



Like a Phoenix Rising from the Ashes

Follett Content Solutions and schools across the globe share a common goal: student success. It's the reason we do what we do – and we do it by being a true educational partner to educators. This story personifies the level of partnership we have with the districts we serve. When a disaster struck, our teams sprang into action.

The first day of the new school year was fast approaching, and for the Alhambra Elementary School District in Phoenix, Arizona, the excitement level was higher than normal – in part because a truckload of library books was on its way. Considerable effort had been poured into revitalizing the district's libraries and much time spent with a comprehensive weeding process.



“Follett was relentless in making sure we had what we needed.”

TANNER R. KENT

*Specialist,
Educational Services,
Alhambra Elementary
School District*



The shelves were understandably bare, but a freight truck was en route from Illinois to Arizona with 21,000 brand-new books. Then the truck's trailer caught fire. Although no one was injured, the books were a total loss. Those that weren't burned to ash were destroyed by water used by firefighters to extinguish the roadside flames.

News of the blaze was soon delivered to district personnel by Charla Bennett, a Follett Consultant who has been with the company for seven years.

"We had been working on this project for almost two years, so understandably, I was shocked and worried with the start of the new school year being only a few days away," said Tanner

R. Kent, Specialist, Educational Services, for the Alhambra district. "I didn't want our staff or students to come back and see our library shelves essentially empty."

Bennett did more than deliver news of the fire: She came armed with a solution.

"I worked with my regional director, Timothy Edmonds, and he assured me that my teammates at Follett would help fix the situation – and quickly," Bennett said. "At first, I didn't know if we were going to make delivery of the books before school opened, but I could assure Tanner that we were doing everything possible to meet the originally scheduled delivery days."

Time was of the essence, Bennett continued, because she and Follett were committed to every one of Alhambra's 16 campuses having a beautiful, new, refreshed library collection come day one of the new school year.

From the outset, Kent said, he and his district felt Follett was part of their team and brought a can-do attitude to a situation that otherwise could have been bleak.

"It was clear we were going to weather things together," Kent said. "Follett was relentless in making sure we had what we needed. Charla was responsive and quick to understand our needs. She made this process a joy, and even though she works with many other districts, I never felt like she wasn't 100 percent focused on us throughout."



