



David Rosario
Shipping Supervisor
Boston Public Library

The Central Library at Copley Square is one of the busiest receiving departments in the City, and David Rosario, Shipping Supervisor for the Boston Public Library system is the glue that keeps the system working. The Shipping Department at Copley Square is the unit where the sorting and distribution of thousands of books, DVD's and other library materials takes place every day. Considering that BPL loans close to three million books and audiovisual materials each year, this is no small feat.

BPL operates 24 neighborhood branches, a large storage facility in West Roxbury and the Central Library. The system also hosts up to 10,000 events each year, all of which require exceptional attention to detail. David's ability to tend to such demanding detail guarantees that the BPL sorts and distributes circulating materials in a timely manner, and he readily provides vendors who are bringing supplies to the library for events throughout the year with helpful guidance.

David personifies important characteristics of a true leader and says he does not accomplish these tasks alone. Aware of the often stressful situations his staff encounters, he makes certain that their environment and equipment are safe and appropriate for their tasks. His calm manner of dealing with issues that appear in the Shipping Department also inspires staff members to handle their difficulties patiently and efficiently. David is also known for his encouragement of team members

to develop new skills that will qualify them to move up in the system—despite the fact that the person's promotion will challenge him to hire and train another reliable employee.

Perhaps the most significant example of David's commitment to excellence and to helping others became apparent during the two-year renovation in the Johnson Building at the Central Library. David worked with his team to coordinate services at the City Archives in West Roxbury in order to limit the impact on public service. This less than ideal situation for shipping and receiving materials required extreme changes and new routines for his staff, but his leadership and commitment to making the situation work inspired others to embrace the challenges.

Beyond his work day, David continues his support of fellow workers as Clerical Representative for the BPL Employees Union. He is steadfast in his willingness to take on challenges and bring new perspectives to Board Members acquired through his work and conversations with fellow employees. His input has helped the Union advocate for policies and procedures for the benefit of all.

Congratulations, David Rosario, on your selection as a 2016 Shattuck Award recipient. You are the true embodiment of a dedicated civil servant. We thank you David for your commitment to service and excellence.

