

Love Notes

to the **LIBRARY**

FEB 2021

Waterloo
PUBLIC LIBRARY

Thank you!

We can't thank you enough for your kind words. We love our community and are dedicated to providing a place for every last one of you at the library.

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The library is contemplative appreciation, a beautiful picture, music, a graceful gesture that makes the human spirit flame.
- Kerry R.

NOTE: Only individuals who gave permission for us to share their comments are included in this document.

Spotlight Story

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WPL raises me. It helps me find myself. It's a long appreciation post but bear with me. When I first came to Canada, I hung out in WPL and Harpers Branch. Waterloo Public Library became my go-to place as soon as I shifted to the uptown. I particularly like Public Libraries due to their generosity and eccentricity in the librarians working there. WPL has the kindest staff helping me out many times when I don't know something. I didn't have the best living place, so I found a safe study space there. Then when I started University and work together, I found time to go to Library Curbside and pick books to read. I also didn't have much money to buy books, so I was able to read at no cost in the library. After participating in WPL's community initiatives like Blind books date and Black history month, I developed even more respect for WPL and how they represent to their communities, our region and especially for people who can't afford books and education in a broad sense.

PS: I also love the sculpture outside WPL, and its architecture.

WPL<3

Nisarg P.

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“ I love that the library has adapted to hosting so many amazing events during COVID. I have loved the book boxes as well! The library has continued to be a community centre even when we can't gather. - **Emily P.**

“ Having safe access to books has been such a boost to my morale during this lockdown. I am never alone if I have a book to entertain me. The staff have done a marvellous job. Thank you. - **Brigid I.**

“ Because libraries afford every person joy! - **Joan A.**

“ The staff are friendly and make you feel welcome, but more than anything, the library allows you to feel that you now part of this new community, and that if you ever need company or somewhere to spend your time - you will always be welcome here. - **Chaitanya S.**

“ The library allows the reader to travel, to learn, to explore and to escape without worries or cost or vacation time. Audio books and videos show the same without reading. - **Jordana S.**

“ I love all the books we can bring home and all the toys we can play with. - **Charlie P.**

“ I love having a wide selection of books and DVDs to choose from-all free! Books feed the imagination and the soul as well as the mind. Thank you for continuing to offer service during this time of isolation. - **Ruth L.**

Spotlight Story

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The Library has been like a second home to me my whole life. My father took me and my siblings as children once a week to borrow books we would read together every night and it was the highlight of my week. As a student, I loved to read and research and I've always loved the quiet "hum" of the library. It was also a place of solace for me as a younger person with so many questions about the future. As a young mother, it was my turn to bring my own children to the library and introduce them to such a wonderful world of imagination and welcome to all members of our community, young and old. I became a Library Volunteer when my children grew older and I have loved every minute of being part of the library community where I shelf-read and come across books I never would have discovered otherwise. I also enjoy being part of the Book Club community at the library where such wonderful insights, information and community are shared. I have watched our Library evolve more and more into a place of connection, information, imagination, learning and welcome for all. Young and older, no matter who you are, the library doors are open to you whether it is to learn, to send an email, to escape into a new novel or enjoy the quiet. The Library is my home away from home and I love it! I am really missing spending my time there!

Margaret M.

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“ Easy parking, quiet, just a nice place to be. -**David P.**

“ Dedicated smiling helpful librarians [are] under appreciated. They go the extra mile to help. I have taken advantage of the book bundles and have never been disappointed. Hats off and Big Hugs it's appreciated. - **Ray M.**

“ I love the library because it has so many non-fiction books. - **Russell P.**

“ What I love most about WPL is the great selection of books and services. I use Libby/OverDrive everyday to read audiobooks and ebooks for free. - **Melissa G.**

“ My 5 year old loves to read and be read to. I like it too. As a parent I get her level of reading, plus books about different stuff to learn from like Xmas or Easter sharing stories. Before covid we were in library all the time with the sand box or toys or programs. We use to go to the Waterloo one because of the Y but we moved to Stanley Park a year and a half ago now we go to Stanley Park. Both libraries are very helpful and they remember my daughter and ask about her even if I don't bring her. We liked the goodie bags it was an assortment of books some we read some we didn't. It was great with covid to get new books as they can't from school. We even tried the crafts were enjoyable. The neighbors friend gave my daughter her craft we gave our to family it was nice. Thanks library. - **Nancy H.**

” It's difficult to choose just one reason why I LOVE the library, there are so many! First of all, the staff are so kind and helpful!!! From helping me locate various resources, to printing documents and addressing photo copying/computer issues, they do it all with a smile! I miss spending time in the library (COVID). I have always loved all the reading nooks, the comfy chairs and large windows with a view. The current magazine issues, are a favourite as well, not to mention all the resources available to keep you in the loop, of what's happening locally.

The library has been a source of immense joy to my family and I over the past 25 years. We have so many positive memories of our time spent there together. We are so grateful to have access to such a wonderful resource. Thank you WPL!

- **Carrie V.**

” I love all the different forms of entertainment and knowledge available for all ages at one location. I love the wonderful children's programming. I love watching the library staff interact with my kids on a regular basis. Thank you! - **Lindsey P.**

” I love all the Paw Patrol books and picture books and chapter books. - **Sam P.**

” WPL gives me a warm loving feeling as soon as I arrive. The sounds and smells, and especially the books. I adore taking my kids to their favorite sections and letting them loose! Play with all the toys! Bring home all the books. We never run out of enthusiasm for WPL. Always an adventure. - **Robin A.**

” The smell of books - yum! - **Nancy C.**

” How do I love thee, let me count the ways. Could it be your staff, always friendly, helpful with unlimited patience? Could it be your collection, with its abundance of clean, new, perfectly organized books? Could it be your buildings, clean, conveniently located? Probably it's all of that and more. Thank you so much! - **Lynda D.**

” I love the library because of the great selection of books, both physical and electronic. I use a Kobo E-Reader a lot of the time and I love that I can sync e-books right to my Kobo or listen to audiobooks on the Libby app on my phone. The staff at the library are super helpful when looking for something in particular and provide quick, efficient service with a friendly smile. - **Lynn S.**

” I love the virtual activities you are running to keep the community engaged! - **Vickie T.**

” I love the fact that you can borrow almost anything! From books to music to board games. WPL has it all! - **Kim C.**

” Library is my go to place when my mind needs to disconnect and reconnect with my inner self. I find myself immersing in books as purifying as walking in woods. The friendly staff makes my experience worth spending time here doing what I love most, reading. - **Jasmeet S.**

” You constantly keep coming up with stuff that makes me want to come back and borrow or do something new! And it's amazing that one doesn't have to worry about cost as a barrier to any of these experiences. Thank you. - **David C.**

Spotlight Story

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My love for books thus the library started when I was a child. I remember the summers my sister and I would walk home with a bag full of books from the Ottawa Carnegie library. Books were certainly my happy place. This has never changed, we were the parents who read to their children every night and the parents who took their kids to story time and now I'm happy to say that all three of my children are readers and their children are readers. In this past year the library has been my life line, the wonderful staff have been there for me making sure I could go to my happy safe place in a very difficult bewildering time. They have always gone above and beyond to be helpful and giving me advice, recommending books, even stopping to say hello when they are busy but knowing this senior would appreciate the contact. Here's an aside about my library, my sister (still in Ottawa) visits yearly and she is really impressed with the staff and the selection of books and DVD's, to say that she's a little green would be an understatement hehe. I could go on about this but suffice to say I love the Main. it's my happy place in a difficult world.

Maria B.

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” There are so many reason. Love the board games, it gives you a chance to try out games before you buy them. Love the selection of books as well and have enjoyed the curbside pickup during this lockdown. - **Dianne M.**

” I love Libby and use it daily. It is an awesome app with an amazing choice of audio books. Thanks for adding new books daily!! - **Jill T.**

” I love my library because during Covid-19 the library has been a lifeline of connection. I have received grab bags that feel like they were made for me. My family has attended trivia nights, knitting nights, book club gatherings, and scavenger hunts. The library has given us a place to go when we have to stay home. Before covid, the library was a destination at the end of a great walk. I have never gotten a bad recommendation from any of the staff! Finally, my kids have never known life without the WPL, and we consider the library an important part of our city! - **Jenn B.**

” I have loved this library since it opened. It is easy for me to get to by public transportation, the staff are fantastic and always in a good mood and very accommodating. I like the books facing you when you walk down the aisles and I love how bright and airy the building is. - **Adrienne R.**

” Allows to be connected during this pandemic and to escape into exciting, new worlds! - **Sandra D.**

” All the staffs are so kind and friendly. - **Stephanie D.**

” I love Waterloo public library because there is many things to do like go to classes, read books, do art and borrow movies! This is why I love the WPL library. - **Harini A**

” I love WPL because no matter how my interests change and expand over the years I know that the library always has something that I will love. I've been visiting WPL since I was little and all throughout these years I have learned so many different things from books I have read and the movies I borrowed. I'm grateful for all the knowledge and fun the library had provided me with! - **Katia S.**

” A special shoutout to the thoughtful staff members, Erin and Brigitte who assembled book kits for my son. It's evident that you put a lot of care and consideration into your selections. Thank you for introducing us to books we never would have found on our own and for including a personal note. My son was delighted! We feel pretty lucky that such a service exists. - **Jill K.**

” My wife and I love that the Kitchener Waterloo libraries provide special activity packages for our grandchildren (and all children) to learn and experience wonderful times sharing discovery with their parents during this COVID era. Our daughter makes good use of this innovation by the library. - **Cliff G.**

” I love the library because it has all the books I want to read and all the movies on DVD I want to watch! Especially in covid times, it's been so great to go pick up holds from the library. I get excited to drive over to my local branch and it's like bringing a bunch of presents home, new surprising worlds to dive into when I can't travel. - **Arden W.**

“ I love taking my children to WPL! We feel so welcome as the counter staff always greet us with a smile. We love exploring the kids section, and when it comes time to check out, my kids love being empowered to do that themselves. The WPL Kids Express book bundles service was a real treat during the weeks of Covid closures. It was like Christmas morning exploring all the new titles! - **Amanda R.**

“ Oh my sweet Library, how I miss seeing you. How I miss holding your books in my arms, and inhaling the scent of its crisp pages. I want to run through the aisles with piles of your books, while spinning at the thought of going home to cozy up with them. Oh Library, how I have missed you, and know that it won't be long until the friendly faces greet me again at the foot of your doors. Until then, I cozy up in my reading chair at home, and dream of you my sweet library. - **Milena U.**

“ You have soothed and comforted me. In you I have found laughter and adventure. You have accepted my curious nature without question. Although you contain many stories that are not yours, you have your own story that contains many. You have found your way into the pages of my gratitude journal as you have into my heart. - **Jacqueline C.**

“ Two main reasons we love the Waterloo Public Library is because of the vitality and enthusiasm of the staff and the variety of activities available to the public, which includes the great volume of books but also the many and varied community events. It's a love affair! - **Fraser C.**

“ The combination of great reads, fun events, and programming for all ages. I know that I can find something for myself as an adult as well as books and experiences for my elementary students. - **Cveta S.**

“ I have started getting into reading as a bit of an escape from what's happening in the world. I love that there is such a great variety of books, as well as other resources! I also love how easy it is to select books and pick them up! - **Amanda H.**

“ Not only is the library filled with awesome books that take you places, but it also have fun activities like board games and geocaching. - **Troy D.**

“ Library; by definition, a collection of books, periodicals, recordings, etc for the use by the public. However the public library would be nothing if there was no librarian(s) who collectively provide an uncannily perceptive personality who listen and listen and listen to the multitude of questions and then using their unique skills provide assistance and knowledge to the solution. The book's cover like the building provide the protection of the knowledge that lies within and that is the metaphor of the staff. Thank you. - **John S.**

“ I love the book bundles that you provide. - **Carol L.**

“ Where do I begin? From the friendly, helpful staff to the easy to navigate website, hold book process, and special events for all ages, I can't say anything negative. Our library is a fantastic resource for our community, and I cherish it! - **Carol B.**

Spotlight Story

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I love the library because it makes me feel rich! There was a time in my life when I lived under the poverty level, and raising a young daughter was challenging. But our weekly visits to the library felt like Christmas and we bonded over books, videos and music CDs. The library planted rich seeds of possibility, leading me to a life of writing and my daughter into teaching, where she specializes in literacy. The library feels like a generous friend who has enriched our lives beyond compare.

MJ M.

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It's ALWAYS there for me. Since I'm a senior I no longer have the ability to participate in sports and since my " hobby " is travelling, which due to covid restrictions I can no longer do. use of the library has been very important to me- I can still put books on hold, drop off and pick them up, or I can use the Libby app to read online. If my eyes get weary from reading my library presents a huge range of activities. such as lectures and presentations by interesting people, activities for my visiting grandchildren or teaching me a new skill or language. My library has saved my sanity.

Patricia M.

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” I love this library so much. Staff carefully choose amazing books for the bundles. During the lockdown I ordered a couple bundles, and all the time I was happy. Thank you so much for the great job. - **Anna M.**

” I love the library because they provide hours and hours of free ways to keep us entertained and keep us learning- during the pandemic and always. The way the library has evolved to make itself available during pandemic times is truly nothing short of amazing. Thanks for always being there! - **Catharine S.**

” I love the library because I can read as many books as I want without any charge and don't have to store all of them at home. - **Carol M.**

” Sandra - your Volunteer Coordinator is super sweet, staying in touch & checking in during the pandemic with her volunteers although we can't come in. - **Diana B.**

” Love the ebook and audiobook selection! The convenience and ability to borrow without leaving your home has been especially helpful during lockdown. - **Lori M.**

” I love what it does for the community! The programs it runs, both in person and virtual, are creative and inspiring and brings people together. - **Wayne M.**

” I love how easy it is to get a library card and the trove of reading it opens you to in such an accessible and fun way! - **Vishwa S.**

” Because it is full of so many different worlds to visit when I can't go anywhere. - **Dara G.**

” I love that the library is offering curbside pickup during the covid pandemic. It allows me to pick up books to read so I can fill all my spare time while staying safe and distanced from other places. Thanks so much for offering this service! - **Shirley Q.**

” I love the library because it provides my family with fun and educational books, and keeps my 8 year old submersed in audiobooks in all her free time which she enjoys so much! We also love the programs (before they went online) and the sun light to keep me happy in the winter! - **Phaidra F.**

” Simply put I love books and reading and being a member of WPL has allowed me to indulge myself by having a stack of books on hand. During this past year, while I have been physically home, my mind has wandered thanks to the steady stream of books from the library. - **Norma W.**

” I love being able to read as many books as I like for free!
- **Abby P.**

” I get an overwhelming sense of being at home being in a library. It reminds me of lazy Saturdays and Sundays, flipping through dusty pages of books holding endless worlds and characters. It's nice being able to have a small piece of home that I can return to as I grow up in this uncertain world. - **Ananya M.**

“ I love the library because I can find a great new book, revisit an 'old friend' book, get info on a topic I'm interested in and grab a good movie for the night all in one place. :) - **Anne P.**

“ I love the library because it's a cozy, comforting space where I can browse for books endlessly (or how it feels, anyways :)) and I know I'll find what I'm looking for. The staff is also always so kind, friendly, and helpful, and they put a smile on my face every time. - **Yashika S.**

“ I love the excitement of getting new books, and so does my son! Your book bundles, for both adults and kids, have lightened our lives during the pandemic. It has been so exciting to see what your staff has picked for us to enjoy. We have found many great new books from these packages. It is wonderful that the WPL has been able to adapt and think on their feet during these unprecedented times to bring the love of reading to community members! - **Alison G.**

“ We love the library because it has provided a sense of connection and community at a time when that can be hard to find. From borrowing board games to play as a family, to online programming for both children and adults, to the joy and surprise of opening a book bundle picked out just for you by a friendly, local librarian. The WPL has been a bright spot for our family during the pandemic. - **Cristina Y-S.**

“ It is the only place that exists inside where there is no pressure to spend money. Anyone and everyone is welcome at The Library. - **Kara N.**

“ I love that's it's a space that I always feel like I'm coming home; whether to pick up a book or game or DVD. Or whether I come to explore. It's a happy place! - **Christina S.**

“ The library is my favourite place. Reading online is fine, but there is nothing like spotting a gem of a book on the shelf and discovering a new treasure! I cannot wait until Covid is over! The library is what I miss the most! - **Shelley S.**

“ I love WPL because it provides access to a world bigger than Waterloo, Ontario Canada. Murder Mystery Night, audio books, programs for all ages. We have a very creative group of people making the library an essential part of the community. I appreciate all your efforts especially in COVID times.
- **Linda B-B.**

“ Libraries have always been a refuge for me. Somewhere quiet, where I can get lost in an adventure or mystery. - **Simon K.**

“ I have absolutely loved the experience of ordering 'Adult Bundles'. I have received prompt service of a terrific selection of books under a particular theme. It has expanded both my own and my partner's horizons, taking us to view books we might not have in the past, especially those on science and nature. It is helping us get through the pandemic!
- **Barbara May P.**

“ Very great virtual programs for all ages. My granddaughters loved Eric Traplin concert. - **Sue M.**

Spotlight Story

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So much to love... and especially during these challenging times! While I miss personal browsing visits to my local branch, I love how our region's libraries quickly adapted. How ingenious to offer curb side service! I love how our library's staff have reached out even further to support our community. Their efforts are helping me adjust too! I eagerly anticipate email updates. I can still browse, but just do it online. The newsletters have introduced me to new ways to access my library. I am for the first time participating in author talks, listening to audio books, reading magazines online and even borrowing exercise DVDs. Using online resources is so easy. I love how these services are seamlessly coordinated. So much so my number of holds is always capped! I love the variety of audio books that are available. While reading has always been a favourite past time, this format has tripled my engagement with books! I love how our libraries show their love for us. Thank you!

Susan C.

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“ I love how friendly and knowledgeable the staff is EVERY time I ask for help, advice or when I just need a lovely hello!

- **Barbara W.**

“ The library is of course a wonderful place to discover books, but it is actually so much more! It is the heart of the community with a range of activities for all ages. When I tell friends in other cities about what our Waterloo library offers they are so surprised. We are so lucky to have WPL!!! - **Kelly F.**

“ The staff have been amazing hosting live Zoom trivia! It feels so great to do something fun even though we have to stay home. The staff have been entertaining and have provided an amazing service to the community. I feel that this goes above and beyond what you typically do. The staff has always been great helping find a new author, genre, or series and we miss browsing in person. Thank you for getting us books anyway and providing some light in the darkness. - **Rachel D.**

“ The staff are wonderful. I have picked up books a couple of times during the last lockdown and I was always welcomed with love, dedication, and smiles that I was visible even behind the masks. It is not easy to step in and out especially in the wintertime but your staff made it and it is appreciated. Thank you all! - **Elaheh A.**

“ I had a really rough few years recovering from a concussion and I could not do it without the library. The amount of audiobooks I borrowed was amazing and helped me keep my sanity. I have a renewed love from the library since being a kid. - **Paige S.**

“ I love the library because I love to read! I love how WPL is always bringing in the latest and hottest books. It is so great that I get to read books just released for free! I love the welcoming, positive atmosphere at all three library locations. Staff are always incredibly helpful and passionate about their work.

- **Carla S.**

“ We love the library because the staff actually care about the book bundles they have put together for our kids. You can tell they put real thought and love of book into play when they pulled certain books for my kids. We even loved that they recommended books to put on hold that weren't in currently that they thought the kids would like. The kids were excited and I love that it showed them how much reading is an enjoyable activity for all ages! - **Nicole M.**

“ Just to know that the extra time and effort shown by the library staff and volunteers makes the sometimes long days so much more enjoyable and is very much appreciated. Books will always be a source of enjoyment and certainly helps a lot against depression. - **Len F.**

“ WPL has been -my- support layer during the pandemic! I have taken German classes on Zoom and French via Mango. I have attended lectures on poetry and fiction through WPL-arranged sessions. And I read subscriptions online through your wonderful Digital Library. We have been in lockdown but you don't have to lockup with WPL! Thank you so much! - **Charles W.**

“ I love the library for the friendliness and helpfulness of librarians like Susan and Daisy! - **Joyda V.**

” I love all the different programs offered by WPL. There's always something interesting for adults and kids. - **Janice J.**

” I love the library because of its diverse and engaging variety of content. I always look forward to hearing about what WPL is planning! - **Michelle A.**

” I love the library because absolutely anyone can take out books, movies, or anything else with just a library card! As a kid, buying books wasn't an option, so my family haunted the library to keep my brother and I's appetite for books fed. I love that anyone can come in and learn and explore and empathize and understand with the world and themselves with just a library card.
- **Connie M.**

” I love that there is something for everyone at the library. It is so much more than a place to borrow a great book. That in itself is pretty wonderful though!! - **Charlene F-C.**

” Great programs and staff. - **Danielle C.**

” We love the warm and welcoming feeling we get when we step into the library! There's such a great variety of books to choose from and our children just adore reading books daily. We have especially appreciated the surprise book bundle program during the time of lockdown and how customizable it is. We have received many great books through this! Thank you WPL!
- **Gina R.**

“ I love all the friendly, helpful, informative staff at Main and all the branches. I love access to all the services and programs. Can't wait to see the new branch to be open at RIM in the future! - **Cyen K.**

“ Kelly Kipfer connected us with the bad guys, and it has been a match made in heaven! Online Nancy leads fun games and Harper Nancy is really friendly. The Harper crew have always been super helpful, kind, thoughtful, and patient with our fam. Thanks librarians! We miss you. - **Martha C.**

“ I love coming to the Library and using the many functions there. It is so peaceful and relaxing there. It is a nice break from everyday life to visit there. I wish the Pandemic was all over with so I can get back there. - **Donny G.**

“ The WPL has phenomenal social media! Communications are eye-catching, innovative and interesting. The offerings are wonderful: diverse, eclectic and creative. During the pandemic, WPL is still able to engage with the community to encourage reading, learning and growing. - **Beth B.**

“ I love WPL because it is accessible, inclusive, and relevant to today's world. Add in the friendly, knowledgeable staff who provide a welcome environment for all who pass through their doors or check in online. Serious pursuits or fun activities, WPL has it all! - **Janet K.**

“ For continuing to provide hard-copy books to us even during the pandemic. Definitely a help for getting through the many months of restrictions on our activities and movement! - **Stephanie S.**

Spotlight Story

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I can't begin to express how much I love the library. First and foremost, I love all of the books. I love how there are so many different ones from so many different genres, and that I can check out as many as I want and just read them for hours. I love how we can all share the books. That, since I don't know who has read them before me, each and every one of them has a hidden story beyond its pages. And then, there's the library staff. I'm a very shy person, and I don't ask for help a lot, but when I do, the staff are always amazing. Even when I don't come up and ask them something, they always greet me with a kind smile. The way the staff and volunteers helped direct library services throughout the pandemic was admirable in of itself. They help create the whole feel of the library. That's another thing I love about it. The feel. I could sit at the library for hours reading, drawing, even studying. Just being at the library is fun. I've never really participated in many library activities, but in the third grade, my best friend and I looked forward to walking to the library almost every day to get credits for the summer reading program. Going to the library was one of the best parts of my summer. The first time I went to the library was on a field trip. I got to see how everything worked on the inside, and got my first library card. I had wondered how so many of my classmates already had one, and why they needed one when we had our school library and our parents' cards. But having a public library card all my own turned out to be amazing. And now, I don't know what I'd do without it.

Shadida M.

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“ I love the Waterloo library and staff for the excellent work during the pandemic and I love the book bundles that the staff obviously selects with great care. I've "met" new authors that I love. Thank you so much caring for each and every patron.
- **Carol W.**

“ There are many reasons why. First, WPL has given me a reason to keep active, since it is a walkable distance for me, even in winter. It also has provide me with reading an authors whole list, and then ,watching that series of books on T.V. which is fun. Finally, I love the way the library staff have tried hard to provide readers with something to do, and that cannot all be fun. -**Jim P.**

“ I use my membership ALL THE TIME... mostly for music on CD and movies on DVD. I book my requests online and remain impressed with HOW QUICKLY the WPL staff transfer (and make ready) the items I have booked. When I go to pick up these items I have always been greeted with a friendly smile and HELLO from the staff at the McCormick Branch of WPL, even in these difficult times during the pandemic. THANK-YOU! THANK-YOU! THANK-YOU! ...for being friendly, organized and for the tremendous service to our community. Please keep SAFE....all of you♥ - **Joe K.**

“ I love the fact that we were able to have our library card automatically renewed while we are experiencing the effects of Covid. I have always enjoyed the fact that I can easily download ebooks to my ereader. Thank you. - **Sheryl M.**

“ I love the way you guys handled the pandemic keeping everyone safe! I loved my book bundles were so spot on what I was looking for and very quick response! - **Carol D.**

“ I love the library because it such an escape! The books that take you to different worlds, eras and realities. The staff that listen to you when you talk about your mental trips to distant galaxies and the environment that makes these travels so safe. The library for me is easily a go to spot. Can't wait to get back! The library is so fun! So many books to choose from. - **Chinweike I.**

“ My husband likes to read to me. It's our way of staying cozy and entertained during the cold winters. We love the library for its great selection, and especially for the easy access to large print books, which are easier for the eyes (much needed these days, when we both work on the computer all day). We also enjoy the selection of audiobooks, which are conveniently available via the Libby app. - **Sophie S.**

“ I love the Library because it has an unlimited supply of reading, listening and viewing resources, all of which the library shares with the community. The Library is always there, like an old friend. - **Darlene H.**

“ We love our Waterloo Public Library because it is always there for us, sharing its love with the community. Tons of love of WPL! #StaySafe, #StayTogether - **Hector P.**

” Dear library, I so appreciate that you are open even during the lockdown. Nothing is too much for the librarians to provide us with quality service. Books bring me comfort, they remind me of “normal” times. Nothing better than being carried to a foreign land, encouraged by the words of a poem or challenged by a new genre. In addition, I love the workshops you offer so that we can continue to stay engaged and connected. You and those who make this all possible make a difference. We love you dear library. - **Brigitta H.**

” We love the library’s book bundles! - **Bethany G.**

” I love all the free activities you are able to provide to families in our community! ❤ - **Melani K.**

” I love the excitement and anticipation of a new library in a new city. Moving to Waterloo March 1st and the first thing I own from Waterloo is my library card and the first book I withdrew - can't wait to meet all the books and people at the WPL:) - **Jaret H.**

” I was on the Library Board in Arnprior for around eight years so have had plenty of experience with libraries. I honestly think having a library close at hand is such a wonderful thing. With discipline it would not be difficult to gain a university education without a degree. It has been my universal experience that librarians are a special breed who are always so patient and helpful. I will be a special day when they are again allowed to open and I can once more enjoy face to face service. To all librarians I want to say a hearty word of thanks. - **Roy G.**

Spotlight Story

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When I moved to Waterloo in 1996 WPL was a delightful surprise! I am an avid reader and love to watch movies. At the time I was on a budget that didn't include cable so each and every scrap of my entertainment came from WPL. Many of these movies were still new release. Once membership is established you can browse through all your favourite authors in your own home and place your choices on hold. You are then notified as soon as that book is available to pick up. When our Pandemic closed off all of our entertainment I purchased an e-reader and once again everything I could possibly want was at my fingertips! -I also want to mention the e-reader is only a functioning unit due to the incredible support of a member of the WPL staff. This same staff member several years ago assisted me with 4 free computer lessons when I first purchased my laptop. Very special thanks to Ms. Brown. In closing I would like to thank each and every staff member for all you do to make WPL a wonderful service to our community! Hope to see you again soon!

Patricia R.

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“ Curling up with a good book from the Library brings me such comfort. Being able to read and enjoy these books is always mentioned in my "five things I am thankful for of the day" which I say every night. The staff at all the Waterloo Libraries have always been so friendly and helpful over the number of years I have gone to the Library. Thank you. - **Jo-Ann H.**

“ The library is great, even during the pandemic, the curb side pick up is awesome! - **Linda M.**

“ Books, books and more books. Any book I want to read I can find at the library to borrow. I can do research at the library, I can look into the history of my home city and it's industry. I can borrow music. I can sit and read in the wonderful atmosphere of my library. It's peaceful, calming, educational. The people who work at the library are friendly, helpful and always have a smile when I'm there. I could go on for ever. It's one of my favourite places in the world. - **Jan F.**

“ The convenience of the Uptown location. Also, all the Star Trek DVDs. - **Mike W.**

“ The Library has always an amazing resource center. Now, during the pandemic, I love that it has continued to be that resource while expanding into the virtual world so that we're not just engaged patrons, but we're safe too. I can borrow an ebook any time of day or night. I can brush up on my Excel skills, practice my Spanish and learn to play the ukulele... all from the comfort of my home. I love it! - **Carol Ann T.**

” Great books, lots of choice and variety. And it is environmentally positive to share and reuse resources. - **Alexis L.**

” The curated book bundles have been awesome!! - **Emma K.**

” Waterloo library has an amazing collection of books. The staff is very polite and helpful. They really adopted well to the ever changing COVID-19 related guidelines and ensured the safety of it's staff and the community as a whole. During the pandemic, I found solace in reading, so thank you for being my Valentine not just on February 14 but throughout the pandemic. Kudos to the team! Thank you for doing what you do best. - **Sreena K.**

” The wide selection and variety of books and videos. I am thankful for all the books and can't imagine life without them. I enjoy virtual programs too. - **Jerelyn T.**

” A library is so much more than books! I have had the opportunity to join in children's programs with my daughter and meet other moms, make crafts, enjoy a variety of literacy activities in a reading kit for my daughter, use a step counter for fitness, plant seeds in my garden, and visit museums. There are so many amazing free opportunities through a library, and our communities wouldn't be the same without them! - **Kristina T.**

” Great collection of both digital and physical books, magazines, movies, and courses -- all for free! - **Catherine M.**

“ I love the library because in this challenging year of our lives, it has been a means of providing continuity, and a sense of comfort. I have been reading for pleasure, and even knowledge to learn something new. I have learned to take on reading ebooks, learn new things online and been exposed to the myriad options and services available to WPL library users. Thank you for this and keep up the good work. - **Smita P.**

“ I love how there are lots of kids books like Dr. Seuss and superhero books for me to read. I also like that there are computers to check if books are available and to put books on hold to pick up later. I love checking out my own books with my own card. I like that I can move the check out machines up and down so I can reach them. - **Shakir M.**

“ I love the can-do positivity of every Librarian I've met there!! - **Suzanne S-C.**

“ I love having so many books available and finding an author or book series I enjoy and being able to take them all out and binge read. - **Rebecca K.**

“ The library has always provided me with a quiet study space when reviewing for exams. I really appreciate the availability of computers and printers, which has been very convenient if I need to print a paper at the last minute! I also love the variety of new films and books available. All in all, WPL (particularly the Main Library) has been a great study spot, while also providing me with books and films to entertain me once my studying is done! Thanks for all you provide the community! - **Marina S.**

” I love WPL. It's my go-to destination uptown Waterloo. WPL staff are friendly and helpful. I've recommended book purchases and always received a positive reply and an automatic first "hold" on the books. I've even borrowed the internet from the library, allowing me to stay connected to work when I was up in Northern Ontario! - **Angela R.**

” Books are like good friends to me and there is nothing I like more than getting between the shelves and going somewhere else. Although I live in Kitchener I once lived in Waterloo and since the 70's have come to the Main Branch even when going through university as an adult student I preferred it to the large impersonal university library. The staff is friendly helpful and love to share ideas for "great reads" Even when new branches were added I kept coming back to Albert Street like an old friend. Through the pandemic I have missed the warmth of the books and staff and am grateful for present arrangements. You have all gone the extra mile to keep reading alive. Thank you! - **Lois M.**

” I love the quiet calm of the Main branch, and that you have some books for adults near the children's play area. One of my favourite places to go (pre-pandemic)! - **Linda C.**

” There are so many selections! At this time I really LOVE hoopla! I wish there were more monthly choices. I'll be glad when WPL is fully open again for personal visits! Keep up the great work!! - **Doug F.**

” Honestly I think the fact that libraries are free is amazing and so under appreciated. It's so rare to get anything for free, or even at a decent price these days. And yet we still have this service where we can access unlimited knowledge at no cost. There are so many options - books, audio books, movies, and events! Going to the library as a kid felt magical - My dad would take me and let me pick out my own book from the kid's section. I could have spent hours there. Now at 30 years old I still love to spend a day perusing the shelves for hidden treasure.

- **Shannon B.**

” Soon after the pandemic started, we were left bored at home. Lo and behold, WPL came to the rescue! We looked forward to safely picking up our books, interacting with the friendly staff and getting special treats on holidays such as Halloween. WPL also made us feel valued and supported by extending the loan period. Thank you for being there for us during these challenging times, we love and appreciate you! - **Zahra N.**

” What I love is that the library has books. And because the people at it are very nice. And because I really like dinosaurs, and you have books about dinosaurs. I would like to place many holds on books and dvds about science. - **Oskar C. (Age 7)**

” I love the "Blind Date with a Book" bundles! What a fantastic idea! Sometimes, I get stuck and I just don't know what to choose...this solves my problem! Your reading challenges are the best! Really gets the kids involved in a fun and interactive way! I really love your family services. The staff are especially helpful and wonderful! - **Cristina S.**

Spotlight story

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My grandkids are 8 and 6 and are homeschooled. Every third Friday (before the pandemic) we would walk half an hour (with a backup wagon for tired kids and 30 books) to the library to return our books. We would spend hours in the children's section playing with lego and toy vegetables, climbing into the rocket ship and reading books together on the comfy love seat. Then the kids would help me scan the books (one of their favourite things ;-)) and head back home again. On the warmer days we would pick up Opa from work across the street and stop for ice cream at the truck on Dupont. It was always a very special day. A couple months into the pandemic my granddaughter said the thing she missed the most was the library. Now the two kids and papa ride their bikes every week to pick up new books from curbside pickup and then come to Omi's for the day. It's not the same but they still love their library!

Nancy S.

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Shout Outs

TO LIBRARIES IN OUR REGION

“ I have fallen in love with the St Jacobs library over the past 4 or 5 years. I feel so comfortable taking my twin granddaughters to programs when possible. Also Anna is so helpful finding interesting reads for them. When I moved to Sprucelawn Seniors Apartments books were rotated to the library room and then over the last couple of years Anna was coming to the Common Room and making an eye catching display from which to choose. Now with Covid-19 this library makes curb pick up work either for requested or whatever our dear librarian suggests I might like. I also like the time taken to post little notes that suggests other authors other than the book one is looking at. Truly a service much appreciated. - **Connie W.**

“ Early in the pandemic, I requested a book on which the waiting list was over 50 people. Three months later my notification came. I so needed that uplifting message. My book was given to me by a perky and friendly librarian who was keeping both herself and me safe. I have reserved books often and this for me has been a fantastic service. When a science for young people was offered remotely in four sessions, I contacted my daughter who was eager to have her two sons, 10 and 13 take part. I registered them with ease. When I went to Kitchener to pick up the four sets of materials kindly provided, I was greeted and given all the sets by Cheryl and a young man who assisted her. Both were friendly and enthusiastic and worked safely and efficiently. This is my opportunity to thank them both. You all need to know how very much you work and words and excellent materials have helped us during this difficult time. Prior to this we visited the Harper Library where we attend the gym on a regular basis! Now a library is being built only a few steps from our home! We so appreciate all the staff in several libraries. We read, we participate and we learn. THANK YOU!!! - **Lee O.**

Shout Outs

TO LIBRARIES IN OUR REGION

“

How KW Library became my best friend! When I arrived in Canada in 2005 there was just me, my husband and our 3 years old daughter. We had no close or distant relatives, no friends, just 3 big luggage and lots of hopes and dreams. Back home I was an avid reader and when I came here I could bring with me just few books which only lasted me for few weeks...my English was good at a conversational level but I didn't dare to hope that I could start reading in English. My daughter's school took her class one day to Kitchener library to visit it and before leaving for every child was made a library card. This was the first step, I started taking my daughter every week to the library to check on books and getting some for her to read and movies for me. One day, one of librarians asked me why I don't choose something to read for myself and I confessed that I didn't think I am able to read in English. She listened carefully and said she can help me but she wanted to know what kind of books I like to read. I am a huge fan of mystery books, romance and thrillers. Now, don't laugh, but she took me to the Arlechin collection and she choose few books for me. Soon Sandra Brown became my favourite author because her writing was accessible and easy to read and understand. After a while I was able to move to Stephen King, John Grisham and other authors I love. After that moment I didn't feel alone in Canada, I found a friend! A friend which I can always count on it, a friend which keeps all the new authors books and new movies for me. I am never disappointed when I leave the library, I am so excited to open and smell the new book which will take me to new adventures! I don't know if you realize what trove of wonders is a library for a new immigrant! You give people access to computers, offer activities for kids, books, movies, ect. ! Today, I go to the library almost every week to return or pick a new book or movie. I am so excited when I hear about a new book or movie coming, I love your place on hold option. Thank you guys for making my life here so much better! Thank you for continuing doing your jobs in the last last 12 months! You are awesome! With love from a reader. - **Laura J.**