

Cumberland County Library System Foundation Names Licia Ponzani, Information Services Specialist at Bosler Memorial Library, January 2024 Employee of the Month

Mechanicsburg, Pa. – Licia Ponzani, Information Services Specialist at Bosler Memorial Library, has been named Employee of the Month for January 2024 by the Cumberland County Library System Foundation.

The Library Foundation's 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, Gary Ingraham writes, "Licia's efforts to consistently provide outstanding customer service and compassionate assistance is demonstrated time and again through her interactions with our patrons."

He cites two examples that demonstrate Licia's customer service skills.

Licia recently assisted a woman who had relocated to the area and needed help filling out and filing a Rent Rebate form with the Pennsylvania Department of Revenue. Recognizing the challenges this patron faced, especially outside of tax season, Licia demonstrated initiative, resourcefulness, and dogged determination. She contacted various local organizations including Dickinson College, the Salvation Army, Marantha-Carlisle, United Way of the Capital Region, and the Office on Aging in Carlisle, many of whom were unable to help. Licia's perseverance led to a successful collaboration with the Office on Aging, which not only prepared the rent rebate form for the patron but also referred her to a State Representative's office for additional assistance. Licia's efforts in this request did not just solve an immediate problem for one patron; it potentially laid the groundwork for an ongoing partnership to assist others in similar situations.



In another instance, Licia went above and beyond to assist another patron who was seeking information and resources on Lyme Disease research and support for sufferers. Licia stated at the time, after her initial consultation with the patron, "Lyme is notoriously difficult to diagnose and some doctors are slow to accept patient claims." Understanding these barriers associated with Lyme Disease, Licia diligently researched and provided the patron with contact information for relevant organizations. Her efforts led the patron to connect with the regional leader of Harrisburg Lyme Support Group and two local physicians with experience in treating Lyme Disease. The patron's heartfelt gratitude, expressed in his message stating "you have literally saved my life," is a testament to the profound impact of Licia's work.

Mr. Ingraham continues, "Licia is dedicated to enhancing the lives of those in our community. She consistently goes beyond standard reference services, and models the true spirit of customer service and care. Her efforts not only satisfy immediate patron needs but also contribute to lasting community partnerships and support networks."

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.