



LOUISIANA TECH
UNIVERSITY

PRESCOTT MEMORIAL LIBRARY

Dear University Senate:

I am honored and blessed to be considered for the University Senate Loyalty Award. My years at Louisiana Tech University have been a pleasure. I came to Louisiana Tech in 1997 and graduated in 2002 and have never left this place. It has been like a 2nd home since I first walked onto campus and still do to this day as a staff member. Currently, I'm the IT Coordinator for the Library and help out in other area on campus too. For example, I work on all the computers and printers in the library. In addition, if something happens with the 24 hour lab on campus or any of the other 7 remote print stations on campus, I'm the first to contact to get it fixed. Also, for the past 7 years I work with Tech Athletics in doing the Instant Replay during all Basketball and Football games.

Working at Louisiana Tech has provided me with opportunities that wouldn't occur that often at any other place. I have been provided to work with some of the best people anywhere.

I hope to work many more years with the University and continue helping faculty, staff and students. Thank you for this nomination, this really means a lot to me.

Will Lancaster
Information Technology Coordinator
Computing Center
Louisiana Tech University



LOUISIANA TECH UNIVERSITY

PRESCOTT MEMORIAL LIBRARY

Members of Awards Subcommittee
University Senate
Louisiana Tech University

Dear Members:

It is my honor and pleasure to write a letter in support of Will Lancaster for the Faculty Senate Loyalty Award. Will is absolutely the definition of this award as it is described. He has worked for a number of years as IT Head in Prescott Memorial Library and now holds the title "Information Technology Coordinator." However, Will now wears many other hats. He is probably one of the *busiest* people on the campus. He is constantly in demand and pulled in a hundred different directions at once. Will oversees the operation and maintenance of 85 computers and more than 20 printers. Among his *many* duties, he assists with reference computer problems, printer issues, inconsistencies within the databases and catalogs, setting up the electronic classroom for workshops and class presentations, and aiding students with laptops and wi-fi connections. He now also helps to supervise the Campus 24-hour Lab in the Student Center, but because he is so likable and cooperative, he receives many requests from others around campus to assist them when problems are encountered. He receives calls and texts frequently throughout the day and he unfailingly tries to assist because he believes that service to the University is important. I would be surprised if most of the members of the committee, as well as the Senate as a whole have not had some interaction with Will in some capacity. Will is "on call" for the Library practically every hour that the Library is open, including nights and week-ends: he *never* complains. If he cannot talk the Library personnel on duty through the problem, he will leave his family and come to the Library to help us maintain service to students and faculty. He *does not* consider that his job is ended when he walks out of the building.

Will's primary desire is *service* to Louisiana Tech University and its students and faculty. He is always cordial and helpful to any student, faculty member or community member who comes into the Library. He never makes anyone feel that a question is insignificant or "stupid." Student library patrons and our Library student workers love Will and feel very comfortable around him. His attitude is one that you would hope to find in every department on campus, but, sadly, do not. Frankly, we need more Will Lancasters at this University.

Will is loyal Tech through and through. As if he were not busy enough, he chooses to work for home football and basketball games doing "instant replay". As with his other duties, he is dependable and loyal to Tech.

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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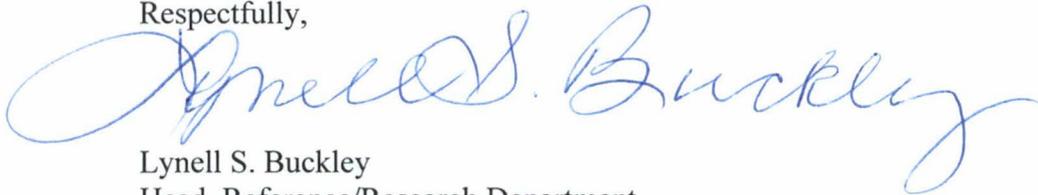
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No one better epitomizes the criteria for this award than Will Lancaster. As Head of the Reference Department in the Library, I have worked with Will during his entire career at Tech.

There have been times when this department literally could not have functioned had it not been for Will's dedication to maintain services.

I find that it is difficult to convey to the committee just how important Will is to the Library and to the University. Please strongly consider giving this honor to Will Lancaster. He certainly deserves it.

Respectfully,



Lynell S. Buckley
Head, Reference/Research Department
Education Liaison
Prescott Memorial Library
Louisiana Tech University



LOUISIANA TECH
UNIVERSITY

PRESCOTT MEMORIAL LIBRARY

University Senate
Louisiana Tech University
Ruston, LA 71272

University Senate Members:

It is with great pleasure that I recommend **Will Lancaster** for the **Loyalty Award**. Will has worked in Prescott Library since July of 2002 and is a valuable and active member of the library, the university and the community. Will is a professional in all of his activities, providing a level of work that is always superior in quality and quantity.

Will is constantly going above and beyond in providing services to the patrons and to the library staff. He is always willing to help out in fixing equipment, solving electronic issues, or identifying and helping out where there is a need. He is available via text messages to assist with issues in the evening or on weekends – at times he even makes a trip into the library to work on a more challenging problem. Will works extremely well with the library patrons and will sit with an individual to assist them as they work their way through a computer issues or database problem.

In February of 2017, Will's position was transferred to the Computer Center, with responsibilities in both the Computer Center and Prescott Library. Often times, Will is "on-call" for problems or issues occurring in the computer lab in the Student Center. He *always* has a positive and helpful attitude even though his job can be very demanding at times.

Involvement in the campus and local community is important to Will. He is frequently volunteering at local and community events. His assistance at university ball games has been a great asset for the university.

I have no reservations in recommending Will Lancaster for the Loyalty Award. Please let me know if I can be of further help in your decision process.

Sincerely,

Rita Franks
Executive Director of Libraries
Louisiana Tech University
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LOUISIANA TECH UNIVERSITY

PRESCOTT MEMORIAL LIBRARY
Members of Awards Subcommittee
University Senate
Louisiana Tech University

Dear Members:

Without exception, every day at Prescott Library begins like this:

- Is Will here yet? Yes, but he is in a meeting in the Computing Center.
- Has anybody seen Will? He was on 3rd floor, but I think he is on his way to help in the Technology Lab.
- I really need Will to check my computer; there is a message on my screen that I have never seen before.
- When you see Will, please tell him that I need him now. One of the computers in Archives crashed; I think he's on 4th.
- The printers are down, and a line of students is getting anxious about getting their assignments in on time. Great, I see Will.
- The toner cartridge needs replacing; do we have another one? Where is it? Get Will.
- Will, I can't find the WORD document that I spent all afternoon working on. Did I do something wrong?
- Will, the Lab printers are down, and everybody is coming here.
- There is a security alert on my screen, and I need Will to check it for me. Thanks, Will.
- Do you know where Will is? I have an English 102 class on the way, and I can't get the classroom computers up to show them the literature databases. Thank goodness he just got back from his meeting.
- The remote printer on 10th floor isn't accepting print jobs; Will, can you check it?
- The system is down...Will????
- Will, there is a gentleman here that is a member of the Alumni Association. He lives and works in town but has no access to the databases. He really needs an article printed out. Can we help him?
- Will, I'm at work; I'm proctoring a timed test for a student, and the program closed. We can't get back to the test. What can I do? Will's reply: give me 5 minutes and I will be there.
- Will, I still can't remember how to ...

As indicated in the remarks above, Will is an extremely valuable member of the Library staff. His IT expertise is in demand all day, every day. Will is knowledgeable, dependable, consistent and unfailingly polite. He always goes the extra mile to keep the computers and printers working and to assist faculty, staff and students. I don't know how he remains so patient while explaining the intricacies of the printers or computer programs, yet again, to a confirmed Luddite.

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Will's work ethic is remarkable. He is pulled in so many directions, I don't know how he is able to accomplish so many tasks in the allotted time. I do know that he is often on campus hours beyond the normal work day. All of this is done without complaint and with good humor. Prescott Library could not function without him and all of his skills.

Will is "Loyal Blue" to his core, as evidenced by his dedication and involvement in Tech sports. He provides instant replay segments for the Bulldog home football and basketball games.

In the purpose and criteria listed for this award, Will exemplifies all of those qualities and more. He is so deserving of this honor, and I hope he will be considered and rewarded for his outstanding contribution to Louisiana Tech University.

Respectfully,



Sue McFadden
Business Liaison Librarian
Prescott Memorial Library
Louisiana Tech University