



I



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Cumberland County
Public Library

www.cumberland.lib.nc.us

Annual Report
& Update
2015/2016

DIRECTOR'S MESSAGE



Jody Risacher
Library Director

It isn't easy to summarize a year at the library. It is an increasingly busy environment in which new programs and services are frequently added in response to community interests and needs. One of our important objectives is to reach out to the young adults who have not yet found a clear path to success in employment. The library's Emerging Adult Services Specialist is building relationships and appealing to young people's interests through gaming and technology programs by integrating job and career information within the programs. She also visits youth in detention centers and places that support mental health to build bridges from these young people to the public library.

This past year, Vocational Job Fairs for teens and young adults were held twice. Both were successful and helped establish the library as a resource. At 326, attendance at the spring event nearly doubled from the fall. Teens met prospective employers, learned about relevant programs and received help with résumés and online applications.

The library received several grants this year. A Library Services Technology Act grant through the State Library allowed us to develop health resources and programs. Another came through an agreement with the Cumberland County Workforce Development Board with funding to replace aging laptop computers, primarily used for workforce development activities. The Arts Council again funded our popular Storytelling Festival and the Writers' Workshop series.

In April, the Friends of the Library celebrated 40 years of incorporation with the State of North Carolina. While the Friends were active over a decade preceding this 1976 event, this anniversary was a great excuse for a party. Over 160 celebrants attended the 1970s themed party with County Commissioner Glenn Adams among our distinguished speakers.

In June, more than 100 came to celebrate the 30th anniversary of Headquarters Library and to honor those who advocated and persevered through adversity to build a stunning new library in downtown Fayetteville. Commissioner Charles Evans also addressed the large group in the Pate Room.

An outstanding success this past year was the fundraising for the library's primary endowment fund. Thanks to generous matching grants from the Cumberland Community Foundation and the Friends, donations were doubled. The Friends fundraising committee, comprising Willie Wright and Ole Sorenson and chaired by Roberta Waddle, secured over \$50,000 for the Library Endowment. Roberta was named the North Carolina Friends of the Library Volunteer of the Year for her work on behalf of our Friends.

By the time you receive this report, we will be well into our fiscal year. In the coming months, new grant-funded projects will be implemented to greatly enhance early literacy services for our youngest customers. We are definitely off to a good start!

WHAT'S INSIDE

04

ACCESS TO INFORMATION

Job fairs and other programs connect the community with the library.

06

SELF-DIRECTED LEARNING

Online resources enhance educational opportunities.

07

THE DIGITAL WORLD

Access to, and training for, emerging technologies.

08

COMMUNITY DIVERSITY

Programs for a variety of interests and ages.

09

MEETING SPACE

Spaces to accommodate everyone.

10

LIFELONG LEARNING

Serving customers at every stage of life.

12

RECOGNITION

Award-winning programs and services.

14

LIBRARY BOARD

Meet our Board of Trustees.

Long-Range Plan Goals to Serving You



Provide access to information



Support self-directed learning



Support diversity in the community



Provide safe, comfortable
& welcoming places



Support connecting & participating
in the digital world



Encourage lifelong literacy
& creative expression

ACCESS TO INFORMATION

Financial Literacy and Vocational Job Fair

In April, more than 325 teens and new adults visited with vendors and received résumé reviews, interviewing tips and assistance with online job applications. In October, nearly 170 teens and young adults had the opportunity to attend an additional vocational job fair.

♥ *We had a lot of teens who were interested in financial literacy. Many left contact information so they could learn more.* ♥ –Action Pathways



Youth explores careers and learns how to search online for jobs.

Library Job Fair
September 2016

517
Job Seekers

133
Résumés reviewed

40
Employers

Job seekers had résumés reviewed, improved interview skills, completed online job applications and learned job searching skills with NCWorks.

Jobs Found Here

Helping job seekers & entrepreneurs

In March, the library began offering job and career classes with computers provided by Cumberland County Workforce Development. Since then, more than 200 participants indicated that help from the library has improved their ability to conduct job searches and improve their skills – a 98.8% positive response!

♥ *What I learned today will help me at my job and duties at work.* ♥ *This was extremely helpful. I've missed jobs because of not knowing ...* ♥

♥ *I wouldn't have been able to find this job without all of your help. Thank you so very, very much!* ♥

♥ *You're changing lives and don't even know it. I'm so appreciative of the skills you have taught me. Without your help and patience I wouldn't have gotten this job.* ♥

♥ *We are thrilled with the opportunity to find good candidates.* ♥ – State Employees Credit Union



Collaboration in the Community

Library staff assisted nearly 140 individuals at the March Into Work Job Fair (photo left) hosted by the Department of Social Services. The library's Internet Café offered immediate access to online job applications and job and career resources for attendees.

“They did a superb job assisting me with reference information. They were friendly and patient. I am impressed and will return.”

A gentleman whose wife had been diagnosed with Alzheimer's was concerned about taking care of her at home. At the library, he found information about services and agencies that could offer assistance.

“You have given me hope that I may be able to keep my wife at home with me for a little while longer.”

An expectant mother-to-be turned to the library for information about resources she needed.

“I didn't know what to do that could be confidential, but you have given me hope that I am not alone.”

Auto Collision and Refinish Instructor and Program Coordinator Scott Kaboos (right) explains Fayetteville Technical Community College's Collision Repair and Refinishing curriculum to library staff. This program offers a career pathway to higher paying jobs that require a trained workforce.





SELF-DIRECTED LEARNING

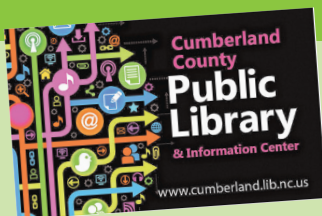
Most Popular On-Demand Learning Resources

- ♥ NC LIVE–The power of your library, online! E-books, audio books, videos, online magazines, newspapers, journals and more.
- ♥ NCDigital Library–Downloadable audio books, e-books and e-videos.
- ♥ Ancestry.com–Discover what makes you uniquely you. (Accessible only at the library).
- ♥ Tumble Books–Interactive online e-books for kids.
- ♥ CultureGrams–Learn about the world around us.
- ♥ Brainfuse: Online tutoring and more!
- ♥ Learning Express–Instant access to study guides, practice tests and more for school and career.

“I need to get out of my box; I came in here for worksheets, but Brainfuse expanded my world.”

–Cumberland County Teacher

“The Book A Librarian program is real help for people like me who need computer help. Technology does not come easy to me so I appreciate all the assistance.”



Your library card offers free access to resources that help you learn and grow.

Start Now!
cumberland.lib.nc.us

Priceless War Hero Information



Finding military records about family members provides valuable details about their service. Fold3 searches more than 473 million original documents mostly from the National Archive beginning with the Revolutionary War. You can create a Memorial/Honor wall for your family to use as a central place to gather military records. Access Fold3 on the library’s website with your library card or visit the Local & State History Room at Headquarters Library.

“I am grateful that I have the ‘perfect’ website to share my family histories with others.”



CONNECTING DIGITALLY

Learning and acquiring information in the digital age has expanded at the library where information professionals guide customers in connecting to the online world.

Popular Computer Programs

- ♥ 21st Century Job Searching Online
- ♥ Computers for the Absolute Beginner
- ♥ Easy Self-Publishing with Create Space
- ♥ Homeschool Computer Club
- ♥ Intermediate Excel: Charting
- ♥ Advanced Word: Using Graphics to Create Advertisements
- ♥ The Google You Never Knew
- ♥ Digital Photography and Photo Editing
- ♥ Senior Geek Squad

Book A Librarian: Learn at your own pace

Call any library location to make an individual appointment for assistance with a librarian.

Top Subjects:

- ♥ Scanning and emailing documents
- ♥ Windows 10
- ♥ Google apps
- ♥ Syncing computers to tablets
- ♥ Cloud storage
- ♥ Downloading e-books

Your Digital Connection

1,384

Computer Classes

9,972

Attendance for Computer Classes

1,939

Book A Librarian Sessions

959,278

Computer and Tablet Uses

307,762

Computer Printing

Free Wi-Fi
Public computer labs
Laptop check out
CAC Readers
Email
E-books & magazines
Computer classes
and more!



DIVERSITY IN THE COMMUNITY

Free public programs and services offer our diverse community the opportunity to learn about different worldviews, explore our local heritage and address challenging issues.

Public forums and programs encourage open dialogue.

This year, topics included:

- ♥ The Voting Rights Act
- ♥ Celebrating Native American Culture
- ♥ Challenging Islamophobia and Racism
- ♥ Our State, Our Stories
- ♥ Fayetteville’s African-American Heroes
- ♥ Speak for a Child: Guardian ad Litem
- ♥ Race Relations Discussion Series: Mirrors of Privilege



Colorful tartans on display at the Scottish Heritage Festival.

A library customer learned how to use the NVDA (NonVisual Desktop Access) screen reader software and computer basics from a library staff member. After a couple of sessions, the student successfully typed seven sentences and then used commands to read what she had typed:

♥♥ *Wow, this is awesome – thank you!* ♥♥

NVDA is a free “screen reader” which enables blind and vision impaired people to use computers. It reads the text on the screen in a computerized voice.



Explore is a new monthly program for adults with developmental challenges. Participants have fun and learn through stories, images, crafts and sensory activities.



Individuals with hearing impairments have embraced “Deaf Chat” at Bordeaux Branch where they learn and socialize together.

WELCOMING SPACES

The library offers convenient meeting rooms throughout Cumberland County. From small conference rooms for organizational or business meetings to large activity rooms, these free meeting spaces are for public use with easy online reservations.

Headquarters Library's dual-use computer training room (photo right) has flexible meeting space to accommodate classes or meetings.



♥Everyone is so nice, and the kids' play area is the best I've seen in the city.♥

–Headquarters Library Customer

♥I've been coming to this library since it opened and always everyone is helpful and friendly. I commend all the staff for being kind and professional.♥

–Spring Lake Branch Customer

This public area at Headquarters Library was the perfect place to play a game of life-sized chess during Librari-con.



LIFELONG LEARNING & CREATIVE EXPRESSION

Family Health & Fitness Fair:

Children learned about healthy eating through MyPlate and Beyond, an interactive exhibition that was on loan from Purdue University.

♥Great active event!
Perfect for summer reading program, exercise and then books! AMAZING!!! ♥

–Zumba with C.C. Leopard
Summer Reading Program



NC Science Festival

Nearly 1,500 youth participated in 63 library programs as part of the NC Science Festival. This multi-day celebration showcases science and technology. Through hands-on activities, science talks, nature experiences and more, the program inspires younger generations.

Exploring the world of reptiles up close and personal (above left).

Experimenting with connectivity and electrical currents at a STEM program (above right).



Librari-Con 2016

Librari-Con celebrated its 10th anniversary with a record-breaking crowd of 1,829.



Professional artist Dave McDonald (photo left) presents cartooning workshops during the Storytelling Festival. Homeschoolers display their comics after attending the program (photo right).

Fayetteville State University's Fine Arts Department presented a series of afternoon programs at Headquarters Library. Pictured is a Baroque performance group with faculty members Dr. Earnest Lamb (cellist) and Dr. Amanda Virelles (harpichordist), for an afternoon of chamber music by Bach, Handel and Vivaldi.



AWARDS & RECOGNITION

NC Public Library Directors Association Awards



Outstanding Adult Program: It's a WRAP:
Winter Reading & Activity Program

Outstanding Young Adult Program:
Vocational Job Fair

Outstanding Staff Development Program:

2016 – Calculating the Caldecott

2015 – Jeopardy! Library Edition

Library Advocate Recognized at State Level

Roberta Waddle was named the North Carolina Library Friend of the Year for her dedication to the Friends of the Cumberland County Public Library. Ms. Waddle provided steady leadership as the chair of the Friends' endowment committee.

Up & Coming Weekly Readers voted Cliffdale Regional Library the best location.



Jody Risacher and
Roberta Waddle



Children proudly display their books from the Summertime Kids program sponsored by Cumberland Community Foundation.

Grants Funders

American Library Association

"Thinking Money" traveling financial literacy exhibition and programs

"Great Stories Club" book club for underserved youth

Best Buy

Technology for youth programs

Arts Council of Fayetteville/Cumberland County

Writers' Workshop, Storytelling Festival

Cumberland Community Foundation, Inc.

Summertime Kids Reading – books and book bags

Endowment Building – development and marketing

North Carolina Humanities Council

Let's Talk About It book discussions

North Carolina State Library

Library Services & Technology Act Grant

Health Happens @ Your Library

Early Literacy Family Centers

Edge Technology – digital learning tablets for children

GIVING TODAY FOR A BETTER FUTURE

You can help sustain the public library through the Library Endowment. The endowment has provided more than \$180,000 in grants to the library since 1990. To learn about giving through a direct gift, life insurance, appreciated securities/stocks, other tangible assets, bequests or to create your own legacy through a named endowment, contact the Cumberland Community Foundation, Inc. at 483-4449 or visit www.cumberland.lib.nc.us and click on "Give Now." Donations up to \$12,500 will be matched dollar-for-dollar by the Friends through Dec. 31.

Headquarters Library celebrated 30 years of service in 2016 with a special reception. Headquarters stands today because citizen leaders had a vision and were determined to ensure future generations had the opportunity to explore the world through our public library.

Former Library Director Jerry Thrasher (left) cuts the anniversary cake with library advocates Terri Union, Bob Ray and Joan Allen.



Friends of the Library Need Your Help Now More Than Ever

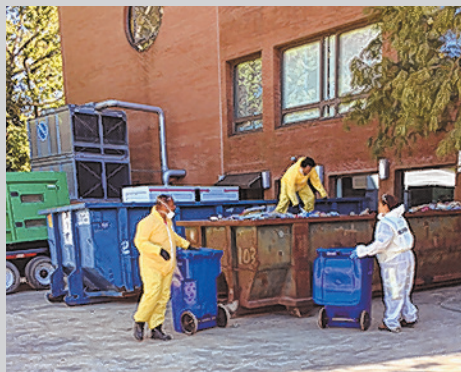


When the basement of Headquarters Library was flooded by Hurricane Matthew in October, the Friends of the Library lost their entire collection due to contaminated water. The book shelves were emptied and the book sales were suspended.

You can make an immediate difference to help the Friends get back in business by becoming a member for as little as \$15.

Visit www.cumberland.lib.nc.us and select "Give Now" to join using a credit card via PayPal.

Last year, the Friends donated nearly \$85,000 in support of library programs and services that would otherwise not be funded by the general operating budget.



Thank you for Being a Friend

Celebrating 40 Years

On April 29, 165 people gathered to celebrate 40 years of service by the Friends of the Library. Friday Night Fever with the Friends featured '70s music and dancing (photo above), a tie-dye craft for children, giveaways and refreshments.

BOARD OF TRUSTEES



The Cumberland County Public Library & Information Center is a department of the Cumberland County government and operates under service policies approved by the Library Board of Trustees. The Board consists of seven members, each serving a three-year term, appointed by the Cumberland County Board of Commissioners.

From left: Donald LaHuffman, Betsy Small, Connette McMahon, Daniel Montoya (chair), Katrina Tiffany, Paige Ross, Brian Tyler (vice chair).

FISCAL YEAR 2015–2016

| | |
|--|---------------------|
| Personnel..... | \$8,565,750 |
| Books, periodicals, e-books, A/V material and databases..... | \$1,056,053 |
| Operations | \$1,257,674 |
| Total Expenditures | \$10,879,477 |

Printing services and support are offered in cooperation with SYSTEL, a proud sponsor of 4th Friday programs and other marketing efforts.

BRIDGING THE SUMMER READING GAP

2.4 Million
Minutes Read

Children

2,083,231 Minutes Read
2,519 Readers
151,469 Children's books circulated

Teens

334,057 Minutes Read
1,450 Young Adult Readers
27,689 Youth books circulated



Working for Our Community: Fiscal Year 2015-2016

| | |
|--|------------------|
| Materials Circulated | 1,689,681 |
| Program Attendance Adults and Children | 113,483 |
| Meeting Room Attendance | 65,193 |
| Outreach and Community Engagement | 31,585 |
| New Library Cards Issued | 18,962 |
| Library Visits | 1,262,216 |
| Questions Answered..... | 234,793 |
| Public Computer Sessions | 959,278 |
| Public Printing | 542,555 |
| Online Database Sessions | 1,302,611 |
| Other Public Services | 48,312 |
| Total Units of Service | 6,155,186 |

NINE LOCATIONS TO SERVE YOU

Call any location to ask questions or to request an appointment with a librarian for assistance.

Headquarters Library

300 Maiden Lane
Fayetteville, NC 28301-5032

483-7727

Mon–Thurs.....9 a.m. – 9 p.m.
Fri–Sat.....9 a.m. – 6 p.m.
Sun.....2 p.m. – 6 p.m.

Bordeaux Branch

3711 Village Drive
Fayetteville, NC 28304-1530

424-4008

Mon–Wed.....9 a.m. – 9 p.m.
Thurs–Sat.....9 a.m. – 6 p.m.
Sun.....Closed

Cliffdale Regional Branch

6882 Cliffdale Road
Fayetteville, NC 28314-1936

864-3800

Mon–Thurs.....9 a.m. – 9 p.m.
Fri–Sat.....9 a.m. – 6 p.m.
Sun.....2 p.m. – 6 p.m.

East Regional Branch

4809 Clinton Road
Fayetteville, NC 28312-8401

485-2955

Mon–Thurs.....9 a.m. – 9 p.m.
Fri–Sat.....9 a.m. – 6 p.m.
Sun.....2 p.m. – 6 p.m.

Hope Mills Branch

3411 Golfview Road
Hope Mills, NC 28348-2266

425-8455

Mon–Wed.....9 a.m. – 9 p.m.
Thurs–Sat.....9 a.m. – 6 p.m.
Sun.....Closed

North Regional Branch

855 McArthur Road
Fayetteville, NC 28311-2053

822-1998

Mon–Thurs.....9 a.m. – 9 p.m.
Fri–Sat.....9 a.m. – 6 p.m.
Sun.....2 p.m. – 6 p.m.

Spring Lake Branch

101 Laketree Blvd.
Spring Lake, NC 28390-3189

497-3650

Mon–Wed.....9 a.m. – 9 p.m.
Thurs–Sat.....9 a.m. – 6 p.m.
Sun.....Closed

West Regional Branch

7469 Century Circle
Fayetteville, NC 28306-3141

487-0440

Mon–Thurs.....9 a.m. – 9 p.m.
Fri–Sat.....9 a.m. – 6 p.m.
Sun.....2 p.m. – 6 p.m.

Court Library

Courthouse, 3rd Floor
Fayetteville, NC 28301-5763

321-6600

Mon–Fri.....8 a.m. – 1 p.m.
Mon–Fri.....2 p.m. – 5 p.m.

Reserve free meeting
or activity rooms
www.cumberland.lib.nc.us

