



Exemplary Reference Award Winners

Each month the Quality Assurance Workgroup awards three transcripts that demonstrate superior customer service and reference skills in Ask a Librarian. Don't forget to nominate a coworker – or yourself – when a transcript stands out as being one of the best. If we choose your transcript for Exemplary Detailed Chat, you'll win a **\$20 gift card** to Borders Books and accolades from all your peers.

Below are the winners from the past year. Congratulations to everyone listed!

Exemplary Detailed Chat

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|------------------|-----------------|-----------------------------------|
| February 2009 | Anne Clement | Jacksonville Public Library |
| March 2009 | Lynn McNeal | Citrus County Libraries |
| April 2009 | Regina Seguin | Valencia Community College |
| May 2009 | Debra Bogart | Keiser University |
| June 2009 | Paul Wetmore | Tampa Hillsborough Public Library |
| July/August 2009 | Jennifer Kepple | Ft. Walton Public Beach Public |
| September 2009 | Kira Smith | Ask a Librarian Intern |
| October 2009 | Katie Banks | Palm Harbor Library |
| November 2009 | Laurie Bates | Sarasota Public Library |
| December 2009 | Alicia Ellison | Hillsborough Community College |

Exemplary Brief Chat

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|------------------|---------------------|----------------------------------|
| February 2009 | Jose Baca | University of Florida |
| March 2009 | Lori Hansen | Lee County Library System |
| April 2009 | Ellen Book | Miami Dade Public Library System |
| May 2009 | Jaime Goldman | Ask a Librarian Intern |
| June 2009 | Geraldine Collins | Florida Gulf Coast University |
| July/August 2009 | Charlyn Hill | Citrus County Public Library |
| September 2009 | Matthew Moyer | Jacksonville Public Library |
| October 2009 | Judi Tidwell | Broward College |
| November 2009 | Christine Boatright | Lake City Community College |
| December 2009 | Melissa Mohler | Bartow Public Library |

Exemplary Teaching Chat

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| February 2009 | Donna Kelly | St. Petersburg College |
| March 2009 | Monica Haddad | Nova Southeastern University |
| April 2009 | Courtney Moore | Winter Park Public Library |
| May 2009 | Laurie Bates | Sarasota County |
| June 2009 | Stacy Allsop | Nova Southeastern University |
| July/August 2009 | Lora Glass | Niceville Public Library |
| September 2009 | Katie Tyler | Winter Park Public Library |
| October 2009 | Diana Matthews | Santa Fe College |
| November 2009 | Carolyn Elkins | Florida A&M University |
| December 2009 | Christine Driver | University of Florida |

Quality Assurance Team

Chairs: Joyce Ward (Winter Park Public Library) & Pat Barbier (St. Petersburg College)

Cindy Dorfeld Bruckman (Alachua County Library District), Pamela Herring (Osceola Library System), Laurie Hime (Miami Dade College), Courtney Moore (Winter Park Public Library), George Pearson (Florida International University), Meredith Semones (University of Central Florida), Marcia Stepanek (Citrus County Library System) and Andy Todd (BCC/UCF Joint Use library in Cocoa)