

2020 Beginning Workshop Conference FAQs

REGISTRATIONS

I am an attendee. Do I need to cancel my workshop attendee registration?

- No. All attendee registrations have been automatically cancelled by LM. There is nothing you need to do regarding your individual attendee conference registration.

I am a speaker. Do I need to do anything additional?

- No. All speaker registrations will be automatically cancelled by LM. There is nothing you need to do regarding your individual speaker conference registration.

LODGING

I am an attendee. Do I need to cancel my hotel room at Shanty Creek Resorts (SCR)?

- MAYBE.
 - Anyone that mailed in a check may call to cancel, and a refund will be sent to them via mail. Be patient please, it has to go through accounting and will take a while.
 - Reservations staff, and all staff at SCR are on lower hours of operation. Please leave a message and you will be contacted.
 - Any attendees that are planning to attend the workshop in 2021 *do not need to do anything*. Your reservation will remain valid for the 2021 event. You are welcome to cancel if you prefer.
 - Any rooms that were booked beyond the Group Room Block, for personal use, will need to be rebooked through Reservation if the attendees still plan to visit Shanty Creek in May of 2020.
- You can reach Shanty Creek Resort at (866) 486-7790.

I am a presenter. Do I need to cancel my hotel room?

- MAYBE.
 - Anyone that mailed in a check may call to cancel, and a refund will be sent to them via mail. Be patient please, it has to go through accounting and will take a while.
 - Reservations staff, and all staff at SCR are on lower hours of operation. Please leave a message and you will be contacted.
 - Any attendees that are planning to attend the workshop in 2021 *do not need to do anything*. Your reservation will remain valid for the 2021 event. You are welcome to cancel if you prefer!
 - Any rooms that were booked beyond the Group Room Block, for personal use, will need to be rebooked through Reservation if the attendees still plan to visit Shanty Creek in May of 2020.
- You can reach Shanty Creek Resort at (866) 486-7790.

REFUNDS

How/when will I get my refund?

- Refunds will be processed automatically to the original form of payment (e.g. if a credit card was used, a credit will come back to the card. If a check was written, a refund check will be sent) for all attendee registrations, exhibitor booth/table rental and awards dinner attendees. All credit card refunds for the event have been processed and are complete as of March 21, 2020. All check refunds have been processed and mailed; these are complete as of March 31, 2020.

RESCHEDULING

Will you be offering sessions online/rescheduling the workshop?

- No, this year's Beginning Workshop will not be rescheduled. We have already set the dates for the 2021 workshop and they are May 12-14, 2021.

WHAT ABOUT MY STATE AID AND CERTIFICATION?

My library needs me to attend Beginning Workshop in order to receive State Aid in 2021. What should I do?

- If your library needs staff attendance at the now canceled 2020 Beginning Workshop in order for your library to receive State Aid in fiscal year 2021, please review the [State Aid to Public Libraries Application Process](#) for information on submitting a waiver request. We will also be contacting libraries that find themselves in this situation and are happy to answer any questions on the certification and State Aid process. The 2021 Beginning Workshop has already been scheduled May 12-14, 2021 at the Shanty Creek Resort and Spa. Please mark your calendars.

Will waivers related to a library staff member being unable to obtain certification in 2020 because of the event cancellation be processed automatically?

- A library will need to submit the waiver to LM. If this is the reason a waiver is needed a waiver will be granted for the year. If your library needed staff attendance at the 2020 Beginning Workshop in order for your library to receive State Aid in fiscal year 2021, please review [State Aid to Public Libraries Application Process](#) for information on submitting a waiver request. We will also be contacting libraries that find themselves in this situation and are happy to answer any questions on the certification process.