

**If you think you have helped transform someone's life in the library, what conditions in the library/what actions did you take to make that transformation possible?**

- Show them more than what they asked for. For example, authors similar to Nora Roberts, make suggestions AND show them how they can use Novelist, too
- Exceed expectations
- When helping the person on the computer, I pulled up a chair so that we were literally on the same level.
- Knowing the resources we have and having the time to connect the patron with them
- Asking questions to understand the patron's knowledge/ability level as well as really understanding what he was hoping to accomplish
- Sometimes you need to bend or break a rule
- Today, assisted a patron over the phone with a concern they had. They have child who is a dyslexic reader. Opened their awareness to the services available to assist them and their child. Stopped eating my lunch and took the time.
- I actually know the way the libraries are set up and ran and I know where the subjects of nonfiction normally are located.
- Library Genie - online form to request 3 library wishes.
- Multi-generation road trip - recommended audiobooks all would likely enjoy - family now regularly do shared listening!
- Never be judgmental. They are not alone
- Empathy, what is the need behind the question
- Just knowing that someone will try on your behalf gives hope - just let patrons know you will do what you can
- Take time to refer to other libraries or to explain ILL
- Having staff available on the floor not only to deal with circulation issues but to work with patrons in spontaneous learning and problem solving
- Creation of a multi-media display -- encouraging reading the written source behind movies, with a handout of books-in-a series & a sign to ask at the Ref Desk for more choices.
- Sometimes you need to be discreet on patrons' behalf. I had a patron recently diagnosed with cancer who needed books on what to eat during chemo, and she didn't want everyone to know. We made a special effort to be discreet with the materials ('plain brown wrapper')
- We recommend to our folk here thinking small. Small favors, assistance and a step beyond for every user every day. Transforms us too.
- I like the idea of being out on the floor instead of always behind the desk.
- Get out of the library and see what's going on in the community.
- Mindfulness of people as humans not transactions
- Denver Public has added social workers to our staff! Great for connecting customers to resources, and also to train staff
- We created a Technology for seniors program to assist 50+ adults deal with the ever changing world of technology from their smart phones, to library services to apps and important services they can access instead of being frustrated

- I often think of how I once learned "Yes, and..." meaning not only finding a way to say yes, but to go one step more and do a little more or give one more thing. (It could be a physical thing, like an additional resource, or something like a funny comment that makes them smile.)
- We also developed Book-A-Librarian which allows a patron to book a 1/2 hour of an individual staff person's time to assist them with their needs. Usually works out to electronic services.
- We also like to give newcomers a tour of the library so we can start building a relationship with them.
- We greet each patron and wish them farewell as they enter and exit the library to give them a feeling of welcoming and safety.
- My system offers curbside service at all locations, to help patrons who are unable to come into the building
- Partnering with local businesses/services to bring the library to the community - hold book club at coffee shop; host trivia event at local bar
- When making a new library card, give a brief "tour" of resources, because many people just don't realize what libraries are offering these days.
- Explaining the difference could help.
- We also have a welcome package as we find that we have so many services, explaining them all is a bit overwhelming. The package outlines all the available services through the library.
- Being more mindful. It is so easy to get lost in the day to day, but intentionally looking for moments and believing they exist will go a long way.
- I like to describe it as interaction not transaction
- The library I used to work for would take photos of kids as they got a new card. Made it a big deal!
- We have patrons that come to me looking for a hug.
- Being tactful to someone else can help patrons feel better.
- We have guidelines for staff around setting personal boundaries while still encouraging relationships with patrons
- Introducing people to Colorado Library Consortium - how cool is it that you can get a card in many libraries beyond the community where you live - and/or borrow materials from other systems through local library.
- At our branch we frequently have stressed-out adults come in to work on the computers as their children fidget around them. I use this as an opportunity to bring the child a coloring or activity sheet and the parent a newsletter promoting our children's programs.
- Maybe library policy changes need to be made, rules broken. Look to see if policy create barriers
- How might we extend the transformation to those who only visit the library virtually?
- Answer electronic inquiries promptly
- Studying the Dewey decimal system can help with any patrons looking for history, science, arts, etc.
- When our Meeting Room isn't otherwise in use, we set it up as a play space - dollhouse, "kitchen", parking garage, all with "props" - easy to set up and clean up - great space for kids & caregivers to engage, opportunities to share early literacy tips, promote programs, etc.