



University of Science and Arts of Oklahoma

1727 W. Alabama, Chickasha, Oklahoma 73018-5322 • Phone 405-224-3140 • Fax 405-574-1220 • www.usao.edu

September 7, 2010

To Whom It May Concern:

It is with great pleasure that I write this letter of recommendation for 720 design and its principal, Maureen Arndt. I first met Ms. Arndt at the 2009 Annual Conference of the Texas Library Association. A few weeks earlier, I had attended a workshop titled "How Much Space Do You Need and How Much Will it Cost?" Although I learned a great deal at the workshop, the main takeaway was that I needed an expert. I found one in Ms. Arndt.

In 2010, the University of Science and Arts of Oklahoma (USAO) and its Foundation, contracted with 720 design to begin the programming phase of our anticipated expansion. The decision to hire 720 design was based on Ms. Arndt's experience and expertise with libraries of all types, her willingness to listen to our specific needs and to incorporate them, and her personality. While the latter might sound trivial, we felt it was of the utmost importance to work with someone to whom our students and faculty could easily relate during focus groups. The levels to which both groups participated, not only in attendance but in speaking out in the focus groups, is a testament to Ms. Arndt's skills.

We also wanted someone who was not afraid to tell us when we were wrong in our thinking. Ms. Arndt's experience allows her to say "some other libraries tried that and it didn't work; here's why". This knowledge has proved invaluable over the course of our planning.

I had the pleasure of accompanying Ms. Arndt as we toured seven libraries to gather ideas and information for USAO's expansion. Ms. Arndt made all the arrangements with the directors or their designees prior to our trips, allowing them to share their experiences with new or renovated space. These exchanges were very valuable but I found Ms. Arndt's near encyclopedic knowledge of library fixtures and furnishings to be even more so. She was aware of the strengths and weaknesses of virtually every piece of furniture in those libraries. She knew manufacturers, price ranges and how those prices related to our budget, alternatives to pieces that we saw, and much, much more. At one point, I told a colleague that Ms. Arndt knew more about libraries than I did.

Ms. Arndt has shepherded us through this process and has met every deadline. The process has been pleasant and educational. As is hopefully apparent, I highly and without reservation recommend 720 design and Maureen Arndt.

Sincerely,

A handwritten signature in black ink that reads "Kelly Brown". The signature is fluid and cursive.

Kelly Brown, MLS
Director, Nash Library