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November 30, 1998

Lana Porter, President  
Ameritech Library Services  
400 Dynix Drive  
Provo, UT 84604

Dear Lana:

As the Interim DALNET Project Leader, I wanted to let you know how responsive and helpful this "team" of Ameritech Library Services staff has been in our fast-paced migration from NOTIS to Horizon. As you know, we already migrated the University of Detroit Mercy over the summer to be "live" by the beginning of their Fall 1998 semester. We are now continuing DALNET's migration with our two largest libraries—Wayne State University and the Detroit Public Library—scheduled to be "live" by April 1999.

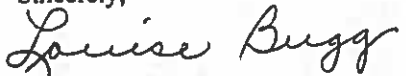
Here are some comments I'd like to pass on to you about their services:

1. Mark Bucholtz—that he is willing to help us load data into Horizon in ways that accommodate our needs as well as Ameritech's; that he explains the process very clearly so we understand better what is needed; that he is flexible about trying short-cuts and workarounds to save us all time and resources.
2. Tim Hyde—that he willingly shares his extensive knowledge with our technical staff to help them do their work; that his training is excellent; that he is very responsive to high priority technical support needs.
3. Paul Johnson—that the Detroit Public Library has found him to be very helpful and responsive as they figure out together how to handle DPL's unique data migration needs.
4. Randall Jones—that he anticipates delays and changes in our project so as to help us make alternate plans; that he helps us get the documentation and services we need from a very busy team.
5. Doug Kaniuk—that he is very willing to adapt his NOTIS data extraction programs to meet DALNET libraries' needs; that he is responsive and helpful as we test and troubleshoot problems encountered.
6. Harry Masek—that he is very understanding of our needs as customers in this complex project; that he goes "above and beyond" to help reduce frustration, to clarify expectations, to follow up on open issues, and to bring the right people together to find solutions.
7. Shelley Neville—that her demonstrations are top-notch and her expertise in acquisitions is willingly shared.
8. Jeff Olson—that his training sessions are among the very best; that his knowledge and ability to teach in several areas is highly valued.
9. Jan Sheppard—that she is an extremely hard-working and dedicated member of the team who even calls in from her vacations; that her support to our migration project has been invaluable.

10. Valerie Chase—that her knowledge and helpful approach have earned her the confidence of DALNET staff to fill in for Jan when she's unavailable.
11. Bill Easton—who we can count on to make sure it all happens.

This complex, highly visible and unique project between Ameritech Library Services and DALNET would not be possible without such an excellent team.

Sincerely,



Louise Bugg  
Director, DALNET Online System.

CC P. Breivik  
M. Auer