



## Muskingum County Library System

August 8, 2023

Dear Dylan,

I would like to personally thank you for your above and beyond customer service to our patrons! Recently, I received an email from a gentleman about the help he received from you on August 1 for accessing databases. I was extremely impressed with what he shared:

"[Dylan] took me through all the steps necessary, including setting up a new gmail address and printing a label with it and a password to paste on my new library card. I'd say this was above and beyond the call of duty."

Wow! I think this is a stunning example of amazing customer service, advocacy for our library and our services, and general kindness to our patrons. Thank you so much.

The MCLS mission is to "open doors for curious minds, foster a love of reading, encourage exploration and discovery, enable learning, and inspire creativity by connecting people with information, ideas, and each other." You exemplify the gold standard of customer service and our mission every day, as we see in the comments above. Thank you for your hard work, compassion, and customer service.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Freas".

Stephanie Freas  
Assistant Director  
Muskingum County Library System

Cc: Personnel File

Cc: Joe Dusenbery, IT Director