

State Librarian's Excellence Award Nomination Form

Library Name _____

Contact Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number _____ Website address _____

Email Address _____

Service Population _____

Annual Circulation _____

Send the nomination to:

Library of Michigan Foundation
P.O. Box 30159
702 West Kalamazoo Street
Lansing, MI 48909

State Librarian's Excellence Award

LIBRARY OF MICHIGAN FOUNDATION Criteria for the State Librarian's Excellence Award

Definition

The Library of Michigan Foundation's State Librarian's Excellence Award will be awarded to a library (any type) that exemplifies excellence in customer service. One (1) library in the state of Michigan will receive this prestigious award each year. The recipient library will receive a \$2,000 cash prize and a distinctive trophy for display in its public area. Two (2) Library of Michigan Foundation Citations of Excellence will be presented and the recipient libraries will receive an attractive small trophy for display.

Criteria

1. DEMONSTRATE that your library provides superior services to its customers and community
 - *In a cost effective manner*
 - *With a can-do attitude*
 - *By always delivering promises*
 - *Provide specific examples of innovative and superior service from last year. (Examples from previous years are acceptable, though not as important as the past year.)*
2. DEMONSTRATE your library's commitment to high standards of customer service through staff dealings with customers and community:
 - *Commitment throughout the staff to a coordinated approach to supporting customers.*
 - *Provide copies of customer comments and testimonials.*
 - *Explain how you communicate with your patrons and how you address complaints.*



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2009

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Criteria continued...

Deadline for Nominations: September 11, 2009

Nominations

Library directors, trustees, library users, administrators, or parent agency representatives may make nominations.

(Note: Nominations entered should be for the library, not for the library director.)

Letters of Support:

Nominations must be supported by a minimum of 3 but no more than 5 letters from the Library's constituency served – examples:

- Patrons/Customers
- Community organizations or groups
- Members of governing bodies

Selection Panel

1. The State Librarian of the Library of Michigan
2. Michigan Academic Library Council Representative
3. Library of Michigan Representative
4. Public Library Representative
5. Michigan Association for Media in Education (MAME) Representative
6. Michigan Library Association (MLA) Trustee Roundtable Member
7. Special Libraries Association Representative

Presentation of the Award

The winner will be announced and the award(s) presented on Thursday Nov. 5, 2009 at the State Librarian's luncheon during the 2009 Michigan Library Association Annual Conference in Lansing.

Contact Person

Judith Moore, Executive Director
Library of Michigan Foundation
P. O. Box 30159, Lansing, MI 48909
Telephone: 517/373-4470
Email: moorej10@michigan.gov

Nomination Submission Requirements

- ✓ Original, plus 8 duplicate packets
- ✓ All 9 packets must look the same and include all the same materials arranged in the same order.
- ✓ The completed nomination application form should appear as the first page of each packet.
- ✓ A written explanation of up to two pages, or a list of bulleted narrative points, that clearly enumerates how the library's accomplishments fit the criteria for the award listed above. (Note: Entries that describe programs and their effects on customers and the community will be especially helpful to the judges in rendering a decision. Supporting materials, such as brochures, testimonials, press clippings, etc., may be included and are helpful, but they are *less important* than the written narrative.)
- ✓ Please do not send multimedia; instead provide information on how to access multimedia information online.
- ✓ State Librarian's Excellence Award Nomination Form



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