

Hustisford Community Library

COMMUNITY IMPACT STORIES

"Libraries are no longer just a repository for books. Libraries are the hub and heart of a community.

Often when services are cut or there simply aren't certain services in a community, libraries step in and serve in that roll. Yes, we promote literacy and lifelong learning, but so many times we fulfill so much more. What can seem like a basic or simple service, such as Wi-Fi or faxing, can be someone's entire world at that point in time. " - Jamie Mercer, MLIS, Hustisford Community Library Director

The following are patron stories from the Hustisford community.

Names (when requested) have been changed to protect patron privacy.



ANGEL

Angel recently used the library to complete a parenting course online and to fax proof of course completion to CPS in order to continue to have regular visitation with his daughter. Angel was grateful that we were here and were able to provide the internet and fax services, but also said he appreciated the welcoming and helpful staff.

KAREN

Karen is a monarch system user and chooses to come to the Hustisford Community Library over her home library because she said she can tell how invested the library staff is in the community. Karen regularly checks out books to read to children in the hospital. She also picks out material she reads to veterans at the VA hospital.

FRANK

Frank recently lost his mother. After losing his mother, Frank used the library frequently as he struggled to work through the paperwork for insurance. Staff helped Frank make copies and faxes on many occasions as he went through a very long and arduous process after an unexpected death.

KATHY

Kathy unexpectedly lost her job in the fall. She didn't have reliable internet and struggled with the process of filing for unemployment. Kathy comes in weekly to file her unemployment and was so grateful to staff for helping her navigate the website and process of filing unemployment.

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JEANNE

Jeanne is a frequent library user and often comes in once a week to use the internet. Jeanne recently came in for help creating a word document. She stated that she didn't have money to pay an attorney and so she wanted to create her own will on Word. Staff helped her get on to Microsoft Word and showed her how to use some of the editing tools. Jeanne was able to write her will and then go to a notary with a witness to have it signed. She was so thankful to staff for help with the computer and printing.

JANE

"After Jane had her driver's license revoked, Jane frequented the library, using the internet and computers, almost daily, to study the Wisconsin Commercial Driver's Manual. Jane came in many times and after completing required steps, staff was able to assist her in sending an email to insurance (and helping her attach files to the email) as well as helping her submit her documentation to the DMV in hopes to reinstate her license.