



MANATEE COUNTY GOVERNMENT
"EMPLOYEE RECOGNITION PROGRAM"
NOMINATION FORM

HUMAN RESOURCES

JUN 14 2017

(PLEASE PRINT)

DATE: 05/26/2017

[X] EMPLOYEE OF THE MONTH NOMINATION

NAME: Cathy Laird
DEPARTMENT: Neighborhood Services
DIVISION: Library
JOB TITLE: Librarian III/Branch Supervisor
DATE OF HIRE: 01/05/1998
NOMINATED BY: Judy Mullen, Librarian II/Assistant Branch Supervisor
PHONE#: 941-727-6079 x 6357

SUBMITTED TO ERPC \_\_\_\_\_ ELIGIBLE FOR CONSIDERATION FROM \_\_\_\_\_ TO \_\_\_\_\_
Reviewed by Human Resources \_\_\_\_\_ Date: \_\_\_\_\_

[ ] TEAM NOMINATION

NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_
NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_
NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_
NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_
NOMINATED BY: \_\_\_\_\_ PHONE#: \_\_\_\_\_

Reviewed by Human Resources \_\_\_\_\_ Date: \_\_\_\_\_

[ ] SAFETY NOMINATION

NAME: \_\_\_\_\_
DEPARTMENT: \_\_\_\_\_ DIVISION: \_\_\_\_\_
JOB TITLE: \_\_\_\_\_ DATE OF HIRE: \_\_\_\_\_
NOMINATED BY: \_\_\_\_\_ PHONE#: \_\_\_\_\_

Reviewed by Human Resources \_\_\_\_\_ Date: \_\_\_\_\_

[ ] HEROISM NOMINATION

NAME: \_\_\_\_\_
DEPARTMENT: \_\_\_\_\_ DIVISION: \_\_\_\_\_
JOB TITLE: \_\_\_\_\_ DATE OF HIRE: \_\_\_\_\_
NOMINATED BY: \_\_\_\_\_ PHONE#: \_\_\_\_\_

Reviewed by Human Resources \_\_\_\_\_ Date: \_\_\_\_\_

Nominated Employee(s): Cathy Laird  
Type of Nomination: EOM



**EMPLOYEE OF THE MONTH NOMINATION**

1. BRIEFLY DESCRIBE THE JOB DUTIES OF THE NOMINEE:

View attached

2. DESCRIBE THE CHARACTERISTICS AND JOB COMMITMENT/PERFORMANCE THAT MAKES THIS NOMINEE EXCEL ABOVE AND BEYOND OTHER COUNTY EMPLOYEES.

View attached

3. SUBSTANTIATE WHY THOSE CHARACTERISTICS JUSTIFY THIS EMPLOYEE TO BE RECOGNIZED AS A MANATEE COUNTY "EMPLOYEE OF THE MONTH". (BE AS SPECIFIC AS POSSIBLE.)

View attached

4. HOW DOES THIS EMPLOYEE BEST EXEMPLIFY THE COUNTY'S MISSION STATEMENT: Manatee County Government is committed to providing quality service with an emphasis on Accountability, Civility and Ethics. Manatee County Government's mission is to provide efficient, effective, responsive government that is always mindful of our sensitive natural environment while achieving the Commission's vision for the County: a premier place in which to live and work and play.

View attached



**SAFETY NOMINATION**

Achievements considered may include, but are not limited to, the following suggestions. Check the category(ies) that best describe the safety accomplishments of the nominee.

Safety meeting contribution

Demonstration safety consciousness & initiative

Response in an emergency

Consistent maintenance of safe work environment

Coaching co-workers on safe work practices

Identifying, reporting and helping to correct a hazard

1. Explain how employee(s) achieved, maintained or improved safe work environment. (BE AS SPECIFIC AS POSSIBLE. Use an additional sheet as necessary.)

Nominated Employee(s): Cathy Laird  
Type of Nomination: EOM

**TEAM NOMINATION**

Check the selected criteria that best describes the team's performance.

- |                                     |                    |                                     |                |                                     |             |
|-------------------------------------|--------------------|-------------------------------------|----------------|-------------------------------------|-------------|
| <input checked="" type="checkbox"/> | Project            | <input checked="" type="checkbox"/> | Committee Work | <input checked="" type="checkbox"/> | Emergency   |
| <input checked="" type="checkbox"/> | Special Assignment | <input checked="" type="checkbox"/> | Cost Savings   | <input checked="" type="checkbox"/> | Promotional |
| <input checked="" type="checkbox"/> | Community Work     | <input checked="" type="checkbox"/> | Other          |                                     |             |

1. Summarize the work efforts that justify this nomination.
  
  
  
  
  
  
  
  
  
  
2. How did the team of employees contribute to improving the quality of services to the County and its citizens? Explain how this effort was beyond the normal realm of duties and responsibilities of these individuals.

**HEROISM NOMINATION** Describe heroic act below or attach additional pages.

Nominated Employee(s): Cathy Laird  
 Type of Nomination: EOM

ADDITIONAL COMMENTS:

NOTE: ADDITIONAL DOCUMENTATION AND/OR COMMENDATIONS MAY BE ATTACHED (UP TO 10 PAGES).

View attached

<b>EMPLOYEE'S SUPERVISOR</b>	
Approved/Disapproved <i>[Signature]</i>	Date: <i>6/8/17</i>
Supervisor's Comments: <i>Cathy is our library branch supervisor senior professional. Her steady, effective efforts make her a favorite of internal &amp; external customers. She is an impressive ambassador of Monroe County.</i>	
<b>DEPARTMENT DIRECTOR</b>	
Approved/Disapproved <i>[Signature]</i>	Date: <i>6/7/17</i>
Department Director's Comments: <i>Cathy is the ultimate professional. Her work is outstanding and she is often the "GO TO" person for supervisors. She leads by example every day.</i>	
Reviewed by Risk Management (Safety Award):	Date:

**\*DEPARTMENT DIRECTOR - NOTE:\***

Please notify Tamie Langman, Human Resources Department of any change in status regarding the nominated employee.

PLEASE SUBMIT YOUR NOMINATION TO THE HUMAN RESOURCES DEPT.  
 ATTN: Tamie Langman, ERC Coordinator.

**Briefly describe the job duties of the nominee.**

As the Supervisor of the Braden River Library, Cathy Laird is responsible for supervising a staff of 9 librarians and para-professionals, as well as the numerous volunteers who work at the library, and she does her job superbly. She takes an active role and typically works 3 or more hours each day at a public service desk; both reference and circulation. This is in addition to her responsibilities for branch administration, working closely with the library's Friends of the Library group, and serving on various committees. Because of her commitment to serving the public, she is well-known to the library patrons.

She is an excellent instructor to both staff and patrons. She competently assists patrons with computer problems, and she has served as a staff trainer many times, including the Gates Computer training and Polaris catalog training. When other branch libraries are in need of a substitute supervisor, Cathy is frequently chosen to take charge. She represents the library/NHS on county committees, including the Green Team, and was selected as a participant for the Library System's collaboration with the Harwood Institute and the Patterson Institute and was a member of the Community Conversation team at Lakewood Ranch Town Hall, and Library committees, such as the Long Range Plan, the Cross-Training team, Ask-A Librarian, Tutorials, and the county's Green Team. She edits the NovelList Fiction A-Z newsletter and is a frequent speaker to outside groups. Recently, she joined the Lakewood Ranch Kiwanis group to bring them the perspective of the Library System.

**Describe the characteristics and job commitment/performance that makes this nominee excel above and beyond other county employees.**

In the 19 years that Cathy has served the library system and Manatee County as the Braden River Library Supervisor, she has earned the respect and admiration of her coworkers, supervisors, staff from other departments, and the library patrons. When Cathy joined the Manatee County Public Library, she brought with her years of experience as a supervisor, children's librarian, cataloger and adult services librarian. In her years as branch supervisor, she has further honed these skills and developed her leadership abilities when she was chosen to attend the prestigious Florida Sunshine State Library Leadership Institute in 2012-2013. Drawing upon her leadership ability, she was selected to serve on the committee charged with writing the Library 5-year Plan to be submitted to the Florida State Division of Library and Information Services, and the subsequent long range plans. Cathy has a reputation for having mentored Braden River librarians who have gone on to supervisory positions at other Manatee County Library locations.

**Substantiate why those characteristics justify this employee to be recognized as a Manatee County "Employee of the Month."**

It takes a special person to grow a library from 6,000 volumes and 3 staff people to a library with 26,000 volumes, 9 staff and an average of 600 patrons coming in every day. In addition, running the largest branch library in Manatee County, where an item is checked out every 30 seconds, and the number of patrons served in 2016 was an astonishing 291,512 is not an easy job. Cathy is definitely this person.

She is level-headed, conscientious, and dedicated to rendering excellent customer service to each and every person coming into the library and to those she meets in the community. She trains her staff well, gives them responsibility for their tasks and trusts them to do them well. Her judgment is fair and impartial and she has a calm and unflappable demeanor. She is the "go-to" person when the other library supervisors have questions. Her staff is totally comfortable going to her for assistance for either work or personal concerns. They know that she will do her best to help in whatever way she can. Cathy is currently working with Neighborhood Services and Library administration, property management and architects to plan for future renovation of the Braden River Library. As the library grows to better serve the increasing needs of Manatee County's eastern residents, they can be assured that the Braden River Library is in the best possible hands.

**How does this employee best exemplify the county's Mission Statement.**

She is level-headed, conscientious, and dedicated to rendering excellent customer service to each and every person coming into the library and to those she meets in the community. She holds herself and her staff to the highest level of integrity. She models honesty and civility in her relationships to staff and public. She treats each library patron's requests and needs in a way that demonstrates their importance and value.

I have to say I was really honored when asked to write up a little something for the wonderful Cathy Laird! Though I was only under her supervision for less than 2 years, she was one of the best bosses I ever had, (I've had 11 so far!) She's conscientious and caring about not only her employees but her patrons as well. She is fair and hard working. In fact, she's so hard-working that she has amassed copious vacation time that she is forced to use it or lose it. She once used the word unflappable about one of her employees but I think that word applies to her as well. She navigates every obstacle that comes her way and faces it with an even keel. She knows her employees strengths and best assets. She was incredibly patient when I was learning how to use the register and the Horizon system. Even when I completely bungled things up, she never got upset. I never felt like I couldn't approach her. She is so deserving of this award. *Jennifer Morrison, Library Aide- Rocky Bluff Library*

It is my honor to nominate Cathy Laird for employee of the month for Manatee County. In my different careers I have worked with many good managers and Cathy Laird is the best. She is knowledgeable, professional and fair in her dealings with others. She respects her co-workers, the library patrons and other county employees, and she, in turn, is respected by them. She is frequently called upon by other branch or department supervisors for advice. Her supervisory style is quiet. She doesn't throw her weight around and she is a good listener. = *Judy Mullen, Assistant Supervisor- Braden River Library*

I have known Cathy for 16 years. I am a patron and have served as Treasurer for the Friends of the Braden River Library. She works very closely with me in maintaining the Friends Membership Roster and in filing required reports with the State and Federal Agencies as required. This is a great help to the Friends.= *William Hager, Friends of the Braden River Library Treasurer*

I have known Cathy for 8 years as a member of the Friends of the Braden River Library, a Board Member, a patron and as a volunteer. On a scale of 1-10 she is at least a 12 in exemplifying the Manatee County Mission Statement: To serve with excellence by using resources responsibly to preserve and enhance the quality of life in Manatee County.= *Toni Comito, Friends of the Braden River Library Secretary/Manatee Library Foundation Board Member*

I have known Cathy for 18 years. I am a longtime volunteer, member of the Friends and library patron. Cathy is always ready to help! She is most deserving of this award.= *Marilyn Staudaer, Friends of the Braden River Library Board Member*

I have known Cathy for 3 years as a staff member working for the Braden River Library. Cathy has an extensive knowledge of the resources available through the Library. She provides exemplary customer service to the public in a professional and compassionate manner. Other branch managers rely on her knowledge and expertise when they get in a bind. She manages her employees respectfully.= *Nona Comerford, Library Aide, Braden River Library*

Cathy is the quintessential fair supervisor, always thinking of her customers, her staff, while never compromising on fulfilling the county mission. In her soft-spoken way, she effectively manages a busy branch library, and resolves any challenges that arise in a professional manner. She presents a calm demeanor even in the most hectic situations, and is unfailingly professional and polite, even when customers may be rude. I have been lucky to attend extensive training with her and worked under her when the Central Library was closed for renovation last year. Cathy gives everyone the same high level of service and the LEAD and ACE models are always front and center in her actions. I can't think of anyone more deserving of this recognition than Cathy.= *Julie Farmer, Youth Services Library, Central Library*

Cathy Laird was my supervisor for about a year when I was the Youth Librarian at Braden River. In that time, I found her to be an outstanding role model. She is poised, gracious, caring, bright and resourceful and always willing to lend a hand. When I became a supervisor myself, I found that she was a great sounding board and willing to share her wealth of information. When asked, she is generous and warm and gives thoughtful and well-grounded advice. Cathy is an outstanding resource for all our libraries!= *Inez Tamanaha, Supervisor, Island Library*

Cathy is always so friendly with staff and patrons. She handles difficult situations with finesse and is a great mentor on how to be a competent and successful library manager. I think Cathy's leadership has led to a great team at the Braden River Branch and has also made it the most popular branch for our community. I have turned to Cathy in the past for answers to supervisory questions and she has always given me good advice. I hold Cathy in high esteem and I am privileged to be her colleague.= *Megan Robinson, Assistant Supervisor, Palmetto Library*

It is with great pleasure that I recommend that Cathy Laird be considered for the County's *Employee of the Month* award. For close to 20 years Cathy has been a calm, steady leader at our Braden River Branch, the library system's busiest location where over the years she has won the admiration of countless staff, volunteers, library friends, and other colleagues. I have had the pleasure to work with Cathy while completing committee tasks and participating at supervisors meetings. Cathy is consistently well-spoken, diplomatic, but most impressively, presents a logical viewpoint that takes into consideration future consequences, and in particular, patron satisfaction as the ultimate measure of success. She regularly presents both a compassionate and

firm approach to addressing managerial issues and is one of the most reliable staff members we have ever had. Always a team player, Cathy will share staff in a pinch or otherwise will accommodate last minute plans, often saying "We will make it work." She has mentored many of the branch managers in the past and as administrators Ava Ehde and I regularly call upon her for her opinion about branch service and patron concerns. I love that Cathy always has a smile and shares her easy laugh and sense of humor with everyone. I feel it is long overdue that she be recognized for her excellent customer service skills, her extensive professional knowledge, and such a pleasant demeanor that she brings forth every day. =*Kevin Beach, Operations Manager, Manatee County Public Library.*

I'm writing to support the nomination of Cathy Laird as Manatee County Employee of the Month. I know Cathy as her mentor for the Sunshine State Library Leadership Institute in 2012-2013. During this intensive 10 month training, Cathy and I met on a monthly basis to work together on leadership principles, library management, library culture and the need for strong community connections. During our time together I could see that Cathy had a true feeling for the needs of her staff and the community she served. In planning her project to increase programming at the library, she was able to understand the interests of her patrons, balanced with the capacity of the library to present programming. I strongly endorse Cathy's nomination for Employee of the Month. After working with her closely through the Sunshine State program, I am sure she is a library leader. Also, in visiting the Braden River Library, it is clear to me that she has the depth of knowledge and commitment to her community and staff to offer Manatee County a first-rate library. As the Braden River Library expands in the future, Cathy has the leadership skills to continue its success.= *Andrea Ginsky, former Sarasota County Library System Director*

I think Cathy deserves to be employee of the month. I have known Cathy for almost 16 years. During this time Cathy has been courteous , friendly, and an excellent co-worker. Cathy is smart, always approachable, calm with a smile on her face. She has a vast knowledge of her work and does it with passion and enthusiasm. Thank you Cathy for been part of the Library system.= *Yoshira Castro, Supervisor, Palmetto Library*

I, too, would like to nominate our esteemed leader at Braden River Library, Cathy Laird, for employee of the month.

It is to Cathy Laird's credit that the Braden River branch of the library runs so smoothly and efficiently. Her calm demeanor creates an atmosphere which affords her staff the opportunity to work at their respective duties to the best of their abilities. This, in turn, helps the entire staff work cohesively.

I think we are very lucky to have such a capable , compassionate and dedicated leader at our branch.= *Lynn Imes, Library Aide, Braden River Library*

Cathy Laird is an exemplary supervisor and leader whom I have had the pleasure to work with at the Braden River Library. I have found her to be extremely pleasant and very helpful both to her staff and the public. She possesses exemplary customer skills. She is always very fair minded in her dealings with one and all and shows no partiality to anyone. She treats all with respect, which is a very admirable trait.

Cathy Laird has always been a very stable presence in the library and has a very calm demeanor, she is very easy to talk to and listens to any suggestions one may have with courtesy. I have found her to be a wonderful and admirable leader and person, which is evidenced in the progress and growth of the Braden River Library through the years.

She highly deserves this award.= *Zenobia Giles, Assistant Circulation Supervisor, Central Library*

Cathy is an exceptional librarian, talented leader and creative manager. Not only is she forward thinking and interested in trying new things in library services, she is a calm presence who others turn to in difficult situations. I haven't personally been an employee of Cathy's, but other supervisors whom I have worked for have routinely sought out her advice and discretion over the years. She is smart, capable and always happy to listen and give feedback. We are very fortunate to have her as a leader in the Manatee County Public Library system.= *Courtney DeSear, Assistant Supervisor, Island Library*

Cathy is the type of supervisor everyone wishes they had. She is a kind, fair, and hard-working person who treats the public and coworkers with the utmost respect. Her passion for her job and our community show in everything she does. From thinking about the big picture, to hashing out the minute details, Cathy is thoughtful in every project she's involved in. If I ever need advice for thinking through a situation from all angles and coming up with a plan, Cathy is the person I ask. She shoulders more than her load and is always quick to help a coworker in need. She embodies the ACE philosophy by always taking responsibility for any issues that arise, always being compassionate towards patrons and coworkers, and always doing the right thing. She always has a smile on her face and a kind word to say. She stays positive during tough times and her cheerful, steady demeanor instills confidence in her staff and coworkers.= *Stephanie Katz, Technology Trainer Librarian, Central Library*

It is my honor to recommend Cathy Laird for the Manatee County Employee of the Month. She is a true professional and an exceptional library facility supervisor. Her quiet, calm, unassuming style and unassailable fairness provide outstanding support of both internal and external customers. In nearly 20 years with Manatee Libraries Cathy has proven herself a dedicated, responsible, patient and caring team member. She exemplifies the ACE philosophy daily. As our senior library supervisor, managing the busiest of branches (the nine staff members serve between 600-700 customers daily, checking out a library item every thirty seconds and creating a new library card every 30 minutes) Cathy interacts with everyone she encounters with politeness, consideration and the ability to listen graciously. She maintains an unruffled demeanor even amidst crisis. Cathy is the supervisor the other supervisors and staff go to for advice and counsel. Her steady composure, reliable efforts and general decency make her a favorite of volunteers and staff as well as a perfect ambassador of the best in County customer service.

*=Ava Ehde, Library Services Manager, Manatee County Public Library System.*