

11.28.2012

To Whom It May Concern:

I have known Ryan Shattuck for over 2 years now. He has worked for me at the Salt Lake City Public Library during that time. It was always a pleasure to work with him, as he was reliable and hard working.

At the City Library Ryan worked in the Welcome Desk/Browsing Library. A department that can best be described as part concierge, part security and a lot of everything else. The Library is located in the heart of Downtown Salt Lake, so the needs of the patrons can be very diverse and at times demanding. Ryan was able to handle the wide variety of situations with aplomb and a keen sense of humor. Ryan was able to use his Spanish language skills to communicate with the large Spanish speaking patrons at the library.

Ryan also served as our department's representative on our employee representation organization. The time at which he served was a very taxing time for our organization. He was involved in many difficult conversations that would eventually help to lead our organization out of the past and to a better future.

I am excited to see what the future will bring for Ryan, and I would recommend Ryan for employment. If you have any questions please feel free to contact me.

Sincerely,

Eric Ikenouye

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