



DOTTIE SMAY
School Librarian
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Titlewave has been at the center of this library's growth and transformation for nearly 30 years

At Shorecrest Preparatory School in St. Petersburg, Florida, librarian Dottie Smay runs a creative, lively, busy library where students from PreK to Grade 6 collaborate, create, conduct research, and gather information in various forms. Smay, who has worked in the Shorecrest library for more than 30 years, has always used Follett Titlewave® to keep her library fully equipped with the resources it needs to promote 21st-century learning.

"I have been using Titlewave since it existed," Smay said. "Before my current job, I worked at a public school library, where I always ordered from Follett too." Smay has remained a devoted Titlewave customer due to the customer service and variety it offers. "I have always been 100% pleased with the service, quality of the products, and easy access. Our present library has grown both in the number of students and classes, and with constantly evolving curriculum needs. We have changed reading programs several times over the years, and Titlewave has always been my choice to order the materials needed to support these programs. All the information I need is right there for me and for my teachers to use."

Working without the benefit of a large staff or budget, Smay must make the most of her time. She's busy with the constant activity in her library, as it serves as the center of creativity and project-based learning for her school. Student projects, the library's makerspace, and serving as a tech leader and trainer keep Smay hopping. She relies upon Titlewave for cataloging and to create lists by reading level/genre. "Titlewave provides lists for students, parents, and teachers to select from. It also provides all the information I need to keep our collection current."

As the Shorecrest library grew and began using digital content during recent years, Titlewave was again an integral part of the transformation. “Follett has all the eBooks organized in an easy-to-order system. When teachers or students need digital content, I can immediately find the materials to help them without spending hours of searching elsewhere. It really is my ‘one-stop shopping’ spot for all my library needs, and I am so grateful it exists. When I get phone calls from other vendors and book companies, I simply tell them not to waste their time explaining their products because I use Follett and love them and would never change something that is not broken. I am a very satisfied customer and love Follett.”

One Titlewave feature Smay finds particularly helpful is Follett Tags, which allow customers to easily identify resources and quickly see how they fit with specific curriculum requirements and standards. “I use [Follett] Tags all the time,” Smay said. “They help me develop our curriculum, and I can support the needs of the teachers and students. I can help teachers develop and enrich their classroom libraries with the information provided, as well as introduce them to the new materials that are available. There is a wealth of information all in one convenient location.”

For Smay, who also works part-time at Walt Disney World, the people behind the product make any purchasing experience better and more fulfilling. She enjoys the interaction of working with others, whether she’s in the library or selling a mouse-ears hat to a 4-year old. “I’m definitely a people person, and finding the right people to help me stock my library is no exception. I’m a Titlewave user because of the real people who work at Follett and who have spoken to me on the phone and in person. They are not only professional and always available to support my needs, they have all always been kind, respectful, and friendly no matter what my problem was that needed to be solved. I have said this many times – in a time when the ‘personal touch’ seems to be a thing of the past – the people who work for Follett prove that their customer is important, and they go out of their way constantly to solve their problems. I cannot say enough great things about the services and products, except thank you so much for existing.”



At Shorecrest, the library has become a makerspace, where students of all ages create and build as they learn. Titlewave has helped Smay stock the library with the print and digital resources necessary to make it a success.