



February 21, 2000

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Robert Holley
Wayne State University (DALNET)
University Libraries
5265 Cass Avenue
Detroit, MI 48202

Dear Mr. Holley:

Recently a director from one of our academic sites suggested that a group of large academic customers using Horizon should be brought together to discuss matters of mutual interest. As a result my staff at *epixtech* and I have put together a *focus group* to specifically address concerns of large academic and research libraries on Horizon. We are very pleased that Louise Bugg from your institution is able to participate in our meeting on March 8 in Chicago.

Participants and goals

The heads of library systems from 10 university libraries have been invited to our one-day session. The participants will come from: University of Chicago, Wayne State University, University of Utah, McMaster University, Johns Hopkins, University of Tennessee, California State University – Chico, Stephen F. Austin, University of Texas – Dallas, and Iowa State University.

Our primary goal in conducting the focus group is to listen and learn what each institution likes and dislikes about Horizon, our other products and *epixtech* services. We want to understand your institutional priorities so that we can help you achieve desired goals. Then as we move forward with new services and partnerships, we want to be sure we are working to meet your needs and the needs of your patrons.

Open forum for communication

I am sure you will agree that it is very important to have a forum for open exchange of ideas between vendor and customer. Information learned from this session will help us revise and formulate ongoing plans for systems development that are sensitive to your needs and requirements. Naturally, we encourage continuous feedback from our academic customers not only at this session, but on an ongoing basis.

Commitment to academic libraries

epixtech, inc. remains committed to serving the ARL community of libraries and is grateful to have you as a customer. We plan to continue working hard for your institution and want to be sure that when other libraries come to call you'll be able to report on your many successes, including success with *epixtech*.

MAR 20 2000

Directors Meeting

As a follow-up to this session, it is my hope that you will join me in an Executive Session at a time to be determined either this spring or summer. My senior managers and I would find it invaluable to discuss with the directors future trends, visions, and needs that you see challenging academic libraries over the next few years.

I am aware that a daylong meeting represents a significant investment of time away from the office for your staff member. Thank you for your support in having your staff participate in this forum.

Sincerely,

A handwritten signature in cursive script that reads "Lana Porter". The signature is written in black ink and is positioned below the word "Sincerely,".

Lana Porter
President