November 2022

STATISTICS
GIMLET FLOW CHART OF PATRON QUESTIONS (September – November 2022)
(Direction, Account, Tech, Reference, Email, Jobs, & MS Office)
Total- 2,717 Questions

PROGRAMMING

The Paine Branch Library offered several programs for the community this month.

**Adult Programming**
- Eric Canal Talk About Oliver Wendell Petrie – An Erie Canal Cook
- Highland Winds Clarinet Quartet
- HEAP Application Assistance with Maria from Catholic Charities
- Holiday Card Making
- Book Club
- Difficult Discussion Series – Fraud, Scams & Identity Theft

**Children and Teen Programming**
- Moose the Therapy Dog Visit
- Music & Face Painting with Donna B.
- Storytimes
- Chess Club Meeting (All Ages)
- Fall Flameless Luminaries- Drop in Program (All Ages)

COLLABORATIONS

This month, we partnered with Catholic Charities to host a Home Energy Assistance Program (HEAP) Application Assistance event at the library for seniors. Our Paine Branch patrons and staff made 91 thank you cards to distribute to patients at the Syracuse VA Medical Center. Tatiana Sahm, our Adult Services Librarian, coordinated two efforts at the branch to collect items for the CNY Care Package Project and the CNY Children’s Book Drive. All donations were given to the United Way of CNY. Paine and Hazard Libraries also partnered with SEFCU to offer the Fraud, Scams and Identity Theft program. This month’s program was held in-person at Paine but also offered virtually via Zoom.
FACILITIES
A new door counter was installed at the branch this month. The new door counter will help us capture visitor counts and discover trends in circulation and programming. The branch also received a new digital sign that will help publicize the many programs we offer to the community.

Holiday Card Making Program at the Library

Paine Branch Hosts Donna B. for a Fun Music and Face Painting Program

A Thoughtful Thank You Card from a Paine Library Patron