

RECEIVED DEC 8 2008

JESUS CHRIST + THE WAY + THE LIFE + THE TRUTH + THE LIGHT OF THE WORLD

FRANCISCO RIETTA
1861 W.48 ST.
OHIO CITY
CLEVELAND OH 44102

CLEVELAND PUBLIC LIBRARY
INTERIN DIRECTOR
Ms. HOLLY CAROLL
325 Superior Avenue
CLEVELAND OH44115

Cleveland December 1, 2008

Dear Ms. Carroll,

My name is Francisco Rietta and I am a Christian Ecumenical Missionary from Chile. I wanted to express my deep appreciation for the hard work, growth and customer service focus of Ms. Pamela Benjamin.

When I first started frequenting this branch I was impressed with the level of customer service delivered by Ms. Benjamin. As time has gone on I have watched her refine and expand her customer skills.

Being a U. S. resident alien from Chile, I am very aware of the insensitivity of people in various service industries toward persons of differing culture, language and backgrounds. That is why I have noticed the extreme sensitivity, human dignity and respect that Ms. Benjamin affords every person she encounters in the library. Believe me I never take this kind of sensitivity for granted.

Thanks be to God, through my vast cultural experience as a Missionary in different countries, I have noticed how God has blessed America in many ways. One of the cultural blessings that America has is the public library system. Now when you have elements that go the "extra mile" as in the case of Ms. Benjamin we are really fortunate to be living in this country.

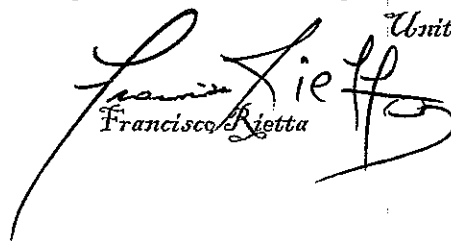
I have wanted to write this letter for quite awhile, but never got around to it. I realize that it is important to express appreciation, and that even though the letter is late in coming it can still express my heartfelt gratitude to Ms. Benjamin.

May God Bless all of you...!

United in Christ..!

Sincerely,

Francisco Rietta



112-8-08

Dear Mr. Janero,

I thank you so very much for your Security Team's assistance during the incident on November 19th. I appreciate all they did for me, especially the particular care of Mr. Anthony Roberts.

Everyone was very supportive during this unfortunate happening. I am mending and almost 100% better. Thank you again for everything.

Sincerely yours
Kathie Ceplo

Mr. Mike.....

Thank you
for the
kindness and
help you gave us
on our visit to
the Library....

Love

the students of
Deepwood Center
Vocational Guidance Center