







Message



## Media Resources student worker

Alberico, Ralph Anthony - alberira

Sent: Friday, April 19, 2013 2:55 PM

To: Simmons, Brian A - simmonba; Peterson, Erika Day - petersed

## Brian and Erika:

I just observed an interaction that I wanted to point out to you. There was a faculty member in Media Resources looking for an item that was checked out. The faculty member was hoping to screen it in her class on Monday. The student worker at the desk, Kirsten, took the faculty member semail and offered to loan the faculty member her personal copy of the video. Way above and beyond the call of duty. I think. The faculty member whom I didn¹t know, turned to me and said ³one of our good students2 Kudos to Kirsten. It was great to see such extraordinary service in action.

## ralph

Ralph Alberico Dean of Libraries & Educational Technologies Carrier Library James Madison University Harrisonburg, VA 22807

phone: (540) 568-3828 (540) 568-6339 fax: email: alberira@jmu.edu