

# Library Report

## Quick arrival of holds a nice surprise

Library users waiting for their book or movie to arrive at their local library branch may be in for a pleasant surprise.

Their holds may arrive faster depending on the book's location, explains Yarmouth library clerk Nick Cook.

"The other day, a patron came up with an interesting question," he says.

She had placed a hold on a book in the library's SamePage online catalogue that had many other people with holds ahead of her.

"She thought it would be years before she got this book," says Cook.



Yarmouth library clerk Nick Cook points to the number of holds on the book **The Women** in the library's SamePage catalogue. A long list of holds may not be as bad as it seems.

**'She thought it would be years before she got this book.'** — Library clerk Nick Cook.

She was overjoyed to learn her book was in just over a month after placing a hold on it.

When she picked it up, she asked Cook why?

"The priority is to keep the book in the region," Cook says.

This means that if the book is part of a regional library's collection, members from that

region will get that book before it is sent to another region.

This is done to make the shared SamePage catalogue fair, efficient and functional.

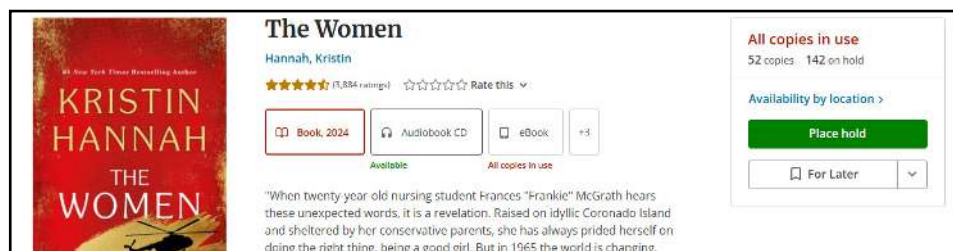
It also reduces expenses by saving time, and minimizing travel and shipping, Cook says.

Cook admits, seeing the long list of holds may be daunting,

but it may not be the whole story.

"It is a bit difficult to know how long it will be before they receive their hold," he says.

If the book or movie lists one of the 10 branches of Western Counties Regional Library as a location, the wait will probably not be as long.



The holds list appears very long for **The Women**.

# Unexpected tech help pleases visitors

A couple, Gerard and Irma, visiting Lockeport library found unexpected help when they needed it.

"We had a couple come in one morning who were visiting the area on a trip from B.C.," says library clerk Catherine Henneberry. "They each had tablets and were hoping to get some help with a couple of different things."

Henneberry said Gerard kept running into issues. He wasn't able to use several of the apps on his tablet because it hadn't been updated in some time.

He didn't have the storage space needed to update the operating system.

"He wasn't sure how to remove photos and other documents and was worried about losing them in the process," Henneberry says. "I was able to explain how it would work, and show him the steps to transferring items off the tablet and onto his laptop."

She also showed him how to put the items back on the tablet if he wanted, after it had been updated.

Gerard's partner, Irma, was trying to find emails that family members had told her they sent.

Henneberry helped Irma set up her email on her tablet. She then showed Irma how to search her inbox for family emails and view and download photos.

Irma's email folder was filled with unwanted messages. Henneberry showed her how to delete and unsubscribe from various junk mailing lists taking over her inbox.

"It was making it difficult for



**Lockeport library clerk Catherine Henneberry, pictured reading a story to school children, was happy to help a couple solve their computer issues.**

her to find important emails," says Henneberry. "We also went over how to send her own photos from the trip to her friends and family at home."

The level of service surprised and pleased Gerard and Irma.

At their library in B.C., they have to arrange to meet a dedicated technology support person, Henneberry says.

A few days later, they returned to the library to get help setting up a video call with their son.

"After walking them through the steps and writing it out on a page, they went on their way," Henneberry says.

"I had a visit from Irma the next day to let me know that they were able to do the call the night before. She thanked me for helping them connect with their family while they're away."

"We help people with that type

of stuff fairly often here, so it was nice to hear that the service is appreciated," Henneberry says.

While Henneberry's knowledge proved helpful at the Lockeport library, it is not a service that is offered regularly at the library's 10 branches at this time.

The library does offer specialized programming at its branches on apps and cybersecurity, one-on-one device help, fraud prevention, accessing online health services and more.

These are set programs that are being run this fall and beyond.

Those interested in attending these programs can learn more by visiting the library website's events calendar at [westerncounties.ca/events-calendar/](https://westerncounties.ca/events-calendar/).



# Letter of appreciation sent to Weymouth staff

Dear Marguerite & Michelle,

What a joy it was to meet you and have our team of six artists at the Jenny Family Residency find so much helpful information and friendly staff at the Weymouth Waterfront Library. Because we had no Internet on the property, you became our source of connection to our regular lives and to the beautiful region around us.

Here is a little something I have written in thanks:

On July 5, six artists from the U.S. arrived at the Jenny Family Team Residency on Riverside Road.

This ongoing residency is offered through the Maine College of Art & Design in Portland, Maine to its alumni upon acceptance of application and quality of work.

The beauty of our time together was that I knew each artist well, but they did not know one another until we met. It was remarkable the way everyone got along like old friends. I had two things in mind when I invited them. One, that they were warm, nice people and that they worked hard on their art. This mix was a gift to me and to the group as we worked and shared ideas and artful thoughts each day.

Our true delight came in finding the Weymouth library where we could connect with our ongoing lives at home and learn about the region. (Library staff) Marguerite and Michelle became friends instantly and were so helpful. They became reliable sources of information and Nova Scotia culture. The library was crucial to us and our experience.

The artists also enjoyed meeting other rug hookers in the area, going Plein Air painting with one of the art guilds, meeting the Blue House art curators, enjoying the Friday night music and hot dogs, going fishing with the locals, eating at the Wheelhouse and Antonio's, and simply taking in the bay each day, recognizing the vast beauty and changing vistas of landscape. We are beyond grateful for such a rich experience and the openness of the Nova Scotia people.

Thank you so much for all you did to make our time in Weymouth warm, culturally insightful and helpful.

Sincerely,

Mary Vaughan

MECA & D MFA Alum - Team Leader of the Jenny Family Residency on Riverside Santa Rosa, CA & Hastings, NE

## AROUND THE BRANCHES

### Headquarters



Headquarters volunteer Mark Pitman, seated right, receives a birthday cake and card from library staff on Wednesday, July 9. His birthday is July 11, but he volunteers only on Wednesdays.

### Barrington



Food security programs have been on the menu at Barrington library, including the one pictured above, Healthy and Hearty Summer Salads with Kate Giglio from Mind's Eye Baking in August. There have been monthly gardening talks and a series on canning.



# AROUND THE BRANCHES

## Clare



A good crowd took part in the Sea Glass Jewelry program at the Clare library on Sept. 16. The group learned how to make pendant earrings and necklaces with sea glass.

## Clark's Harbour



Children created colourful butterflies with beads at Clark's Harbour library on Aug. 22.

## Digby



The Digby library received some new toys for the children's section. The addition of the new toys made it possible for the staff to start a children's play group program this fall.

## Shelburne



Camp SuperNOVA science camp at Shelburne library was a hit while educating young participants through a week of fun science-themed activities.

## Westport



The Fibre Group at Westport library provides a creative outlet and a chance for locals to socialize regularly at the branch.

## Yarmouth



Youngsters enjoyed the chance to use the library's Sphero robots to navigate the mini-golf course set up in the Yarmouth library on Aug. 27.