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From: Rachel@wmms.com

Sent: Tuesday, November 27, 2012 3:17:13 PM

Subject: Saturday at the Library

To whom it may concern:

My son and I love going to various libraries around Northeast Ohio. We visit the library once a week and love checking out books and seeing new branches. Last Saturday, we decided to trek downtown to visit Cleveland Public Library. We were so extremely pleased with our trip there that I had to stop and write you a note and send praise to your organization.

We actually stumbled upon Winterfest at CPL and found some amazing activities for my son and I to do together. We loved the train exhibit and the free cider and cookies. Then we were fortunate enough to experience story time, crafts activities, a visit from the gingerbread man, and so much more upstairs on the 4th floor.

We ended checking out about 10 books and can't wait to bring them back in a few weeks and check out some more.

Everyone we met that worked at CPL seemed so proud of the library and committed to providing a great experience for the kids and library goers. The ladies who put on the activities for the kids upstairs just loved sharing their activities and infectious attitude. Even the two people at the check out counter were so helpful and passionate about their library. It was so nice to see.

You should be very proud of your staff, as I am sure you are. I really enjoyed our visit to CPL and I will continue to tell people how great our Cleveland Library is. Thank you for your dedication and hard work!

Rachel and Liam Submitted By: Rachel Oettinger

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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>