



The University of Oklahoma

DEPARTMENT OF MODERN LANGUAGES, LITERATURES, AND LINGUISTICS

February 19, 2008

LETTER OF RECOMMENDATION FOR SUSAN J. HOUCK

Susan Houck has requested that I write a letter of recommendation for her, and I am delighted to do so.

In 1998, when I was preparing a book manuscript that needed to be formatted, I was referred to the Document Production Services of the University of Oklahoma. To my complete satisfaction, my project was assigned to Susan Houck, with whom I worked closely for several weeks, talking to her both on the telephone and in person. I would like to mention here that Susan is a thoughtful, patient and considerate woman, who treats her customers very well. Although I am computer literate, formatting is a complete mystery to me; Susan graciously listened to all requests I had and carried them out whenever possible. The result was a book with a good-looking interior, *Marianne Ehrmann: Reason and Emotion in Her Life and Works*, which I published in 1998.

Technically, Susan Houck is an expert. Her programming and software skills are far ranging; she is capable of handling complicated formatting and publication jobs. In her long work experience as computer specialist at the University of Oklahoma, she worked on an individual basis with faculty and staff, preparing publishable manuscripts from a variety of sources and in accordance with complex specifications and guidelines. She has experience inserting tables, photographs, and scientific equations into manuscript. She is the copy editor for various articles and manuscripts.

Susan Houck will be a superb free lance desk top publisher. I have the highest regard for her and recommend her highly.

Sincerely,

Helga Madland
Professor Emeritus