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## Virginia Tech Staff Employee of the Week

July 25, 2005

**Name:** Lori J. Lee

**Job Title:** Administrative & Office Specialist II

**Employee's Home Department:** Instruction and Reference

**Employee's College or VP Area:** University Libraries

**Nominated For:** President's Award for Excellence

**Nominated By:** Jean Brickey, Administrative Program Support

**Virginia Tech Hire Date:** March 25, 1998



### Summary

When Ms. Lee came to work for the University Libraries in 1998, she was working for the Reference Department. She quickly learned the various skills needed for her job. Her efficiency and willingness to help others was noted by the faculty and staff that worked in Reference. In July 2003, Reference and Instruction Departments merged. This almost doubled the number of faculty and staff Ms. Lee worked with. Ms. Lee made this transition seem almost seamless by her efficiency and her organizational skills. Ms. Lee made the new members of the department feel welcome by treating them with a pleasant smile and kind words when they went into her office for assistance, supplies or information.

Ms. Lee has willingly learned new skills as needed. When the University Libraries bought a plotter for the maps several years ago, Ms. Lee learned how to use the plotter, how to create signs, banners and other large printed materials on the plotter. Anyone who looks at a directory in Newman Library sees an example of the work Ms. Lee does. These directories and directional signs have been invaluable to our patrons over the last few years.

A good example of Ms. Lee's willingness to assist and her efficiency occurred in February 2004. The Dean of University Libraries had a request from VIVA to survey our patrons; this information was passed along at a directors' meeting. At 10:00 a.m. Ms. Lee was asked to create a way to get the survey to our patrons that was eye catching. By noon posters were placed on easels at both of the entrances of the Newman Library with a place for patrons to pick up the survey.

There is no job too small or too large for Ms. Lee to tackle. She willingly has become on our Staff Senators, serves on committees and teams within the Library to help improve staff morale, and efficiency.

Everyone in the University Libraries believes the Ms. Lee is a valuable employee who goes beyond the basic duties of her job. But more than her willingness to go beyond her job is the fact that it is all done with a smile and kind words to everyone.

Ms. Lee was the first winner of University Libraries Recognition Award for Outstanding Service and Support in 2004.

About the ["Staff Employee of the Week"](#) Program

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