

July 25, 2016

To Whom It May Concern:

I am the Division Head for Support Services at the City of Pasadena Public Library where Pablo Oliva worked as Department Information System Analyst from 2008 to 2014.

While working in Support Services, he was considered a valuable asset to the technology team and in his liaison role working with public service librarians and library staff. Additionally, he was an integral representative for the Library Department with the City's Department of Information Technology.

Over the course of six years, Pablo worked hard to set up the Library with an infrastructure allowing us to provide an ever increasing array of social media and electronic outreach services, both through web services and the Library's Integrated Management System. Pablo worked well with vendors, co-workers, internal and direct customers, alike. He was especially adept at providing a bridge for staff and customers to current and future technology solutions, and at always being responsive to customer service needs.

He excelled at managing projects and keeping this organization progressing towards annual and multi-year initiative goals. He cultivated good relationships across the organization and profession to the benefit of his customers and co-workers. Pablo was known for his vision and "big-picture" thinking, and he was diligent in continuing that progress towards seamless and high quality public library service. He implemented and managed infrastructure for web pages and design, for online calendars and databases, and our social media accounts. He was a key staff member during the multi-year Request for Proposal for our Integrated Management System, contributing both his expertise and his high level customer service ethic to the discussion.

With Pablo Oliva's right combination of commitment and abilities, I confidently recommend him to join your team. I can be reached at the Pasadena Public Library [bayala@cityofpasadena.net] and would be pleased to expand on my recommendation of Pablo Oliva.

Sincerely,



Barbara Ayala

Support Services Division

City of Pasadena Public Library