



**Muskingum County Library System**

December 28, 2021

Dylan Banta  
John McIntire Library  
220 N. 5<sup>th</sup> Street  
Zanesville, OH 43701

Dear Dylan:

Thank you for providing excellent customer service!

Specifically, customer Gail Smith stopped in the library to let me know how helpful you and Jazmyn have been. She appreciated your attention to detail and time you took to help her. Ms. Smith donated \$100 to the library in recognition and honor of the excellent customer service you both provided to her!

I appreciate the effort you make to keep customers coming back to the Muskingum County Library System. Your commitment to customer service is appreciated by library administration and the customers you serve on a daily basis.

Sincerely,

A handwritten signature in black ink that reads "Stacey L. Russell". The signature is written in a cursive, flowing style.

Stacey L. Russell  
Executive Director

cc: Personnel file