

**CORRESPONDENCE RECOGNIZING STAFF  
FOR MHLS BOARD MEETING OF MAY 9, 2018**

**CORRESPONDENCE**

- Email to Laurie Shedrick, Technology Operations Manager, from Wendy Tremper Wollerton, Director Livingston Free Library, praising Tech Support Specialist, Matt Reinhardt, for coming to her rescue and efficiently correcting a receipt printer issue at her library.
- Thank you note to Rebekkah Smith Aldrich, MHLS Coordinator for Library Sustainability, from Helene Tieger, trustee of the Catskill Public Library, for Rebekkah's consultation with their board to review essential trustee duties and responsibilities with emphasis on strategic planning, investments and evaluation of library services.
- Thank you note to Rebekkah Smith Aldrich, MHLS Coordinator for Library Sustainability, from Carol Barret, board president of the Staatsburg Library for her board consultation on financial planning.

## Laurie Shedrick

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**To:** library livingston  
**Subject:** RE: Many thanks

**From:** library livingston <livingstonlibrary105@gmail.com>  
**Sent:** Wednesday, March 14, 2018 4:15 PM  
**To:** Laurie Shedrick <lshedrick@midhudson.org>  
**Subject:** Many thanks

Laurie,

Unfortunately people are frequently too quick to criticize and very slow to give compliments when due. Since I work Saturdays, I get Matt from *Tech Support* to come to my rescue. Last week Friday was very busy since we were closed on Wednesday. Half way through Friday evening (about 5:30 pm), my receipt printer would not print out transit slips. It printed everything else, except them.

I tried all the things I knew how to do to try to correct this. Saturday morning I had Matt help me. I felt good that everything he suggested I had tried multiple times Friday with no success. Matt ended up using *Fast Support* to correct the issue. He had to remove the Epson Receipt printer from my settings and then re-install it as if it were a new piece of equipment.

Matt is always so calm and very helpful. His customer skills are excellent. I used to do a problem telephone hotline at Cornell Coop. Ext. Dut. Cty., so I know from experience by the time someone calls a hotline, they are usually a little frazzled. Matt is cool and reassuring. As his boss, please pass on the praise.

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**Wendy Tremper Wollerton**

Livingston Free Library  
90 Old Post Road  
Livingston, NY 12541  
(518) 851-2270  
[livingstonlibrary105@gmail.com](mailto:livingstonlibrary105@gmail.com)  
[Livingston.library.ny.us](http://Livingston.library.ny.us)

**Zimbra****rsmith@midhudson.org**

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**Thank you**

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**From :** Carol's Mail <cardor12@aol.com>

Mon, Mar 12, 2018 11:15 AM

**Subject :** Thank you**To :** rsmith@midhudson.org

Hi Rebekkah,

I thought I should give you a few days of relief from my many emails. Now it's time to say a heartfelt thank you for attending our board meeting and leading the discussion about our windfall. Your suggestions about things to consider, planning ahead for salaries, acknowledging the gift, and where to stay focused were valuable and much appreciated by all of us. After you left we spent time laying out next steps.

I appreciate the time you spent to be prepared for this meeting and the skill with which you led us through the discussion. All Board members were enthusiastic about your input and how wonderful you are!

Thank you for taking the time with us.

Carol Barret  
Staatsburg Library Board of Trustees

Sent from my iPad

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**Zimbra****rsmith@midhudson.org**

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**thank you!**

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**From :** Helene Tieger <tieger@bard.edu>

Fri, Mar 16, 2018 01:11 PM

**Subject :** thank you!**To :** Rebekkah Smith Aldrich  
<rsmith@midhudson.org>**Cc :** Sue Ray <director@catskillpubliclibrary.org>,  
gilbagnell <gilbagnell@bagnellandearson.com>,  
Bagnell Gil <GilBagnell@icloud.com>, Sue  
Schamerhorn <sueschamer@aol.com>, Mike  
Maloney <woodenfish51@gmail.com>, Steve  
Imperioli <sfimperiole@gmail.com>, Brian P  
Dewan <brian@briandewan.com>

Dear Rebekkah,

Thank you so much for making time to meet with our board last night. You clarified several key points about the strategic planning and evaluation processes, and you confirmed the direction we are taking with regard to our investments and the tax levy issue.

We will certainly be in touch as we move forward!

All best,  
Helene

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Helene Tieger,  
College Archivist  
Bard College, Stevenson Library  
1 Library Rd.  
Annandale-on-Hudson, NY 12504  
(845) 758-7396

[www.bard.edu/archives](http://www.bard.edu/archives)

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