Reference Form

Service Quality Improvement Awards
Yale University Library

Nominee _____ Nominee's Job Title _____

Date _____

Your Name _____ Relation to Nominee _____

Department _____

Phone _____

Email _____

The reference for the Service Quality Improvement Award should be based on one or more of the following criteria. Please indicate in your reference statement the criteria(s) that the nominee exemplifies, as well as how your opinion developed.

- Handling in an exceptional manner a challenging situation of an unusual, high-impact, or critical nature, the outcome of which had important consequences for teaching, research or services at Yale, or for the wellness of the library workplace.
- Developing new, or improving existing, procedures that resulted in significant improvement in productivity or work methods that have positive outcomes for library readers; developing activities that foster cooperation and harmony and make the library a more humane place to work.
- Outstanding concern for the welfare of others, which has led to an improvement in staff morale with a consequent improvement in quality of service to the reader.
- Developing and promoting improvements, which result in service reliability and responsiveness.
- Overall accomplishments that regularly and consistently demonstrate a high level of service, dedication, conscientiousness, compassion and applied skill.
- Other compelling contributions upon nomination and at the discretion of the Service Quality Improvement Awards Committee.

Feel free to attach additional pages.

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All nominations submitted to the Service Quality Improvement Awards Committee shall be confidential.

Please deliver this reference to:
Bernadette Cioffi
Human Resources
Sterling Memorial Library

Revised 8/2003 Jan Glover