

## Collaborating Libraries

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### Stark County

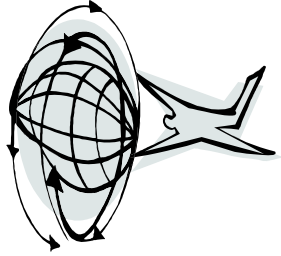
Bradford Public Library  
Ira C Reed Public Library  
Toulon Public Library  
Wyoming Public Library

### Bureau County

Mason Memorial Library  
Neponset Public Library  
Sheffield Public Library  
Princeton Public Library

### Henry County

Annawan-Alba Public Library  
Atkinson Public Library  
Black Hawk College East  
Cambridge Public Library  
Galva Public Library  
Geneseo Public Library  
Clover Public Library  
Kewanee Public Library



### Upcoming Topics:

**Starting a Small Business**  
**Small Business Resources**  
**E-commerce**  
**Marketing vs. Advertising**

### Questions, comments, or suggestions?

**Contact Jane Bradbury, MLIS**  
**[bradburyj@kewaneeibrary.org](mailto:bradburyj@kewaneeibrary.org)**

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**Kewanee Public  
Library District**

**Kewanee Public Library  
District & Black Hawk  
College East Present...**

## *Taking Care of Business*

A series of educational programs and information resources for the business communities of Stark, Henry, and Bureau counties

**Kewanee Public Library District**  
**102 S. Tremont**  
**Kewanee, Illinois 61443**  
**[www.kewaneeibrary.org](http://www.kewaneeibrary.org)**

**Telephone: (309) 852-4505**

# "Taking Care of Business" Program Schedule

## Understanding a Multigenerational Workforce and Customer Base

**Presented by Donna Honold**  
*A Performance Consultant*  
with *Black Hawk College*

*Specializing in change, leadership, teamwork, customer service and management development skills*

**Friday, February 15th, 2008**  
**2:00~3:30 p.m.**

**Kewanee Public Library District**  
**2nd Floor Community Room**  
**102 S. Tremont Kewanee, IL**

Come and discover...

- ◆ The characteristics and influences of the four generational groups
- ◆ The strengths of each generational group
- ◆ The impact of generational differences on customer service and workplace relationships

R.S.V.P. For all programs by calling  
KPLD Information Services 309-856-8475  
Or emailing  
bradburyj@kewaneeibrary.org



## Government Contracting for Your Business Success

**Presented By Vicky Miller, C.B.S.**  
*Coordinator for the IL Procurement Technical Assistance Center*

**Monday, February 25th, 2008**  
**1:30~2:30 p.m.**

**BHC Community Education Center**  
**404 E. 3rd Street Kewanee, IL**

Learn how your business can sell goods and services to the U.S. Government.

- What opportunities exist
- What are government expectations
- Where to find bid leads, counseling, training

*"In the new economy, information, education, and motivation are everything."*

*President William Jefferson Clinton*

## Business DVD Collection Available From Black Hawk College East

- ◆ Basic Clerical Skills
- ◆ Crossing the Line: Sexual Harassment and How to Confront It
- ◆ Daily Cafe Operations
- ◆ Dealing with Difficult Customers
- ◆ E-commerce in Business
- ◆ Ethics and Social Responsibility in Business
- ◆ First Impressions: Etiquette and Work Habits for New Employees
- ◆ Focus Groups: Targeting the Market
- ◆ Introduction to Web Site Design
- ◆ Key Functions in Business: a Case Study
- ◆ Quick Tips to Learning: Customer Service Skills Video Series
- ◆ On the Money: The ABCs of Accounting
- ◆ Restaurant Economics: Understanding the Business of Restaurants

### Additional Titles Available

Watch for the launch of this project's web site @  
[www.kewaneeibrary.org](http://www.kewaneeibrary.org)