

## Cumberland County Library System Names April Employees of the Month

Mechanicsburg, Pa. – A group of staffers from the Cumberland County Library System (CCLS) Information Technology Department were jointly named Employee of the Month for April 2025 by the Cumberland County Library System Foundation.

Employee of the Month nominations are open to the public and celebrate outstanding customer service. Exemplary employees are nominated by patrons, peers, and co-workers. The library system's network and computer staff were nominated by their co-worker, David MacLachlan.

In his nomination, MacLachlan wrote, "The staff who work on our computers and the computer network are integral to the seamless operation of the Cumberland County Library System. Their unwavering commitment to excellence, technical expertise, and dedication to supporting library staff and patrons deserves recognition as the employees of the month."

The members of the CCLS Information Technology Department included in this nomination are Barbara Leach, Information Technology Coordinator; Eric Kline, Network Administrator; David Willinger, Public Computer Administrator; and Jazmin Passo, Computer Services Technician.

MacLachlan's nomination continues with these recent notable contributions:

- **System Stability and Security:** The technicians proactively implemented crucial system updates and patches, safeguarding the library's network from potential vulnerabilities and ensuring data integrity.
- **Technical Support Excellence:** The department responded swiftly and efficiently to support assistance tickets, resolving issues ranging from network disruptions to hardware malfunctions, with an average resolution time significantly below the benchmark.
- **Collaboration and Training:** Beyond their technical contributions, the team offered training sessions for library staff on cybersecurity best practices, empowering them with tools to protect sensitive information.

Their efforts have not only supported daily operations but also advanced the library system's mission to provide equitable access to information and resources in a digital age.

CCLS Executive Director Carolyn Blatchley adds, "Our Information Technology Department, including nominator/webmaster Dave MacLachlan, bring a total of 74 years of CCLS experience to bear on their work, and this shows in their expertise and excellence. I'm so happy to see the Foundation recognize the team with this well-earned recognition."

The Cumberland County Library System, and agency of Cumberland County Pennsylvania, provides technical, financial, administrative, and training support to the public libraries in Cumberland County. 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 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.

April 2025—Photo L-R Eric Kline, Barbara Leach, Jazmin Passo, and David Willinger

