



## Parents as Teachers

March 25, 2013

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. We work with her and her company to provide 24 titles a year to the 900 families being served in our Investing in Innovations grant from the US Department of Education. Based on the past 16 months of our work with Paula and her company we can specifically comment on the following:

- *Paula is knowledgeable about children's books and the children's book market.* 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.* 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.*
  - Our i3 grant serves families with very young children in 22 Bureau of Indian Education school communities. These communities are very rural. Paula and her company worked to acquire/confirm the USP address for each school; not an easy task.
  - Meanwhile they warehoused some titles as we continued to work together to select and order the remainder.
  - Once all titles were on-site Books by the Bushel filled separate orders for each of the 22 sites.
  - They labeled each of the boxes indicating which titles and how many copies of each were included in each box. This was particularly important for those programs without enough shelf space to be able to unpack all books at once.
  - All deadlines were met with time to spare.
- *Books by the Bushel was able to offer exceptional "in-kind offerings" which enabled us to meet the matching funds requirement of our grant.*

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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**Our Vision: All children will learn, grow and develop to reach their full potential.**

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