



LOUISIANA TECH UNIVERSITY

PRESCOTT MEMORIAL LIBRARY

April 25, 2019

Dear University Senate Members,

I am honored and blessed to be considered for the 2019 Outstanding Service Award. My years as a student and as an employee at Louisiana Tech University have been a pleasure. 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 am the IT Coordinator for the Library and help other areas 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 12 remote print stations on campus, I am the first to contact to get it fixed. In addition, for the past 8 years I work with Louisiana Tech Athletics in the doing the Instant Replay during all the Basketball and Football games.

Working at Louisiana Tech has provided me with opportunities that would not 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®

INFRASTRUCTURE & IT

April 18, 2019

RE: Will Lancaster-Nominee for Outstanding Service Award

Dear University Senate Members,

I am honored to provide support for Mr. Will Lancaster's nomination for the Outstanding Service Award. Mr. Lancaster is an exceptional worker and performs all functions for IT and the Library without complaint. He coordinates remote printing for the entire campus as one of his functions and works well with everyone.

In addition to performing his job at an exemplary level, Mr. Lancaster is always helping others. He assists students in the Library lab, but also assists in the 10th floor areas that is not part of his duties.

Lastly, Mr. Lancaster is treats all faculty, staff and students with respect. I have never had one complaint on him. I hope that you will consider awarding Mr. Lancaster this award.

Sincerely,

Mark Shoemaker



MARK SHOEMAKER

MCSA, MCSE

*Assistant Director of Infrastructure and
Information Technology
Special IT Projects Coordinator
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 Outstanding Service Award. 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 over 150 computers and 30 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 problem are encountered. He receives calls and texts frequently throughout the day and 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 "on call" for the Library practically every hour that the Library is open, including nights and weekend: 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 of 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 though and through and even has a La Tech tattoo on him for goodness sake. 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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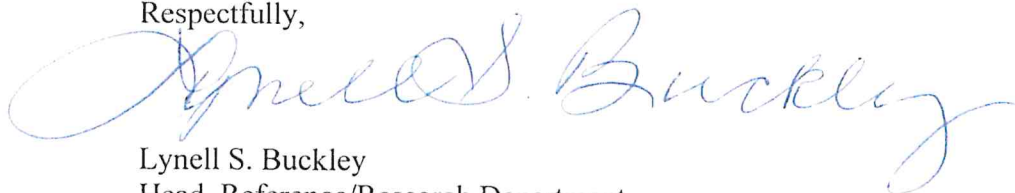
AN EQUAL OPPORTUNITY UNIVERSITY

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



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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,



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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.

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 Outstanding Service, 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