

CUMBERLAND COUNTY PUBLIC LIBRARY & INFORMATION CENTER

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

December 2019 Director's Report

Community Outreach:



The *Bicycle Man Charity Bike Giveaway* took place just before Christmas. The library staffed a table and spoke to children about programs and services. Prominently displayed was information on the 2019-2020 Winter Reading & Activity Program (WRAP). Activity logs were handed out for children to take home to complete and return to any branch.

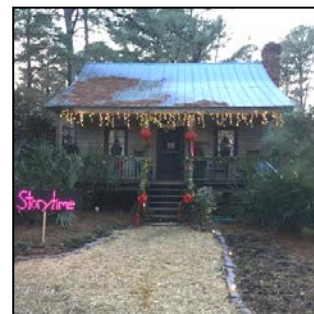
Headquarters Library

Success Stories:

- ★ IS Librarian I Jay Goldstein in Local & State History (L&SH) helped a father and son find information about teleportation. They were working on the son's school project and after speaking with them for a few moments Goldstein was able to recommend several books, some online database resources and scholarly articles. Two weeks later the father and son came back to the library to return the books and to share their gratitude for Goldstein's help. The son said that when he receives his grade, he would let Goldstein know and said that if he receives an "A" on it he wants to put it on the library board as proof of the help he received at the library.
- ★ IS Librarian I Lisa Dean helped a customer with a history research project. The customer had to conduct and record interviews on her phone as part of her work and needed a way to organize the files by certain criteria. Dean taught the customer how to rename the files on her phone and gave her information about methods of organization. Afterward, the customer told Dean that she felt more comfortable with the process and thanked her for the help.
- ★ A customer asked IS Library Associate Sharon Jackson for help with scanning a legal document. The customer was in a hurry and in her haste had forgotten the document. She was frustrated and worried about getting the document sent on time. Jackson helped her use the library's remote printing service to print another copy of the document and the customer was able to complete and send in the documentation on time. A very relieved customer thanked Jackson for her patience and assistance.

Highlights:

YS Library Associate Whitney Simmons conducted story times as a part of the *Cape Fear Botanical Gardens Holiday Lights Festival*. The story times were held in an old 1850s farmhouse. While some families stopped by to just look around the house, several families stayed and enjoyed the story times. The most popular story was *How Do Dinosaurs Say Merry Christmas?* The children and parents enjoyed it so much that Simmons had to read it again and again. After the story times Simmons and the participants discussed their favorite holiday traditions.



The library partnered with the HIV Task Force of the Cumberland County Health Department to present a panel discussion about the AIDS crisis in Cumberland County. The program discussed AIDS awareness, advancements in treatments and local resources to help overcome the stigma and discrimination that people with AIDS often face.



**Fascinating STEM –
Dinosaurs**



**NaNoWriMo
Celebration**

Bordeaux Branch Library

Success Stories:

- ★ Branch Manager Amanda Dekker attended the Chairman's Coffee (a Chamber of Commerce event) and was able to speak to people about library resources including County Commissioner Chairman Marshall Faircloth. Commissioner Faircloth told Dekker that he knows how valuable the library is in our community and that he was happy to see that the library attended events like this in order to spread the word to those in our community who do not know what the library has to offer.
- ★ Customer Lorene came in to print a label from her phone for an item she sold on Ebay. She had no idea how to go about it but YS Library Associate Tracey Pelletier was able to help her get the label printed. The customer thanked Pelletier for teaching her so she could print on her own in the future.

Highlights:



Teens enjoyed decorating Gingerbread Men at **After School Hang**. They may have liked eating them just as much as decorating them.

Adults had a fun time learning all the tips and tricks of *Ancestry.com* with genealogy expert and Spring Lake Branch Manager Michelle Gross at the **You Might Not Be Royalty: Genealogy for Beginners** program. The participants were very engaged and all were able to find someone from their family history during the practice time. Everyone said they would be returning to the library to continue the search.



Cliffdale Regional Branch Library

Success Stories:

- ★ IS Librarian I Anessa Olson helped a woman use *GIMP* to create a cover for her self-published book. She said she would never have been able to publish her book without the library's help.

- ★ Library Associate Yaminah Vereen helped a patron login and retrieve her bus pass in order to travel for the holidays to see her son and meet her new granddaughter for the first time. She told Vereen that she had given her the best Christmas gift because now she had peace of mind.

Highlights:



Christmas Portraits



Crafting My Way: Disabled Adults Christmas Program



**Teen Challenge:
Escape Room**

East Regional Branch Library

Success Stories:

- ★ After the **Noon Years Eve** program, YS Librarian I Missy Lang heard a grandfather who had been in the program with his daughter and grandchildren say, “That was a lot of fun, the kids really enjoyed themselves! I had never really thought of the library as a fun place for kids before, but it certainly is! I wonder if [a friend’s name] knows about all this neat stuff?”
- ★ Circulation Manager Tammy Holt showed a regular customer how to use the new basket feature in Evergreen. She was very excited to learn about this new feature and said, “You all are always coming up with something to make my life easier. I love my library!”

Highlights:



Santa's Workshop



DIY Cozy Mug Sweater

Everyone had fun at the **Santa's Workshop** program hosted by YS Library Associate Sherrie-Lee Simmons. She fielded several amazed compliments from the parents: "Wow! You did all this? This is outstanding! Thank you!" and "We just moved here and saw the program and thought it might be fun, but we had no idea how much. Our old library didn't do things this cool! This is awesome! We'll be back!" and "We always try to come to this library, you always do such cool things for the kids! You're amazing!"

Hope Mills Branch Library

Success Stories:

- ★ After IS Librarian I Sabrina Taylor assisted an adult customer scan and email documents she needed for a job, the customer told Taylor, "I'm so happy now. That's a huge weight off my shoulders."
- ★ A satisfied customer recently commented to Library Associate Molly Utley, "I always leave Hope Mills with a smile on my face!"
- ★ A customer came in wanting to print some pictures from her phone for a Christmas project. YS Library Associate Tyrone Elliott showed her how to print them straight from her phone using *PrinterOn*. She thanked Elliott for his help and was happy to save money by not having to take them to a store.

Highlights:



Children and parents enjoyed making their own beautiful ornaments at the **Ho! Ho! Ho! Program!**



This year's annual **Christmas Family Bingo** was a great success. A customer who brought her granddaughter told IS Librarian I Sabrina Taylor, "Thank you, this is Christmas. Both me and my granddaughter had a good time!" An excited young boy and his father stayed to attend the program after being told about it by Library Associate Holly Wunsch.

North Regional Branch Library

Success Stories:

- ★ IS Librarian I Heather Heady was particularly pleased to see one customer return for a second visit to complete some PWC job offer paperwork, sharing that the assistance she received from staff during her earlier visit was essential to her getting the job.
- ★ Library Associate Kathryn Beach was formally thanked and recognized at a special holiday dinner for the work she does in presenting the monthly **Morning Movie** and **Explore** programs. The attendees of the programs also presented her with a Christmas card signed by each person. Beach enjoyed the program and luncheon, which was held at the E. E. Smith Recreation Center and conducted by the clients.
- ★ YS Librarian I Aaron Mehaffey used the *Films on Demand* database from *NC LIVE* to help a teacher develop a lesson plan on bullying. The grateful teacher was astonished that the library had access to streaming videos and said, "*Films on Demand* beats *YouTube*."

Highlights:



North Regional library had three **Musical Me** programs in December. Visits from the Fayetteville Symphony Orchestra, Reid Ross Classical School Orchestra and a staff member presented program combined the holiday spirit and information on various musical instruments. Attendees wrote on surveys: "Events like this inspire children at just the right age to hopefully pursue their own art." and "We found out they (my children) love classical music and now will be taking them to real concerts now – all thanks to the library!"



The **Christmas Portraits** program at North Regional had 107 participants and 85 for **Family Holiday Crafting**. A special thanks to IS Library Associate Joselyn Williams and the *Cliffdale Shutterbugs* for bringing their talent to North Regional. Additional thanks to YS Librarian I Hunter Miller for assisting staff with the crafting portion. One mother mentioned how thrilled she was to be able to bring her foster children to the programs.



In the photograph on the left, Ranger Mike Morales from Lake Rim Park presented four Native American programs to school students. Ranger Mike spoke about the Native American people living locally during the era prior to European contact based on archaeological evidence.

Cumberland Mills Elementary students attended YS Library Associate Robin McKoy's **Winter Holiday** program. The teacher mentioned that she particularly wanted to bring the children the distance to North Regional library as it is "her" home library.



Spring Lake Branch Library

Success Stories:

- ★ YS Librarian I Suzanne Pate was pleased to re-introduce a first grade student teacher to the library who had not been to the library in years, providing a tour and an explanation on using both the library catalog and the Dewey Decimal system designations for non-fiction and fiction. After hearing all that the Spring Lake library had to offer the teacher said, "This is my new favorite place!" adding that she would be sharing all she had learned with others teachers at her school.
- ★ A customer came in and wanted to e-sign some financial documents relating to her home. IS Library Associate Ginger Hewett, Circulation Supervisor Angela Adams and Branch Manager Michelle Gross all helped the customer successfully e-sign the documents. After completing the e-sign process and submitting the documents to her financial institution, the customer stated, "Oh Thank the Lord! This is the best Christmas present ever! You just don't know how important this was, thank you."
- ★ Library Associate Ginger Hewett assisted a patron in finding the recipe for Chocolate Angel Food Candy originally seen in the *Taste of Home* magazine at the grocery store. Hewett introduced the customer to *RBdigital* for free downloadable magazines and printed the recipe for the impressed customer, who said she also didn't realize magazines could be checked out or downloaded from the library. The customer added that the library is full of hidden treasures!!

Highlights:



YS Librarian I Suzanne Pate hosted **Winter Story & Craft Time**. Families enjoyed winter and snow stories, songs and rhymes. They then got creative together to design their own snowman.

YS Librarian I Suzanne Pate hosted the **Winter Cards & Crafts** program. Teens, children, and one adult enjoyed popcorn while working on crafts. Attendees used their creativity to decorate beaded Christmas tree ornaments, snowflake pictures and other snow related crafts.

West Regional Branch Library

Success Story:

- ★ IS Librarian I Brianna Davis assisted a customer wanting to order a new phone for his wife but could not remember the model he had previously purchased for her from *Amazon*. Davis assisted the customer with accessing his archived orders so that he could see the previous purchase and choose the updated model. The customer thanked Davis for her assistance and told her she was "the bomb diggity."

Highlights:

At the **Musical Me** program, preschoolers listened to holiday stories and later played holiday music with instruments.



Third grade students from Alpha Academy talked about how different holidays are celebrated around the world. Later they played a cool *Holidays around the World ABC* game and made human Christmas Trees.



Santa's Workshop including stories, a puppet show, elf and reindeer games. The parents and teachers even got involved and of course there was the big guy himself Santa!



Teen Hang: Gingerbread House: Team work skill building



Teen Hang: DIY Ornaments

LIBRARY PROGRAM STATISTICS FOR
December 2019

In Library Programs	
Adult Program Attendance:	545
Young Adult Program Attendance:	663
Children's Program Attendance:	2,485
Programs in the Community	
Adult Program Attendance	21
Young Adult Program Attendance:	230
Children's Program Attendance:	789
Community Events	
All Ages Attendance:	1,443

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