



LOUISIANA TECH UNIVERSITY

PRESCOTT MEMORIAL LIBRARY

April 25, 2019

Dear University Senate Members,

I am extremely honored to be chosen as one of the nominees for the 2019 Student Outreach Award. I have been an employee of Louisiana Tech University for the past sixteen years. For the past two years, I have worked with both the Computing Center and Library in IT.

I work daily with students, faculty & staff troubleshooting issues in a timely manner. With my job, it allows me to daily interact with student instead of by phone all the time. I believe it puts others at ease and know that someone is willing to help them out face to face. I do whatever is needed to get the job done and in some cases, I will bring my kids with me over the weekend to fix an issue that cannot be done over the phone or computer.

In summary, I feel that student satisfaction is top priority and I take great pride working for Louisiana Tech University! Thank you for considering me for the Student Outreach Award!

Sincerely,

Will Lancaster
Louisiana Tech University
Computing Center
Information Technology Coordinator



LOUISIANA TECH UNIVERSITY

PRESCOTT MEMORIAL LIBRARY

April 24, 2019

Dear Members of the University Senate:

I would like to recommend Will Lancaster for the 2019 Student Outreach Award. Will is an outstanding worker and always exceeds expectations. This year has been specifically hard for everyone on Staff in the Library, but Will has handled the hardships we have faced - while also handling personal hardships - with a quiet strength and resolve. Will is always willing to help and work toward solving IT issues that affect the University as a whole. Moreover, Will has helped in other ways as well, and that is because he genuinely likes to help those around him. I believe Will is especially qualified to receive the Student Outreach Award this year because he strives to always do his best, whether that is helping students with questions, assisting other departments with tasks, or working to keep good connectivity to the Wi-Fi and research databases, among many other things.

While Will works in the Library, he also works under the Administration of the Computing Center and is often working in other areas and departments of the campus to ensure quality service is available to our students and faculty/staff. Will's dedication to this University and the student body is unsurpassed. At times when the Library's databases or the Wi-Fi has stopped working, he has come to work after hours to fix the issues. Will has also worked extended hours in the Library during finals week to allow the Library to stay open for the students. Will Lancaster embodies the Tech Tenets of Respect and Leadership in all that he does here at Louisiana Tech University.

Furthermore, Will helps even when a task is not in his job description. He has personally helped me with obtaining quotes for equipment and making purchases for the Library. Nothing is too big or too small of a task for Will. He genuinely enjoys helping others and working to make certain this University has what it needs to the best of his ability. I am certain there is no one more qualified than Will Lancaster to receive this award. His leadership - even in the face of hardships - and his respect for the students, faculty/staff, as well as the University and its mission are to be praised.

Thank you for your time,

Laura Sandifer
Prescott Memorial Library
Administrative Assistant 4



LOUISIANA TECH UNIVERSITY

PRESCOTT MEMORIAL LIBRARY

April 30, 2019

Selection Committee
Student Outreach Award
Louisiana Tech University

Dear Committee Members:

It is an honor to write a letter of recommendation for Will Lancaster in support of his nomination for the Student Outreach Award.

His position as Information Technology Specialist is a critical position for a university library, requiring technical competency, a solid work ethic, flexibility and excellent communication skills.

I have had the privilege of working with Mr. Lancaster, a graduate of Louisiana Tech University, for over twenty years as he worked his way up from student assistant to staff member to the position of Information Technology Specialist.

I have observed his interaction with students most recently in his position as Information Technology Specialist. It is obvious that he sees his position not just as a job but as a mission that he carries out with dedication and enthusiasm.

He is genuinely student-centered and takes both personal and professional satisfaction in his interaction with students. He is the important connection between the constantly changing world of technology and the library patron looking for information and doing research.

Mr. Lancaster's interaction with students outside the scope of his daily work has included being an advisor to a fraternity for nine years.

The crucial position of a library Information Technology Specialist not only requires being a step ahead of changes in technology, but also a commitment to serve students and make certain they have access to the on-line information they need and have access to the IT person for assistance.

Mr. Lancaster's dedication to the students at Louisiana Tech University is extremely valuable to the integrity of the university and he has my highest recommendation for the Student Outreach Award.

If you have any questions, please contact me at (318) 257-3555.

Respectfully,

Bob Woody
Circulation Specialist 3
Prescott Memorial Library

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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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,



LOUISIANA TECH UNIVERSITY

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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 the Student Outreach 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 faculty and students.

Respectfully,

Sue McFadden
Business Liaison Librarian
Prescott Memorial Library
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 Student Outreach 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 through 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.

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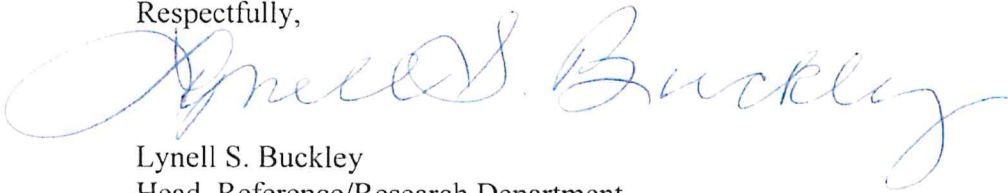
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No one better epitomizes the criteria for this award than Will Lancaster. As Head of the Reference Department in the Library, I have worked with Will during his entire career at Tech.

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,

A handwritten signature in blue ink, reading "Lynell S. Buckley". The signature is fluid and cursive, with the first name "Lynell" and last name "Buckley" clearly legible. The middle initial "S." is smaller and less distinct.

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