



LETTER OF REFERENCE FOR ALLISON SAMPSON

The Metropolitan Cooperative Library System (MCLS) is a consortium of 32 public library jurisdictions in the greater Los Angeles area whose mission is to enhance the resources of independent libraries through cooperative services to better serve their local library users. Allison Sampson was contracted to guide MCLS through a particular planning cycle brought on by ambivalent economic circumstances. As Executive Director of MCLS I worked closely with Allison and observed her work ethic, style, people and technical skills. Without reservation I can say that Allison Sampson is an extraordinary consultant and I would not hesitate to contract her consulting services again.

Ms. Sampson is a natural in front of a group. The MCLS Administrative Council and staff attended three five hour sessions conducted by Allison plus there were several shorter committee meetings. At each session Ms. Sampson was able to skillfully and successfully guide this group of diverse individuals with both common and unique needs through a complicated planning process. Allison's knowledge, experience and disposition assisted MCLS in moving forward. Ms. Sampson functions well in both clear and ambiguous situations. She knows what she knows and just as important, she knows what she does not know and is quick to bring that information back to the group. Allison is a great synthesizer - she ably brought together thirty two opinions into one cohesive plan.

Allison is bright and articulate. She has the keen ability to analyze a situation and through careful planning or, when necessary, extemporaneous insight, she guides the group toward its goals. Allison makes sure everyone is not only heard, but listened to as well. She is considerate and her good humor is a decided advantage when working with a diverse group. Her verbal and written communication during and in between sessions was concise, accurate and appropriate. MCLS Administrative Council appreciated and enjoyed Ms. Sampson's presentation and remarked to me that Allison did an excellent job with our group. Indeed, several Council members have asked Allison to consider consulting on projects in their own jurisdictions.

Allison Sampson is an exceptional consultant. She possesses that rare but invaluable combination of people and technical savvy to get the job done efficiently and enjoyably. MCLS Administrative Council is pleased with Allison's work and highly recommends her.

Sincerely,

Barbara S. Custen
Executive Director, MCLS

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