

CUMBERLAND COUNTY PUBLIC LIBRARY

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

May 2019 Director's Report

Marketing & Communications:



The library's annual **Job Fair** took place in May at the Headquarters library. Breakout sessions included: **How to Use the NCWorks Job Portal; Marketing Yourself: Career Success at Any Stage; Resume Review & Interviewing Tips and Build Your Resume.** The event also included representatives from the Fayetteville Cumberland Reentry Council that provided resources for former offenders and their families.



Friends of the Library Book Sales:

The Friends of the Library held their May book sales with all proceeds benefiting the library's programs and services. The sales took place on May 14, 18 and 19. Upcoming book sales are August 13, 18 & 19.

Community Conversations:

The library hosted its first in a series of discussions, **American Creed: Community Conversations** that is sponsored by a project of Citizen Film in partnership with the American Library Association and the national Writing Project with support from the National Endowment for the Humanities. The series incorporates the PBS documentary that features Condoleezza Rice and David M. Kennedy, which aims to define America's character through profiles and interviewing individuals from many walks of life.

Headquarters Library

Success Stories:

- ★ IS Librarian I Kelly Lindsay helped a customer who needed to listen to court recordings on a CD. By working with numerous library staff in a variety of departments, staff identified and downloaded the required software and the customer successfully accessed the recordings. The customer was very grateful for the assistance.
- ★ A young adult approached YS Library Associate Jared White to thank him for a recent book recommendation. He said, "Oh man, that book was a journey! The second one was great, too and I can't wait for when the third comes out." White showed him how to submit a purchase request and how to use *Novelist*. The customer stated, "This is going to make my life so much easier."
- ★ Page Supervisor Wendy Olsen reports that Joshua Owen signed up for library cards with his wife and three children. He stated they were new to the area and needed to run errands and wanted to know if Olsen could help them locate hourly daycare. After searching, they chose a provider and stated that they were very happy with the information and service that the library provided.

Highlights:

IS Librarian II Bryson Kopf at North Regional library and Local & State History Library Associate Sana Moulder presented **Are You Sure There's an App for That?** to over 50 people at the 2019 Paraprofessional Conference at ECU's Joyner Library. Kopf and Moulder had multiple attendees contact them to ask for copies of the slide show and handouts to share with their staff.

IS Librarian I Gaby Kienitz hosted a lecture: *Night with a Namesake* about the history of the night that the Marquis de Lafayette spent in Fayetteville and why the city was named after him. Following the program, attendees went to the Fayetteville Independent Light Infantry Museum (photo right) to view the museum's collection, especially the carriage that Lafayette used during his visit.



Headquarters Manager Jane Casto hosted a three-part series with Dr. Kent Hill from FTCC's Center for Innovation, Entrepreneurship and Small Business entitled *The 3 Secrets of Successful Businesses*. The series was presented at the Hope Mills library and was co-sponsored by the Hope Mills Chamber of Commerce. In the photograph on the left, Dr. Hill is working with an attendee at the May 3rd session.

Casto hosted the May 4th Friday, which featured an encore performance by the band *Second Time Around*.



These campers at the Spivey Recreation Center worked together to make a Spiderman web to cap off their week of celebrating heroes during an outreach program with Headquarters YS staff.

This family made their own mini terrariums at the Fascinating STEM Science program.



Bordeaux Branch Library

Success Stories:

- ★ IS Librarian I Matt Kleven helped a career consultant from Raleigh at the library's job fair, who came down just for the event. After showing her *NCWorks*, Kleven showed her the Job & Career page on the library's website. The woman was impressed with the website and said she'd use it in the future. Kleven also told her about a hand-out list he created of various and some lesser known job search websites. Kleven told her that he would send it to her the next day. In her responding email she thanked Kleven and told him how much he helped her and that she was so glad she came down for the library's Job Fair.

- ★ Branch Manager Amanda Dekker assisted a customer with downloading his resume from *NCWorks* into a Microsoft Word document and showed him how to attach it to the job application. He thanked Dekker saying, "That was easier than I thought it would be. Now I can do it on my own."
- ★ Library Associate Vannecia Church assisted IS Librarian I Matt Kleven with a **Tech Drop-in Lab** event. A customer, who said she had absolutely no computer experience, was ready to learn. Church explained the three most popular internet browsers, got her signed up for an email account, taught her how to do internet searches and linked her Gmail account to the Gmail App on her phone. By the end of the session the customer was so happy that she asked Church for a hug.
- ★ During an impromptu Book A Librarian session, YS Librarian I Ashley Apple assisted a customer looking for library resources and programs for teens. The customer was in charge of a program for foster children and was investigating learning options (especially homework help and young adult career prep). Apple introduced her to *Brainfuse* and other databases geared toward young adult education. The customer was also happy to receive a schedule for the upcoming teen Coding Camps.

Highlights:



IS Librarian I Matt Kleven invited Corri Goosey from *Southern Customs Tattoo Company* to talk about the history of tattooing, most popular designs and what to look for in a tattoo company.



Butterfly Boxes



Knit and Crochet Club

Cliffdale Regional Branch Library

Success Stories:

- ★ YS Manager Theresa Schneider showed a customer how to electronically sign and print a contract that he needed to purchase a new home. He said, "Thank you! I could not have done it without you!"
- ★ After attending the **Library Geek Squad Drop-In Computer Lab** hosted by IS Librarian II Nathan Whitt, a customer felt more empowered when it came to dealing with technology. "Now I don't have to call my daughter for computer help," she said. "I've got a friend at the library."
- ★ A customer came in for the first time for help printing something from her phone. Library Associate Rita Grimes help her share the document via email and print it. When she received quick confirmation that her document was printed, she was utterly surprised. "Wow this is easy," she said. "I thought it was going to be hard. I'll be coming to the library more often!"

- ★ "This is going to be awesome!" said a customer after IS Librarian II Nathan Whitt helped him find a children's book on camels that he thought would be perfect for his son who was working on a project for first grade. The customer said that he had used *Alexa* to try to find information but he had much more success at the library.
- ★ When a customer discovered that a book she wanted wasn't on the shelf, but was available immediately as a downloadable audiobook, IS Librarian II Nathan Whitt walked her through the process of installing the *Libby* App on her phone. She not only found the audiobooks she wanted she found novels that she had been wanting to read. "This is so freakin' awesome!" she said. "And this is free?" Whitt reassured her that it was.

Highlights:



Teen Skills: Chocolate
Chip Cookie Pie



Cliffdale Shutterbugs



Library Geek Squad Drop-In Lab

East Regional Branch Library

Success Stories:

- ★ IS Librarian I Tonya Minor helped a student access and navigate a website to complete a school assignment as well as upload documents. Afterwards, the student and her mother thanked Minor for her assistance.
- ★ A mother with her three children asked YS Librarian Associate Roberta Pylate for reading suggestions. The family usually traveled during the summer, but this year they were staying home. Pylate offered suggestions and told the family about the library's Summer Reading Program. The satisfied customer said, "Now my kids will not be bored and they will learn about lots of space activities. This is great!"
- ★ IS Library Associate Kimberly Walters helped a customer find materials to prepare for the SAT and ACT exams. In addition to helping him find books, Walters also told him about the library's Testing and Education Resource Center (TERC) database. The customer was pleased and excited to be able to have both the print and online materials. He told Walters that he looked forward to coming back to the library when he needed assistance.

Highlights:

At the end of each school year, teens have an opportunity to participate in a **Teen Lock-In**. This year, 17 teens enjoyed pizza, card games, making paracord bracelets, making henna tattoos and watching *Aquaman*. They even had an impromptu strings concert.



Let's Do a Science: STEM: 3D pens – Teens experimented with “creating something from nothing” with 3D printing pens.



Adult DIY Spring Dome Program



Local musician Michael Daughtry presented a **Song Writing Workshop** for teens.

Hope Mills Branch Library

Success Stories:

- ★ A customer who attended **Career Guidance: Computer Security and Networking** remarked to the presenter, “I’m glad I came today, I learned a lot.” This customer also expressed an interest in pursuing IT as a career even though she hadn’t quite decided which field she wanted to pursue.
- ★ A customer was pleased when she learned how to create albums on her smartphone and add pictures to the albums during May’s Library Geek Squad Drop-In Lab. The customer told IS Librarian I Sabrina Taylor, “Now I feel so much better about this.” As she was leaving, the customer remarked with a bright smile to Library Associate Holly Wunsch, “I learned a lot!”
- ★ After Library Technician Victoria Perkins and IS Librarian I Sabrina Taylor helped a customer print several text messages from her smartphone, the customer remarked, “You guys are angels. Thank you so much, I needed this for court tomorrow.”

Highlights:

Over the course of several months the woman in the photograph on the right had been coming in almost every day to diligently study for her nursing degree. Staff showed her how to book the conference room, helped her understand how to check out a laptop and regularly offered encouragement while interacting with her.



The woman told staff that her grandmother had passed away halfway through her studies but not before encouraging her to “follow that dream and finish college.” In May she graduated with flying colors and even won an award with a monetary prize! She made sure to stop by the library to speak to everyone and let them know how instrumental the library was in helping her succeed. She pulled staff aside to share her joy and some pictures from her graduation. She also shared that that this was her second attempt at getting her degree and she believes that the help of

the library and its resources made it possible for her to succeed. While proudly showing her graduation cap she teared up and said, "I had wanted to just quit, but being able to reserve a place for my studies and getting help and encouragement when I needed it from you all just made all the difference in my life!"



Everyone had a blast at the Hope Mills Food Truck Rodeo



Kids enjoyed exploring the outdoors during a scavenger hunt led by Carvers Creek State Park Ranger Fields.



A proud winner of a Kelvin robot at the NC Science Festival

North Regional Branch Library

Success Stories:

- ★ The sky is the limit for this recent preschool graduate! To symbolize her daughter's love of reading and limitless future, a mother chose to photograph her (right) at the library surrounded by books and holding *Becoming* by Michelle Obama.
- ★ Several staff members had helped a woman update her profile and resume on *Indeed.com*, a popular job searching site. The same customer reports that last winter she attended the **Job Search Boot Camp** at West Branch and praised IS Librarian I Robin Deffendall for all her assistance and insight. She said her next step is to request a free resume review online from the library's *Brainfuse* service.
- ★ One grandmother was excited to learn about the library's resources and the willingness of staff to accommodate her autistic granddaughter within the library and during programs.
- ★ During one of YS Librarian I Shelby Kelly's summer reading school visits, one young customer said, "Yay, the only fun thing about summer! The reading! I know where I will be spending time."



Highlights:



Five people attended North Regional's first **Library Geek Squad** program in Linden. Questions covered the gamut from tablet basics to learning Excel through the GCFLearnfree website.



One hundred forty-four children enjoyed the thrill of science with hands-on play during four sessions of **Shake, Rattle & Roll: Sensory Science**. One parent observed that the soft, squishy tapioca pearls provided a soothing tactile experience for her son to explore. The normally rambunctious child stayed and played in the bowl of tapioca pearls so long that his hands turned blue.

Teens enjoyed learning about coding and programmed tiny robots at the **NASA @ My Library: Tiny Robots Part II** program with Fayetteville State University's Planetarium Manager Joe Kabbes.

YS Library Associate Sharon Goforth was invited to College Lakes Elementary to do a special story time for the preschool autistic class which included parent visitors. The children and parents enjoyed a story time and learned about the library's Summer Reading Program.

Spring Lake Branch Library

Success Stories:

- ★ YS Librarian Suzanne I Pate told one of the regular teens all about the Summer Reading Programs. After hearing about the prizes and the three drawings for Amazon gift cards, he said, "This is making me want to read this summer instead of playing games." A couple days later he told Pate that he had started reading.
- ★ A library student told YS Librarian I Suzanne Pate that she really appreciated the help with her library school assignment. Pate had answered a questionnaire regarding the collection, structure and librarian duties in the library system. She came back to tell Pate thank you and that it had been "very helpful."
- ★ While putting newspapers on the shelf, Administrative Support Specialist Lisa Hutchison passed a customer at the Express Terminal and spoke to her small child, who grinned and spoke back. On her way back to the circulation desk, Hutchison asked mom if it was okay to take him to get a few books in the non-fiction section to occupy him while she was busy. The mom said, "Yes." As Hutchison and the young boy walked to the non-fiction section, Hutchison asked what kind of things he liked; did he like cars, trucks, bugs or possibly dinosaurs? He grinned with a big affirmative, "I like dinosaurs!" So with his help, Hutchison found him two good dinosaur books. By this time mom was done and Hutchison asked if her son had a library card. She said yes but that the key tag was lost. Hutchison told her that it was easy to replace it or check-out with her ID. The mom thanked Hutchison for all her help and they both went home happy.

Highlights:

When YS Librarian I Suzanne Pate and YS Library Associate Stephanie Clamor visited Poole Elementary to promote the Summer Reading Program, a first grade boy raised his hand to say, "I Love Reading!" Later, a fifth grader asked if the library offered any comic making programs and the staff told him about Mr. Aaron's "Comics Out Loud" programs. The boy was happy to hear about them and learned how to look up the events using the library's website.

YS Librarian I Suzanne Pate and YS Library Associate Stephanie Clamor visited five schools to promote the Summer Reading Program. The children were receptive and genuinely excited about reading and getting the prizes.

YS Librarian I Suzanne Pate and YS Library Associate Stephanie Clamor hosted two teen programs: Teen Baking Skills and Teen Gaming.



The library partnered with the Arts Council and the children who attended enjoyed making bookmarks at Spring Fling (photo right).



At the **Mother's Day Story Time** program, the children really enjoyed making tissue paper flowers for their moms (photo left).

During the **Teen Scene: Baking Skills** program, several children commented on how good the cookies turned out. Each child gladly took home a gallon bag of chocolate chip cookies to share with their family.

The library partnered with Carvers Creek State Park to conduct its first outdoor story time. After listening to stories and songs about the pond, a Ranger helped the children use nets to examine different plants and bugs in the water. In the photo on the right, YS Library Associate Stephanie Clamor is telling stories at Carvers Creek State Park.



YS Librarian I Suzanne Pate and YS Library Associate Stephanie Clamor hosted children at the Boys & Girls Club. The older school-aged students enjoyed making bracelets with pony beads. The younger children had fun playing with *LEGOs*.

West Branch Library

Success Stories:

- ★ All of the local schools were excited about the upcoming Summer Reading Programs and not just for the prizes. A large number of the students were excited about the programs being offered this summer. There seems to be tons of fans of the Universe and the wonders it holds.
- ★ A mother of a toddler shared with YS Librarian I Brittany Newman that every Monday for story time her child runs into the library and is always very excited to attend. The mother was very appreciative that the library offers regular story times.

Highlights:



The biggest success story in May was the **Winter is Over (Game of Thrones)** party. Staff dubbed us the "Westeros" Branch library for the day. YS Staff were in costume and helped out with the making of cardboard swords and mini-catapults. Activities included demonstration sword fighting, medieval dancing and make your own dragon eggs. It was a blast and everyone hopes it will become an annual festival here at West(eros) branch.

Alpha Academy Program

Children participated in a series of activities about all the things the library has to offer. The youth had an opportunity to look at books and resources as well as play in the Early Literacy Family Corner. Later, they had the opportunity to engage in several STEM activities.





Teen Scene STEM Days

Teens had a blast learning about coding while playing with Ozobots. Later in the month, teens had fun experiencing virtual reality.

LIBRARY PROGRAM STATISTICS FOR
May 2019

In Library Programs	
Adult Program Attendance:	1,411
Young Adult Program Attendance:	1,134
Children's Program Attendance:	1,476
Programs in the Community	
Adult Program Attendance	34
Young Adult Program Attendance:	1,071
Children's Program Attendance:	7,537
Community Events	
All Ages Attendance:	3,929

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