



a publication of the Richmond Chapter of the International Facility Management Association

May 2012 Issue

Celebrating Our 26th Year

THE PRESIDENT'S MESSAGE...



As I was considering the content of this month's message, I was reminded that April holds National Volunteer Week. It's been one of our chapter's goals to give back to the community. A noble thing for the greater good. The act of volunteerism can be very rewarding even therapeutic to us, so I encourage you to get involved at any level possible. For those of you who volunteered your time at our recent Rebuilding Together project, you know what I am talking about! It was great to see so many people working together for such a positive cause. For those who were unable to make it, not to worry as there will be another opportunity this year to lend a helping hand at a project for Hanover Habitat for Humanity.

Continuing with the act of volunteerism, every year it's the duty of the immediate past president to lead the efforts to recruit future leaders of our chapter. Last month during the business portion of our membership meeting, I announced that our Past President, Ned Netherwood has successfully confirmed the next slate of officers and committee chairs for you as the membership to consider. Ned really did a great job in recruiting talent to our organization as it's very exciting to see some new faces joining the Board as this will ensure a strong balance of experience along with new creativity that is vital to the growth of our chapter. Please take time to review the full slate of officers and committee chairs identified in this newsletter as they will be voted in during our May membership meeting. Should anyone not be in favor with this slate of officers or would like to present any other nominations, please reach out to me to discuss prior to our May meeting so we can make additions to the slate.

For next month's meeting we will be doing a bus trip to Charlottesville. We will be visiting the Ivy Stacks Facility which manages over 10,000 square feet of shelving space in its high-rise stacks, and currently contains an estimated 762,399 items from the University Library, the Darden Library, the Health Sciences Library, and the Law Library. This impressive facility is climate-controlled for archival storage and is currently going through an extensive retro-fit project, so this is a great time to visit the facility. Our bus trips are always in high demand and space on the bus limited so please RSVP as soon as possible.

See you on the bus!

Your President,

Jeff

M E E T I N G

May 2012 Meeting

Date: Tuesday, May 8
Time: Bus Departs at 4:30 pm
Place: 5000 Dominion Blvd. Glen Allen,
Program: Ivy Stacks—Charlottesville
Cost: Members \$10 Guests \$25
RSVP: By Thursday May 3, 2012

Next Board Meeting:

Date: June 5, 2012
Time: 4:30 p.m.
Place: Markel Bldg. 4600 Cox Road

Next Membership Meeting:

Date: June 12, 2012
Time: 5:30 p.m.

2011/12 OFFICERS

President

Jeff Bradley
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 226-6969



AROUND THE CHAPTER

by Bud Vye, Retired CFM

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Secretary

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Treasurer

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Immediate Past President

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Professional Development
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Hospitality
 Jane Waring, FMP
jwaring@markelcorp.com

Golf Tournament
 Tim Hume
timh@hermitagecountryclub.com

Good news at the meeting, as I learned that **Julie Mutcher** had joined **Mike Cline's** staff at Cort, so now we have two employees of a Warren Buffett company in the Chapter. Always nice to see a Chapter member get off of the unemployed list.

Fort Lee cancels plans to move soldiers to Forts Pickett and A. P. Hill by rail for training when they found that they would have to put them on buses both at the beginning and end of each rail trip, making the trips take three times longer than if they just bussed them from portal to portal in the first place. Surprised they didn't think of that ahead of time. Now they've got a train for sale cheap, if anyone needs one.

Not long after our March meeting, I notice our host, **Brian Witthoefft**, in the news as **Lingerfelt** purchases 300,000 sq. ft. of office space in the Boulders from **Liberty Property Trust**. He wasn't kidding when he told us at the meeting that Lingerfelt was on its way to becoming one of the biggest suburban office building owners in the Middle Atlantic. The 3 Boulders buildings are about 80% leased, with Timmons and Tredegar as the major tenants.

State Fair site is still scheduled to go on the auction block on May 22nd, but the potential bidders who were planning to subdivide the property have been discouraged by Caroline and Hanover county officials, who have made it plain that they want to see the property remain in one piece and be used for a State Fair and other events.

Lots of Adaptive Re-Use going on, as the **Residences at the John Marshall** project wins the GRACRE "Project of the Year" award for 2011.

Looks like we might have some contenders for future awards as **Buz Grossberg** finally gets his 2nd **Buz & Ned's** barbecue restaurant open, after 2 ½ years of setbacks, in the former Fuddrucker's near Broad & Parham. Interesting treatment on this building, with rusty metal facia being used to make it look old and run down, with an old water tower on the roof, three huge smokers visible on the left side of the building, and a huge ceiling fan inside, that looks like the rotor of a helicopter.

Also in the running may be the **Interbake** cookie factory, where Rebkee files a permit application and announces that they plan to spend \$19.5 million to rehab the building into 178 apartments, with a fitness center on the 7th floor. Commonwealth Architects is the architect on the project, so I can see a future Chapter meeting and tour here, but not for a while.

But the project that may be tough to beat in the competition may be the conversion of the infamous **Triangle Book Store** and porn shop on Boulevard into a San Francisco style taco shop, that the owners intend to call En Su Boca, and are hoping to get open in June. Here's one that IS old and run down and I look forward to seeing what they do to freshen it up. Plans show a larger deck than the entire square footage of the building, in case you were wondering if the building was big enough for a restaurant.

Speaking of decks, **Legend** Brewery, the one that I've always felt had the best view of the Richmond skyline, finds the view getting even better (and no more of those occasional crashing sounds) as the demolition of the Reynolds South plant is proceeding. Not sure what its going to be like eventually, however, as the South Plant Development Group has plans for a mixed use residential, office and retail complex on the site.

Restaurants open and restaurants close, in what I have always considered one of the toughest ways imaginable to make a living. This month's closings include five of the eight **Bill's Barbecues** (long-time fixtures on the scene that I remember being here when I first arrived in '82). Another even longer time location, the former **Byram's** (which had operated in that location for 70 years), was bought by a couple late last year, opened in February as the **Tower Fish House**, and quietly closed on March 6th after a run of only one month. The place is listed for \$115,000, and we know that it won't be long before someone steps up and gives it another try.

A couple of big remodeling projects come to conclusion, as **Williamsburg Pottery** re-opens after 17 months of reconstruction, which saw the old buildings replaced with 160,000 sq. ft. of new retail space designed to look like a European market. Only taking 5 months, and \$9 million, the **Boar's Head Inn** completely renovated their 170 guest rooms, plus adding five more. The Inn, which I hadn't realized was owned by the UVa Foundation, will be starting another project next month, a 33,000 sq. ft. squash court complex with a price tag of \$12.4 million that has been contributed by an alum. When complete, it will have 8 singles courts, 2 doubles courts, one show court with seating for 200, locker rooms, offices, and storage. Long a country club sport with a small following, I hadn't realized that squash was gaining such popularity.

Closer to home, an even bigger renovation will be starting soon at the **Landmark**, where the recent run of "The Lion King" was a huge success. The City is contributing \$14 million to \$36 million in private support (including the ever popular naming rights and historic tax credits) which will result in a sweeping upgrade of the facility over the next two years. Seating, restrooms, concession areas, roofing work, fire alarm controls system, new elevators, box office and office improvements all are on the project list. I wonder if they will address my long time pet peeve, which has been the really limited leg room in the upper level seating areas?

Over in the ever evolving and intensely competitive Retail arena, I have mixed emotions as I see hated rival **Best Buy** struggling, closing 50 stores, including their new one across from the White Oak Mall down on Laburnum, downsizing the footprint of their new stores, and terminating and investigating their CEO. Glad to be retired, and able to miss this conversion of retailing from the bricks and mortar stores to internet shopping, which now seems to really be picking up steam.

And just as **West End Trophies** is quietly minding their own business out at Tuckahoe & Broad, along comes **C.P. Dean** with the announcement that they will be moving just across the street from them, after 44 years on Cutshaw near Broad & Boulevard, and selling the exact same mix of pool and poker tables, bars & bar stools, entertainment centers, and trophies. I'm sure West End is thrilled to have the competition so close by.

On the energy front, the state's first **offshore wind-energy** turbine was approved by the Marine Resources Commission after a public hearing, with no opposition expressed, in Newport News. The pilot project is a big one, standing 479 feet high, with a rotor diameter of 420 feet, in 53 feet of water, three miles off the coast of Cape Charles, at the north end of the Chesapeake Bay Bridge/Tunnel. A joint venture of Newport News Shipbuilding and an outfit called Gamesa, the project will cost about \$30 million, and is scheduled to be complete and generating 5KW into the grid, via a submarine transmission cable, late next

(Continued on page 8)

MEMBERSHIP CORNER

By Julie Mutcher , Membership Committee Co-Chair

Welcome to our newest member !

Paul Pivo
Account Manager
P O Box 2921
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On behalf of the chapter board, “Thank You” to the following members for renewing this month.

Sara L. Cowherd

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Be sure to visit our website

www.ifmarichmond.org

CAREER RESOURCE

By Carla Strothers-Durr

The mission of the Career Resource Committee is to connect jobs seekers with potential employers. If you are seeking employment, a career change or are looking to fill a position, consider us part of your networking strategy. Send your qualifications, job requirements or job description to committee chair, Carla Strothers at Carla.Strothers@cbre.com.

Following is the condensed resume of a candidate interested in relocating to Virginia. To view the full version, contact Carla or email the candidate directly.

Mary Kaye Willis

Email: marykaye_willis@bellsouth.net

Summary:

An experienced management and operations professional that possesses excellent leadership abilities; also demonstrates competencies in planning and human resources. Worked for an affiliate of a Fortune 500 financial services firm as well as a small entrepreneurial business. Applied a new problem solving approach in order to build teams with cross-functional working relationships; resulting in an increase in business efficiency while significantly reducing costs.

Work Experience:

Senior Property Manager

Managed over 400,000 square feet of class "A" office space in Sunrise, Florida. Responsibilities included preparation of annual capital and operating budgets, monthly operational and financial reporting, collections, construction management, tenant relations and staff management.

Director of Property Management Services

Responsible for directing all personnel involved in managing commercial real estate properties for client base consisting of institutional as well as family/individual owners. Portfolio consists of over 1.3 million square feet of commercial office and retail space in Martin and Palm Beach Counties. Supervised a staff of 11.

Direct negotiations with clients' terms and conditions for providing management services.

Developed/Implemented Property Management Policies and Procedures

Implemented Tenant Relations Program.

Developed Disaster Recovery Program.

Implemented Property Management software upgrade.

Implemented web-based work order system

Doubled portfolio in first year.

Director of Corporate Services

Directed and coordinated activities in the areas of facilities, real estate, mail operations, records retention, purchasing, and secretarial services for the national home office in East Brunswick, New Jersey and 35 field offices throughout the country. Supervised a staff of 26 employees.

Created and implemented facilities relocation procedures and standardized office design that reduced expenses by 20%.

Assisted in the development of strategic space planning identifying areas for consolidation and expense reduction that aided in the decision to close unnecessary locations.

Developed and implemented corporate security procedures.

Selected and implemented purchasing order system and established control procedures and approval levels which resulted in a reduction of expenditures by 15%.

Successfully negotiated contract with a national furniture vendor resulting in a 70% discount.

Vice President of Administration

Directed and coordinated human resource and employee benefit areas as well as office administration, facilities management, advertising, licensing and records management for an employee population of 200.

Developed employee and supervisory handbooks which improved the consistency in company policy application thus reducing the risk of employment based lawsuits.

Established employee training and development programs.

Negotiated and managed a competitive benefits program reducing costs by 25%.

Created a formalized purchasing process that reduced corporate wide expenses by 20%.

B.A., History, Loyola University New Orleans, Louisiana
Magna Cum Laude

APRIL MEETING REPORT

by Bud Vye, Retired CFM

A beautiful evening on the 17th, and a nice turnout of 53 found their way in from Cox Rd. to **Markel's 4501 Highwoods Parkway building**, which is their Conference Center. **Elizabeth McKinney & Jane Waring** once again had made arrangements to host us for a Chapter meeting, as they have done so frequently recently. Caterer **Sophisticated Soirees** varied the menu and provided some very tasty hors d' oeuvres along with some wine labels we hadn't seen previously (including Funky Llama, whose Shiraz wasn't bad). Extensive networking was in order, with **Ned Netherwood** conducting a seminar in one end of the room for **John Chewning** and Past President **Chip Buehler** on the topic of Bourbon whiskey, as he and his son had recently returned from a trip to Kentucky where they visited a number of distilleries, and became expert on the topic. Creative's **Bob DeLille** had his bags packed and was ready to depart in the morning as one of the movers and shakers who were flying up to Boston for the annual Chamber of Commerce visit to a city to see if they could pick up some good ideas for implementation down here.



President Jeff was back with us this month, and eventually got the meeting convened, calling on Program Chair **Matt Sobel**, who announced that next month's meeting would be a road trip to the UVA Libraries Ivy Stacks project in Charlottesville, followed in June not by LlamaRama, but down at The Diamond with the Flying Squirrels, for a picnic dinner followed by a game with the New Hampshire Fisher Cats.

Then Elizabeth was called to the podium to officially welcome us on behalf of Markel, which she handled very nicely. She then called on **Chip Buehler**, who's **Integrity Landscaping** is responsible for the grounds outside the Markel buildings, and whom Elizabeth praised as having the area looking especially nice right now, inviting all to take a look at it on our way out. As one of the evening's sponsors, Chip told us that Integrity has the capability to do the same for others who have landscaping or grounds maintenance needs, and to give him a call (804 516 2434) if he could help. Next recognized was our other sponsor, **Shaw**, who provided the carpet for the remodeling projects and was represented by Karen Perkins. After a strong plug for the environmentally friendly work Shaw had done in recycling old carpet in the manufacture of new, and making sure that their new carpet would lend itself to being recycled when its useful life was over, Karen turned it back to Elizabeth who gave us the overview of the Markel remodeling project.

Since the firm has acquired a number of units around the country, including larger ones in Scottsdale, AZ and Red Bank, NJ, there tended to be a wide variety of layouts, types of furniture, floor coverings, and color schemes. With the objective of standardizing throughout the company, the following team of contractors was assembled, and the results desired were thoroughly discussed and agreed upon by management

Remodel Contractors – Elizabeth McKinney

- Highwoods Properties – General Contractor
- Baskerville – Architectural & Design firm
- Creative Office Environments – Steelcase Dealer (Markel standardized)
- Capital Interiors – Dry wall Sub Contractor
- HEC – Electrical Contractor
- Solar Film – Door Film
- ETech Mechanical/Miller Mechanical – HVAC
- Eagle Fire/ETech Fire Protection – Fire Protection
- Hilldrup Moving and Storage – Moving Contractor
- Jefco/American Door and Glass – Door and Store front windows
- Custom Woodwork, Inc. – Millwork
- Reynolds Gallery – Art work
- Cardinal Vending – Vending machines
- Street & Company/Eyeway – A/V
- Shaw – Carpet installed by Creative
- Street & Branch – Paint and Wall talker whiteboards
- Acorn Signs – Signage
- Mann Kidwell – Window treatments
- RUSH /D & B - Plumbing



Baskervill's **Susan Orange** then was called upon, as the Lead Interior Designer on the project , to describe the concept they were trying to achieve, which she did using the following slide ----

Concept – Susan Orange

- Support One Markel initiative
- Consistency of Brand
- Efficient use of office space
- Increase availability of natural light
- Encourage teaming and mentoring
- Fun work environment
- Consolidation of furniture products – simplification of facility management
- Planning standards

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Markel Confidential



Jane Waring
then took the podium and listed the phases and timetable for the overall project ----

Phases – Jane Waring, FMP

- Moved to One Markel structure and started planning campus remodel beginning of 2009, met with department heads, Baskervill conducted "birdwatch" studies of each department/work flow.
- Acquired swing space offsite at old LandAmerica building 5640 Cox Road. Bought wholesale furniture from Wachovia to outfit one floor, 200 workstations, 34 private offices and 18 Conference Rooms. June 2010, moved over 200 associates offsite to start renovations on 2nd floor 4521 building
- Renovation Order:
 - 2nd floor 4521
 - 3rd floor 4501
 - 3rd floor 4521
 - 4th floor 4521
 - 1st floor 4521 including fitness center
 - 1st floor 4600 Workplace ResourcesMoved 200 back on campus in renovated space May 2011

– 4501 1st Floor/Markel Conference Center – Started construction December 2011 to present

- Total Renovated Space by square foot:
 1. 4521 127,000 sq ft
 2. 4501 3rd floor 28,000 sq ft and 1st floor 14,000 sq ft
 3. 4600 1st floor Workplace Resources 2,000 sq ft

– Scottsdale, Arizona office relocation, started February 2011 with construction and moved over 100 associates December 2011

– Currently working on Red Bank, NJ office renovation. Construction will start June 1 and end March 2013, 2 buildings 52,000 sq ft

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Next up were Sue Johnson & Bob DeLille of Creative who described their firm's significant part in the overall project.----

Furniture & Flooring, Creative Office Environments - Sue Johnson & Bob DeLille

- Markel furniture inventory and storage
- Furniture layout and design
- Work with Markel to place future orders, work tools, etc.
- Installed carpet and cork flooring
- Coordinate with Markel on audio visual design and implementation

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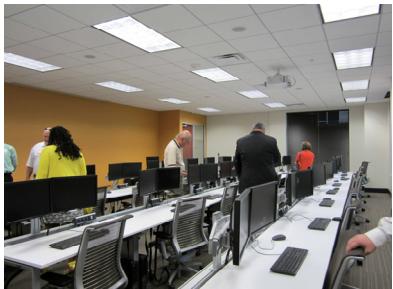
Markel Confidential



we inspected the standard layout and furniture that is now being used across the company. Thus ended the program with many thanks to Liz & Jane for hosting it, **Integrity Landscaping & Shaw** for Sponsoring it, and above all, to **Markel** for making their Conference Center available.

Upon the conclusion of their presentation, Elizabeth called for the group to break into two, one to go with her and one with Jane, to tour the first floor of this building (the Conference Center) which featured 7 conference rooms of various sizes and capabilities (all with Richmond names like Maymont, Mosque, etc.), a remodeled break room, and the remodeled space of the Internal Audit unit. One of the conference rooms has the latest in teleconferencing capability and Liz, with the support of **Vlad Syrotka** of the **Eyeway** section of Creative demonstrated it for us.

We then moved into the Internal Audit Dept.'s offices where



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The Nominating Committee has recommended the following slate of Officers and Committee Chairs for the 2012/2013 Year

Nominations from the floor will be entertained and a vote will be taken for the election of the four Officers.
Committee Chairs are appointed positions.

President – Tom Wood

VP – Jim Mallon

Secretary – Bernadette Coleman

Treasurer – Ken Coll

Immediate Past Pres – Jeff Bradley

Membership – Julie Mutcher & Harvey Jones

Programs – Matt Sobel

Sponsorship – Elizabeth McKinney

Hospitality – Jane Waring

Professional Development – Maureen Roskoski

Public Relations – Bud Vye

Newsletter – Ranny Robertson

Website – Paxton Whitmore

Career Resource – Carla Strothers-Durr

Golf Tournament – Tim Hume

Administrator – Barbe Shaffer

If you would like to volunteer for work on any of our committees, please contact any Officer or Committee Chair and let your desires be known. Any help is appreciated and it makes the overall job easier and much more effective.

(Continued from page 3)

year.

Speaking of submarine cables, the longest one yet installed (600 to 1,000 miles) is being considered to transmit power generated from Iceland's abundant geothermal volcanoes over to Britain.

Argentina is well on its way to being considered a rogue nation, as they abruptly nationalize YPF, their biggest oil company, which had been 51% owned by Repsol, a Spanish firm. The Spanish government is not thrilled, and pledges some "clear and decisive measures" that will be announced in "the coming days". The British are keeping a watchful eye on the situation, as some pundits predict the Argentines may make another attempt to take over the Falkland Islands.

Closing with a few less weighty matters, a study done for Visa finds that the typical family with a **high school** student will spend \$1,078 for their **prom** this year, as the teens continuously try to one up each other. Glad we got through that phase with our two, before that custom caught on!

The gold medals to be awarded at the upcoming London Olympics will be mostly silver, with a thin coating of about 6 grams of gold. Still, they are not cheap, worth about \$706 at current prices, vs. about \$2500 if they were solid gold.

And as we pass tax filing deadline, the IRS warns filers that they do NOT initiate contact with taxpayers via E-Mail or any social media sites, as a number of incidents of phishing scams, asking for personal financial information in the name of the IRS, are reported.



The Richmond Chapter of the International Facility Management Association

**Richmond Chapter of IFMA
May Meeting
Tuesday, May 8, 2012**

**University of Virginia Libraries Ivy Stacks Project
2476 Old Ivy Rd.
Charlottesville, VA 22903**

In June, 2010 the University of Virginia approved \$5,000,000 in funding for a complete renovation of the UVa Libraries' 10,000 SF storage facility, Ivy Stacks. The hope was to double the storage capacity of the building without new construction by installing a state of the art mobile shelving system and combining that strategy with implementing the Harvard model for the storage of library materials by shelving books by size rather than by subject (i.e. call number). This would be one of the first and the largest installation of such a system for a library in North America. The project required the removal of 55,000 boxes containing approximately 800,000 books, bound journals, LPs, videos, manuscripts, Special Collections papers and other types of library materials that are rarely used but still valuable to the collection. After the boxes were moved to other storage facilities, all of the shelving, HVAC, fire suppression and lighting were removed. Rails were installed in the flooring to hold 15 carriages of shelving (5 across and 3 deep) that move by electric motor in sync with one another. The projected date for completion of the project is June 30, 2012, exactly 2 years from the initial approval of funding.

Host Speakers:

**Paul Rittelmeyer, Director of Interlibrary Services for the University of Virginia Library
Doug Hurd, Director of Facilities Management for the University of Virginia Library**

**Meet bus at Dominion
5000 Dominion Blvd.
Glen Allen, VA 23060**

**4:00-4:15 PM: Check in and register at Dominion lot (North parking lot in rear of property)
4:30 PM: Bus Departs
4:30 - 5:30 PM: Social Hour/Networking/Chapter Business
5:30 - 6:30 PM: Presentation/Tour**

THANKS TO OUR SPONSOR:



**RSVP by Thursday, May 3, 2012
Simply e-mail Barbe Shaffer at ifmarichva@gmail.com,
register on our website at www.ifmarichmond.org
and pay by PAYPAL or pay by credit card at registration**

**Be sure to include your guests name and company
Members: \$10.00 Non-Members: \$25
No Shows will be billed**

May Meeting

**University of Virginia Libraries Ivy Stacks Project
2476 Old Ivy Rd.
Charlottesville, VA 22903**

**Tuesday May 8th
Bus Departs 4:30 PM**

**Meet bus at Dominion
5000 Dominion Blvd.**