



Muskegon Area District Library

April 1, 2015

To Whom It May Concern:

I am pleased to write this letter of recommendation for Vanessa G. Nelson of Expert Human Resources. I had the pleasure of working with Vanessa during my tenure as Branch Operations Manger at a large library system in Flint, Michigan. I became the Director of the Muskegon Area District Library in Muskegon, Michigan in January 2015; I quickly contacted Vanessa for Human Resources expertise. She provided immediate assistance, as well as delivered excellent HR consulting and services. Vanessa updated our Personnel Policy Manual and conducted a very detailed HR Audit, which included:

- Interviewing staff
- Policy review
- Job Description review (also created a new job description for us)
- Review of personnel files and I-9 forms
- Hiring process review
- Discipline and termination process

Vanessa is thorough, very easy to work with, and is always willing to take the time to discuss my concerns, and respond to questions. I am very satisfied with the outcome/results of the services and would highly recommend Expert Human Resources to your organization. If you have any questions regarding my recommendation, please call me at (231) 737-6248.

Respectfully,

Kelly Richards, Director
Muskegon Area District Library