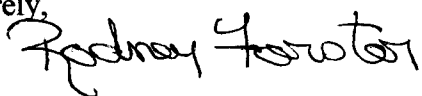


November 12, 2005

Dear Sir or Madam,

This letter is a letter of reference for Angela Shelton. Angela has always been very dependable and is a hard worker. She is a quick learner and is not afraid to take the initiative to complete tasks on her own. She is also able to act as a leader to her peers and works well with others. She has a pleasant attitude and is both helpful to patrons as well as her fellow staff members. Thank you for your time.

Sincerely,

A handwritten signature in black ink that reads "Rodney Forster". The signature is written in a cursive style with a large, prominent 'R' at the beginning.

Rodney Forster, General Manager of Books-A-Million