# : Registration

Post and email registration materials, receive registration forms and payments, maintain records of registrants. Maintain a database or spreadsheet of registrant information. Prepare meeting name badges, badge ribbons, tickets, and information packets. Staff registration desk at meeting, including distributing meeting bags and handling on-site registrations.

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| ***Coordination Notes*** Be sure to check with:* *Education and Food Teams* - determine information they may need to have included on registration forms.
* *Exhibits/Vendors Team* – to be sure they include all necessary information on vendor exhibit registration forms.
* *Publications Team* – to determine who will print badges, signs etc.
* *Webmaster* – to post registration information.
* *MAALL Treasurer –* to handle registration payments.
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***Budgeting***

Costs associated with Registration will include the purchase of bags for each registrant, badges, badge holders, badge clips or lanyards and ribbons to denote Local Arrangement Committee Members, Officers, Speakers, Special Guest, etc. Income is received from registration fees. *(See* [*Budget chapter*](http://www.aallnet.org/chapter/maall/lamanual/Word/Budget_Chapter2.htm) *concerning setting registration fees.)*

***Registration Forms***

Keep the form as short and simple as possible, while still getting all the information that is needed! *(See sample at end of chapter.)*

Registration forms should include:

* Name
* Title
* Institution name
* Contact information (phone and email in case there is a question or problem with their registration)
* Conference rates and cancellation policy
* Meal selections
* Programs (if any) requiring advance registration
* Logistics and transportation (where the conference will be, where the reception or other programs will be, etc., need for transportation)
* Any ADA accommodations needed
* Hotel registration information
* Link to the Annual Conference page on the MAALL web site.

Careful coordination is needed with Food and Transportation Teams as well as the Education Chair and the MAALL Treasurer. Ask the person in charge of each of these areas to review the form to see that it covers the information they will need.

Rates

List the registration rates and what they include (programs, meals, events, etc.) The Local Arrangements Committee determines the rates necessary based on costs.

*Full registration -* MAALL full registration fees typically include nearly all meals. The following types should be included:

* Early full registration with cut-off date

For members

For non-members

* Regular full registration after cut-off date

For members

For non-members

* Student full registration date (should be as low as possible while still covering costs)

*Partial (daily) registration* **-** list what is included in each day’s partial rate (Normally any programs, meals, events, etc. occurring that day should be included). List the rate for each day.

*Guest tickets* – List the rates for bringing a guest to each meal or special event.

Cancellation and Refund Policy

The cancellation and refund policy should be clearly stated on the registration form. Full refunds will be given when notice of cancellation is received at least 21 days in advance of the conference. Half of the registration fees will be refunded when notice of cancellation is received between 7 and 20 days in advance of the conference. No refund will be issued if the cancellation is received fewer than 7 days before the conference. Approved refunds will be made only after the annual meeting. In lieu of cancellation, an alternate may be sent. If the alternate is not a MAALL member, he/she must pay any difference in rate. If a registrant has an emergency and cannot come to the meeting, he or she will be entitled to a full refund. The Board shall have the discretion to determine whether a particular situation constitutes an emergency.

The following language is to be used on the registration form itself:

CANCELLATIONS AND REFUNDS

 If you register and find you cannot attend, you will receive a full refund if you notify [Registration Leader, contact info] by [date of 21 days in advance of conference]. If you cancel between [dates of 7 days in advance and 20 days in advance], half of your registration fees will be refunded. No refund will be issued after [date of 6 days in advance]. Approved refunds will be made only after the annual meeting. Instead of canceling, you may choose to send an alternate. If the alternate is not a MAALL member, she must pay any difference in rate.

Meals

Include a place for registrants to choose meal options.

Coordinate with the Food Leader to see what deadlines they have from the caterer and what information they will need.

Include a space for registrants to check off vegetarian, vegan, Kosher, allergies and any other special needs.

If Saturday box lunches are being provided, note what time they will be available and ask registrants to check if they want it. (Many people leave early.)

Programs:

Coordinate with the Education Chair to determine whether any programs require pre-registration. If so, include a place on the registration form for those. Otherwise, there is no need for people to indicate which programs they plan to attend.

MALLCO

MALLCO does not require registration for its roundtables, but does need a checkbox for people to indicate whether or not they will be participating. Check with MALLCO Executive Director for any other information that may be needed.

Transportation:

Include information on any transportation that is being provided such as shuttles to events or tours and a space for registrant to indicate if it is needed. Coordinate with Transportation Leader.

ADA accommodations

Include a space for registration to indicate any special accommodations that may be needed, and indicate that a team member will be in touch to discuss. (Then be sure someone checks the forms and follows up on any requests!)

Payment

Include information on where to mail registration forms and the payment options and instructions.

* Checks -- indicate how to make out the checks or complete
* Credit cards --The following information is needed: type of card (Visa, MasterCard etc.), cardholder’s name, card number, expiration date, CVV security code, billing address.

Include a place for registrant to check if a receipt is needed and where to send it.

*[Note: MAALL was able to accept credit card payments for the first time in 2013. Online registration may be possible in 2014. Check with the MAALL Treasurer for current information.]*

Hotel

Coordinate with the hotel to include hotel registration information. The form should include a hotel registration form or link, which is returned directly to the hotel. Hotel forms should include room rates, tax rate, and registration deadline. If possible, conference early registration and hotel registration deadlines should be the same. There should be spaces to indicate room sharing and any room special requirements.

***Posting Registration Information***

Work with the conference web master to post a .pdf version of the form, programs, hotel and meal information on the Chapter web site after the AALL conference and at least two months before the MAALL meeting, or as soon as you receive all the information needed for the registration materials from other teams (Education, Food, Transportation etc.)

Post a .pdf version of the registration forms and information on the MAALL listserv and any area library listservs which could draw attendees (local SLA chapter, etc.)

Repost messages monthly. Be sure to repost before the end of early bird registration, before any deadlines for meal selection and again before any cut-off date for regular registration. Remind people to check the conference web site for updated materials. (Alternatively, these messages might be posted by the Publicity Leader.)

Work with the MAALL Markings editor to post a PDF version of the registration forms, programs and information in the edition that comes out before the conference. Find out the deadline for getting all of the information in that issue.

***Receipt and Record-Keeping***

Record information from each form as soon as possible after it is received. This should include receipt date, name, institution, payment, email address, type of registration, meal selections, special requirements, etc. Use a database or spreadsheet, preferably a program that can be sorted various ways. *(See sample spreadsheet at end of chapter.)*

Send checks and credit card information to MAALL Treasurer.

Keep paper forms on file and bring to the registration table to resolve any issues with registration.

***Speakers and Guests***

Be sure that EVERYONE who will be attending any part of MAALL (speakers, special guests, vendors) is added to the database and counted for each meal or other event which he or she is entitled to attend. Coordinate with the President, Local Arrangements Chair, Exhibits Leader and the Education Chair to be sure that you have the list of speakers, guests and vendors. Send them a link to the registration materials so they can make meal selections and add them to the database.

***Follow-Ups***

It is a tremendous help for Local Arrangements planning if most people pre-register. This allows for much more accurate counting for meals and other events.

To encourage pre-registration, the Local Arrangements Chair should post reminders on the MAALL list or send direct email messages to members.

While "badgering" members should be avoided, there should probably be a minimum of 3 reminders -- one when information is posted, another shortly before the registration early registration, one shortly before the regular deadline and a third after the deadline but before meal guarantees are due. In the last one, remind people that they will not be guaranteed a meal if they do not register before the cut-off. Ask people who are planning to register on-site to notify Local Arrangements so they can be counted.

It may also be worthwhile to review the registration listings and contact directors of any large MAALL libraries that are not represented to see if anyone is planning to come. Also, it helps to cross-reference registration with hotel and MAALLCO registrations to find uncounted people.

***Meeting Packets***

What to include

*Badges.* Print badges for each registrant, including speakers, guests and vendors. Badges should include name and institution in large, easy-to-read letters. It is also nice to include the MAALL logo if space permits.

"Per day" and vendor registrants should be identified on the badge (including which day for per day). To save space, this can be done by color-coding the badge.

Badges should have plastic covers with strings and clips for wearing around the neck, or offer a choice of clip, pin, and around-the-neck-holders. You can put meal tickets and guest tickets in the plastic holders.

*Ribbons.*Have colored printed ribbons available to attach to badges for officers, speakers, special guest, vendors, Local Arrangements and Education Committee members. Ribbons printed *horizontally rather than vertically are nice as they don=t get crumpled up so much.*

*Tickets***.**  Tickets should be printed for meal events, especially those which have more than one selection. Print the date or event on each ticket. Color code the meal selections so that it is easy for waiters to quickly see what people are getting. Also this prevents people from switching entrees if they think something else looks better than what they ordered -- this can lead to entree shortages!

*Other materials.*

Essential:

* Bag or sturdy envelope to hold everything (Preferably, President arranges for a vendor to donate bags.) Begin ordering bags, ribbons, badges, etc. 1-2 months ahead of the conference.
* Printed program of events, including locations and hotel map. (Get from Publications Leader.)

Optional:

* Vendor freebies, like pens or scratch pads
* Items donated by local law schools, like brochures, pens, etc.
* Local attraction information. Coordinate with the Publicity Leader to decide what local in formation goes in the registration bag and what will be given out at the desk.
* Evaluation forms – check with Education Chair
* List of conference attendees and their institutions

Assembly

About a week before the meeting, print badges and tickets. Use registration database to match tickets for each meal and event with name badge. Put in an envelope with registrant's name on the outside or put the tickets behind the badge. Include ribbons for those who should receive them.

Other materials can be put in bags in advance or as packets are handed out.

***At the Meeting***

Registration desk

If possible, the registration desk should be located near meeting rooms and other activities. Visit the hotel a week or so before the meeting to see the location and coordinate with the hotel on having the table and chairs set up. Ask them when you can bring in and set up your materials and ask if there is storage.

There should be signs directing people from the hotel entry to the registration desk. Coordinate with the person in charge of signage for the conference.

The registration desk should be large enough to accommodate at least 2 people seated, and all of the registration packets and other materials. There should also be space for sign-up sheets for various activities, such as dine-arounds, shuttles or tours. More than one table may be needed. It is helpful to have a storage area nearby.

The registration desk should have on hand:

* an assortment of basic office supplies on hand such as stapler/staples, tape, pens, pencils, markers, scissors, tacks, post-it notes, etc.
* envelope or cash box for late checks
* list of registrants
* binder with the registration forms
* blank registration forms and badges for on-site registration
* receipt forms
* list of volunteers and times for working the registration desk
* list of any pending money owed by registrants

Staffing

Assuming that MAALL is running from Thursday noon to Saturday noon, the desk should be staffed, at a minimum, beginning by about 8:00 or 9:00 a.m. on Thursday and continuing until the end of programs that day. It should also be staffed most of Friday. Saturday staffing should not be necessary. If possible, staffing for a couple of hours in the late afternoon on Wednesday is helpful for those who are attending the MALLCO roundtables on Thursday morning.

Most of the time only one person will be needed to staff the desk, but at least two should be available the first day, especially during the last couple of hours before the meeting starts.

Registration desk staff should greet and check in registrants and give them their packets. They will also need to complete any on-site registrations and be prepared to answer a variety of questions, including local directions and recommendations.

Information about any on-site registrations should immediately be conveyed to the person handling arrangements with the hotel for the opening luncheon.

**Registration Samples**

 Registration form, Omaha 2013

 Registration spreadsheet, Omaha 2013