

GUIDELINES and DUTIES FOR PROGRAM LIAISONS

NCLL Office: 227-2979

Email: ncll@nmu.edu

Liaisons are coordinators, program hosts, trouble shooters and official NCLL representatives. Liaisons DO NOT pay for programs they are hosting. Put an "L" in the amount column on the registration form.

CREATING A PROGRAM:

- Attend Curriculum Committee meetings for discussion and approval on the proposed idea.
- Work with presenter to find a date and time for the program and determine equipment needed. NCLL has a projector, laptop, speaker and microphone.
- Obtain a copy of the Room Options Sheet from the NCLL website on the Programs & Events page.
- Reserve and confirm room for program, ensuring class size and room seating capacity for the location correspond.
- Set the registration deadline approx. one week prior to program on the day before office workdays
- **Presenter Data Sheet**
 - Obtain a copy of the Presenter Data Sheet from the NCLL website on the Programs & Events page.
 - Complete the sheet, confirming information with presenter. CAREFULLY PROOF your program information before the program booklet goes to print.
 - If you type the document in Word, be sure to save it as a relevant name, e.g. Program-mental-health-May2019.doc; email that file to ncll@nmu.edu. This makes it easier for the office to copy/paste. Otherwise, print the sheet and write it up for delivery to the NCLL office.
- It is the liaison's responsibility to find a replacement should the need occur.
- **NOTIFY THE NCLL OFFICE, CURRICULUM COMMITTEE AND CHAIR OF ALL REVISIONS!**

CLASS REGISTRATION:

- The NCLL Office sends out weekly program reminders to all members and non-members by e-mail.
- The office accepts and records registration. To check a program's enrollment, contact the office.
- Unless otherwise requested, the NCLL office will send, by e-mail, a class roster to the liaison on the workday immediately following the class registration deadline OR when a class fills (see wait list below)
- Liaisons will remind participants (by e-mail or phone) of the date, time, extra fees and location or meeting place of the program – Stress the importance that participants contact you if they are unable to attend. This is particularly true for closed programs.

WAIT LIST:

- Should a program fill and a Wait List be established, the NCLL office will send a roster to the liaison.
- If it is possible to secure a larger room (with consent of the presenter) the Liaison will contact all participants AND curriculum chair AND the NCLL Office.
- **It is the responsibility of the Liaison to contact the participants who are "wait listed"**
- Should there be cancellations, it is the responsibility of the liaison to contact the next paid participant on the Wait List on a first-come, first-served basis.
- If there is still a large wait list the day before the program, a second email to those wait listed is appropriate to discourage them from being walk-ins that cannot be accommodated.
- The NCLL office provides credit for those pre-paid wait listed registrants who do not make it onto the roster.

PROGRAM CANCELLATIONS and RESCHEDULING:

- If a program must be cancelled or rescheduled, the liaison coordinates with the presenter and **informs the curriculum chair and NCLL Office** who emails the full NCLL Membership
- Participants on the roster will receive a separate email or phone call from the liaison.

PREPARING FOR THE PROGRAM:

- Liaisons must pick up the Program Packet from the office before the event. They are typically ready 1-2 weeks in advance.

GUIDELINES and DUTIES FOR PROGRAM LIAISONS

NCLL Office: 227-2979

Email: ncll@nmu.edu

- If the NCLL projector, laptop, speaker and/or microphone are needed, complete check-out sheet (on the storage cabinet in office) when equipment is picked up and returned.
- Verify with the presenter that their laptop works with the location's projector. The NCLL projector uses a screw on connection. In the projector's bag there is a video cable adapter for that purpose.
- Arrive early and bring your Liaison Program Packet, pencils, and \$1 and \$5 bills for change. Pencils, pens and other office supplies are in the NCLL supply cabinet. **Bring blue painters tape for posting signs.**
- Post NCLL signs directing participants to the room. Remove the tape to adjust arrows on the signs.
- Meet the presenter and set-up equipment (a trial run is advisable). **Ask permission to take pictures.**

CHECK-IN:

- Ask another liaison to help with check-in if needed
- If an NCLL board member checks in, give them a generic name tag from the packet to wear
- **The ROSTER IS PRIVATE DO NOT LEAVE UNATTENDED**
- Check-off names on roster using codes (R=registered; C=cancelled; NS=no-show; A=attended)
- Collect **Waiver Statement & Liability Form** if Waiver column on roster is blank
- Collect unpaid registration fees in accord with roster – make notation on roster of payment
- For member walk-ins, add name on Additional Registration Form, collect fee.
- For non-member, ask if they would like to join NCLL
 - If yes, have them fill out the registration form in the packet and collect membership fee and program registration fee
 - If no, add name on Additional Registration Form, sign waiver form and collect fee. If they would like to be on the NCLL mailing list add address, phone, and e-mail
- Hand out green “evaluation” forms to participants.

BEGINNING THE PROGRAM:

- Introduce yourself.
- Ask everyone to **TURN CELL PHONES OFF OR PUT ON VIBRATE**
- Ask if there are any new members – ask their name(s), where they're from and encourage members to introduce themselves and make the newbies' feel welcomed
- Mention the next three or four open events. Remind attendees to cancel any event they are unable to attend.
- Remind registrants of the **gift membership options** for birthdays, retirements, etc. (in Liaison packet)
- Introduce the speaker – ask the speaker ahead of time for this introduction information
- At the conclusion, thank the speaker and make any closing remarks
- **Collect Evaluations**

FINAL PAPERWORK:

- **Record the statistics in the upper right corner of the roster.** This is important info for the office.
- **Program Summary Sheet**
 - Obtain a copy of the Program Summary Sheet from the NCLL website on the Programs & Events page.
 - Complete the sheet; **include any participant suggestions for future programs.**
 - If you type the document in Word, be sure to save it as a relevant name, e.g. Summary-mental-health-May2019.doc and email that file to ncll@nmu.edu or print the sheet.
- Return Liaison folder to the office within 10 days. Include completed roster and additional roster forms, new waivers and membership forms, cash/checks, **and the completed Program Summary Sheet or a note saying it was emailed.**
- Two free class vouchers should be given to each presenter. Let them know that this is transferrable.
- Send the presenter a thank you note and the top part of the Program Summary sheet