

**RIVER VALE FREE PUBLIC LIBRARY**

412 RIVERVALE ROAD  
RIVER VALE, NEW JERSEY 07675

PHONE  
(201) 391-2323

FAX  
(201) 391-6599

January 29, 2007

TO WHOM IT MAY CONCERN:

In 2006, the River Vale Free Public Library had a need to redesign our web site. We called upon Terri Karp of MSC Systems to give us design and technical assistance in accomplishing this task.

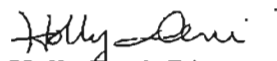
Terri met with me to discuss the principle concepts and functions that I wanted our page to address. We talked about the image we wanted to present for the library and about the need for "one-click" access to most parts of the page. We also exchanged information about the technical requirements that we both had to meet, since our page is hosted off-site.

Terri came back to me about a week later with an entirely new-looking product, vastly improved at every level. The easy of navigation, the modern, clean look, the appealing graphics for children – each component of Terri's product was a gem! Terri was able to accommodate every request that I made, while maintaining a clear vision of what the finished product should look like.

Terri also provided me with one-on-one training and spent considerable time with me to make sure that the Operations Manual she left behind was one that would allow correctly guide me in updating the page as often as needed. As someone with limited technical training and understanding, it was very important to me that the process for changing any component of the page be as straightforward as possible. By carefully considering my comfort level before redesigning the page, Terri was able to use programming methods that allowed me make changes with minimal use of HTML commands and language.

We have gotten very positive reactions to the new page from members of the public who regularly use it from their home computers. Each time I show the page to a patron, I feel proud to have it as the web representation of our library and its services.

I can wholeheartedly recommend Terri to anyone who needs web design services, especially those with limited time and expertise to devote to this aspect of their business.

  
Holly Deni, Director

River Vale Free Public Library