



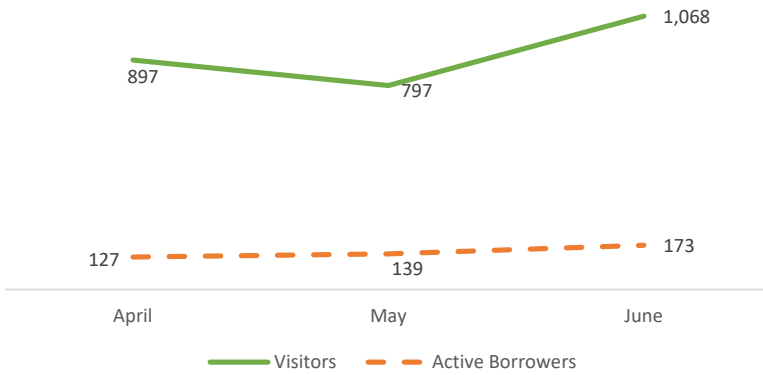
James L. Hamner Public Library

Facilitating connections that provide free learning opportunities

April - June 2021



4th Q: More Visitors than Borrowers



491

Hours Open

691

Interactions*

1

Interactions per Hour

3,393

Physical Items Borrowed

7

Physical Items per Hour

749

E-materials Borrowed

439

Active Borrowers

9

Items per Borrower

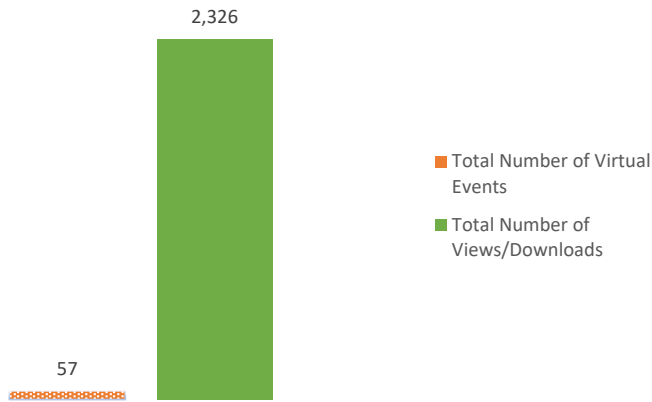
18

Volunteer Hours

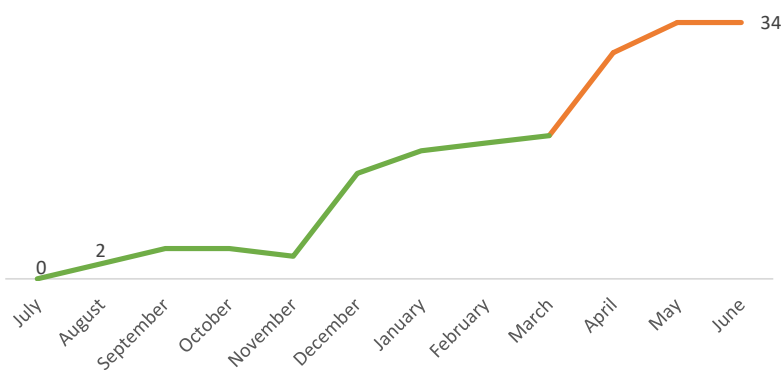
98

Passports Processed

YTD: 41 Downloads per Digital Program



YTD: Passport Applications Increase



*Interactions do not include circulation transactions.

**Details are changed.



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Library Stories

Aaron** came in with a smart phone and told us that when he gets a call, he doesn't know how to answer it so lets it go to voicemail and then calls the person back. I showed him how to answer a call and then we practiced until he felt comfortable that he would remember how when he was at home.

After researching for an answer to Ben's** question, we were unable to find anything definitive, but were able to provide leads.

When we sent him what we had found, he responded, "Thank you so much for your work on this! You are one more on a long list who support my longstanding view that librarians are the only group of people who are consistently more helpful than you can reasonably expect, not less."

Lizzie** wondered if we had any items to check out about Quickbooks. I looked it up in the catalog and did not find any, but I showed her how to get to Universal Class from our website where there is a Quickbooks class. She was very happy that she had a way to learn to use Quickbooks for free because she said a tutorial kit from the company costs over \$100.

Carter** asked about an SAT-prep help. I showed him how to use the Libby app to access Method Test Prep and e-books. He was very excited and said this would be great for his daughter.

Brenna** came in today to thank me for teaching her how to scan and save job-application documents to a flash drive. She said that she now has two job interviews scheduled.

Hannah** said, "My grandchildren were playing at getting library cards, so I asked them where they got that idea. They said that they saw it on a cartoon. That's why we're here. I wanted them to come to the library and get a real library card."

They then got library accounts and Hannah took photos of her grandchildren on this special day.

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