

From: Andrea Hinton <alh81@zips.uakron.edu>
Sent: Thursday, September 8, 2016 10:58 AM
To: Felton Thomas
Subject: Thank you

Mr. Thomas,

I believe I ran into you yesterday in the indoor reading garden - I was the distraught woman who somehow managed to drop her keys down the elevator shaft.

I wanted to follow up with you to thank you and your staff for being so incredibly helpful throughout the process of retrieving the keys. The security guards stationed at the Luis Stokes building yesterday (one was named Mark and the other I unfortunately don't recall) were WONDERFUL. They were kind, understanding, and helped me feel more relaxed despite having lost my only set of car and apartment keys.

I then had the pleasure of interacting with Tim (in the maintenance department) and the maintenance receptionist (I did not catch her name) who were lifesavers. I know that the situation required an unscheduled maintenance call to the elevator company, but Tim had them come early this morning and they were able to find my keys. Additionally, he called to let me know that they would be available at the security desk.

Everyone that I met went above and beyond to ensure that my problem was solved. They did not have to make my crisis their crisis, but they did and they handled it in a timely and professional manner.

I just moved to Cleveland about a month ago and have been using the library regularly for the past week or so. I have been so pleased to find several of the books I need for my Master of Public Administration degree available in your facility. Additionally, the buildings are beautiful, well-maintained, and obviously well-staffed. You and the rest of the staff are doing an outstanding job and offering an amazing service to the citizens of Cleveland and the surrounding communities.

I look forward to finding ways to become more involved with the library and will certainly be a patron (and donor!) for many years.

Thank you for all that you do,

Andrea Ponikvar
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LUIS R. MAYORAL
MLB JOURNALIST AND HISTORIAN



October 6, 2016

Mr. Felton Thomas, Jr.
CEO-Director
Cleveland Public Library
325 Superior Avenue NE
Cleveland, OH, 44114

Respected Mr. Thomas:

Last Friday, September 30, I participated in a very interesting "Q and A" session at the Baseball Heritage Museum, spoke at Lincoln West High School and visited your prestigious library.

Hereby, address you to very highly commend your own Mrs. Melanie McCarter for being the true professional she is. Totally dedicated to her job, she very efficiently represents your library and what it stands for. No doubt...she is a credit to your entity.

She coordinated several events during my visit and gave my wife and I a grand tour of the Cleveland Public Library.

Please accept my sincere recognition as to the support you give the Museum, Centro Julia de Burgos..while exalting the image of Cleveland.

I wish you continued success and please feel free, if at any time I can be of service, to contact me.

With due respect,

Luis R. Mayoral

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