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Organization: Catawba County Library System, Newton, NC

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For Immediate Release:

LIBRARY COLUMN

Happy customers share successes at the library

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By Tammy Wilson
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Free public libraries exist to enrich the life of residents—culturally and educationally. Usually the transformation occurs over time. We read about authors, inventors, leaders and others who were inspired by their formative years being taken to the library.

Harry Truman, for example, is said to have read every book in his high school library by age 14. All that reading came in handy years later as president of the United States.

Sometimes the library's inspiration comes in a flash. Recently a local woman attended a piano concert at the Sherrills Ford-Terrell Branch. Ragtime artist Bob Milne performed at the request of Friends of the Sherrills Ford-Terrell Library.

One customer in the audience said that she not only learned something about ragtime music but was inspired to continue piano lessons and to learn to read music. We know because she told Branch Manager Jennifer Patterson about her thrilling experience last month.

That's the kind of news that library staff loves to hear.

It's even more rare when customers call to say they're happy to pay taxes to support the library, but that's what one customer said recently. He came into the Main Library in Newton for help with an on-line mortgage application.

He was experiencing difficulty and was extremely frustrated, given he had to FAX the paperwork by 5 p.m. that day

Wanda Rozzelle, a library services specialist, was not only able to help the gentleman complete the task on time, but confirmed that the paperwork had been received by the government agency.

“You’re awesome,” he said.

Enough said.

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About: The Catawba County Library System, headquartered in Newton, NC, serves the citizens of Catawba County with seven branches throughout the county and is a year-round, integral provider of early literacy and lifelong learning. In addition to traditional services, the system provides a full complement of computer and digital services, classes and support to bridge the digital divide, empower job seekers, and enhance community quality of life and economic health.