HOLLY HINTON

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Jacksonville Public Library N Laura St

Jacksonville, FL 32202

Dear Hiring Manager:

I am writing to express my interest in the Customer Experience Associate position at Jacksonville Public Libraries for this upcoming summer. I was incredibly excited to see this position on your website as it perfectly aligns with the skills I have developed through my strategic communications degree at Flagler College, complemented by my experience working at a library over the past two years.. I would love to have the opportunity to further my skills in communication and community engagement and my passion for making education accessible to everyone.

Growing up, I lived a block away from my local library and biked there several times a week to fill up my basket with books. I loved to read, and I attended every event I could—book clubs, craft nights, and even puppet shows. I knew each of the librarians that worked there on a first name basis, and I still visit them when I am in my hometown in Wisconsin. The library will always be an incredibly special place to me, as it gave me the opportunity to discover my deep love for literature and my passion for connecting with members of my community, pushing me to pursue a major in communications and a minor in literature.

I have been working at the Proctor Library at Flagler College for the past two years and recently began splitting my time between the circulation desk and the archives. After two years of experience, I have absolutely fallen in love with the services we provide to students. I have found mentorship through the librarians I have had the pleasure of working with, who have shown me the power of creating one-on-one connections with our patrons.

Last summer was my first summer in Florida, and I spent many hours working closely with the library staff to get ready for the upcoming semester. Seeing all the behind-the-scenes made me confident that this is the career I want to pursue. Over the past two semesters, I have assisted in the development of educational programming for our students including book displays and archive exhibits. I have taken initiative in marketing the events by utilizing the skills I have honed through my communication coursework and internships. In my position, I have become proficient in the

Library of Congress organization system and have assisted patrons with database searches across our own collection as well as other archive databases. Currently, I am working to digitize an entire donated collection of photographs from across Florida.

With my passion for community and experience working in a library, I believe I am a fit for the seasonal Customer Experience Position. It would be an immense privilege to learn from and collaborate with the librarians at JPL over the summer, and I am excited about the opportunity to create the same welcoming experience for Jacksonville residents that was so formative in my own childhood. I can be reached at 920-917-3393 or by email at hollyhinton@gmail.com, thank you for your time and consideration and I hope to have the opportunity to discuss this role further with you in person soon.

Sincerely,

 Holly Hinton