down on the street, I very briefly pointed out St. Mark's and the Ottendorfer branch of the Public Library as we walked by.

We got to the restaurant, Panna, and there were plenty of tables for us. We sat at four separate tables. People seemed to be a little unsure about the menu and were not as impressed with the dangling chili pepper light decorations as I thought they would be. Jenny was very helpful and went to each table to check on everyone. The waiter was also very helpful. Unfortunately there was no way for him to prepare plain meat--all the meat was marinated in yogurt before cooking! Person who was hypoglycemic ordered a salad and said it would be o.k. but Jenny and I were worried about her. The waiter brought the salad and appetizers and then we had a loooooong wait for the entrees. During that time I decided to go to the 2nd Ave. deli and pick up half of a roast chicken for the person who was hypoglycemic.

(Good to have an excellent source of roast chicken up the street--I love the East Village!) She was very happy with the chicken, which she said was delicious. Soon after I had returned, everyone's food came and everyone seemed to like the food very much. Throughout the entire evening there was plenty of time for people to chat with each other. I wished I had remembered to ask everyone why they had wanted to go on this particular tour, but oh

well. The waiter was able to make the separate checks and let people take them as receipts. We left the restaurant and walked up St. Marks to Astor Place where Jenny and I pointed out the cube sculpture in front of Cooper Union and made it turn which people seemed to like. Then we got in the subway and returned to the Hotel at 11 p.m. without a catch. I thanked people for coming and they thanked me. I can think of lots of things I could have done in retrospect to make the evening more relaxing, entertaining and enjoyable, but all in all I think people had a good time. All's well that end's well!

**Cajun Restaurant jazz event.** From Bob Lobe

It went very well, I think. We were just about full-up - fifteen people, and we left at about 7:20pm from the lobby. Zimra Panitz, my co-host, and I had a nice international group - someone from Spain, a few librarians from Australia, a Canadian, as well as people from our West



coast. The subway trip worked out well - most people had Metro cards, and those who didn't had no trouble with the vending machines. After taking the #7 train to Times Square, we grapped an express (#2, I think) down to 14th Street. One little mistep - both Zimra and I forgot that the train didn't go directly from 42nd to 14th Street, but stopped at 34th. So when I told people at Times Square that it was just one stop to 14th Street (must have been thinking Grand Central to Union Square), a few eager souls tried to exit at 34th Street! We quickly hustled them back into the train and proceeded an additional stop.

We got to Cajun at 8:10 pm. The music - some lively, New Orleans style jazz was just getting underway. Our long table was waiting for us in the back of the room, and we all fit around it easily. Unfortunately, our view of the musicians was not ideal. In fact, a few people couldn't see the stage at all. But they certainly could hear the music well, and everyone seemed quite content to chat with their colleagues sitting nearby. The food was good but not great (certainly a grade higher than most jazz club food, which can be inedible), but the prices weren't bad and the portions sizable. Many people had a drink or two. The band played two enjoyable sets. People did seem to have a good time. A few aficionados seemed to really focus on the music, but the majority seemed to enjoy just soaking up the atmosphere and chatting.

We even had a celebrity sighting! Comedian Jackie Mason was sitting with a not particularly young blond woman at one of the center tables when we arrived. Zimra noticed him first, and we quickly agreed not to mention it to anyone to avoid people turning around and gawking. Mr. Mason seemed quite humorless until the food arrived. He was later joined by a tall, rather dour man. The group left as the second set got underway.

At around 10:15 pm we got two checks, one for each end of the table. It took a little time to get the checks squared away - people figured out what they thought they owed and somehow we collected just about the right amount of cash. A few people took cabs back on their own, but I escorted most to the subway. It was still a warm night so people preferred to walk all the way across town to Union Square, at which point we caught an express train and quickly got to Grand Central. This group seemed to really have gotten the hang of travelling around the city by subway, even at night. I was really impressed at how quickly this had occurred.

Our group arrived back at the hotel at 10:50 pm, a bit tired but certainly not exhausted. Several participants thanked me for an enjoyable evening and for getting them back to the Roosevelt. All in all, it had been a lot of fun and only slightly nervewracking. I'm pleased to have contributed to the success of "Monday Night with New Yorkers." Congratulations to Emily and Sherman for a great job in organizing the proceedings.

Here is the Williamsburg report. From Caitlin Kilgallen

We had a group of 11 people with 3 chaperones which was a very manageable mix. In addition to myself, my co-worker Holly Hatheway was on hand to help as was Suz Massen who as a fellow Williamsburger was on her way home anyway.

Before leaving the hotel I gave a brief unscripted overview of the neighborhood, its history and architecture and transformation into an art hub. The subway was not a problem. Those who needed to purchase Metro cards were thankfully not accosted by any bums or crazy women. We took the 6 to the L without a hitch and got off at the Bedford stop, the first in Brooklyn.

On our way to Pierogi 2000 art gallery the guests marveled at the hideous Williamsburg architecture--brownstones and row houses stripped of architectural details--pediments, cornices--and sheathed in roofing shingles and/or vinyl siding. I pointed out traces of a more beautiful past, a flagstone stoop here, interesting ironwork there. At Pierogi, we took in the paintings of Jane Fine. Joe Amrhein the founder and director explained his philosophy of creating a gallery run by artists for artists. With that mission in mind, he created the Flat Files, a repository for works on paper. They became such a success that a

portion of the files are frequently on the road to other art institutions. They are also regularly consulted by curators and other gallerists in search of new, emerging artists. (Of course, thanks to Pierogi, many of these artists are no longer 'emerging!'). Joe's wife, Susan Swenson came down (they live above the gallery) and spoke to us about Pierogi Press, a 'written word publication' edited by the couple. It is beautifully produced in a limited run of 450 with original art work by Pierogi artists. She had several samples for us to peruse. As their old dog plied among our legs the couple graciously offered us water and fielded questions. Most of us donned gloves and poked through the treasures in the Flat Files.

Next we walked the 3 blocks or so to the restaurant Planet Thailand. Like Pierogi, Planet Thailand is a long-standing pioneering establishment catering to the influx of artists. Its cavernous space is decorated with a changing display of usually large scale paintings. One of the librarians recognized the artist currently on display and was familiar with his work in California. The rowboat/fountain suspended from the ceiling also got a few gawks. We were seated at a long narrow table which facilitated small group conversation. Everyone seemed to be pleased with the food and conversation as we didn't finish until 10:30. We got two checks and people were able to divvy up who owed what with speed and ease.

I was prepared to take the group on to a bar that has a large outside terrace or to my apartment to see a 'real' Williamsburg loft and get a ride in a freight elevator but everyone was knackered and ready to go back to the hotel. I was relieved because I was pooped too. However, I can't help feeling that they should have seen a little bit more of Williamsburg to really know its charms--interesting boutiques stocked

with locally made clothes and wares, hulking warehouses with windows hung with dainty curtains. But maybe they've had just enough of a taste to bring them all back!

### **Upper West Side** from Emily Roth

My Upper West Side adventure went well though everything seemed to take a lot longer than I thought it would and so they all got back to the hotel at midnight. (I had figured they'd get back there at 11.)

We left the Roosevelt later than I wanted because we waited for someone who did not show up. We left about 7:07. No one minded filling out the waivers, by the way.

When we got to the shuttle 4 or 5 people needed to buy metro cards and there was a bum type guy who wanted to help people at the machines. He made me nervous so I took them all over to the cashier and they all bought their cards. The cashier was slower than molasses. So those who had cards, swiped them and went down the stairs and waited. When the last person was through the gate we all went to the shuttle, which was waiting for us, and we got on and went to Times Square. I took them to look at the Roy Lichtenstein mural but there was that man dancing with the big doll in the black dress and of course we had to watch him for awhile.

We went to the uptown 2 or 3 express and when it arrived we packed on, some of them in fact enjoyed that NY experience. It made me nervous for them though. I worried about them all getting on. This worrying took place after they were on. (I make myself a wreck by doing this kind of retrospective worrying.) When we got to 72nd St., I sent them up the stairs and came up last. They had gone out the north door instead of waiting for me at the top of the stairs. No problem but I was worrying about time here and the fading daylight so every extra minute delay made me more nervous than I should have been. We finally got down to the river and stood on the 69th St. pier longer than I planned and by the time we got to the 79th St. boat basin it was really dark. Then we left the park and went to Zabars and IT WAS CLOSED. I am sure that I had checked the time but either Zabars changed their hours or I was wrong. Some of my folks were disappointed but I thought well here is where we catch up on lost time. As we walked past H&H bagels and I told them that H&H is considered the best in the city, some of them went in to buy bagels.

We finally got to the restaurant and everything was fine there but again it took longer than I had mentally allowed. After dinner we went to Fairway and some of them really liked that. By the time we got back to 72nd St., it was 9:45. I had planned that we would be in my place at 9:45 having coffee and dessert and that we would leave my place at 10. But now it was much later than I planned. At that point I thought maybe I should just go to Lincoln Center and forget my place but then I really wanted them to see my terrace and see the view. I did not ask for any opinions at any time. All this was going on in my head.

We went to my place and by the time they all got out on the terrace and spent a long time there and looked and looked finally I went in the kitchen. Luckily my husband and one of my sons were present and could stand out there talking and explaining. Two of the women were very helpful and everyone eventually got everything. We sat around chatting. They were very comfortable with their coffee, tea and dessert and I realized I had to move them on. By the time we left my place it was about 11 PM. We went to Lincoln Center. I had wanted them to see Lincoln Center when there were folks scurrying out of the different theatres but we were too late for that. I had given them copies of the article in last Tuesday's (Apr. 13) NY Times about the Lincoln Center redevelopment. They liked that. Finally, we went to the bus stop. I told them what to look for on the no. 5 bus. When it came, they got on and I told the bus driver they all needed to get off at 45th or 46th St. He was smiling and closed the door and off they went.

Like Meg, I wish I had asked my guests why they signed up for this particular walk. There were two Mormons on my tour and I wondered what had interested them, all the way from Utah. Afterwards I realized that the Mormon Church has a huge building across from Lincoln Center on Broadway inside of which they have just completed a huge new church, the largest in the NY area or the East Coast or something like that. I wondered if that is why they wanted to see the Upper West Side. I hope these two women saw the building when we were walking around Lincoln Center. If they had asked, I would have been happy to point to it.

APPENDIX 1: Revised Date

*ARLIS/NA Annual Conference April 15-20, 2004*

We are very pleased that we were able to renegotiate the dates of the upcoming conference with the Roosevelt Hotel. Thanks to Sue Rawlyk and Elizabeth Clarke for their skilled negotiating!

**The new dates are April 15-20, 2004.**

The Conference Planning Advisory Committee (CPAC) is meeting June 13-14 at the Roosevelt. All the session proposals, workshops and tours will be examined and selected at this meeting.

We are very excited to announce that the convocation ceremony and reception will take place at El Museo del Barrio. Thanks to Ken Soehner and Clayton Kirking for their contacts with the Director. We will have access to the galleries and I am certain that members will enjoy the exhibitions. We also hope to give a bit of Latin flavor to the reception! (Think salsa/merengue and mojitos!)

We will need the entire chapter to help out with a variety of fun tasks! The hospitality and registration desks will need to be staffed and we will also need tour attendants, so please volunteer when the call for volunteers goes out!

The conference committee looks forward to working with all of you to make the upcoming conference a great success! If you have any questions about the conference, please feel free to contact me directly.

Cheers,  
Ted Goodman

## APPENDIX 2: CPAC Agenda

### Conference Planning Committee Meeting Fri. June 13-Sat. June 14 Roosevelt Hotel York Room

#### AGENDA

##### Fri. June 13

- 9:00 Overview of progress since Baltimore (Goodman/Webster)
- 9:30 Overview of Seminar Proposals and Workshop Proposals (Webster, Day, Fabian)
- 10:45 Break
- 11:00 Hotel facilities tour (Clarke Assoc., Hotel staff)
- 12:00 Selection of Sessions, Seminars and Workshops (CPAC)
- 1:00 Lunch on your own
- 2:00 Selection of all Sessions, Seminars, and Workshops continued (CPAC)
- 3:45 Break
- 4:00 Conference Meeting Schedule (CPAC): Sessions, workshops, business mtgs., etc.
- 5:30 Adjourn

##### Sat. June 14

- 8:30 AV & Equipment (Clarke Assoc., Webster, Day, Fabian)
  - \*Availability & costs
  - \*Special needs
- 9:15 Hospitality and Registration (O'Keefe, Oldal, Hass)
- 9:45 Break
- 10:00 Exhibits (Clarke Assoc.)
- 11:00 Special events (Goodman)
  - \*Welcome Party
  - \*Convocation
  - \*Other
- 12:00 Lunch on own
- 1:00 Tours & Transportation (Chibnik, Sala)
  - \*Review & select sites (CPAC)
  - \*Determine pricing structure (CPAC)
  - \*Tour management services and transportation costs (Clarke Assoc.)
  - \*Cancellation Policy (Clarke Assoc.)
- 2:30 Publications & Publicity (Goodman, Clarke Assoc.)
  - \*Exhibitors' Prospectus
  - \*Preliminary Program
  - \*Final Program
  - \*Publicity
- 3:30 Break
- 3:45 Budget (Goodman, Heagy)
- 5:00 Development (Goodman? for Hughston)

5:30 Timetables and Action Lists Review (Townsend, Clarke Assoc.)  
6:00 Wrap-up



APPENDIX 3: Exhibits Greeting

Greeting from Exhibits Coordinator for Preliminary Program:

I look forward to welcoming you to the ARLIS/NA conference being held in New York City in April 2004. ARLIS last met in New York City in 1990. Much has happened in our profession in the intervening 14 years but what has not changed is the importance of the Exhibitors to the vitality and character of our annual conference.

We anticipate that New York City will attract the largest and most concentrated gathering ever of North American art librarians and visual resource curators as well as a sizable representation of colleagues from abroad. The Exhibit Hall, in the recently renovated Roosevelt Hotel in midtown Manhattan, will offer an invaluable opportunity for you to meet and talk with these decision makers. The conference planners have reserved four blocks of time when program sessions do not conflict with the Exhibits. The opening reception will be held on April 17th and on subsequent days free coffee and tea will be offered in the Exhibit Hall during the intervals between sessions.

I hope you will join us in New York City next April and take advantage this opportunity. The goods and services you provide are integral to our profession and ARLIS is committed to providing you with the best possible environment in which to showcase them.

If you have questions or concerns about the Exhibits please contact Susan Rawlyk or me. We are eager to welcome you to New York and to ARLIS/NA's 32nd annual conference.

Janis Ekdahl

*forwarded to Ted Goodman, Conf. Co-chair 8/7/03*

APPENDIX 4: Exhibits Letter

Dear [ Rachel / Marshall ],

I was delighted to receive your e-mail and learn of your interest in the ARLIS/NA Annual Conference next April. However since I had no ready answer to your query about reduced fees I needed to consult with the Conference Committee before responding. I apologize for the delay.

As a non-profit organization itself, ARLIS/NA relies heavily on the annual conference to fund its activities throughout the year. Our ability to sell all the spaces in the Exhibit Hall is directly related to the financial success of the conference. The Exhibit Hall is an important source of income offsetting other expenses and since we only have 75 tables available this year we are keen to maximize this income source.

However in recognition of the financial situation of *[Printed Matter /Booklyn]* we have decided that if any table(s) in the Exhibit Hall remains unsold on March 1, 2004 we will offer it at a reduced rate of \$500 to local non-profit organizations on a first-come/first-served basis. *[(Rachel: FYI Printed Matter's request was the first appeal we received.) - (Marshall: You should know that your request was the second one we received.)]*

Unfortunately next year's program does not have any session dealing specifically with artists' books (see the conference website at [www.arlisna.org/nyc04/index/htm](http://www.arlisna.org/nyc04/index/htm)) so there is no natural way for *[Printed Matter / Booklyn]* to be incorporated into the conference's programming. *[TO PRINTED MATTER: However there will be one walking tour in West Chelsea so some conference attendees might be dropping by your store on Thursday April 15th. ]*

I hope that I've adequately explained ARLIS' position and clearly outlined the additional option we have decided to offer our non-profit colleagues.

With best wishes,

Janis

Janis Ekdahl  
Exhibits Coordinator  
ARLIS/NA 2004

## APPENDIX 5: Exhibitor Evaluation Form

### **Exhibitor Evaluation form ARLIS/NA Annual Conference April 17-19, 2004**

In order to help our colleagues who will be coordinating the ARLIS/NA Exhibits at the 2005 Annual Conference in Houston (April 2-4) we invite your feedback on your experience this year.

#### Before the conference:

Advance information about the 2004 conference & exhibits arrived in a timely manner.

The Preliminary Program contained all the information I needed about exhibiting.

It was helpful to have the floor plan of the Exhibit Hall to refer to.

The registration procedure was straightforward and the forms clearly presented.

We registered online and found the information and process to be quick and efficient.

Confirmation of our space and the Exhibitors' Service kit arrived just as we needed it.

The Exhibitors Service Kit contained everything we needed to interact with the Hotel.

Questions and problems were responded to quickly and resolved pleasantly.

Financial transactions were handled professionally and expediently.

We decided to exhibit this year *only* because the conference was in NYC.

Comments and suggestions for improvement:

#### Set-up

Our 'adjacency' requests were accommodated.

'Surprises' in the set-up were handled professionally and with dispatch

Signage in the Exhibit Hall was clear and effective.

Material shipped to the Hotel was stored safely and delivered promptly.

Arrangements with the Hotel for Internet & electrical connections went smoothly.

Hotel staff was responsive and helpful.

Comments and suggestions for improvement:

During the conference

The opening reception was appropriately festive and brought delegates in the Hall.

The sponsored coffee breaks increased traffic in the Hall between sessions.

Our sponsorship was appropriately acknowledged.

Traffic in the hall was steady throughout the exhibition hours.

The food & water stations in the Plaza Suite were effective 'lures.'

The vendor mix provided for a lively, interesting Exhibit Hall.

Security in the Exhibit Hall was adequate.

ARLIS staff and Exhibit Hall volunteers were responsive and helpful.

ARLIS's exhibits schedule is about right: 16.5 hours over 3 days.

Registration packets were supplied to all registered booth personnel.

The packets contained the correct tickets, etc. for other conference events in which we participated.

I am planning to exhibit again ARLIS next year.

Comments and suggestions for improvement:

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Your name/Company name (optional)

Thank you for supporting ARLIS/NA by being an exhibitor at this year's conference.  
We look forward to seeing you in 2005.

Return completed form to **Conference Registration Desk** or mail to  
ARLIS/NA Headquarters  
329 March Road  
Suite 232, Box 11  
Ottawa ON K2K 2E1  
CANADA

AGREE < > DISAGREE    N/A

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AGREE < > DISAGREE    N/A

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## APPENDIX 6: Exhibits Announcement

Exhibits at the ARLIS/NA Conference, April 17-19, 2004

It is my great pleasure to invite you to the 2004 ARLIS/NA Exhibits next Saturday, Sunday and Monday. Due to an overwhelmingly enthusiastic response, this year's Exhibit Hall has been expanded to include the Grand Ballroom and the adjacent Plaza Suite at the Hotel Roosevelt. Be sure to make your way around both rooms so as not to miss any of our 64 exhibitors!

The Opening Reception is on Saturday from noon to 1:30 and is being generously sponsored by Saskia, Ltd. Cultural Documentation. Take this opportunity to familiarize yourself with the diversity of vendors in the Exhibit Hall; however, don't imagine that you will have 'done justice' to the exhibits after such a cursory walk-through. You will certainly want to set aside at least one block of time--just as you schedule attendance at specific sessions and meetings--to return to the Exhibit Hall to spend additional time perusing the books, resources and services on display.

To help you plan your time effectively I have included below the Exhibit Hall hours and the final list of exhibitors.

Please note that on Sunday there will be free coffee breaks at 10:30 and 3:00 (e.g. between sessions) hosted by Erasmus Boekhandel BV and by the H.W. Wilson Company.

For those not attending the Annual Conference daily passes to the Exhibit Hall are available for \$10.00.

All the exhibitors have made a significant financial commitment to participate in this conference because they consider the ARLIS/NA membership to be one of their prime audiences. Please take the time to discover what each exhibitor has to offer to you and your institution.

Thank you,  
Janis Ekdahl  
Exhibits Coordinator, ARLIS/NA 2004  
107 West 86th Street, Apt. 11D  
New York, NY 10024  
212-799-8053  
jekdahl@nyc.rr.com

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### EXHIBIT HALL HOURS:

SAT. APRIL 17	12:00 - 5:00
SUN. APRIL 18	9:00 - 5:00
MON. APRIL 19	9:00 - 12:30

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EXHIBITORS:

21st: Publishers of Fine Art Photography  
Alibris for Libraries  
Andrew Cahan: Bookseller, Ltd.  
Antique Collectors' Club  
Ars Libri  
Art Consulting: Scandanavia, Books on Art & Architecture  
Ashgate Publishing  
ARTbibliographies Modern  
Artnet  
Arts Bibliographic  
Aux Amateurs de Livres  
Booklyn  
Books on Design  
Cambridge University Press  
Casalini Libri - Fiesole, Italy  
D.A.P./Distributed Art Publishers, Inc.  
David Krut Publishing  
Davis Art Images  
Dennis Kowal Architects  
Dobbin Books  
Duncan Systems Specialists Inc.  
Eastern Book Company  
Erasmus Boekhandel BV  
F.A. Bernett Inc.  
Gallery Systems  
Getty Publications Inc.  
Ginkgo Press  
H.W. Wilson Company  
Hand Papermaking, Inc.  
HARRASSOWITZ Booksellers & Subscription Agents  
Hilmarton Manor Press  
Howard Karno Books, Inc.  
Hudson Hills Press  
IDC Publishers  
J.M. Cohen, Rare Books  
jan van der donk rare books  
John Benjamins  
Kennedy and Sons, Fine Printers  
Literature on Photography  
Locus Solus Rare Books  
Laurence McGilvery  
Memory Press



Michael R. Weintraub, Inc.  
Michael Shamansky, Bookseller Inc.  
OCLC Digitization and Preservation  
OMI - Old Manuscripts and Incunabula  
Oxford University Press  
p4A.com ltd.  
Palgrave Macmillan  
PhotoArt BookArt Gallery  
ProQuest Company  
Purgatory Pie Press  
Puvill Libros  
R.A.M. Publications & Distributions, Inc.  
Riverside Book Company, Inc.  
RLG  
Saskia Ltd., Cultural Documentation  
Thomas Heneage Art Books Ltd.  
Tri-State Depository - Division of Clancy Library Services  
UBICARTE.Com  
Vamp & Tramp, Booksellers, LLC  
Women's Studio Workshop  
Worldwide Books  
YBP Library Services

APPENDIX 7: Conference Planning Committee

**Art Libraries Society of North America 32<sup>nd</sup> Annual Conference  
NYC  
April 15-20, 2004  
Conference Planning Committee**

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**President**

Allen K. Townsend

[allen.townsend@cartermuseum.org](mailto:allen.townsend@cartermuseum.org)

**Vice-President/President Elect**

Jeanne M. Brown

[jeanneb@unlv.edu](mailto:jeanneb@unlv.edu)

**Past President**

Daniel Starr

[daniel.starr@metmuseum.org](mailto:daniel.starr@metmuseum.org)

**Treasurer**

Phil Heagy

[pheagy@menil.org](mailto:pheagy@menil.org)

**Executive Director**

Elizabeth Clarke

[clarkeassoc@igs.net](mailto:clarkeassoc@igs.net)

**Conference Manager & Publications Coordinator**

Susan Rawlyk

[srawlyk@shaw.ca](mailto:srawlyk@shaw.ca)

Conference Co-Chair, Local Arrangements

Ted Goodman

[goodman@columbia.edu](mailto:goodman@columbia.edu)

Conference Co-Chair, Programs

Margaret Webster

[mnw3@cornell.edu](mailto:mnw3@cornell.edu)

Programs Committee Member

Ross Day

[ross.day@metmuseum.org](mailto:ross.day@metmuseum.org)

Programs Committee Member

Carole Ann Fabian

[cafabian@acsu.buffalo.edu](mailto:cafabian@acsu.buffalo.edu)

Development Chair  
Milan Hughston  
[milan\\_hughston@moma.org](mailto:milan_hughston@moma.org)

Special Events Chair  
Clayton Kirking  
[ckirking@nypl.org](mailto:ckirking@nypl.org)

Registration/Hospitality Desk Co-Chairs  
Liz O'Keefe, Maria Oldal, Heidi Hass  
[eokeefe@morganlibrary.org](mailto:eokeefe@morganlibrary.org)  
[oldalm@morganlibrary.org](mailto:oldalm@morganlibrary.org)  
[vhass@morganlibrary.org](mailto:vhass@morganlibrary.org)

Tours Co-Chairs  
Kitty Chibnik, Chris Sala  
[chibnik@columbia.edu](mailto:chibnik@columbia.edu)  
[cs151@columbia.edu](mailto:cs151@columbia.edu)

Exhibits Coordinator  
Janis Ekdahl  
[jekdahl@nyc.rr.com](mailto:jekdahl@nyc.rr.com)

Website Manager  
James Viskochil  
[james.viskochil@brooklynmuseum.org](mailto:james.viskochil@brooklynmuseum.org)

Website Committee Member  
Jenny Tobias  
[Jennifer\\_tobias@moma.org](mailto:Jennifer_tobias@moma.org)

Website Committee Member  
Jonathan Franklin  
[Jfrankli@gallery.ca](mailto:Jfrankli@gallery.ca)

Monday Night Co-Chairs  
Sherman Clarke, Emily Roth  
[sherman.clarke@nyu.edu](mailto:sherman.clarke@nyu.edu)  
[emily.roth@metmuseum.org](mailto:emily.roth@metmuseum.org)

Members-at-Large  
Paul Glassman, James Mitchell  
[paul@nysid.edu](mailto:paul@nysid.edu)  
[jmitchell@folkartmuseum.org](mailto:jmitchell@folkartmuseum.org)

Conference Mentor Coordinator  
Leigh Gates  
[lqates@artic.edu](mailto:lqates@artic.edu)

ARLIS/NY Chair/Incoming Chair  
Deborah Kempe, Judy Connorton  
[kempe@frick.org](mailto:kempe@frick.org)  
[jmccc2@hotmail.com](mailto:jmccc2@hotmail.com)

## APPENDIX 8: Publicity Calendar

### ARLIS/NA Annual Conference NYC04 Publicity Calendar

#### What will be sent where and when

- 11/01/03 **Conference Press Release** emailed to [pspiegel@ala.org](mailto:pspiegel@ala.org) for ALA datebook.
- 11/01/03 **Conference Press Release** emailed to selected ARLIS/NA members asking them to forward it to various listserves that they subscribe to such as Canadian Librarian Association, CARL, ARL, [but NOT to listserves of affiliated societies—see 11/14/03 below]
- 11/01/03 **Conference Press Release** emailed to [noder@reedbusiness.com](mailto:noder@reedbusiness.com) for LJ online (Library Journal)
- 11/07/03 Deadline for submissions to the January 2004 issue of CAA News.  
Email Conference Press Release to: Emmanuel Lemakis, Affiliated Societies Programs Coordinator: [elemakis@collegeart.org](mailto:elemakis@collegeart.org) and Christopher Howard, CAA News Managing Editor: [caanews@collegeart.org](mailto:caanews@collegeart.org) [also ask Howard about doing an ad exchange, \_ page ad in CAA news for \_ page ad in Artdoc.
- 11/14/03 Conference Press Release emailed to Vicky for printing on letterhead and mailing to list of US and Canadian library schools that she maintains
- 11/14/03 Conference Press Release emailed to all liaisons for forwarding to their listserves:  
AAM listserve (via liaison Nancy Allen- [nsa@mellon.edu](mailto:nsa@mellon.edu) )  
AASL listserve (via liaison Janine Henri- [jhenri@mail.utexas.edu](mailto:jhenri@mail.utexas.edu) )  
ACRL Arts Section listserve (via liaison Paula Epstein- [pestein@colum.edu](mailto:pestein@colum.edu) )  
ALCTS (via liaison Suzy Freeman - [sfreeman@vmfa.state.va.us](mailto:sfreeman@vmfa.state.va.us) )  
ALA Office for Diversity listserve (via liaison Lucie Wall Stylianopoulos- [lws4n@virginia.edu](mailto:lws4n@virginia.edu) )  
CAA listserve (via liaison Cate Cooney - [cooney@princeton.edu](mailto:cooney@princeton.edu) )  
IFLA listserve (via liaison Jeannette Dixon- [djdixon@wt.net](mailto:djdixon@wt.net) )  
SAA listserve (via liaison Beth Dodd - [dodd.beth@mail.utexas.edu](mailto:dodd.beth@mail.utexas.edu) )  
SLA listserve (via liaison Jack Robertson - [jrobertson@monticello.edu](mailto:jrobertson@monticello.edu) )  
VRA listserve (via liaison Giovanna Jackson - [grjackson@csuchico.edu](mailto:grjackson@csuchico.edu) )
- 12/05/03 Conference Press release sent to foreign affiliates (ARLIS/UK, Norden, JADS, etc) via their members I for posting on their respective listserves:  
  
Kathleen Godfrey, Chair ([kgodfrey@kiad.ac.uk](mailto:kgodfrey@kiad.ac.uk)) of ARCLIB asking that she post to their listserve, ARCLIB-L  
Christina Madsen, Chair ([CCM@kunstforeningen.dk](mailto:CCM@kunstforeningen.dk)) of ARLIS/Norden for posting to their listserve  
Sonia French, Administrator ([sfrench@arlis.demon.co.uk](mailto:sfrench@arlis.demon.co.uk)) for posting to ARLIS/UK & Ireland listserve  
Joye Volker, ANZ listserve manager ([Joye.Volker@anu.edu.au](mailto:Joye.Volker@anu.edu.au)) for posting to ARLIS/ANZ listserve  
[LDT02307@nifty.ne.jp](mailto:LDT02307@nifty.ne.jp) for posting to JADS  
Anita Vriend ([vriend@vangoghmuseum.nl](mailto:vriend@vangoghmuseum.nl)) for posting on ARLIS/Netherlands listserve  
Sabine Winter ([winter@biblhertz.it](mailto:winter@biblhertz.it)) for posting on AKMB listserve  
Michael Rogan, [Hugh Wilburn's partner], [michael.rogan@tufts.edu](mailto:michael.rogan@tufts.edu) for posting to Music Libraries Assn. (MLA) listserv.  
Listowners: [Librefed@kent.edu](mailto:Librefed@kent.edu) for posting to LIBREF-L, a national ref. Librarians listserve
- 01/05/04 Special event reminder (Gund Fundraiser) sent to ARLIS-L by Hughston
- 01/13/04 First *Sneak Preview* re conference registration filling-up sent to ARLIS-L by Goodman  
Conference Mentor reminder sent to ARLIS-L by Leigh Gates

01/21/04 Amtrak 10% discount reminder sent to ARLIS-L by Goodman

01/22/04 Undersubscribed workshop reminder sent to ARLIS-L by Webster

02/09/04 Last week of Earlybird Registration reminder sent to ARLIS-L by Goodman

02/16/04 Third *Sneak Preview* issued to ARLIS-L on Mon. Night W/NYers by Sh. Clarke/E. Roth

03/01/04 Fourth *Sneak Preview* issued to ARLIS-L on Hospitality Desk by O'Keefe/Oldal/Hass

03/15/04 Fifth *Sneak Preview* issued to ARLIS-L on Convocation by Kirking

03/29/04 First *Letter From NYC* issued to ARLIS-L by Goodman

04/05/04 Second *Letter From NYC* issued to ARLIS-L by Webster

04/12/04 Third *Letter from NYC* issued to ARLIS-L by Goodman

## APPENDIX 9: First Day of Registration

> Dear ARLIS/NA Colleagues and ARLIS-L Subscribers,  
>  
> The 2004 NYC ARLIS/NA Conference Planning Advisory Committee is  
pleased to  
announce the opening of online Conference registration, beginning  
Monday,  
December 8th at Noon, EST. Because some members will not want to  
use the  
online method to register for the Conference, we have attempted to  
synchronize the arrival of the paper version of the Conference forms  
with  
this announcement commencing online registration. Because of the  
likelihood  
that certain tours and workshops will sell out very quickly, the  
Committee  
wanted everyone to have an equal opportunity to take advantage of  
the  
excellent programs, tours and events being offered at this year's  
Conference.  
>  
> If you would like to preview the Program and Tour offerings before  
Monday,  
please visit the Conference site at:  
<http://www.arlisna.org/nyc04/index.htm>  
>  
>