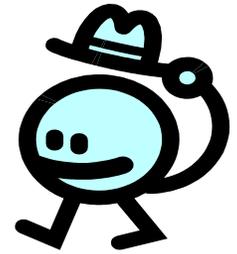




Shorewood Insider— November-December 2016



Kudos Korner



KUDOS TO: Hayley Johnson, Nancy Shimon, Leeann Butschlick,

Tim Koepp, DPW, Customer Service

librarians here as being very attentive, calm, and having good energy. It was quite an intense conversation!

Shared by Rachel Collins
Library Director

Department of Public Works. I moved here 13 years ago from Madison and while I love the schools, the proximity to the lake and the people, the thing I love most about it here is the DPW. I can't tell you how much better things work here than in Madison. In Madison, the streets weren't plowed and salted, they were sanded--leading to constant fender benders. After trash pick up the streets were strewn with garbage because people were allowed to put out their trash in open cans that would be preyed on by the local gang of raccoons.

Elizabeth M.
N. Alpine

Following are a few comments received from our customers:

October 2016

A patron requested *The Curious Incident of the Dog in the Night Time* by Mark Haddon because her son was reading it for a school book group. When I (Hayley J.) looked up the record, every copy was checked out. Hayley checked nearby libraries, their copies were checked out as well. Hayley recalled seeing a copy of the book in the Friends of the Library donations, so she looked and found it. The parent bought the book for a dollar! She was so grateful that she got her hands on a copy so quickly.

Last week (~October 22) you (Leeann) helped my family obtain a replacement recycling kart. I wanted to thank you and your colleagues at Waste Management for your courtesy and quick work. We really appreciate it.

Dan, Jim, and Gail
Sweetland

A phone call from a resident about Code Compliance Officer, Tim Koepp, "Tim was out here last week (mid-October) and I just wanted to say thank you. I received the [Milwaukee County] Home Repair Program brochure in the mail. We will be checking into that and we will keep you up to date how that is progressing."

Gary S.
N Sheffield

I (Nancy S) had a wonderful conversation with Carmen M., a regular library patron who visits Shorewood and many other libraries. She praised our library and the

There could not be a town in all the nation with a better, more responsive DPW. Just wanted to say it – and everyone I say it to underscores that with a little story of their own. When I queried about significant trimming of a parkway tree – not at all urgent, they were there in 30 minutes, and the tree had major surgery before 9 a.m. the next

I am writing this email in praise of the Shorewood

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CONGRATULATIONS to:

Susan Lyles and
Theron Rogers

Winners of the \$15 Starbucks gift cards during the Customer Service Appreciation Week, October 3-7

KUDOS

day. Wow! When my friend was having water problems, the crew in the neighborhood offered to check the basement for signs of possible problems, and had good advice for her. The trash pickup drivers are friendly and patient. And on and on.

People who leave the village have great regrets for good reason.

Joan S.

November 2016

On the local level, praise once again for services of the Shorewood Senior Center. When they called to ask whether I would benefit from fall yard clean-up volunteers, they also asked whether I would like the fire department to check my smoke detectors. Sure, why not?! I've always done it myself. Today, a fireman came over. Very efficient and cordial. Not only did he check my first and second floor detectors, he installed a new one in the basement and replaced the now-ancient one on the second floor, both new ones equipped with 10-year batteries. How about that?!! Also installed a carbon monoxide detector in my bedroom. All courtesy of the North Shore Fire Department. I couldn't be happier.

Ellie P
E Olive

CUSTOMER SERVICE

I read a quote today about being thankful.

"We must train our minds to see good in every situation."

Some might consider that idea as having a "Pollyanna" view of life and feel that it is unrealistic.

However, numerous studies have shown that having a positive attitude even when dealing with stressful situations can many times bring about a better effect.

A few steps to keeping a positive attitude and looking for the good in every situation:

1. Avoid a pessimistic view. It's easy to go down the slippery slope, but it is important because that negative view can sap you of the strength you need to deal with the situation.
2. Focus on the positive—if you see everything negatively, you will feel "afflicted" and every day will appear gloomy. If you focus on the positive things, you will have more cheerful outlook and can even be happier. The choice is ours.
3. Do things for others—unselfish giving brings deep satisfaction. Experiencing the joy of giving can do much to help us cope with negativity.

Employee Events



December 1-21, 2016 —
Food Drive
benefitting the
Hunger Task
Force

- ◆ December 5-9, 2016 —
Combined Giving Campaign
- ◆
- ◆ Thursday, December 15, 2016— 8th Annual Chili Cook Off—Village Hall Court Room



WELLNESS/VOLUNTEER EVENT

On Saturday, November 19, several staff members took the opportunity to "give back" to the community by volunteering at the Riverwest Food Pantry. Staff helped with registration, stocking and distributing and loading food for patrons. Pictured are the happy participants, back row: Gerald Weber, Elizabeth Price, Tony McCoy, Haley Johnson and Kate Strattnar, Pictured front row: Jessica Burkart, Tyler Burkart and Rachel Collins. Also present, but not in the picture: Chris Swartz.