

SEPTEMBER EMPLOYEE OF THE MONTH

On behalf of the City Council and staff, please join me in congratulating our September Employee of the Month, SANDY NELSON!

Sandy works in our City library and has been a member of that team since September of 2006.

As Library Director Erin Wells explains, Library staffers are called upon by patrons to come up with a variety of interesting and sometimes unusual information. Everything from “Hey I read a book awhile back and it had a blue cover—can you help me figure out who the author was??” ...To other requests about how to file your divorce petitions or get a death certificate.

Recently, Sandy was working the desk when a lady called the library, asking for help in finding a lost relative they believed had once lived in Milton Freewater. Sandy could have easily just said that this is not what libraries are for and politely turned the lady down, but instead, she tracked down every lead and avenue until she eventually found this person’s relative. It turns out, the missing relative was one of our library patrons, and had been separated from her family as a child. Thanks to Sandy’s “GO THE EXTRA MILE” customer service, the lady called back to thank Sandy, saying “Because of you, I have my family again!!!”

Sandy frequently goes the extra mile to assist our library patrons and we are very proud of her and the work she does at our library. Thank you Sandy and congratulations on being September 2017’s EMPLOYEE OF THE MONTH!!!!!!!!!!!!