

Melissa,

We all just wanted to thank you for providing such a great tour of your amazing library! You and your team are doing wonderful things for your community. We might be reaching out again to ask more about some of your programs.

We are especially interested in
applying for the Family Place Library
grant, and providing more resources
for our parents.

Thank you again for sharing
your time and expertise with us!

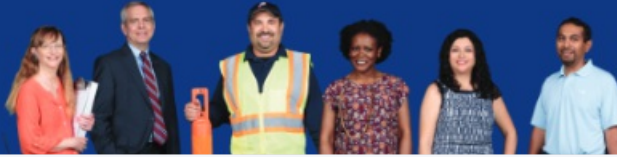
Jammy VanBaskirk
Sachse Public Library



PETER PAUPER PRESS, INC.

Copyright © 2017 • peterpauper.com

Illustration by
Wendy MacFarlane for
Jane Mosse Designs
978-1-4413-2313-2



To:

Melissa Shadowens

From:

Alicia Nors

We're all members of Team Plano and SERVE our internal and external customers daily. YOU demonstrate the following values:

☐ **Stewardship**

Mindful of resources in a consistent and transparent manner

☒ **Engaged**

Committed to the organization and its mission, the people we work with and the people we serve.

☒ **Respectful**

Treat all people with dignity and courtesy.

☐ **Visionary**

Embrace our past achievements while maintaining a leading edge focus on short and longterm success.

☐ **Excellence**

Strive to deliver programs and services that go above and beyond.

This is how I saw you SERVE:

Detective Brenda Speaker told me the following information: Melissa Shadowens is the manager at the Harrington Library. She stopped by several days last week and was very friendly and said let us know if they can help. We were welcomed the first week by everyone that was still working and they all made us feel like they were just fine with us being here.

We really appreciate you for helping the detectives working at Harrington Library make this transitional workspace comfortable and productive!

Lt. Alicia Nors

Criminal Investigative Services Division



To:

Melissa Shadowens

From:

Dee Dee Falls

We're all members of Team Plano and SERVE our internal and external customers daily. YOU demonstrate the following values:

☐ **Stewardship**

Mindful of resources in a consistent and transparent manner

☒ **Engaged**

Committed to the organization and its mission, the people we work with and the people we serve.

☒ **Respectful**

Treat all people with dignity and courtesy.

☐ **Visionary**

Embrace our past achievements while maintaining a leading edge focus on short and longterm success.

☒ **Excellence**

Strive to deliver programs and services that go above and beyond.

This is how I saw you SERVE:

Melissa happily assisted the Multicultural Outreach Roundtable's Citizenship Information Workshop on Saturday, February 13. She was very professional and engaging as she explained the library resources offered by the City of Plano. It is clear that she knows her job and is proud to share that knowledge with our residents and others. She was outstanding. Thank you Melissa!

#4

COMPLETE

Collector: Plano.gov website (Web Link)
Started: Thursday, August 27, 2020 4:27:09 PM
Last Modified: Thursday, August 27, 2020 4:34:16 PM
Time Spent: 00:07:07
IP Address: 66.241.165.203

Page 1

Q1 Date: **08/27/2020**

What date did you contact the City of Plano?

Q2

What reason led you to contact the City of Plano?

I found Plano TX archival documents of Plano history.

Q3

Which department did you contact and by what method?

	Department	Contact Method
Please Select:	Libraries	Email

Name of the person who helped you.:
Melissa Shadowens

Q4

What actions did City staff take to help you?

I was informed ny email the documents were to be scanned for archives.

Q5

How would you rate your experience, where 5 stars = Excellent

☆ **Excellent**

Q6

In order to better SERVE you, please provide us with additional feedback. What went well? What could have been better? We read every word.

I greatly appreciate Melissa letting me know that the items were received and what would be done with them.

Q7

Citizen/Resident

Which of the following best describes you?

Q8

Please provide your ZIP code:

68034

Q9

Respondent skipped this question

I would like to have someone contact me:



To:

Melissa Shadowens

From:

Libby Holtmann

We're all members of Team Plano and SERVE our internal and external customers daily. YOU demonstrate the following values:

☒ **Stewardship**

Mindful of resources in a consistent and transparent manner

☒ **Engaged**

Committed to the organization and its mission, the people we work with and the people we serve.

☒ **Respectful**

Treat all people with dignity and courtesy.

☐ **Visionary**

Embrace our past achievements while maintaining a leading edge focus on short and longterm success.

☒ **Excellence**

Strive to deliver programs and services that go above and beyond.

This is how I saw you SERVE:

Melissa,

Thank you for your leadership during this winter event. I appreciate the responsiveness that you demonstrated working with your peers. The communication and follow up you had with your team and ensuring team GH knew what was going on.

I appreciate you.

Sincerely,

Libby



To:

Melissa Shadowens

From:

Libby Holtmann

We're all members of Team Plano and SERVE our internal and external customers daily. YOU demonstrate the following values:

☒ **Stewardship**

Mindful of resources in a consistent and transparent manner

☒ **Engaged**

Committed to the organization and its mission, the people we work with and the people we serve.

☐ **Respectful**

Treat all people with dignity and courtesy.

☐ **Visionary**

Embrace our past achievements while maintaining a leading edge focus on short and longterm success.

☒ **Excellence**

Strive to deliver programs and services that go above and beyond.

This is how I saw you SERVE:

Melissa,

Great job on the Onboarding class for Team PPL today. The ice breaker and time spent welcoming new staff is very valuable. I appreciate your efforts to make this a fun program.

Sincerely,

Libby



To:

Melissa Shadowens

From:

Brittnee Emerine

We're all members of Team Plano and SERVE our internal and external customers daily. YOU demonstrate the following values:

☐ **Stewardship**

Mindful of resources in a consistent and transparent manner

☒ **Engaged**

Committed to the organization and its mission, the people we work with and the people we serve.

☐ **Respectful**

Treat all people with dignity and courtesy.

☒ **Visionary**

Embrace our past achievements while maintaining a leading edge focus on short and longterm success.

☒ **Excellence**

Strive to deliver programs and services that go above and beyond.

This is how I saw you SERVE:

Melissa,

Thank you for taking on the role of Chair for TLA District 5 this year, and for running such a great Fall Meeting yesterday! I really appreciate your leadership within this group, and I am so proud to be your teammate. :)

Thank you,
Brittnee



To:

Melissa Shadowens

From:

Cecily Ponce deLeon

We're all members of Team Plano and SERVE our internal and external customers daily. YOU demonstrate the following values:

☐ **Stewardship**

Mindful of resources in a consistent and transparent manner

☒ **Engaged**

Committed to the organization and its mission, the people we work with and the people we serve.

☐ **Respectful**

Treat all people with dignity and courtesy.

☐ **Visionary**

Embrace our past achievements while maintaining a leading edge focus on short and longterm success.

☐ **Excellence**

Strive to deliver programs and services that go above and beyond.

This is how I saw you SERVE:

Thank you, Melissa, for stepping in last minute to assist with interviews when I was out sick. I appreciate the teamwork and support!



To:

Melissa Shadowens

From:

Kanan Mandalia

We're all members of Team Plano and SERVE our internal and external customers daily. YOU demonstrate the following values:

☑ **Stewardship**

Mindful of resources in a consistent and transparent manner

☑ **Engaged**

Committed to the organization and its mission, the people we work with and the people we serve.

☑ **Respectful**

Treat all people with dignity and courtesy.

☑ **Visionary**

Embrace our past achievements while maintaining a leading edge focus on short and longterm success.

☑ **Excellence**

Strive to deliver programs and services that go above and beyond.

This is how I saw you SERVE:

Melissa,

We are so lucky to have a manager like you. You have always led with respect. We are proud to have learned this quality from you. Thank you for guiding us both professionally and personally.

Thank you for being the boatswain guiding our boat in choppy waters!!

I appreciate your ability to bring positivity and humor to the team even through unexpected situations.

I appreciate your vision for Harrington and how you keep us patron focused.

S.K.F.K.

pop quiz for you Melissa- Guess who wrote what.....