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Penny Gromatsky, President
Libra-Tech Corporation
1115 Thornridge Court,
Argyle, TX 76226

March 9, 2007

Dear Penny,

It is with great pleasure that I write this letter to thank you for all of the assistance you and your staff have provided to me and my staff throughout our project. It is such a pleasure to be able to tell the world how much I believe in you and the expertise of your key employees.

You helped us to overcome many obstacles with the new building. That didn't just extend to the preparations for opening day. When we got into the facility and found additional problems with the original specifications, you sent Kim Tourangeau to help us figure it out. With her keen eye for design and her willingness to spend hours redrafting the layouts to assure ADA compliance, we know that we have taken still another step toward giving our citizens the building they deserve. And your products are wonderful. The fourth floor lights on the shelves make the collections pop. You were right on target when you convinced us to go with the darker colors. Nothing else would have worked so well in that environment.

I also salute your willingness to stand behind both the product and the service. You personally took time to walk through our building as we prepared to open, noting items we had left off the punch list. That's an honest and concerned vendor!

You truly provided service above and beyond. Thanks! We look forward to doing business with you on our four branch libraries. Think what we can do together with a good architect!

Sincerely yours,

A handwritten signature in black ink, appearing to read "Dr. Ronald R. Heezen". The signature is fluid and cursive.

Ronald R. Heezen, Ph.D.,
Director