

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Elizabeth Goss
First Name Middle Initial Last Name

Honoree's Job Title: Deputy Clerk II

Department: County Clerk Probate

Years of Service with the County: 2 years 7 mos

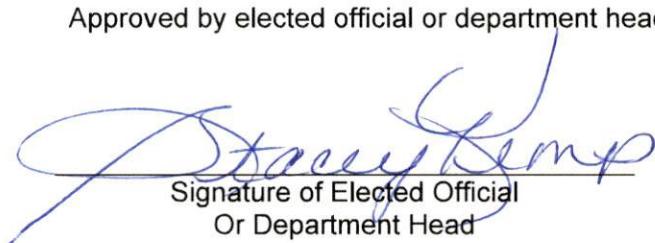
Why the Honoree is receiving a GEM Award including dates:

I would like to nominate Libby Goss for a GEM award.

In September 2021, after the last legislative session, the copy fees in the Probate office had a change. In office copies continued to be \$1.00 per page and electronic copies had changed to \$1.00 for the first 10 copies and additional copies are \$.10 per page. The clerks had to begin to assist customers who now wished that their requests for copies be fulfilled electronically. This request was asked to be done while the customer was in the office. These requests were taking up a substantial amount of time for the clerk to go through the case, find the documents and email each document to the customer while he or she waited. During a staff meeting in April, Libby stated that she wished that a new form could be created to have the customer request the documents and the staff have a deadline to email the electronic copies to them. I told Libby to create the form she wished to see used. The new form was approved by the Clerk and put into production. This form has been very beneficial to the clerks. They now have time to review the request to ensure accuracy and the customer is able to pay the lower rate. The form has definitely saved time for the clerks and is a more efficient way to fulfill the requests of customers. Customers can now fill out the form, leave the office, and receive the documents timely at their home or office. Great work Libby!!!

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Approved by elected official or department head on the 18th day of July, 20 22



Signature of Elected Official
Or Department Head

Stacey Kemp, County Clerk
Printed Name