

CUMBERLAND COUNTY PUBLIC LIBRARY & INFORMATION CENTER

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

August 2019 Director's Report

Community Outreach – National Night Out:



Staff from the Headquarters and Spring Lake libraries participated in **National Night Out** in early August. Spring Lake library staff partnered with the town's police department and provided a table with outreach materials for the crowd. Headquarters shared a table with the County Health Department and Department of Social Services at Tera Gardens where attendees enjoyed the evening with the Fayetteville police and other local organizations.



Headquarters Library

Success Stories:

- ★ A man who lived in Fayetteville in the late 1950s wanted to visit the location of his former home, but only had an old route and box number for the address. IS Librarian I (L&SH) Gabby Kienitz researched the information and found the location of the home in a 1962 city map. The man was overcome and tearfully thanking Kienitz for the help. He told her that he wished his wife was still alive so that they could reminisce about their younger days.
- ★ A regular customer stopped in to tell IS Librarian I Jay Goldstein that he finally found a house to rent from the housing authority. Several weeks prior, Goldstein helped the customer complete the application and showed him how to search for different houses. The customer thanked Goldstein and shared that he was very happy to be off of the street and finally back into a home.
- ★ YS Library Associate Jared White helped a customer find picture books featuring African American lead girl characters for her two-year-old daughter. When White presented the books, the mother exclaimed, "This is perfect, this is exactly what she's going through."

Highlights:



Headquarters library hosted the **Librari-Con** event and over 1,700 people attended this annual anime/comic mini-convention. Some customers came dressed in costume and everyone was welcome to participate in discussion panels, peruse artist alley and take part in the myriad of different activities that the library set up for them to enjoy.

Children who attended **Librari-Con** enjoyed *Live Action Angry Birds* and other games and crafts in the *Chibi Corner*.



Children had fun creating their own stick bugs while they listened to staff from the Fascinate-U Children's Museum tell stories about bugs at the **Fascinating STEM Science: All about Bugs** program.

The winner of the Teen Summer Reading Program drawing, Michael Choi, was over the moon that he won. He came in almost once a week all summer with continuation logs. He handed over two or three logs and asked for three more to fill out at the desk because he never brought home enough for all the reading he did this summer. A true lover of books won the drawing and we look forward to seeing him again soon.



The Local & State History department presented **The Sky's the Limit: African American Airmen and Paratroopers** program. The crowd was engaged with five members of the audience standing up to recount their own experiences in the armed forces.

Bordeaux Branch Library

Success Stories:

- ★ IS Librarian I Matt Kleven had a Book A Librarian session with Stephen Cooper, who was really uneasy around computers and only knew how to turn it on. Kleven gave him a general tutorial, including how to get on the internet. Cooper was much more confident and so excited, he said, "I'm going to go home right now and ask my wife if I can get on her computer to show her how much I learned!"
- ★ IS Library Associate Avery Reinink helped a couple get a rental application printed out then scanned to a flash drive. Unfortunately due to computer problems and the fact that the flash drive was corrupted, they could not submit the application, which was due in 30 minutes. Reinink tried another flash drive, re-scanned the documents and because of the quick resolution, the grateful couple was able to submit the application before the deadline.

Highlights:



Families made erupting moon dust and moon sand.



Adults participated in the Paper Lantern Decoupage program.



Teens and adults enjoyed the Fun with Coins program.

Cliffdale Regional Branch Library

Success Stories:

- ★ "Thank you, you've been a big help!" said a customer to IS Librarian II Nathan Whitt after he helped him upload a resume for a job with a local moving company. The customer was applying for a job on his phone and Whitt walked him through the process of uploading his resume from the downloads folder on his phone so he would know the process when applying for jobs in the future.

- ★ Library Associate Carmelita Torrey assisted a customer with uploading her resume, cover letter and scanned copies of her diplomas to her USAJOBS account so she could apply for a job. The customer told Torrey that she was so happy that Torrey was able to assist her because she had been trying to complete her application for two days and was becoming very frustrated.
- ★ “This is a lifesaver!” said a customer to IS Librarian II Nathan Whitt after using mobile printing to print something from her smartphone. She urgently needed to print something and her own printer had stopped working. “I’m glad there’s somewhere you can print something when you need it” she said. “I’ll keep my print card in case of emergencies.”

Highlights:



In the photograph on the left, participants at the **Crafting Social** program made intricate paper lanterns.



In the photograph on the right, participants at the **Wood Stencil Wall Deco** program made artistic signs.

East Regional Branch Library

Success Stories:

- ★ Upon returning her books, a patron indicated that the “Etiquette” book bundle she had previously checked out and was returning was the best one she’d ever read. The patron gushed about the collection of books, saying that she read all three and highly suggested that they be bundled and put on display again.
- ★ A customer came into the library needing help finding and printing a picture on the internet. IS Librarian I Tonya Minor showed her how to use the images link in *Google* to find a picture, paste it to Microsoft Word and print it. The customer happily thanked Minor for all of her help.
- ★ A smiling mom told YS Librarian I Melissa Lang, “You always have such a great selection of board books and my daughter loves these book bundles!” The mom added that her preschooler “thinks that they are presents just for her” and that she enjoys taking the ribbons off to see what is in each bundle.

Highlights:



Book Page Canvas Art program.



LEGO Free Play, Games and Story Time: Family Day @ the library program.

Crafturday: DIY Keychains program.



Hope Mills Branch Library

Success Stories:

- ★ Library Page Chris Richardson helped a customer who was looking for college study guides. After finding a book for her, Richardson also gave her the *Brainfuse* bookmark and told her she could access practice tests online. The grateful customer was so pleased and said that the online tests would work better for what she needed.
- ★ The **Fun With Art** program was a big success! The mother of a child with special needs told YS Library Associate Tyrone Elliott how glad she was that she brought him to the program and how proud she was of the art he made on his own. Another parent stated that the program was an awesome opportunity for her kids and that they had a great time.

Highlights:



Children attending the **Animals Stars of the NC Zoo** event were excited to be able to get up close to a tarantula, a snake and a lizard. Some of the attendees, even the adults, never knew that many constellations are named after animals from old myths and legends. The presenters encouraged parents to provide opportunities for their kids to view the constellations by travelling away from city lights to stargaze. The young lady's expression in the photo on the right says it all as she has a close encounter with a snake!



During the **All About Space** program, customers painted their own meteorites, completed a solar system puzzle and answered trivia questions about space.

The preschooler in the photograph on the right was fascinated with insects during the **What's Bugging You?** program.



In a timely program on **Natural Disaster Preparedness**, attendees learned how to plan ahead for disasters such as flooding, tornadoes, hurricanes and fires.

North Regional Branch Library

Success Stories:

- ★ A grandparent happily shared that the variety of **Wacky Wednesday** school-age summer reading programs was excellent this year. Her grandson was excited for their weekly library visits which made attending her "Grandma Camp" a breeze!
- ★ A young girl from weekly story time hugged YS Manager Susan Weigel at Fascinate-U Museum saying, "You're my favorite librarian." Weigel was not visiting the museum officially, which made the gesture especially touching.

Highlights:

An audience of children enthusiastically identified familiar songs during the **Musical Adventures with the Fayetteville Symphony Orchestra** program. A parent expressed delight with the relatability of the youth orchestra members and hoped they would inspire her child to play an instrument.



Parents and children attended the **La Leche Outreach** and the **La Leche Story Time** with many of them being very positive about the library and the services that are offered. The children enjoyed the story supported by puppets, *I Took My Frog to the Library* based on the book by Eric Kimmel and the younger children in particular enjoyed hunting for *Clifford* in the different colored doghouses.

IS Librarians Heather Heady and Lisa Dean hosted **Out of This World Painting** where they showed people an easy acrylic painting project where they created their own “galaxy.” It was all about creating a stress-free atmosphere. An attendee commented that with her busy life “it was nice to just get out and do something fun.” She also appreciated learning more about the Friends of the Library.



Spring Lake Branch Library

Success Stories:

- ★ IS Library Associate Ginger Hewett assisted customer Hugh Mackey with several questions regarding starting a salon business in Spring Lake. He told Hewett that she has been a great help to him in getting his promotional flyers created and printed. He said thank you and that the Spring Lake library and its staff are “the greatest!”
- ★ YS Librarian I Suzanne Pate helped a customer who needed to upload a document to his financial institution’s website by the end of the day. Pate helped him scan the document and log on to a computer. When the computer was going to shut down, due to closing time, the customer told Pate he was having trouble finding where to upload the document. He stated that he had to get the document uploaded today to complete a financial requirement. Pate helped him find the right place and upload it successfully with less than one minute to spare. The customer gave Pate an impromptu high-five and later said, “you’re an angel.”

Highlights:



YS Librarian I Suzanne Pate and YS Library Associate Stephanie Clamor hosted a group from the Overhills CDC for a STEM program. School aged children enjoyed various hands-on STEM activities including Code-A-Pillar, Cubelets, and Snap Circuits Jr. They also enjoyed building with KEVA blocks and K’Nex.

YS Librarian I Suzanne Pate hosted staff from the North Carolina Zoo for the **Animal Stars of the NC Zoo** program. Zoo staff shared animal-related stories about the constellations, allowed the children to touch the artifacts and a snake. The kids loved looking at a live lizard as well.



YS Librarian 1 Suzanne Pate and YS Library Associate Stephanie Clamor hosted **NASA @ May Library: Constellation Station**. All of the children enjoyed stories about the stars and took part in making several crafts. These included re-creating constellations out of pipe cleaners & beads and making their own constellation viewing tube.

Branch Manager Michelle Gross hosted the first **Needlecraft Club**. The adult attendees socialized, shared tips and worked on their current projects. This was a great chance for Gross to get to know some Spring Lake community members and see what they would like from their library.



Participants enjoyed stories with Sadie the Black Labrador at the **Paws to Read** program.



West Regional Branch Library

Success Stories:

- ★ YS Librarian I Brittany Newman taught a patron how to text her out-of-state family members. She was excited to be able to send family pictures to cousins she hasn't seen in nine years. She laughed and clapped when the pictures were sent successfully and exclaimed, "Brittany, you are a godsend!" Newman thanked her and informed her of the **Senior Geek Squad** program at the EE Miller Recreation Center and she said she was excited to attend.
- ★ Library Associate Dawn Walcott assisted a patron needing help with downloading pictures from a disc. Due to the patron's time constraints, Mrs. Walcott was unable to fully assist the patron, but suggested the patron sign up for a BAL. The following week the patron thanked Walcott for her help and suggestion. The patron stated that he learned so many things with the BAL and that he is confident that he can do it on his own.

Highlights:



Daycare youth had tons of fun creating bubbles. The youth engaged in several bubble experiments and later made bubble wands.

At the **Galaxy Crafts** program, families made galaxy slime, painted galaxies on canvases, cut-out aliens on spaceships and painted their nails like a galaxy.



At **Musical Adventures with the Fayetteville Symphony Orchestra** the sounds of magnificent music gave youth a wonderful journey into a musical world filled with their all-time Disney favorites. The youth also learned about different types of string instruments.

You won't find these animals on the Hollywood walk of fame, but if you look up to the stars, you will see them! At **Animal Stars of the NC Zoo**, children explored the animal constellations through stories and touchable artifacts with the North Carolina Zoo staff.



LIBRARY PROGRAM STATISTICS FOR
August 2019

In Library Programs	
Adult Program Attendance:	396
Young Adult Program Attendance:	1,906
Children's Program Attendance:	1,570
Programs in the Community	
Adult Program Attendance	32
Young Adult Program Attendance:	10
Children's Program Attendance:	902
Community Events	
All Ages Attendance:	2,485

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