

Cumberland County Library System Foundation Names Jordan Garling, Public Services Team Leader at Bosler Memorial Library, August 2023 Employee of the Month

Mechanicsburg, Pa. – Jordan Garling, Public Services Team Leader at Bosler Memorial Library, has been named Employee of the Month for August 2023 by the Cumberland County Library System Foundation.



The Library Foundation's 2023 Employee of the Month nominations celebrate outstanding customer service. Exemplary Library System employees are nominated by their peers.

In nominating his co-worker at Bosler Memorial Library, Nicholas Means says this of Public Services Team Leader Jordan Garling, "Mr. Garling's work ethic within the library has been something to watch with wonder since starting as a Public Services Assistant. Since I joined the library in October, and prior to Jordan becoming a team leader, I came to learn that he was/is a wonderful Public Services staffer. He makes sure to greet and welcome as many patrons as possible, and in a warm and inviting manner. After Jordan became a team leader, he took everything he had learned behind the counter and translated it to the rest of the library. Whenever there is an issue, even if it isn't within the scope of Jordan's work, he is always ready to jump in, even if it means he must wear some blue gloves and tackle whatever issue may have arisen."

Bosler's Public Services Team Leader is also always ready to learn more about the library. Nominator Nicholas Means comments, "I've had a few conversations about a little black notebook he keeps on his person for notes. Always ready. And when I offered to show Mr. Garling how I process Interlibrary Loans for the library, he was ready and excited to learn."

As a Team Leader at Bosler, Jordan is instantly recognized by many Bosler patrons (some even ask for him!), and he is always ready to help, just as he is always ready to teach and mentor. Even though he has been a Team Leader for less than 6 months, if he keeps up at the intensity he is working at, he will no doubt touch and hopefully change as many lives as possible in the library and the community. To quote Bosler's executive director, Mr. Jeffrey Swope, "it isn't about you." Jordan is a personification of this quality of selflessness, since it's about the patrons.

The Cumberland County Library System provides technical, financial, administrative, and training support to the public libraries in Cumberland County. The Cumberland County Library System Foundation started recognizing Library System Employees of the Month in July 2022. The Library Foundation is a registered 501(c)(3) tax exempt organization committed to supporting the Cumberland County Library System and public libraries in Cumberland County, Pennsylvania. Governed by a 12-member volunteer board of directors representing the member libraries and the community at large, the Library Foundation is also an Educational Improvement Organization (EIO), approved to receive Educational Improvement Tax Credit (EITC) program contributions for the Summer Learning and School-Year STEM programs.