

Date	Story
7/29/2021	Miss Courtenay, I wanted to thank you so much for the grand prizes for the boys. They're thrilled! We are very happy to be a part of this library. Truth be told, we loved our old library and were a bit nervous when we moved last year. But we love being with the White House library now! Thanks again! -Brittany
8/7/2021	A patron and her son needed a Hotspot immediately. He was home very unexpectedly from Africa where he and his very large family do mission work. He needed to travel to another state for a very important meeting that required internet. We were able to get a hotspot for them which allowed him to finish his work and make the meeting. They were so very thankful and sent the library a very nice card. JP
8/26/2021	I am writing to express my appreciation for the recent Marie Kondo workshop, led by Shannon Huneycutt and hosted by the White House Library. In addition to learning several great tips for organizing various spaces around the home, I was the lucky winner of a 3-hour personal session with Shannon. Thanks to the workshop and to the additional time with Shannon, I have my fall organizing "to do" ready to turn into "TaDa!" I do hope the White House Library will continue to offer virtual workshops. It's a great way to learn something new from the comfort of home. As a side note (but no less important), I also appreciate the many offerings for adult library patrons. It is great to see a calendar full of weekly activities from which to choose, making the library an even more outstanding resource for the White House community. Thank you again for creating a wonderful space for lifelong learning. Best regards, Dr. Carla S. Cushman
9/7/2021	A gentleman needed some forms notarized, but his home printer was not working. He did not realize we had computers and printers. Called us "a one stop shop" and said it was so easy, he would be back. lac
9/7/21	Patron is very thankful we have a wonderful selection of puzzles..she and her family usually take several at a time and they are so expensive. Their card allows them to be able to enjoy puzzle building without the huge expense. They said... Thank you for having puzzles. llm
09/30/2021	Michael Welch said...Hey do you remember me? last time I was here yall helped me set up Zoom for a job interview. Well, I GOT IT! (we high fived) Thank you so much .. I had no idea how I was going to be able to do the interview. llm
09/30/2021	Helped a patron make business cards in a pinch...she said thank you so much, I really needed those for this weekend. The local print shop had already closed. llm
10/27/2021	One of the tweens participating in the coding club was about to cry because she thought it only went through October and didn't want it to end. Staff had to tell her the program was not ending and that she could come back next week so she won't cry.
12/01/2021	One of our mom patrons', " My five year old had to draw a picture of his favorite place. He drew a picture of the library."
2/9/2022	Scanned, faxed and emailed mortgage papers for a woman who was very thankful we provided these services, otherwise she would have had to fight the horrible I-65 construction traffic that was spilling onto Hwy 31W to drive to Nashville. lac
2/12/2022	One of our dad patrons says that as soon as his kids hear the word "library" they get excited to come to the library.
2/12/2022	A patron purchased a new Kindle Fire and wanted to use her Libby app. I was able to give her instructions on how to install it as it is not available in the amazon store.
2/14/2022	A mother brought back the games she had checked out and told us that her kids truly enjoyed the game Story Chest and that they had a blast playing it over and over again.
02/16/2022	An almost 90 year old lady came in asking if we had a typewriter. The tape on hers had run out. We put her on a computer and opened a Word document. She typed the last page of the letter she needed to complete. She had proof-read it several times, so the only corrections we did for her were minimal. We sent it to the printer. She put in twenty cents and tadah, her letter was complete:) She was so so happy. She said that she just might get a computer.
02/17/2022	Everyday we hear "Thank you for your help!" When we hear those words, we know that our mission was accomplished:)
02/24/2022	A computer-challenged man needed help to get documents from his phone to the printer. We were able to get his documents from his phone to our email and print them. He said, "I couldn't do this without your help. Thank you."
02/24/2022	A mom came in looking for a book to get 'started back into reading', so that she could be a good example for her son. She was happy when she left with one book:)
3/3/2022	Jolena Morrill said the library has been a lifesaver by providing hotspots for checkout. Internet is not available where they live and they were looking at putting the house on the market and moving because she could not work from home. lac
3/22/22	One of our regular patrons came in having trouble with his Consumer Cellular phone making outgoing calls. We found Consumer Cellular's customer service chat online and got him onto a computer to talk to Consumer Cellular. He left with his phone now working after chatting with customer service on the computer.
3/23/2022	A retired Robertson Co. teacher who is starting a story time at Cross Plains' museum came to observe Ms. Courtenay during story time. She and Courtenay spoke on the phone the day before about what Courtenay does for her story time. They spoke after story time, too.
3-23-2022	Gerald Printing asked if we offered copy and fax services. When told yes, they asked if it would be alright to send clients to our location to use those services as Gerald Printing does not offer them. We told them yes, we would be happy for them to send people our way.
4/4/2022	Bruce Martin came in on Saturday, 4/2/22, seeking help in getting his social security tax statement. He could not remember his username to his SSA account, made too many attempts to get in, and was locked out for 24 hours. He did not want to attempt getting in on his own and wanted someone to help him. Since we are closed on Sundays and he works until 5 p.m., I made a 6 p.m. device advice appointment with Janet on Monday. It took about 45 minutes, but she was able to help him retrieve his username, create a new password, and print out the statement so he could complete his taxes. He was very thankful that we were available and willing to help him. lac
4/19/2022	Michael Baker came in to have bank documents notarized. This was the fourth time we notarized paperwork for him. His wife stated they are so thankful they found out we provide the service. They were driving to Hendersonville several times a week to have estate related documents notarized before they found out the library provided the service. lac & cm
5/2/2022	Miss Sue Ellis is a long time patron and Book Club member. I called her about our monthly book club book. During our conversation she talked about how much the library has kept her going through being not being able to get out much or go places. She told that literally the library has been a saving grace for her and she did not know if she would have made it through all this without us and keeping her in books. We have saved her life were her exact words. JP
5/11/2022	The teen and tween sewing club has grown so much that we do not have enough sewing machines and teachers for all the teens. The library is going to have to reachout to the community for volunteers to help with sewing club and purchase more machines.
5/11/2022	The Stokes Brown library director went to Joe Burns school for career day. While talking about her library, some of the students interrupted her and started talking about how they go to the white house library because we have a sewing and drawing club and that we have a chameleon. She told them that Stokes Brown has a turtle, but the students said Larry was better.
6/7/22	While a patron was waiting for a fax, she was on the phone with the receiver of the fax. She was telling them how about: how wonderful our library is, the activities we have for all ages and the wonderful help we are.
	A patron was so happy that we have fax service. She did not have to go to Hendersonville to fax. It saved her a lot of time.
6-11-22	One of the leaders of the LARP group told the director after the Con how appericative the group is to be invited to the Con. Before they came to our event, people would yell obscene statements at them and not let their children watch them while they practiced at the park. Since being invited to our event, the community's perspective of the group has changed. Now parents and children will watch the group and while they practice and the obscene statements have stopped.
6/16/2022	A patron came into the building needing assistance printing out sensitive documents. She let me know immediately that she was nervous to be in the library after a very long absence from libraries in general. She also told me that she felt embarrassed due to her lack of experience with computers. I assured her that I was genuinely happy to help and I would walk her through the process. By the end of her time at the library, she let us know that she was incredibly grateful, so much so that she felt compelled to offer me a tip for my service. I declined on behalf of myself and instead asked if she would like to donate to our Larry fund. She told me right before she left that she would be back because of how welcome she felt.
06/28/2022	A grandmother and granddaughter were coming in for storytime. The grandmother said, " She loves storytime. I take her out of camp to come."
07/05/2022	A man came and said," You guys were the only fax machine that was working in town today. I had been everywhere and needed to get it faxed today."
07/05/22	A couple from Alabama are in town spending time with grandchildren and said Story Time was excellent today, that Miss Courtenay did a great job. During our conversion they commented on our new outdoor games and told me how impressed they were with our entire library. That our collection of items for check out is impressive. They mentioned they had a new library and it was very sterile and unwelcoming they thought ours was wonderful and said we have done a wonderful job here. They are bringing their grandchildren in regularly.
7/20/22	A woman returned her Batman cake pan and told us that she made a Batman cake for her church's cake off. She said it sold for \$40!
7/26/22	A woman says,"This is the coolest library ever! What library has Bocce Ball." She loved commenting about the variety of the Library and how we are not limited to only books. Also brought up how her child is dyslexic so she doesn't read as much.
7/26/22	Huge compliments from a woman who has been reserving a study room for her daughter's use over the summer. She was over the moon for our facility, our staff, the services that we provide...you name it, she loved it. She lives in Gallatin, but says she will make the journey to continue using our library even though her daughter will now be starting homeschool up again. The teacher/specialist that has been helping the patron's daughter prepare for the upcoming school year also had nothing but compliments to share. Both adults said that our library was the best facility that they've visited, that we beat out all the surrounding areas, and they are so incredibly grateful for everything! The mother did fill out a survey!

7/26/22	A mother and daughter came into our library for the sewing program. When questioned about the sewing program, the daughter told us that she really enjoyed it and planned to come back. The mother came up to the front desk during the program and gave many many compliments regarding our library, our programs, our services, you name it. She filled out a survey and wanted to make sure we knew how impressed she was with our collection and how kind we are at the front desk.
8/15/22	A husband and wife are wanting to digitalize their very old photo's and albums. Janet showed them how to use the overhead scanner in the computer lab. Thye were very impressed with it and so happy to be able to do this. They have been in several times and can now use the scanner without assistance, They have really stressed how great it is to have the ability to do this here and free of charge.
8/29/22	A man came in looking for a fax machine he said it is rare for other places to have fax machines anymore and he was so happy that the library offered this sevice.
8/10/22	Two parents of teens/tweens that were in the coding club complimented our library on offering the coding program. They were very appreciative and incredibly impressed. They also complimented Gracie on doing such a good job!
8/30/22	A patron came in needing to quickly print off a shipping label for some ATT equipment to be returned, but did not have any cash. She was strapped for time and seemed discouraged after learning that our library does charge for printing and only takes cash. Tammy stepped up and let the woman know that a previous patron has left enough change behind so that her 1 page print was paid for. The woman was incredibly grateful and complimented our library on how helpful we are in stressful situations!
8/29/22	One of our patrons casually complimented our library as I was assisting her at the desk with checkout. After getting her account in order and securing her a plastic bag for her items, she waxed poetically about how wonderful our library is, how helpful and kind all of the staff members are, and how she loves coming here because it is such a happy place to be. I thanked her for her kind words, and she assured me that what she said was true!
8/16/22	A patron asked me to help her create a spreadsheet to track her kids home schooling days and hours. I told her I would be happy to and reminded her that her home schooling umbrell school should be providing her with the necessary forms for documentation. She was suprised because she did not know she needed an umbrella school. I was able to provide her with names and phone numbers of a couple different options and I also told her about the Home School Legal Defence association.
8/29/22	A newly hired police officer from the City of White House came in today and thanked us for helping her with a resume. She was happy she got the job.
9/3/22	"We just love that you have outdoor games to check out!" per a patron family.
10/12/2022	Three patrons (a mom and two teenage daughters) love that we have cake pans. They are going to have to find people to make the cakes for, as they are eating too much cake:)
10/24/2022	We had a patron come in about 15 minutes before we closed needing prints for her trip to Ireland. She was leaving very early the next morning. Her printer stopped working and she was frantic. Janet was able to get everything done for her. She was literally in tears before she left and thanked us. She told us we were such a wonderful help and the community was so blessed to have us here to help and to offer these services.
10/26/2022	A patron said that she was so happy that we have the Coding class. Her grandson is autistic and loves the class. "It has been so good for him," she said.
11/1/22	William Boyd (the genealogy teacher) told us we were the best library he's ever worked with as far as marketing his class and being well organized.
11/15/2022	A new family in our area (moved here from the Chicago) heard the we had cake pans to check out. She was blown away and so excited to become a patron and check out a cake pan.
11/15/22	A lady came in and said her family lives in Hendersonville but prefers our library and is willing to make the drive out of her way because she loves all the unique things we have like Seeds,Teen programs,games,cake pans,and the sticker posters.
12/5/22	A patron from Collierville Tennessee was given special dispensation to have an ebook only library card. She was incredibly appreciative, and was very impressed with all that our library has to offer, but made sure to stress how happy she was to include Hanukkah in our children's programming.
12/5/22	Sue Ellis called and said she's very grateful for everything we've done for her and that she thinks we're the best library she's ever been to.
2/15/23	"She does such an amazing job back there!" *A comment from a parent about Courtenay and her story time.