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February 9, 2009

Cleveland Public Library
325 Superior Ave.
Cleveland, Ohio 44114-1271

Attn: Director Selton Thomas

Dear Mr. Thomas:

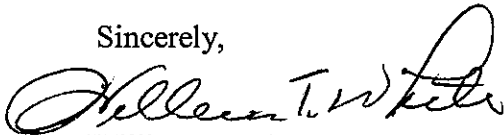
I am writing to extend kudos to your organization, for your assistance in a project that I was working on recently.

Your reference department and especially Michelle Skrovan were pleasant, efficient, and very competent in helping me complete my work.

She and her supervisor Pamela Benjamin who hired and trained her deserve a great amount of credit.

Thanks again and keep up the good work.

Sincerely,



William T. White
WTW/amt