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**MOUNT VERNON LIBRARY PROMOTES MS. DORIS HACKETT
CUSTOMER SERVICE TO BE A PRIORITY**



Ms. Doris Hackett

The Mount Vernon Public Library Board of Trustees is pleased to announce that Ms. Doris Hackett has been promoted following the recommendation of Library Director Evania Thompson. Ms. Hackett will now supervise the circulation department effective July 1, 2018.

With the appointment to this position of Ms. Hackett, the Board of Trustees has formally recognized the need to make the Mount Vernon Public Library universally customer-friendly and improve its customer service.

Ms. Hackett, who recently received her master's degree in Library Science from Clarion University, has been a Mount Vernon Public Library employee for 19 years serving in several different capacities. Her

thesis project studied the level of customer service that is now offered at the library and effective ways to improve that service. She formally presented her findings to the Board of Trustees in 2017.

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Oscar Davis, Jr., President of the Board of Trustees, said: "Ms. Hackett, in pursuit of her advanced degree, chose to write about her observations and their outcomes at the Mount Vernon Public Library with regard to an extremely important component as it relates to the public. Our patrons and library staff often interact with one another. Customer service must be a priority if we are to retain our readers, increase our readership and plan for the future.

Ms. Hackett's presentation of this thesis to the board was so impressive, so on target for the customer service goals this body has set for the library that we immediately knew she had earned the credentials necessary for the position. We wish her much luck in her new role."

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