

HOWARD COUNTY LIBRARY
500 S. MAIN
BIG SPRING TX 79720
432.264.2260
432.264.2263 fax

March 12, 2010

Mr. Tony Cary
Cary Services
PO Box 5101
Abilene TX 79608

Dear Mr. Cary:

I am writing to let you know of the exemplary work that Michael has done. For the past 2-3 years, 4 of our offices (including mine) has been cold in the winter and hot in the summer. When I say cold - it was 62 in both my office and that of my cataloger. In the summer, the temperature was such that I ran a fan all day long.

When Cary Services was awarded the contract for Howard County, Michael became our main contact/worker here at the library. When I would call for services, Michael was Johnny-on-the-spot; always cheerful and helpful. I finally called him when our offices became just unbearable. Michael looked at the system, tinkered with it and when it didn't fix the problem, he tried something else. Finally, he checked a fan/blower that had been installed (by a company who will remain nameless) and he discovered it had been installed incorrectly. For the first time, I was able to sit in my office (as can Martha) without running a small heater and/or fan.

I wanted to let you know of the excellent work that Michael has been doing for the library.

Best regards,



Hollis McCright
Director

P.S. I wanted to give Michael a gift card - but he was quick to say he couldn't accept one. It would be nice if you could do something Hollis: