

Veteran Employees Starring in New Roles



Suzanne Bonser is Oakland's new Circulation Supervisor, replacing Peggy Ryan who retired at the end of October 2012, where her new duties include managing the circulation department, supervising the circulation staff, performing all duties of a circulation clerk, and collecting and analyzing circulation data. Although she is in a new role, Suzanne has been on the Ruth Enlow Library team since 2002, first as a part-time page then she went full time as a circulation clerk/branch substitute. Over the years she has also worked as a temporary ILL processor, payroll assistant, and assistant retirement coordinator.

Suzanne's philosophy is to give the library patron an efficient, easy, and enjoyable experience, "that way they'll come back again and again! We love repeat customers at the library – they are our lifeblood!" she says. On the topic of customer service, Suzanne says, "I always try to keep in mind the desires of the patron in handling situations that arise. I know how I want to be treated when I am the customer at a business establishment, so I strive to give pleasant service that fulfills their desires if at all possible."

Keela Pfaff (not available for a picture) has been a staple team member at the Oakland branch of the Ruth Enlow Library of Garrett County since 1998 during which time she played a role in reference, interlibrary loan, youth book clubs, as well as in genealogy and the local information collection. She took a short break in 2004 but returned in 2007 as a contractual part-time employee as the Genealogy and Local Information Specialist. In 2009 Keela put on a different hat and assumed the role of Children's Specialist and Reference assistant – a role she's held for the past 3 years. A couple months ago, Keela accepted her newest position as Administrative Clerk and Reference Assistant, a position in which she'll be working with Georgie Dawson to handle payroll and supply responsibilities – among other responsibilities still to be determined.

New Members of the Ruth Enlow Library Cast



Carol Craver is a new circulation clerk and is, "content to stay there as I am semi-retired," she says. "At age 66, I knew if ever I wanted to work at my favorite place I'd better get moving and luckily for me, they hired me in late June 2012." Carol loves working with patrons and recommending books. "Positive feedback about a book is addictive," she says. She brings a lot of diverse experience to Ruth Enlow having worked as a reporter/photographer for a weekly newspaper; a coal miner; a power plant staffer; a meter reader then expeditor then customer service rep then emergency dispatcher for Allegheny Power/Potomac Edison; a clerk-weigh master at the county landfill – a hat she still wears from time to time. She's not sure when or in what capacity her accumulated talents will benefit the

library but her outlook is a positive one as she exclaims, "I love my job here!"



Deborah Echard is the newest addition to the Ruth Enlow Library team, having begun her 32-hour a week position as circulation clerk in November 2012. A former Walmart employee, she has excellent customer service skills and is a very conscientious, thorough team member. Her primary duties are working in the circulation department providing service to the public. Although she may be in a new role, Deborah is not new to RELIB having previously worked on the Data Entry Automation Project and as a page in Oakland.



Anna Sauder began working at Ruth Enlow Library in June 2012 as a part-time 20-hour a week circulation clerk. In November 2012, she was hired for the full-time position of circulation clerk/branch substitute. She works primarily at the Oakland branch but she is also the primary substitute for the Kitzmiller and Friendsville branches. When she is substituting she has to perform all of the duties of a branch manager which requires expertise and flexibility. She provides circulation services to the public with excellent customer service skills. She is always pleasant and willing to go the extra mile for our patrons to give them the very best service.



Lois Wilson joined Ruth Enlow in October 2012 to assume the collection development and reference roles that became available when Lynn McDaniel retired a few months before. Her most previous work experience includes doing the invoicing and timekeeping for GMS Mine Repair and Maintenance. Lois has a B.S. in early childhood/elementary education.