

GREAT SERVICE STORIES NOVEMBER 2011

Chehalis

A local school librarian mentioned that a student at her school has already read a million words. The librarian credited our summer reading program with helping the student achieve this early success.

Submitted by Jan Shackelford, Library Associate

Elma

I pulled up to the library before we were ready to open and a couple was just about to drive out of our parking lot. They seemed visibly disappointed that the library was not open. I asked them if there was anything I could help them with. They said they needed to locate some legal forms. I told them I couldn't let them in the library but I could see if I could find the forms for them if they wanted to wait in their car. After about five minutes I found the forms they were looking for and took them out to them. They were visibly elated to receive this level of service.

Submitted by David Seckman, Library Manager

Hoquiam

People have been coming in this month saying how they are willing to pay more to make sure the library will stay open. "I can't imagine Hoquiam without a library," is one of the common comments we have been receiving.

Submitted by Mary Thornton, Library Manager

Ilwaco

Patron on a stormy day: "How warm and comfy your library is! I feel like taking my shoes off!"

Submitted by Iver Matheson, Library Manager

McCleary

One day, we partnered with the Grays Harbor Master Quilters to offer an all day drop in and sew program. It was geared towards children but the Master Quilters didn't mind anyone coming in. It was perfect. We held the program a few days before Christmas and this was a great opportunity for the "last minute shopper". We had all ages and genders. Boy and girls in the targeted age group, teen boys, and even a couple of older gentlemen that wanted to surprise their wives with something they made. This was a great cross generational/gender program.

Submitted by Karen Kienenberger, Library Manager

Mountain View

A woman came to the Library asking how she could get a library card. She recently moved to Randle from a much bigger area out of state. She was so happy to discover that Randle had a library. After explaining to her all of the services and information TRL has to offer she could not believe that our library had so many more services available to her. She explained that her previous Library was three times bigger than our Library and it did not even begin to have as much as TRL. She left with a big smile on her face stating the staff will be seeing her quite often as she planned to use the Library at least two times a week.

Submitted by Nancy Sawyer, Library Manager

Naselle

A local family with few resources happened to be here during story time one day, and came in to the meeting room to participate in our program. They ended up connecting with other story time families, and now have information about other social outlets for their young child - and possibly new friends!

Submitted by Michelle Zilli, Library Manager

North Mason

A North Mason patron had forgotten his library card and wondered if we might be able to look up his number so he could use an Internet PC. We said

sure, verified who he was, and then gave him his number. He said "I have used libraries in Oregon, California, and other parts of Washington State and this is the sweetest library I have been to. Everyone is so nice."

Submitted by DeeDee Zugschwerdt

Olympia

Last Thursday over 200 people crammed into the library to see Ken Jennings talk about his new book, "Maphead!" He was hilarious. At one point he quizzed the audience and threw Nerds (candy) at those who responded correctly first.

At one point a teenage boy approached me with a handwritten note and asked me if I could give it to Ken for him. He couldn't get in line to chat with the author because he lives in a group home and had to get back by curfew. Though it's sad that he couldn't stay to talk with Ken it was really great to see him so excited about this event and getting to see Ken Jennings in person.

Submitted by Sara L., Youth Services Librarian

Packwood

Over the Thanksgiving weekend, the children of one of our patrons came in bringing with them their visiting relatives and their children. Our patron's children promptly asked for a Storytime Anytime and we proceeded to provide one. When the staff member was finished the parents of the visiting children said "Wow! What a cool idea to have an on demand story time. It's a better idea than on demand TV. We are going home to tell our library about it and get them to do them."

Submitted by Elizabeth Squires, Library Manager

Raymond

Rachelle and Ann went to the Early Learning Center for Pacific County for a family evening story time. Ann was there to issue library cards. The parents and children loved Rachelle's stories and Ann kept busy, handing out 30 new cards!

Submitted by Emily Popovich, Library Manager

Salkum

In November the Salkum Timberland Library hosted the Community Action Council of Lewis, Mason and Thurston Counties as they met with clients served by the Low-Income Home Energy Assistance Program. This is a federally funded program that provides assistance to help low-income families and individuals pay heating bills during the winter. Assistance is paid directly to the utility or energy provider on the client's behalf. Homeowners may also qualify for limited heating system repairs. Assistance is limited to eligible households, one time per year. This is always a busy day in the library, with many new families and small children in the library. This collaboration gives us the chance to welcome families who might not otherwise visit the library, and show them all we have to offer. (For more on intergenerational poverty and culture, please read any of the excellent books by Ruby K. Payne on this subject.)

Submitted By Cherie Rusk, Library Manager

Tenino

A patron enthusiastically told Yvonne that her grandson started off attending Preschool Story Times at the Tenino Library. He is now an avidly reading second grader, and it all started at the Tenino Library!

Submitted by Jenny Grenfell, Library Manager