

January 30, 2019

Seungkyoo Lee,  
Library Assistant - Access Services,  
Dalhousie University Libraries

Dear Kyoo,

I want to thank you for organizing all of the reserve processing tasks during the reserve coordinator's sudden sick leave from October 9, 2018 to January 7, 2019.

You maintained a high standard of service throughout the entire period and especially the week before and after the holiday when the bulk of the research course lists were received. From the point of view of the faculty members who submitted course requests no change in our service level would have been noticed. With minimal additional help from other staff members, the students were efficiently served. You excel at multi-tasking and in prioritizing your work flow and as we began the winter term I know it was a challenge.

Sincerely,



Helen Wojcik,  
Manager – Killam Access Services,  
Dalhousie Libraries, Dalhousie University,  
Halifax, N.S. B3H 4R2

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