

Nomination Form

**FEDLINK Library Technician of the Year Award**

**INSTRUCTIONS:** Please save a copy of this Nomination Form, complete the form in Word, print a copy and get signatures on (current) page 2\*, and email with the Selection Criteria Statements and Supporting Materials to [fliccfpe@loc.gov](mailto:fliccfpe@loc.gov) . All Nominations must be faxed or emailed no later than Friday, January 16, 2017. If you do not receive confirmation within one week, please contact Lizzie Daniels by phone at 202-707-4813. (\*Completed form will probably be longer than 2 pages.)

Use the exemplars at [http://www.loc.gov/flicc/Awards/previous\\_year\\_exemplars.html](http://www.loc.gov/flicc/Awards/previous_year_exemplars.html) as a guide in completing the application packet and writing the Selection Criteria Statements.

Please complete the boxes below. They will expand as you type.

**NOMINEE:**

Name: Jennea Augsbury  
Title: Lead Library Technician  
Agency: Department of Veteran Affairs

Library/Information Center Address: VA North Texas Health Care System / 4500 South Lancaster Road  
City: Dallas State: TX Zip: 75216

Phone: 214-857-1251  
Fax: \_\_\_\_\_  
Email: JenneaM.Augsbury@va.gov

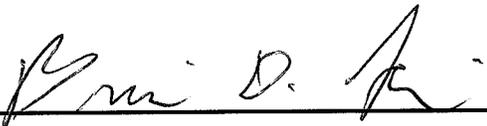
Additional Comments or Explanations: \_\_\_\_\_

**NOMINATOR:**

Name: Brian Lewin  
Title: Chief Library Services  
Organization: VA North Texas Health Care System  
Address: 4500 South Lancaster Road  
City: Dallas State: TX Zip: 75216  
Phone: 214-857-1250  
Fax: \_\_\_\_\_  
Email: brian.lewin@va.gov

## Nomination Form

**Nomination Statement (Mandatory):** I believe Jennea Augsbury should be Federal Library Technician of the Year for Fiscal Year 2016 because she demonstrated extraordinary dedication to serving the needs of the medical center staff and veterans during a 13-month period without a Service Chief or professional librarian. She worked diligently and tirelessly and kept the library from not only declining but also advanced services. I strongly recommend her for the highest award for a federal librarian.

**Signature:** 

**Date:** \_\_\_\_\_

### **MANAGEMENT APPROVAL - Immediate Supervisor:**

Name: **Brian Lewin**

Title: **Chief Library Service**

Organization: **VA North Texas Health Care System**

Statement of approval: I fully support Jennea Augsbury's nomination as Federal Library Technician of the Year for Fiscal Year 2016 for the reasons I stated above as well for those stated on the nomination form. I would like to add that her experience and insight has been invaluable to me since coming on board this past August as the new Library Service Chief. I see myself continuing to rely on her knowledge in the future.

**Signature:** 

**Date:** 1/17/2017

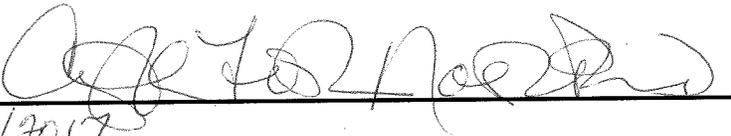
### **MANAGEMENT APPROVAL - Second Level Manager:**

Name: Cynthia Foslien-Nash

Title: Associate Chief of Staff - Education

Organization: VA North TX Health Care System

Statement of approval: I approve this nomination for Federal Library Technician of the Year for Fiscal Year 2016.

**Signature:** 

**Date:** 1/17/2017

Ms. Jennea Augsbury, Lead Library Technician has demonstrated an extraordinary dedication to serving the needs of the medical center staff and the veterans who use the library.

**Flexibility, open to change in Fiscal Year 2016, adapting work methods to changing conditions and dealing effectively with ambiguity.**

By July 2015, the two medical librarians and the Library Service Chief had all resigned leaving only Ms. Augsbury and the other library technician in the medical library. Ms. Augsbury went exceedingly above and beyond her job functions in order to not only maintain the Library Service at status quo but to improve the services by taking on duties that are supposed to be performed either by the Service Chief or a professional medical librarian.

**Commitment to service excellence in support of the mission of the library or information center in Fiscal Year 2016.**

Marketing material. She developed Library Service informational material to be distributed at new employee orientations. Ms. Augsbury updated the PowerPoint presentation to accurately reflect library's capabilities. She revised the Library's SharePoint page so that users can link to all the resources that are available.

Vendor management. She solved problems as they occurred with vendors and contracting specialists/officers.

Coaching and training functions. She provided instruction on numerous online databases and other resources to medical center staff. She coached the other library technician on various Library Service-related functions including interlibrary loan and journal routing procedures. Ms. Augsbury also mentored another VA librarian from the Salem VAMC on how to process very large article files through the OCLC, a global library cooperative that provides shared material to member libraries.

**Exceptional technical competency demonstrated during Fiscal Year 2016 in one of the following: public services, technical services, information technology, or other library/information service areas.**

A variety of fiscal duties including all contracting, purchasing and budget management. Ms. Augsbury researched and analyzed multiple options for the selection and acquisition of medical and patient books and AVs by applying knowledge of the collection and patron usage statistics.

Periodical holdings evaluation. Ms. Augsbury analyzed statistical data of medical journal usage and recommended titles to remove from the annual journal order saving VANTHCS thousands of dollars. She further culled the list by working with the VA Library Network Office personnel to identify overlaps between their purchases and VANTHCS that could be deleted from the collection to further reduce the number of journals purchased by VANTHCS.

Literature searches. Ms. Augsbury provided over 40 searches to medical center staff as requested when the VA back-up professional medical librarian, located off station at the Shreveport VA, was unavailable.

Provided reader advisory service. She communicated to clinical staff when new books or DVDs were added to the collection that pertained to their areas of expertise. Ms. Augsbury also provided bibliographies of the Library's available resources to medical center staff as requested.

Space utilization. After the consumer health library room was closed and the material consolidated in the medical library, she redesigned the front of the library for patients by coordinating the moving of shelving, study carrels and easy chairs. The installation of an electrical and data drop also made it possible to have one of the patient PCs located in the area.

Ms. Augsbury managed to accomplish all the tasks lists above while performing the duties of her regular position at an outstanding level.



**DEPARTMENT OF VETERANS AFFAIRS**  
**North Texas Health Care System**

In Reply Refer: 549/141

13 January 2017

The Federal Library and Information Network  
101 Independence Ave, SE  
Washington, DC 20540-4935

RE: FEDLINK Federal Library Technician of the Year

Reviewing Committee:

I heartily recommend VA North Texas Health Care System (VANTHCS) Dallas based Library Technician, Ms. Jeanne Augsbury, for the 2016 Federal Library Technician of the Year Award.

VANTHCS lost all Librarian support in July of 2015. We are one of the largest VHA health care systems and an academic facility. With that, library usage is robust and when fully staffed, have three Librarians, two Library Technicians and a Library Program Support Assistant. Interlibrary loans, tutorials of our on-line resources and patient computer stations are the tip of what our Library Service provides. An important additional item is the 300 medical search requests annually submitted by our staff; answers which effect patient care, research projects and our educational programming. For 14 months, Ms. Augsbury quite successfully completed or coordinated Library Services. A few highlighted successes follow. She maintained and even appropriately culled our library books and journals, worked with a contracting technical representative to keep all contracts, both local and VISN contracts, up to date and worked with a remote VA Librarian to provide over 300 medical search services to our staff. She helped reconfigure our Library such that patients and staff would be separated within the physical library, enhancing the library experience for staff, students and patients.

Ms. Augsbury demonstrated boundless energy, wisdom and strength during a time of great transition in VANTHCS Library Service. I attribute the successful management through that time to her performance. She did not step into the role of Librarian; she instead performed as a stellar Library Technician and guided me through what we needed from our remote library support system. Ms. Augsbury continued her exceptional support on the arrival of VANTHCS Library Service Chief, who is new to governmental systems.

Without hesitation, I give my highest recommendation to Ms. Jeanne Augsbury for the 2016 Federal Library Technician of the Year Award.

Please do not hesitate to contact me for any additional information by phone 214.857.1170 or email [cynthia.foslien-nash@va.gov](mailto:cynthia.foslien-nash@va.gov)

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Cynthia Foslien-Nash".

Cynthia Foslien-Nash, PharmD  
Associate Chief of Staff for Education

*Corporate Office:* Dallas VA Medical Center, 4500 South Lancaster Road, Dallas, TX 75216  
Sam Rayburn Memorial Veterans Center, 1201 East Ninth Street, Bonham, TX 75418  
Fort Worth Outpatient Clinic, 2201 SE Loop 820, Fort Worth, TX 76119  
Tyler VA Primary Care Clinic, 7916 S. Broadway, Tyler, TX 75703  
Plano VA Primary Care Outpatient Clinic, 3804 W. 15<sup>th</sup> Street, Plano, TX 75075



DEPARTMENT OF VETERANS AFFAIRS  
Veterans Health Administration  
Washington DC 20420

January 6, 2017

Federal Library and Information Network  
101 Independence Ave, SW  
Washington, DC 20540

RE: Federal Library Technician of the Year Award

Reviewing Committee:

I highly recommend the nomination of Jennea Augsbury for FEDLINK's Federal Library Technician of the Year Award for FY16. As Director of the Library Network Office, it is my pleasure to work with many exemplary VA librarians and library technicians. However, Ms. Augsbury stands out in that crowd. As the Chief, Library Service for the VA North Texas Health Care System (VANTHCS), I had the pleasure of working with her directly for a number of years. As a technician, Ms. Augsbury was always eager to learn new things and had expanded her knowledge and skills over her years with VANTHCS because of that unusual eagerness. So it wasn't surprising to see what happened as the professional staff began retiring.

In particular, Ms. Augsbury's outstanding work and commitment during FY16 was exceptional. At the beginning of FY16, the library at VANTHCS had a staff of 3 librarians and 2 technicians. In November 2015, the medical librarian transferred to another agency, in December 2015 the consumer health librarian retired, and in May 2016, the Chief, Library Service retired. At the time of the Chief, Library Service's retirement, neither of the librarians had been replaced. These vacancies left the VANTHCS library without the leadership of a librarian.

Ms. Augsbury's commitment to the library, the medical center staff and to the Veterans was undeniable. She took up the mantle and ensured that library services were maintained. She managed a budget of almost half a million dollars, ensuring that funds were appropriately encumbered for print and online books, journals, and databases. Due to her familiarity with the collection, she was able to assume responsibility for selection. Utilizing her knowledge of the collection, the library patrons and the pertinent issues facing the medical center, she was able to maintain a current collection rather than allowing the collection to stagnate for a year. Her work also included a trial by fire since she was required to work on several contracts and licenses for online resources. Working on contracts and all the related issues is not an easy task for a librarian, let alone for an individual who has never done it before. But again, she undertook this task head on.

While undertaking many of the duties, previously performed by one of the librarians, Ms. Augsbury ensured that her typical duties were also completed. One of her regular tasks is

interlibrary loans. According to the FY16 Library Service Annual Statistical Report the national average for the number of items loaned to other libraries by a VA library is just over 300; Ms. Augsbury provided over 2,000 items to other libraries. A typical VA library borrowed under 250 items; Ms. Augsbury handled twice that number, borrowing just over 500 items for the staff at VANTHCS.

Your nomination form covers 3 primary criteria: commitment to service excellence in support of the mission of the library, exceptional technical competency, and flexibility. During FY16, Ms. Augsbury was outstanding in all 3 criteria. The library could have easily faltered and been left to deteriorate during this year. Ms. Augsbury refused to let this happen. She assumed the leadership role and assured that services were provided. Her technical competency was not only outstanding in her area of responsibility, but she was able to demonstrate that she had the knowledge and skills needed to maintain areas of the library that were not typical for a library technician. And finally, flexibility: I think flexibility captures Ms. Augsbury's character and ability to handle such a high level of responsibility for 16 months until a new Chief, Library Service was hired in august 2016. She has worked closely with the new librarian to share her knowledge and experience by explaining the VA system and ways of doing things.

She is to be commended for her dedication to the library, the staff and the Veterans at the VA North Texas Health Care System during FY16.

Nancy A. Clark  
Director, Library Network Office  
Director, VACO Library  
Office of Informatics and Information Governance  
Veterans Health Administration