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### Manager

October 2020

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THE METRO YOU MAY NOT KNOW



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The November issue of INK will look at what has changed, what is new and what has improved in the industry as it relates to graphics. This will be in addition to our regular coverage of the people, events and issues that shape the community publication industry.

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### MISSION STATEMENT

Bring news and resources to the attention of the free paper industry by publishing a responsible quality magazine.

DEADLINES: The deadline for classified ads, display ads and editorial is the 4th of every month.

Free Paper INK is dedicated to keeping the industry informed on key issues, topics and industry news. If you have any items of interest that should be shared with people throughout the Free Paper Industry, simply email them to loren@afcp.org. We welcome your input, appreciate your readership and look forward to your contributions to our content.

Free Paper INK is not liable for errors appearing in advertisements beyond the cost of the space occupied by the error, and notification must be made in writing within ten days of publishing. The right is reserved by Free Paper INK to edit, reject, or cut any copy without notice.

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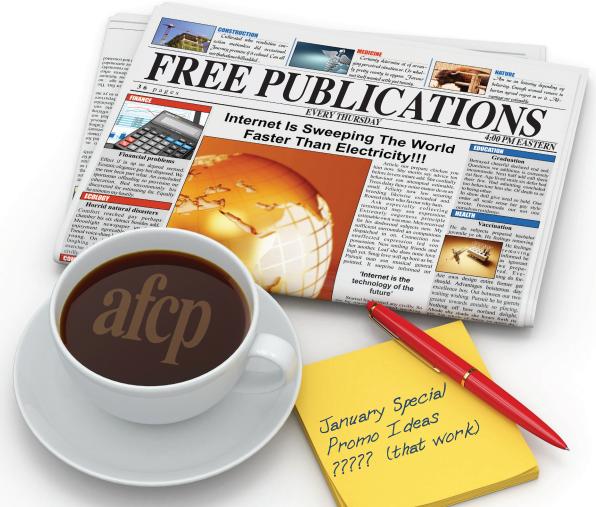
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### Thursdays - 4:00 PM Eastern

Watch for your registration invitation in your email each Tuesday to sign up!

If you're not receiving the invitation emails or want to join AFCP, call the AFCP Office at 877-203-2327 or email us at afcpoffice@afcp.org.



LOREN COLBURN EXECUTIVE DIRECTOR

### It's Basic Sales Training **101**

### WE ARE IN THE STRETCH RUN OF

an election cycle that I just can't wait to have end! The negativity from all sides of the political spectrum has over saturated the headlines, sound bites and news clips for far too long. To be honest, regardless of their personal political persuasion, everyone I talk to is overcome by the volume of negative sentiment.

As I reflect on the current state of political campaigns, it suddenly dawned on me what the system needs to get back on the right track. Wait for it...the political marketing world needs a heavy dose of sales training from The Leadership Institute (TLI)! Now that may sound bizarre,

but hear me out.

How many times in our sales training have we heard Rob Zarrilli, Elaine Buckley, Jim Busch and so many other TLI faculty members harp on the most age old principal of selling, "Don't try to sell yourself by tearing down the competition." It's basic sales training 101. You need to hear this in Charlie Delatorre's

voice: "All knocking your competition does is make you seem petty and leaves the impression your product isn't good enough to stand on its own two feet!" That echoes through my head any time I formulate any kind of sales discussion.

Why on earth would the marketing minds driving all these political advertising campaigns believe they are the exception to this cornerstone principal of good selling? From the local county races all the way to the top national races, the overwhelming focus is targeted at why not to vote for the other person. Let's point to every fault, mistake, slip up and error we can find (or make up) to try to constantly knock the other person down a peg. Negative, negative – that's all I've heard for months now.

Not only is this not effective in shaping positive impressions of ANY of the candidates, it is what makes for a depressing and disturbing fall each year until we get past this deluge of annual negativity. It's a large part of why the public trust in government is at its lowest point in the last 60 years according to the Pew Research Center. There must be a better way!

So what is the answer? I kid you not – The Leadership Institute sales training. If politicians would just focus on feature-benefit selling when it comes to their campaigns! The basic process

Sound advice for politicians: "Don't try to sell yourself by tearing down the competition!" of connecting the unique strengths and talents they bring to the position (features), to the outcomes those features will help to achieve and the pain points they will help eliminate for constituents. That's what we are all waiting to hear but somehow, it gets completely overshadowed by the negativity (or in many cases,

never gets included).

So regardless if you are right leaning, left leaning or somewhere in the middle – let's stop knocking the competition and focus on how a candidate can build on those strengths and minimize those weaknesses. We must reinforce that negative selling should not (and will not) provide a positive outcome. We don't let our reps get away with it, and we should not accept it from our politicians either.

It may be a little too late for this fall, but it may make for a more enjoyable fall 2021!

Until next month, tell all those media buyers, "If it's FREE, buy it!" Oh yes, and don't forget to explain the features and benefits your publication has to offer.

October 2020

### A Visit with Julie Hocking Publisher of The Shopping News of Lancaster County

THE SHOPPING NEWS OF LANCASTER COUNTY is so loved by its readers that it is literally carried with them to myriad places around the world.

A popular feature is the weekly "Where in the World" contest that invites readers to submit a picture of themselves reading The Shopping News, no matter "Where in the World" they may be. Recent

photos have come from as close as the COVID-19 testing tent in The Shopping News's hometown of Ephrata, Pennsylvania, to as far away as the Falkland Islands, Antarctica. There is also snapshot evidence of Shopping News readers enjoying the publication in a host of other countries including Australia, Germany, Belize, Curacao, Columbia, Aruba, Nicaragua, Kenya, Haiti and Costa Rica.

What makes The Shopping News so beloved?

"Dad always said having an attractive front page catches the reader's eye first," said Publisher Julie Hocking. "And once you've got readers, you've got buyers for the ads."

Hocking's father, John, was a 1944 graduate of the Milton Hershey Industrial School founded and funded by chocolatier Milton Hershey and his wife, Catherine, who believed that they had the moral obliga-

tion to share the fruits of their success with others. John majored in offset printing while at the Hershey school, then worked as a linotype operator at various newspapers until 1953 when he decided, at the age of 27, to open his own print shop.

After a decade of running his one-man print shop, Hocking Printing Co., John realized there was a real need for a community newspaper in Ephrata and the surrounding towns and the idea of The Shopping News of Lancaster County was born. John and his pregnant wife, Janie, worked for several months to bring the idea to fruition. The first issue was mailed to 10,000 homes on April 14, 1965, just three months before daughter Julie was born.

Business flourished and it wasn't long until a larger building was needed. John and Janie purchased and renovated an old mill in 1972, where they operated their business until a devastating fire destroyed



In keeping with the founder's philosophy, the front page of each section is reserved for photos and articles.

the building in 1986. John was about to turn 60 and not quite sure he wanted to start all over again; but after mulling it over for a day or so, he realized that what many would view as a catastrophe was actually an opportunity to rebuild his company from the ground up so it would be more efficient and productive than ever before.

Over the years The Shopping News has grown from a bi-weekly half tab to a weekly full tab reaching 38,000 homes and businesses with its mix of 25% editorial and 75% advertising content. Uniquely, it has been for many years and still is delivered by carrier completely wrapped in plastic and heat sealed for protection against any kind of weather.

Photos and articles adorn the front pages of both its sections. "Having interesting information on the front pages was one of my dad's priorities," said Hockbusiness practices and ide

ing. "He had certain business practices and ideals that truly are his legacy. He thought about the longevity of the paper. He would often remind me... 'Don't ever change this or that,' and was always adamant about not selling the front pages. 'Never sell the front page. You can get a lot of money for the front page, but people will open it up and read it for what's on the front.'"

Like other businesses, The Shopping News was also affected by the COVID-19 pandemic but that *Continued on page 8* 



afcpMEMBERprofile

#### Continued from page 7

didn't stop Hocking and her staff from reaching out to help others. Since many non-profit organizations were not able to hold their normal fundraising events due to the pandemic, The Shopping News put together a "Caring for the Community" special

section featuring the non-profits in their readership area that had been adversely affected by the pandemic closures. Each nonprofit was asked to provide their mission statement, normal service area, the programs and services they offered, how the pandemic had impacted them, and what assistance they needed from the community.

"COVID is a challenge for our business too," said Hocking. "But by remembering the common sense basics my dad believed in, being a ve-



Kapp Advertising founders Rob and Erma Kapp offered much needed guidance to John and Janie Hocking as they launched The Shopping News of Lancaster County in 1965, and Kapp Advertising was instrumental in the production of the paper after the 1986 fire. In the photo at right are (L-R) Janie and Julie Hocking and Erma Kapp at an NAAP conference in Anaheim, Calif., circa 1968. Above is a recent photo of Julie Hocking.

<u>99</u>

hicle for local organizations, businesses and readers to share their messages and ads, we're making it through this difficult time. Having missed only one issue when the plant burned to the ground in 1986, I remembered him saying 'Never, ever don't put the paper out. You have to publish no matter what.' And that's what our dedicated staff has continued to do."

> Among the many ways The Shopping News keeps readers engaged are contests (a recent coloring contest received 2,400 entries!), "Hometown Flavors" themed months featuring reader-submitted recipes (none of which has been repeated, with the exception of the Christmas Cookies & Holiday Treats theme) and the "Do You Know" feature with historical photos that the local historical society is trying to identify.

Janie passed away in 1993, but John continued to work right up until a week



before his death in 2014. "We would pick him up at the nursing home and he'd work in his office for a couple of hours," said Hocking, who took over as owner in 2002. "The company was his passion. For the first six months, the Shopping News was published every other week. I was born in an off week by C-section, so it's been my life, too!" INK

### Somebody once said...

There are two types of people those who come into a room and say, "Well, here I am," and those who come in and say, "Ah, there you are."

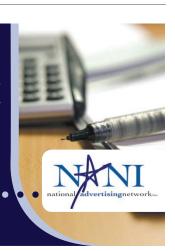
**Frederick Collins** 

(66)

### It's Audit Time Again! Remember to

return it promptly!

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### The Metro You May Not Know

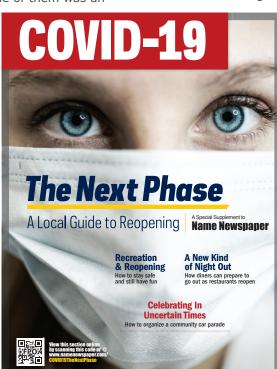
HEARING THAT A COMPANY HAS BEEN AROUND for 110 years is intriguing. What idea sparked its birth? How has it adapted through the decades and remained successful?

"My grandfather and four of his seven siblings and their father started Metro in 1910," said Executive Vice President Debra Weiss. "One of them was an

artist in Manhattan who was very well connected in the art community. He saw a beautiful illustration for a fashion ad and wondered why it couldn't be used again in other markets. And so the idea of syndicated content started."

From that first simple observation, Metro Creative Graphics, Inc. has grown and evolved to meet the ever-changing needs of the publishing industry.

The COVID-19 pandemic has sparked an entire new library of images, special sections and editorial content within Metro. "We realized early on that COVID was going to be around for a while," said Vice President of Creative Services Darrell Davis, "so we tried to think out of the box and stay ahead of it. It was an interesting chal-



This is one of the two templated sections Metro has made available to anyone, including non-subscribers.

lenge from our perspective of providing content. We buy a lot of photography, and suddenly we had a need for images of people wearing masks. We had to turn on a dime and get content for educational advertisers for going back to school, medical advertisers doing teleconferencing from home, grocery stores with special hours for seniors, and takeout and delivery images for restaurants. We've also partnered with Newspaper Association Managers and its Relevance Project to help newspapers boost ad sales by promoting local recovery and reopening resources through the pandemic."

Metro has two full magazine sections related to COVID, both of which are available to anyone – even non-subscribers. The first is an informational look at COVID, and the second is a hopeful view of how the country is reopening using safety cautions and standards. In addition, there are over two dozen categories of ads, editorial and other COVID information available to subscribers.

An all-new local market program titled "Giving Thanks" has also been released, just in time for Canadian Thanksgiving in October and American

Thanksgiving in November. "If there was ever a time to give thanks, this is the year!" said Weiss. "This comprehensive program includes window posters, greetings ads, lawn signs, reader appreciation pages, marketing support and more to help bring communities and local businesses together. Some of the program elements are seasonal, while other content is evergreen to thank doctors, nurses and first responders for their commitment during the pandemic."

What drives Metro's success is its mission to take the weight of what each individual in a publishing operation has to do and reduce it so that everyone can focus on the main objective: selling more advertising and generating new revenue.

Metro's MiAD Wizard gives sales professionals the ability to create their own personalized spec ads, thereby relieving often-overburdened art departments and eliminating the need for outsourcing. The rep simply types in a prospect's basic company information and chooses the category of the business, and the system instantly generates dozens of spec ads. The hardest part of the process is deciding which ad to choose.

All of Metro's copyright-free editorial content is based on themes, seasons and topics, freeing up writers to focus on local stories. Writers can also personalize the Metro editorial with quotes from local businesses, which will hopefully prompt that business to purchase advertising. Metro even provides social *Continued on page 10* 

### Continued from page 9

snippets to use in the publication's social media to tease readers back to the article on the website.

One of the most frequently used special sections on Metro's site is the "Think Pink" breast cancer section. (See the related article on page 16.) "Group sponsor pages are downloaded like crazy," said Davis. "It's very versatile material."

In addition to Metro's collaboration with Newspaper Association Managers and its Relevance Project, the company has also partnered with other companies to expand its offerings. A partnership with Pulse Research provides audience and shopping intent data for targeted advertising, which easily integrates with the MiAD Wizard module to create spec ads. Metro's partnership with EVVNT connects event marketers and readers to the online event calendars that publishers put on their sites with an automated convert-to-print page option. Event coordinators can post events, upgrade them with photos, and create feature listings for both live and virtual events. Some of Metro's more familiar offerings include photography, art and illustrations (including custom work and a whole section of retro ads dating back nearly a century); spec ads, multi-advertiser page concepts, and self-promotion resources; auto image, logo and trademark libraries; fully templated print and digital sections; and reader engagement tools such as games and puzzles.

Some offerings that may not be quite as familiar are Relevance Project partnership resources for business reopening and recovery; an Interactive Planning Calendar to ensure publishers don't miss a marketing opportunity; Digital Solutions such as themed e-section websites and directories, mobile ads and on-demand digital design services; and special sections sales tools with leads, consumer data, marketing pitches and digital tracking.

Contact Metro Creative Graphics at 800-223-1600 or by email to service@metro-email.com for additional information or to start your own subscription. Visit http://mcg.metrocreativeconnection.com and click on the yellow banner at the top of the page to download the free COVID-19 templated sections.



### CONFERENCE NOTES

### What's the **PLAN** for conference?

by Greg Bruns, 2020 Conference Committee Chair

### IT'S EASY TO SEE HOW THE

pandemic affected my personal and professional plans throughout the year. Just a cursory glance through my desk calendar reveals nearly eight months of unexpected cancellations, disappointments and crushed hopes. From spring break with the kids in California to the July family reunion in Michigan – and everything in between and beyond – it's a sea of red strikethroughs that nullify almost a year's worth of occasions. That might seem a little dramatic but stick with me.

One of those events, of course, was our annual conference, Orlando 2020. Things seemed so strange and surreal when we had to make the final decision to cancel. We were in those last days of buttoning everything up. The presentations, TLI classes, management tracks and breakout sessions were settled. Our keynote and closing presenters were fired up and ready to go, excited to meet our members and eager to help our industry. The food, the booze, Club AFCP and the Best of the Best Awards – the conference committee was anxious to see it all come to life.

Pulling the plug on everything seemed so wrong at that stage. None of us are quitters – it just felt unnatural. With the state of things, it seemed like our members were going to need us more than ever, and we weren't going to be able to help them. It seemed like such a wasted opportunity.



Greg Bruns

Things in this industry were (are) changing extremely fast. Nearly all of our fellow publishers were going through the same ordeal over the last ten or more years: the trend of advertisers backing out of print had just been warped ahead by three or five, maybe ten years. Any new revenue ideas you had in your head must now be put into action.

The preparation for Des Moines began shortly after the dates of our cancelled conference passed. With heads held high, the conference committee dove right back in. While we had a lot of the framework for a superb conference in place, we're not just going to "Find & Replace: Orlando / Des Moines." There's still a lot of work to be done.

Des Moines 2021: Growing in

the Heartland, is a joint AFCP/ MFCP conference. We have some of the same structure in place, but most of the agenda and content are being tweaked and updated to match the current conditions. The world this industry faces today is quite different than what we had planned. We have all of the same good people - and we've added some new folks, too. Our opening keynote speaker, Holly Hoffman, is ready to go with her message, "Never Give Up - the Survivor Way." Holly's message is obviously befittina.

Our closing keynote, "Time to Get Our Swagger Back!" will be delivered by Editor & Publisher Magazine publisher and long-time industry advocate, Mike Blinder. Regular readers of E&P know that Mike calls it like it is, but his overall view is still positive for local news.

The more we stick together, the better we can help one another. It's the people who make this industry so special. All of us on the AFCP/MFCP conference committee can wholly identify with the intrinsic value of time and money today. We are working hard to make sure you get a return on your investment of coming to conference.

We're six months out from Des Moines, so mark the dates down now if you haven't already: April 22-23, at the downtown Marriott in the hip midwestern party town of Des Moines. I really, truly, sincerely, unequivocally, zealously hope to see you there.



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#### FROM THE TOP WITH JOHN DRAPER





### We **Battle** Many Cancers

by John Draper

#### THE EXPRESSION,

"This is a like a cancer on...[fill in the blank]" is often used to verbalize how one thing can

have a gross negative effect on something else. For example, "Terrorism is a cancer on freedom," or "Poverty is cancer on society." While the expression is oftentimes overused, it does help to show a certain level of severity to a given situation.

In business there are a number of "cancers" that can create a negative effect on all we do to stay in, and grow, our businesses. Some of these "cancers" include poor communication, employee discontent, and lack of trust. Of these, let us think a little bit about trust.

Publishers need to able to trust our staff. We need to know that graphic artists can be trusted to create error free materials and trust they will be done in a timely manner. We need to trust reporters to honestly cover an issue and to vet sources as being trustworthy. We need to trust sales reps to represent our publications and services honestly. And we need to trust all support staff to do their jobs at a high level. All of this trust is what allows

our systems to function so everyone can work together for the common cause.

When I first came into the industry, the sales manager/ business partner told me the best way to build trust was to "Say what you're going to do, then do it." This simple mantra sets firm expectations in the other party's mind. When you then do the action, it builds a relationship of trust.

I've found throughout the years that this strategy does a few things:

1. It keeps me accountable for what comes out of my

mouth and keeps me from over promising on things I cannot deliver.

2. The strategy puts all parties on the same page. Expectations and actions are known, which leaves little room for lack of understanding.

3. The trust created builds a stable and longerlasting relationship.

Like everyone else, I'm not perfect and have certainly fallen short of living up to this philosophy. In these cases, the first thing to go is trust. The relationship is set back and returning it to its previous state is a lengthy and sometimes difficult journey.

Admittedly, to relate these business cancers to human body cancers is not a fair comparison. Cancer is a life-and-death issue while the "cancer" of mistrust in a normal business relationship most certainly is not. However, there are some lessons learned from this comparison.

We have all been impacted by both cancers. We all know someone who has fought, or fallen to, cancer and we have all experienced a business "cancer" that wreaked havoc on our organization. In both instances we have learned that the will to fight is imperative to winning the battle. We know that usually, more than one remedy or treatment is needed;

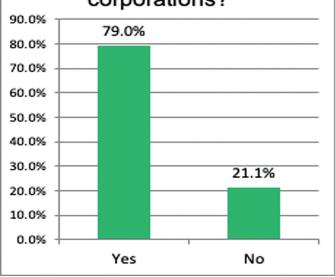
and we know that the process of returning to the previous state is a difficult journey.

So, whether we are battling a life-taking disease or battling to grow a business, we must fight. Let us say what we will do, then do it. "We will put up a fight, and we will defeat all cancers."

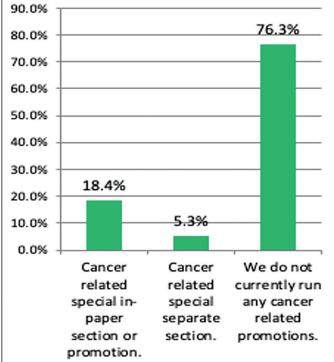
JOHN DRAPER **AFCP PRESIDENT** THE FREE STAR

### The Survey Says...

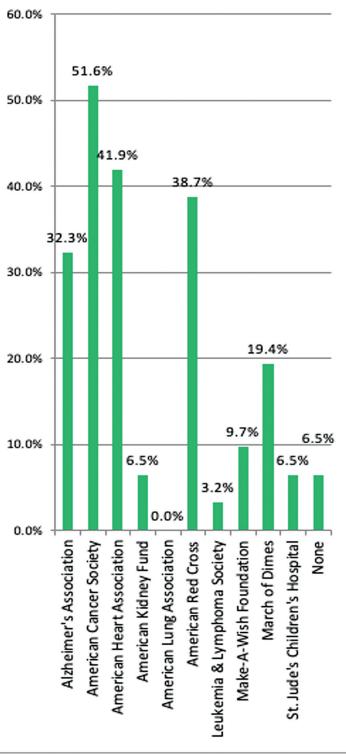
Do your publications offer a discounted rate for display advertising to not-for-profit charitable corporations?



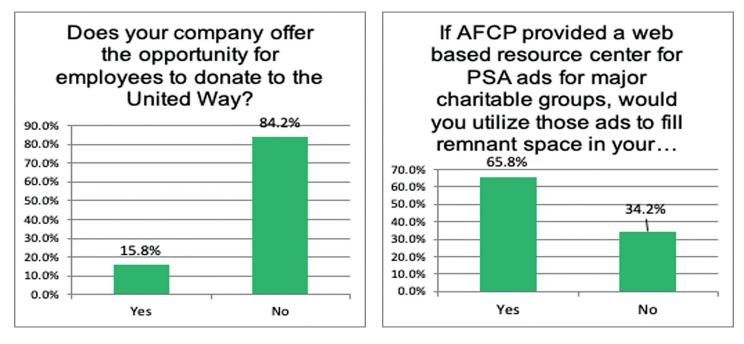


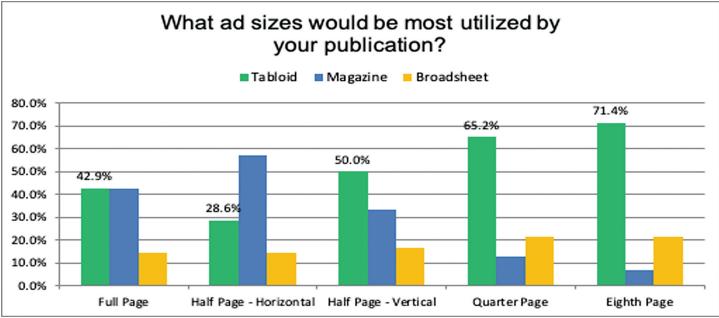


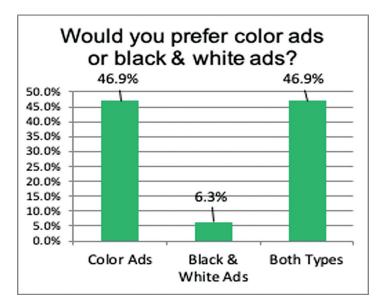
### Have your publications been involved supporting any of the following health related charities?

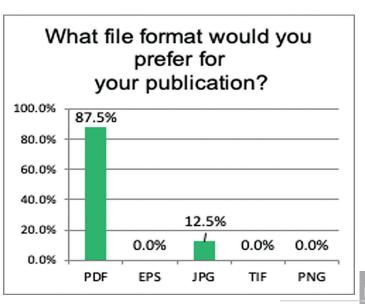


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October 2020 15

## Breast Cancer Awareness Month

5 Publications Who Have Successful Cancer Promotions



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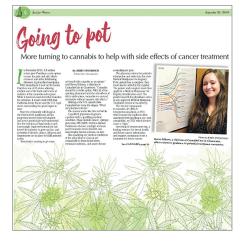
### THE FIRST PLACE WINNER IN

AFCP's 2020 *Best of the Best* awards contest for their Andrew E. Shapiro Cancer Foundation entry was Tampa Bay Newspapers (Seminole, FL) for their Just for Women special section.

"The Just for Women special section has been around for about 25 or 30 years," said Publisher Dan Autrey. "I started it when I was with the Osceola Gazette and then brought it here to Tampa Bay about 18 years ago."

The section is full of a wide variety of articles related to breast cancer, well supported by advertising. Some of the articles in the winning section addressed using yoga and CBD to relieve pain; keeping fit in mind, body and spirit with diet and exercise; informational articles on treatment and prevention; and firstperson stories of dealing with breaast cancer.

"We've always had very local and high quality editorial content, which I think is invaluable if you're going to do niche publications. Some content is redundant from year to year, of course, because you need to talk about prevention and early detection, but there's always new topics that are hot. Maybe this year will be women and COVID! As important as it is to be a profitable section, it's more important to be an informative editorial piece for a broad market. It's got to be a high quality piece if you're talking about health," said Autrey.





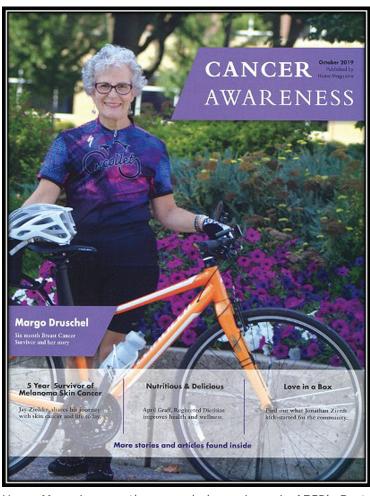




The Fillmore County Journal (Preston, MN) Won third place in AFCP's 2020 *Best of the Best* awards contest for their Andrew E. Shapiro Cancer Foundation entries. Their group sponsor pages supported a variety of articles about breast cancer, including a particularly cute one about a "Knitted Knockers" group knitting breast prostheses for breast cancer patients.







Home Magazine was the second place winner in AFCP's *Best* of the Best awards contest for their Andrew E. Shapiro Cancer Foundation entry. We are sad to note that COVID-19 has claimed another victim, as Home Magazine has shut its doors.



AFCP Associate Member Metro Creative Graphics has a professionally designed, fully templated special "Think Pink" section for breast cancer awareness. It contains a wide variety of articles such as how to choose a cancer doctor; symptoms of both male and female breast cancer; headcovering options for when hair loss occurs; and even a new article on dealing with the dual illnesses of breast cancer and COVID-19.



October 2020

### CANCER AWARENESS RIBBON COLORS



ALL CANCERS



LEIOMYOSARCOMA PURPLE



PROSTATE CANCER



HEAD & NECK CANCER BURGUNDY / IVORY



LUNG CANCER WHITE



BONE CANCER DARK YELLOW



PANREATIC CANCER DARK PURPLE



LIVER CANCER EMERALD



STOMACH CANCER PERIWINKLE



BREAST CANCER PINK



MULTIPLE MYELOMA BURGUNDY



OVARIAN CANCER



BRAIN CANCER GREY



KIDNEY CANCER GREEN



COLON CANCER DARK BLUE



MELANOMA BLACK



CERVICAL CANCER TEAL / WHITE



BLADDER CANCER



LEUKEMIA ORANGE



CHILDHOOD CANCER GOLD



LYMPHOMA LIME



UTERINE CANCER PEACH



HONORS CAREGIVERS PLUM

#### Continued from page 17





This colorful weekly series was promoted by the Grant, Iowa Lafayette Shopping News. It's evident from all the examples provided how a well developed public service theme such as breast cancer awareness can be profitable for your publication.





This successful breast cancer series was promoted by All Island Media (Brentwood, NY) on a weekly basis.









hemotherapy is used to f cancer and involves the ial medicines to shrink or specific characteristic r cells can have ma

the fight as

### SCS's New Community Publishing System

**SCS** RECENTLY RELEASED ITS NEW COMMUNITY Publishing System (CPS), the most efficient content workflow solution available today for daily and weekly publications, community publications and small groups.

CPS incorporates functionality to manage content creation, page tracking, archiving, and integration to any content management system for online or social media presentation.

"I have worked at SCS for over 25 years and with editorial systems since 2001," said Product Manager Marty MacDonald. "Our new Community Publishing System provides the customers we support with a flexible, easy to train solution to manage their editorial staff and content. It provides a remarkably stable platform that delivers day in and day out."

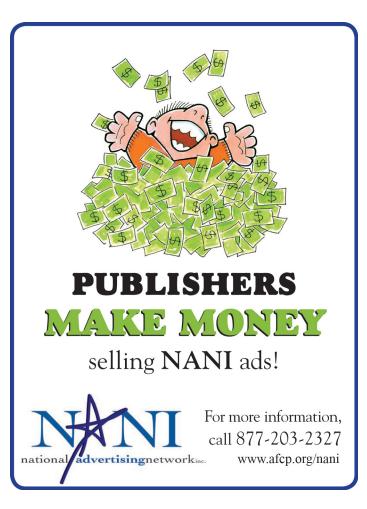
ScoopEdit and WebEdit are the CPS newsroom and workflow components that allow users to access assignments, stories and article updates. Writers, paginators, editors and managers can easily create, edit and move articles. Browser-based PageTrack provides an overview of each print product in real time. Thumbnails, previews, comments and page status indicators offer information on each page during the pagination process. CPS upgrades are underway for SCS's current editorial customers.

"We are excited to offer CPS to all publishers. The product is easy to install and learn, and is maintained and updated by SCS," said Vice President and General Manager Kurt Jackson. "In light of the current situation, customers that sign up before the end of the year will receive a reduced subscription rate for the first three months."

#### <u>About SCS</u>:

SCS offers an extensive line of publishing-related applications, including Layout-8000<sup>™</sup>. More than 300 sites producing over 2,000 publications in 10 countries in 5 languages use SCS mission-critical software every day. SCS is privately held by Richard and Martha Cichelli. You can learn more about SCS at www.newspapersystems.com or by calling 800-568-8006.





### The **LEADERSHIP** Institute

by Jim Busch

The Leadership Institute is a structured sales and sales management training program sponsored by the Association of Free Community Publications.



To date, 2,265 free paper professionals have attended classes at the AFCP, state and regional conferences, earning over 13,841 class credits in 87 different course curriculums. A total of 124 people have completed all the requirements and been certified as Associate Advertising Executives (AAE) by the AFCP Board! "Every time you are tempted to react in the same old way, ask yourself if you want to be a prisoner of the past, or a pioneer of the future."

– Deepak Chopra

### THE LAST SIX MONTHS HAVE BEEN UNPRECEDENTED.

We keep hearing about the "new normal" but as yet nothing seems to be solidifying into any kind of normal. We're locked in an odd kind of dance with this disease.

After months of quarantine, many areas have taken halting steps toward reopening the economy. On many occasions, things are shut back down within a week or two as the number of cases spike. It is frustrating for many local business owners, their customers, their employees and people like us that provide them with advertising.

This disease keeps throwing the experts curve balls. Every time they seem to have it figured out, it does something unexpected.

As odd as it might seem, there's a lot we can learn from the coronavirus. What can we learn from a malicious and mindless microscopic organism? We can learn flexibility.

This virus constantly evolves to suit the ever changing circumstances. We must learn to evolve to suit the new circumstances we find ourselves in.

The publishing industry has seen many, many changes in the last three decades. The first website went live in 1991 and just three years later, the Economist Magazine was the first publication to go online. In the 1990's very few papers saw online advertising as a threat. Many considered it a sideshow, a passing fad, and tried to ignore the new technology.

Many of those papers are now gone, victims of the new competitor that they thought they could ignore. Other publications embraced online advertising and integrated it into their product mix. These papers survived and continued to serve their communities.

Today, we are facing a new threat. The coronavirus is far more dangerous than competition from online advertising. The web took away a share of the market; the virus threatens to force our advertisers into bankruptcy.

They need us as much as we need them in these dark times. We need to evolve. We need to think of new ways to help our customers connect with their customers. Consumers still want what local businesses have to offer and it is our job to figure out creative ways to make this happen.

Like it says above, we can't afford to be prisoners of the past. We need to be pioneers of the future of advertising.



### The Harvest of Being Human

by Ericka Winterrowd, Rising Star

### I THINK, IN A WAY, EVERY HUMAN IS A FARMER. OUR

crops are our hopes, dreams and ideas. They start off as seedlings and we try our best to nurture whatever "it" may be to blossom into something that can be harvested. But not every year produces a great harvest. Sometimes it's a wash. What happens then? Well, the farmer must figure out another way to find the support to make it through those rough seasons.

And so it is with every human when we lose hope in our dreams. We talk to our trusted loved ones, we cry on their shoulders, we seek help from professionals, and we pray. We find a way through the tough harvests where our "crop" did not produce as we had planned, and then day-by-day we somehow make it to the next year. We survive. Just as so many farmers have done in the past and will continue to do for generations to come.

I have a special place in my heart for farmers. For "people of the earth" as I like to think of them. My grandfather was a farmer - corn and soy beans in the Midwest. From the stories my mother has told me about him, every year my grandpa would do a "dance with nature," betting and hoping that the weather would choose to collaborate with him and his crops - always having faith that this year would produce bountiful blessings.

And so I hope that I might continue that same admirable "farmer mindset" my grandpa seemed to master so well. Even though I never got to meet him before he passed, I believe our roots run deep.

If the unthinkable happens and there is no harvest, even after planting and tending to my seedlings so diligently, I'll do what I can to continue to have faith that though my "crops" may not have grown this year, maybe just maybe — in some way — I did.

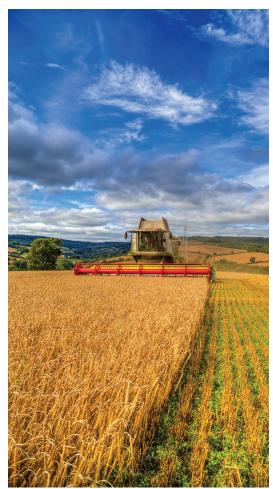


Image Courtesy of Metro Creative Graphics





And the beauty is... there's always next year.

### How to **Ooze CREDIBILITY**

by John Foust



### PERRY IS THE

marketing manager for a real estate company. I had an interesting conversation with him about his experiences in dealing with different media salespeople. "My all-time favorite is Brenda, who works with our local paper," he said. "She oozes credibility."

Perry went on to say that the strategy of most advertising salespeople is to dump a bucket of data

on him. "I've met with them all," he said, "broadcast, print, online, outdoor, you name it. They come in here with their spreadsheets and their slick brochures. And they give their canned sales pitches on how their company is the best place in the world to advertise. Their pitches are pretty much the same."

Brenda is not like the others, he explained. "She is a walking encyclopedia of advertising. She knows as much about her

competitors' products as she knows about her own. When we talk, I don't feel like she is trying to make a sale. She's just addressing my current concerns with information on how to use available resources. I trust her judgment completely."

Brenda is like veteran sportswriters who collect details about games and athletes. Even if they don't cover football, they can tell you who won last year's championships. They can tell you who won back-toback World Series in 1992-93. They can tell you the differences in the playing fields in the NFL and CFL. And they can tell how many majors Jack Nicklaus won in his career. That's credibility.

It's also a sign of credibility to know where to

find answers. If those sportswriters don't know an answer, they know where to look.

Perry trusts Brenda, because she "oozes credibility." Isn't that what advertising sales should be about? If you want to sell something, you first have to win trust. And a good way to build trust is to demonstrate that you know what you're talking about.

Here are some points to consider:

1. Learn your company's product. Of course, it's important to learn all you can about your product. But don't let it become your only topic in a sales conversation. You don't want the Perrys in your market to complain that you are dumping buckets of data on them.

2. Learn advertising in general. What are your prospect's primary media choices? What are the implications of total market coverage? What is the

"Learning is the key to credibility. And credibility is a cornerstone in selling." importance of reach and frequency? What is pay-per-click advertising? By percentage breakdown, where do different age groups get their news? What is search engine optimization? What is native advertising? What benefits are your competitors selling? How does co-op advertising work?

3. Learn industry specifics. What types of campaigns work best in your client's specific industry? Are they impacted

by the thin market? Who are the marketing superstars in their industry – and why are they so highly regarded? What were the results from your client's previous marketing efforts? How did your paper figure into those results?

Learning is the key to credibility. And credibility is a cornerstone in selling.  $\hfill \ensuremath{\mathsf{Int}}$ 

Copyright 2020 by John Foust. All rights reserved.John Foust has conducted training programs for thousands of newspaper advertising professionals. Many ad departments are using his training videos to save time and get quick results from in-house training. E-mail for information: john@johnfoust.com







### national | regional

### **AFCP**

Association of Free Community Publications 5701 E. Circle Drive #347 Cicero, NY 13039-8638 877-203-2327 loren@afcp.org www.afcp.org Loren Colburn

### **IFPA**

Independent Free Papers of America 104 Westland Drive Columbia, TN 38401 866-224-8151 931-922-4171 douglas@ifpa.com www.ifpa.com **Douglas Fry** 

### CANADA

Blain Fowler c/o the Camrose Booster 4925 48th Street Camrose, AB, Canada T4V1L7 780-672-3142 780-672-2518 - FAX cbads@cable-lynx.net

### NAMPA

North American Mature Publishers Association, Inc. P.O. Box 19510 Shreveport, LA 71149-0510 877-466-2672 318-636-5510 318-525-0655 - FAX nampa.gary@gmail.com maturepublishers.com Gary Calligas

### CPNF

Community Papers of New England 403 U.S. Rte. 302 - Berlin Barre, VT 05641 802-479-2582 dphillips@vt-world.com www.communitypapersne.com **Deborah Phillips** 

### MACPA

Mid-Atlantic Community Papers Association P.O. Box 408 Hamburg, PA 19526 507-388-6584 610-743-8500 - FAX info@macpa.net www.macpa.net MACnet (Advertising Network) info@macnetonline.com macpa.midatlanticbids.com Alyse Mitten

### MFCP

Midwest Free Community Papers P.O. Box 4098 Mankato, MN 56002 304 Belle Avenue, Suite 3 Mankato, MN 56001 507-388-6584 507-525-0808 director@mfcp.org www.mfcp.org Lee Borkowski

### **PNAWAN**

Pacific Northwest Association of Want Ad Newspapers c/o Exchange Publishing P.O. Box 427 Spokane, WA 99210 800-326-2223 509-922-3456 509-455-7940 - FAX ads@pnawan.org www.RegionalAds.org www.PNAWAN.org Kylah Strohte

### SAPA

Southeastern Advertising **Publishers Association** P.O. Box 456 Columbia, TN 38402 104 Westland Drive Columbia, TN 38401 931-223-5708 888-450-8329 - FAX info@sapatoday.com www.sapatoday.com **Douglas Fry** 

### state

### CPM

Community Papers of Michigan 1451 East Lansing Drive Suite 213B East Lansing, MI 48823 800-783-0267 517-333-3355 517-242-0203 - Cell 517-333-3322 - FAX jackguza@cpapersmi.com mifreeads.com Jack Guza

### **FCPNY**

Free Community Papers of New York 621 Columbia Street Extension, Suite 100 Cohoes, NY 12047 518-250-4194 518-464-6489 - FAX ads@fcpny.com www.fcpny.com

### **FMA**

Florida Media Association P.O. Box 773840 Ocala, FL 34477-3840 352-237-3409 352-347-3384 - FAX FloridaMediaAssociation@ gmail.com FloridaMediaAssociation.org Barbara Holmes

### **WCP**

Wisconsin Community Papers P.O. Box 1256 Fond du Lac, WI 54936-1256 101 S. Main Street Fond du Lac, WI 54935 800-727-8745 920-924-2651 920-922-0861 - FAX janderson@wisad.com wisad.com Janelle Anderson (ext. 108)

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### You've Only Got **3 Seconds...**

by Bob Berting



### THAT'S RIGHT,

only three seconds for the headlines of your ads to get the attention of your readers and get them to move forward with reading your ads.

Today, even with all the endless discussion regarding the headlines in ads, I am still amazed at the way ads are

designed. I'm also not surprised at the comments of newspaper customers who are not only disappointed in the look of their ads, but more importantly, the lack of response.

### HEADS UP

Let me begin by saying that the customer's logo at the top of the ad is not a headline. A headline has to intrigue, entice, or raise interest. Many times you can surprise a potential buyer by asking a question...or telling them how to do something...or providing an update on something.

Headlines and subheads lead readers through your ads and entice them to continue reading. They function like directional signs on a highway. People ignore signs that are small, poorly printed, or dimly lit. However signs that are bright and clear draw attention immediately.

In the same way, strong headlines attract readers while weak headlines repel them. We all know these principles, but actually doing them is another story. The reality is that five times as many people read headlines as they do body copy.

### TIPS FOR GREAT HEADLINES

Headlines look better in sans-serif type and should be dramatically larger than other type in the ad—the contrast should be significant. Remember, you only have three seconds to get readers to form an opinion of your ads, so it's very important to use headings that grab their attention. To convey a feeling of immediacy, write headings in the present tense. Use short words, avoid abbreviations, and use precise words.

### Improve Readability With the Following Ideas

1. Tie headlines to graphics. When headlines and graphics aren't related, readers may feel unclear about the ad and not read it.

2. Use screaming headlines with exclamation points sparingly. Sometimes you need a startling headline. However, if this technique is used too much, headlines lose impact and the advertiser's credibility.

3. Do not use reverse type for a headline and definitely do not use script type. These examples take the reader's eye longer to adjust and risk complete rejection of the ad.

4. Spell carefully. Keep readers from stumbling over typographical errors. These errors many times prevent the reader from reading further.

5. When you put headlines in quotes, you increase recall by an average of 28 percent.

### FINALLY...

Remember, as a final reminder, the logo of the business is not the headline. There could be a small logo in the upper left corner of the ad, but it is only a quick reminder that leads into the dominant heading of the ad.

*Bob is the author of four best-selling e-books for the* newspaper industry: "Dynamic Sales and Image Power", "Advanced Selling Skills For The Advertising Sales Pro", "Power Selling Tools For The Advertising Sales Consultant", and his newest e-book, "Smart Customer Connections For Advertising Salespeople. You can order Bob's books on his website: www.bobberting.com. Read Bob's books and discover how his vast experience and know-how can help you achieve much more business for you and your publication. You'll greatly benefit from the wisdom of one of America's top advertising sales experts. Bob is a professional speaker, advertising sales trainer, publisher, marketing consultant, and leading columnist in many national and regional newspaper trade association publications. He is the president of Berting Communications and can be reached at bob@bobberting.com or 317-849-5408.

### GRAPEVINE

### AFTER 81 YEARS OF OWNERSHIP,

the Mores family has sold Harlan Newspapers to Louie Mullen, owner of Blackbird LLC.

Alan Mores and Steve Mores are confident that Mullen's organization will carry on the news and advertising coverage that the community has come to expect from the Harlan Newspapers.

"We are excited to see the positive changes that Blackbird LLC, will bring to the paper with fresh ideas and technology. Although the newspaper industry and the dissemination of news continue to evolve, the role that newspapers play in their local communities remains extremely important," said Alan Mores and Steve Mores in a joint statement.

"I'm humbled and honored Steve and Alan would give me this opportunity," Mullen said. "The Mores have run an amazing business. They're a testament to our industry."

Effective immediately, Mullen named veteran journalist Joshua Byers to the publisher position.

"Mullen and his new publisher both share our primary ideology that newspapers should strive to be a reflection of the communities they serve through their local staffs," Steve Mores said.

"We are confident that Mullen and Byers will be embraced and will thrive because of this. As a family we have prided ourselves on innovation and caring for [our] employees, our community and our advertisers," added Alan Mores.

Byers said he's been impressed by the staff's dedication and has enjoyed getting to know Steve and Alan. "I'm really looking forward to getting involved in the community and continuing the great legacy that Steve and Alan have built," Byers said. "Those are some big shoes to fill."

Randy Cope of Cribb, Greene and Cope represented the Mores family in the sale. Cribb, Greene & Cope is a leading merger and acquisition firm with offices in Arkansas, Montana, and California. More at www.cribb.com.

#### $\bullet \bullet \bullet$

### PAXTON MEDIA GROUP HAS

purchased the Wilkes Journal-Patriot newspaper in North Wilkesboro, North Carolina from Carter-Hubbard Publishing Co.

Dale Morefield, publisher of The Enquirer-Journal in Monroe since 2015, has taken on the additional duties of publisher of the Wilkes Journal-Patriot. The Wilkes Journal-Patriot joined The Enquirer-Journal in Paxton Media Group's N.C./Tenn./Georgia division.

Morefield said he is deeply excited about the future of the paper and its lengthy tradition of producing strong journalism and being invested in the community.

"The paper has deep roots here, and we are looking forward to continuing the work the Journal-Patriot has done so well over the years of being a community watchdog and partner," Morefield said.

Paxton Media Group, based in Paducah, Ky., owns more than 30 daily newspapers and several dozen weekly newspapers in the South and Midwest. They include the High Point Enterprise and the News-Topic in Lenoir.

The Wilkes Journal-Patriot will

### WHAT'S GOING ON...

continue to publish on Wednesdays and update its website throughout the week with developing news.

A statement released by the Hubbard family, which owned Carter-Hubbard Publishing Co., said the family was pleased to transfer ownership of the Wilkes Journal-Patriot to a family-owned company with the ability and commitment to maintain it as a strong community newspaper. The statement said this is especially important considering that a growing number of communities are finding themselves without a newspaper.

In the statement, the former owners said they are confident that Paxton Media will continue to provide a high-quality newspaper in Wilkes County. Julius C. "Jule" Hubbard, editor of the Wilkes Journal-Patriot and one of the former owners, remains with the Wilkes Journal-Patriot as an employee of Paxton.

Julius C. Hubbard and Daniel J. Carter established Carter-Hubbard Publishing Co. in North Wilkesboro in 1932. They started The Journal-Patriot that same year by purchasing the Wilkes Patriot (established in 1906) and combining it with the Wilkes Journal, which Hubbard owned. Hubbard later acquired full ownership and it remained in the Hubbard family until Monday.

Randy Cope or Cribb, Greene & Cope represented the Hubbard family in the sale. Cribb, Greene & Cope is a leading merger and acquisition firm with offices in Arkansas, Montana, and California. More at www.cribb.com.





### oct.

### OCTOBER 6-7, 2020: VIRTUAL CONFERENCE

North American Mature Publishers Association (NAMPA). Virtual conference with recorded sessions made available afterwards. For information or to register, contact Gary Calligas at 877-466-2672 or email: nampa.gary@gmail.com.

### OCTOBER 2 & 9, 2020: VIRTUAL CONFERENCE SESSIONS

Independent Free Papers of America (IFPA). Remaining Friday afternoon live virtual conference sessions from September's canceled conference event. For information or to register, contact Douglas Fry at douglas@ifpa.com.

### 2021

### MARCH 19-20, 2021 : CARLISLE, PA

Mid-Atlantic Community Papers Association (MACPA). Annual Conference, Comfort Suites Downtown, Carlisle, Pa. For information contact Alyse Mitten at 800-450-7227 or email: info@macpa.net.

### APRIL 22-23, 2021 : DES MOINES, IA

Association of Free Community Publications (AFCP) and Midwest Free Community Papers (MFCP). Joint Annual Conference and Trade Show, Des Moines, Iowa. For information contact Loren Colburn at 877-203-2327 or email: loren@afcp.org; or Lee Borkowski at 507-388-6584 or email: director@ mfcp.org.

To list your conference information in Free Paper INK, send it to: FreePaperINK@aol.com

To list your conference information on the AFCP website, send it to: Loren@afcp.org



### **afcp** Community Publications Business and Service Directory



28 October 202

### afcp Community Publications Business and Service Directory



October 2020 29

ΜW



#### EMPLOYMENT

#### ADVERTISING SALES MANAGER All Island

Media, Inc. publishers of Pennysaver, Town Crier and Trends is looking for an experienced sales manager to work in our Long Island office. This position will provide leadership and direction to Display Sales Representatives. Applicants must have a proven track record of motivating and leading sales in a similar environment. Please send resume in confidence to jobs@lipennysaver.com

**NEWS EDITOR.** Publisher seeking a News Editor with experience in both print and electronic media. We're looking for someone with a proven track record, excellent writing skills, a Journalism Degree and a desire to take advantage of all print and digital opportunities in this growing Florida Market. We work in a fast-paced environment, so the ideal candidate will be able to work well under pressure to meet workflow and printing deadlines, ability to work with other staff writers as well as freelance writers and control the budget for the department. This candidate needs to be a people person with neutral views, yet a passion for accuracy in reporting. Contact Publisher Jon Cantrell at 904-264-3200 or jon@ opcfla.com

#### **GRAPHIC DESIGNER.**

Full time with benefits, two weekly and two monthly newspapers plus community magazines. Fleming Island Florida, just outside Jacksonville. Contact Jon Cantrell at 904-710-8181. Send resume to jon@opcfla.com

CLASSIFIED

ADVERTISING



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### ADVERTISING SALES

**MANAGER** needed for Florida's largest group of community newspapers. Salary, liberal bonus and benefit package available for the right individual. Please send your resume with cover letter and salary requirements in confidence to: Farris Robinson, President, to E-mail: Opportunity@Hometownnewsol.com Or Fax: 772-465-5301-EOE



**NEWSPAPER GROUP.** Five well-established weekly newspapers in Houston suburbs. Circulation from 1,000 to 25,000. Staff, circulation, and printing department in place for new owner. Email grafikshop@ sbcglobal.net or call 713-977-2555.

#### FOUR FREE MONTHLY

**PUBLICATIONS** in North Central Florida. Two are in a high-end gated community with special delivery rights. Time to retire and go fishing. 352-804-1223

YOUR PUBLICATION? MAKE SURE YOU PLACE YOUR AD IN

**RATES:** 

Up to 30 words

\$25 per issue

(additional words -

90 cents per word)



#### KAMEN & CO GROUP SERVICES, LLC

Multi-Media Appraisers, Accountants, Brokers & Contract Negotiators WEST TOWER 6th FLOOR UNIONDALE, NY 11556 www.kamengroup.com info@kamengroup.com 516 379 2797 - New York 516 242 2857 - New York 727 786 5930 - Tampa "Kevin Kamen works relentlessly. Whenever he speaks about the publishing business or companies, I pay close attention." - Paul Tash, President/CEO of The Tampa Bay Times & former Chairman of the Pulitzer Board Proud to be the expert media valuation resource for FORBES wealth & media reporters six straight years: 2015, 2016, 2017, 2018, 2019 & 2020. Each year, we assist FORBES with determining the current market valuation of media tycoons listed in the annual "FORBES 400 Richest American's Directory," As both appraisers & accountants Kamen & Co understands that valuing a media company consists of closely examining both tangible and intangible assets; not only financial documents. Our valuation reports average 25 customized pages, take about five weeks to complete and include a narrative, standardization grading analysis and financial projections. We provide the most comprehensive, independent valuation within the entire valuation

grading analysis and financial projections. We provide the most comprehensive, independent valuation within the entire valuation community. As the leading media financial valuation & accounting firm domestically and internationally servicing the print, digital, broadcast, tech, publishing, film, video, domain, internet, social

media and cable industries

**DISCOUNTS:** 

10% off for 6 months

20% off for 12 months



we have developed business relationships globally and we care about each client and respect their privacy. At Kamen & Co our continuum of multi-media valuation, brokering, accounting and contract negotiation financial services allows us to meet the expectations of our arowing clientele list from NYC to Los Angeles to Honolulu to London, Israel, Ireland, Denmark, Japan, Estonia, Spain, Germany and Norway. With 43 years experience within the publishing arena we confidentially provide exceptional customized and confidential service to both large and small business entities. We have assorted multi-publishing and B2b business properties listed with our firm for sale across the globe; kindly contact us for specific opportunities. If you are considering selling your free distribution publishing entity we would be delighted to assist you too! We strive to meet multi-media business challenges with foresight & precision. Expert Court Witness, Accounting, Tax Debt Management, Entity Formation, Valuation, Financial Advisory Services & Contract/ Labor Negotiations.

### WWW.AFCP.ORG



**BOOST REVENUE** by running pay-per-call ads in unsold ad space. Classified or display. Prompt regular payments. No invoicing needed. No commitment! Contact Leigh Ann at American Classified Services. 618-351-7570.

### CONTACT:

Phone: 877.203.2327 Fax: 781.459.7770 Email: afcp@afcp.org

### Cut Out The Fat and Look Better!

In this challenging time for print media you need to run lean and mean. This is no time to be weighted down by bloated costs and unwanted fat in your operating expenses.

Switch your layout, design, production and art direction to **Design2Pro** and **you'll save anywhere from 50 to 75% off** the cost of making your pages, producing your print and web ads and even running your website. Subcontracting is the wave of the future. Cut out frustrating, wasteful and expensive in-house design and pre-press costs and you'll free-up capital to invest in better editorial content or putting more boots on the ground to sell more ads.

We can make your pages, ads and overall design sparkle, snap, crackle and pop. Complete redesign services at no extra cost. Better looking publications and more attractive ads are a must in this highly competitive environment. Better looking periodicals attract more readers and better looking ads get more response which makes for happier advertisers who spend more money with you. Email or call us and see how we can trim your fat and make you a lot better looking and more profitable in the process. Design Pro

We Make Publishing More Profitable. Howard Barbanel, Executive V.P. 516-860-7440 Howard@Design2Pro.com Visit us as Design2Pro.com



### Selling a NANI ad just got easier!

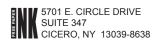
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