

# Student Employee of the Year Nomination Form

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## Please describe the Student Employee's demonstration of each skill.

Be descriptive! The Selection Committee will use what is written here to pick the winner of each category and the overall winners. For an example of a quality nomination, see the Awards and Nominations section of the SEOTY website - <http://career.fsu.edu/Faculty/SEOTY>.

### Professionalism

Provide an example of the nominee's professional work style and leadership skills. How have they developed throughout the duration of their employment? How have their leadership skills and work style improved the office or department functions?

Marta Ginsburg, senior Arts Administration major, was hired in August 2019 as a Library Assistant at our waterfront branch campus in Panama City, FL (FSUPC). Like countless others in our community, Marta's house was destroyed and her home damaged as a result of Hurricane Michael—a year and a half later, her home still has concrete floors. Despite her family's struggles layered with her personal responsibilities as a student, Marta thoroughly exemplified FSU's core value vires (strength) in applying tireless moral, physical, and emotional strength to her work in the library and her dedication to our patrons. Skilled in performing reference duties, Marta never makes assumptions and asks questions to determine a patron's specific research needs and delivers relevant, satisfactory information. Her professional bearing and demeanor have been exemplary. Marta supported and inspired her fellow student employees and was instrumental in helping achieve not only the mission of the library but also our campus and university as a whole. Through her selfless, unwavering dedication to her community, Marta Ginsburg brought honor upon herself, our department, and

In any work environment, it is integral for an employee to understand and utilize the technology frequently used on the job. Provide an example of how the nominee utilizes technology to support their work. How has the nominee demonstrated great work ethic utilizing technologies to support or exceed their work responsibilities? How did the nominee use technology to maintain a high standard of professionalism?

For several challenging weeks after Hurricane Michael, cell phone and Internet service remained unavailable for most of our students, staff, and faculty; so the library became a crucial place to work, receive mental health support, connect with others, and find respite from the chaos of damaged homes and local infrastructure. As part of our returning team, Marta worked tirelessly and relentlessly to find, unbox, and setup our technology and shelve our books to immediately begin offering as many library services as possible and provide a semblance of “normal life” for our patrons.

At that point, Marta had already mastered our specialized library circulation software; then she showed initiative by electively earning Certificates of Completion for training on MS Word, Excel, PowerPoint, and Photoshop, applying this knowledge to resolve patron technology issues and assist with collection development and statistical reporting. Marta was further put to the test late one evening when the library experienced a social engineering attack, targeting our campus network. Marta refused to give the password requested, shut down the computer, and reported the issue to authorities. In doing so, Marta displayed calm presence of mind and excellent independent judgment, preventing harm and allowing law enforcement to perform a forensic examination of the computer.

## Initiative

Provide an example of how the nominee takes initiative to go above and beyond the expectations listed in their job description. How did the nominee see a need/gap, presented a solution and executed it for the benefit of the office, students, or University?

A good leader embodies virtues and traits that inspire others to be better versions of themselves. Although having no official leadership role or title, Marta nevertheless leads by example among our student employee team of six. Marta’s understated and humble display of competency shows strength and confidence. Her good deeds are done not for personal gain but for the good in itself, which shows sacrifice and moral courage—tenets of all good leaders. I worked beside Marta during the exhausting, turbulent period following Hurricane Michael, keeping the library open late and serving the needs of our patrons without phone service, Internet, or even a home—some grieving losses and hampered with injuries. During this trying time, while some staff reacted to the stress by violating rules of conduct and failing to perform basic duties to keep the library operational and secure, Marta emerged as the quiet, dependable hero who demonstrated a resolute spirit and tireless dedication to her duties, which she performed with steadfast determination. I am personally in awe of her strength, courage, and sense of personal responsibility in the wake of the storm.

Initiative in the workplace extends into drive for team success in a work environment. Provide an example of a time they took initiative as team player to drive a project or team success. How has the

nominee taken into consideration the thoughts and ideas of their co-workers in order to move the team toward success?

Working with Marta, it's clear that she understands how library work has given her the opportunity to develop professional attributes and research skills that will help ensure success in her future career path endeavors. Our library's focus on solving problems for patrons and creating a supportive workplace for staff aligns with career readiness skills that employers most actively seek today. Marta's strong commitment to and consistent application of these skills is a hallmark of professionalism. In all of my observations, Marta possesses the insight and perspective to separate the truly important from the irrelevant and trivial; and that wisdom guides all her actions toward our primary goal: student success.

### Critical Thinking

Provide an example of how the nominee demonstrates critical thinking skills. How do they use this skill, as well as any other strong attributes they possess, to enhance their work?

From the outset, Marta has consistently displayed FSU's core values of artes (skill) and mores (character) in being an eager trainee and providing exceptional user-centered service to our patrons. Our library patrons, both internal FSUPC and external community members, present a wide range of service and support needs; Marta is a natural problem-solver with motivated mental energy who exercises moral judgment in a variety of complex service situations to devise satisfactory solutions for our patrons. Marta has also calmly, patiently and respectfully served patrons presenting with a personal health or even mental health crisis that other student workers may have not treated as delicately. Marta maintained that service excellence throughout the ongoing post-hurricane trials of 2019-20, demonstrating professional attributes that will no doubt lead to success in her professional life.

Critical thinking is key in day-to-day work but also in setting long term goals. Provide an example on how the nominee sees the bigger picture of how their work ties into their future career or post-graduation goals. How does the nominee self-advocate for opportunities in the workplace?

Motivated yet collegial, talented yet humble, Marta displays an unwavering commitment to teamwork by identifying needs and volunteering for extra tasks. Marta is the consummate team player who has eagerly covered shifts for her co-workers seven days a week (including nights, weekends, and extended post-hurricane hours) despite not having personal transportation, which means relying on family members or the local trolley with its circuitous routes and long rides; these work shifts often end after the last trolley run, and she shoulders the financial burden of hiring a rideshare service. Marta exemplifies our ideals of user-centered service and ensures every patron feels cared for and has needs met. Marta always avoids telling a patron, “I don’t know,” and instead consults with colleagues, contacts other departments, offers referrals to experts, and provides all available options for the patron to choose from. It’s commendable that, despite working long hours in difficult circumstances, Marta completed all of her classes that semester and has maintained an FSU GPA of 3.9.

## Customer Service

How has the nominee demonstrated customer service and what positive impact has it had in the office or department? A customer service role is often all about how well one communicates with other people. How has the nominee demonstrated efficient written and verbal communications skills in their role?

Three months after Marta was hired, we experienced a direct hit by Category 5 Hurricane Michael, devastating the community. FSUPC quickly reopened two and a half weeks later, welcoming back our students, staff, and faculty. When we returned, the library was in complete disarray with the ongoing recovery efforts; yet Marta never wavered, complained, or failed to accomplish her duties and aid our library patrons during their extraordinary time of need. As a communicator, Marta has consistently reflected a mature concern for her workplace and exhibited close attention to detail in proactively identifying any problems that may affect the mission of the library. All concerns have been conveyed with clarity, compassion, and empathy—and always done with the sole intention of improving patron service and staff morale. Marta’s affable and diplomatic communication style is deeply appreciated and has proved instrumental in preventing problems and maintaining a high level of library services. Her grace, persistence, and equanimity in the face of such exhausting work in the aftermath of an historic storm was especially inspiring to me as a military veteran.

Cultural fluency is an integral part of any position, especially when working with individuals with different backgrounds, values, and ideas. Provide an example of how the student employee has gone above and beyond to create an environment of inclusivity and has the ability to understand individual differences in the workplace.

Marta was born Mexico bringing a natural global understanding through open-mindedness and genuine curiosity about the many cultures represented on campus, which has translated into beneficial professional knowledge when tasked with creating special topic book displays for the library. She displays a deeper level of cultural understanding by embracing and celebrating the diversity of thought and ability of our patrons by creating an inclusive environment that cultivates a sense of belonging and encourages student success. Her friendly interactions on the public service desk consistently make every patron feel respected and appreciated, inspiring other student workers and staff to model this behavior. There's no doubt that her contributions played a significant role in our 2019-20 library survey results in which 100% of respondents reported that our library staff was courteous and helpful.

### Thank you!

Click the green "Save & Exit" button below to save your nomination. Once you save your nomination, you will need to complete the submission step.