

Tonni L Bartholomew

From: Barbara J Williams
Sent: Monday, July 07, 2008 4:56 PM
To: Tonni L Bartholomew
Cc: Cathleen A Russ
Subject: Good service from your staff!

Hello,

I wanted to bring to your attention the great service two of my patrons got from your staffer (Laura Campbell, I believe) on Tuesday July 1st during my 10am-1pm reference desk shift.

A lady (whose first language was English, I assume) approached me with her Chinese friend, who was interested in taking some of her relatives from China, who would be visiting this summer, to Canada during their stay. They wanted to know the procedure for getting the proper visas, etc. to enter the country. Rather than go to umpteen websites and thinking your department might have a faster way because of your work with passports, I called over to the City Clerk and asked if my patrons could express directly what their needs were, so I put them on the phone with Laura. She spent a lot of time giving them the information they needed. With the information she provided, I was able to go to just the right website and get them their contact information (plus maps) they need to obtain the visas.

Thank you all very much for helping me with my job of helping the public!

Barbara J. Williams
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