

CUMBERLAND COUNTY PUBLIC LIBRARY

The library opens windows to the world by encouraging expression, enlightenment, and exploration.

April 2019 Director's Report

Marketing & Communications:



As part of the *North Carolina Science Festival*, the Cumberland County Public libraries offered 34 programs with a total attendance of 803. The library was one of only two sites selected in Cumberland County to host the library's NASA @ My Library Star Party. Youth Services staff received positive feedback from Morehead Planetarium staff during Star Party program observation. The NC Science Festival is an initiative of Morehead Planetarium & Science Center that highlights the educational, cultural and financial impact of science in this state. Through hands-on activities, science talks, lab tours, nature experiences, expos, exhibits and performances, the Festival engages a wide range of public audiences while inspiring future generations.

Headquarters Library

Success Stories:

- ★ IS Librarian I Jay Goldstein assisted a customer whose severe health problems made it difficult to get out; yet, he needed to print and fax documents because his disability was resulting in the termination from his job which caused him a lot of stress. After receiving the help he needed, the customer described Goldstein as "awesome" and stated that he feels comfortable using the library's resources and will advocate for the library because "the library should be packed!"
- ★ Local & State History (L&SH) Manager Michelle Gross received an email from Register of Deeds Lee Warren about a research project. It read, "Thank you very much for all that you are doing to assist us in this research into the history of our first President, as well as some of our early leaders of the Kiwanis Club of Fayetteville. You and the Cumberland County Library System are an invaluable asset to our citizens. Please let me know if I can ever assist you."

Highlights:



During the **Chesnutt At Twilight** program, L&SH Manager Michelle Gross hosted staff from the Fayetteville Area Transportation & Local History Museum for a wonderful presentation on Charles Chesnutt and his life in Fayetteville. Chesnutt's experiences inspired his well-known novels.

IS Librarian I Anessa Olson and IS Librarian I Jay Goldstein hosted the **Financial Adulting** program and gave a presentation on what "apps" to use for budgeting and managing personal finances. They also discussed internet privacy and security. The attendees were engaged and asked many good questions.

L&SH Librarian I Gaby Kienitz hosted the library's annual **Craft Swap** and had 15 tables of a variety of donated craft goods. Many participants said they really enjoy the swap and would like it to happen twice a year.



Headquarters Manager Jane Casto, IS Librarian I Jay Goldstein and IS Librarian I Anessa Olson took turns hosting the **Let's Talk about It** book discussion series which focused on the influence of "place" and how individual identity is influenced by the places where one lives.

A string quartet from the *North Carolina Symphony* played a selection of melodies by Mozart and Rossini during the **Music Discovery** program. During the hands-on portion, YS Library Associate Whitney Simmons assisted with the clarinet.



Participants of the **NASA GLOBE Citizen Science** pilot program enjoyed learning about mosquito habitats, making their own mosquito traps and enjoyed going on a mosquito habitat walk at Clark Park.

The little girl in the photograph on the right proudly displays the turtle she made during the **Sea Turtles** program.



Bordeaux Branch Library

Success Stories:

- ★ An older child asked Library Associate Vannecia Church for books on computer coding. Church walked him over to the area and he was very excited about the library's collection of books. He told Church that he knows how to build smaller computer programs already but he wants to expand and prepare for a career in making video games in the future.
- ★ YS Library Associate Jessica Ferron was assisting an elderly customer make copies of her husband's death certificate. The woman also needed to email them to her son in South Carolina. Ferron helped the customer open her email and taught her how to send the images in just a few steps. The woman told Ferron how glad she was that the people at this library were so helpful and gave Ferron a hug. She stated that she was grateful for Ferron's happy upbeat demeanor which kept her from crying while in the library. A few weeks later the customer came back and asked if Ferron could assist her again because she had a few forms to fax. Once more she was grateful for the help and ability to forget how sad she was even if just for a few hours.

Highlights:



Tour of the Solar System program with FSU Astronomer Job Kabbes. One attendee commented, "You guys always have interesting programs!"

Weather in a Bottle, program – part of the NC Science Festival.



After School Hang: Invisible Ink – part of the NC Science Festival.



Month of the Military Child Outreach event.



Holy Trinity Episcopal Church utilized the parking lot to reach 76 families in need by giving them a bag of food that contained three meals for a family of four.

Cliffdale Regional Branch Library

Success Stories:

- ★ Library Associate Carmelita Torrey assisted a customer with creating an account with *NCWorks*. He needed to file an unemployment claim and save his weekly job searches in his profile. The customer said he was so glad that he has a great library close to his home and that he wouldn't know what to do without the library.
- ★ When a library customer asked IS Librarian II Nathan Whitt for help downloading audiobooks, she was happy to find out that the audiobook she wanted was available for immediate download from *RBdigital*. She told Whitt, "I'm going to tell all my girlfriends about this!"
- ★ Library Associate Carina Chun helped a young woman who wanted to print from her phone. Chun walked her through it and then helped her fax it. The young woman said, "These are very important documents that needed to be faxed by today. You helped out so much, thanks!"

Highlights:



Bright Young Minds University
– NASA Story Time.



NASA Glovebox at Star Party.



Easter Bunny Story Time at Cross Creek Mall.



Teen Challenge: Doughnut on a String.



Winners of the Kids Challenge: Sounds of the Wild.

East Regional Branch Library

Success Stories:

- ★ Recently a man walked past the IS Desk, pointed at the Job & Career Center sign and told his wife, “This is it! This is the place I was telling you about for jobs.” Branch Manager Birch Barnes showed the couple the resources that are available from the Job & Career Center (both print and online via the library’s website). He also told them about the library’s upcoming job fair and the job search programs, such as Job Search Boot Camp, that the library offers to customers. The wife told Barnes that she was surprised by the number of resources available and added, “I did not know that [the library] did all this.” Several minutes later the couple asked for some paper to write down a potential job they found in the *Job Leads* notebook.
- ★ A grandmother came into the children’s area and asked YS Librarian I Missy Lang for help finding books for her grandson. She explained that her grandson, who only enjoyed playing video games, was staying with her for several weeks. Since she did not allow video games in the house, she wanted books for him to read. Lang spoke with the grandson and helped him find books that were of interest to him, including several books that were based on video games or set in a world where video games were the rule of law. The grandson was excited to find the books and began reading them even before they left the library.
- ★ A high school student asked IS Librarian I Tonya Minor for assistance finding resources for her school project on “Key Figures of the 7th Century A.D.” In addition to finding books on the topic, Minor also showed the student several of the library’s online resources. The student said that when she came into the library, she thought that this topic was difficult and after speaking with Minor she felt like it was much more manageable. She thanked Minor and told her that this is why she loved coming to the library.

Highlights:



Students at Sunnyside Elementary had fun at the NASA In Your Library NASA Cloud program.



Adult crafting programs included DIY Glass Pendants and DIY Pastel Name Easels.



Working on Mother's Day Flowers.



Easter Chicks hatching!



What'cha Makin' Wednesday: Melted Crayon Art: Teens carefully used heat guns to melt broken crayons onto canvas to create unique and spectacular works of art.



Let's Do a Science: STEM: Rubber Band Racers: For the NC Science Festival – teens had fun experimenting with making rubber band cars and flying machines.

Hope Mills Branch Library

Success Stories:

- ★ YS Library Associate Tyrone Elliott helped a customer who needed to write a cover letter but didn't know how or where to start. Elliott showed the customer a few of the many resources the library has to help customers with résumés and cover letters. The customer was excited as he left the library, saying it was easy to learn and the results made his résumé look more professional!
- ★ An adult customer who IS Librarian I Sabrina Taylor assisted during **Library Geek Squad Drop-In Lab** was very excited with everything that Taylor taught her. The customer told Taylor, "I'm so happy and I learned a lot. I look forward to seeing you in May!"

Highlights:



IS Librarian I Sabrina Taylor and YS Library Associate Sarah Thornton promoted library programs and services to 3rd through 5th graders at the Cumberland Mills Elementary School's first annual College & Career Fair. Taylor and Thornton offered Library Calendars and Summer Reading promotional color sheets. They also offered bookmarks for library services such as NC Digital Library Kids, TumbleBooks, Mango Languages, TERC, and NCPedia. Several excited students even remembered Thornton from having attended her story times at Hope Mills library when they were younger.

The **Amazing Hands-On Household Science** program had customers happily making lava lamps, creating colorful slime, making multi-colored milk and even creating rainbows using only candy with a few household supplies.



During the **Recycled Poetry** program (photo left) customers used recycled library materials and donations to cutout and create their own fun and unique poetry.

The **Adult Gaming** program saw parents and their children square off against each other (photo right) in games of Twister, Connect 4, Chess and Uno!



North Regional Branch Library

Success Stories:

- ★ IS Library Associate Kathryn Beach received a positive report on the progress achieved with computer applications from a frequent computer lab customer. Staff suggested the customer try the GCFreeLearnFree.org website for instruction and to get staff if stumped at any point. The customer reported having completed several courses and submitted several online employment applications. She was referred to the library from *NC Works* due to the need to develop her computer skills.
- ★ A grandmother confided that she drives from Gray's Creek because North Regional Branch is her autistic grandson's favorite library. She also shared that he had so much fun at the **LEGO Free Play** program in March that he went home and told his mom about it, which his grandmother said, "is a very big deal because he doesn't talk much."
- ★ With tear-filled eyes, a parent shared with YS Library Associate Robin McKoy that library story time has been very beneficial to her four-year-old daughter's social development. Previously shy and non-participatory, the child is now engaged, eager to participate and comfortable interacting with her peers.

Highlights:



In the photograph on the left, children are seen learning about the sun and its effects on the earth. They were able to view the sun through a solar telescope during the **NASA @ My Library: Seeing the Sun** program.

Children made race cars, learned about the scientific properties of water, attempted to make a pickle battery, played with snap circuits and experimented with engineering principles using LEGOs during the **Wacky Wednesday** program series highlighting the NC Science Festival.

The Electronic Access Card project, allowing teachers access to the library's databases for classroom use and instruction, has been well received:

- A teacher at Lucile Souders Elementary, who uses *TumbleBooks* with her classes, was happy to learn about the library's recent addition of *TumbleMath*.
- Usage of the *Science Online* database more than doubled after YS Librarian I Shelby Kelly, IS Librarian I Heather Heady and IS Library Associate Kathryn Beach visited Nick Jerald's Middle School for database instruction to the entire 8th grade.

Special needs students from Lucile Souders Elementary School attended a **Sensory Robot** program where they learned about the history and mechanics of robots and then programmed robots themselves.



Teens experimented with baked donut recipes during **Teen Scene: Donut Science** (photo right) and some enjoyed making accordion style scrapbooks at **Teen Scene: Paper Crafts**.

Spring Lake Branch Library

Success Stories:

- ★ Administrative Support Specialist Lisa Hutchison assisted a customer at the Jobs & Career computer find the correct website where she could find job listings and locations for the McDonald's where she wanted to apply. The lady thanked her several times and took a comment card.
- ★ YS Library Associate Stephanie Clamor assisted a customer with switching her *YouTube* accounts on her new tablet. The customer was having a difficult time figuring it out and Clamor helped show her how to switch between multiple accounts on her device. Clamor also informed the customer that she could use the *YouTube* app and have the app placed directly on her home screen for easy access. The customer was ecstatic and thanked Clamor for her help with understanding more about *YouTube*.
- ★ Clamor assisted a mother that was looking for age-appropriate "Choose your own Adventure" books for her son. Clamor found a "You Choose" title in the juvenile non-fiction collection about life as a ninja. The child was overjoyed and exclaimed, "that is so cool!" Clamor notified both the mother and son that there were several other titles in that type of series, at other locations. The son was very happy to learn of other title selections and asked to place them on hold.

Highlights:

YS Librarian II Suzanne Pate and YS Library Associate Stephanie Clamor presented themes for five regular story times, which included North Carolina authors, bunnies, pond animals and weather. At the NC authors program the children made a cardinal craft in honor of our state bird.



Cloud Craft



Bunny Craft



The children who attended the **LEGO Building Challenge** (photo left) program had a choice to play with LEGOs or do one of several LEGO challenges. Several children accepted a challenge to make a LEGO vehicle and then test out their creations with a fan to see how fast and far they could travel.

Pate and Clamor hosted a **Build Your Own Airplane** program and a **Make Your Own Playdough** program (photo right). They also hosted Children's Outreach programs at the Boys & Girls Club and a Financial Literacy program at Lillian Black Elementary School.



Mr. Kabbes, Director of the Fayetteville State University Planetarium, was the guest presenter for the **NASA @ My Library: Wee Science** program. Children had fun while learning about electricity, magnetism, forces and gravity.



Two best friends, (fifth graders) attending the **Make Your Own Airplane** program, won the stuffed "Kelvin" robots in a drawing to celebrate the end of the NC Science Festival. They were thrilled and very happy to pose for a picture with their robots.

Pate and Clamor hosted two outreach visits: W.T. Brown Elementary School and showed Manchester Elementary the SRP Video Promo to teachers and students. They also hosted two teen programs: Teen Movie and Teen Gaming.

Librarian I/FTCC Liaison Michele Lockleair hosted an outreach visit to FTCC and the Spring Lake Senior Center. She also hosted the **Adult Crafting: Paper Flowers** and **Senior Geek Squad: Greeting Cards using MS Word** programs.

West Regional Branch Library

Success Stories:

- ★ IS Librarian I Brianna Davis scheduled a Book A Librarian (BAL) appointment with a customer who wanted to update her résumé. Davis guided the customer through creating a new résumé from a Microsoft Word template. Davis helped her customize the template to suit the needs of her job and educational history. The customer was satisfied with her new résumé and thanked Davis for all of her help.
- ★ IS Librarian I Robin Deffendall was asked to present several craft classes at FSU's Chesnutt Library as a staff appreciation event to celebrate *National Library Week*. Deffendall was asked to teach classes on making succulent gardens, folded book art and reverse-painted poppy wine glasses. Several people remarked that they don't often visit the public library, but every time they do they are very impressed with the library's services.
- ★ IS Librarian I Brianna Davis helped a customer access her paystubs for tax purposes. The customer no longer received paper paystubs and was unfamiliar with the process of accessing her electronic documents. The customer learned to set up an account with the website where she could access her paystubs, how to locate the records that she needed and how to print the them. The customer was grateful and said that she appreciated Davis's patience and assistance with getting the documents she needed.

Highlights:

Four customers attended the **Intro to Budgeting with Excel** program. They were eager to learn how to set up spreadsheets and enter formulas to do the math automatically. They left excited to have the skills to begin setting up their household budgets.

More than 200 children participated in the branch's N.C. Science Festival programs where they celebrated their love for science. Programs were hosted by YS Library Associate Debbie Jordan, YS Librarian I Brittany Newman and Joe Kabbes from FSU.



NASA @ My Library: Statewide Star Party Program

Despite the rain and having to move the program inside, children, ages 1 to 11 and adults had a blast learning all about the moon. Third grade girls excitedly expressed, "I'm going to be an astronaut!" Our FSU astronomer was even able to set up a scale model of the moon in the library so that when children looked through the telescope they could see the lunar surface!

Preschool NC Science Festival Program

Children discussed the current weather in North Carolina for the N.C. Science Festival. They listened to stories about rain and later did a few weather related experiments. They also had fun making umbrellas as their craft activity.



Teen Scene: The Science of Ice Cream

Teens learned about the delicious emulsion of five basic components to create their own ice cream in a bag with kitchen chemistry.



Preschool All Things North Carolina

Children listened to a book about the ABCs of North Carolina, played games in honor of Krispy Kreme Donuts, which originated in NC. Later they participated in STEM activities about things for which NC is famous.

Preschool and Toddler Egg Scrambles

Preschoolers and toddlers had tons of fun listening to silly stories about spring and bunnies. Later they played games, did a fun craft and enjoyed participating in an egg hunt in the library.



LIBRARY PROGRAM STATISTICS FOR
April 2019

In Library Programs	
Adult Program Attendance:	489
Young Adult Program Attendance:	767
Children's Program Attendance:	3,596
Programs in the Community	
Adult Program Attendance	149
Young Adult Program Attendance:	77
Children's Program Attendance:	1,596
Community Events	
All Ages Attendance:	2,394

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