

# 1998 ASSET AWARDS

## Program Outline

|   |             |
|---|-------------|
| Staff Talent Showcase and Reception   | 9:30-10:30  |
| Welcome and General Remarks<br><i>William Gray Potter,</i><br><i>University Librarian</i> |             |
| Presentation of Awards  | 10:30-11:00 |
| Closing Musical Number<br><i>GALILEO Chorus</i><br><i>Bill Coscarelli, Director</i>       |             |



### 1998 ASSET Awards Committee

|                     |                         |
|---------------------|-------------------------|
| Pam Mitchell        | Collection Services     |
| Mary Miller         | Administrative Services |
| Tom Cutshall        | Public Services         |
| Diane Trap          | Public Services         |
| Florence E. King    | Ex officio              |
| Amy A. Petit, Chair | Administrative Services |
| Laura D. Shedenhelm | Collection Services     |

## LONGEVITY AWARDS

*Presented by*

Amy Petit

*Chair, 1998 ASSET Awards Committee*

Recognition for continuous service in five year increments as a regular employee of the University of Georgia Libraries. Certificates and service pens were distributed prior to the Program. Honorees will be asked to stand to be recognized.

### FIVE YEARS

Brown, Jimmy A.  
Burroughs, Philip W.  
Crist, Wendy L.  
Cutshall, Thomas C.

Fay, Robin  
Griffith Eric C.  
McAnallen, Deborah K.  
McBrayer, Peter J.

McElroy, Gwendolyn J.  
Meyers, Anne C.  
Seguin, Linda M.

### TEN YEARS

Bishop, Carol D.  
Bryant, James Gordon

Evatt, Jared C.  
Kelly, Kevin O.  
McMurry, Nan M.

Nolan, David A.  
Walsh, Christine

### FIFTEEN YEARS

Pou, Charles E.

### TWENTY YEARS

Blakey, Renee C.

Campbell, John L.  
Hardaway, Thomas F.

Mayweather, Betty H.

### TWENTY-FIVE YEARS

Benjamin, Virginia  
Brooks, Mary Ellen

Colombo, Claire A.  
Davis, Lucille

Henneberger, Robert E.  
Hunter, Karen S.

## THIRTY YEARS

Elkins, Linda Y.

Massey, Katha D.

## RETIREMENTS

*Presented by*  
 Florence E. King  
 1998 ASSET Awards Committee

Marie C. Ellis  
 Teresita Pages

Librarian IV  
 Library Technical Assistant

Humanities  
 Government Documents

Janet K. Lawrence

Librarian III

Social Sciences



## PROMOTIONS

### LIBRARIAN/ARCHIVIST

*Presented by*  
 Glorian Sipman, Member  
 Libraries' Faculty Committee on Promotion

Libraries' Faculty promotions approved by the Board of Regents and effective July 1, 1997.

|                          |              |
|--------------------------|--------------|
| Tom Cutshall             | Librarian II |
| Bucilla Hawks-Bradley    | Librarian II |
| Rene Shoemaker (adjunct) | Librarian II |
| Neil R. Hughes           | Librarian IV |

### CLASSIFIED STAFF

*Presented by*  
 Teresa Taylor  
 Human Resources Specialist

Classified staff who have applied for and been promoted to a position of a higher classification.

|                      | <i>Promoted to...</i>                                |
|----------------------|--|
| Brown, Christine     | Archival Assoc. I                                    |
| Dover, Lisa          | Library Associate II                                 |
| Durden, Anna         | Library Assistant II                                 |
| Durden, Anna         | Library Assistant III                                |
| Edgar, Jamie         | Library Assistant III                                |
| Gordon, Tiffany      | Library Assistant II                                 |
| Head, Matthew        | Library Assistant III                                |
| Holt, Kelly          | Library Assistant III<br>Library Technical Assistant |
| Holt, Nathan         | Library Technical Assistant                          |
| Jebbia-Mahan, Nicole | Library Assistant II                                 |
| Kilchesty, Albert    | Archival Associate I                                 |
| Mattox, Gregory Lee  | Library Technical Assistant                          |

|                     |  |
|---------------------|--|
| Mattox, Lee         | Library Assistant II                                 |
| McBrayer, Peter     | Network Services Specialist II                       |
| Mitchell, Daron     | Library Technical Assistant                          |
| Palmer, Rusty       | Library Technical Assistant                          |
| Pittard, Samantha   | Library Assistant II                                 |
| Sanders, Darby      | Library Assistant III                                |
| Shedenhelm, Richard | Library Associate II                                 |
| Singleton, Dana     | Section Supervisor                                   |
| Sougstad, Gail      | Library Assistant III<br>Archival Assoc. I           |
| Stiles, Michelle    | Library Assistant III                                |
| Storey, Lisa        | Library Assistant II                                 |
| Hartle Diana Yehle  | Library Assistant III<br>Library Technical Assistant |

## COMMUNITY/UNIVERSITY SERVICE/PROFESSIONAL ACTIVITIES

*Presented by*

Mary L. Miller

*1998 ASSET Awards Committee Member*

Wendy Crist -

*Cataloging*

Duncan McClusky -

*Administrative Services*

Acceptance to College of Library and Information Science,  
University of South Carolina beginning in June 1998.

Special Libraries Association

- Environment & Resource Mgt. Division , Public Relations Chair
- Outstanding Member in Division Award

Kiwanis Club

- Photographer, Historian, Parliamentarian, Newsletter Editor

Christmas Parade volunteer

Christmas Party for Foster Children

- volunteer, planning committee

Christmas Present wrapping for needy children volunteer

Dixie Wheelchair Athletic Association Games in Auburn volunteer

Red Cross Bloodmobile escort

Senior Prom (dance for senior citizens)

- planning committee & photographer

Big Brothers/Big Sisters Swimming Party

Special Olympics volunteer

Ernest Yates Memorial Scholarship selection committee

Fishing Rodeo planning committee

Miss Tifton Scholarship Beauty Pageant volunteer

Ms. Tiftarea Nursing Home Beauty Pageant volunteer

APRES - American Peanut Research & Education Society

- Newsletter Co-editor

USAIN Legislative Committee - (United States Agriculture  
Information Network)

|   |  |
|---|--|
| Lucy Rowland -<br><i>Administrative Services</i>  | Research Leaders & Library Committees<br>Vice Chairman, Athens-Clarke County Planning Commission<br>Athens-Clarke-Oconee Regional Transportation Study<br>- ACC representative to Policy Committee<br>ACC Subdivision Review Committee<br>Biomedical & Life Sciences Division, Special Libraries<br>Association<br>- Former Chair<br>Communications Committee member<br>National Patient Safety Foundation member<br>American Medical Association member |
| Linda Seguin -<br><i>Cataloging</i><br>Laura Shedenhelm -<br><i>Collection Services</i> | Acceptance to College of Library and Information Science,<br>University of South Carolina beginning in June 1998.<br>“Ecoturismo: el contexto centroamericano.” In Robert A. McNeil,<br>ed. <u>Societies under Constraint: Economic and Social Pressures in<br/>Latin America</u> . [Austin]: SALALM Secretariat, Benson Latin<br>American Collection, The General Libraries, The University of<br>Texas at Austin, c1997. Pp. 175-179.                  |
| Richard Shedenhelm -<br><i>Periodicals</i>  | “Bibliography on Ecotourism in Central America.” In (same as<br>above...). Pp. 180-195.<br><u>Summa Philosophiae</u> , R. Shedenhelm (editor) - index now available<br>at <a href="http://www.tiac.net/users/jsr/Summa/">http://www.tiac.net/users/jsr/Summa/</a><br><u>Critical Perspectives of the Greenhouse Effect</u> -<br><a href="http://www.utexas.edu/students/skeptics/gw.html">http://www.utexas.edu/students/skeptics/gw.html</a>            |
| Sheryl B. Vogt -<br><i>Russell Library</i>  | Re-certification from Academy of Certified Archivists completed<br>May 1997.<br>Editor of <i>Provenance</i> , the journal of the Society of Georgia<br>Archivists.   |

## Best Committee or Group Collaboration

*Presented by*  
Florence E. King  
*1998 ASSET Awards Committee Member*

### Nominees

Hargrett Library Staff  
Libraries' Custodial  
Staff  
Other selected North  
Campus Custodial Staff  
Various members of the  
Libraries' Staff

### Nomination Excerpt

Early, on a rainy morning in July of 1997 we opened the doors of the Hargrett Library and discovered that rather than the small leaks we sometimes experience in bad weather, water was pouring out of the ceiling, running over desks, computers, and papers, and standing inches deep on the floor. Boxes containing rare, one of a kind materials, were already wet and others were threatened. Clearly, this was a disaster in the making.

As a first step we contacted Eric Matthews who immediately called

Rosa Echols the building superintendent. Almost instantly the Hargrett Library was filled with custodial staff, some even pulled from surrounding buildings, armed with mops, brooms, wet-vacs, towels and a great determination to ensure that the damage was as limited as possible.

Soon the regular Hargrett Staff began to arrive. They recognized the magnitude of the problem and dropping everything else, began to move wet materials to dry terrain, and initiated the process of determining which materials needed immediate attention, and which could wait.

As word of the situation spread throughout the Library, members of other departments arrived to offer assistance. The Russell Library was especially helpful, as was Circulation and Humanities; other departments were also represented.

Thanks to the diligent and efficient efforts of the Hargrett Library, the Custodial staff, and those members of the Library staff who assisted, we lost nothing more than a few easily replaceable boxes.

Beth Bensman  
Pam Hackbart-Dean  
Jill Severn  
Sheryl Vogt  
Pam Ward -  
*Richard B. Russell  
Library*

In honor of the 100th anniversary of Sen. Russell's birth and to herald the opening of restricted materials in the Russell collection, a committee was formed to create a published guide to the Richard B. Russell Jr. collection. At just under 100 pages, with more than 50 illustrations, this guide serves as the definitive source for scholars researching the life and public career of Richard B. Russell. As Richard Baker, historian of the U.S. Senate remarked in his appreciation of the United States and abroad. Producing the guide allowed an opportunity for the Russell committee members to work with the Libraries' communications officer, taking advantage of her knowledge of the publications process, and with photographic services, who reproduced and scanned photographs and cartoons for the publication. Also, they worked with University Communications, who did the actual design and production of the guide. The Russell Library staff undertook this massive project in addition to planning only of the outstanding dedicated staff of the Russell Library, but the UGA Libraries and will greatly increase accessibility to one of our most important collections.

*Faculty Governance  
Committee -*  
Pam Hackbart-Dean  
Florence King  
Bill Loughner  
Paula Moehle

The Faculty Governance Committee was an ad hoc committee of volunteers given the charge to study the current organization of the Libraries Faculty and make recommendations for changes. The committee organized in March 1997 and by September 1, 1997, reported their recommendations, including significant changes to areas that were or could be controversial.

Kay Nagel  
John Prechtel

By meeting regularly for relatively short periods of time, the committee cut through a large number of issues from selecting a new name for FAB (which will remain the wonderful acronym it already is) to questioning the existence of various standing committees to developing an organizational scheme that would bring the work of the committees, FAB, and the faculty as a whole together.

Though each committee member had their own opinions of what should/could be changed, they also sought faculty input through open forums on various topics. These were well attended and provoked many interesting discussions. The committee took the ideas of other faculty members and incorporated them into their recommendations.

Each committee member contributed by doing research, moderating a forum, taking notes, or writing drafts of the report. It was indeed a team effort.

The most rewarding aspect of working with this committee was seeing action taken on the recommendations. FAB took the recommendations to faculty and the Bylaws Committee for more discussion and finally brought the changes to the bylaws to a faculty vote. It remains to be seen as to whether the recommendations were "good," but I do believe the recommendations were made with a lot of thoughtfulness and hard work by the Faculty Governance Committee.

## **Excellence in Service to the Public**

*Presented by*  
Nelson W. Morgan  
*1998 ASSET Awards Recipient*

**Nominees**  
Vivian Lovern -  
*Hargrett Library*

### **Nomination Excerpt**

Vivian has worked in the Hargrett Library for slightly more than a year. In that time she has proven herself invaluable in many different ways. She has revamped most of our forms and streamlined our procedures. However, as the person who first greets our patrons, one of her most important responsibilities is that of interacting with the public. As anyone who has ever sat at a reference desk knows this can be a difficult experience.

One never knows when the door opens who will enter. We have students with class assignments, scholarly researchers, genealogists, casual inquiries, seekers of the mysterious book bound in human skin, and the occasional messenger from God, himself. For Vivian this is

compounded by her other duties. She is either ordering materials, or doing the staff and student payrolls, or answering the incessantly ringing phone, or trying to type letters, memos, and other documents, and all the while she is mollifying an impatient gentleman who is irate that we do not have the shoes of his great-great-great grandfather who was, after all, the son-in-law of the Assistant Deputy Insurance Commissioner for a county which was merged into three others and no longer exists.

Vivian manages all this with a calm, reassuring dignity which conveys to our patrons a sense of competence and caring. Vivian sets the tone for the Hargrett Library, and we are all very pleased that she does.

Gilbert Head -  
*Hargrett Library*

Throughout the time I have worked with Gilbert, and especially now that I work more closely with him than ever, I have come to be aware of his very high standards for work with the public. Working as he does in an area where the public is not allowed to browse it is imperative that he take the time to understand a patron's request, and then use that knowledge gained to locate the information the researcher needs. The requests can range from a search for a great-great-grandfather, complete name unknown, who might have attended Franklin College in 1837, to requests for information on the institutional history of the University. Usually, this work takes great forethought and knowledge of the University Archives collection. On many occasions patrons have commented to other members of the Hargrett staff that Gilbert's assistance was invaluable to his/her project.

Further, Gilbert serves often - on weekends and during the week - at the Reference Desk of the Hargrett Library. His demeanor is always pleasant and courteous. Assistance provided at the front desk is most often not as monumentally impressive as that provided after time spent researching a request, but as the first person encountered by patrons he sets the tone for their experience in the Library. Gilbert has received numerous compliments on his work, and I have never heard a complaint. Gilbert is the personification of Excellence in Service to the Public.

Melissa Bush -  
*Hargrett Library*

Whether dealing with patrons in person, on the phone or through the mail, Melissa always strives to provide service which goes beyond that expected. One person recently remarked that she never worked with a more pleasant or helpful staff member in any library in her years of research. Comments of this type are not unusual. Melissa is never satisfied with the easy answer, and works diligently to provide researchers with information which fulfills and even exceeds their original expectations.

Her combination of superior knowledge of our collections, her pleasant demeanor, and her desire to assist patrons makes her an invaluable member of the Hargrett Library.

Linda Aaron -  
*Hargrett Library*

Linda Aaron loves working with the public. She especially enjoys helping genealogists sort out the problems they are having in locating lost ancestors. She studies the field on her own, and has taken classes and week-long workshops - at her own expense - to further her knowledge and expertise. Sources in this field vary considerably depending on from where one's ancestors hail, and Linda works diligently to make certain she keeps up to date. I often hear from researchers whom she has helped that without her assistance they would have never managed to progress in their quest.

More generally, Linda is excellent at helping all patrons. Having worked in both Rare Books and Manuscripts, and combining that experience with her interest in Georgia history, she is a combination of rare talents. She uses all of her skills in assisting patrons, and one constantly hears complimentary comments about her.

Susan D. Morris -  
*Interlibrary Loan*

Susan is the ILL Department Head. She travels to Athens from her home in Conyers daily. She demonstrates her leadership skills by setting examples for the staff and student assistants in the department to follow. There are two divisions in the department: borrowing and lending. Susan works hard by pitching in to handle numerous tasks on the Borrowing or Lending sides of the Interlibrary Loan Department. She opens the mail/packages being returned to UGA, processes photocopies mailed from UGA, and performs various other tasks necessitated in the department. She also serves on committees at UGA and throughout the state of Georgia in her job capacity.

She works hard for ILL and UGA's libraries. She utilizes her work ethics by setting trends and policies for this department. She has an appreciated "open door" policy, and is always considerate of staff/student assistants but never hesitates to remind us that we are part of public service. Working with Susan motivates me to be a better library employee.

Science Circulation &  
Document Delivery  
Department

By the beginning of Fall Quarter 1997, Science Circulation and Document Delivery (which includes the Science Shelving unit) was in the process of recovering from a veritable personnel meltdown. In the space of four weeks, all but one Circulation staff member (excluding Karen Hunter and Steven Brown) had left the department. The remaining staff members had six months of experience in Circulation. This followed on the heels of the departure of both of the LA I's in

Shelving, the Stack Supervisor, and the head of Document Delivery. In a libraries' unit consisting of ten full-time and two part-time employees, four were left. Only two, Karen and Steven, had more than a year's experience in their respective positions. Karen was faced with the prospect of hiring five new faces and training them all at the same time, (immediately prior to the busiest time of the school year,) while maintaining the high level of customer service to which our unit aspires: this was successfully accomplished. Two of the three department heads, Betty Ruff in Document Delivery and Ed Johnson in Shelving, were burdened with assisting their replacements in Circulation in addition to the expected mastery of new and expanded duties in their new roles.

During this period Betty Ruff had to take unexpected extended-leave. Steven took over Document Delivery duties, in addition to acting as and then training the new Circulation Office Assistant. Students from various departments of the unit were pressed into service; the Document Delivery student workers gave more than was asked of them. Upon her return, Betty provided guidance to Cynthia Prosser, her successor as head of Reserves, the most specialized sub-unit of the Circulation Department. Additionally, she trained one LA II, who soon left after promotion, then another LA II, Christina Shunnarah, as her assistant.

Ed Johnson gave invaluable assistance in the ways of payroll duties. Elizabeth Elsner, one of his LA I's willingly lent her time to cover reorganization of the stacks to accommodate more study areas. The "new faces" in Circulation have all distinguished themselves beyond what is to be expected of those who were, at the time, probationary employees. While all quickly assimilated a large, complex, and often confusing body of knowledge in their roles as Circulation staff members, every single one of us has striven beyond that in efforts to better serve the University community. Cynthia Prosser and Ed Cashin have collaborated on the automation of parts of processing procedures. Christian Lopez and Gretchen Cearley-Hill have worked together to streamline the Repository request processes. Karen Hunter, in addition to training staff, has worked with others to facilitate the deliveries of ILL photocopies to science-oriented requesters without requiring them to make the long trek to the Main Library. Shannon Lewis and Nathan Holt have worked toward the beginnings of a Science Circulation web page while still mastering their respective duties. Every one of the Circulation & Document Delivery staff members has gone forward to coalesce as a team. The solidarity of these co-workers could not have come about if even one had withheld their active participation or regarded what they do as only "their job"; this is what makes it impossible for to single out any

one individual.

Carol Bishop -  
*Circulation*

The accessibility of materials owned by the Libraries is one of the cornerstones to service to our patrons. The condition of the general stacks is key to that accessibility but is often overlooked unless there is a problem/backlog in shelving. Since she took on the responsibility for the stacks and the Library repository, Carol Bishop has kept the principles of accessibility and service as two of her primary goals.

Some of her accomplishments are:

- planning and organizing and overseeing the shift of 500,000 books at the repository during a **6 week period**
- eliminating the overflow shelves on all floors through a plan of continuous shifting, despite the fact that a moratorium has temporarily been placed on sending books from the stacks to the repository
- allowing almost no backlog to accumulate on the sorting shelves, even during the busiest periods of the academic year
- organizing a consistently ongoing program of shelf reading
- accomplishing all of that while staying well within the budget allocated for the Circulation Department

Considering the fact that Carol's unit reshelves approximately 1 1/2 million volumes each fiscal year, it is a remarkable feat that she, and the unit that she supervises have achieved.

Kay Mowery - *Science Collections & Branch Services*

It's not easy being a solo librarian in a branch that is two hours from the main campus. Kay Mowery serves her clients at the Griffin Campus of the College of Agricultural and Environmental Sciences in an exemplary manner, providing professional guidance in teaching and managing a large collection long overdue for review. Kay spent 1997 with less than ideal staffing, but always put the client first in the long list of priorities. Kay's abilities are well-known among her colleagues nationwide, probably better known than within the University Library's walls. Her reputation for service, and her ability to get any job done well and on time is legendary. The researchers in Griffin give her the highest praise for her superb organizational skills that have transformed their library from a confusing storehouse to a dynamic information center that allows immediate information gathering. Kay has a dedication that is enviable, and incredible energy that never seems to wane. She readily accepts and works with volunteers and part time help to transfer her own skills in order to serve her clientele better. When Kay retires, she will be greatly missed by those who work with her, patrons and library employees alike.

## **Excellence in Technical Expertise**

*Presented by  
John J. Riemer  
1998 ASSET Awards Recipient*

### **Nominees**

Marty Tanner Hughes -  
*Systems*

### **Nomination Excerpt**

Marty is always willing to take the time to answer questions about the most arcane workings of GALIN. If she doesn't know the answer immediately (a rare occurrence), she will take the time to find it. She always takes great pains to give clear and easy-to-follow directions.

She is always patient and approachable. Whenever anyone has a technical problem that might slow their work down, the knowledge that Marty will never be short or condescending is a big comfort. (Not everyone would be so kind to someone who keeps forgetting their CICS password!)

Marty's GALIN workshops are well-organized and quite helpful. She is always quick to respond to cries for help. Marty has also been of great assistance to staff who work with web sites. Her knowledge has helped to further the development of the Libraries' presence on the Internet.

Marty attends workshops on a regular basis, always seeking to deepen and broaden her technical expertise. We'd all be lost without her!

Sheila McAlister -  
*Hargrett Library*

Since her arrival in the fall of 1996, Sheila McAlister has demonstrated her very real technical expertise. At first, as she learned the job, she slowly revealed more and more knowledge. In the last year she has begun to use her knowledge and experience to enhance the Hargrett Library in many ways.

At present she is responsible for the Hargrett Library web page. This dynamic, ever evolving page has drawn favorable comments from many who have seen it, including Bill Potter who noted, "Hey, somebody's using frames!" The Hargrett web page not only gives information about the Hargrett Library, it also includes information about our collections and exhibits, as well as providing patrons with web versions of our most commonly used forms.

Further, in order to enhance access, Sheila has created (and put on the web) HTML indices for: the Hargrett Broadside Collection - most of which are not in GALIN, the sheet music collection - which is not in GALIN, and the Confederate Newspaper collection (in progress) - also no in GALIN.

She also is working on SGML versions of several manuscript finding aids which will be available on the web and allow keyword searching for researchers.

Sheila demonstrates the important combination of technical expertise and curiosity which allows her to advance more surely and quickly than most. She put this skill to work for the Hargrett Library every day and with it enhances the image and reputation of the Hargrett Library, and the University of Georgia Libraries.

Alan Horne - *Library Automation*

Alan has a genuine interest in developing and maintaining features that help the people the most. Also, he has a keen sense for the finer, more precise factors of any particular task. He is very pleasant to work with, as well.

## **Extra Mile/Above and Beyond Administration**

*Presented by  
Nan M. McMurry  
1998 ASSET Awards Recipient*

### **Nominees**

Linda Tadic -  
*Media Archives*

### **Nomination Excerpt**

Over the past year, Linda Tadic has been tireless in her efforts to enhance the ability of Media Archives to serve the Libraries' patrons.

She has inaugurated many preservation, cataloging and outreach projects. Searchable inventories of individual collections are being created and will ultimately be loaded onto the Archives' web site. These inventories will enable researchers to access a wide variety of helpful data about the collections as well as raise awareness about their richness and availability. The Georgia Folklore Collection Restoration Project, funded by the NEA, the Georgia Council for the Arts and the Sapelo Foundation will be completed this year. The Archives has continued to grow, acquiring the Atlanta Gas Light Collection, the Arnold Michaelis Library of Living History, and WSB Newsfilm Collection, over 5 million feet of newsfilm dating from 1949 through 1981.

Linda has worked hard to publicize the Archives' new ownership of the WSB collection; because the Libraries holds copyright on this film, revenues generating from its use can be used to fund a wide variety of essential preservation technologies and to find the most cost-effective ways to protect the Archives' holdings.

Thanks to Linda's hard work, the Peabody Collection has received a

\$96,590 grant from the National Endowment for the Humanities Division of Preservation and Access for a project to catalog and preserve the television programs in the collection that focus on African-American history and culture. The completion of this project, which will enhance the accessibility of this important subset of the Collection, will result in a unique and valuable resource for scholars.

Under Linda's direction, the Archives has been involved in cooperative preservation projects with other institutions. UCLA has assisted the Archives in preserving and duplicating 2" tapes and has, in return, been able to add to its Hallmark Hall of Fame collection. Archive technicians have transferred oral history materials held by Georgia State from Hi-8 to beta. The Archives is actively encouraging Georgia television stations to preserve and retain their film, and offers to be a repository for those stations lacking the ability to store their own collections. These efforts have the twofold purpose of furthering the cause of film preservation and enhancing the value of the Libraries' film collections.

Linda has assisted in the creation of a promotional video for the special collections building fundraising campaign, and has also traveled around the state to assist with donor solicitation in this campaign.

Linda's outreach efforts also have more local dimensions - she has participated in film screenings at the Georgia Museum of Art and for Women's History Month and other special events. She is always glad to speak to journalism and film classes, and works closely with libraries faculty to develop a collection that is useful to them.

Linda was elected president of the Association of Moving Image Archivists this year. Her leadership in this organization, which is considered THE professional organization in the field of moving image preservation, has enhanced national and international awareness of and respect for the UGA Libraries Media Archives.

Amy Petit -  
*Library Automation &  
Systems*

In nominating Amy, I am recognizing the individual in our department who has truly demonstrated the willingness, eagerness, and desire to better serve not only Library Automation, but the rest of the Library as well. Amy has assumed and performed tasks for other Library departments, served ably on staff committees, sought opportunity for self improvement, and shown initiative in assisting others in performing both clerical and technical tasks. Amy brings interest and enthusiasm to her work and boosts the morale of everyone who comes into contact with her.

Nelson Morgan -  
*Hargrett Library*

Nelson Morgan in his work in the Hargrett Library consistently demonstrates his belief that proper services means going the extra mile. His attitude is in evidence when working with patrons, when working with materials, and when interacting with his co-workers. Nelson works extremely hard to ensure that our patrons are satisfied not only with his work, but also with the efforts of the Hargrett Library. This is especially evident in his handling of the Arbitron and Linguistic Atlas Collections which are housed at the Repository. Though inconvenient, Nelson is always willing to drive his own vehicle to the Repository to retrieve materials if necessary.

Further, Nelson always demonstrates extreme care when handling materials. This is especially important when working with photographs where a stray fingerprint can mean the loss of an irreplaceable image. Here, Nelson is not only vigilant in his own handling of images, but also when working with patrons who might not understand the delicate nature of the items.

Finally, Nelson goes the extra mile when relating to other staff members. He is quick to volunteer to work on Saturdays if a given weekend is inconvenient for other staff members, and always volunteers to do the dirty work no one really wants to do. Nelson's desire to go the extra mile is evident every day in his work and his work ethic. He is an invaluable member of the Hargrett Library staff.

Mary Ellen Brooks -  
*Hargrett Library*

One is hard pressed to imagine that anyone in the University of Georgia Libraries works harder, more diligently or with more success than Mary Ellen Brooks. She works long hours - evenings and weekends - under intense pressure and always comes through smiling. No day goes by that she is not speaking with or meeting with donors or persons important to the Library or the University. Many of these individuals are donors of great beneficence whose good will is worth literally millions of dollars to the University. Mary Ellen always demonstrates the great skill and tact required to handle such perilous negotiations.

In the last month or so she has: spent a number of weekend days escorting visiting scholars around Athens and Atlanta; flown to (and back in very long days) Indiana and Florida to speak to donors; traveled to North Georgia on a Friday night for a meeting concerning the Highway 441 craft trail; made numerous long distance phone calls from home, (and from an unreimbursed cell phone) to donors, potential donors and other persons important to the Library, all the while running the Hargrett Library in all that that entails.

Through it all, no matter how much the pressure mounts, no matter

how many million dollar donors want to speak to her at once, she never loses her sense of humor or grace.

One would be hard pressed to find someone more deserving of this award than Mary Ellen Brooks.

Gail Sougstad - *CHIPS*

Gail Sougstad work in the brave new world of CHIPS, where technology seems to be I a perpetually emerging state. Unexpected complications with new equipment and software can cause the simplest task to take all day; procedures change almost daily; and many urgent questions have no answers, at least for now. Gail deserves an award just for surviving, but instead she thrives in this environment of constant change. Her consistently upbeat, “can-do” approach sets the standard for co-workers and students so that they accomplish the impossible without realizing it. Extra task? Gail does it! New procedure? Gail learns it and teaches everyone else. Problem? Gail solves it. Question? Gail asks until she finds an answer. With Gail, nothing is a big deal, and everything is done with a smile!

### **Extra Mile/Above and Beyond Collection Services**

*Presented by  
Donna B. Askren  
1998 ASSET Awards Recipient*

#### **Nominees**

Betty Fox -  
*Acquisitions*

#### **Nomination Excerpt**

Betty Fox agreed to step in as the temporary Unit Head for the Serials Unit, even though she is already a Unit Head for Data Control. Our Unit has been without a head for several months, and has lacked an effective head for even longer. Betty has come in and helped our unit reorganize, hired and trained new employees, and has been the best supervisor and resource for knowledge that Serials has had in the past two years (the time that I have been in the unit). She has been more than willing to take on extra work, answer our questions, fulfill all of the job duties of the position, and keep up with her Data Control duties as well. It is quite obvious to the staff in our unit that Betty puts a lot of energy and thought into her role as our supervisor and liaison to other departments within the library.

Caroline Killens and  
Helen Wilkes

When the newly restructured Collection Services Division found itself without the Associate University Librarian, the department heads were left with the monumental job of managing the \$7 million materials budget. With no history or experience, and no one resource individual to call upon, Caroline Killens and Helen Wilkes took up the gauntlet

and became experts in complex EXCEL spreadsheets. They monitored individual accounts and cheerfully shared badly needed information with bibliographers on both a regular and as-needed basis, information that had never been supplied before. In doing so, bibliographers were effectively empowered to purchase materials in an efficient time-sensitive manner and were given authority over how their budgets would be managed for the first time in Library history. Budget conferences in the summer of 1997 were more about questions than answers, but as the year progressed, Caroline and Helen's confidence in how to follow and expend the allocations grew, and the information collected became important historic data for the next budget cycle. As we wind down the fiscal year, there is no longer the severe anxiety, thanks greatly to Caroline's and Helen's generosity in taking on this new and complex task, with no orientation and no previous management information available. While all of those involved in monitoring and expending the budget should be commended, Caroline and Helen made it possible for the rest to do so in a competent and reliable manner.

Donna Askren  
Samantha Pittard  
Linda Seguin  
Carolyn Towner -  
*Cataloging*

Donna Askren, Samantha Pittard, Linda Seguin, and Carolyn Towner went above and beyond the call of duty last year. From March through September 1997 they devoted much of their work time to cleaning out the 4th floor Holdings Collection. These materials had been accumulating in this "temporary" storage area for a great many years with little or no thought given to them. With the advent of HVAC this space was needed by the Libraries and so had to be cleared out. A plan was developed and this group was responsible for the processing of the material - making sure GALIN reflected the correct bibliographic and holdings information. Working with Circulation and the Bibliographers this task was accomplished. The astonishing thing is the tremendous amount of work accomplished in such a short time. A lot of investigation had to be done as to what these materials were and whether or not they duplicated holdings already in the stacks or at the Repository. Many of the serial and periodical items needed new or better bibliographic records and most of the items needed to be received and barcoded. Handling this seemingly thankless task, they managed to keep plugging away at it, while striving to maintain their other daily tasks and normal routines.

Georgia Harper -  
*Science Collection &  
Branch Services*

It is sometimes hard to keep as closely in touch with both Athens-site colleagues and new or heretofore unknown-to-me standards and procedures. Georgia has always shown a remarkable ability to empathize - to anticipate what I, as a far-distant member of the staff, might need to know or see, and then to provide it in the best possible way. She really keeps me from feeling "left out" of things! An example of this is her sending me a disc with the new library logo on

it, when nothing I tried via e-mail or web access seemed to be providing it. Another example is her thinking of the branch librarians when new campus communication tools (such as the phone books) come out. She's always ready to connect us with the right people to get our questions answered, and often does the "middle level" negotiations for us, so that the "answerers" are not strangers to us or our queries when we present them. Her proactiveness (for want of a better word) helps keep up my morale. As a "solo librarian" all demonstrations of care and concern for my work are doubly welcome! Georgia helps ensure that the methods I follow down here will fit appropriately into the work flow of anyone at UGA with whom I work via this long-distance relationship. She patiently explains and re-explains technicalities such as the correct ways to read esoteric GALIN entries, and the hierarchies of which projects should be discussed with/sent to whom first. Thus, the Skidaway Library functions truly as a branch of the UGA Libraries, as it is meant to.

While I am truly grateful to everyone up there who has bent over backwards to help me down here, I would especially like to recommend Georgia for this award. Her flexibility, cheer, good humor, and ability to foresee so many things that have assisted me with both my work and to feel that I "belong" with y'all have been wonderful.

## **Extra Mile/Above and Beyond Public Services**

*Presented by  
Merryll Penson*

*Associate University Librarian for Public Services*

### **Nominees**

Karen Hunter - *Science  
Circulation &  
Document Delivery*

### **Nomination Excerpt**

Being responsible for staffing the busy Science Circulation & Reserve unit 102 hours each week with only six staff makes Karen Hunter's work as head of the unit look very much like "extra-mile" work under even the best of circumstances. The past year, however, brought exceptional pressures to bear which make Karen a strong contender for this category.

As the summer of 1997 came to a close, Karen found that all six members of her staff were departing her unit as the busy fall season approached. Undaunted by this challenge, unprecedented in the unit, Karen attacked the situation. In seemingly endless rounds of

interviewing, Karen exercised her skill in hiring to assemble a talented staff of newcomers. The hiring done, Karen turned to the challenging task of training six people simultaneously, all of whom had differing job responsibilities and only one of whom, Nathan Holt, had any experience in the Circulation unit whatsoever.

Training was underway when the full force of fall quarter hit. Karen coached her staff in policy, proper customer service and special operations, such as assembling the reserve materials needed for the quarter. While nudging along all operations, Karen continued her exhausting schedule of training.

As an end result, I suspect that none of the Libraries' users suspected that they were dealing with a staff entirely under their probationary period. To the eye of the user, services were in place and operations were normal.

Hiring and training even one person can be taxing. To hire and train six, while maintaining quality services at one of the two service points open whenever the Library is open is truly exceptional. Karen's accomplishments suggest her nomination for excellence in public service, trainer/mentor of the year and supervisor of the year. But only the category of "extra mile" assembles recognition of the various skills Karen drew upon to move her unit through an extraordinarily trying time. Others, new and old, contributed to weathering the trial, but it was Karen's skill and leadership that brought the unit through.

Ian Thomas -  
*Science Reference*

Ian Thomas has gone beyond the requirements of his position and crossed trained to work the Science Library Circulation desk. He works the Circulation desk on a weekly basis so that all the members of the Science Circulation department can get away from the desk and have departmental meetings. Without Ian doing this we would not be able to meet as a department. This is the true meaning of cross training, when a staff member from one department is willing to spend the time and exert the effort to learn the work of another department so that the members of that department can do something that public service departments usually can not do, get away from the desk together to discuss and plan.

Tiffany Gordon  
Kelly Holt  
Christine Packwood  
John Prechtel  
Susan Tuggle  
Carol Wheeler -  
*Former Government*

Numerous events occurred during 1997 that made it an extremely challenging year for members of the Government Documents department.

The HVAC project quickly became "HAVOC" for the department. Early in 1997 Dr. Potter explained to the staff that in order to prepare for the HVAC renovations it would be necessary to move some

*Documents Department* departments or areas out of the Main Library and that Government Documents would be one of those to be moved either all or in part to an off-site location. After contemplating a move to a former gymnasium and a former grocery store, it was decided that the Repository would be the off-site location of choice. The documents staff was asked to create an overall plan that would include deciding what parts of the collections would remain in the building and how those collections and the reference area would be arranged, the packing up and moving of the designated documents, and the rearrangement of staff work areas. Ms. Wheeler, who was asked to coordinate the overall plan, and the others worked very hard to incorporate a variety of tasks into a workable plan. The Physical Plant expanded areas of the office and erected additional shelving in the Reference area while some documents were packed into boxes in the anticipation that the move would be imminent. Unfortunately that was not the case as further negotiations were necessary and the entire move was postponed from happening at the end of summer/beginning of fall 1997 to happening the summer of 1998. With plans in place, the staff is awaiting the BIG move which will require vast amounts of time and effort from everyone in the Library. Some duties had to slide during this period of planning but the staff did a good job of prioritizing and carrying out its essential responsibilities.

Other influences on the department were resignations, retirements, illnesses, and injuries. Two librarians were out at different times coping with health situations which meant that the other librarians had to assume the duties and responsibilities assigned to those positions to assure that the public and technical services procedures and responsibilities continued to function as effectively and efficiently as possible. In addition to the "normal" resignations, interviewing, and hiring that occurred during the year, a long time staff member retired and a new Associate University Librarian for Public Services was hired. Not all vacant positions that developed were filled. All of this has meant subtle and not so subtle changes in the department. During this time, all of the staff members have worked hard under adverse circumstances to continue with their primary duties and responsibilities as well as assume temporary assignments. Everyone needs to be commended for his/her hard work and devotion during this time.

Elizabeth Bently, Teresita Pages, and Joel Rudy are former documents staff members of the University of Georgia Libraries who need to be recognized for their participation in these activities.

Carol Bishop -  
*Circulation*

Carol had to take on the additional responsibilities of helping to plan, coordinate, and then oversee the Repository shift. She was able to

organize a student and staff workforce under short notice, to efficiently complete the shift so that HVAC construction could begin. In order to prepare the Repo. for this shift she even had to spend whole days out there to oversee moving efforts and coordinate the Physical Plant workers. During this move she continued her regular duties in her usual efficient, competent manner. Despite all of the extra responsibilities and stress, she was able to maintain a pleasant working environment for staff and students.

Circulation Shelving  
Department

The shelving department (staff and student assistants) should be recognized for the excellent work they did in completing and organizing the Repository shift. The shift was completed efficiently and smoothly despite outside problems. The shift took 3.5 months (1,270 hours) to complete. As a result of this shift the HVAC process was able to continue on schedule. In addition, the persons who worked on this shift received no extra pay or recognition for their extra efforts and work in a not so pleasant environment. Anyone who has ever seen the Repository can appreciate the magnitude of this project and appreciate the efforts that went into completing it.

## **Innovation in Operations or Services**

*Presented by*  
William Gray Potter

**Nominees**

William T. Murray -  
*Periodicals*

**Nomination Excerpt**

In March of 1997, Time became head of the Receiving Unit of Main Periodicals. In June, his unit was incorporated into a new section of the Periodicals Department called the "Main Periodicals Technical Processing Section." He was and is responsible for the checking in of the daily mail - periodicals and newspapers - and for the claiming or cost-inquiring of missing issues. His responsibilities include the hiring, training, and monitoring of (now two) full-time Library Assistant IIs and help from student assistants amounting to approximately 15 hours per week. His job is a mighty one, for consider that in Fiscal Year 1997, Main Periodicals received 80,560 and claimed 12,088 issues; and so far in Fiscal Year 1998, Main Periodicals has received 55,513 and claimed 7,091 issues. So the job is enormous in quantity.

Improvements in the efficiency and quality of such a job require thoughtfulness, dedication, open communication, and occasional risk-taking to experiment with untested methods of processing the work. In response to this burden, most of Tim's innovations revolve around the attempt to improve the state of workflow covered in his

responsibilities. As a consequence of his original thought and effort, the entire department has benefited in its mission to better serve the Library users. We receive incoming mail more quickly, accurately, and consistently; and we claim issues in a more effective manner than at any time in the past. These gains in productivity are largely due to Tim's efforts. The innovations he has developed include both finite projects and information-gathering as well as ongoing improvements in how we operate every day. Please consider three examples:

- Creation of a Receiving Statistics Log
- Creation of a detailed Procedures Manual
- Claim period adjustment project.

Chris Walsh -  
*Circulation*

Although Chris would be the first to tell you she had oodles of help getting Electronic Reserves going, she was the one who conceived the idea and got the ball rolling - and isn't that what innovation is all about? For the first time patrons are able to see what is in the Reserve Collection via the Internet. This is a service that has been needed for a long time and the public is truly grateful. Chris is also a realist. For Electronic Reserves to be useful it must be constantly maintained and she has taken steps to ensure that collection information is always current.

Chris is not just someone with good ideas, she is also creative when trying to realize those ideas and pragmatic when discussing the utility of them. She has the willingness to follow through and make sure that staff are able to complete their tasks more efficiently and effectively, revising initial procedures if necessary. She is also not afraid to say when something is not working or could work better. Before the first quarter of the electronic reserves pilot project ended, Chris was already hard at work designing a new approach - a database to give patrons and staff even more features and flexibility. She also has plans to provide reserve materials in electronic form - really innovative!! This is what has made her successful in her Circulation position and what has helped her solve some of the Libraries' Reserve Collection issues.

Stephen Marquardt -  
*Science Reference  
Services*

Stephen has developed Powerpoint demos for use by staff as part of orientation or for individual to use at their own pace. The LIBRIS/Pegasus mail tutorial that is now used by the Personnel Department as part of the new staff orientation. Stephen is thorough in the work he does and the demos are well thought out. This has greatly benefited many staff in the Libraries at all levels and across all departments.

Stephen has also worked with the Reference Department at Science to develop handouts to assist in the use of printing and downloading

material from our many resources. He also takes time to keep the Reference staff apprised of developments, reviewing new procedures, etc., and is always willing to help with a problem on a public terminal promptly.

## **Mentor/Trainer of the Year**

*Presented by  
Wendy L. Crist  
1998 ASSET Awards Committee*

### **Nominees**

Paula Moehle -  
*Cataloging*

### **Nomination Excerpt**

Paula's knowledge and willingness to give of her time that make her the valuable mentor that she is.

Paula catalogs a wide variety of formats, and this diverse work experience has furthered her understanding of the underlying philosophies of cataloging practices. Moreover, although Paula doesn't know all the answers, she knows where to go to find the answers. Paula doesn't believe that her education as a cataloger stopped when she earned her MLS. She is always working hard to become better at what she does. Perhaps because of this philosophy, she is most generous in assisting others to learn more about, and do better in, their own work.

Paula is patient as well as generous. Although cataloging can be a mentally taxing endeavor, requiring much concentration, Paula never is impatient with those who ask for her help. Because she understands why things are done a certain way, she is able to explain things clearly, and then rephrase her explanations until they make sense to her listener.

William T. Murray -  
*Periodicals*

Once again, Tim Murray has surpassed expectations and achieved outstanding results. This time as a mentor/trainer.

Tim became Head of the Main Periodicals Technical Processing Section's Receiving Unit as part of the Periodical Department's reorganization last year. His first task in his new position was to fill the vacant LAII receiving position. Tim hired Lisa Storey in July 1997 and promptly began an organized, systematic training program that included, for the first time ever, well documented written procedures.

Concurrent with training Lisa, Tim continued to work with new and returning Student Assistants. Tim approached the task of training

Student Assistants with the same thoroughness and commitment to achieving quality results that he demonstrated while training full-time staff.

In January 1998, Anna Durden joined the Department in a newly created Ordering Assistant position. While not part of the Receiving Unit, Anna needed to learn the receiving process. Tim accepted the responsibility of training Anna with the same thoroughness as if she were part of the Receiving Unit.

Tim approaches training with clear goals and objectives in mind. He is able to articulate these goals and objectives to the trainee. He helps new employees master skill one at a time, always building on previous knowledge. Tim recognized that people learn in different ways and he does not rely upon one single method. He provides a positive learning environment where questions are welcomed. He uses feedback from trainees to revise and improve training documentation. Most importantly, Tim achieves excellent results.

Lucy Rowland -  
*Science Collection and  
Branch*

Lucy is a very valuable resource for new librarians wanting to grow professionally. She willingly shares her experience and wisdom with those new to the profession, new to a large organization, or new to a national professional organization. She can recommend strategies for promotion and ways to best get involved in committees. In spite of her heavy workload she always seems to have an open door and is ready to give support and direction. It is because of these excellent mentoring characteristics that I nominate Lucy Rowland for Mentor/Trainer of the year.

I'm not sure how many of you are aware that although I've never seen her down here, Lucy Rowland was, in effect, the library administrator at Skidaway not only during the five months between Tom Turner's leaving and my arrival, but for the year or so after that, until I could get myself "up and running." And without her hours and hours and hours of patient and thorough mentoring, not to mention pep talks, I probably wouldn't have stayed long enough to reach the point at which I felt I could run things on my own.

I can't count the number of times I put down the telephone receiver after a talk with her, or finished reading an e-mail lesson from her, thinking "What would I ever do without Lucy Rowland?!" I have files full of her detailed instructions for administrative-level librarianship as it must be practiced at this branch - and how to survive as a solo librarian - and how and what to collect for the needs of this library. She also advised me on extra-library matters: everything from recommending professional organizations to join, to introductions to

experts at other universities. Lucy not only mentored me on the larger issues, but she followed through on countless case-specific questions I had, letting me know to whom she had spoken, what decision had been made about the case, and what my next steps in particular, might be.

It is astounding to think of the enormous amount of time she has devoted to this branch, considering the other activities she does for the good of the cause. If she attends to them all as diligently and effectively as she does those associated with the Skidaway Library, I'll imagine many others have been joining me in the thought, "What would we do without Lucy Rowland!?!"

Jacquie Houston -  
*Reference*

Jacquie excels at team leadership. She has a clear understanding of the unit's goals which she uses to lead people's efforts in the most productive way. She believes in allowing all levels of staff to participate in discussions about how tasks will be performed. She encourages open communication, not just about successes, but most especially about things that did not go right. She works with the differences among people, building on the strengths of the various people in her team. She uses humor liberally to soften the hard edges on people's personalities to get folks through tense moments, but then follows up with constructive suggestions for the future. Jacquie is an acute observer of work-flow and is quick to point out when old ways are no longer the best approach to solve current problems. She seeks participation to build consensus when she deems change is needed and thereby softens the impact of the change. Jacquie believes in her team and her confidence makes them strive to accomplish even more for the Libraries.

Pam Hackbart-Dean -  
*Richard B. Russell  
Library*

During her nine years of service, Pam Hackbart-Dean has made a strong contribution to the training and development of Russell Library staff, and through her professional activities she has willingly shared her knowledge and expertise with the broader community. She is very adept as an instructor and is especially conscientious in presenting to the department those trends and skills learned through her own continuing education and professional development.

Pam has developed a comprehensive set of procedural manuals for many departmental functions, and she regularly conducts in-service workshops in the care and handling of historical materials and in disaster preparedness and recovery. Often, these sessions have attracted staff from other departments.

This past year, Pam honed her instructional skills by teaching archival education workshops around the state. She helped develop the

curriculum for these workshops, which were sponsored by the Georgia Historical Society and the Society of Georgia Archivists. Most recently, professors from the University Anthropology department requested her assistance in providing basic archival workshops to prepare them and their students for working with historical materials and to provide professional guidance to the staff of Foxfire.

In summary, Pam Hackbart-Dean has consistently provided quality in service to training to Library personnel. She has certainly raised the level of knowledge and skills among the Russell Library staff and encouraged an environment that generates a desire to improve and to maintain high standards. Willingly sharing that expertise with the larger community, she has enhanced the service aspect of the Library's mission and earned the respect of their colleagues as a professional resource.

Marty Tanner Hughes -  
*Systems*

Although Marty's technical expertise is known to all, I think her skills as a trainer and mentor to those who call on her for help is often overlooked. A prime example of this is her work as the Libraries' Web coordinator and the guidance she has provided to those individuals assigned to construct a site for their department.

Her patience and thoughtfulness has been experienced by each of these individuals as she has met and worked with them one on one. Helping to transform their ideas into reality, she provides suggestions for how to do things better, make things clearer, and also takes the time to equip them with the skills they need to continue developing and refining these web pages on their own.

Additionally, Marty has also worked with a number of committees who either need her expertise for input into their decision-making process or actually want her help constructing informational sites for them. An example of the latter would be her work with the Faculty Handbook Committee. She is helping them realize their goal of putting the handbook on-line.

It is important that Marty be recognized not for her technical expertise, but for her willingness to share it. She needs to be recognized for the role she plays as trainer and mentor to the Libraries.

### **Rookie of the Year - Classified**

*Presented by*  
Mary L. Miller

**Nominees**

Nicole Jebbia-Mahan -  
*Circulation*

**Nomination Excerpt**

Nicole has only been a staff member for nine months, but her contributions have been tremendous. She has excellent inter-personal skills and is an excellent trainer. She pays close attention to detail as well.

Nathan Holt - *Science  
Circulation &  
Document Delivery*

Nathan Holt has contributed to Library operations in so many way in the year he has been here, that it is difficult to realize that he is eligible for "Rookie of the Year".

At the same time Nathan accepted his first position, split between Document Delivery and Circulation at Science, the head of the Document Delivery unit departed, leaving the unit with no experienced staff. Aware of the need for expertise, Nathan utilized every opportunity to learn, particularly making use of the student workers as sources of knowledge. Thanks to his very active participation in his own training, Nathan was quickly able to shoulder responsibilities far beyond those expected of employees in their first month of employment.

While still in his probationary period, Nathan was again tested when his supervisor was forced to go on extended leave. Nathan brought his full experience to bear, giving continuity to unit operations. Whenever his duties in Circulation allowed, one could be sure that Nathan would head to Document Delivery to offer his support where it was most needed. His skill in communicating with and directing student workers was notable.

When the Document Delivery Assistant position was made full-time, Nathan occupied it; Document Delivery's gain, Circulation's loss. Soon, however, the senior position of evening Circulation Supervisor came open. Even though Nathan had been on the staff a relatively short time, there was no question of his suitability for the position, given his skill at training and directing students. Simultaneous with assuming his new position, the Circulation unit suffered almost complete staff turnover. Nathan, now one of the old hands though just past his probationary period, once again worked beyond his job responsibilities to help keep the unit running.

It was during this stressful period that the Document Delivery unit again found itself short-handed for several weeks during the busy fall season. Nathan, although learning a new job and no longer working in Document, could be depended upon to check in on Document

Delivery when possible, providing whatever aid he could.

It is a tribute to Nathan's abilities that he has held three positions of increasing responsibility within the first seven months of his employment on the staff. He has arisen to every opportunity to use his broad knowledge of operations, his ability to learn, and his ability to direct and work with student workers to help see his department through one of its most difficult periods. An exceptional record for one who is still (according to the calendar, at least) a "rookie."

Andrea Dorsey -  
*Periodicals*

Andrea Dorsey joined the Libraries' staff as an LAII in the Main Binding Unit of the Periodicals Department in July 1997. Once on board she quickly learned the various procedures needed to process the wide variety of materials by the Main Binding Unit (e.g., periodicals, serials, paperbacks, music scores, theses/dissertations, Georgia Room materials, Main Reference materials, and government documents, etc.) Processing binding shipments, including adding and updating periodical holdings records in GALIN, requires a knowledge of both GALIN and ABLE, the binding database program. Andrea quickly learned to navigate both systems and understand the relationship between the records in both systems.

While Andrea can and does process all of the materials handled by the Main Binding Unit, her special area of responsibility is theses and dissertations. She prepares these materials for binding and for shipment to UMI for filming. Most importantly, she maintains accurate records of the entire process and answers the same question from many an anxious graduate student, "where is my thesis/dissertation?" Andrea answers these and all other questions with patience and tact.

Andrea's contributions to the Periodicals Department have extended well beyond her primary job responsibilities. She has taken advantage of learning opportunities and attended classes offered by the Training and Development Center, including Page Maker. Andrea helped design and implement the Periodicals Department Home Page and serves as its web editor.

The Libraries are fortunate to have a "rookie" staff member with such a demonstrated aptitude for and interest in learning and a commitment to doing the best job possible.

Lisa Storey -  
*Periodicals*

After less than a year in her present position, Lisa has accomplished more than any other rookie I've ever worked with. She learned the Serials Checking system so thoroughly that she can now not only spot problems with subscriptions but also suggest solutions using the

system. She has taken it upon herself to learn about things that she has received little training with, things that she perceives would help the patrons. For example, on her own time she will delve into the Census material in our area and use the experience of doing so to help patrons.

During the past few months, Lisa has been able to use her new knowledge to help with various projects that have gone on in her unit. She assisted in investigating problems with duplicate material. She quickly adapted to our “culture” and has been playing a strong role in supporting her coworkers. She has quickly learned how to “share the road” with her coworkers by helping them accomplish their priorities without losing sight of her own.

She is the most efficient worker that I have seen in years. When you give her a task, she does it quickly and accurately. Since I've been in periodicals, I've never seen such a quick learner and I've never seen anyone become as capable as Lisa has become in such a short period of time. Lisa is such a good learner that she is now relied upon to spot problems that many people with years of experience would miss.

Another reason why Lisa has become such an important asset to the department is her way of reasoning in depth. She not only puts two and two together, but she predicts the impact of events and changes upon seemingly unrelated aspects of work. If you think you have a solution to a problem and you want to test it out, give it to Lisa. She'll flesh it out.

Lastly, Lisa has great personal qualities that she shares with others. She's a caring and good person. She treats patrons, student workers, and coworkers with the same honest courtesy and pleasant demeanor. Having adapted to our Department so quickly, she readily shares those qualities with us and, frankly, makes all of us better off. She is a straight talker and will say what she means and what she thinks in a straightforward manner.

My experience with newcomers to our department in the past has been that it takes years for them to reach the level of security and confidence, knowledge and frankness that Lisa has reached in less than a year. In my book Lisa is really no rookie.

Jennifer Cwoik -  
*Cataloging*

In her first eight months as a Libraries employee, Jen Cwoik has made quite a contribution to Serials Cataloging, the Libraries, and beyond. She is a bright presence in the Section and demonstrates a fine ability to get along with all her coworkers. She has received training from several people, all of whom have noted her enthusiasm to learn. By

the end of her second week, Jen had eliminated the backlog of new serial title cataloging left over from her predecessor and had also caught up with processing of super-session added volumes destined for various reference collections. By her second month, her noteworthy diligence enabled her to march well beyond the work traditionally accomplished by her position.

Her willingness and aptitude led to her becoming the first Serials Cataloging Assistant to learn basic series check procedures. As a valuable back-up to the Department's sometimes overwhelming series authority work, she has filled in for another full-time employee who needed to be away for most of a quarter.

Jen is performing a valuable service to the Libraries staff and patrons by adding Internet addresses to bibliographic records, noting the locations of full-text electronic versions of periodicals. If people cannot find a current issue of a periodical on the shelf, the cataloging record now tells them they have a second chance to find the needed article online. Jen has so far added one or more 856 fields to over 250 different cataloging records.

Jen has been the mainstay of a UGA project to add literary-author classification numbers to name authority records. This expedites the work of catalogers everywhere, and it lets other library staff and patrons know where to browse the shelf (or an online shelflist) for works by and about a given author. Library of Congress has stated that when a work of belles lettres is receiving minimal-level cataloging, the cataloging record will receive a "real" call number versus a mere accession number if LC finds this number in the authority record, much to the benefit of copy cataloging operations everywhere. Jen has completed approximately 700 of these revisions to the authority file, enabling the Department to break the full fiscal-year record for overall NACO contributions by the end of December!

*Jill Severn - Richard B. Russell Library*

Jill Severn has performed an excellent job this past year as the assistant processing archivist. She has consistently accepted additional responsibilities like fabricating exhibits, working on the Russell Guide project and teaching basic care and handling of materials workshops for students, with a cooperative attitude. Jill has made very positive contributions for daily work and long-range planning in the library. Over the past year, I have watched Jill's growth in the knowledge and practical experience of archival practice. She has become an active member in SRG and the Society of Georgia Archivists. With her job and professional activities, Jill has successfully promoted cooperation between co-workers, departments and other institutions. She has demonstrated hard work and dedication

and certainly earned the respect of her students, colleagues and co-workers within the Library and the University community. This progress will only continue and I believe will only lead to a promising future in the library and her profession.

Jean Cleveland -  
*Administration*

Jean Cleveland has been an excellent addition to the UGA Libraries staff. The Library has enjoyed a long association with Jean through her coverage of Library activities for University Communications. Beginning in the summer of 1997, the Library has had the benefit of her nearly undivided attention. As the Library's communication officer, Jean has fostered communication within the Library and between the Library and the campus and the general public. Through articles in *Columns*, the University's main intra-campus publication, and through articles prepared for release to the media outlets such as *the Red and Black*, the *Atlanta Journal-Constitution*, and the *Associated Press Wire Service*, Cleveland has publicized effectively the programs, initiatives, and collections of the UGA Libraries. She has been able to accomplish this daunting task in large part because of her excellent communication skills and her good natured personality. In our interactions with her we find her to be one of the most charming and entertaining individuals with whom we have had the opportunity to work. She is flexible in her outlook. She accepts editing comments with grace and offers constructive criticism with candor and respect. She meets deadlines regularly and only grimaces a bit when departments are slow in turning around information she needs to do her job. Jean Cleveland embodies the intent of her job as Communications Officer, and the Library is quite lucky to have her.

Traci Drummond -  
*Government Documents*

Traci Drummond has been a terrific "rookie" in the Government Documents Department. She joined the department ten days before the retirement of the Processing Supervisor. In spite of the confusion surrounding that change, Traci dug right in and began learning how to do her job. Since she began as the U.S. Documents Receiver, she has organized and managed the workflow so that she has never had a backlog of documents. Her efficient and accurate processing helps the Libraries provide access to U.S. government information, an important responsibility of the Regional Depository for U.S. documents in the state of Georgia.

In addition to her regular duties, Traci has enthusiastically taken on special projects and additional responsibilities. She now has lots of experience fixing classification problems originating at the U.S. Government Printing Office in Washington, D.C. She has also brought her own special flair to her adjunct duties as the department's Social Coordinator!

Being able to count on Traci to do a good job has been a tremendous help at a time of significant staff turnover and reorganization in Government Documents. Even as her supervisors have changed, her enthusiasm and sense of humor have never faltered. Her positive attitude will be a tremendous asset as HVAC reigns on the 2nd floor and as we move ahead with automating the processing of government documents. Let's hope, after those two adventures, she STILL wants to pursue a graduate degree in librarianship in another year or so!

## **Rookie of the Year - Contract**

*Presented by  
Paula E. Moehle  
1998 ASSET Awards Committee*

### **Nominees**

Beth Bensman -  
*Richard B. Russell  
Library*

### **Nomination Excerpt**

Beth Bensman joined the Russell Library staff in April 1997. She quickly took the reins with a position that required initiative, innovation, and vision. Her knowledge and skills have provided insights and expertise as she has approached a variety of tasks in establishing automated access to Russell Library collection.

Beth's first project was to fulfill the department's commitment to the Solinet Monticello Project. She completed the promised two finding aids in SGML-EAD for the metadatabase and quickly provided another two. She also marked up additional finding aids in SGML-EAD in preparation for a project she pursued to provide key word searching of these guides through the Internet and through GALILEO, a project coordinated with LAG. In evaluating the continued use of Minaret software, Beth thoroughly investigated its updated version and its use at other institutions and proceeded to develop a plan for the department's collection database. Beth then designed a scanning/digitizing project for the Baldy cartoons which she coordinated with CHIPS, LAG, Cataloging, and the Russell's processing unit. Additionally, she completely revamped the Russell Library web page and worked with the processing archivist to catalog nearly 1000 editorial cartoons in MARC format.

Beth also participated in the planning to the Russell 100th program, processed a small collection, contributed to the Russell guide, and fabricated a small exhibit, among a few other duties as assigned - not to mention participating in professional activities such as holding office in the Society of Georgia Archivists and presenting papers.

Beth Bensman has generously shared her knowledge with co-workers in the department and outside. She has an impressive ability to translate clearly technological applications and to teach mark-up language and electronic descriptive standards. Approaching her work in a very positive manner, Beth has affirmed that the Russell Library vision for automated access can be accomplished (the department can actually do more), and she has offered encouragement that the department can develop the necessary programs easily with the appropriate systems support. Her enthusiasm has engendered the same in the department.

## **Supervisor of the Year**

*Presented by  
Susan C. Curtis  
1998 ASSET Awards Committee*

### **Nominees**

Carol Bishop -  
*Circulation*

### **Nomination Excerpt**

Carol Bishop is an excellent supervisor. In the time she has been employed as head of Shelving, she has completely turned the department around. When she arrived, there were numerous problems in the department, ie. - disorganization, overflow shelving, full sorting shelves, etc. Carol was able to completely turn thing around. Books get shelved in a timely manner, sorting shelves are rarely (if ever) full, and she has started a shelf-reading program where student workers check call numbers in the stacks to make sure books stay in their proper order. Carol has also supervised the entire shifting project out at the Repository (which is no small feat). In spite of all the problems that arose along the way, Carol was able to come up with creative solutions to finish the tasks at hand.

In addition, she is a great boss to work for. She has been strict enforcing the rules which keep things organized, but also kind and understanding when there are problems. She definitely goes well above and beyond the call of duty. Without a doubt, she has contributed a great deal to both this department and the Library.

Wilson Page - *Records  
Management*

I have thoroughly enjoyed working for Wilson. He gives me complete freedom and independence to do my job, yet he is immediately available for help and support. He gives me good feedback as to how I am doing and offers good suggestions as to how I might do things better.

Wilson keeps me very well informed of what is going on related to the Records Management department and UGA at large.

Whenever I need something to do my job better, Wilson is quick to get it for me. For example, we decided we needed a more efficient back up system for our database, and put in a request for a zip disk drive. Wilson expedited the request very quickly because he knew how beneficial it was to the department. We received the disk drive within a few weeks and it has been very useful.

Wilson is very supportive when I want to attend classes or meetings that will benefit my job. He frequently brings classes and meetings to my attention and encourages me to go to them.

Wilson creates a very pleasant work environment.

Richard Shedenhelm -  
*Periodicals*

For the past year, Richard has been supervising the Technical Services/Processing Unit of the Periodicals department, including both full time and student employees. Since then, he has been responsible for much of the reorganizing of the unit. Under his supervision, the unit has been able to define and resolve work-flow issues and procedures. He has been instrumental in creating and organizing the informational databases, manuals, and procedure documents that the staff in the unit use to do their work and to help patrons and other staff. His high level of communication with all of the employees he works with has greatly enhanced the ability of the unit to perform its mission. In evaluating and supervising his employees, he has proven fair and in being their advocate he has been stalwart.

Any job is made more rewarding when you do it well, and Richard makes good use of the people in his unit by giving them the support they need to do their jobs well, whatever the task might be. He provides logistical support, administrative support, and moral support as well. He treats all of his staff, students and full time staff alike, with a high level of respect for their talents and for their personalities; he is adept at identifying skills that people have and encouraging them to apply those skills in way that are beneficial to the Library. In this way he expects more from his staff and gleans much from them. Much of the success of his unit stems from his ability to supervise both the people and the work. Balancing the needs of the two in a realistic and noncomplacent way is one of his fortes.

One of the most refreshing things about Richard is that he is not a slave to the status quo. And while he is respectful of other people's responsibilities, he does not thoughtlessly veto their ideas that expand the duties of our unit. In other words, he doesn't say "This is not our job," but, rather, studies the idea and asks, "Can we do this, too?" This makes working with Richard very rewarding because he is

willing to try things experimentally and he encourages his staff to do so as well. When things don't work out, he doesn't say, "Oh well, it wasn't meant to be," but, rather, says "Would a different approach succeed?" He is consistently open about ideas and problems.

In conclusion, please recognize Richard Shedenhelm as Supervisor of the Year. I have personally worked with more supervisors than I could shake a stick at during my tenure at the Library. In the top five list of best supervisors that I have worked with, Richard is #1. I value him as a supervisor, and I believe, especially over the past year since becoming supervisor of our section, he has really proven his worth.



## UNIVERSITY LIBRARIAN'S AWARD FOR OUTSTANDING SERVICE TO THE LIBRARIES

*Presented by  
William Gray Potter  
University Librarian*

Awarded for consistent performance at the highest level in regard to dedication to the job which includes frequent and positive committee and group interaction, service to the public, contributions to the Libraries, and service within the larger context of the University and/or the community that reflects positively upon the Libraries. The recipient must have shown outstanding knowledge of job responsibilities as well as consistent and long standing dedication to the mission of the Libraries and must be held in high esteem by his or her colleagues.



### Past ASSET Award Recipients

1992 ASSET Awards Program May 20, 1992  
1993 ASSET Awards Program May 12, 1995  
1994 ASSET Awards Program May 11, 1994  
1995 ASSET Awards Program May 24, 1995  
1996 ASSET Awards Program May 22, 1996  
1997 ASSET Awards Program May 29, 1997

#### **Best Committee or Group Collaboration**

##### **1992 Preservation Planning Program Study Team.**

Nan McMurry, chair, Tom Camden, Bob Henneberger, Susan Morris, Lucy Rowland and Sheryl Vogt.

##### **1993 Faculty Hiring Practices Committee**

Ann Hope, chair, Arnold Balk, Angela Dixon, Judy Kelly, Florence King, Nan McMurry, Johnnie Sutherland, Nancy Van Cleve, Carol Wheeler

**1994 GALIN Serials Check-In Committee**

Bill Clayton, Chair, Sheri Bracewell, James Garner, Brian Lee, Helen Wilkes, Renee Blakey, Paul Van Wicklen, Susan Field, Tere Pages

**1995 Merit Review Committee**

Florence King, Chair, Clarie Colombo, Lauren Fancher, Ann Hope, Molly Howard, Neil Hughes, Kay Nagel, Diane Roberts, Lucy Rowland

**1996 GALILEO Programming Group**

Brad Baxter, Sheri Bracewell, Denise Glasscock, Darren Griffis

**1997** No nominees

**Innovation in Departmental or Divisional Operations**

**1992** Helen Wilkes

**1993** Bill Loughner

**1994** Steven Kirby

**1995** Disaster Policy Manual for Hargrett and Russell Library  
Pam Hackbart-Dean, chair, Chuck Barber, Linda Aaron

**1996** Tim Murray and Richard Shedenhelm

**1997** No nominees

**Extra Mile/Above and Beyond**

**1992** Phyllis McLanahan

**1993** Category changed to include one per division.

**Extra Mile/Above and Beyond /Administrative Services**

**1993** Bob Trotter

**1994** Mona Washburn

**1995** Eric Matthews

**1996** Guynelle McElroy

**1997** William R. Clayton

**Extra Mile/Above and Beyond/Branches**

**1993** Cynthia Flack

**1994** Elizabeth Bloemer

**1995** Robert Willis

**1996** Lauren Fancher

**1997** W. Stephen Marquardt

**Extra Mile/Above and Beyond/Collection Development**

**1993** Mary Ellen Brooks

**1994** Gloria Kiser

**1995** Bill Coscarelli

**1996** Nelson Morgan

**1997** Nan M. McMurry

**Extra Mile/Above and Beyond/Public Services**

**1993** Daron Mitchell

**1994 Interlibrary Loan Department**

Susan Morris, Head, Virginia Feher, Cindy Flom, Donna Dorsey, Genevieve Esquivie-Smith, Annette Wiggs, Ted Willi, and Jay Wilbanks

**1995** John Prechtel

**1996** Susan Tuggle

**1997** Cindy L. Flom

**Extra Mile/Above and Beyond/Technical Services**

**1993** Tim Murray

**1994** Bob Henneberger and Bob Kobres

**1995** Renee Blakey

**1996** Irene Seagraves

**1997** Donna B. Askren

**Excellence in Service to the Public**

**1992** Marie Ellis

**1993** Did not have category

**1994** Marie Ellis

**1995** Carol Wheeler

**1996** Susan Curtis and Judy Kelly

**1997** Nelson W. Morgan

**Excellence in Technical Expertise**

**1992** Marty Tanner Hughes

**1993** Did not have category

**1994** Helen Wilkes

**1995** Betty Fox

**1996** Renee Blakey

**1997** Donna B. Askren

**Rookie of the Year**

**1992** John Wilcox/contract

Carrie Sullins/classified

**1993** John Prechtel/contract

Martha Rapp/classified

**1994** Debbie McAnallen/contract

Linda Sequin/classified

**1995** Li Yan/contract

Laura Pelletier/classified

**1996** Bucilla Hawks-Bradley/contract

Heather Howard/classified

**1997** Paula E. Moehle/contract

Milton L. Johnson/classified

**Trainer of the Year**

**1992** Julia Vereen

- 1993** John McDuffie
- 1994** Jacquie Houston
- 1995** Richard Shedenhelm
- 1996** Greg Kelso
- 1997** Wendy L. Crist

**Supervisor of the Year**

- 1992** Neil Hughes
- 1993** Susan Landrum
- 1994** Claire Colombo
- 1995** Danny Bridges
- 1996** Becky Wortham
- 1997** Susan C. Curtis

**Library School Scholarship/Recognition**

- 1992** Rene Shoemaker and Laura Greene
- 1993** Bucilla Hawks-Wallace and Claire Oslund
- 1994** Sarah Lockmiller, Nelson Morgan, and Anna Hulseberg
- 1996** Nicholas Graham, Sarah Lockmiller, Nelson Morgan

**Directors' Award for Outstanding Contributions to the Libraries**

- 1992** Bill Clayton and Fred Wendt
- 1993** Mary Ellen Brooks
- 1994** **Repository Implementation Team**  
Claire A. Colombo, Ann J. Hope, Steven A Brown
- 1995** Laura Burress
- 1996** Florence King
- 1997** **Georgia Documents Scanning Project**  
Susan S. Tuggle, Bradley A. Baxter, Robert E. Henneberger, Lanelle W. Keyes