

## **REAL. TEXAS. SERVICE. CHAMPION**

### **Luis Monreal, Senior Library Assistant**

Luis is a Senior Library Assistant for the Mesquite Library System. He trains, supervises and schedules the Circulation staff at the Mesquite Main Library. Using his exemplary customer service skills, he always welcomes customers with friendly face and warm greeting.

Luis is often called upon to assist Spanish-speaking visitors at the library and translates many Library documents as well as recording voicemail messages in both English and Spanish.

During the pandemic, he implemented many safety protocols and helped develop the “Library To Go” curbside service.

Some say, Luis can “write a book” about how to embody the CARE message through his eagerness to help customers and city staff with his upbeat attitude.