

**From the 1997/98 Final Report
of the Professional Development Committee**

The 1997/98-year saw the awarding of the first of the InULA Professional Development Grants. These new grants were established in 1996/97. Two Professional Development Grants were awarded in 1997/98. A joint project by Nancy Wootton Colborn and Michele Cash Russo of IUSB received \$671.33. Money was used to fund a program titled "*CLASS Customer Service Training*." (CLASS is an acronym for Customer Leaving Appreciative, Satisfied and Sold.) The program was presented three times throughout 1997/98 with 66 library staff members attending.

The second grant, in the amount of \$500, was awarded to Chris Long of the IU School of Law, Indianapolis. His grant provided a workshop entitled, "*Coping with Technostress: How to Stay Sane in Interesting Times*."

The Committee continued to refine and define the language of the Professional Development Grant procedures printed in the Guidelines and Application documents. These changes were approved by the Board in April, and currently appear on the InULA Website. The Website (<http://www.indiana.edu/~inula/>) is the primary resource for these documents.

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