**Virtual Programming Consortium**

**Chris Bohjalian Event - FAQ**

How will I know how much this will cost my library?

* Costs will depend upon how many libraries join in and how many “seats” they buy. We will set a floor or minimum number of seats that must be sold **before** we proceed with the program. That way, every participating library will know what their **maximum** cost will be before we commit. If we reach our minimum seats sold, every seat sold after that point will continue to drop the cost per seat. For this program, the maximum cost is $1.50 per seat, and if we reach the 5000 seat capacity on Zoom, the cost will go down to .50 per seat.

How and when do I pay?

* The Palos Heights Public Library will handle the billing and will be fronting the costs. Your orders for seats will be sent to Jesse Blazek at the Palos Heights Public Library (see contact information below). We will compile them by library and bill participants after the program.

How is the cost per seat determined?

* The per-seat cost will be calculated using the speaker fee and the upgraded Zoom Webinar license fee. We total up these costs and then divide by the number of seats we have set as the minimum number of seats that need to be sold. That gives us the maximum per seat price a library will pay. Again, the more we exceed our minimum seats sold by, the lower the per-seat cost will be.

How will the Zoom part of this program work?

* This event will use the Zoom Webinar feature so that participants will only see the speaker and moderator. The program registration link to the event will be emailed to participating libraries. The only thing you need to do is to direct your patrons to that link to register for the event. We will keep track of the patrons registered for each library and will notify participating libraries when registration limits have been met. A list of registered patrons can be provided upon request. One day before the event, the Zoom link will be emailed to all who have been registered.

My library usually has no shows for our virtual programs. If I buy say, 100 seats can I register more than 100 patrons knowing I’ll have some no shows?

* We will keep track of the patrons registered for each library and will notify participating libraries when registration limits have been met. Only the number of seats paid for will get registered.

If my library buys say, 100 seats, but we don’t use them all, can I get a refund?

* No. The consortium has to commit to a certain number of seats sold in order to give cost certainty to each participating library. Giving refunds for unsold seats will raise the per-seat cost beyond what was originally promised. One way to look at this is say you commit $200 to paying for a program. You might have 10 patrons show up or 100, but regardless of the number, you still pay $200 for that program. This really is no different except you have an upper limit on the number of participants.

If the per-seat price gets really low (more affordable) because so many libraries are joining in or if I have way more registrants than I anticipated will I have a chance to buy additional seats beyond my initial order?

* Yes, assuming we have not yet reached the maximum number of Zoom participants our license can accommodate. If there’s space, we can take additional orders up through one week before the program.

How will the programs be marketed?

* We have created marketing materials branded as VPC (Virtual Programming Consortium) to which you may easily add your logo. The intent is to provide ready-made materials to all so that each participating library may market this as their own program. By all means, feel free to make alternate marketing materials for yourself.

Will these events be recorded?

* Yes, this event will be recorded and will be accessible via YouTube for two weeks after the event. The link can be sent out upon request.

Who may I contact when I have more questions?

* Questions on billing: Jesse Blazek, Director, [jblazek@phlibrary.org](mailto:jblazek@phlibrary.org), 708-448-1473, ext. 111
* Questions regarding the event including patron registration and technical issues: Jeannine Kacmar, Head of Public Services, [jkacmar@phlibrary.org](mailto:jkacmar@phlibrary.org), 708-448-1473, ext. 104 or Catherine Crosse, Public Services Librarian, [ccrosse@phlibrary.org](mailto:ccrosse@phlibrary.org), 708-448-1473 ext. 105
* Library address: Palos Heights Public Library: 12501 S 71st Avenue, Palos Heights, IL 60463