# Staff Impact

## Bob Kozminski: A Little Kindness Goes a Long Way

Thousands of people pass through the doors of the Mary Idema Pew Library Learning and Information Commons each day. Library Specialist Bob Kozminski ensures that these visitors’ experiences are pleasant and worthwhile. Bob said he takes a simple approach to his job by offering a kind word, a smile, and treating everyone with respect.

Bob has been making great impressions for library visitors since 1995. As part of the library’s User Experience team, Bob helps library users from answering questions at the service desk and the library’s online chat service to facilitating library events and exhibits. After more than twenty years of service, Bob still finds plenty to enjoy about his job and its focus on helping others. “It is so rewarding to be in the midst of faculty, students, and staff every day,” he says.

In 2016 Bob was recognized with the Library Excellence Award, which is awarded to a faculty or staff member who goes above and beyond their job description. Bob was nominated by two of his colleagues for the award. Both recognized his kindness, his ability to connect with people on a personal level, and, as his supervisor Kristin Meyer puts it, his “meticulous attention to detail and dedication to delivering a great user experience.”