

February 11, 2015



To: President Joe Schaffer

Office: Administration, Room 138

Re: Librarian Maggie Swanger

Dear President Schaffer,

I want to tell you about the outstanding service that Maggie provided myself and a member of my family, yesterday, here at the library.

I was here as a support person for my nephew, who is severely dyslexic. He was doing an assignment which required him to utilize the library's web page to access information. He needed to find an article and write a summary of what he learned from the article. He learned how to find an article, because he attended a seminar given here in the library, but after he choose his article, he needed assistance making sure that he had interpreted what he read, because reading is very difficult for him. At one point my nephew went to Maggie to ask her about an interpretation on an article about MLA formatting.

She came back to his computer with him and explained what together, he and I couldn't understand. And then she engaged in a conversation with him regarding dyslexia and his struggles with this disability. After listening to him, she immediately realized that he and others with disabilities could benefit by installing a search engine that would read the article for him. She went directly to her desk and installed the GALE POWER search engine. Furthermore, she asked for his feedback. She told him that she wanted EVERYONE to be able to access the information that they needed to be successful.

My nephew and I were very touched and encouraged by knowing that she cared so much about helping him and others with disabilities. Maggie exemplifies excellence in her field and her care and concern for others is genuine. Please thank her on our behalf.

Sincerely,

Velrie Mayberry

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