



Outstanding Team Member

This award recognizes a person who is not the direct manager/director of a mail center, but has gone beyond his or her normal work duties and has been an example for others to follow. This person made a major impact in their mail center that is significant and noteworthy of a national award. Nominees of this award do not have to be listed as a NACUMS member, but the manager/director of the person must be an active member.

Be sure to detail the facts that would lead the committee to think this candidate is qualified for this award.

Dana Kemberling – Student Mail Services Coordinator – Bucknell University –
Division of Communications – Publications, Print and Mail

Dana Kemberling has exceeded all expectations as the SM coordinator. In the 10 years Dana has been a member of this team she has been a part of moving student mail forward. She is not afraid of making changes to improve and thrives in each new situation. Dana exemplifies what the meaning of Outstanding Team member.

Overall Job Performance:

Dana is flexible, adjusting her hours to cover and close student mail and the LC post office during scheduled and unexpected absences. Her attendance is exemplary. She keeps appointments (sick time) to a minimum during work hours. She has managed a multitude of tracking and locker system issues exceptionally well. There were 44 problems logged from July 1 to current with the majority of them occurring at peak times. She multi-tasked by assisting students in retrieving packages while communicating with staff and vendor support personnel to resolve the problems. She ran reports and performed audits to ensure that data remained accurate. She continues to maintain the tracking system by communicating with staff regarding issues, procedural changes and updates on a consistent basis. Dana utilizes the ability to customize features in Brynka to the fullest. An established routine for locker and mail folder audits, package pulls, reminder emails and last notice package returns was developed. Safety and productivity was improved of the back storage and processing area. Dana taped off sections of the floor to ensure that clear spaces are visible and wide enough for carts and staff to move more freely. It also helped to prevent trip and fall hazards. Everything has a place and is neatly organized. She increased efficiency by implementing a new package receiving process at the start of the spring semester. Brainstormed with staff to create the procedure and altered it as needed. Worked with Brynka to customize screens and create barcodes. Attached barcodes to carts and tubs and assigned each cart a



number. Packages are found more quickly and are better organized. The quantity of pulled packages has increased leading to extra work. Dana's solution was to assign barcoded carts and tubs specifically for these packages and sort them accordingly. Packages are no longer sorted by C#. To conserve space, a "transfer" delivery event was created in Brynka. This condenses packages to allow for more packages to be pulled and efficiently organized. She updated and customized office signage to better communicate with our customers. Utilizes the out of office email and phone voicemail services on a consistent basis. This focused our attention to the task at hand, the prompt processing and delivery of mail and packages. Bucknell Student Mail received and processed over 15,800 letters and 88,573 packages from July 1 through March 31. This was done successfully due to the teamwork of everyone. Dana believes "We", not I, accomplished these things.

Customer Service/Teamwork:

September 2021- Asked by the health center to deliver prescriptions to students. SM began partnering with the Lewisburg pharmacy by receiving, recording, processing and delivering student medications. We received a total of 562 packages from September through March. A pharmacy log sheet was created for verification. A USPS Label 400 is attached to each package for tracking purposes. A new process for packages received for students during summer and winter break: a form was created and sent in the package notification emails to students over breaks. We provided students with options on how they wanted student mail to handle their packages. Held packages for various students' delayed fall return, due to unforeseen circumstances regarding travel and covid-19 protocols. Extended our service window hours on move-in day/weekends. Worked on MLK Day to offer package pick up and also accepted deliveries from 10-4. Offered water for families on move-in days. Corrected student mailings from Kappa Delta, ISS, Alpha Lambda Chi and BSG that weren't prepared properly. Currently working with staff to update the group mailing policy moving forward. Participated in the video presented to the board of trustees and at the employee recognition celebration. Attended Building Value & Voices "Building Stronger Relationships" workshop. Supported Speak Up Bucknell/No More Month- Participated in Purple Thursday with other PPM colleagues by wearing purple to show support for survivors of domestic and relationship violence. Continue to accept Walmart deliveries, with an increase in larger grocery orders containing perishable items. Received 167 orders from July 1-present. Created a "private carrier delivery form" for drivers to complete upon drop-off. Hosted Penn College mail services staff and Bucknell Library & IT to showcase and explain the locker system. The library is working with Brynka to possibly install a small locker system. She offered help and support to L&IT in the future, if lockers are purchased. Assisted USPS, Federal Express and UPS on numerous occasions when the driveway was blocked. She worked with public safety and per their instruction and recorded the vehicles' makes, models and license plate details. She contacted dining and the switchboard for further assistance to track people down. She took mail carts and hampers to the carrier's trucks, unloaded packages and made multiple trips to get them to student mail for prompt



processing. Notified public safety of suspicious packages received throughout the year. Worked directly with Jeff Ettinger on a confidential case involving a student.

Professional Behaviors/Soft Skills:

Dana's attributes that contribute to the continued success of Student Mail Services, Publications, Print and Mail, and Bucknell are as follows:

Patient in interacting with difficult people, highly motivated and always takes the initiative, especially in stressful situations, accepts change with enthusiasm, positive attitude, exceptional time management skills, multitasks with frequent interruptions, successfully manages a high workload environment while focusing on accuracy, resolves problems quickly and effectively, she loves the students!

Equity and Inclusivity:

Dana was asked to participate as a Communications Diversity, Equity & Inclusion Council Member through December 2021:

- Served on the goals and objectives sub-committee
- Contributed to the creation and content of the Communications DEI Council section on myBucknellWeb
- Assisted with the planning of two DEI Panel Discussions
- Began developing Bucknell's land acknowledgement
- Participated in The Water Dancer group discussions

Watched Patriot League Anti-Racism Learn, Share-Speaker Series

- #1 "Are We Automating Racism" DEI Student/Alumni Panel Discussion
- #1 DEI Student/Alumni Panel Discussion
- #2 Moonlight

Read:

- The Water Dancer
- How to be an Antiracist
- Why are all the Black Kids Sitting Together in the Cafeteria

E&I Act/Connect:

Connected with first year student staff by discussing The Water Dancer (the first year reading). Supported a transgender student who was targeted and attacked downtown by sitting down with them on two occasions. Visited a former student worker in the Multicultural and International Lounge. Other students welcomed me and expressed their appreciation for me being there. Supported the Asian/Asian American community by wearing their APIDA shirt, March 2022-in remembrance of the Lives Lost to Violence against Asians and Asian Americans in 2021.

Sustainability:

Conserved energy by unplugging equipment, electronics and appliances during extended breaks. Reduced the number of trips families made to pick up packages on move-in day by offering help to condense boxes. Gathered boxes and packing materials and recycled them appropriately. Remained within budget for student staff



hours by 596 hours from 8/21 to date. Doubled the number of work-study eligible students from three in the fall semester to seven in the spring. Continues to suggest and offer recycled packaging materials for shipping. Socially continues to create a safe workspace where student staff can be themselves. A newly hired first-year student recently commented that working here is the “best part of their day”. The physical, mental and emotional health of staff is always a priority to her. If someone is struggling, time off is always encouraged by her.



Growth/Improvement/Development:

July 2021:

- ACUP & NACUMS-Panel Discussion/Mail Services on Institutional Campuses

August 2021:

- USPS Bank Secrecy Act Compliance Training

September 2021:

- DEI Student/Alumni Panel Discussion #1
DEI Student/Alumni Panel Discussion #2

October 2021:

- "Technology Solutions to Enhance the Student Experience" Brynka Beacon
- MARCUMS Virtual Conference
- NACUMS Virtual Conference

December 2021:

- Building Value & Voices " Building Stronger Relationships"

February 2022:

- NACUMS Dialogues- Panel Discussion-parcel lockers #1
- NACUMS Dialogues- Panel Discussion-parcel lockers #2
- University Advancement Confidentiality Training

March 2022

- Hazmat Training USPS
- Brynka VNMC Conference