



James L. Hamner Public Library

Facilitating connections that provide free learning opportunities

January - March 2021



3rd Q: More Visitors than Borrowers



466

Hours Open

609

Interactions*

1

Interactions per Hour

3,671

Physical Items Borrowed

8

Physical Items per Hour

830

E-materials Borrowed

510

Active Borrowers

9

Items per Borrower

22

Volunteer Hours

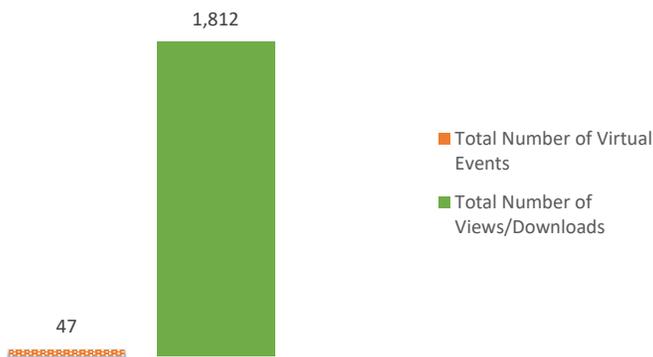
54

Passports Processed

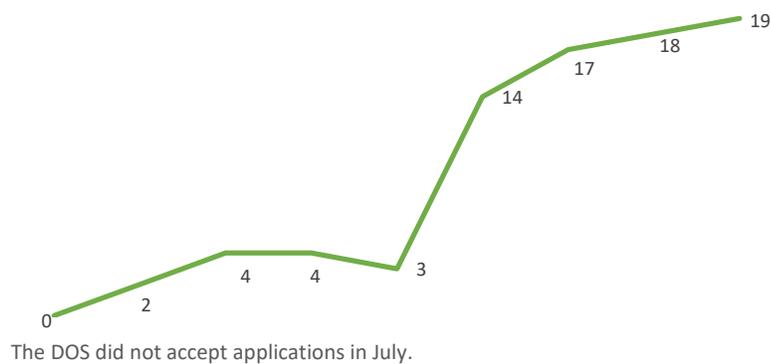
4

Authors Interviewed

YTD: Average of 39 Participants per Virtual Event



YTD: Passport Applications Per Month Increase Since December



*Interactions do not include circulation transactions.

**Details are changed.



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Library Stories

Aaron** was trying to refinance his house after his wife passed away. He needed to e-mail a page from a document, but he knew absolutely nothing about computers. I helped him scan the document to a flash drive, then helped him set up a free e-mail account and send the document.

Lauren and Sam** came in, as usual, to work on school work. They saw me putting together "Take and Make" bags and accepted when I offered them each one. Before I knew it, Lauren had come over to me at the desk and was asking for glue, so I got her some from the craft cabinet. I showed her what all the pieces were for when she asked, and she completed the craft and took it with her. She thanked me, and I thanked her for crafting with me. Then she told me she'd see me next week.

Nancy** is unemployed and came in, looking for a book to help her improve her craft skills so that she could start a home business.

Dana** came in this morning and was using the computer. Later, she asked me about applying for jobs without having a phone number to put in because hers was cut off. I told her I thought I had heard of a free government assistance phone. I called Social Services and spoke with someone there. She said they are not seeing clients right now, but that the phone I was thinking of was called Safelink, and she gave me the web address and an 800 number for them. I wrote it down for the patron, and she said she would use her friend's phone to call them and ask some questions. I told her I could help her set up a free e-mail, and that if she wanted to apply for the phone online, she could do that at our computers. She did not have time to set up the email today, but hopefully the help I could offer will help her be able to apply for jobs in the future (she couldn't today because most of them require a phone number).

Darlene** told me that she had started the books she was checking out online but had to come in and get them. Then she said, "Being able to access the books online has been a lifesaver over the past year!"

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**Details are changed.