



Muskingum County Library System

2/25/21

Dylan Banta
Muskingum Co. Library System
Technology Assistant
220 N. 5th St.
Zanesville, Oh. 43701

Dear Dylan,

Thank you for your display of excellent customer service for your community! Your work on the Senior Tablet Initiative has been impressive! As one of your first projects at MCLS, you met it with enthusiasm and a determined attitude.

The opportunity for a grant to connect seniors with technology began in November 2020. Our Team had two months to lay the groundwork and implement the service. All of the initial work of setting up each iPad fell upon you and it was not always easy. You inquired and persisted until resolutions were obtained.

You also displayed great internal customer service working with the Team. Communication was timely and suggestions were presented and received in a nonjudgmental manner. I learned much from you and really appreciated your valuable input.

It is rewarding to know this initiative will connect seniors to information, ideas and each other. It will also break down barriers and provide opportunities to enhance lives. You should be very proud of the work you have accomplished. What a valuable asset you are to the Muskingum Co. Library System.

Respectfully,

A handwritten signature in black ink that reads "Beth Brown". The signature is written in a cursive, flowing style.

Beth Brown, Outreach Services Manager

Cc: Stacey Russell, Director
Stephanie Freas, Assistant Director
Joe Dusenbery, IT Director
Personnel File