



UNITED STATES PATENT AND TRADEMARK OFFICE

July 7, 2017

Mr. James Bettinger
Senior Subject Librarian
Science & Technology Department
Cleveland Public Library
325 Superior Avenue
Cleveland, OH 44114

Dear James,

You concluded a highly successful fellowship with the United States Patent and Trademark Office, Patent and Trademark Center (PTRC) Program on July 7, 2017. Please let me offer my congratulations on your many accomplishments. You achieved a great deal while you were with us and, as the Program's 28th Fellow, you excelled.

Throughout your fellowship you ably assisted this Office in supporting the Program's eighty-five PTRC libraries. You demonstrated great acumen as you were quickly able to understand and accurately respond to a variety of difficult research question. You conducted research into a wide range of areas that included researching historic patent assignment records at the National Archives and advanced trademark searching.

You were a valuable addition to the teams we sent out to conduct site visits to PTRCs, making public presentations and conducting staff training in a highly professional manner. Your presentations were always well received as you represented the USPTO at Georgia Tech Library (Atlanta, GA) in October 2016, San Antonio Public Library (San Antonio, TX) in January 2017, the New York Public Library (New York, NY) in May 2017, and the Smithtown Library (Smithtown, NY) in June 2017.

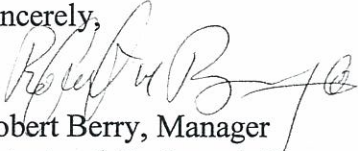
Your assistance in the preparation and hosting of the PTRC Program's 39th Annual Training Seminar was indeed commendable. You energetically helped with tasks too numerous to enumerate, while finding the time to prepare and deliver presentations for the seminar entitled "Managing Change from the Perspective of a PTRC Representative" and "Patent Searching Advanced Level Training: Public PAIR." Most recently you prepared and delivered a webinar on the Global Brand Database. Your presentations covered a wide array of important and challenging areas—including patent searching, trademark searching, scam prevention, among others—and were delivered in a highly engaging and thoroughly professional manner.

As part of the PTRC Program team you consistently offered thoughtful and insightful suggestions, tirelessly assisted with the day-to-day demands of the office, and skillfully edited

presentations and correspondence. Although the year you were with us went by quickly, your many accomplishments will continue to benefit this Program and the customers we serve.

I know I speak for entire PTRC Program staff when I wish you the very best in all your future endeavors and thank you for your many contributions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Robert Berry".

Robert Berry, Manager
Patent and Trademark Resource Center Program

cc: Felton Thomas, Director
Don Boozer, General Research Collections Manager
Cindy Lombardo, Deputy Director;
John Skrtic, Director of Public Services
Robin Wood, Main Library Supervisor

Felton,

On behalf of the Cleveland Department of Aging, thank you for your time, talent and effort to help make the 2017 Senior Day a huge success.

We greatly appreciate the assistance you and your organization provided. This event with over 2,000 participants was the largest to date and enjoyed by all. To see more pictures, follow us on Facebook and Twitter.

Thank you for helping us make Cleveland an Age Friendly city.

Sincerely,

Mary McNamara
Director of Aging



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APR 11 2017

Felton Thomas
Cleveland Public Library
325 Superior Ave
Cleveland, OH
44114



28th Annual
Cleveland Senior Day
May 24, 2017

CLEVELAND
EVENTS
CALENDAR

From: Zaman, Afroz J. (GRC-LCF0) <afroz.j.zaman@nasa.gov>
Sent: Monday, August 7, 2017 8:52:33 PM
To: Aaron Mason
Cc: tsmomen@gmail.com; Zaman. Afroz J (Afroz.J.Zaman@grc.nasa.gov)
Subject: CPL Program...

Hello Aaron,

Maybe we've said this casually, still, we felt to pen down our gratitude for another successful show of cooperation between CPL and our small immigrant community toward a common goal: "celebrating friendship and harmony"!

Once again, we were floored by your staff's professionalism, by their generosity of mind, and particularly, by your comments - about CPL sticking to its core principles, to invite diverse creative cultural expressions in the public sphere, especially in the context of present national dialogues – so its members can engage in the spirit of community building for the common good. The Nation's libraries stood up to their core principles a decade ago, to not cave-in to the pressure that asked to undermine individual privacy, in the name of national security. We applaud your values, and your principled actions.

We truly felt being included at CPL and with the city.

We are a greener community than the other minority groups. We are on a learning curve in – "making bridge of friendship" - with the greater community. Though we tried hard, on honest and objective reflection we could find spots where we perhaps fell short. For example, on maintaining the scheduled times, on cutting down stage crafting chaos, on sending a clear message, that – as new Americans, we hold special cultural bonds with a place, continents away. But we are all Americans; we'd be proud to add ours to the vast cultural tapestry of this land. Please add your constructive feedbacks as we try to sharpen that message.

Despite our fragmented existence as hyphenated-Americans, this IS our home; our adopted home.

Our obligation, especially to our kids, is to help them connect these two spaces that are oceans apart – where we hail from and where we now call home – and live our lives drawing richness from both ends. The intense diversity and invitation to find common threads are the jewels, we find here.

Our goal was to teach our kids how to live with their neighbors in friendship and in harmony. "We share a common humanity with our neighbors" - that was our core message.

Thank you for being a conduit in establishing that message.

Have a wonderful day!

Your friends,

Taslima and Afroz

From: No Reply
Sent: Thursday, August 17, 2017 4:17 PM
To: CPL Knowledge Office
Subject: Contact Form Other Question: Outstanding employees

To: Webmaster

Name: Leona Davis

Phone: 2166268151

Email: leonaand5@yahoo.com

Subject: Outstanding employees

Message:

Hi my name is Leona Davis and I've been going up to the Cleveland Public Library on Harvard and Lee for the past four and a half months

I'm up there every day except weekends I just want you to know that there are some amazing staff that work up there.

I couldn't believe the things that they do for other people example it was young lady up there at the library with a young baby. She's been coming up there for the last couple of weeks or days. I'm not for sure but I think the baby was teething because he was really restless. Today I thought there was going to throw her off the library but instead they help this young lady and guide her in the right direction for help with daycare for her baby. It brought tears to my eyes up strike I was literally crying.

They even help me out in my situation I have chronic pain and they helped me through the difficult times I was going through. These people need to be recognized and be honored for the things they do.

I'm glad to be at that Public Library. Words can't explain what's going on up there. If I had a certificate I would give it to each and every one of them.

God bless him thank you for listening to my story Leona Davis

Sent from (ip address): 107.221.46.208

(107-221-46-208.lightspeed.bcvloh.sbcglobal.net)

Date/Time: August 17, 2017 4:17 pm

Coming from (referer): <https://cpl.org/other-questions/>

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