



March 2022

# Central New York Libraries Helping Our Communities



Libraries are the center core of any community. We in the Central New York region of Onondaga, Oneida, Madison and Herkimer counties are proud of the service we provide to our patrons and students in all our public, academic, school, hospital, law and museum libraries, as well as our cultural heritage organizations.

Libraries struggle with buildings in disrepair, equitable access to broadband and providing the social services that have fallen to our libraries. Our schools need funding for technologies and digital media literacy. Colleges, universities and hospitals are in need of up-to-date databases.

Libraries have always been the great equalizer. We provide services above and beyond the call of duty to anyone that walks through our doors. Our look may be different but our mission remains solid. Libraries are education. Libraries are here for lifelong learning.

We ask for your continued support for increased funding for library aid, construction aid and school aid. For far too long we have provided for our communities as best we can with the little funding we receive. Please vote this budget year to give libraries the recognition and resources they deserve. Thank you.

\$123.1 M for library operating aid  
\$45 M for library construction aid

Here are some of our stories...

# Story 1

A longtime library patron requested assistance with the process of becoming a real estate salesperson.

Our library offers "Book a Librarian" service where a librarian will work with you one-on-one to assist with information or technology needs.

We started by having a conversation about what she had already done, and explored the New York Department of State Licensing Services website to determine what was involved in acquiring the real estate salesperson license. We then searched for nearby locations offering the 75-hour course she would need to complete as part of the requirements. We also found the applications for the course.

The library patron was most appreciative of my help with navigating the beginning of the process of becoming a real estate agent, and promised to return if she needed more assistance and to keep me updated on her progress.

## Story 2

A new 7th grade student to our school and district had been experiencing some SEL (social emotional learning) issues, many brought about by the pandemic. He needed encouragement and a safe place to land. He also needed to forge connections with students and caring adults.

The school library's Maker Space welcomed him to come in to design LEGO's, Elf on the Shelf contraptions and other building tools. He also had access to our books and materials.

The Maker Space offers activities to our students during each study hall period as well as before and after school. It's a great outlet for those who learn differently or need a break from a traditional school setting.

The student was able to connect with other students and myself. He made several Elf on the Shelf designs for our Assistant Principal and was happy to become engaged in our school. He was also inspired to join our Battle of the Books competition and has made a successful transition to school!

## Story 3

A new food market in our downtown area announced a competition to find food entrepreneurs to populate its food stalls.

A local chef was eager to open his own restaurant but because the process was lengthy and complex, he visited the library to use the public internet computers. He also needed assistance for scaling up recipes and determining market saturation.

The librarian worked with the patron to mock-up potential menus and pricing schemes, compile ingredient stock lists, access the Library's business databases for industry data and other information he needed to complete documents for the application process.

The startup business he developed during the competition was selected as one of the successful vendors.

It's incredibly gratifying to see the library's daily work culminate in something so tangible and exciting.

## Story 4

A patron and her two sisters who have attended our adult craft programs participated in the take home crafts during Covid. They also participated in the Adult Summer Reading Programs and exercise classes.

The library offered a take home tea party, each bag contained a craft project, tea, individually wrapped sweets, a picture to color, a bookmark and some puzzles.

One of the sister's sent a tea party bag to a friend battling cancer in Texas. "She loved everything. Her husband framed the picture she colored."

Library programs are free and open to all and make friendly connections with their communities.

## Story 5

A volunteer with a historic cemetery preservation association had a research question involving a local African American Civil War soldier and another on an Underground Railroad advocate.

Our Book-a-Librarian service is a one-on-one assistance for research or technology questions.

We embarked on this research and were excited by the information that was unearthed. We found Caroline Storum Loguen, wife of Jermain Loguen. He was known as the "King of the Underground Railroad" in Syracuse for his involvement in the Jerry Rescue. Together, Caroline and Jermain are said to have rescued 1,500 freedom seekers.

A goal of this research into prominent (and not so prominent) historical African Americans in the Syracuse community is to create a Black History Trail within Historic Oakwood Cemetery.

The Library is thrilled to be called on to help with this important project and community collaboration.

## Story 6

Several avid readers between the grades of 3 - 6 made their way through the majority of the books in the school library. When asked if they had ever been to the public library, or if they had a library card, I was surprised to hear that they had never been and didn't know what a public library card was.

I contacted our local public library and the librarian in the children's department emailed me the necessary forms for the students to complete to get a library card.

I have been able to get several students their library cards and was happy to build a connection with the public librarians. The public library hours were reduced due to budget cuts. The librarians went above and beyond by delivering the library cards to our students. They were thrilled to receive them. .

I was so happy to build a connection with our public library and think that building a bridge between the school and public library is so important in encouraging our students to become life-long readers and learners.



## Story 7

When it's cold outside, the library is a warming center.

A homeless woman comes into the library frequently toting two large bags with her only possessions. She seems vulnerable, but our staff often interact with her, and try to help her feel calm. We offer her reassurance and a warm place. We give her a drink and a place to charge her phone.

The library provides suggestions about area resources, trying to connect people in need with the agencies that can help such as the County Social Services and the local police are involved.

There is no homeless shelter in our area and Social Services is working to find her housing. She comes in daily, looking to the library for support in this very difficult time.

What strikes me the most is how much this woman trusts the library and sees it as a haven. Libraries provide safety and are welcoming to everyone, regardless of their personal circumstances.

## Stories 8 and 9

In March of 2020 we all became house bound. Our library scrambled to find new ways to reach patrons of all ages. We began with curbside pick ups but wanted to do more. We started offering recorded readings, programs and classes on-line. Our aim was to reach as many people in as many different age groups as possible.

We now offer an online or in-person Creative Writing Course for children in upper elementary school, middle school and high school, including homeschool families. The groups meet and learn about styles of writing and genres through games and writing prompts.

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A patron who earned his pilot's license shortly before the pandemic lost his job because he was unable to fill the hours of flying time required to keep his license. He was called back to work, but before he could return to work, he was required to take several exams that would need to be proctored.

He arranged with library staff to proctor his exams and is now working as a pilot and fulfilling a life long dream.

## Story 10

Due to Covid restrictions, the second graders from our local school had been unable to visit our public library to get their first "very own" library card.

The Library was able to arrange a Zoom event with a NYC magician who introduced the library and the "magic & wonders" of a library card. We were also able to procure funding from a local foundation for four separate bus trips to the library. Each group of students listened to stories, checked out library books and received a take home packet.

There were many hurdles to the visit this year and help was needed from several different groups to make it happen. Everyone wore masks and the visits had to be spread out over a couple weeks because individual classrooms were not allowed to be mixed with another classroom.

I am extremely grateful to our community for coming together to make this a memory the students will always have. The most gratifying occurrence is the number of students who are still visiting and taking advantage of all the library has to offer them.

## Story 11

A middle-aged patron from Mexico, but now an American citizen, works across the street from the library at a Mexican restaurant. Because the hours he works were too late for his young children to live here with him, he had to leave them with family for the past five years in Mexico.

The children are now old enough to come live with him and get their citizenship. There is much information that needs to be sent back and forth to lawyers to complete this process. The patron asked if we could help him scan and email the documents with our scanner.

We helped him scan all his documents and saved them to be emailed to his lawyers.

.The patron showed us his daughter and his son's passport pictures. He was very grateful that the staff helped him with the process and he thanked us multiple times.

He even told us to come have lunch at his restaurant with a large grin on his face.

## Story 12

A two-month seasonal resident in our area is a young singer-songwriter and the internet at her "camp" had not been working well for her stay.

She teaches guitar lessons online and could not teach her students without a good connection. The Library provided her with a private room and she used our stellar internet connection to teach children guitar lessons.

Free Wi-Fi from the library is a major addition to our community and a popular service. Our community of about 800 people has a higher Wi-Fi usage than any other library in Herkimer, Oneida or Madison County.

Libraries tend to look for a way to say yes. Creative problem solving is part of being boots on the ground in New York's small communities. Libraries make a difference in real people's lives every day.

## Story 13

A distraught patron who had just suffered a sudden death of his father was unable to afford an attorney. He came to the library for help.

We helped him research reputable articles with steps to take after a death. We also helped him research free legal counsel services in the area, including appointments at the Central Branch library. He was very appreciative of this information and took down all phone numbers.

The library has an information desk that fields all reference questions. We try to go the extra mile for all patrons. It is a daily occurrence where patrons come in needing help ranging in scope from trying to find an author to figuring out a big life situation.

Libraries do their best to give our patrons the information they need to move forward and keep the community well served. When there is no place else to turn libraries are always here to help our community.

## Stories 14 and 15

A patron whose husband was battling cancer knew that her summer would be limited to outdoor activities.

She joined our library's adult summer reading program that offered four different take home crafts, many puzzles, and ways to earn points for reading.

She had her husband to help to complete several puzzles and motivated him to help her win the Summer Reading prize. "The library used gamification to motivate me to enjoy my summer despite my limitations at home and provided a way for me to connect with my husband."

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A college professor needed books from Canada for research and the college library was able to borrow the books free of charge through their Interlibrary loan services

## Story 16

A 4th grade girl who in years past has been an enthusiastic learner and avid reader had been struggling to stay awake in class and also during library time. She wasn't getting enough sleep at home and was often sleeping soundly through lessons.

I spoke with her mother and discovered she was staying up during the night on the computer and they were struggling to get her to see the importance of sleep. When speaking with the mother I told her I would work on sending home resources to help her talk to her daughter about the importance of sleep.

I sent "Staying Healthy: Sleep and Rest" by Alice McGinty and emailed the mom a list of resources online to read with her daughter about the importance of sleep and how a lack of sleep has an impact on your overall health and wellness.

A few days later the student gave me a big hug when she came into school and said thank you.

It is not 100% resolved, but at least I could give the family some tools to have a discussion with her about the importance of sleep.



## Story 17

A woman came to our public library because she'd made the tough decision to leave her unhealthy and emotionally abusive marriage, but didn't know her next steps.

She needed help finding an apartment and finding a job. What began as a simple reference question turned into a series of tech help appointments. We cross-checked review sites for reputable and affordable apartments, and found profession-specific job boards together.

Reference librarians are happy to offer one-on-one tech help especially for older adults who are unfamiliar with the quick pace of technology changes.

The patron is now divorced, settled into a lovely apartment and happy in her profession. She visits every few months to say hi.

The inherent trust placed in public librarians can be a real life-saving measure for a lot of patrons. Libraries are more than a "building full of books."

## Story 18

A retired school teacher who volunteers tutoring immigrants that are studying to apply for US citizenship regularly books space at the library. They use a library-owned naturalization DVD series and a library laptop.

The tutor recently reported back that, thanks to the expertise of library staff and the needed resources held by the library, she has “perfect” material to prepare her students for the citizenship interview.

After the citizenship appointment had gone very well, the student invited the tutor to her apartment to meet her family for a celebration.

It is rewarding to know the library played a small role in a New American family's life.

## Story 19

An elderly gentleman was unemployed due to the COVID shutdown and was having difficulty applying for unemployment benefits through New York State.

The story begins...we started with the DOL web page. A friend had helped him set up his login, and I was able to teach him how to use it. Once logged in, we needed to confirm his identity. That took - I kid you not - **14 hours, 3 phone calls** to the DOL, and **2 teleconference calls**. We were finally told he was confirmed and registered on a **Saturday video call**.

The next week he was back and said the DOL claimed he was not confirmed. We called and got through after several tries. We rectified the situation and he was able to claim benefits.

The technology help offered through libraries is a necessary service for people who don't have the knowledge, skills, or equipment to navigate our modern society.

The pandemic has shown the faults in our technology system. Libraries do as much as we can to bridge the gap.

## Stories 20 and 21

Our college library uses the large foyer area to rotate displays from differing cultures. In March, a buddhist monk will be creating a mandala during a week long ceremony.

Campus libraries, as all libraries, promote lifelong learning

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A person who was checking out a ukulele from our "Library of Things" wanted to know how to tune it...but also was left-handed.

Libraries help patrons in all ways. I happen to play ukulele...and am left-handed so gave her an impromptu lesson. Another happy patron

## Stories 22 and 23

A long-time patron who's an avid quilter came into the library for help. Her old phone had died, making her quilt project photos inaccessible.

The library offers a Tech Time service. While tweaking a few setups on her new phone, it was discovered that the 262 quilt photos had been stored in iCloud.

She was very happy that the library staff was knowledgeable about the technology.

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Another patron who needed to submit her resume online couldn't remember her email password.

After a few careful tries, we were able to retrieve it. The patron wrote it down so she wouldn't have this problem again. :)

## Story 24

A parent who is concerned about the uptick in book challenges wanted to be proactive while providing support for the school community.

She reached out to me (the library media specialist) saying she was against book banning, and wanted to offer positive and informative support. The parent and I chatted at length about their perspectives and how to work collaboratively. I shared a resource guide with her related to "Freedom to Read" and she created a Facebook group to give parents and educators a place to work together, to stay informed and be aware of what is going on in our school and other schools.

As a Department leader, I am working with our State organization and our District office to curate resources to manage the information related to materials selection and challenges.

Though this is a work in progress....currently there is a Facebook group called "Elevating Empathy through Books" run by this parent. We are inviting stakeholders to share and read books that are being challenged. Our goal is to keep the community informed about representation in books.

## Stories 25 and 26

Our patron is blind and living in senior apartments. Her apartment neighbor and friend picks up Playaway books on murder mysteries for her.

Playaways are difficult to find in every title and author but libraries share their collections through interlibrary loans, so we are able to borrow titles.

Our outreach service is also extended to homebound residents.

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A patron needed something translated from Hebrew to English and came to the library for help. We instructed them on how to navigate translations with Google Translate.

## Stories 27 and 28

A patron with a 13-year-old Mac computer asked for advice on what to buy after it no longer worked

At our Tech Help session, and finding out about what she actually used the computer for, I was able to suggest to her that maybe all she needed was a Chromebook.

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A faculty member at a nursing college who worked on a medical-surgical clinical unit for 10 years but always dreamed of obtaining my doctoral degree in the field of nursing education. While implementing her quality improvement project, she was able to obtain resources from our library that we borrowed through interlibrary loan from another institution. Having the ability to utilize these credible resources allowed her to implement her project.



## Story 29

A girl scout troop leader reached out wanting her troop to work on their "silver" project to benefit a community or cause they are passionate about.

Their first choice was our school library because they love how they feel here and what we do for our school.

The scouts and library will be working together on the creation of a digital book that will highlight options for student involvement at our school. They will feature clubs, sports, community connections, leadership opportunities, academic challenges and more.

We will be using Book Creator to create this product and are looking forward to connecting students to what they need and deserve.

## Story 30

A legally blind resident of our local Senior Citizen housing complex was no longer able to read print books and has limited transportation. They needed an option for audio books.

The library signed him up for NYS Talking Books and Braille and Library (TBBL) and BARD (Braille and Audio Reading Download).

Every 3 months a library staff member downloads several dozen titles (based on his preferences) on a USB flashdrive that he picks up at the library.

He is happy to always have easy access to numerous titles to satisfy his desire for lifelong learning.

## Story 31

A high school alumni needed to do a capstone research project and chose banned books and the impact on democracy as his topic. I was asked to be his mentor.

As a team (student, ELA teacher, high school librarian and myself) we have worked through his research, writing, roundtables and more.

The student is writing an article for Knowledge Quest journal as his final writing project. I am working as a content editor for the May/June issue and invited him to be a contributing author. He is working with an editor on his submission.

## Stories 32 and 33

A senior citizen and an ice skating coach wanted to get in touch with people from his skating past via Facebook, but didn't know how to use Facebook.

I met with him for Technology Help on several occasions to teach him Facebook's search and direct messaging features.

He has now been able to reconnect with several people via Facebook whom he has not been in touch with in 20 years.

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A 97-year-old "library friend" who comes to the library once a week to pick up movies has few remaining friends and the library is a place she can come to feel at home and to talk about movies and life stories.

The library is her happy place. Libraries are the heart and the center of a community.

## Story 34

A job hunting patron had been coming into the library on multiple occasions in the past month to create a resume and then to apply for various jobs.

Library staff have been working with him extensively over time offering support and job search assistance.

We reviewed his resume, provided job leads and helped him apply for jobs he was interested in.

Yesterday, he came back to the library with roses that he distributed to the staff, informing us that he had been offered a job at FedEx and this was his way of thanking us for helping him get there.

## Stories 35 and 36

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An aide who works with developmentally disabled teens and adults was trying to find a variety of activities to keep her clients interested and engaged, especially the teens

We provide take-home craft and activity kits for all ages and skill levels.

She enjoys picking up kits regularly to make things with her clients. It offers them an opportunity to work together building skills.

## Stories 37 and 38

A patron had forgotten their library account PIN (personal identification number) and wanted to use OverDrive to borrow an e-book. You need your library PIN to access the service.

She called the library but we cannot access the number or reset it without having photo ID proof. I had her send me a selfie of her holding her driver's license, and was then able to reset the PIN for her.

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A woman who needed help to upload a resume to a job website. Library Tech Help was able to show her.

She came back a few weeks later for help with something else and told us she got the job.

## Stories 39 and 40

A preschool child wanted a book on tigers so I showed her where the tiger books were, but she wanted Daniel Tiger.

We found a Daniel Tiger book together and she asked me to read it for her.

She thanked me and borrowed the book to take home.

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A patron was preparing to take a civil service exam and was looking for the practice exams.

Our library offers many different practice tests for loan. Happily, the patron passed test with a high score



## Story 41

A newly pregnant couple came into the library for a free holiday photo.

The library offered a free holiday photo shoot to patrons. The photographer donated her time and gave photo files to the patrons to create their own greetings.

Libraries offer all types of free community programs.

In the photo, the couple held their ultrasound photo. The holiday greeting was also their baby announcement card.

## Story 42

A nursing student needed a book to reference for a paper. She had three small children at home.

Even though the college library was closed during COVID, a library staff member checked the book out to the student and delivered it to her home.

Library books and services are always available to all students. She completed her paper and was grateful that the staff member helped in a positive way.

## Story 43

When schools were physically closed because of Covid staffing issues, students still had homework but no access to a laptop or the internet. They also lacked adult support at home to help with focusing.

A group of students were able to come to the library to use our computers or internet. Some were here all day for a week. Some brought their own paper packets, looking for a quiet and focused place to work. They needed help troubleshooting their technology, supplies to complete worksheets, and help with multiplication and division.

All the students were relieved to have a place to work, the supplies they needed, and the extra help from the children's librarian when they were stuck.

They were reassured that they were welcome in our library anytime and left knowing we offer more than just books. We have the technology, and we care about our student's success.

## Story 44

A middle-aged, unemployed woman needed to register for *id.me* so she could receive unemployment. She had a smart phone, but the screen was cracked and unusable. She was completely overwhelmed by the *id.me* process and the necessary technology.

We set her up on the library's computers and worked with her one-on-one to get the paperwork needed. It took her four visits because her driver's license had expired during Covid and she needed additional paperwork.

Computers are available for teens and adults to use with or without a library card. Staff has the ability to help people navigate complex technology and processes, while educating patrons to help them next time. During this process, the patron learned about computers, phone camera technology, and video calls. She gained confidence and was relieved each time we completed a step and got her one step closer.

The library was able to support the patron and keep her feeling positive. Libraries are the community centers for help with social service needs.

## Stories 45 and 46

A ninety-four year old alumni was looking for a school photo that he was in back in 1946

The library staff member did an extensive search through the college archives and yearbooks and found the photo. Libraries are community repositories.

The elderly gentleman was overjoyed to have a photo of himself when he attended the college at 18 years old.

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A retired patron wanted to learn a new language using her phone and came into the library seeking help with an app or other software.

Libraries offer Mango, a language learning program with over 70 world languages. The patron was shown how to use the app and is now learning Italian to prepare for her trip abroad.

## Story 47

A patron who could not comfortably read books required an audio book that was not available in CD form. It was available through our subscription to Hoopla, the digital library.

Because she was not confident in her abilities to navigate the internet, the library staff member gave her a hands-on tutorial. They set-up a Hoopla icon on her computer's desktop for quick access.

Libraries offer access to Hoopla and staff that can coach patrons through processes to make them more confident with new technologies.

## Story 48

Libraries regularly help people to copy pages of information they have to submit to social service agencies for support or online job applications.

Since fax machines are unreliable, our library has pivoted to sending documents by scanning the outgoing material through the internet.

The central pillar of our mission as libraries is to provide the public with what they need. It is gratifying to receive thanks for what we do.

If our governments, who represent the people we serve, will support us in our work, we can all support the people we work for.

## Story 49

A tutor brought over a young woman who was writing a paper but didn't know where to start. She was very frustrated and nervous because the books she needed were at a second campus location.

The library staff member created a new library account for her and noticed it was her birthday. The student was moved by the sentiment from the staff member and it made her relax.

The student was shown the available electronic resources and taught how to use the library more efficiently.



## Story 50

A patron wanted access to a desktop computer for a special project in transferring some pictures from his phone to one of the library's computers.

The patron explained he wanted to create a menu for a new restaurant he was starting and wanted to use Microsoft Word. The software can be cost prohibitive for an individual but it is available at the library.

As a sidebar, I suggested the patron try Canva, a free graphic design website with menu templates. It can be connected to the patron's Google email account. I demonstrated how to use the software, and the patron was amazed that it was easy to use and had the features he needed. I helped him make the menu double-sided and assured the menu printed correctly.

The patron had downloaded the app and has been tweaking and customizing his menu with new items and pictures.

## Story 51

An older patron was looking for information on how to receive the COVID-19 booster for autoimmune patients and needed Moderna.

I called the COVID-19 hotline and was told that any pharmacy giving the Moderna vaccination can also give the Moderna booster. I then contacted multiple pharmacies throughout the city.

The patron came into the library a few days later indicating he did receive the Moderna booster for autoimmune patients. He thanked me for my help.

Library staff go above and beyond to assist our patrons. We connect patrons with the information they need.

## Story 52

Patrons requesting access to government benefits and services such as NYS unemployment, obtaining a Permanent Resident card, or receiving the federal Child Tax Credit requires a NYS *ID.me* account.

Library staff have helped a multitude of patrons to set up their accounts, verifying their identity. It involves scanning and uploading identity documents.

Patrons require staff assistance every step of the process. Verifying a person's identity via *ID.me* is a rigid, cumbersome and frustrating process that involves repeated visits to the library.

Without our help, these patrons would be shut off from accessing government benefits and services. Library staff explain which documents are required, help them scan and upload, or explain it could require up to 2 hours to wait for a video call.

Multiple patrons have been helped due to the tenacity of library staff who work with patrons until their identity is firmly established.

## Stories 53 and 54

A Summer Reading Program Grant was used to bring families together for a weekly educational event. Each week had a differing theme and activities that included presentations, physical activities, puzzles, crafts read aloud books and snacks. Parents and students were also free to borrow books from the school library.

The school provided a gathering space for the program outside of normal school hours. The students were exposed to books and reading over the summer months and avoided the "reading slump." There were 176 participants.

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Tails and Tales is a school/public library collaboration. It was a summer program teaching students the skill of crocheting cat mats to donate to an animal rescue shelter.

The program provided a platform for summer reading by discussing books in Google Meet and Flipgrid while also teaching a lifelong skill with crocheting. There were 65 participants, in grades 7-12.

## Story 55

A visitor to the area stopped in to our historical society looking for a 1940 yearbook to see if his mother's photo was in it.

We were about to close, but we took the time to search for the yearbook. We found it, took a photo for him, and emailed it to him

Our collection has approximately 5000 artifacts, 2500 books, 10,000 photographs and countless paper archival materials. Every piece was donated over our 88 year history, 30 of which we have resided here in the restored Creamery building.

Sharing our collections with visitors is at the core of what we do. His heartfelt exclamation at seeing her photo made our day, and obviously his too.

Our grants from the Central New York Library Resources Council (CLRC) are enabling us to get these materials digitized and available to people other than those who can visit in person. We are so appreciative.

## Story 56

Our library offers free access to materials and services. It is a huge part of a library's positive impact for the community. Here are some examples:

- Our library has special laptops for patrons who need to hold telehealth calls with their health providers but do not have the technology at home to do so.
- We are building a collection for the homeschool community and offering an introduction to homeschooling by an experienced homeschool parent.
- We are providing free craft kits, occasionally adding cake mixes and frosting to our cake pan kits. Families who might have had difficulty affording a special cake during the shutdown had an opportunity to bake a cake themselves.

## Story 57

How much a library matters is seen in the relationship beyond the "book to patron" exchange. Here are some examples:

Our staff has had some illnesses and retirements and our patrons have brought in cards and gifts.

A 45-year patron recently moved out of the area and emailed to tell us what an important part we played in her life all these years and how much she will miss us.

A very longtime patron is going through his belongings and brings in small items as gifts that he knows one of us would appreciate.

Libraries matter to the people who are fortunate enough to have them in their community.

One of the first patrons to visit when we re-opened after the pandemic shutdown stopped at the threshold, took a deep breath, and told us how thrilled she was to be back inside. You could almost see the big smile on her face behind her mask.

Thank you for supporting  
equitable funding for our  
Central New York Libraries