



Sherborn Library  
4 SANGER STREET  
SHERBORN, MASSACHUSETTS 01770  
(508) 653-0770

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

March 23, 2007

Dear Mr. Saadat,

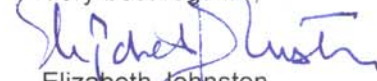
I recently received the delightful "Gold Client" plaque and your letter of recognition describing its client privileges and special status. What a bright surprise and fantastic idea from EOS to reach out to your long-standing customers with this gift.

Over the years there have been many unforgettable EOS personnel and outstanding service events. I first discovered EOS when it was Data Trek as a Library Science graduate student in 1986 working on a group project with students in a course on automation. We unanimously chose Data Trek as it was robust, progressive, and best served our functional specifications. Naturally, when I had the good fortune of directing my own library, I automated with Data Trek in 1999. It was the Library's first experience with computer technology, and we trained staff, volunteers, and the public at-large of all ages to use the system independently. This training was a great personal achievement for many of our patrons, some of whom had no idea how to use a mouse. The decision making on the municipal calendar and necessary fund-raising took several years leading up to our automation, but your East Coast Sales Representative at the time never gave up on our Library as a potential customer, an example I often cite to friends in sales as one of dogged determination, optimism, and good faith.

During the years that we "grew up" with EOS, from the Professional Series product to our current Q Series installation, I have always been made to feel like an important personality facet of your clientele. EOS personnel have educated me to be a troubleshooter and savvy network diagnostician. The Sherborn Public Library serves a well-educated, technologically literate community. The Town of Sherborn is a small, semi-rural community 18 miles outside of Boston. We have a vibrant Library and a very special story to tell our public library peers and colleagues about EOS, our unique ILS choice. Unique because we are geographically surrounded by libraries in a wide area network system built on ILL software, and we are the only public library to have opted out. In our example, we make the case for appropriately scaled, accessible, and affordable software applications for our organization, and for diversity in design.

It is my honor to have received corporate recognition from EOS and the opportunity to help advance your technicians with the merit cards you've provided. My years of loyalty to EOS International have been earned by the company in a rare reciprocal partnership.

Very best regards,

  
Elizabeth Johnston  
Library Director