

March 17, 2003

Subject: Letter of Recommendation for Laura Melton

Laura Melton has worked for me at the King Count Library System (KCLS) since November 2003 as a Student Intern. Her responsibilities included research and development to enhance the functionality of the library system, fact finding to resolve technical issues and provide statistical analysis reports to the KCLS staff encompassing over 40 libraries. During the course of her internship, Laura proved herself to be a hard-working self-starter who invariably understands exactly what needs to be done, and how to get it done quickly and effectively.

Laura is a resourceful, creative, and solution-oriented person who was frequently able to come up with new and innovative approaches to her assigned tasks. She functioned well as a valued KCLS team member and is frequently called upon by staff to assist in statistical reports generation because of her well known abilities using Recall (a SQL-query like language).

On the interpersonal side, Laura has superior written and verbal communication skills. She has been recognized by management for her ability to interface with the public in a very charming and witty manner that makes her the point person to answer many patron complaints about technical issues with the library system. She is highly respected, as both a person and a professional, by staff employees and patrons.

In closing, I can unreservedly recommend Laura Melton for a position utilizing her skills in the library and computer technology related fields.

Kathleen Agnew
Information Systems Coordinator