



ALA Annual Conference, New Orleans, June 24-28, 2011
American Library Association-Allied Professional Association – ala-apa.org
PROGRAMS FOR THE PEOPLE

Making a Positive Lasting Impression – Sunday, June 26, 8:00 – 10:00 am, MCC 397

Amy Arnold has worked in special, public, study abroad and academic libraries while her wardrobe has evolved with her. She received her MSIS from Florida State University and currently serves as the Extended Campus Service librarian at East Tennessee State University.

Amy's Tips

1. if in doubt, iron
2. avoid the peace signs
3. alter, alter, alter!

Julius Jefferson



Kris Johnson is Virtual Reference Consultant & AskColorado/AskAcademic Coordinator for the Colorado State Library in the Networking & Resource Sharing Unit. She holds a Masters in Library and Information Science from the University of Texas at Austin.

Kris' Tips

1. No Belly, No Bust, No Butt – OR- Appearance Really Does Matter
2. *Ma'am, may I take your wrap?* – OR – Be Courteous and Use Good Manners
3. It's a Time-Honored Practice....to Be on Time. Be Punctual
4. *"After you, my dear. I say, what an interesting broach you're wearing."* – OR – Display Deference, but Show Curiosity
5. To Joke or Not to Joke? That is the Question