



## The Latest in Pawprint: December 11, 2015

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### Six Building Care staff receive Bartels awards



One has worked at Cornell for nearly 26 years, most of it in the College of Engineering. Another started her career 14 years ago, working as a Cornell temp. A third has worked second shift for the past eight years. These and three other custodial and housekeeping staff were recognized with the ninth annual Bartels Awards for Service Excellence Dec. 8 in Bartels Hall. Eight Bartels scholarships recipients also were recognized.

Traveling from his retirement home in Charlotte, North Carolina, former director of Building Care Rob Osborn thanked Phil Bartels '71 and his wife, Susan, for endowing the award in 2009 and for establishing the Bartels Scholarship Program to encourage custodians and their children to take classes and further their education. He told more than 400 Building Care staff in attendance: "You are the finest group of employees that anyone could ever dream to work with. ... You are in my thoughts very often, and I do miss you very much." Award recipients received a certificate of recognition and a monetary award.

Recipients of the 2015 Bartels Award for Service Excellence:

- Gary Allen, who with his late wife, Evie, began working at Cornell in 1990. He has been a custodian for the College of Engineering for many years, and his supervisor says he has a "superior work ethic" and "generous team spirit." Dedicated and loyal, Allen loves to train new custodians and is known for specializing in comprehensive floor care.
- Slavik Bindas, who works second shift and is known as a team player, a solid communicator and the person who volunteers when someone is out. He took on one of the most daunting floor-stripping and waxing projects on campus, 110 Olin Library. Bindas "has a great sense of humor and is fun to be around." He also has an outstanding attendance record.

- Michelle Clark, who is known for coming in early and greeting her co-workers and customers with a “warm, heartfelt smile.” Clark has “impeccable customer service skills” and “gets the job done and done right,” her colleagues say. She is always willing to help out, including with such major campus events as inauguration, trustee dinners, Charter Day, athletics events and concerts.
- Penny Lockwood, who began as a temp working in West Campus in 2001. She has worked in the Cornell Child Care Center for the past six years, helping play a role in the center’s achieving national accreditation. Lockwood is noted for her engaging ways with teachers, children and parents, is detail-oriented and understands the importance of cleanliness and sanitation.
- Janet Lott, who “has been instrumental in coordinating the renovation cleanup and new building maintenance at Stocking Hall.” She is known for being good-natured, customer-oriented, cheerful and positive, and according to one of her colleagues, is “a wonderful, dedicated, dependable employee.” Her supervisor calls Lott “an excellent leader and mentor.”
- Marti Smith, who began her career at Cornell in 1996. She is known by her colleagues as “a team player with a reputation as a quiet, sensitive and empathetic employee.” She has served as an acting lead custodian, offering her insight and being willing to embrace change while upholding the department’s core values of truth, respect, excellence, teamwork and integrity.

Julie Parsons, event coordinator for Facilities Management, recognized eight scholarship recipients, all children of Building Care staff: Luke Babel (father, Ron Babel); Marissa Ferguson (Susan Ferguson); Jordan Hollenbeck (Lynn Hollenbeck); Hector Santa Jr. (Hector Santa Sr.); Taylor Schemerhorn (Patty Schemerhorn); Dan Schmitt (Kelley Schmitt); Kayla Stewart (Andrea Stewart); Troy Sutfin (Don Sutfin). She also thanked the Bartels family for their generosity and “for not only having the amazing idea to recognize our staff, but to put it into action.”

Phil Bartels said, “Simply stated, each year the award recipients have been amazing. To my wife and me, this award is indeed a confirmation of the truly fine quality of the Department of Building Care.”

*Full photo gallery will be available next week.*

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## **Long-time staff member, father of 10, recognized for service**



In Russia, Alex Grigoryev was a man of accomplishment: he attended a military engineering school and worked as a railroad military engineer in the Soviet Union, and was a mine mechanic and electrician in Kazakhstan.

An immigrant to the U.S. in 1997, Grigoryev has been no less accomplished: Well-known for his work ethic, reliability, punctuality and interest in others, Grigoryev has worked as a dishwasher first at Hope's Way and then at the Statler Hotel for the past 17 years to put nine of his 10 children through college.

Grigoryev was recognized along with Greg Mezey '09, director of food and beverage, and Jeffrey Nix, conference services supervisor, with a "Going-the-Extra-Mile" award Nov. 19 in the Statler Ballroom. About 80 Statler dining and hospitality staff gathered for the event.

"My life was like any life," a self-effacing Grigoryev said. "I grew up, went to school, got a job, got married and had children, and now I am retiring."

His colleagues tell a different story: Grigoryev is well-known for his laughter and his loyalty, for caring about the wellbeing of his peers and supervisors, for keeping calm under pressure, and for taking on any project without question.

Most of all, they say, he is known for his pride in his family. His wife Rita and all 10 of his children – Margarita, David, Tatyana, Daniel, Roza, Jacob, Lilia, Josif, Solomon, and Samson – have all held jobs in various departments at the Statler; Daniel and Jacob are Cornell graduates, Class of 2011 and 2015, and Samson '19 is studying at Cornell. Grigoryev and his wife are also proud grandparents to seven grandchildren.

Mezey was recognized for mentoring others, his passion for food and his love of Cornell; he has been active in leadership roles in both the University and Employee Assemblies. A veteran and former truck driver, Nix was recognized for working his way up to supervisory levels through his flexible, can-do attitude; his honesty and integrity; and his willingness to always lift a helping hand.

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## **Lean process at Cornell Store nets savings by the book**

When Pat Wynn, executive director of [Campus Life Enterprise Services](#), walked into [The Cornell Store](#) at the start of the fall 2013 semester and saw more than a third of the store's prime retail space overtaken by giant, textbook-filled, industrial-gray shelving units, she vowed, "Never again."

Wynn's response would lead not only to a complete revamping of how the store sells textbooks, but also to a rethinking of the store's entire retail and online businesses.

That semester, Wynn gathered Cornell Store leadership and key campus stakeholders to examine the textbook-selling process. With the guidance of Kathryn Burkgren, senior director of organizational and workforce development, and other consultants and with the input of Cornell Store staff, they used the Lean process-improvement tool to analyze how textbooks were handled and to develop a way to streamline it.

Before the new process was implemented, "We followed a five-page checklist that involved nine employees, and each book was touched multiple times before being sold," said Christopher Cave, academic materials manager. "Now, the checklist is two pages and involves only four employees, and books are touched once."

Cave described some of the old process: Textbooks that had been ordered (generally about 120,000 units per year) were delivered to the warehouse. There, the boxes would be opened, books taken out, counted against the invoices and shelved according to class. The shelving units were transported to the store, which in the meantime had rearranged merchandise to make room. Once the shelves were in place, books would be straightened and recounted, and signs for each class posted. Unsold books were reboxed and sent back to the warehouse along with the shelving units.

Now, books come from the publisher to the warehouse and are received based on packing slips and then sent directly to the store and shelved alphabetically. This new receiving process limits the handling of books. At the end of the rush, textbooks stay on the shelves until unsold stock is returned to publishers, Cave said.

The savings are substantial. Old shelving units took up a third of warehouse space, standing empty for most of the year; now,

that room is used for holding online orders. Rush periods require fewer temporary workers at the warehouse, resulting in an estimated \$26,000 in savings annually.

Grouping books alphabetically also saves on floor space, and shelving them around the perimeter of the store gives prime retail space to clothing, gifts and supplies. A store-run book rental program – not possible with the obsolete cart-shelving system – is now available for more than 60 percent of all titles.

“While we have seen significant savings, even more important is the increase in our ability to serve our customers,” said store director Fred Piccirilli. “One efficiency led to another, and now our staff have learned to look for other efficiencies.”

The store also has taken advantage of students’ preference for online shopping. Students login to see their official Cornell booklist with all materials, along with cost comparisons to other retailers. They can order those books online and pick up the order, already compiled, at the Cornell Store.

“Thirty percent of our customers shop on the website ahead of time,” said Cave. The Cornell Store currently offers eBooks online and by next fall, the store expects to offer a much larger number of e-books for purchase online and in-store than it currently does.

“Now that we have developed a culture of continuous improvement, change is ongoing,” said Piccirilli.

Wynn said: “We look and operate much more like a retail store than a book repository. We now offer a greater selection of apparel, a wider range of technology and more school supplies. And the efficiencies we’ve gained have freed up our staff to spend their time not on checklist tasks but on enhancing our customers’ experience.”

The Lean process, which has been used for several years across campus to boost efficiency, fits with President Elizabeth Garrett’s call to lessen administrative burden. She has asked the leaders of the central administration, colleges and units to submit to her by Dec. 15 a plan to reduce administrative costs and increase efficiencies. For more information on the Lean process, visit the [Organizational and Workforce Development website](#).

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## Give the gift of preparedness

’Tis the season for giving, and what better way to show you care, than giving the gift of preparedness to your friends and family? Most likely an emergency supply kit is not at the top of your shopping list, but it could be the most important gift you give this year. Do you have a new home or car? Has a teenage child recently passed a driver’s test? Does an elderly parent live alone? Have you welcomed a new member to the family? Safeguard these milestones and the ones you love by spending a few minutes shopping for or making a kit.

According to a recent publication from the Office of Public Health Preparedness and Response at the Center for Disease Control and Prevention, 44 percent of Americans do not have a first aid kit and 48 percent do not have emergency supplies. Emergencies can happen anywhere at any time to anyone. Whether it be a winter storm, building fire or motor vehicle accident, having the right supplies can help save a life when the unexpected happens.

What exactly is an [emergency supply kit](#)? Kits come in all shapes and sizes for your home, car and pets. Yes, pets too! Kits contain such critical supplies as a flashlight with extra batteries, emergency blanket, whistle, non-perishable food, extra cell phone charger, first aid items and water. A car kit would include similar items, along with a basic hand tool kit and jumper cables. According to the Office of Emergency Management and Business Continuity, it’s easy and rather inexpensive to make your own kit, which can be customized to fit your lifestyle and personal preparedness needs.

Don’t know where to start? Visit [emergency.cornell.edu](#) for information on how to make a starter kit for your home, a roadside emergency kit for your car, and even a kit for four-legged family members. If your time is limited this holiday season, pre-assembled kits are available from many online retailers.

While not the newest tech gadget or the trendiest handbag, the gift of preparedness is practical and affordable. Most of all, it

expresses to your friends and family how important they are in your life and that their safety is on the top of your list.

For more information on giving the gift of preparedness this holiday season, including winter weather tips, visit the Office of Emergency Management and Business Continuity's website at <http://www.emergency.cornell.edu>.

*Kristin Hopkins is the outreach and education specialist for the Office of Emergency Management and Business Continuity.*

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## **Fred Van Sickle named VP for alumni affairs, development**

Fred Van Sickle, chief development officer at the Institute for Advanced Study in Princeton, New Jersey, has been named Cornell's next vice president for alumni affairs and development, President Elizabeth Garrett announced. He will begin his new position Jan. 18.

Van Sickle, who has held his current post since 2014, previously served as executive vice president for university development and alumni relations at Columbia University, where he oversaw the completion of a seven-year, \$6.1 billion capital campaign in 2013.

"I am delighted to welcome a leader of Fred's caliber to the university. He brings unparalleled experience and a proven track record of accomplishment in higher education fundraising and community building. We are setting ambitious goals for the university, and Fred will be key to developing and implementing many of the strategies to enable our success," said Garrett. "I also want to thank Jeff McCarthy for his wise counsel and steadfast stewardship while serving as interim vice president. His leadership during this transition truly has been exemplary."

Robert S. Harrison, chair of the Cornell Board of Trustees, said: "As we reach the successful end of the Cornell Now campaign, it is imperative we continue engaging with our alumni and developing new partnerships that will build on the campaign's momentum so we can take the university to the next level. I have every confidence that Fred is the perfect person for the job."

Van Sickle will be responsible for a comprehensive and integrated development and alumni relations program, working collaboratively with academic, administrative and volunteer partners to increase philanthropic support and strengthen alumni engagement. He will lead a team of 350 staff members.

"I am excited to join Beth Garrett and her team and to lead such a strong group of seasoned professionals," said Van Sickle. "Cornell alumni, parents and friends have a reputation for being incredibly engaged, vocal supporters of the university, and I look forward to tapping into that energy. Cornell has all the ingredients necessary to achieve even greater heights."

Van Sickle has three decades of experience in fundraising and alumni relations. At the Institute for Advanced Study, he is responsible for fundraising, constituency outreach and communications. Under his leadership the institute recently completed a \$212 million campaign.

He joined Columbia in 2002 as deputy vice president for university development and served as vice president from 2003-10 before being named executive vice president in 2011. Van Sickle was a key architect of the \$6.1 billion capital campaign, one of the most successful fundraising efforts undertaken by any university. He also oversaw creation of a five-year, integrated alumni and development "post-campaign" plan; launched Columbia's first Giving Day, which used social media to raise \$6.8 million from 5,000 donors in one day; and developed a professional training program for internal talent.

A career fundraiser, Van Sickle has held positions at the University of Michigan, Lake Forest College, Princeton University and Wesleyan University.

Van Sickle earned a B.A., cum laude with distinction, in history from Lake Forest College in 1983, a Master of Education degree from Harvard University in 1989, and a Doctor of Education degree, with distinction, from the University of



Pennsylvania in 1996.

Van Sickle and his wife, Susan, an early childhood music educator, look forward to joining the Ithaca community. They have two adult children.

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## **Amy Ross named to international parking organization board**

Amy Ross, manager of parking systems and communications, Transportation Services, has been named to the Accredited Parking Organization (APO) Board of the International Parking Institute (IPI).

The APO Board was established to ensure and support parking industry standards; organizations that receive the APO designation have achieved a comprehensive standard of excellence, using best practices in responsible parking management and operations, customer service, professional development, safety and security.

Ross has served Cornell for 27 years, 23 of those with Transportation Services. "It is an honor to serve as one of the inaugural members of the APO Board," says Ross. "I was both surprised and excited to be chosen."

To receive APO designation, organizations work with trained third-party reviewers to present evidence of their accomplishments against more than 250 criteria in 13 categories of parking industry best practices. Institutional, municipal, medical, university, airport, private and other parking programs can receive the APO designation.

"We are thrilled to have Amy as a member of the APO Board," says IPI Vice President of Program Development Rachel Yoka. "She adds a wealth of expertise to our board of professionals and will be a tremendous asset to the APO program."

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## **United Way: A holiday gift to our shared communities**

The Cornell United Way Campaign is in full swing. Hard-copy pledge cards have been distributed to faculty and staff, and online giving is available through [Pledgeline](#).

Meanwhile, Cornell's student campaign continues its nationally recognized fund-raising and leadership through special events and outreach.

Cornellians are asked to contribute to the campaign before leaving for winter break, if possible.

On an annual basis, Cornell's campus community provides 40 percent of the total United Way of Tompkins County campaign. Every dollar given to the Cornell United Way campaign directly benefits programming (not overhead) for thousands of friends, neighbors, co-workers and their families.

You can designate your gift to a program or agency of your choice, including any non-member 501(c)(3) health and human service agency, be it in Tompkins County or elsewhere.

United Way's mission statement is "To improve lives by mobilizing the caring power of our communities," and giving has never been easier with Cornell's new online option.

Show the power of Cornell's caring community by [making your tax-deductible contribution today](#).

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