



GALESBURG PUBLIC LIBRARY

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Galesburg, Illinois 61401

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www.galesburglibrary.org

September 23, 2005

To Whom It May Concern:

I am writing this letter of recommendation on behalf of Yona Lunken. Yona conducted an all-day in-service workshop for the Galesburg Public Library staff in August 2005.

I had four topics that I wanted addressed at the staff workshop. These topics included defining our community demographics, describing what good customer service looks like, explaining the library's revised Performance Recognition and Evaluation Program (PREP), and articulating department and personal goals to support the overall library goals of working smarter and defining the library as a community asset. Yona custom-designed an interactive workshop that helped my staff better understand the library goals and their role in achieving them and educated them about who our community is, what our customers need and what services we can provide.

The feedback from the staff about Yona's presentation was very positive. A few of the comments were: organized, excellent presentation, personable, enthusiastic speaker, very informative, one of the best seminars we've ever had, instructor was great, and treated us as colleagues with interesting ideas.

I recommend Yona Lunken as a workshop presenter. He is conscientious and enthusiastic about the work that he does. Most importantly, he was willing to work with me to design a workshop that had immediate and positive applications in the workplace.

Sincerely,

A handwritten signature in black ink that reads "Pam Van Kirk". The signature is written in a cursive, flowing style.

Pam Van Kirk
Director