

STAFF IMPACT



Sara Simon: Problem Solver

“Sherlock-ing” is a term Sara Simon has coined during her seven years in Knowledge Access and Resource Management Services (KARMS), at University Libraries. Simon’s core role as a Library Technical Specialist is ensuring accessibility to online journals, hundreds of databases, and numerous resources. When these resources fail or need updating, she and her team provide support.

Patrons submit issue reports around the clock, and Simon is the first person who tackles problems surrounding access to electronic materials. To assist patrons, she recreates what the patron is experiencing, which requires her to work backwards. This method of taking a problem apart to investigate an error is the type of “Sherlock-ing” in which Simon excels.

As Simon’s position is mentally demanding, starting her morning with a moment of mindfulness is both important and effective. Her favorite way to achieve this is watching the sunrise through the windows of the Reading Room. For the rest of the day, Simon can be found at her desk, assisting the User Services Department at the main service point, or pausing in passing to help someone with a question.

In fall of 2015, Simon was recognized with the Library Excellence Award, which is presented to faculty and staff members who consistently go above and beyond for University Libraries patrons. Co-Interim Dean Jeffrey Daniels said she is “dedicated, conscientious, and helpful.”

Daniels’ words are evident in Simon’s work ethic. She is passionate about diversity, continually gaining knowledge, and learning about herself. These characteristics drive her determination to provide excellent service to all patrons.