

29 March 2021

Dear WSU APAC:

I would like to nominate Glenn Miller for the APAC 2021 Administrative Professional (AP) Contribution Award. Glenn is a long-time employee of the School of Biological Sciences (SBS) as the manager of the Eastlick Storeroom. His office is responsible for the purchasing needs of research labs, teaching labs, and several support facilities across the three-building complex of SBS. In addition to purchasing duties, Glenn and staff also maintain an on-site inventory of research products, process incoming and outgoing shipments, handle bio-hazardous and chemical waste, and generally assist in creatively solving the inevitable daily challenges that occur in a fast-paced scientific environment.

Glenn's role in SBS could best be described as the connector between faculty, graduate students, post-doctoral researchers, and teachers with the vendors who supply the products that propel SBS research and instruction. Over the years, scientific breakthroughs have dramatically altered the research landscape and, in turn, required continuous innovation and refinement for the supply and logistical side of research. Glenn has kept pace by cultivating an extensive knowledge of the products and services necessary to support the SBS research and teaching missions. His efforts have optimized and modernized the complex ordering process, considering price point, quality control, timely delivery and numerous other variables that impact the procurement process. Of particular interest to virtually all engaged in research and lab instruction is getting the most "bang for the buck", and over the years Glenn has employed multiple strategies for efficient spending. Using the purchasing power of an entire department rather than an individual lab, purchasing in large quantities, obtaining price quotes from several sources, and combining orders to reduce shipping are some of the approaches he uses to minimize costs.

Whether assisting researchers and teachers working with plants, salamanders, birds, fish or grizzly bears, his approach can be summed up in one phrase: Streamline the supply line. By making the process as quick, efficient, and reliable as possible Glenn ensures the scientists and teachers can concentrate on what they most want to be doing.

Over the past 12 months, in a year that required altering the way practically everything was done at WSU, Glenn met new challenges with the same dedication and perseverance he has demonstrated throughout his career. He worked closely with the Director of SBS, the College of Arts and Sciences (CAS) Director of Operations, and the CAS Associate Dean for Research to address pandemic related issues for SBS scientists and teachers. He maintained and updated the essential SBS personnel database, ordered and posted signage for buildings, addressed security and safety concerns, acquired and provided PPE, daily checked critical equipment such as -80 freezers, and provided other vital services for the SBS community. Glenn even added mailman to his list of duties when mail delivery to SBS was halted for several months.

In addition to his outstanding performance in his position, Glenn is a positive “can-do” person. He thinks about how a problem can be solved, and if possible he develops multiple solutions as backup plans. This positive outlook is also reflected in the way that he interacts with others: He is kind and generous with his time and is always looking for the best in situations and in people. I think it is fair to say that people in SBS enjoy working with him and I know that they greatly appreciate his excellence, dedication, and humanity.

Since Glenn began his WSU career in 1990, research and teaching have changed dramatically. Glenn has readily embraced those changes and enjoys contributing his abilities and enthusiasm to ensure the success of the research and teaching missions of SBS and WSU, and he does so with a smile and a positive attitude that are appreciated by all who work with him. I highly recommend Glenn Miller for the APAC 2021 AP Contribution Award; his outstanding work is a major contribution to the continuing success of SBS and WSU.

Sincerely,

A handwritten signature in cursive script that reads "Patrick A. Carter".

Patrick A. Carter
Professor and Director
School of Biological Sciences
Washington State University



World Class. Face to Face.

School Of Biological Sciences

29 March 2021

Dear Sir or Madam,

It is a pleasure to write in support of Mr. Glenn E. Miller for the WSU 2021 Administrative Professional Contribution Award. I have had the privilege of knowing and working with Mr. Miller in the School of Biological Sciences (SBS) for the past 20 years.

Glenn's C.V. points to a long history of dedicated service at WSU, but it fails to reflect adequately the extraordinarily important role he plays as our academic unit simultaneously meets its broad instructional, research and public service roles. First, Glenn has been responsible for maintaining the SBS stockroom - which provides immediate access to thousands of items that we require daily in our roles. Equally important he also ensures that these essential supplies are re-ordered in the correct amounts, including successfully juggling the often-tricky delivery of pressurized bottled gases (e.g. N₂, O₂, CO₂) and controlled substances that are needed for instruction and research. Substantial problems would immediately arise if any of these laboratory items were not reliably available: lab exercises would be delayed or scrapped, time-dependent experiments would be lost, as well as jeopardizing the health and survival of laboratory animals, thereby exposing SBS (and WSU as a whole) to state/federal penalties for animal care. Furthermore, Glenn is principally responsible for the safe disposal of the by-products of many reagents after their use, thereby fulfilling the University's legal responsibilities. He even plays a valuable instructional role by providing all of us in SBS with instruction on the handling of these materials.

I emphasize that carrying out these varied tasks is neither straightforward or routine: Glenn has long mastered the essential ability to work with an astonishingly varied group of vendors (far beyond those used by Central Stores) to procure a diverse and changing array of needed items. He has been exceptionally resourceful in tracking down alternative vendors, keeping track of those vendors whose deliveries are consistently delayed or provide less-than-satisfactory supplies – all the while, going the extra mile to find the best value or best shipping times. As a result, Glenn is clearly the key person to whom all of us in SBS defer when we need a unique item asap. The highly varied tasks that he performs, coupled with the need to interact daily with a most diverse across section of faculty, staff and students at WSU, makes his role one that few others could perform and none as well as Glenn.

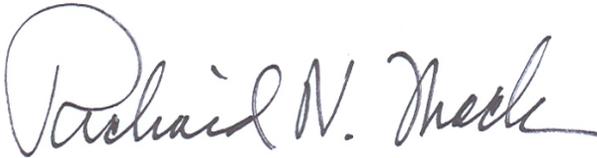
As with so many at WSU, the pandemic has added a substantial element of personal health risk to daily duties. But unlike many, Glenn must perform much of his role in person daily and we are in SBS are eternally grateful because Glenn has daily manned our stockroom throughout the pandemic. Thanks to Glenn, the research labs that could

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stay open with even limited staff have indeed stayed open. And they have been able to stay open in large measure because Glenn has not only provided all the services I have described above, he has also obtained for us the absolutely essential PPE needed for safe work in the labs! Without Glenn carefully and conscientiously marshalling these desperately needed supplies, all our laboratory activities would have ceased months ago – jeopardizing not only the terms of funded research but the career tracks of graduate students, post-docs and faculty. And through all this on-going calamity, Glenn has somehow maintained the same chipper, upbeat aura and genuine friendliness that we in SBS have always so much admired!

Of course, the person I am describing is not only a truly dedicated and valued member of this academic unit but also an extraordinary individual who we in SBS are truly privileged to call our colleague and friend. For these reasons and more, I endorse Glenn Miller for the WSU 2021 Administrative Professional Contribution Award – deserving recognition for an outstanding individual.

Sincerely yours,

A handwritten signature in black ink that reads "Richard N. Mack". The signature is written in a cursive style with a large, prominent initial 'R'.

Richard N. Mack
Professor emeritus

This letter is in support of Glenn Miller's nomination for the AP Contribution Award. I am a research and hatchery manager in SBS and as such, I have worked closely with Glenn for about thirty years. When Glenn first started in the department, our stock room was a very minimal operation. If one needed some basic lab supplies one could run downstairs and pick the item up. Over the years, Glenn has transformed the old stock room into a modern, efficient research support facility. The original services remain but Glenn has added purchasing, shipping, and product information and other services. Glenn's extensive knowledge and contacts with vendors has saved investigators in SBS and other departments countless hours of research looking for the best price, shipping options and other tasks that take time away from research work and teaching. From mundane tasks such as ordering dry ice for an investigator to ship a perishable sample to a colleague to shepherding of the purchase of an hundred thousand dollar instrument through the institutional and state bureaucracies for a new faculty member, Glenn and his staff smooth the way for research personnel.

Despite his demanding job managing Eastlick Stores, he also has served on our safety committee for many years and is its current chairperson. Glenn is also somewhat of a "go to" person for jobs that need to be done in the department. To name a few, Glenn has cheerfully assembled new office furniture, helped move equipment, manages the hazardous waste disposal, and even once rescued and released a black widow spider from the building and back into her natural habitat!

In all, Glenn is an invaluable member of the School of Biological Sciences, the Collage of Arts and Sciences and the University in general. Biological Sciences would not be the successful unit it is with Glenn's contributions. As a long-time colleague of his, I know Glenn takes a sincere, personal interest in helping the faculty and students he works with.

Sincerely,

Paul Wheeler

Research Technologist Supervisor

School of Biological Sciences



March 29, 2021

To Whom it May Concern:

I am writing to enthusiastically support the nomination of Glenn Miller for the 2021 Administrative Professional Contribution Award. As the manager of purchasing and safety officer for the School of Biological Sciences, Glenn plays an integral role in keeping our courses and research afloat. He goes out of his way to make sure everyone has what they need, and he has the expertise and relationships with vendors such that we always get better pricing than we expect. He and his team are the lifeline keeping the research and teaching labs supplied for more than 30 faculty and 100s of graduate students, lab managers and post-docs, and thousands of undergraduates. There are many times when there was a time constraint on a large order or obtaining a quote, or a complex order that involves many different vendors, and Glenn doesn't hesitate to get everything done on time and still find the best deal. When I started here at WSU in 2011, Glenn was the most important person to me, as he helped me navigate my lab start-up and saved me thousands of dollars by pointing me to the right vendors--and he does this with all new faculty. Yet, he made me feel like I was the only child tugging at his shirt tails.

What is especially extraordinary was how Glenn rose to the occasion of keeping SBS going with the transition to COVID protocols last year. He single-handedly managed to design protocols for sanitation and immediately found solutions to our need for sanitizers, disinfectants, gloves, and masks for everyone. He made sure the equipment in vacant labs continued to work and notified faculty of alarms. Because of his close ties with vendors, he managed to keep us ahead of supply shortages and apprised our faculty of changes in shipping schedules. Despite all the uncertainty of shifting policies and conditions this year, he was our leader who kept everyone calm and confident that our research labs were going to keep running. I am sure he absorbed a tremendous amount of stress and put in extra hours, yet he was cheerful and empathetic. Honestly, he has been an emotional support for the whole department. That level of commitment not only exemplifies teamwork, it demonstrates the leadership Glenn provides SBS that is above and beyond his job description.

For the above reasons, I fully support the nomination of Glenn Miller for the 2021 Administrative Professional Contribution Award. Glenn's position supports the amazing research and education that SBS is able to provide, and I am grateful for the opportunity to support Glenn and make sure he is acknowledged for his indispensable contributions.

Sincerely,

Erica J. Crespi, Ph.D.
Associate Professor of Biology
School of Biological Sciences

29 March 2021

To Whom It May Concern:

It is my pleasure to provide a letter of support for Glenn Miller's nomination for a Administrative Professional Contribution Award. I have worked with Glenn since joining the School of Biological Sciences (SBS) in 2017. I don't think it is an overstatement to say that Glenn's efforts make an enormous contribution to the smooth functioning of research and teaching activities in SBS. Glenn's skill at his job, his willingness to go above-and-beyond to help get a task accomplished, his can-do attitude, and his strong interpersonal skills all make him an exceptional staff member.

Glenn is highly skilled at his job. He is extremely knowledgeable about university workings (e.g., policies and procedures) as well as those of the vendors with which we work. This means, that Glenn is able to easily navigate the necessary steps to accomplish various tasks and is also willing to help others in doing so. Even if a question falls outside his normal job duties, he can usually answer it, help find the answer, or put you in touch with someone else who can help you. I particularly appreciate his willingness to help out whenever he can and tackle whatever challenge comes along.

Glenn is adept at working with people outside of SBS. He works seamlessly with other units on campus, and he particularly skilled at working with vendors to get needed information and resolve problems. There have numerous times that I've brought issues to Glenn for which I couldn't get a response or resolution from a vendor. Each time Glenn has been able to resolve it for me. Glenn has also been invaluable in helping me locate difficult to find items for my research and securing the best pricing. Moreover, he approaches these challenges with such a positive attitude that it makes it a joy to work with him.

Glenn's outstanding contributions to SBS extend back long before the current pandemic, but he has really taken on an extraordinary role since the pandemic. Glenn was integral in the planning and transition that occurred during the lockdown. He has also been the person on site in our buildings daily monitoring facilities and handling the many issues that have arisen. He facilitated essential research activities during the lockdown and the resumption of other research activities as that has occurred. He has worked to ensure that we have the necessary PPE, sanitation supplies, and so on. He made sure that we have been able to get shipments as delivery procedures have changed. He has tracked down sources for various

supplies as normal supply-chains have been disrupted. In short, Glenn has worked tirelessly to help us SBS function in these challenging times.

For all of these reasons, I enthusiastically support Glenn's nomination for this award.

Sincerely,

Heather Watts

Dr. Heather E. Watts
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