

## COORDINATOR'S REPORT 2024

In a recent conversation with Mark, we noted that, after my 25 years at PAL-Reading Services and his 10 years, something we both value is the constancy of the PAL experience. The reliability of our volunteers; the ongoing rapport with our clients; the proactive, mutually-supportive relationship that the staff has with the board... these are the things that create this constancy, which is a core element of what makes PAL successful, and why we've been around for a half-century.

It's also something that makes the inevitable changes and the challenging times easier to navigate. This past year saw the passing of two dear, long-term clients, Bruno laboni and Rod Jamer. Bruno, who had been a client off and on since 1983, never shied away from sharing his Italian background, culture and books with us. Rod, on the other hand, was a relatively new client (since 2019), and brought in many examples of the work he did in his medical writing career for us to record. It was always a pleasure when they dropped by the office; our hearts are with their families at this time.

This year also brought with it a number of new clients who heard about PAL from very different sources; for example, one is the relative of a client who was the fiancé (now married) of yet another, long-term client. Another works for one of PAL's community partners, and still another approached PAL looking for services PAL doesn't offer. However, when he came to understand the service we DO offer he very enthusiastically became our newest client. These stories emphasize the importance of word-of-mouth. Please be sure to let anyone in your life who might benefit from PAL's services know about us, and a big welcome to all of our new clients.

The constancy of PAL's volunteers continues to inspire us. This evening we celebrate two 10-year volunteer narrator milestones: Nancy Goodman started with PAL in 2014, and Adaline Scheerder has been with PAL off and on since 2008, for a total of 10 years. Thank you both for your dedication, and specifically to Adaline: your commitment to always return to PAL between work visits home to Singapore is greatly appreciated. More on Nancy and Adaline later in the meeting.

Speaking of constancy, PAL has been renting office space at 27 Carlton for 25 years. The uncertainty of the past four years resulted in a month-to-month agreement, and we are now in the process of signing a new 5-year lease extension. Many thanks to board President Danielle McLaughlin for her work in those negotiations.

Ernest Hemingway said "There is no friend as loyal as a book." Thank you all for being as loyal, steadfast and constant to PAL as books are to each of us.