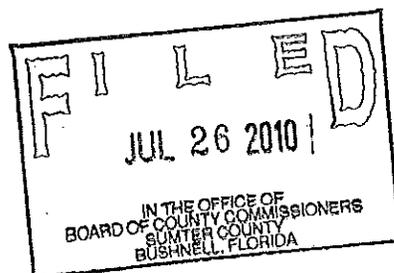


July 2, 2010

Marilyn Awkerman, RD LD/N  
3513 Amelia Avenue  
The Villages, FL 32162



Marsha Cournoyer, Director  
Sumter County Library System  
Villages Public Library  
325 Belvedere Blvd.  
The Villages, FL 32162

Dear Mrs. Cournoyer:

I am writing to express my appreciation of the extraordinary customer service I received from your staff member Zach Walter.

Several months ago I was unable to locate a particular DVD at the library. The records indicated it was on the shelf but I was unable to locate it. I mentioned my problem to Zach. He volunteered to help me locate it in the racks. He was also unable to locate the DVD. I figured I was out of luck and would have to purchase the DVD if I desired viewing the topic. Zach suggested let's put a hold on it in the computer; then if and when it appears we will call you. About six months later I received a call from the library the DVD had been located and it was on hold for me.

I feel Zach provided exceptional customer service not only for me but for other patrons interested in viewing the DVD.

I greatly appreciate the customer service provided at the library by all the staff. It is always a pleasure to visit the library; friendly staff, clean, organized, and well lit – atmosphere appropriate to a library.

Very sincerely yours,

Marilyn Awkerman, RD LD/N