

June 8, 2017

Dear Library Resources Council

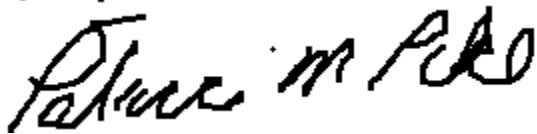
I am writing in support of the nomination of Donna Shine for a Western New York Library Resources Council Excellence in Library Service Award. I met Donna through BIGS (Buffalo Irish Genealogical Society). She has filled many roles over the years and done all extremely well.

It was only recently, while volunteering at the Heritage Discovery Center Library, did I find that Donna had no formal library training. Her knowledge of the filing and numbering of the hundreds of books housed at the facility is only surpassed by her ability to locate them on a requested topic in short order. I would place her skill with the best among formally educated librarians.

Her skills are not limited to printed material. She is a wealth of knowledge on information on the Web. She personally researched an issue I was having with an online church record and not only cleared my issue but found another relative I had overlooked. I also witnessed her assisting an adoptee with connecting her DNA connections to her birth family. Checking multiple sources to confirm the facts. To which the woman indicated she had employed more than one professional in attempts to make the connection unsuccessfully.

Donna is a dedicated, talented individual who deserves to be recognized for your skills and dedication.

Sincerely,

A handwritten signature in black ink, appearing to read "Patricia M. Pike". The signature is written in a cursive, flowing style with some capitalization.

Patricia Pike