



# The Magnifier



The Newsletter of the Oakland County Library  
for the Visually and Physically Impaired

## Help Us Help You!

We love hearing from our patrons. It is one of the best ways to personalize library service. However, due to heavy volumes of phone calls, please understand that sometimes we are unable to return your call the same day. Many patrons have expressed frustration at not reaching staff members in person, instead being connected to our voicemail. This can happen for any number of reasons.

Here are a few “dos and don’ts” to assist us in providing you with faster, more efficient service.

### DON'T:

- Don't be frustrated if you call and get our voicemail message.
- Don't leave more than one voicemail for the same request.
- Don't leave a message, then call and speak to a staff member.
- Don't leave long voicemail messages, or engage in lengthy phone conversations with staff. This keeps our one telephone line busy, limits staff members' ability to handle multiple requests and causes more voicemails to accumulate.
- Don't stop calling us!

### DO:

- Do leave a message with your requests. We will respond as quickly as possible.
- Do leave one message, and indicate if you want a return call. We can then respond to requests more efficiently.
- Do be patient and wait for a return call. If you want to speak to someone directly, do not leave a message—just call back.
- Do keep requests as brief as possible, and indicate if you want a return call. This will allow staff to reply to requests faster and serve more patrons per day.
- Do remember we're here to serve you! We try to accommodate requests as permitted.

## LVPI Inducts Two Patrons into NLS Program

In a previous issue of the *Magnifier*, we invited patrons 100 years old or older to call us so we could make them members of the NLS 10<sup>2</sup> Club. The club salutes patrons who, at one hundred years of age or older, remain actively engaged in reading. The first person to call us was Dorothy Newnam, who turned 104 in October 2007.



L-R: Patti, Kelly, Joseph Rebar, Stacy, Shaniqua, & Lakeisha

She was unable to visit the library, so her certificate and pin were mailed.

In November, patron Joseph Rebar came into the library to receive his club materials. He turned 101 in January 2008. While visiting he shared some personal history with us. At 14, Joe was a coal miner in Ohio. He and two other family members made 82 cents for each ton of coal shoveled. He did this for three years, while attending night school to earn his high school diploma. From 1949-1974, he worked for American Express, from which he retired. He moved to Florida, then to Michigan, where he has resided for many years.

The Library staff would love to hear from more active library patrons who meet the age requirement of 100 or older, and would like to become members of the 10<sup>2</sup> Club. Please call us at 248-858-5050 or 800-774-4542.

## Book Recommendations

RC 63206 *The First Year: Age-Related Macular Degeneration; an Essential Guide for the Newly Diagnosed* by Ralph Lowenstein

Visually impaired educator and musician offers a month-by-month guide to coping with this progressive retinal disease and related conditions. Discusses causes and characteristics, strategies for slowing its progression, and treatment options. Covers lifestyle issues such as traveling, staying healthy, combating boredom and depression, and navigating daily tasks. Includes resources. 2006.

## CCTVs for Loan

The LVPI has an assortment of Closed-Circuit television magnifiers for loan. Materials are enlarged on a monitor similar to that of a computer. It works well for viewing mail, address books, and more. The high cost of purchasing these items makes this a good way to 'try before you buy'! CCTVs must be picked up and returned in person. Call the library for more information.

## Share Your Story with the LVPI

We want to include stories in our newsletter about patrons, and how the use of our library has influenced or changed their lives. To share your story, please submit it via mail, e-mail, or fax to the library. Please be as brief as possible. We regret we are unable to accept phone call submissions. E-mail: [lvpi@oakgov.com](mailto:lvpi@oakgov.com) Fax: 248-858-9313

## LVPI Book Discussion Group

**Wednesday, June 11, 2008 1 – 3 p.m.**

**RC 62718 Water for Elephants by Sara Gruen**

1931. Veterinary student Jacob Jankowski's world comes crashing down when his parents die in a car accident. Broke, Jacob joins the circus, falls for Marlena, a married circus star, and cares for animals like Rosie the Elephant. Strong language, some descriptions of sex, and some violence. Bestseller. 2006.

**RC 61740 The Year of Magical Thinking by Joan Didion**

Writer reflects on her emotional response to the unexpected death of her husband, John Gregory Dunne, after a visit to their comatose daughter. Discusses the shock of suddenly facing a crisis, the memory of their time together as a family, and the meaning of marriage. National Book Award. Bestseller. 2005.

## In Memorium



Longtime LVPI volunteer Ernest E. Sauter, 87, of Farmington Hills, passed away on January 26, 2008. He worked with our Telephone Pioneer group, members of which come into the library twice a month to repair machines and accessories.

Ernie was a Coast Guard Veteran of World War II in the Pacific Theater, and the Korean Conflict. He worked for Michigan Bell Telephone Co. for 41 years. He will be greatly missed by staff and fellow volunteers.

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