



All children will develop, learn and grow and to realize their full potential.

November 15, 2016

To Whom It May Concern:

The purpose of this letter is to highly recommend the various services offered by Books by the Bushel, owned and operated by Paula Darnell. The Parents As Teachers Normandy and Right From the Start programs have been working with her and her team to provide hundreds of St. Louis families more than 5,000 books every year. In total, we have successfully utilized over \$50,000 of early education literacy funding to support our direct services programs. Based on the past 2 years of our work with Paula and Books By the Bushel we can specifically comment on the following:

- *Paula is incredibly knowledgeable about children’s books and conscientious about diverse audiences and subject matter.* When searching for book titles Paula applies her excellent understanding and knowledge about important characteristics of books such as age-appropriateness, quality of content, and attractiveness to children. She uses her contacts to secure the best possible choices at the lowest price.
- *Paula is determined to meet customer needs and delivers books promptly for our programs.* She listens carefully and then applies what she hears from the customer to the many steps involved in selecting, ordering, warehousing, packaging, mailing, and billing.
- *Books by the Bushel is very well organized and excels at solving logistical requests.* When creating a large order for our programs we needed to house the books and disperse them monthly to families. Paula created an efficient delivery schedule that helped the program run even more smoothly than we anticipated. All deadlines were met with time to spare. The Normandy and Right From the Start teams, like all of Parents As Teachers’ programs, prioritize literacy as part of successful school readiness and ongoing family engagement. Paula and her company work hard to deliver age appropriate, culturally sensitive books to the families who invite us into their homes.

Please feel welcome to contact me for further discussion of our experience with and reference for Paula and Books by the Bushel.

Sincerely,

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