

PROGRESS 2008

True Value: Caring with Consistency: The hardware store on the corner — one stop shop for merchandise and repair

TTrue Value Hardware, owned by Marc and Joyce Pierson, and located just off the square in downtown Oskaloosa, has been a retail fixture in town for decades. The store has been around so long because caring about customers and their needs has been the philosophy of the Piersons ever since 1973, when they became the owners of "that hardware store on the corner."

"We're still Coast to Coast to many, many people and they'll still call up here and ask, 'Is this Coast to Coast?' And we'll say, 'No, it's True Value,'" said Joyce, laughing.

She added that consistency and personal service sets True Value apart from the large retailers.

"We have a consistent line of merchandise and we take care of our customers. They receive a personal touch which doesn't necessarily exist in mass merchandise centers," she said.

Marc agreed, adding that True Value covers all the bases when it comes to merchandise.

"We still have it all and can provide nearly all the merchandise and answers to plumbing, electrical, and hardware questions. And we have a one-stop repair shop," he said.

True Value can repair vacuums

and lamps and sharpen scissors, knives, and mower blades. They can also thread pipe and cut glass. The store also rents tillers in the spring, sewer augers, carpet cleaners and appliance utility carts year round.

True Value also carries a lot of seasonal merchandise year-round.

"Our second-floor storage area provides us the opportunity to store our seasonal merchandise so it's always available. For example, if you want to purchase an outdoor grill for a Christmas present, you can because we will have them in storage. Just give us a call first," said Joyce.

"We hang on to mowers tillers, all of our seasonal merchandise that does not sell, we do not close it out. The thing that people don't understand, is when you close merchandise out, three months later or less, you're buying the same thing again. And if you already sold out last year's and it's all gone and they come in at new prices, people are going to pay a higher price, because we had to buy again. People don't realize that," she continued.

One seasonal item the Piersons plan to carry again this year is air conditioners, which they hadn't carried for years until last summer.

"We did quite well with those last year, I was amazed ... they

just kept on selling out. If we don't have them in stock, we can get it them," said Joyce.

Also something recently added was the new paint color center. It is located by the front door.

While the repair shop and storage areas may not be visible to True Value's customers, the store's expansion of nearly 1,000 square feet, completed in March 2005, is.

The extra room has allowed the Piersons to expand the store's commercial cleaning supplies line.

"The professional cleaning aids were the primary focus of our expansion and people really like the openness of the store. People like how that looks," said Marc.

True Value's employees mirror the customer care philosophy of the Piersons.

"Our employees are extremely good. Without good employees, we don't have a business. They do a lot more than meets the eye, and they are good to our customers," said Joyce.

The Piersons and their employees will be happy to answer your merchandise, repair, hardware or service questions. True Value is located at 202 First Ave. E. in downtown Oskaloosa. Call them at 673-5984 or stop by during regular business hours.

Oskaloosa Glass offers services for commercial, residential uses

Oskaloosa Glass, owned and operated by Pat Burke, is a one-of-a-kind service for glass replacement. The local area business offers glass products and services for commercial and residential uses, storm windows, safety glass for heavy equipment, mirrors, windows, doors, auto glass, furniture tops (for desks, tables and such), replacement windows and skylights.

Employees at Oskaloosa Glass include Burke, Mike Burke, Brian Sarver, Jeff Anderson and Dianne Van Gorp, bookkeeper.

"We offer a one-of-a-kind service for glass replacement," Burke said.

His son, Mike Burke, has been working with glass for more than 20 years. He has extensive experience in auto glass. Sarver has been working with the company for several years and has extensive experience with installing commercial windows.

"We are qualified, experienced people. When it comes to auto glass, we believe that if (the replacement) is done in a controlled environment, as opposed to outside, you will receive a quality job. We install auto glass professionally, just like the original glass was installed in the factory," Pat Burke said.

Oskaloosa Glass has installed windows all over town. TrueValue, Wal-Mart, the strip-mall by Wal-Mart, and Penn Central Mall all had their windows installed by Oskaloosa Glass. Some current projects Oskaloosa Glass is working on include installing windows and doors in the new William Penn rec center and the new technology center, installing office windows for Musco's corporate headquarters, and also working on other projects throughout the state.

"We do insurance work and travel in a 60-mile radius to work on glass," Burke said.

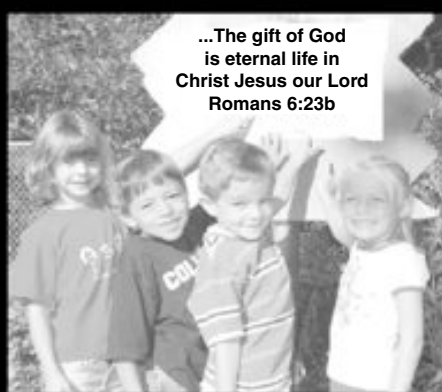
Established by Harold Morgan and Cornie Bolsem in 1949, Burke began his glass career in 1963 as an employee. In 1975, he bought Oskaloosa Glass.

Oskaloosa Glass is open 8 a.m. to 5 p.m. Monday through Friday.

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...The gift of God is eternal life in Christ Jesus our Lord Romans 6:23b



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