

## **PLA 2002 Program Organizer Frequently Asked Questions**

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*The following are typical questions that PLA Program Organizers have once onsite at the conference location.*

### **Where is the PLA office?**

The location of the PLA onsite office in the Phoenix Civic Plaza will be communicated to organizers a month before the conference.

### **Whom do I contact in the case of a medical emergency?**

If urgent, dial 0 from a house phone and inform the operator of the problem. Or, if you see ANYONE with a radio (walkie-talkie), ask them to call for help.

If not urgent, a First Aid office will be communicated to organizers a month before the conference.

### **What if the equipment doesn't work (after I've checked to see that it is plugged in)?**

Use a house phone to reach PLA onsite office and have an A-V technician arrive to assist you.

### **What should I do if the speaker doesn't show up?**

In many cases, there are several speakers on a program, and a quality program can still be delivered after modifications to the agenda are made. Make sure you will be able to locate your speakers in advance to discuss such changes if they are necessary.

If you do have to cancel the program, have your conference program book ready and suggest other programs that people might attend. Call the PLA onsite office and tell staff that you have had to cancel the program. Then, remain in the room for at least one-half hour after the program start time to alert latecomers of the change

### **What do I do if there is an overflow audience for my program?**

PLA has made its best attempt to assign programs to the various rooms available, but it's inevitable that some programs will attract larger-than-expected crowds. You may find attendees gathering at the door of your program, expressing frustration that there is nowhere to sit. If this happens:

- Determine if the room is *really* full. Early arrivals often take every other seat, and people can be reluctant to sit in the front of the room, so there may be many empty seats spread throughout the room. Encourage people to find these empty seats; you might ask colleagues or other volunteers to help incoming people find them.

- If all seats are taken, announce that the program is “standing room only.” You might also suggest other programs as alternatives, or remind attendees who can’t get seats that they could visit the exhibits.

**Where are our handouts?**

All handouts that PLA received to photocopy for your program will be placed under the table in the rear of the program room; others should be brought in by the speakers themselves. If you believe a handout was submitted to the PLA office to be copied but it is not under the table in your room, call the PLA onsite office. Records of handouts received will be checked, and the copies will be located if they were misplaced.

**What do we do if we run out of handouts before the program has started?**

Announce to program attendees that there are not enough copies of handouts for everyone and encourage them to share with each other during the session. If your speakers provided handouts to be posted on the PLA web site, remind the audience that those who didn’t get copies can access them from [www.pla.org](http://www.pla.org).

**What should I do if the room is too hot or too cold?**

If the room is too cold (especially at the start of the day or after lunch), remember that as people fill the room, it is likely to warm up. If the room remains chilly or is too hot, call the PLA onsite office to have the temperature adjusted.

**Questions you should be prepared to answer:**

Where are the nearest rest rooms?

Where is a phone?

Are there other programs on this topic? (consult your program book)

When is registration open? (consult your program book)

When are exhibits open? (consult your program book)

Where is Placement Center?

Where is Internet Cafe? (in the exhibit hall, and in registration area)

Where is the PLA Office?

Where is lost and found? (PLA onsite office)

Where can I get breakfast/lunch/dinner? (refer to the Local Arrangements desk)