

Annual Conference FAQ's

Do I have to log in before I register?

Yes. Members must log in to receive the membership rate (up to \$100 savings). Log in is not required for non-members.

I don't remember my username and/or my password.

Contact PaLA headquarters- 717-766-7663 for your user name. Passwords can be retrieved via the "Forgot Password" link.

I am a presenter. Do I have to register?

Presenters who are Pennsylvania librarians are expected to benefit from other conference sessions and events and to support the state organization by registering at the discounted member rate. Presenters outside the library profession or state are NOT required to register. Contact [Kim Snyder](#) to verify eligibility and to receive the discount code.

My library is a member. Does that get me the member rate?

No. But, you can use PaLA Bucks if your library's organizational membership dues are \$100 or more.

What are PaLA Bucks?

A promo code that enables a nonmember to register at the member rate. Member institutions receive one code/\$100 dues.

My library is a member, how do I obtain the BUCKS discount code?

Contact PaLA HDQ at 717-766-7663 to verify eligibility and receive the discount code.

Download the [Registration Worksheet](#) to map out your attendance plans. Doing so, will streamline the online registration process.

Are meals included in the registration fee?

Registration includes your choice of lunch event Sunday – Tuesday and *Breakfast with the President* on Wednesday.

Why is there a registration timer?

The system provides the timer, which can't be disabled, but the window can be closed during the registration process. It will reappear when there are three minutes left. You may also request more time.

What are the parking fees?

Parking is complimentary for conference participants. (Normally \$12/day)

My registration fee seems to be the wrong amount.

Select the PAY BY CHECK option to allow you to complete your registration. Then call PaLA before you pay!

How do I clear my cart if I made a mistake and want to start over?

Click on the cart icon to clear it and start the registration process over.

How do I print an invoice or receipt?

The final registration THANK YOU page includes a VIEW INVOICE/RECEIPT link that will enable you to print your invoice/receipt. You may also print your itinerary via the Registration confirmation link.

My library/organization pays my registration. What should I do?

It is best if you complete your own registration, select the PAY BY CHECK option, then print the invoice from the link available on the THANK YOU page to submit to your business office. Invoice payment can be made by check or credit card.