

Urban Libraries Council
Building Customer & Staff Engagement the Queens Way
Tuesday, April 27, 2010 Noon – 1:30pm CST

Building Customer & Staff Engagement the Queens Way

Recognized as *Library Journal's* 2009 "Library of the Year" for its innovative programs that enrich the lives of everyone in Queens, Queens Library is raising the bar with an ambitious, library-wide initiative to add value to customer service through staff input and development.

Join Queens Library's CEO Thomas W. Galante as he discusses how and why Queens Library has chosen this moment of national recognition to rededicate themselves to a core value, customer service and are building on an already strong agenda of staff and patron engagement.

"We always want to be *better*."

Keynote Speaker: Thomas W. Galante

Chief Executive Officer and Director
Queens Library, New York

Thomas W. Galante is Chief Executive Officer and Director of the Queens Library. Queens Library, a not-for-profit corporation established through the philanthropy of Andrew Carnegie, had revenues of \$128 million for the fiscal year ending June 2008, and employs more than 1,700 people at sixty-two public libraries in Queens County, New York.

Galante has served the Queens Library in senior management since 1987, including Chief Financial Officer and Chief Information Officer. His leadership has driven Queens Library's continued reputation as a national leader known for its innovative approach to delivering public library services. In fiscal 2009, Queens Library set another record for items loaned to customers with more than 23-million items, more items loaned than any other library system in the United States. In 2009, it was named *Library Journal's* Library of the Year.



Moderator: Susan Benton

President and Chief Executive Officer
Urban Libraries Council

Registration

[To register online, please click here.](#)

Registration is open through Monday, April 26, 2010.

If you have questions, or need additional information, please call ULC at 312-676-0999. Or, [email us](#).

The cost for this webinar is \$150 per phone site. Sign-up now!

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