

DALNET



January 13, 2000

Meg Fisher, Vice President of Customer Operations
epixtech
400 West 5050 North
Provo, Utah 84604

Dear Meg:

This letter is input from the DALNET Steering Committee to Harry Masek's performance review. Harry Masek has been serving as epixtech's project leader for the DALNET libraries' migration to Horizon, including the installation of an AADS frame relay network. His responsibilities have included coordinating and troubleshooting the vendor aspects of the project on a day-to-day basis. In this role, Harry has met regularly with the DALNET Steering Committee, prepared status reports, communicated daily with the DALNET Project Leader, and helped solve problems.

In particular, we would like to comment on Harry's responsiveness and communication style. Harry has been consistently responsive to DALNET's needs. He provides feedback regularly and takes action to find the appropriate people to solve problems and keep projects moving forward. With Harry's help, we had many conference calls and meetings with the experts from epixtech who could get things done. With Harry's help, we were able to hire a part-time network professional for our frame relay network.

The DALNET Steering Committee has had a very positive working relationship with Harry. They value his optimistic, open and diplomatic approach. They consider him a team member who can be relied on to provide practical and helpful advice. He helped them understand epixtech's needs, and helped explain DALNET's needs to epixtech. Harry's experience with AADS has been especially valuable for the frame relay network.

In summary, Harry Masek's initiative and open communication style were instrumental in getting all DALNET libraries migrated to the Horizon system by the end of 1999. Harry has been a very effective liaison between DALNET, epixtech and AADS.

Sincerely,

Louise Bugg, Director, DALNET Online System

.cc Phyllis Jose, Chair, DALNET Board