

## **“Any time I need help, the Sully staff are there for me” – Connections with one person’s extended library family**

Glenda Harville lives across the street from the Sully Library, close enough to sit in her living room and see the flicker of the screen in the storytime room if a video is being shown. She has come to know the Sully staff as her family over the past 16 years, and that was never more evident than when her sister died five years ago.

Glenda was heartbroken that she could not attend the funeral in her native Texas. She wanted to give her sister a final goodbye, but without enough money for a bus ticket and with no computer at home, she felt completely lost and isolated. With no idea what to do, she turned to her Sully family for help. The staff quickly helped her locate her sister’s obituary online, then helped her leave a parting message in the online guest book as she dictated the words. The next day—the day of the funeral—the staff located the obituary again for Glenda and left her to have some private moments of reflection.

**“Any time I need help, the Sully staff are there for me,” Glenda said. “I wouldn’t trade them for anything.”**

The staff grew also showed their concern for her health last year, as she underwent ten months of chemotherapy and radiation for breast cancer, and they share her joy at being cancer free for the past six months. Glenda returns their compassion with random acts of kindness, from keeping an eye on their cars to bringing in home-baked treats, a throwback to her pre-retirement job as a cook in a nursing home. Her specialty? Pineapple chocolate chip cookies.

Almost every day, Glenda uses the library to check out DVDs, and she even got Site Supervisor Dennis Williams to use Sully’s 3D printer to make her a plastic cat. Their relationship is evident in their good-natured banter amidst the after-school energy that fills Sully: children helping Ms. Carmen clip coupons for the coupon exchange, teens on computers working with the *Safe to Be Smart* staff, circulation staff recommending good reads to their regular patrons.

Glenda commented on what the Sully Branch does for the Beechwood neighborhood. “It’s big and bright,” she said. “It gives kids something to do so they aren’t out in the street messing around. Staff calms down disagreements in a minute. And I always have someone to talk to, just by walking across the street. **I’ll be a Sully girl as long as I can manage to walk.**”



*The Friends & Foundation of the Rochester Public Library provides support for technology at RPL’s Sully Branch, including their 3D printer, and for staffing and activities of the Safe to be Smart afterschool program, thanks to generous donations from many library lovers to the FFRPL Annual Campaign.*



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Photo of Glenda’s ‘family’—the staff of the Sully Branch of the Rochester Public Library