



October 19, 2007

Mr. Tony Saadat
EOS International
2292 Faraday Avenue
Carlsbad, CA 92008-7208

Dear Mr. Saadat,

My colleague Sandy Reber and I have returned to Pennsylvania very pleased with our recent experience in our on-site three-day training session at the EOS headquarters in Carlsbad. I would like to congratulate and thank you and your team members for making our visit so enjoyable and thoroughly manageable! I would especially like to call out the efforts of Tom Poure, Hadi Saadat, Heather Meshulum, and Victor Kulik – each one of these people provided us with a beneficial perspective on both EOS and our newly forged partnership.

I sincerely appreciate the efforts of everyone we met in making us feel welcome and introducing us to EOS International's operations and inner workings. I feel that the exceptional standards of professionalism that we witnessed while on site speak volumes for EOS International's potential to remain in step with the needs of the library community. I look forward to a lasting collaborative relationship.

Sincerely,

Venice Bayrd, Librarian
Longwood Gardens, Inc.