



Libraries

WASHINGTON STATE UNIVERSITY

March 24, 2021

Dear WSU AP Contribution Award Committee:

I am writing to nominate Susan Lundquist for the 2021 Administrative Professional Contribution Award. Susan has been with the WSU Libraries for almost 44 years and is currently the Director of Administrative Services and the Libraries' Area Finance Officer. Her dedication to the department and the University are exemplary. Susan is responsible for administrative services, which includes management of the Libraries' budget, operations, travel, purchasing, facilities, deliveries, and so much more. She is the go-to knowledge base for everything administrative, and the WSU Libraries could not function without her valuable input and efforts.

Susan has worked tirelessly this past year to streamline procedures, especially as we prepared for implementation of Workday. Since March 2020, when most Library employees began working from home, Susan remained working onsite to ensure smooth operations and to trouble-shoot issues during all of the changes that arose due to COVID-19. Every day, new challenges arise, and she meets them with confidence, strength, and expertise. Everyone in the Libraries depends on Susan to provide assistance and resources in order to accomplish the important and necessary work of the WSU Libraries.

Susan also demonstrates eagerness to contribute to moving the Libraries forward with future focused initiatives. She has been instrumental in implementing multiple updates to facilities in response to requests from students. For example, she was responsible for leadership in the development of the Palouse Study Lounge, a student-focused group media and study space in Terrell Library. In addition, she is leading the way as we begin to consider, plan, and move forward with reopening.

In preparation for implementation of Workday, the Area Finance Officers were required to complete report after report, and to be involved in countless meetings and training sessions. Susan has met every deadline and stayed on top of current activities and news. She keeps the Administrative Team and support staff informed about everything going on, and she anticipates and resolves possible issues before they become problems.

Susan is accurate and efficient, and she strives for excellence in all that she does. She is an innovative problem-solver meeting each challenge head on. She sticks with issues until they are resolved, looking for long-term solutions, not just quick fixes. She is truly exceptional in all of her work, and the Libraries quite honestly would not be operational without her valuable contributions.

As a colleague, Susan is friendly and supportive and cares deeply for others. She understands the importance of communicating and takes the necessary steps to keep staff and colleagues informed about important issues and their impact.

There is no other employee in the entire WSU community more deserving of this honor. Please consider Susan Lundquist for the 2021 Administrative Professional Contribution Award.

Sincerely,

Bonny L. Boyan

Human Resource Coordinator

WSU Libraries



Libraries

WASHINGTON STATE UNIVERSITY

March 25, 2021

Administrative Professional Contribution Award Committee
Washington State University
Pullman, WA 99164

Dear Committee,

I am writing in full support of the nomination of Susan Lundquist for the 2021 Administrative Professional Contribution Award. Susan is the backbone of the WSU Libraries operation. She wears so many hats she must need a storage unit to house them. She is the first line of inquiry for almost any difficult question the library staff have about the operations of the library administrative support.

My job as Dean is made so much easier knowing that Susan is there to keep things on track. She never brings a problem forward without a proposed solution in mind. During the pandemic she has been the omnipresent authority in the building. She has helped to keep our services running smoothly in this difficult time. She has done all this while simultaneously preparing us for the Workday implementation.

Before Susan took this job, many in the library were reluctant to bother the Library Administrative Office. She has totally changed the customer unfriendly impressions that many had about the office. People are happy to ask questions and seek help now. It has been a dramatic shift. The other people in the office have flourished under her professional and approachable manner.

You will find no other WSU employee more deserving of this award than Susan Lundquist. Thank you for your consideration.

Sincerely,

Jay Starratt
Dean of Libraries

TO: 2021 AP Contribution Award Committee
FROM: Beth Blakesley, Associate Dean of Libraries
RE: Nomination for Susan Lundquist
DATE: March 24, 2021



I am very pleased to write in support of nominating Susan Lundquist for this award. Susan has been an integral part of the Libraries for many years, and in the past few years has been absolutely instrumental as our Director of Administrative Services.

Susan brings integrity, knowledge and a commitment to service to all of her work. The unusual challenges that COVID brought have made Susan even more crucial to our operations. She has worked tirelessly to maintain our limited operations in the Libraries, working with library staff and with leaders across campus to follow the ever-changing landscape of developments and issues raised during the pandemic. In addition, Susan was a key contributor to the process of testing and implementing Workday, while keeping all other operations running smoothly.

In terms of her dedication, spirit, expertise and results, I can think of no one more deserving for this award than Susan Lundquist. Thank you for your consideration.

March 25, 2021

Dear colleagues,

I write to indicate my unequivocal support for Susan Lindquist to be awarded the 2021 Administrative Professional Contribution award. I have had the good fortune to work with Susan for more than 20 years in the Libraries. We interact daily, sometimes multiple times a day. With Susan, I know that I will always receive an honest, careful answer to any question or assistance with any project or task. She is incredibly reliably and prompt in her replies. She rarely, if ever, misses a day at work and starts at 8 am sharp and answers her phone until 5 pm. She is efficient with her time and carefully documents all of her work. If we ever need to verify if an ordered has been paid for, Susan will instantly locate the receipt (the same is true too of conference registrations).

Susan brings to her work and established network of good, trusting relationships across campus. She has excellent working relationships with administrative professionals and staff across the University. She knows the exact person to get help making keys, or fixing a door, or redesigning a space, or reviewing a contract, or arranging a delivery. Susan seems to know everyone and everyone that I've seen enjoys working with her.

Susan is one of the most positive people at WSU. She gives smiles freely. Her office area is always graced with seasonal decorations and she keeps a cup or bowl filled candy, a balm that is appreciated by her colleagues after a long meetings in the Library administrative office. She enjoys human interaction and will often pick up the phone or, in the days before covid, take care of small matters in-person rather than sending an email. She more than anyone else keeps in touch with everyone who retires from WSU. And when a former library colleague passes away, Susan notifies us gently of the news and has a sympathy card at the ready.

In addition to her service and dedication to the WSU Libraries, Susan is actively involved in helping the Moscow Fire Department and the Moscow Public Library. Every year she organizes the Moscow Public Library's used book sale, an event that is critical for providing support to the public library as well as providing inexpensive books to eager readers on the Palouse. In summary, Susan Lundquist is a most deserving receipt of the spirit of this award. She gives her all to WSU, plus a bit extra.



Dr. Trevor James Bond
Associate Dean for Digital Initiatives and Special Collections
Washington State University Libraries
tjbond@wsu.edu

March 24, 2021

Administrative Professional Contribution Award Committee
Washington State University
Pullman, WA 99164-5610

Dear Award Committee,

I am writing this letter in support of the nomination of Susan Lundquist to be recognized as a part of the Administrative Professional Contribution Award Program. I have known and worked with Susan for close to fifteen years while she has been working in the Libraries Administrative Office in different capacities. In my mind, Susan is a candidate for this award every year but, this year she is especially worthy of recognition.

Every year that I have had the pleasure of working with Susan on unit and area budgets, facilities planning and management and grants reporting and compliance she has shown almost incalculable amounts of dedication and creativity as well as a never ending reserve of energy to get to the root of a problem swiftly and solve it. Susan has a large and varied work portfolio as the Libraries' Area Finance Officer, Facilities Coordinator and primary Grants Administrator. In addition to these responsibilities, which have all been made more difficult due to the COVID-19 pandemic, Susan has also been one of the main contributors to the Libraries preparation efforts for transitioning to Workday. At one point this past September Susan even covered some receiving and delivering responsibilities as there was a short-term absence in her department.

I hope my comments and insights on behalf of Susan Lundquist help to ease your deliberation and select Susan as one of this year's recipients.

Warm regards,



Alex Merrill
Director of Technology, Center for Digital Scholarship and Curation
Head of Library Systems and Technical Operations
Washington State University Libraries -- Pullman
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March 24, 2021

RE: Administrative Professional Contribution Award
Letter of Support for Nominee: Susan Lundquist

Dear Committee,

I have had the pleasure of working with Susan Lundquist for many years while I was working in a different unit in the Library. For the past three years, my working relationship with Susan became even greater since she became my Supervisor.

The Library Administrative Office was looking to fill a much-needed vacancy however, after several failed searches, it wasn't looking like we were going to fill the position soon. That's when Susan approached me with the idea of moving me physically and my duties to the Library Administrative Office. My fiscal duties did not need me to be in a specific place therefore, since Susan needed a physical presence in the office, I would do my job duties in a different place. I thought this was a creative way for Susan to look outside of the box, and check library-wide to solve her vacancy problem.

Three years later, this move has been one of the best career decisions I have made. Susan not only became my Supervisor, she also became my Mentor. Susan is teaching me about the fiscal business at WSU. She has also presented me with new duties, new responsibilities, as well as new challenges.

Susan is very deserving of this recognition because she brings a selfless, positive attitude to the library. She is able to work with many teams in the library as well as with teams campus-wide. She leads with honesty and treats everyone with respect.

Sincerely,


Jennifer Yoshikawa, Library and Archives Paraprofessional 4
WSU Libraries