

Bob D. Woody

I am the Circulation Specialist (Library Specialist 3) at Prescott Memorial Library, entering my twenty-sixth year as a staff member in the library, a vital component of the university community.

My duties are varied as I oversee everything related to Circulation which includes dealing with patrons regarding overdue books and lost books and patrons who have never used the library and cannot find the material they need. I see myself as a kind of problem solver, and that is very rewarding.

I enjoy helping patrons find books (not everyone knows the Library of Congress System) and directing patrons to the staff member they need if Circulation is not the department they require.

My duties include training and supervising a dozen Student Assistants and making sure that five floors of books (about 500,000) are in place and orderly. Circulation is a busy department, usually the first service point in the library that patrons approach, whether or not the Circulation Department is the one they need. The Student Assistants in the department and I strive to provide courteous service and be sure that patrons leave the building with a good feeling about their dealings with the library.

I do receive a lot of personal and professional satisfaction in my interaction with library patrons and perhaps I played some small part in their higher education journey.

Bob D Woody

April 30, 2020



LOUISIANA TECH
UNIVERSITY

PRESCOTT MEMORIAL LIBRARY

May 1, 2020

Members of Awards Subcommittee
University Senate
Louisiana Tech University

Dear Members:

Please consider this letter a recommendation in support of Bob Woody's nomination for the Student Outreach Award.

I have known and worked with Bob Woody since he began working at Prescott Library in March 1995. In his position in the Access Services Department, Bob's responsibilities include maintaining the Library's physical and electronic reserve material, keeping records and preparing reports which identify current and future reserve usage, and stack maintenance which insures that reshelving materials is done quickly and correctly.

The Access Services Department is a highly service-oriented area. The staff members are readily visible as students and faculty enter the building, and Bob is often the first person to interact with the public. Bob is unfailingly polite and projects a friendly and helpful demeanor to our patrons.

The Reference Department is adjacent to the Access Services Department on the main floor of the library, and I often hear conversations that Bob has with students and faculty. When dealing with fines or charges for overdue or damaged library materials, a certain degree of tact is necessary. Bob is careful to explain library policies and procedures in a way that is not argumentative or condescending to the patron. Bob has a unique sense of humor, which he often uses to put people at ease in situations that could become difficult or escalate into a problem.

As a member of the Access Services Department, Bob is *not* responsible for giving reference assistance or dealing with printer or computer issues. He is, however, always ready to call or refer a patron to the appropriate librarian or staff member to handle the question.

As a testament to Bob's loyalty to the Library and to the students and faculty of Louisiana Tech University, it should be mentioned that he has continued to come into work daily throughout the covid-19 crisis. He did have the choice of working from home, but chose instead to make himself available in order to check out laptops and webcams to our patrons.

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

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Bob certainly exemplifies all of the qualities that this award was created to acknowledge. He is truly deserving of it, and I hope that he will be considered and rewarded for his outstanding contribution to Louisiana Tech University.

Respectfully,



Sue McFadden
Interim Library Director
Business Liaison Librarian
Prescott Memorial Library
Louisiana Tech University

From: Foster, Regina
Date: May 1, 2020
To: Alicia Kimball
Subject: Student Outreach Award

Greetings,

I am the Library Specialist Supervisor in Access Services at the Library. I am deeply honored to write this letter of support of Bob Woody for Student Outreach Award. I have known Bob for 20 years and can attest that he has distinguished himself in his professional career. He is a Library Specialist in Access Services.

His main duties are to make Reserves materials available to students at the Faculty member's request and performing various tasks for circulating numerous types of materials. In addition, Bob has demonstrated excellent skills with our patrons. He is always willing to help other library staff. He has performed cataloging duties for another library department.

He has voluntarily shown students to nearby buildings. I always defer to him when we receive a phone call about driving directions to another building, our library, or other places in Ruston.

He along with a few others are keeping a section of the library open to students while most departments are closed due to Covid-19 and the stay at home order.

Bob is a member of the Building and Safety Committees for the library.

We appreciate his valuable work ethic.

Sincerely,

Regina Foster

To: University Senate

From: Will Lancaster, IT Coordinator for Computing Center

Re: Bob Woody, Student Outreach Award-Classified Award

It is my pleasure that I write a letter in support of the nomination of Bob Woody for the University Senate Student Outreach Award. I have known Bob since I was a student worker at the Circulation desk. He was always helpful and very knowledgeable with the students. Any questions we had about shelving a book, learning the types of software of checking in and checking out a book, he would help us out.

After college I noticed he is very active with the radio station and has his own show on Sunday mornings. Also, he stays active being on several committees and helping out to what he see fits best for the University. He is an employee willing to go the extra mile and is a fine ambassador for the University. The latest example of what makes me believe he should win this award is just recently during this COVID-19. He is the only employee at the Library that has come in every day and opened and closed for Prescott Library. I asked him what makes you motivated to come to work now instead of working from home. He said so he can help out the students out that are still on campus.

No finer example for the Student Outreach Award then for Bob Woody.