

## **Montgomery County Public Libraries 2012 Awards of Excellence Categories**

**Cost/Time Efficiency.** Recommendation of an improvement to work process or system; efficiency of an operation or unit resulting in a measurable savings of time or money for the Department as a whole.

**Customer Service.** Improve customer service with focus on external customers, including residents and customers outside their unit. An individual who has served as a positive role model and shown exceptional communications, cooperation, or collaboration and has had an impact on direct public service.

**Distinguished Accomplishment.** A notable event or achievement that is significant in scope effort or impact on MCPL operations or service to residents.

**Innovation.** A new initiative that results in a change in procedures, a change in policies, improved services or increased efficiency.

**Leadership.** Leadership/initiative and outstanding performance for creative and productive efforts and contributions to enhance the library environment. Execution of the duties of the position far beyond the service level commonly expected by MCPL's customers that is of great benefit to, or reflects highly on, the agency or the County.

**Library Citizenship.** Contributions to key library concerns through exemplary citizenship in support of the mission of libraries and library organizations. This award to be given to an individual who exhibits an exemplary attitude to work, patrons, staff members and the community as a whole. This is to award helpfulness, good spirit, cooperation and endeavor.