

ATTN: Felton Thomas
Subject: Grant & Development Donation, \$10 enclosed

11/17/2016

I am enclosing a check for \$10.00 as an appreciation for some wonderful service I received by phone from one of your staff members, Jean Collins. I am a Shakespeare scholar working on a long-term "Merchant of Venice" Project book, and was trying to locate a copy of a 3 page introductory essay, by an Oxford scholar named Anne Baron, published in the Riverside Shakespeare edition, 1974. Since I live in Mentor, (a 2hour + round trip from your library) I normally go through our Mentor Public library which always seem to have data base access to everything I need.

In this case, they did not, but recommended you guys for me to try, thinking that you might have this essay, at least on microfilm.

Well, to my pleasant surprise when I contacted Ms. Collins, she assured me that not only did the CPL have the very article I was looking for but that she could scan it and send it to me forthwith (so to speak) by E-mail. This, I thought to myself, I will have to see to believe! The numbers of well-meaning people in all realms of business, education, and communications in general who assure you, they will do things like this and even more, for you, but for a myriad of reasons fail to come through on their commitments is legendary. But not so with Ms. Collins! Not only did she say she would send this essay by E-mail, but no sooner had we hang up the phone, there it was on my computer screen, perfectly legibly typed out so I could easily read it and print it out.

Being able to read this essay, just when I needed to (which I will incorporate in my forthcoming book, tentatively titled: "Shakespeare's Pro-Semitic Merchant, contrasting the Sunday, Feb. 10th MV Performance at Whitehall Palace with the Tuesday Feb. 12, 1605 Performance") made my day, and by now, my week.

So please forward this compliment to her. I felt she went way beyond the "call of duty" in sending me exactly what I was looking for, so quickly and enthusiastically, as if this essay could actually make a difference to the direction of MV scholarship, which it does! She deserves recognition, I feel, especially when I am not even a tax-paying supporter of your library. (If and when my book becomes a world-wide best-seller (...just kidding) I will make another contribution.)

It was also a pleasure talking by phone to Michael Fisher today, who cheerfully gave me this forwarding information.

The next time I get to your library in person I look forward to thanking Ms Collins again for being so helpful in coming through on her promise.

Cheers,
Peter J. Alscher
(pjascher@gmail.com)

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Felton Thomas, Jr.
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Dear Mr. Thomas,

On behalf of the senior Advanced Placement English students of Strongsville High School, we would like to extend our sincere thanks to your staff for taking the time to speak with our students during a recent visit to the Cleveland Public Library. In particular, we would like to recognize the efforts of Chatham Ewing, Ph.D. who introduced us to the digital library collection; Pam Eyerdam, who showed us the special collection and the Shakespearean exhibit; Ray Rozman, who gave us some history of the book and shared information about the chess collection; Rachel Senese who did digital wall demonstrations; Curtis Flowers, who assisted with digital scanning and book preservation; and Andrea Mitchell, library intern, who helped with tour logistics. The day would not have been as successful as it was without their help. The depth of knowledge shared with our students was as valuable as anything they could have ascertained from their textbook. In addition, hearing from experts in the field makes for a much deeper educational experience.

We are appreciative of the time and effort your staff put into this experience. It was a great day for our students due to their efforts. Again, please accept our sincere thanks.

Sincerely,

Mark Smithberger, Principal
Carol McKnight, English Dept. Chair
Josh Sorge, English Teacher

Brian Tumino, Asst. Principal
Patricia Schaefer, Media Specialist

C: Barbara Loomis
Ann Marie Smeraldi
Jeff Beuck