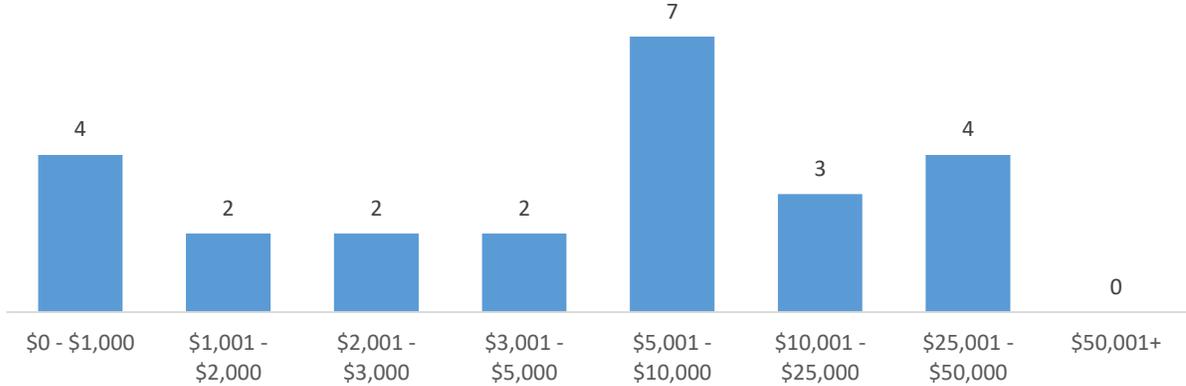


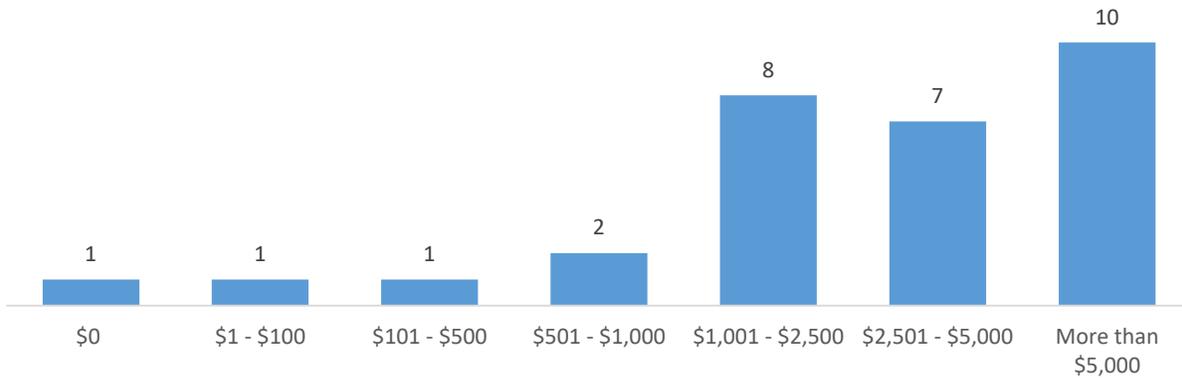


Budget

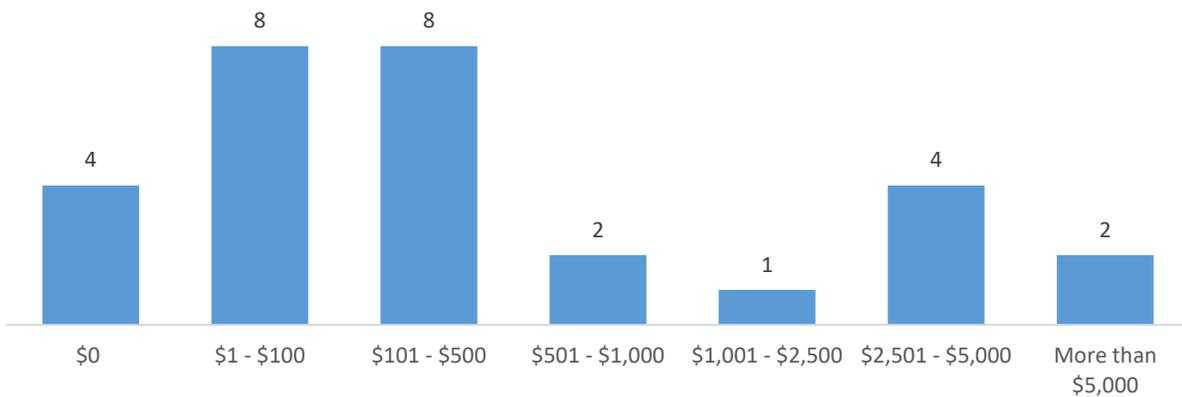
1) **What is your total budget for materials (books, audiobooks, DVDs, etc.)?**
(24/30 responses)



2) **Approximately how much of your budget is allocated towards adult regular print?**
(30/30 responses)

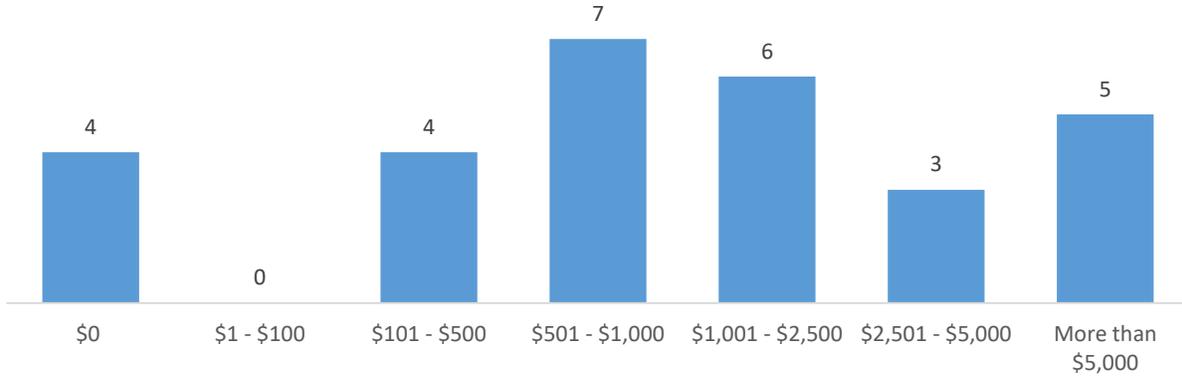


3) **Approximately how much of your budget is allocated towards large print?**
(29/30 responses)

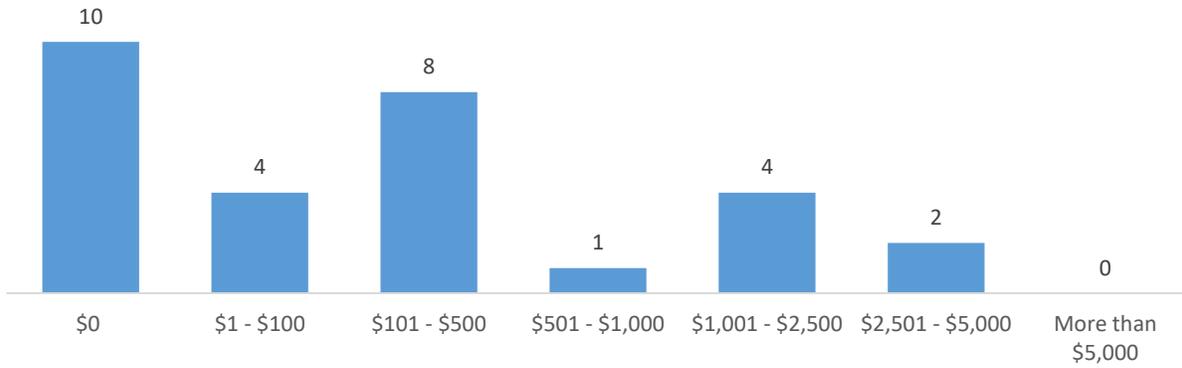




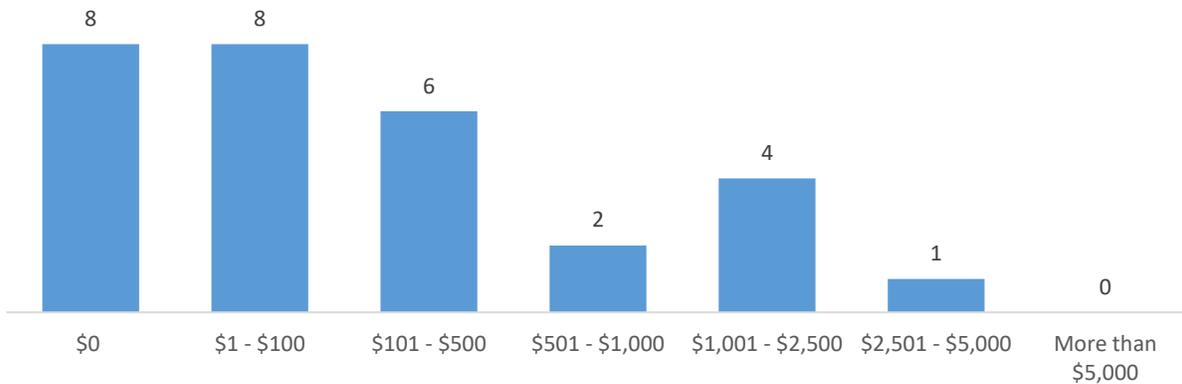
4) **Approximately how much of your budget is allocated towards juvenile and young adult books?**
(29/30 responses)



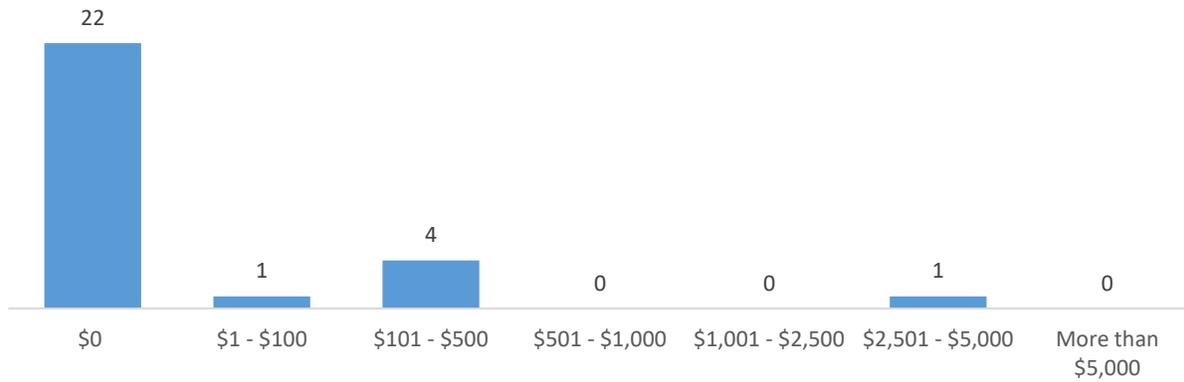
5) **Approximately how much of your budget is allocated towards audiobooks?**
(29/30 responses)



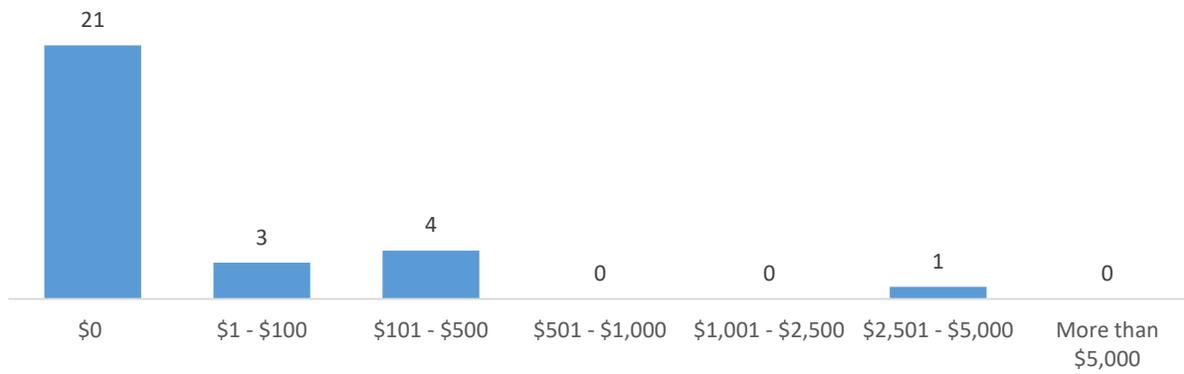
6) **Approximately how much of your budget is allocated towards DVDs?**
(29/30 responses)



7) **Approximately how much of your budget is allocated towards ebooks?**
(28/30 responses)



8) **Approximately how much of your budget is allocated towards e-audiobooks?**
(29/30 responses)

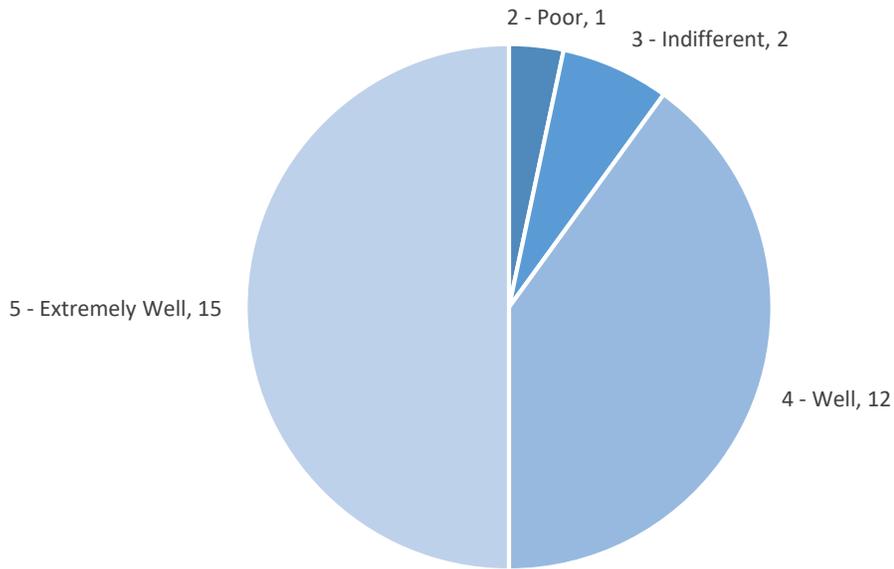




Resource Sharing

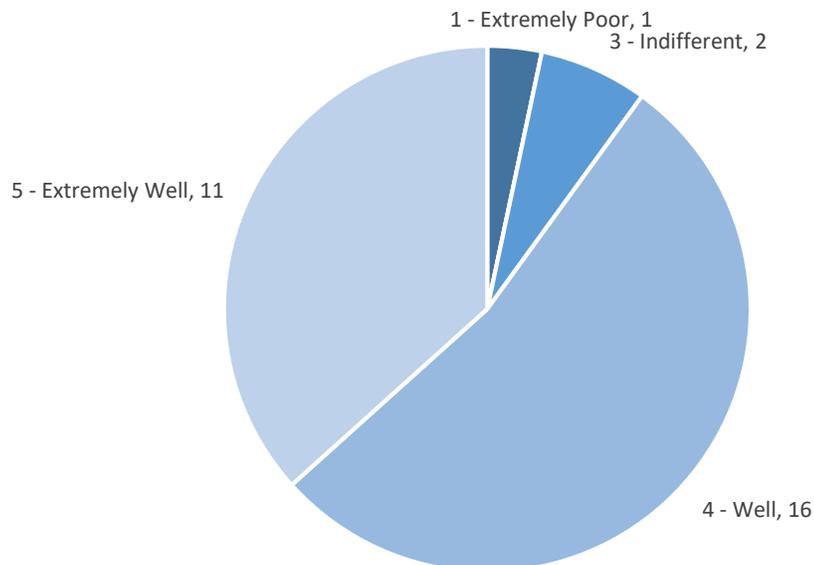
9) How well are your patrons' needs for materials met by the library collections within the system?

(30/30 responses)



10) How well are your patrons' needs specifically for nonfiction materials met by the library collections within the system?

(30/30 responses)





11) **Are there specific topics, genres, and/or formats that you feel should be bolstered this year?**

(11/30 responses)

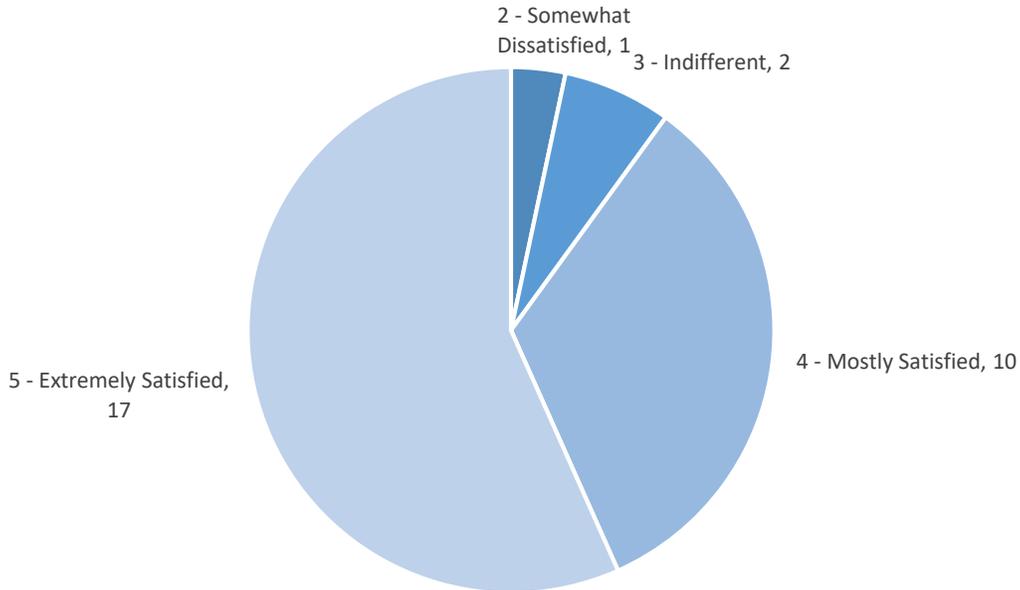
- Children's audio books, self help
- Continue strong ebook collection as well as Teen rotation collection
- E-books
- E-books
- E-books, e-audiobooks, children's fiction/nonfiction
- Graphic Novels
- How-to books on common software material (using website software, specific system use (OS) like airbook, etc.)
- More recent DVDs as we have Patrons who watch them in the winter time.
- Professional development, trades materials, civic exams prep books
- The large print selection
- The selection of e-books and e-audio should continue to grow



Delivery

12) How satisfied are you and your patrons with the turnaround time for materials delivered on the CEFLS van?

(30/30 responses)



13) Do you have any feedback or suggestions regarding the delivery of materials?

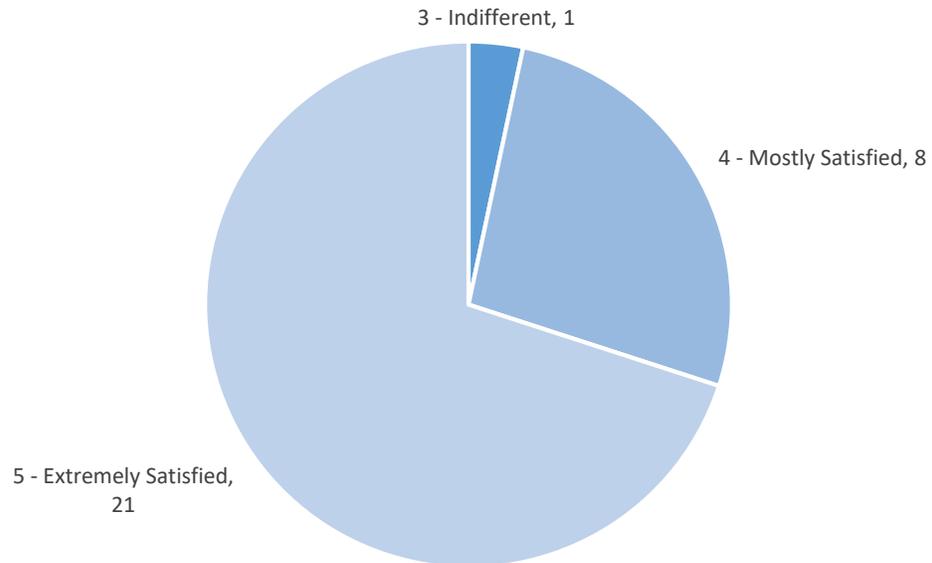
(12/30 responses)

- Excellent service; we are extremely fortunate!
- I know that my patrons have complained that materials only come in once a week. I understand that [our library] is a small library compared to most. But maybe having a bi-weekly van run would help.
- I would say the most difficult thing is not knowing how long it will take for materials to arrive. I generally tell people between 1-3 weeks depending on where it comes from. It would be nice to have more detailed status of where books are in their transit journey.
- It has been very helpful to be able to send NCLS and other system through the van rather than mailing
- It works well for my patrons needs
- One week is a reasonable turnaround time, and it seems to be fluid
- The delivery service works very well for us
- The drivers are amazing and we greatly appreciate them.
- We get a lot of returned items for [other library] by mistake in deliveries
- We have no problems with delivery
- Wondering if there is a way to receive materials at a faster rate if a Patron needs something ASAP instead of waiting until Van delivery once a week.
- Works well



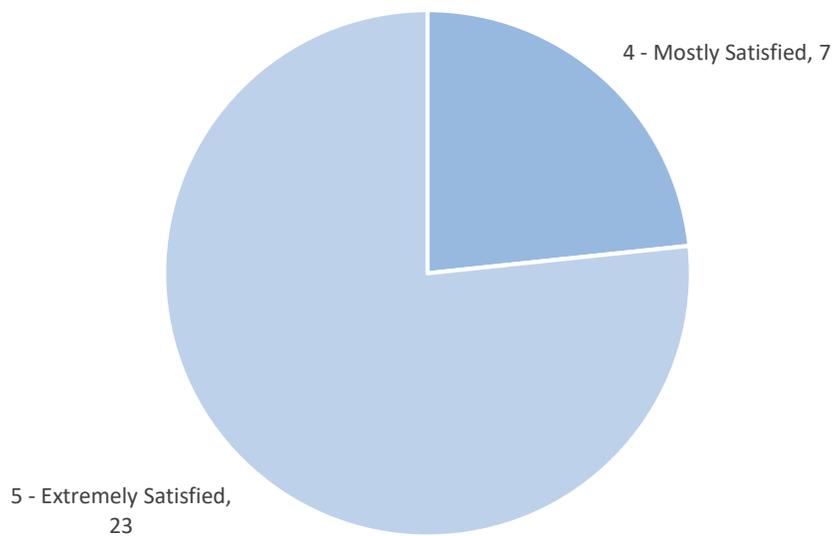
Interlibrary Loan

14) How satisfied are you with interlibrary loan as a whole throughout the system?
(30/30 responses)



Integrated Library System

15) How comfortable are you using Horizon and the online catalog (Enterprise)?
(30/30 responses)





16) **Are there any improvements or suggestions you would like to make in regards to Horizon and/or the online catalog?**

(10/30 responses)

- Ease of navigation, reporting, and backup all could be improved
- I wish there was an easier/faster way to see borrower info such as address and phone number that doesn't involve going into the edit borrower menu. More detailed transit information would be nice, too.
- It would be more efficient if when a requested item was checked in and the borrowers name appears if there was a direct link to that patrons card record.
- Not that can be accomplished within the Horizon platform
- Our version of Horizon is extremely clunky; need a system where it's much quicker to access the information one needs, especially when a patron is waiting. Also, very difficult to retrieve information needed for reports, grants, etc.
- Some upgrades to patron records to make it easier to check items out. For example: When a requested book comes in, I check it in and Horizon indicated who requested it but then I have to F4 to pull the patron record back up. It would be great if the CKO window was usable when the patron record appears the first time.
- The online catalog is not the best for searching items. Patrons can't find things that I am able to in Horizon. I just tell patrons to ask us if they are looking for something they couldn't find in the online catalog.
- Unsure; this is the only system I have used
- Wish it would be a little more forgiving with spelling
- Works well

17) **Please tell us about any aspects of Horizon, the online catalog, or DueNorth that you would like training on.**

(11/30 responses)

- Anything
- Bulk transfer of f14 medium loan material to regular loan
- Creating reports
- Due North is cumbersome and I never feel I am doing it right. Is there a printout on how this, especially who and when to send emails?
- I am comfortable using all the systems, and if not I can email David. I think the most issues we have with Horizon is the fact that we don't have reports for certain tasks, like I wanted to search my library for report on books never been checked out, and there was not an option to do that.
- I think DueNorth is much easier than what we used to have before.
- I would like training on data collection. The daily checkin/checkout borrow info and such is no big deal, but I do not always understand how to inspect our collection, etc.
- I'm not sure I'm correctly processing items for Due North, especially for libraries outside our system
- IMHO, we need training videos available for all aspects of catalog and Horizon use. So many people go to videos to learn how to perform tasks; we need to have those kinds of videos available to refer both ourselves and our patrons to.
- Running more specific lists or reports

- Various reports. I would like to know how to filter and run reports for specific information.

Digital Collections Access

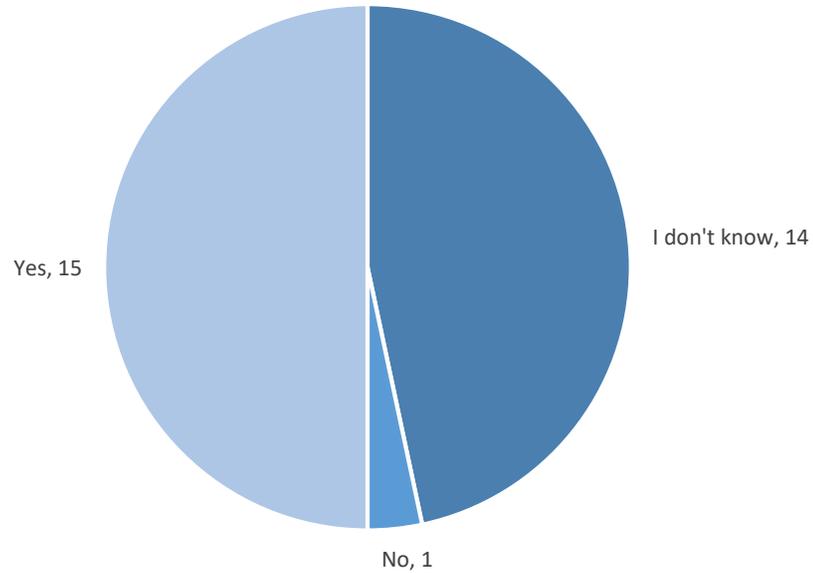
18) Please provide any feedback received from patrons about ebooks, e-audiobooks, or digital magazines.

(18/30 responses)

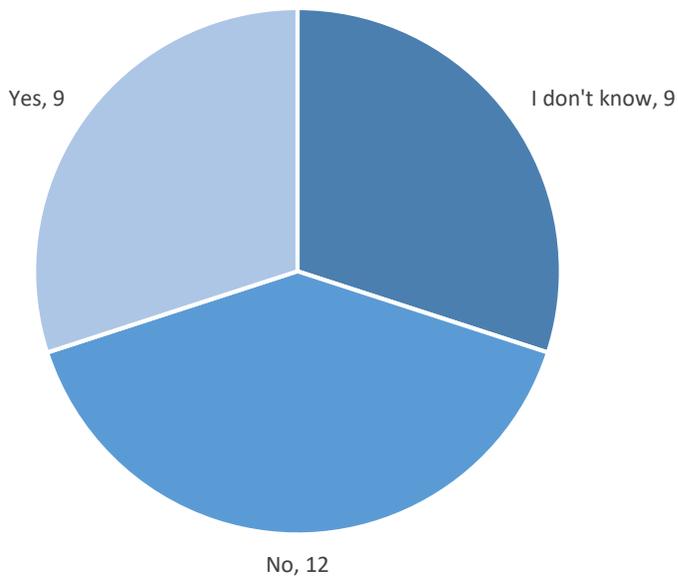
- A lot of my patrons don't use these features, even though I recommend them. They don't like a digital format over hard copy. They are old :)
- Again, more visual format training for patrons. Text instructions don't work for many folks.
- Few people using it, some still find it confusing, although it has gotten easier to use
- Haven't gotten much feedback.
- I have not received any feedback other than wait times.
- In the fall of 2020 we submitted to the local school district via email, information regarding the availability of ebooks for students with library cards, as they were using zoom to do class work.
- Most patrons that use e-materials really like. They would like to be able to get new books faster.
- None of our patrons have communicated to me that they use these or have issues with it.
- Our patrons enjoy the e-books and e-audio books. Not much interest in digital magazines.
- Patrons are happy with the increased selection
- Patrons comment on appreciating the convenience of ebooks and e-audio. They wish they were able to place more holds. When there is a month+ wait on an item, that fills up their holds allotment really quickly.
- Patrons have been happy with these resources
- People want to have access to the bestsellers in ebooks and audiobooks.
- [Our] patrons use the ebooks mostly. They like that they can access from anywhere (even when they are in Florida for the winter)
- They like it every time the content increases – except digital magazines, no one seems to care about those.
- They like Libby.
- They seem to be pretty happy, but would like more
- We don't have a lot of Patrons using those services here.



19) **If funding was available to add it to the collection, do you feel that a streaming video service would be used by your patrons?**
(30/30 responses)

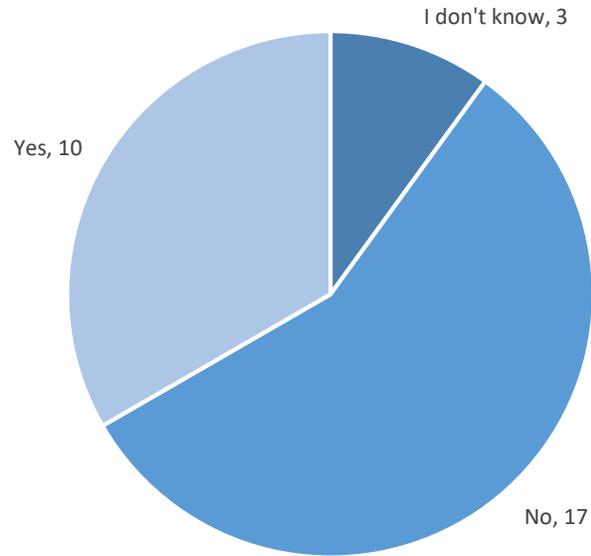


20) **Do you feel that e-magazines are important for the online collection?**
(30/30 responses)





21) Do you have any unique materials in your collection you would like assistance with digitizing to make available online?
(30/30 responses)



Outreach

22) **Have you purchased and/or offered materials, services, or programs to any of the groups listed below in the past year?**
(19/30 responses)





23) **What specific efforts did you make to reach out to any of the groups listed above?**

(19/30 responses)

- Covid has limited our outreach but I have contacted SADD about helping organize a chapter here. We also have Independent Living Coaches meet with clients here to help them with their health insurances needs.
- Curbside service when the library wasn't open due to COVID
- Home delivery for a few seniors
- Home delivery for senior/physically handicapped
- Increased our outdoor wifi signal for geographically isolated; purchased large print books for visually impaired; put braille signs in strategic locations such as entry doors, bathrooms, meeting room; opened computer lab for job seekers/job interviews during covid
- No efforts have been made to these specific groups. I offered a few programs for the general public that weren't as popular/attended as we had hoped for. But other than that, no specific programming.
- None, nor have I been contacted by any except 2 patrons unable to come in and I prepare books for them and drop off if needed.
- Offered home delivery of books to seniors with medical issues. One on one assistance for patrons with learning disabilities on computer with forms and applications.
- Provided materials.
- Registered with Talking Book and Braille Library (TBBL) which offers reading resource assistance to anyone who might have trouble accessing materials in print form.
- Regular outreach to [town's] Mercy Care facility to provide a reading program to residents.
- Set up activities for mentors to do with developmentally/learning disabled. Spoke directly with direct support professionals. We also purchased more Great Courses for educational needs.
- Social media posts, word of mouth
- We added Talking Book materials and provided information for our patrons to receive their own. Provided computer/printing/copying for those working/schooling from home. Delivered books to seniors sheltered in place.
- We bring books to the assisted living facility near us. We brought carts of books to the school 3 times a week last year, we offered computer help to people who are looking for work
- We have a senior outreach contact and we deliver books to seniors who cannot make it to the library
- We have included the senior center on our advertising for adult programs this summer.
- We hosted a senior financial safety program, I have a special needs volunteer come in each week with an aide, we offer free books for students who may not be able to afford them
- We recently provided a Handicap entrance. Mountain Lake Services uses our services with wheelchair Patrons. We offer an early childhood story hour year round.



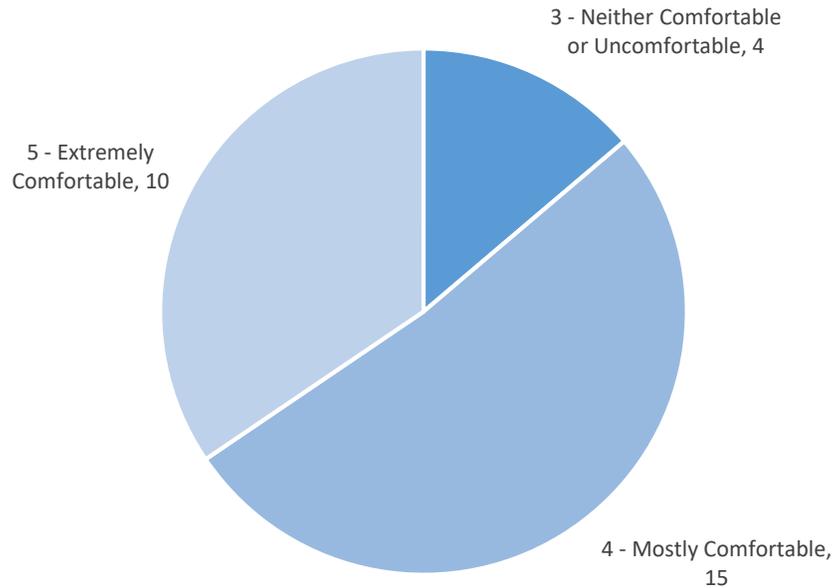
24) **Is there a particular group that you feel has a presence in your community that you have been unable to reach with library services? If so, what do you think CEFLS can do to assist you in reaching said group?**

(8/30 responses)

- Could CEFLS develop programs that would be easily replicable. For example, a 4-6 week program for seniors who want to learn how to use/navigate social media? With limited working hours, many librarians don't have the time to create such programs themselves. If CEFLS had a collection of easily modifiable program curricula for different length programs, it would be a great help.
- Homes without internet, families in need
- I have not been able to gain traction with high schoolers/young adults
- More assistance with reaching Seniors
- People who do not read books, and-or too busy or not in the habit of coming into the Library....?
- Teens have been more scarce since the pandemic. Good question.
- The library basically does generalized programming, from what I've seen in the past year, or specific programs geared towards Senior Citizens. I know that personally our ramp to the library was not built correctly, so wheelchair handicapped individuals have had a tough time getting into the library, and a few times have kind of just not come because they do not want to deal with it. I know that this is not a CEFLS problem, but it is a problem that is stopping certain demographics from utilizing our services.
- Young Farmer Families; Teens

25) **How comfortable are you and your staff with assisting adult learners?**

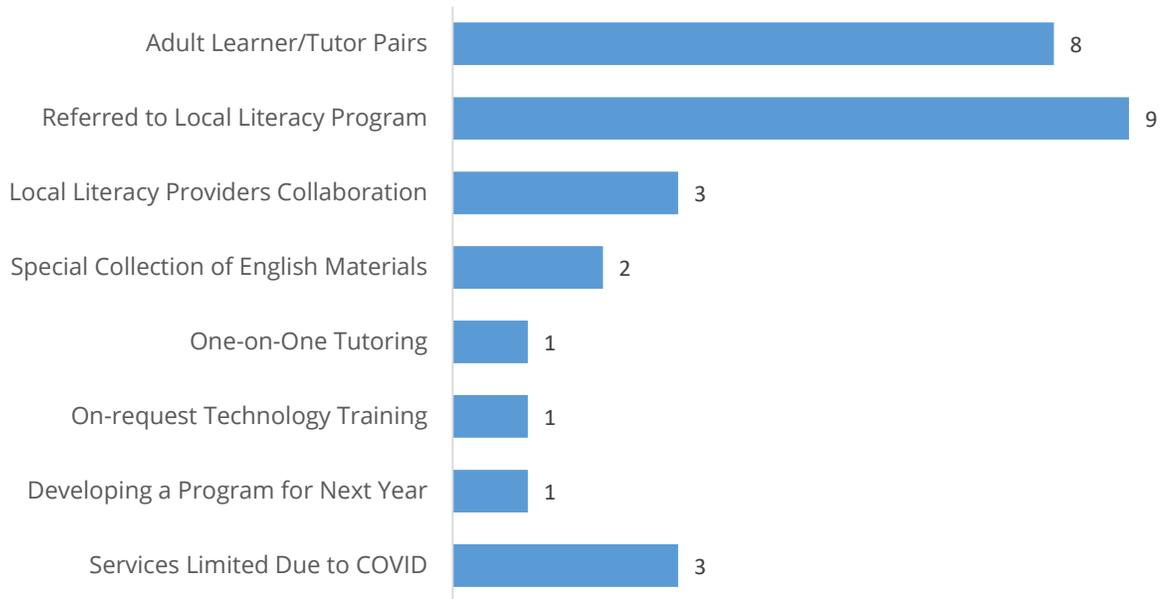
(29/30 responses)





26) Did you offer any of the following services to adult learners in your area?

(16/30 responses)



27) Are there particular needs or wants that you feel adults in your community have that the library could help fulfill (Job searching, assistance with higher education, financial literacy, life skill training, etc.)?

(13/30 responses)

- All of the above
- All of those things you mention could be helpful to adults in our community.
- Career change into trades, DIY education, borrow-a-tool options
- Computer literacy
- Computer literacy, job searching (we don't have the staff to assist on the computers)
- Higher education and financial literacy
- I am not sure I do not get many adult learners at the library
- I feel that all these program would be beneficial in our community. However, the [our library] has no money aside for programming. We do programming if it is free or if we receive a grant. The Board has tried to cut costs on all things to be able to use our meager budget for operational expenses, or books for our patrons. Several of our Board members feel that books are our priority, and programming is not as important.
- Many of our local community programs already provide these types of services.
- Our year-round residents use our internet to apply for jobs and services.
- Technology Education
- We are in the process of developing new strategic and long term plans. At that time, we will be assessing community needs.
- Yes.



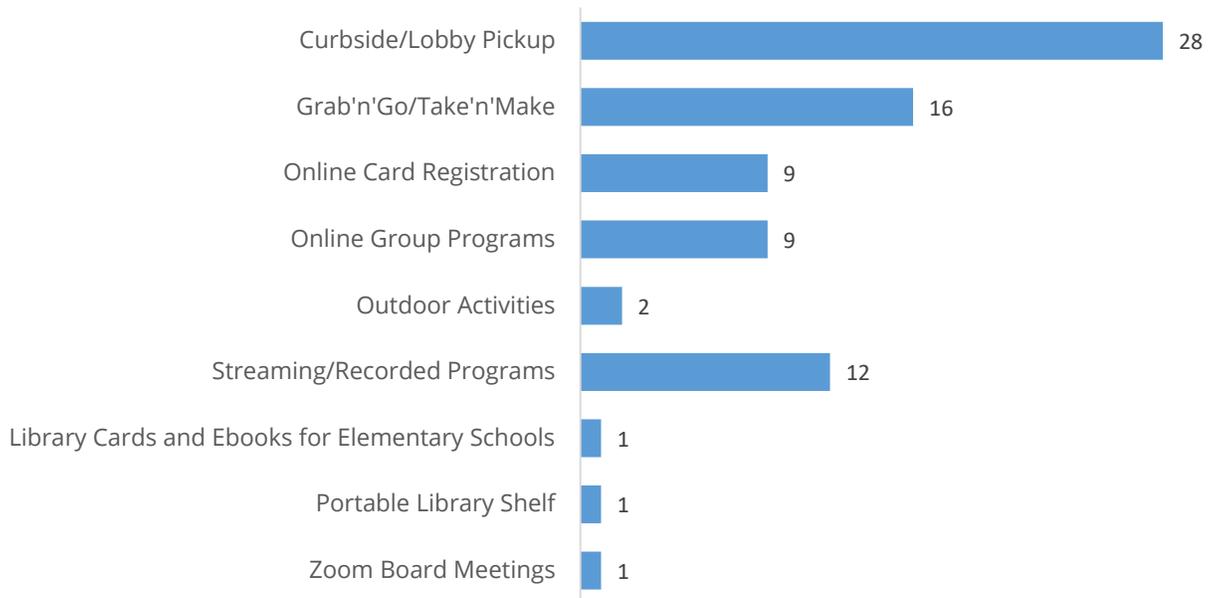
28) Are there any ways CEFLS could assist you in making your library and its services more accessible to all patrons?

(7/30 responses)

- Financial assistance for a stairlift to our downstairs
- Help with website design website hosting, etc.
- Honestly, it would be awesome to have more help with advertising. That is one thing that this library has trouble with, is the outreach. I have heard many patrons have seen events from bigger libraries, but might not have seen our advertisements until after the event.
- Ideas then Convince Board Members
- More online presence, broaden services offered beyond written/spoken word
- On-line card registration
- Yes, I could use CEFLS’ advice on what works best for libraries on the technical side (how/when to upgrade internet service, what database to use for donor information, etc.) CEFLS offers a network of professionals to whom I can direct questions which is very helpful as a new director.

29) Were there any new services that you provided over the course of the year due to COVID-19 that you plan to continue to offer in the future?

(28/30 responses)

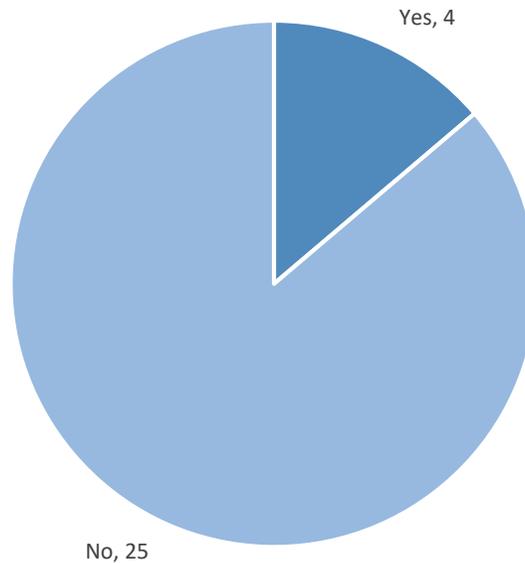




Library of Things Kits

30) Have you created a “Library of Things” collection at your library?

(29/30 responses)



31) If you have created a “Library of Things” collection, please describe some of the items that you’ve added to the collection.

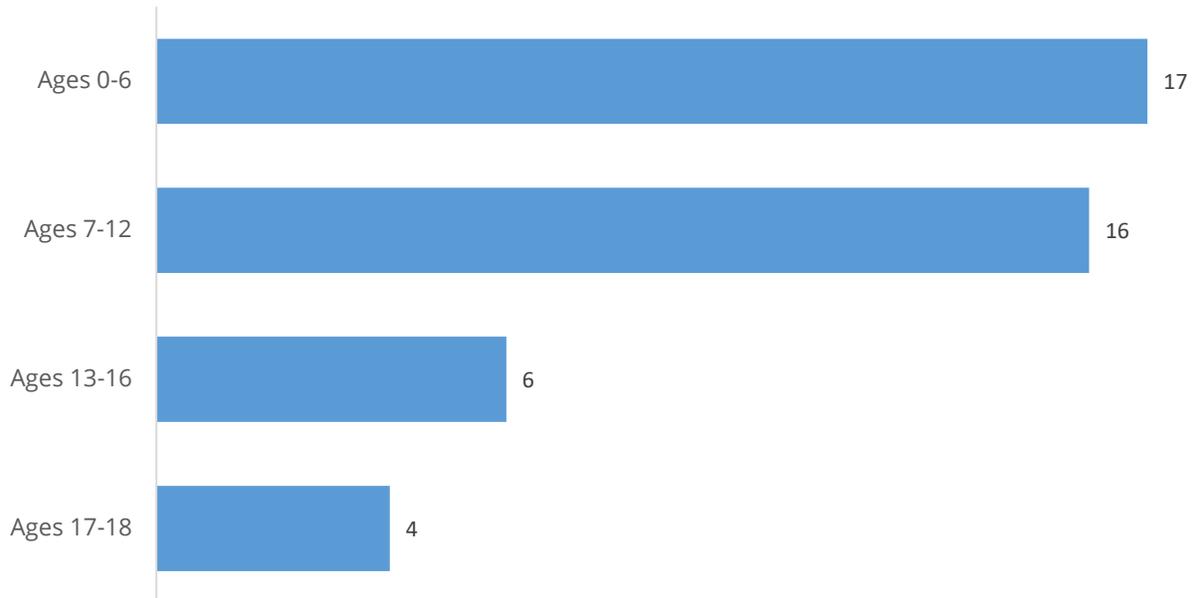
(5/30 responses)

- (We just don’t have the space to do this)
- Fishing poles, knitting needles, sewing machine, ukuleles, basket balls, volleyball, pickleball kits, children’s games, children’s STEM items such as robotics, microscopes, Knex, Snapcircuits, Legos, bubble machine, VR Headset, puzzles, etc
- Just a few things: sewing machines, food dehydrator, knitting needles
- Musical instruments
- Ukulele

Youth Services

32) Apart from themed Summer Reading programs, did you organize and host one or more program activities (physical, digital, grab'n'go, etc.) for the groups listed below and their families?

(20/30 responses)





33) **What are some of your perceived challenges with reaching some of the age groups listed above?**

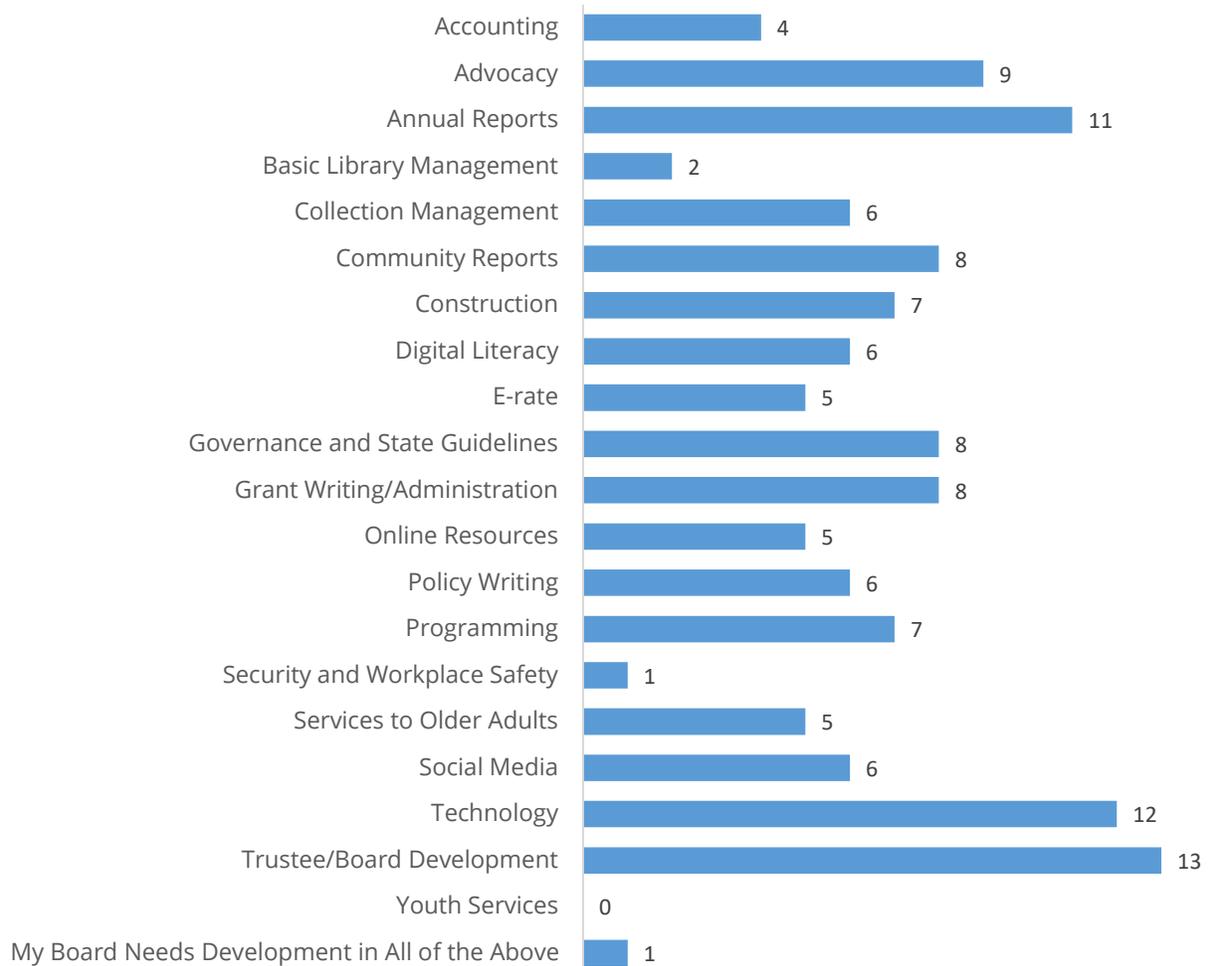
(18/30 responses)

- Ages 13-18 are harder to reach. They only come to the library when THEY want to. The first two groups are brought by parents/grandparents/guardians.
- Availability of the library doesn't coincide with the availability of parents. So our hours are always when families are in school/ daycare, and parents are working. I think we really need to educate certain Boards (that have mostly older Board members) that most people in our area do not work a set 9a-5p job. We have lots of families that do not have the availability to come to our events/ open hours because their jobs do not permit it. I feel that it would benefit most libraries if there was more education that being open at earlier hours on weekdays may benefit our retired patrons, but it is honestly killing the relationship that we have with working families.
- Creating programs that draw teens in can be a challenge. Not sure if they're too busy with school work and sports, but they are certainly a demographic that is hard to reach.
- Getting people to come to the library
- I rarely have teens visit my library. My guess is that it's because we don't have a teen space for them to hang out in. Since teens don't come, I haven't tailored activities to that age group.
- Interest
- Limited parking, no nearby crosswalk, school located five miles away
- My community does not have very many children that can easily access the library.
- Our library is so small; hard to run programs with the space issues involved.
- Sadly, changing demographics/home ownership – very few kids in our very small town now. When we had a few more, sometimes it was a questions of “critical mass” – if we could get a few to come in, sometimes others would follow.
- School's been out. Once it resumes, we will have better outreach through teachers and classrooms.
- Their Lack of Interest; Marketing;
- Time and personnel and they are not perceived, they are a reality
- Timing. They need/want to have programs at times when it is inconvenient for me to be here.
- We are seeing the return of some of our younger patrons, but sometimes it feels like they just can't get to the library, they aren't interested, or their parents just don't want to bring them.
- We cannot attract teenagers to any of our programs ever.
- We have no problem with getting preschoolers and their families in, once they reach school age it is harder to attract them. They are busy with school
- We have several early literacy groups in our community who have transportation for their patrons, something we cannot offer.

Professional Development and Training

34) In 2020, the top five training/professional development topics for myself and trustees are:

(28/30 responses)





35) Please elaborate on the topics above as needed.

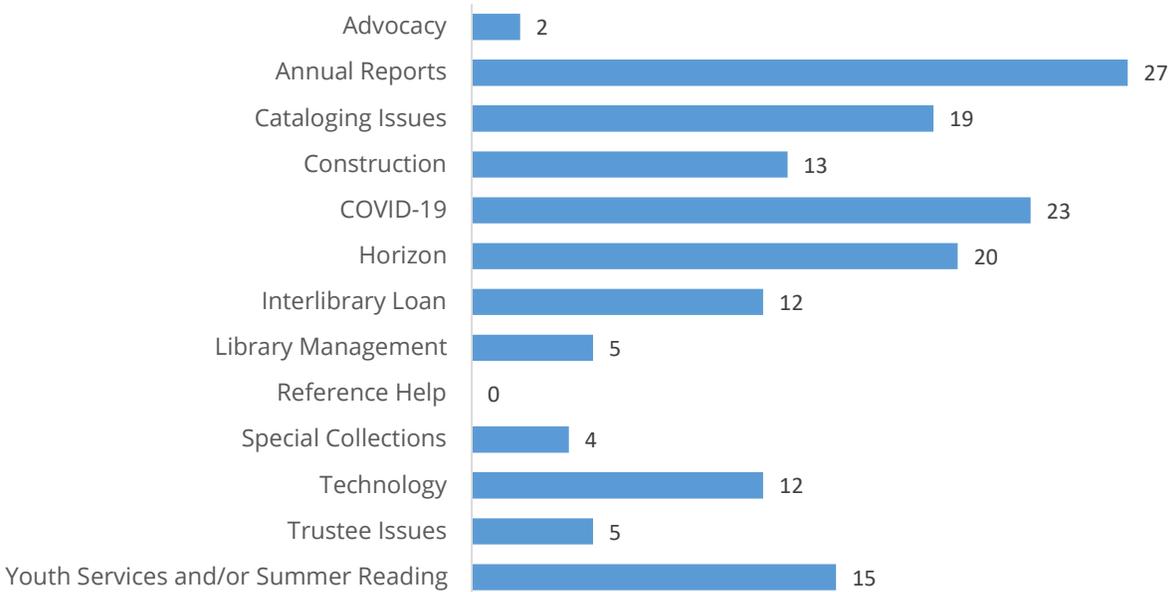
(9/30 responses)

- Active shooter training
- Assistance with keeping current with state guidelines/rules is welcome, especially in the time of COVID-19.
- Board of trustees training needed on the basic relationship between municipal library and its municipality, especially regarding funding and personnel.
- I think technology is number one as it is constantly changing. If the system offered workshops quarterly on different topics such as eresources, networking basics, emerging technologies etc. When David came to our library to offer the workshop on cybercrime/online scams etc, it was very interesting and I was able to use it to educate the public on how to avoid getting scammed.
- I would benefit from an "accounting basics" training. Everything I know about accounting is from the previous director. I have never learned from a professional and I would like that opportunity.
My board is in desperate need of training. Many of the trustees have been on the board for 20-40 years and do things "because that's how it's always been done". Most don't participate in any way other than showing up at meetings. They need a refresher and also need to be kept up to date on things happening in the library world.
I feel that one of the main responsibilities of the system library is to keep member libraries updated on state guidelines/rules; any changes we should know about.
- Our board has many new members and I am new. We need guidance on creating policies and procedures that comply with state laws and creating new exciting program initiatives. I will undoubtedly need training and assistance with the Annual Report next year as well.
- Please, Please, have a program on e-rate. It was so formidable when I used to do it and now I am totally intimidated by the timing of it, the forms, the reporting. I would love to have someone guide me through the steps for a year as each part was due.
- Technology, computer help
- We have a new Board President who would like to look at changes to our accounting system as well as develop a long term plan. He will also be looking into the Library Board's role vs. the Town's role in library decision making.

Consulting and Development Services

36) What topics did you consult with CEFLS staff members about in 2019?

(30/30 responses)



37) Are there other topics that you would like assistance with?

(6/30 responses)

- ADA Compliance
- Any and all would be appreciated.
- Board of trustees issues; diversity audit of collection
- Developing skills-based programs specific to vocational and trades-based education
- E-RATE!!! (see previous question)
- Strategic Planning; Friends Groups; Fundraising; Construction Projects

38) If you went to the CEFLS website (www.cefls.org), what part(s) of the website did you visit?

(30/30 responses)



39) Do you have any feedback in regards to the CEFLS website such as items to add or ways to improve navigation?

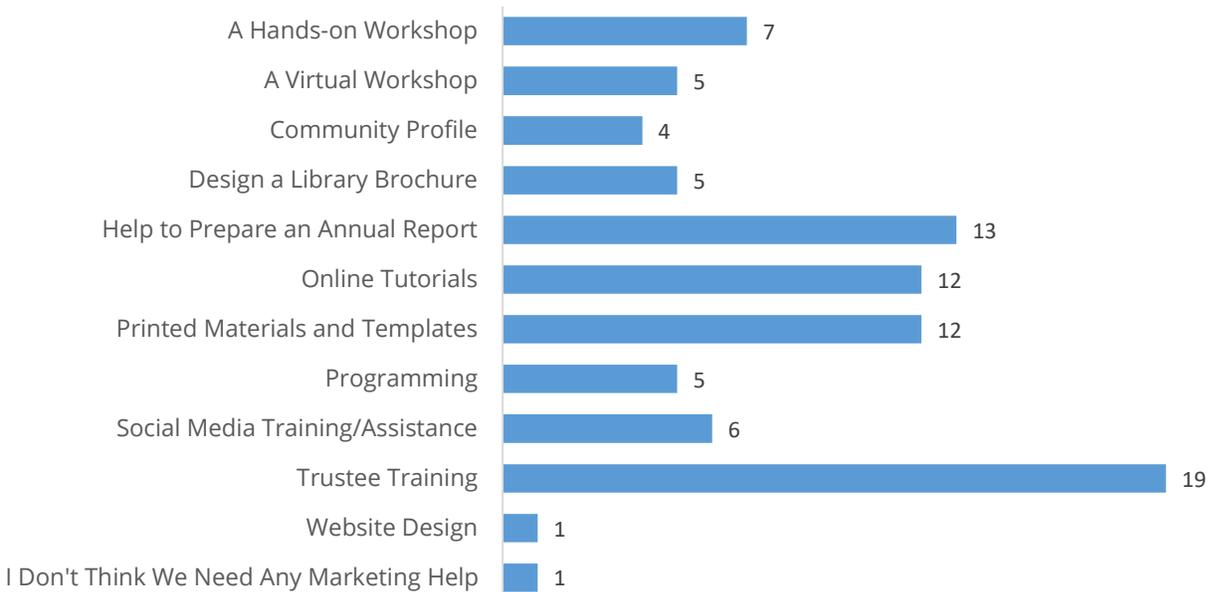
(5/30 responses)

- Instructional videos
- Libby needs to be added to the ebook section
- No, I think your site is wonderful
- No it is very comprehensive and simple to use
- The website could be updated more regularly

Awareness and Advocacy

40) What resources do you need from CEFLS in 2020 to market your library's services to community groups and local "stakeholders?"

(25/30 responses)



41) Please elaborate on the topics above as needed.

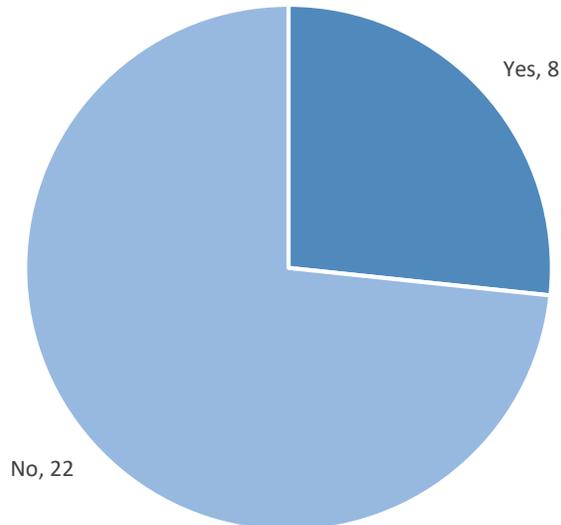
(5/30 responses)

- Anything to Advocate for our library; Board members don't think they need any training
- Basically everything. I am googling/ calling David and Anja when I need help with certain aspects. And my Board has basically no training in anything library related in this century.
- Online tutorials for my Board would be the most convenient way for all of us. Printed materials from CEF about e-books/e-audiobooks/library of things are very useful
- We have never prepared anything for our community and would need guidance.
- Workshops for Trustees are well received. The Annual Report preparation is for me since it will be my first attempt and I could always use help developing/reinstating programming. We could use advice on streamlining our social media presence as well.



Communication

42) **Do you collaborate with a school library?**
(30/30 responses)



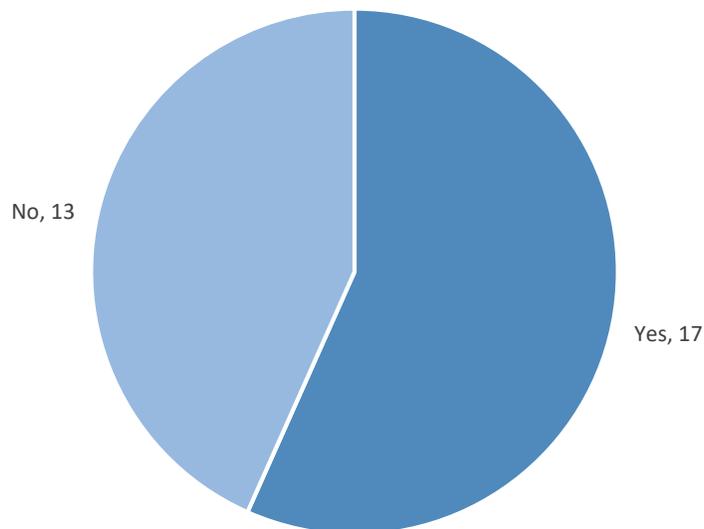
43) **If you don't currently collaborate with a school library, what are some perceived hurdles you see that prevent you from doing so?**
(17/30 responses)

- COVID - mostly we work with the school librarians but we are both super busy so it is not a consistent partnership
- I have tried this over the years without any success. Our school system is very insular and prefers to remain that way.
- I sometimes do collaborate with school libraries but did not this past year.
- I work during the day at another job so that makes me unavailable during school hours.
- [Our library] is right down the street from the school and they have a years' long relationship with the school.
- No school in our service area. The closest schools are served by other libraries.
- Our school's "librarian" is really a special ed teacher that works in the library part time
- Planning to collaborate this year---don't know if school library will be open. It was closed all last school year.
- School's been out but I do plan on collaborating with Bouquet Valley as soon as possible, not only by networking with the librarian, but also by visiting classrooms and working with teachers and staff.
- The library at the elementary school was closed due to covid and will likely remain closed to students in the coming school year
- The school library was closed last year due to Covid. I reached out previously but didn't get a response. The main challenge in collaborating with the school for me is finding the time as I'm the only person at the library most of the time (which is probably why I haven't pursued it very actively).



- The town school mergers put a bad taste in people's mouths. It created a negative perception of our library and no one reaches out to us anymore.
- Transportation for students to the library. We have collaborated with the headstart program located directly behind the library, but due to COVID-19 restrictions there were no programs last year.
- We do lend books to the school libraries when needed.
- We don't have a school in [our town], NY. the closest schools are in Willsboro and Westport and there are already libraries in those towns.
- We have in the past but not during covid
- We have reached out to the library here but haven't had much success in establishing a good working relationship. I chalk it up to the school library being too busy with their own curriculum and duties.

44) Do you collaborate other libraries within the system?
(30/30 responses)





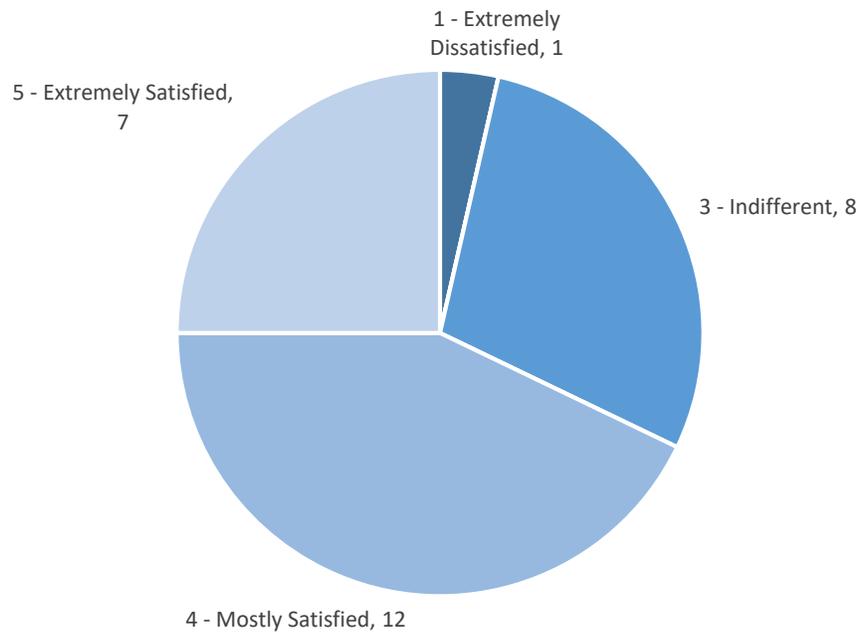
45) **If you don't currently collaborate with other member libraries, what are some perceived hurdles you see that prevent you from doing so?**

(9/30 responses)

- Coordinating resources and finding time to collaborate.
- Distance.
- Every one is busy -- we do share information about programs between the libraries which is pretty great but I wouldn't think that counts as collaboration.
- I have collaborated with other area libraries to share costs for a SRP performer. The biggest obstacle is the distance. The closest library to us is probably Ti and they are about 20 miles away. Chestertown library is closer but they are in a different system.
- I really don't know what you have in mind.
- No obstacles, no objections to collaboration in the future.
- Time, money, Board doesn't perceive programming as important, Board not wanting to pay library director for work done after "normal" library hours.
- we communicate - not sure of definition of collaborate
- We did digitally

46) **If you were able to attend the Zoom meetings over the past year, how satisfied were you with the meeting(s)?**

(28/30 responses)





47) **Do you have any feedback pertaining to the Zoom meetings held over the last year?**

(19/30 responses)

- Good to share information and ideas, also encouraging to see other library people
- Hard to attend meeting when I am the only person in the library during meeting times.
- Have an agenda and stick to it. Present new information -- address some of the group meetings we aren't having - CEFCAT and MAC. Follow thru -- make sure any areas/questions raised during a meeting are answered/addressed the next if necessary.
- I did like meeting once a week to hear how the other libraries were handling COVID and what their status was regarding opening/masking/quarantining etc. I wish more libraries in our system participated in the group.
I think it would have been very helpful if the system had more information to share with us on the state and local level mandates, recommendations, things we should have been thinking about etc. so that we were all better educated about what we should or should not be doing.
- I hope meetings continue. I really like hearing whats going on in all the libraries and viewpoints on various topics.
- I was grateful to be able to connect with my colleagues through a very challenging time.
- It is difficult to 'attend' while also working; keep them shorter and perhaps bi-weekly?
- It was a huge relief to know that I was not alone in my worries. Input from other directors and CEF staff were incredibly helpful.
- It was very helpful to be able to watch the recordings when I couldn't attend. It would be nice to have an agenda ahead of time with a block for questions and concerns. Also, it would have been better if CEFLS members were closer to the camera. Some were hard to see and hear.
- Meetings are generally difficult to attend because we only have one person on duty at a time, so I'll login only to log out again to assist patrons.
- My ability to be present in a zoom meeting was directly proportional to the number of zoom meetings I attended since March, 2020. I am now almost totally fried and my Zoom attention span is less than a minute
- Need more focus to meetings
- Overall they were very helpful, especially during Covid. The amount of dissatisfaction I have doesn't arise from the content or CEFLS handling of the meetings, rather I'm just dissatisfied with virtual meetings. It would be nice to once again meet with colleagues in person!
- Please recommend people mute themselves when not speaking. Lots of background noise distractions. If each person would display their name and library would be helpful.
- Schedule zoom meetings for the mornings
- Sorry I was unable to attend so many Zoom meetings but I had to cover the desk.
- The ones I couldn't make I watched.
- They were very useful and the fact that they were available to watch at a later time was invaluable.
- Was not able to attend any. They were held on my day off. So I was always playing catch up with the meetings, and was behind.



Final Thoughts

48) Do you have one or two anecdotes to share about how you or your staff helped a patron in need?

(10/30 responses)

- We have a very elderly patron who is dedicated to the library, throughout Covid she has been more or less shut it. We have taken time to visit her on occasion and bring her books.

- Our new saying at the library is "There when you Need Us", I heard another library say that and I think it is really fitting for today's libraries.

I couldn't tell you how many times we assisted patrons during COVID setting -up their online appointments to get their vaccination. MANY seniors have no experience using a computer and had no idea how to register online, which was a requirement. They have no email and no cell phones. We spread the word that, if they called us, we would be more than happy to assist them in the registration process. We happily entered their information on the pharmacy's online portal. I called our local pharmacy and told the pharmacist that the library staff were registering community members for their shots on the portal and that some of the information we actually made up, such as email addresses and cell phone numbers 000-000-0000, so that the registration would go through. We would then call the pharmacy and tell them who we registered to make them aware that cell phone numbers and email addresses may not be valid for those people.

Many of the people that we registered during the past year were not regular library users and they were so grateful that we were there to help them during their time of need. And I say to them....The library, it's here when you need us.

- We have an avid reader who had quite a few books out that became overdue (which was very unusual for her and caused us concern). When we called her, she said she couldn't find parking whenever she came through (Note: we have a pick up and drop off service at a separate location with plenty of parking that does not get as much use as we thought it would-people like to come in and see Linda, I guess). We told her we would pick out some books for her and had her drive by; we ran her new books out and she returned her overdues. She couldn't get over it; she was laughing and just delighted. We've done that for a few patrons.
- Supporting patrons in their employment search; maintaining contact and providing library materials to patrons who are unwell.
- I helped several patrons who don't have a computer or internet (or an understanding of how to operate/navigate them) create an email address and sign up for unemployment.
- I helped another patron coordinate a ride to and from a surgery.
- Well, for one I worked by myself. I had no volunteers until recently and our budget doesn't include pay for anyone else.

But I have gone above and beyond to help my patrons. I have sat in senior patrons cars, helping them connect their phones to their cars. I have dropped certain patrons books off to them on my way home from work. I have sat here at my desk because this was the only place certain people felt safe during COVID and literally just talked to people because I was their only interaction all week.

I have two young boys, about 4 and 6 years old. They love coming in, make themselves at home. They have come behind the desk with me to share my sour gummy worms, and

look through all my folders "just to see what I'm working on next"

I have a young middle schooler that will come in to volunteer to shelf books and then sit at the end of my desk, writing and illustrating a book she and her friend are collaborating on, because its quieter here, and people leave her alone here.

I have so many stories I could share.

- Just recently helped an older man who had no cell phone, home computer, to complete the ArriveCan online registration on a library computer so he could get across the border to visit his girlfriend in Quebec. He was so grateful, he popped \$10 in the donation box! It was also nice that the Canadian border officer suggested the man go to the library for assistance!
- We have an elderly patron who is mostly homebound with health issues and fearful of venturing out with COVID around. We deliver books to her home, but she is just happy to have someone to chat with for a little while.
- We hand-delivered books to patrons-in-need during COVID, and we've repaired several laptops and mobile devices free of charge for a few patrons, too.