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Amanda Goshey's customer service made her a shoo-in for the City's second Employee of the Quarter award. The award encompassed nominations from parks, recreation, golf, and the library. Goshey is a reference public services librarian at the Burleson Public Library.

Goshey "is a great representation of the City of Burleson," according to the nominations. The award winner "takes the concept of customer service and a positive attitude to the next level. She is genuine in her desire to help people and there is never a stupid question. She goes out of her way to have something positive or funny to say to keep her and those around her smiling. Her knowledge of resources is impressive and her ability to work with patrons who have a wide variety of personality traits and service demands is outstanding."

Goshey credits her good customer service to the training she received on the job in high school and college, including at Target in Fargo, North Dakota – "they had an excellent customer service training program" – and library school.

Goshey joined the Burleson Public Library staff in July 2009 as a part-time reference assistant, and then in November 2009 she became a full-time reference public services librarian. Burleson is her first professional position as a librarian. She volunteered at the Hillsboro Public Library/Tanasbourne branch, in Hillsboro, Ore., while she was in library school. She was also an on-call clerk in the Garden Home Library in Portland.

The award winner coordinated Burleson's Veterans Brick project in the early years. She is currently part of the Collection Development committee, is the library's volunteer coordinator, assists with adult programming, helps manage interlibrary loans, and she is in charge of the Burleson Funding Information Center, which got off the ground in May of this year. Patrons have free access to the Foundation Center of New York's detailed information on grant makers and applying for grants. The Center's core collection of resources includes Foundation Directory Online, profiling more than 110,000 U.S. grant makers, Foundation Grants to Individuals Online, Philanthropy In/Sight, print directories, and proposal writing guides.

Goshey is the go-to on technology. She helps patrons when they are using the computers, accessing databases, or downloading eBooks and eAudiobooks.

“Local schools often have assignments that require students to find appropriate resources, making it a teaching moment for me to help them evaluate resources from the internet, databases and print material,” Goshey said. “I help people find books for themselves and their kids or parents. I have helped people find books that address their health concerns. I have even helped a few knitters troubleshoot their knitting problems and show them how to repair the damage!”

The 43-year-old honoree earned a Bachelor of Arts degree in anthropology in 1994 from Texas Tech. She graduated from the Portland Oregon cohorts in the Distance Learning program from Emporia State University's School of Library and Information Management in 2004 with her Master of Library Science degree.