Form 1100-001
(R 2/07)

NATURAL RESOURCES BOARD AGENDA ITEM

Item No. 7.A.6

SUBJECT: Retirement Resolution for Joan T. Novak

FOR: SEPTEMBER 2007 **BOARD MEETING**

TO BE PRESENTED BY:
Matt Frank

SUMMARY:
Joan T. Novak will retire after 31 years of service to the citizens of the state of Wisconsin.

RECOMMENDATION: Adopt Retirement Resolution for Joan T. Novak

LIST OF ATTACHED MATERIALS:

No	☑	Fiscal Estimate Required	Yes	☐	Attached
No	☑	Environmental Assessment or Impact Statement Required	Yes	☐	Attached
No	☑	Background Memo	Yes	☐	Attached

APPROVED:

Regional Director, — Date 8-28-07

Administrator, — Date

Secretary, Matt Frank — Date 9/7/07

: Laurie J. Ross - AD/5 S. Krantz - Spooner

Retirement Resolution

Joan T. Novak, Natural Resources Customer Service Representative for the Antigo Service Center, retired from the Wisconsin Department of Natural Resources on August 27, 2007, after 31 years of dedicated service to the citizens of the State of Wisconsin.

Joan began her career with the Department of Natural Resources in Antigo on January 5, 1976, when she was hired as a seasonal Typist. Since that time, she has had many different roles within the Department from Typist to Word Processing Operator and finally to permanent half-time Customer Service Representative. In these various positions, she performed many duties with excellence serving on the service center team, delivering customer service to the public and supporting Department staff. Joan's service to the public involved selling recreational licenses, assisting customers with recreational vehicle registrations, advising citizens of regulations, providing program information, office management and many other duties. Joan was, perhaps, best known for her innovative efforts in creating the DNR Notes. She designed the DNR Notes to educate customers on rules and regulations and teach them about the positive aspects of DNR. In November of 1992, she authored her first article for the Notes, which have been published in Antigo's local newspaper since its inception. In more recent years, the DNR Notes were expanded considerably, reaching as far north as a Florence newspaper and west to a Tomahawk newspaper, with many other customer contacts in between. Joan had exceptional communication skills, which were evident in the way she took the most complex information and regulations and put them into a format that the general public was able to understand. Joan worked diligently to provide concise and accurate information.

During Joan's career, her supervisors repeatedly recognized her for her dedication and commitment to her job, the Department and the citizens of the State of Wisconsin. These supervisors have also said that she is conscientious, courteous and dependable, and flexible in adjusting her work hours to benefit the Department. She was a very active motivational member of the Antigo Service Center team participating on various committees throughout the years and coordinating the DNR booth at Langlade County Youth Fair yearly. Joan also worked closely with other functions at the Antigo Service Center to accomplish some of their goals. For 17+ years Joan assisted the Wildlife crew with deer registration, CWD efforts and also coordinated the telephone call-ins from the registration stations after opening gun deer weekend.

Joan has been a source of creative ideas for our Department. In October of 1986, she was recognized by the Department with a Merit Award for her suggestions in improving the Hunter's Choice system. She was nominated for Employee of the Year award in 1994 for her consistent, upbeat and positive attitude. Joan was also a member of the Antigo Customer Service Team, for which she was given the 2003 Northern Team Award with her co-workers. Joan was a tireless worker who served the Department of Natural Resources with distinction. Her extraordinary knowledge and experience within Customer Service will be greatly missed.

WHEREAS, Joan T. Novak has served the people of the State of Wisconsin faithfully and well in the performance of duties and has thus earned the commendation due an exemplary public employee;

NOW, THEREFORE, the Natural Resources Board at its September 2007 meeting at Pembine, Wisconsin, recognizes such faithful service with due respect and gratitude, and hereby makes this commendation a part of its official records.

Natural Resources Board

Christine Thomas, CHAIR