Test Your Knowledge

- What is the Post-Baccalaureate or non-degree admission?
- What is the Goldmine Repository?
- When will the Light Rail be available to the UNC Campus?

Answers page 6

Inside This Issue:

- Take Note: A Message from the Dean
- First LifeSavers Awarded
- Reese Manceaux
- StrengthsQuest at Atkins

Extra! Extra!  
Send your news!  
deads@uncc.edu

When David Hill accepted the Shipping and Receiving position at UNC Charlotte in 1994 it was the beginning of over two decades of university experience. And when he joined Atkins Library in 2001, he recognized that it wasn’t the work that kept him coming back year after year, it was the people who surrounded him and the fact that he was given the biggest office in the library. Located on the ground floor, Hill’s work space may not be representative of all he does with orders, supplies and packages, instead his space may just be a symbol of how one would measure the depth of his caring about the well-being of others.

Library Employee Delivers More than Mail

I remember noticing that I could make people laugh when I was in high school. I would say things and people would just laugh, so I started thinking that I must be funny.”

“What I like best about my job is the people. I like to make people laugh if at all possible. My job allows me to do that with the staff, students and vendors that I come in contact with. I have fun while I’m working, and that has made my time here more enjoyable,” says Hill, Library Mail Clerk.

One could say that Hill is very much a “people person” who likes to make sure no one is left out. His secret—making people laugh and making sure that the people he meets have a smile on their face, a talent he discovered he had years ago.

“I remember noticing that I could make people laugh when I was in high school. I would say things and people would just laugh, so I started thinking that I must be funny. I liked seeing that people were happy because of something I said and from there, I pursued a mission of helping people experience a little happiness by trying to make them laugh,” he says.

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Happy Early Spring!

We are beginning the process of implementing Ex Libris’ Alma and Primo. While we are all excited and optimistic about improving the interface and features our patrons use to interact with our collections and about maximizing our productivity and efficiency, we will have to invest a ton of work to get there. System changes are quicker and less labor intensive than they were in the past, but libraries now have more capability to customize the interface. Hence, we will have a different experience than you did during the migrations to Millennium and WMS. We do not yet know what that experience will look like, but we know it will present challenges and require committed hard work. Please be patient while we go through this process. When the going gets tough, I hope you will focus on the positive outcomes we will reach with your diligent efforts. I think of the new system as a gem we must shape and polish until it glistens. As we polish the gem, it will reflect positively on us and make us proud. I hope everyone will support the ILS/Discovery Implementation Committee as they work us through this process. The Team lead by Somaly Kim Wu (our Project Manager) includes Michael Winecoff, Abby Moore, Alison Wilson, Amanda Binder, Bob Price, Bonnie Cole, Derek Norton, Joseph Nicholson, Chesney Klubert, Rachael Winterling, Renee Moorefield, Shoko Tokoro, and Sophia Timberlake.

We had a fantastic “Conversations with the Dean” meeting on February 15. Room 271 was full of folks representing units across the Library who enjoyed half-price Valentine’s candy, adult coloring, play dough, and stimulating, constructive conversation. Attendees shared valuable perspectives on a variety of topics and learned from one another as well. We analyzed how we communicate in the library, which has prompted a review of our methods and processes. I encourage everyone (other than our Associate/Assistant Deans) to join us for one of the upcoming meetings (March 29, April 26, etc.). Why should you attend? I take your input seriously, improvements will result, and attendees learn from listening to their peers. The ideas raised in these sessions will not be attributed to individuals, so you can rest assured that you can be forthright. In the near future, some Associate/Assistant Deans may hold their own listening sessions that will be open to the entire library, except the Dean and the other Associate/Assistant Deans. These open, listening venues provide an opportunity for you to share your insights through an alternative to the traditional hierarchical structure. What we learn will help us improve our organization for our employees, as well as our facilities, services, collections, and technologies for our patrons.

Speaking of communication within the Library, Steering Committee and all committee meetings are open to all employees. Betty Ladner sends out links to the Google Doc agendas for Steering Committee as do the chairs of our other standing committees.
**Spotlight on Our Staff**

**All Around Atkins**

**First LifeSavers Awarded**

*Susan Pardue* has always been willing to help me out above and beyond what is necessary. When I requested to be told when a new book came in, she could have just emailed me that it was available and sent it to the stacks, but she always offers to put it on hold for me. There have been times that I was just wanting to take the book to have it moved to the Career Resources and she offered to send it up for me, saving me time. I appreciate that she always has a positive attitude and is extra helpful. She may not think it was such a big deal, but it was (and is) to me.

—Nominated by Nicole Spoor

*Derek Norton* is amazing in helping us help our students, faculty, staff, and other constituents. He listens attentively and makes innovative solutions a reality. He embraces suggestions to improve interfaces. He is quick as well. Derek is a joy to work with and a delight to be around. He is truly a gifted developer. All of our constituents benefit from his work every single day.

—Nominated by Anne Moore

**This Just In!**

**Our Very Own to Perform in Recital**

Atkins Librarian Front and Center

Reese Manceaux will be giving a recital of classical music at Wingate University in the Batte Center Recital Hall. Music will be performed on flute, clarinet, saxophone, bassoon, & oboe featuring composers: Brahms, Arnold, Jolivet, Weber, and others.

Come out to support your fellow co-worker!

**Thursday, March 30th 7:30pm.**

*This event is free and open to the public.*

Live Stream [https://portal.stretchinternet.com/wingateadmin/](https://portal.stretchinternet.com/wingateadmin/)
“It has been proven that it takes more muscles to frown than to smile, so we need to give our face a rest and smile more. Dolly Parton said that when she sees someone without a smile, she gives them one of hers,” says Hill.

Having a need to reach out to people inspires Hill to tell a joke, or at least say something funny. Hill says, “you never know what someone is going through. We can’t see if something is troubling them. And I can’t tell if they are having a bad day or not. But if they are going through something difficult, I want to try to get them to smile or laugh a little, or just give them a special moment to help them get through the day. That makes me feel really good to be able to do that for someone.”

Handing out “special moments” is something that Hill is accustomed to on a regular basis. His job requires a great deal of interaction with people, and on his daily rounds through the library, he comes across a lot of people he just wants to have fun with. And as he performs his daily tasks he often finds people who are in need of a chuckle or two. When he sees this he doesn’t hesitate to deliver a good dose of laughter whenever he can.

“The library isn’t the only place that Hill shows off his comedic skills. He dabbles in a little stand-up comedy as he is often asked to entertain at his church celebrations. He says, “when I am asked to do a roast for someone, I’ll try to do a little research on the person so that I can actually relate my jokes to that particular individual. When I’m standing up in front of a crowd, I feel comfortable in coming up with funny things to say to make people laugh. I’ll write jokes down, but I always find myself not following a script and I go off in another direction. Most of my stuff is really spur of the moment things that come to my mind. I use my wife in many of my jokes and a lot of times she’ll tell me that I need new material, but I just tell her, no, I just need a new audience. After thirty two years of marriage, I can still make her laugh.

Hill has dedicated much of his life to looking out for others in ways that demonstrate his giving nature. For Hill, “providing service” seems to have been a natural fit for him as his employment history reflects.
The Harrisburg, NC native started working at the age of 12.

“My very first job was at a little café called, Tall Boy Drive-in. In that job I did a little of everything. I picked up a lot of skills. I learned to be a waiter, a car hop. I flipped burgers and made hotdogs and milkshakes. I also took orders and delivered food to customers. After that I worked at the Harrisburg TEXACO filling station. We did everything a full service station would do such as pump gas, clean windshields and check the oil and tire pressure on cars. It was a lot of customer service,” he says.

Recognizing how one person’s actions can impact another person’s life is something that Hill can relate to. When he worked at Airport Auto Service in the late 60s, the owner of the company did something that may have influenced Hill’s overall feeling about “giving back”—he inspired him to want to spread a little happiness to other people.

“When I was working at Airport Auto Service in Charlotte, I proposed to my fiancé. We choose our wedding date and sent out the invitations. Right after we sent out our invitations, I received a draft notice in the mail telling me to report to duty. This was devastating for us. We were planning to be married and my draft notice conflicted with our wedding date. My boss, who was also the owner of the company, sent a letter to the Selective Service Board requesting a deferment for me. It worked. He was successful and we were able to get married when we planned and we were able to go on a short honeymoon. I reported to the Army one week later than the original date I was supposed to go. What my boss did was very thoughtful. I learned something from him. He taught me that it’s ok to go out of your way to bring happiness to others,” says Hill.

Although he has managed to change careers over the years, he tends to gravitate to positions where he can make a difference in people’s lives.

“For seven years I was the Youth Pastor at Freedom Christian Center on Freedom Drive in Charlotte. I really enjoyed working with kids, making them laugh and trying to be a positive part of their lives. While employed at Freedom, my job included not only being Youth Pastor, but also making hospital visits, overseeing the church’s food pantry and the bookstore. I also had the opportunity to work with the homeless. My wife helped me a lot with my job. She formed a youth choir which allowed the kids to travel around the area to sing,” says Hill.

Another role Hill took on was with a home church. This work took how he cares for others to another level. “I was Assistant Pastor and I served in a communications role. I would make a lot of phone calls to people and send out cards to members and prospective members of the church, make hospital visits and fill in for the pastor from time to time,” says Hill.

Today, Hill is still serving in his church. He teaches Sunday school to adults at Bethel Methodist Church in Midland, NC.

But Hill has always found a way to make connections with people. For years he was a softball coach in the Midland area. He coached both of his daughters and developed one of them into a fast-ball pitcher who went on to play travel and high school ball. After coaching he kept his interest in softball and still managed to offer support to the community.

“I worked with Top Gun Sports, a softball tournament organization in Concord. I signed up to take care of the grounds for the softball fields. My involvement was actually a family affair. I was responsible

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for maintaining the fields. My son umpired the games and my wife and daughter would work the concession stands,” says Hill.

As Hill’s mission is to give others the gift of laughter, some who have been on the receiving end of that gift find a way to give it right back to him. One could say his actions have contagious outcomes.

“I believe it was in 2013 when I started noticing a student sitting by the Admin doors on the second floor of the library. She would be studying, sitting in the same spot every day. Our contact started with a smile, then we started saying 'hello' to each other. After saying ‘hello’ for a good while, we started having brief conversations about her class assignments and all the work she had to do. She would laugh at the things that I would say and she seemed very happy. I would also offer her a piece of candy that I had taken from someone’s desk, and occasionally, she would take the candy. Our interactions went on for a while, almost for a whole semester. Every time I would stop to talk with this student, I didn’t think anything about it—I was just enjoying my day and getting my work done on my rounds to pick up and deliver the mail in the library. But apparently, I was having an impact on this student and I was making a difference in her life. I remember us having a conversation about how final exams and graduation were just around the corner. That same day, she pulled out a card with a gift card inside. She told me to take my wife out to dinner with it. In the card she thanked me for the candy I would give her and she acknowledged how I had helped her get through the stress of studying. She told me that I made her time here at the university more enjoyable.

Shortly after graduation I learned that she had responded to a questionnaire that was sent out from the Chancellor’s Office asking for students to share information about someone who had made an impact on their stay here at UNC Charlotte. In the questionnaire she mentioned the encounters she had with me in the library as a significant highlight of her experience as a student on campus,” says Hill.

Hill’s kindness and caring heart earned him a Certificate of Merit from the Chancellor.

**Test Your Knowledge Answers:**

- A pathway for you to take a graduate course and return to school, without having to take an admissions test, complete prerequisites, or commit to a specific program.

- A digital repository under development at J. Murrey Atkins Library, UNC Charlotte. The Goldmine features oral history interviews digitized as part of the project Living Charlotte: The Postwar Development of a New South City.

- March 2018
Please review the agendas and attend any meetings that interest you and to share your suggestions. Like the chairs of all library committees, Betty will send the link to each set of completed minutes for Steering Committee meetings to all library employees. I encourage you to read the minutes of Steering Committee meetings to keep up-to-date on announcements between All-Staff meetings and to supplement email messages and the Newsletter.

I encourage you to visit with me at any time or schedule a meeting through Marquita. I will reach out to new employees and others I have not yet gotten to know to schedule a meet and greet or a catch-up meeting. Please don’t be nervous if Marquita contacts you to set up an individual meeting – it just means I want to learn about what you do, what you would like to do, and how I can help.

Now that the Staff Development and Activities Committee has launched the LifeSaver Award program, please submit your award recommendations to acknowledge the terrific work of our fellow library staffers. Everyone needs a little recognition for a job well done.

—Anne

Coming in March...

**StrengthsQuest at Atkins**

Every person possesses a special combination of talents, knowledge, and skills -- strengths -- that they use in their daily lives to do their work, achieve their goals, and interact with others. Gallup has found that when people understand and apply their innate strengths, the effect on their lives and work is profound. People who use their strengths every day are three times more likely to be happier with their lives in general and are six times more likely to be engaged in their jobs.

**Find Your Strengths, Take the Assessment!**