

My experience at the Library

Friday, August 21, 2009 9:57:13 AM

From: michael.fisher@cpl.org

To: mfisher@cpl.org

----- Forwarded Message -----

From: "Laurie Earnest" <LEarnest@city.cleveland.oh.us>

To: "Karen Martines" <karen.martines@cpl.org>

Sent: Thursday, August 20, 2009 4:01:24 PM (GMT-0500) America/New_York

Subject: My experience at the Library

Karen,

I wanted to make sure I told you about my experience with the Library this afternoon. Since I'll be on vacation beginning next Friday, I decided to check out a couple of books (2 to be exact) that I could relax with on my days off. I originally was having them sent to City Hall, but after thinking about it, I wasn't sure if they would arrive before I started my vacation. So I decided to venture out and visit the Main Library since the books appeared to be in stock there. Well, let me tell you, I hadn't been in the Main Library in many years and was so very lost as to where I needed to go to find my books. Every single person I asked for assistance (from the guard to the woman who checked me out and everyone in between who helped me find my books) were so incredibly friendly and helpful. I was actually stunned that service like that still exists.

One of the books I was interested in was housed in the Stokes Wing (I apologize if I'm not referring to this part of the library correctly), and the second book was in the Main Library. Once I got to Main for the second book I decided to check out additional books. My original choice of 2 books turned in to 4. If I had more time to spend there I more than likely would have checked out more. The branch libraries out in the neighborhoods are wonderful, as I've been to them many times; however, the Main Library is simply amazing. I could easily spend an entire day there.

So to make a long story short, thank you for encouraging me to use the library more frequently, and for convincing me to stop buying books. I have no excuse now for not reading a book or books that interests me.

I wasn't sure who else was appropriate to include in this email, so please feel free to forward it however and to whomever you feel would be interested in my story.

Regards,

Laurie Earnest

City of Cleveland
Department of Finance
Sinking Fund Commission
601 Lakeside Avenue, Room 104
Cleveland, OH 44114

(216) 664-3508 office
(216) 664-2535 fax
learnest@city.cleveland.oh.us<mailto:learnest@city.cleveland.oh.us>

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Karen E. Martines
Public Administration Library Manager
Cleveland Public Library
Public Administration Library
601 Lakeside Avenue, Room 100
Cleveland, Ohio 44114
216-623-2919
216-623-6948 FAX
karen.martines@cpl.org
http://www.cpl.org

Located in Cleveland City Hall,
Public Administration Library is a
Department of
Cleveland Public Library
325 Superior Avenue
Cleveland, Ohio 44114

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115 Center Court
Wilmington, DE 19810
September 7, 2009

Felton Thomas, Director
Cleveland Public Library
325 Superior Avenue
Cleveland, Ohio 44114

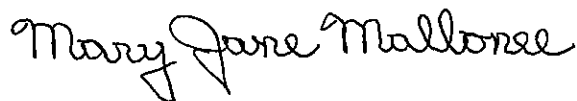
Dear Mr. Thomas:

I visited the Cleveland Public Library on Monday, August 3, 2009, with other members of the International Dickens Fellowship who were attending the conference of the worldwide Fellowship on the Case Western Reserve University campus. I was completely overwhelmed by the multitude of library display cases devoted to Charles Dickens, his works, the writings of his contemporaries, and many aspects of the Victorian Age. Unfortunately, we had only a few hours in which to try to view and absorb these outstanding and informative displays. I have been a librarian for over twenty years, and I have never seen an exhibit of this caliber, encompassing three floors of such a magnificent building. The brochure accompanying the displays was excellent, as was the chronological bibliography of the many titles by and about Dickens in your remarkable library's collection.

The enthusiastic members of the Cleveland Dickens Fellowship hosted a wonderful conference, of which the highlight for me was the visit to your library. Not only were we able to see the displays, which obviously had involved much time and effort, but we were treated to a fabulous reception in the Special Collections area. It is very nice that the Dickens exhibit will be available until next February, although I looked on the library's website in vain for any mention of it. Publicity about the author of *A Christmas Carol* might bring people in to learn more about Dickens, after the new Disney film is released for the holiday season.

Thanks to you and the staff of the Cleveland Public Library for honoring Charles Dickens with an exhibit that those of us Dickensians who were in Cleveland this summer will never forget.

Sincerely,



Mary Jane Mallonee

Fwd: Carnegie West - Complimentary email from patron Friday, October 02, 2009 12:30:39 PM

From: michael.fisher@cpl.org

To: mfisher@cpl.org

----- Forwarded Message -----

From: "Alice Butts" <alicegb18@yahoo.com>

To: "Director Felton Thomas" <Felton.Thomas@cpl.org>, "Mr. William Bradford" <william.bradford@cpl.org>, "Tena Wilson" <tenawilson1@yahoo.com>, "Alan Seifullah" <salan11@earthlink.net>, "John Hairston" <phnhairstonjr@att.blackberry.net>, "Maritza Rodriguez" <maritza.rodriguez@att.net>, "Rick Werner" <rickwerner1959@sbcglobal.net>, "Rick Barb Langhenry WernerFamily" <BRECLW@aol.com>, "Tom Corrigan" <tomcorrigan@usa.net>

Sent: Thursday, September 24, 2009 11:37:02 AM (GMT-0500) America/New_York

Subject: Fw: Carnegie West - Complimentary email from patron

Forwarding this to more of you, regarding patron treatment by Nela Serrano

Alice G. Butts, 4514 Franklin Boulevard, Cleveland OH 44102-3428

President, Board of Trustees, Cleveland Public Library

Please use my mobile#: 216-789-5054

"Nourish your soul today! Creativity feeds the human spirit."

--- On Thu, 9/24/09, Grants Barbara <barbaragrants@yahoo.com> wrote:

From: Grants Barbara <barbaragrants@yahoo.com>

Subject: Carnegie West

To: "Alice Butts" <alicegb18@yahoo.com>

Date: Thursday, September 24, 2009, 9:59 AM

Hi Alice,

I just wanted to give a big vote of appreciation and admiration to Carnegie West for its excellent work.

I signed up for the computer classes on email. After years of using email, I am learning a lot! The curriculum is excellent as are the handouts.

But my biggest compliment is for Nela, the teacher. She is amazingly patient and supportive.

In my group are two men who have a very limited experience base in using computers and emails. She is absolutely terrific with them, taking all the time they need to master a technique and encouraging their progress.

At the same time, she managed to show me a lot of sophisticated usages in a very short time.

I wish there were more teachers like her in the CMSD!

Hurray for our public libraries.

Regards,

Barbara

—
Felton Thomas
Director
Cleveland Public Library
325 Superior Avenue
Cleveland, OH 44114
216-623-2827
216-623-7015 fax
felton.thomas@cpl.org
<http://www.cpl.org>