

timestamp	library	Library Staff Name	Date	Dewey Range	Select a Maslow Level (Optional)	What Would You Title Your Story?	Tell Us About What Happened
2017-07-10 15:16:24	MILLSBORO PUBLIC LIBRARY	Mary Brittingham	2017-06-26	300 - SOCIAL SCIENCES (FINANCIAL/VETERANS/SOCIAL SERVICES)	Inspire (motivation, exploration)	Lifting our spirits at the library	One of our patrons had a terrible day. The air conditioning at home had broken. It was a hot muggy day. Her library card had expired. We looked at her id and talked to her and got her card activated. We showed her all of the really interesting things she could explore using her library card access online. We got a thank card and a special note letting us know how important that transaction was to fighting her day.
2017-07-11 16:50:06	BRANDYWINE HUNDRED BRANCH	Jeanne Benzel	2017-07-06	800 - LITERATURE (FICTION/READER'S ADVISORY)	Transform (transformational, life changing)	Libraries are like Disneyland	I was at an office and recognized the receptionist as a regular patron. When I told her where I work, she said she loves our library system and that "It's like Disneyland!" I said I felt the same way, and she said it was obvious how much we all like working here.
2017-07-12 10:00:41	WILMINGTON LIBRARY	Carl Shaw	2017-06-21	600 - APPLIED SCIENCE (BUSINESS/JOBS/HEALTH)	Find (basic needs)	IS Success Story 1	Mr. [name removed for privacy] came to the Inspiration Space around 3 months ago after being unemployed for some time. He had a background in security but suffered a leg injury & lost his job. After some recovery he came to the IS for assistance with online applications & to explore the possibility of collecting disability. But if we could find a security position for him that wouldn't require standing for long periods of time he would be able to return to the workforce in his field. One day I walked into Bank of America and heard: "Mr. Carl!" There was Mr. [name removed for privacy] decked out in a suit and red tie on the second floor balcony at his post. It was discovered that he was hired for one of the jobs we applied for and they agreed to work with him on the amount of hours he was required to stand. I did make sure to tell him to come back to the IS to share how things were going and if we could continue to assist him in any way. Congrats Mr. [name removed for privacy], we are extremely proud of you!
2017-07-14 15:36:17	NEW CASTLE PUBLIC LIBRARY	Sara Thomas	2017-07-14	500 - SCIENCE (STEM)	Inspire (motivation, exploration)	Scienctellers Inspire Science Experiments!	Today we had a wonderful performance by the Scienctellers. We learned about states of matter and different chemical compounds and how they all react to one another. After the program, the performer handed out some cards with science experiments on them so they could do them at home. Well 2 little girls who attended the program stopped at the reference desk afterwards to find more books with science experiments that they could check out and take home with them. This wonderful, entertaining, and educational program inspired attendees to keep on doing science!
2017-07-18 19:33:43	CLAYMONT LIBRARY	Lola Owotomo	2017-07-18	700 - ARTS (FINE ARTS/SPORTS/RECREATION)	Learn (skill building, lifelong learning)	A New Skill	I was helping a woman with accessing some videos that downloaded on her tablet. At first, I didn't know what was going on, but she took another look after she signed onto a library computer. She discovered that it might have something to do with the resolution of the videos. Then, we talked about the projects that she was doing. She was very enthusiastic about editing and creating videos as well as the possible opportunities that she can pursue. She thanked me and a few other members of the staff for their help.
2017-07-19 10:28:58	HOCKESSIN PUBLIC LIBRARY	Shelley Stein	2017-07-18	000 - GENERALITIES (COMPUTERS/COMPUTER-HELP/E-BOOK QUESTIONS)	Learn (skill building, lifelong learning)	Fax Challenge	A technology challenged adult learned how to use the fax machine.
2017-07-19 10:31:48	HOCKESSIN PUBLIC LIBRARY	Maria Santopietro	2017-07-18	300 - SOCIAL SCIENCES (FINANCIAL/VETERANS/SOCIAL SERVICES)	Transform (transformational, life changing)	Transition	A veteran found career information on how to transition from the military into civilian life.
2017-07-19 10:35:09	HOCKESSIN PUBLIC LIBRARY	Betty Calvetti	2017-07-18	300 - SOCIAL SCIENCES (FINANCIAL/VETERANS/SOCIAL SERVICES)	Learn (skill building, lifelong learning)	Educator Card	An Adult Education Teacher appreciates the extra time she has for the materials she needs to teach her class.
2017-07-19 10:36:34	HOCKESSIN PUBLIC LIBRARY	Shelley Stein	2017-07-18	600 - APPLIED SCIENCE (BUSINESS/JOBS/HEALTH)	Transform (transformational, life changing)	Insomnia	A sleep deprived adult is happy to get recommended reading for her condition
2017-07-19 10:39:04	HOCKESSIN PUBLIC LIBRARY	Cheryl Clem	2017-07-18	800 - LITERATURE (FICTION/READER'S ADVISORY)	Find (basic needs)	Binge Reading	A Binge Reader welcomes a list of a series of books and the tools (databases, websites) recommended to finding the next in the series.
2017-07-19 10:40:58	HOCKESSIN PUBLIC LIBRARY	Cheryl Clem	2017-07-18	000 - GENERALITIES (COMPUTERS/COMPUTER-HELP/E-BOOK QUESTIONS)	Learn (skill building, lifelong learning)	Computer software	A disorganized patron found tutorial help through Learning Express in Excel software.
2017-07-20 10:47:54	NEW CASTLE PUBLIC LIBRARY	Sara Thomas	2017-07-08	600 - APPLIED SCIENCE (BUSINESS/JOBS/HEALTH)	Find (basic needs)	The Beta Fish	One of our regular patrons came in while I was working at the reference desk on a Saturday. She was having her house bombed for bugs and had to get her fish out of the house, so she brought it to the library with her. She needed to use the computer and knew she shouldn't have the fish near it, but didn't want to leave it in the car because it is so hot outside so she asked if we could watch her fish. Of course we did, it was such a treat! She was really grateful for our help. I wish I could upload the picture that I took!
2017-07-20 13:47:48	CLAYMONT LIBRARY	Eileen Hobbs	2014-12-08	600 - APPLIED SCIENCE (BUSINESS/JOBS/HEALTH)	Find (basic needs)	Finding German Potato Salad	A lady called the library and wanted a recipe for German Potato Salad for a German Christmas dinner she was preparing. She wanted to know if we had a book with the recipe. I happened to remember a recipe from my German mother in law and gave it to her over the phone. A few months later she called and asked what time and channel a football game was playing. I went on the web got the information for her and gave her the time and channel. She thanked me and asked me for my name I told her and she said "The Eileen" the one who gave me the recipe for German Potato Salad? I said yes, remembering a few months ago I had given that to her and hoping they had liked it. She said they liked it so much they have it every month and when they go to take the first mouthful they raise their fork of potato salad in the air and say thank you Eileen. I cracked up laughing and said thank you very much I am so glad I was able to help with your Christmas dinner.
2017-07-24 14:28:26	NEW CASTLE PUBLIC LIBRARY	Julie	2017-06-29	600 - APPLIED SCIENCE (BUSINESS/JOBS/HEALTH)	Inspire (motivation, exploration)	New ventures, old tricks. Using the library to assess entrepreneurial opportunities.	To evaluate some entrepreneurial endeavors, I was looking for a type of financial / statistical information that I used to find in the college library's reference section on micro-fiche (circa 1983). Julie located an equivalent reference, and though the reference was not available at the New Castle branch, she helped me get access to the material for an afternoon. In a nutshell, her expertise, professional diligence, and simple "willingness to help" solved my problem.
2017-07-31 18:03:51	WILMINGTON LIBRARY	Carl Shaw	2017-07-19	000 - GENERALITIES (COMPUTERS/COMPUTER-HELP/E-BOOK QUESTIONS)	Learn (skill building, lifelong learning)	City Employee Takes Her Next Step in IS Computer Class	City employee who is on our mailing list, [name removed for privacy], attended a computer class hosted by the Wilmington Library Inspiration Space and sent the following email: "Hi Carl, I took both of the Microsoft classes offered at the library last night. The teacher Nilima Ramaswamy was very kind and patient. It is awesome that you offer classes for free. I really need a lot of training on Microsoft. The hour went way too fast. I will be looking forward to your future classes. Thanks! [name removed for privacy] Administrative Assistant to Director, Mayor's Office of Economic Development." One of the highlights about the Inspiration Space I try to point out is how it can be useful to professionals on all levels. I've worked with lawyers, pharmaceutical biologist as well as warehouse technicians and customer service representatives and they all have benefited from IS sessions, workshops and resources. This email is a testament to that fact.

2017-08-17 10:35:48	WILMINGTON LIBRARY	Carl Shaw	2017-08-03	600 - APPLIED SCIENCE (BUSINESS/JOBS/HEALTH)	Learn (skill building, lifelong learning)	Helping Families Take Their Next Step	The Inspiration Space is now helping families take their next step! I received this great email from a patron I previously assisted. [Name removed for privacy] came in with little experience with online applications and wanted further insight on job searches using computers. We revised her resume and I walked her through some common practices like saving resumes to the cloud and uploading to career sites. I week later I received the following email. "Hi Carl, How're you? Just wanted to let you know that I was offered and accepted a job at Lukerative Solutions as a marketing executive earlier this week! I really couldn't have done it without all of your help, thank you again so much! I actually told my dad about how much help you were to me, and he and I will be stopping in on Wednesday after he's done work so he can get some job help if that's alright. Thank you again so much for all your help, have a great weekend! Thanks, [name removed for privacy]" Stories like this will be good to share as we begin to train more library staff to host IS sessions and activities. I will also enter into the story tracking online form.
2017-08-17 10:38:48	NEW CASTLE PUBLIC LIBRARY	Carl Shaw	2017-07-27	600 - APPLIED SCIENCE (BUSINESS/JOBS/HEALTH)	Learn (skill building, lifelong learning)	Libraries Help to Build Confidence	The positive emails keep coming in. I received this message from a patron who I conducted a resume review, interview practice, follow up call practice, and overall career counseling to improve her confidence and communication skills. She landed a job for the company she has expressed interest in working for since we've been working together (about 2-3 months). Good Morning - I hope all is well. I just wanted to say "thank you" for all of your assistance and most of all your patience with me. I've been working at Bank of America for the past week! Wish me luck and thanks again! Kamillah Antonio
2017-09-30 16:44:26	NEW CASTLE PUBLIC LIBRARY	Julie Kirk	2017-09-30	800 - LITERATURE (FICTION/READER'S ADVISORY)	Find (basic needs)	The Bomb Diggity	A patron was looking for a movie she had seen at the theater down state and was looking through our in-house listing of new movies added. The title was there! I placed a hold on it for her. She was so excited and this was her response: "You guys are the bomb diggity"
2017-10-04 19:50:12	DOVER PUBLIC LIBRARY	Catherine Wimberley	2017-10-04	500 - SCIENCE (STEM)		Library Kicks Soccer Game	The Dover Public Library began a new program for tweens last spring. Each month we offer a different four week course related to STEM. We've had kids do game design with Bloxels, learn about electricity with Snap Circuits, and 3D modeling with Tinkercad. For October's program, kids are learning to program Finch robots using Scratch. For the most part we get different tweens each month, but there have been a few patrons we consistently see. After tonight's program, the father of one of the participants took me aside and said, "You know, [name removed for privacy] actually had a soccer game tonight. I told him he had to pick which he would do, because he couldn't do both. [name removed for privacy] asked me to come to the library and miss soccer because he says he always has fun here."
2017-10-30 07:38:44	WILMINGTON LIBRARY	Carl Shaw	2017-10-19	600 - APPLIED SCIENCE (BUSINESS/JOBS/HEALTH)	Learn (skill building, lifelong learning)	Handwritten Letter of Appreciation	IS Career Search patron Jill Hester gave a handwritten letter of appreciation to Renee (admin librarian) for the assistance she received during Walk-In. When she 1st visited the Inspiration Space she had minimal computer skills and was not familiar with online job search. [Name removed for privacy] has made great strides in navigating online applications including uploading, downloading and attaching documents, setting up online accounts and keeping track of her passwords. She has also responded well to encouragement when she was close to giving up for the day. The letter was a pleasant surprise and has provided motivation to continue assisting patrons and library staff in making developments to library services and surrounding communities.
2017-11-02 15:29:43	KIRKWOOD HIGHWAY LIBRARY	Nancy St. Amand	2017-10-30	000 - GENERALITIES (COMPUTERS/COMPUTER-HELP/E-BOOK QUESTIONS)	Learn (skill building, lifelong learning)	Language Difficulties	Patron on phone wanted me to reserve a specific title for him. With his dialect and a cell phone with a connection that wasn't ideal- we were having great difficulty understanding each other. I heard his initial request to be: Magic Trilogy. After a very thorough search it could not be found as a individual title. I also tried as series title. Then he began spelling his title to me. Finally what he really wanted was Systematic Theology. Then it was in 3 volumes at a college library. I was then able to reserve for him accordingly. I worked for this one.
2017-11-08 09:55:46	WILMINGTON LIBRARY	Carl Shaw	2017-11-03	600 - APPLIED SCIENCE (BUSINESS/JOBS/HEALTH)	Transform (transformational, life changing)	Helping Patrons Navigate Online Job Searches Vol. 1	IS Success Story: A few months ago Mr. [name removed for privacy] was looking for a part-time job to earn extra income but was not familiar with online applications. We revised his resume and helped him navigate the online job market. He preferred retail to because he had previous experience and he liked customer service. This past weekend while browsing through a local store I ran into Mr. [name removed for privacy] working as a customer service representative. He thanked me for the assistance we gave him and said things are going great. He's planning a vacation with his wife thanks to the extra money he's earning.