



City of Eustis

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TO: EUSTIS CITY COMMISSION

FROM: Tom Carrino, City Manager

DATE: January 16, 2025

RE: Library Award Presentation

In 2024 the Eustis Memorial Library created an award program for staff members to recognize each other for kindness and excellence in the day-to-day operations of the library. It is called the LIBRARY EXCELLENCE AWARD PROGRAM (LEAP). Staff nominate each other every month and Certificates of Achievement are given out to each person who was nominated at our morning meetings.

This program was started in May of 2024 and we had 81 total nominations. The staff member with the most certificates will be recognized with a dinner/gift card and acknowledgement by the City Commission.

The 1st annual winner is **Carrie Cottrell**, Library Assistant II, in our Circulation department. Carrie was nominated 11 times this year by her teammates. Below are her achievements.

- *She signed up a couple for library cards. They are new to Eustis and she did an amazing job talking to them about our adult programming – Kerr*
- *Helping a family clear an old fine and clean up their cards so they can return to the library as patrons – Scott*
- *Continuously taking initiative to help patrons at the front desk when needed when she is off desk exercising great teamwork. – Scott*
- *Working on a project to identify corrections needed in Koha – Scott*
- *I was with a patron at reference and Lauren and Kim were unavailable. Carrie stepped up and assisted a patron on the computer – Kerr*
- *Taking a challenging patron off my hands and making sure they left happy and satisfied. – Stephanie*
- *Creating bookmarks and table signs with historical information for the Your Card Your Way launch—it made my job easier – Lauren*
- *Putting together buttons and keychains for the new library card rollout. – Scott*
- *Helping me easily transition back to work after my maternity leave extended. – Jennifer*
- *Assisting in pushing new cards to patrons for our library card promotion – Scott*
- *Helping me get things for the Health Fair and watching the desk at the Health Fair for me - Scott*

Prepared By:

Ann Ivey, Library Director