

December 10, 1989

We've been very remiss about thanking all of you for all the work you did at (and, in many cases, before) Noreascon 3.

Thanks for everything!

One of the challenges of working in a service organization is that you work behind-the-scenes. Unlike the public areas like Program, Art Show, and Extravaganzas, it's easy for the people who write reviews of Worldcons to overlook areas like Logistics, the Office, People Mover, Baby-sitting. When you read those reviews, and if you feel overlooked, **don't!**

1. First and foremost, **thanks** to everyone for all the hard work they did on N3. It really was worth all the aggravation. We threw a terrific con.
2. Sheraton move-in started on Sunday, August 27. We were completely moved out by Wednesday, September 6. Hynes move-in started on Tuesday, August 29. We were also out of the Hynes by the following Wednesday (except for a small piece of the Hynes dock ...).
3. If we do this again (well, who knows?):
 - a. Extend the phone service, or get better radios. We were really hampered that last Wednesday by our inability to talk to one another. The phones were mostly gone by Wednesday, and the radios were mostly dead.
 - b. Someone needs to track computers, copiers and other hardware, both rentals and loans, before and at the con. We think we only lost one monitor stand, but the potential was there to lose more, particularly when we misplaced a Mac for a day.
 - c. Pay a little more attention to furniture. We over-rented **slightly** at the end, but not by very much. Someone local needs to manage this precon, though an out-of-towner can manage it at the con. Decent furniture was a real win.
 - d. Do not believe a rental company that tells you "We can supply you with everything you need." We had some late problems when furniture rental and wheelchair rental places renegged on verbal deals. We need to see things in writing. We should try to consolidate rentals as much as possible, but I was surprised to find that **none** of the nice furniture rental places also rented cribs. IFR of Framingham should be remembered for the sheer quantity of furniture they were able to come up with at the last minute. Pelham Drug in Brookline should be remembered for their cooperation (and **free delivery** of wheelchairs). Likewise, Atlantic Health Care in Leicester, helped late with wheelchairs, though we had to pick stuff up from there. (On my "never again" list, I include Monahan Pharmacy of Worcester (they renegged one their "Yes, you can have all the wheelchairs you need" deal), Taylor Rental of Wellesley for cribs (three of the eight cribs were unusable, though they refunded us for those cribs on the spot), and Rent-a-Center (their TV ads were too good to be true...))
 - e. Bite the bullet on projector rentals up front. Plan to rent local, expensive equipment. You can fudge on furniture or computers, but you can't on projectors.
 - f. The office probably should have been in Commonwealth. The radio net could have been set up on the stage, where it would be a little quieter. Parts of the room could have been partitioned off for an office area, for lounging, etc. For that matter, the room could have been used for Logistics, too (with the exception of Bulk Food). J/K was really too small. We could have used Constitution for pre- and post-con staff get-togethers.
 - g. If there is another yard sale, it really can't be thrown together at the last possible moment. I'm very

sorry about all the chaos that engendered. I appreciate all the work that Steve Swartz (a very last minute recruit) and Steve Whitmore did to pull much of it off. Steve S. came up with the "Moving to Holland, everything must go!" shtick.

4. I thought services and facilities generally worked together pretty well at the con. I'm sorry that it took us so long to get a complete and accurate phone/beeper list out.
5. Did anyone find a little AA battery charger in the Sheraton after the con was over? Chris Barkley lost his, and would like to get it back. He was working in Press Relations, and last saw it in the ??? (Press Relations office).
6. Be aware that we still have the following airline tickets for sale:

3 American Airlines	Good for 1 year
3 Delta (possibly 4)	Good for 6 months