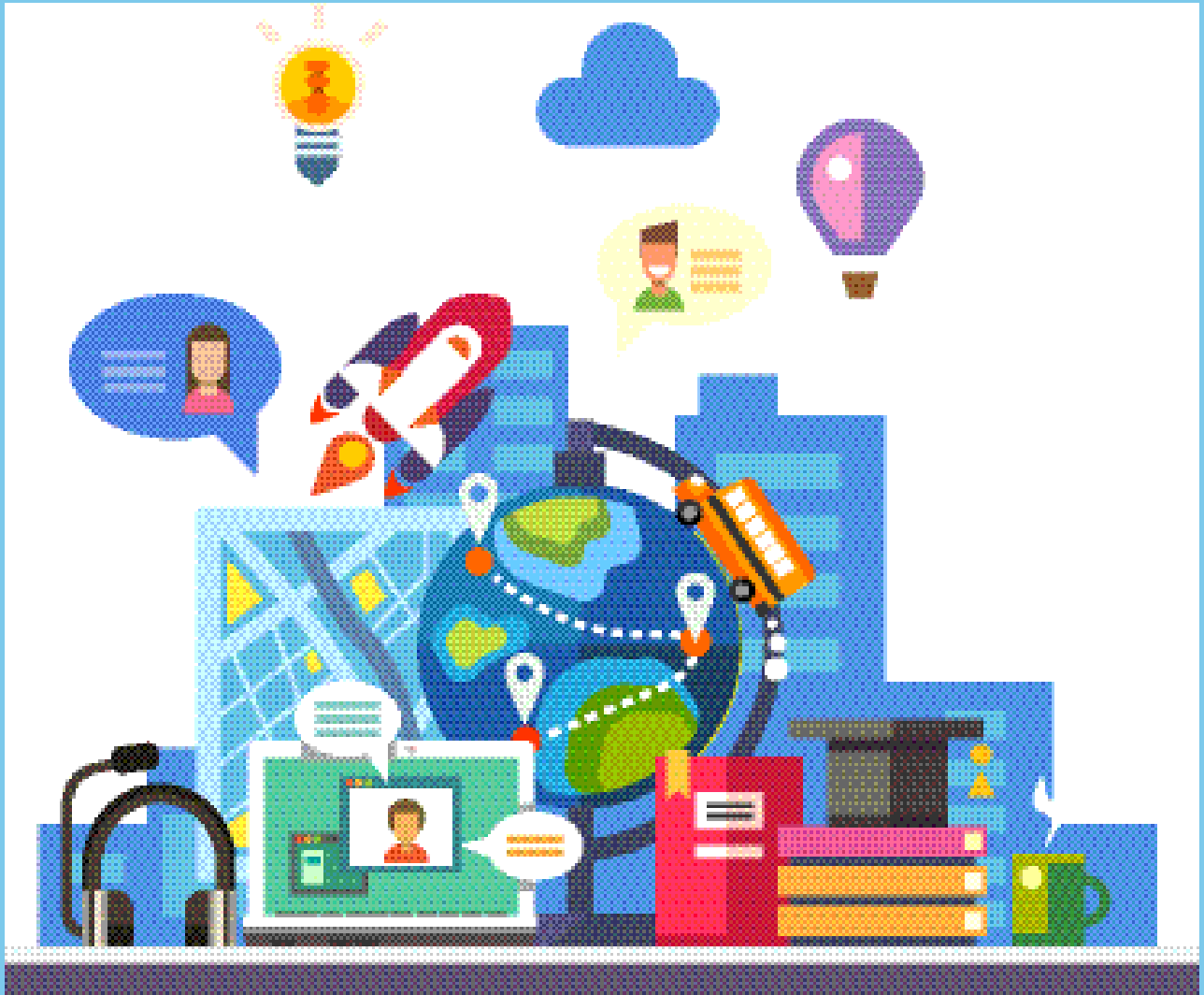


YOUR PUBLIC LIBRARY

Anytime, Anywhere!



DIRECTOR'S MESSAGE

Fiscal year 2017 will be remembered for its challenges, although the storm itself was not long-lasting, the disruption caused by Hurricane Matthew last October will be long-remembered in this community and library.

Though the lower level of the Headquarters Library was flooded and required nearly seven months of reconstruction, most library services for the entire county were re-established fairly quickly—a matter of a couple of weeks.

I'm particularly proud of the way Headquarters Library staff adapted to the relocation of their offices due to the lower level being flooded. For nearly seven months, we shared office space and “made do” to keep library operations rolling under less than ideal circumstances.

Despite this calamity, your public library delivered the quality programs and services that you've grown to expect such as Librari-Con and the job fair. Staff continued providing a bountiful array of entertaining and stimulating programs for all ages and interests throughout the year. We received a rather large federal grant to provide early literacy centers at each location. Programming was also enriched by additional smaller local grants from the Arts Council, American Library Association, and NC Humanities Council. We also won three significant state level awards.

We continued to provide classes to help people improve computer skills and to find work. The Workforce Development Board awarded the library a partnership award to signify our role in elevating our County's workforce. Teens had opportunities to explore employment opportunities through the vocational job fairs.

The library started a new program called “Senior Geek Squad,” which takes place at community centers to teach senior adults how to use technology for personal enrichment. In other activities, our community had opportunities to talk about race and other social issues. We also supported a fellow County department with a pet supply collection campaign for the animals at the County's animal shelter.

Library staff continue to connect with different communities from the “Deaf Chat” program at Bordeaux Branch to monthly visits to youth at the Juvenile Detention Center. We believe that the public library is a critical connector for people.

Towards the end of the fiscal year, the looming County budget deficit began to take shape. It resulted in the loss of over 40 part-time library positions. At the beginning of the new fiscal year, the library began new, reduced hours of operation. While the system is still recovering from this enormous change, our reorganization ensures that core library services and programs remain available.

There will always be challenges; still, it is heartening to know the library continues to receive support from those we serve.



Jody Risacher
Library Director

WHAT'S INSIDE



ACCESS TO INFORMATION

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

Long-Range Plan
Goals to Serving You



Provide access to information



SELF-DIRECTED LEARNING

Online resources enhance educational opportunities.



Support self-directed learning



THE DIGITAL WORLD

Access to, and training for, emerging technologies.



Support diversity in the community



COMMUNITY DIVERSITY

Programs for a variety of interests and ages.



MEETING SPACE

Spaces to accommodate everyone.



Provide safe, comfortable
& welcoming places



LIFELONG LEARNING

Serving customers at every stage of life.



Support connecting & participating
in the digital world



RECOGNITION

Award-winning programs and services.



Encourage lifelong literacy
& creative expression



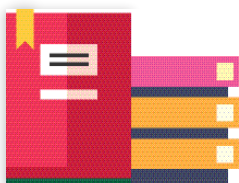
LIBRARY BOARD

Meet our Board of Trustees.

ACCESS TO INFORMATION

Library Helps during Storm Recovery

In the days following Hurricane Matthew, library staff assisted county residents with completing and submitting FEMA paperwork. A few days after getting help, one customer called to report that a FEMA representative had already called her to make an appointment to assess damage to her property.



A presenter provides insight to entrepreneurs who are learning how to plan, start and run their own businesses. This program was part of a series presented at the library by Fayetteville Technical Community College's Small Business Center.

“I thank God for the library.”

– Library customer who received FEMA application help

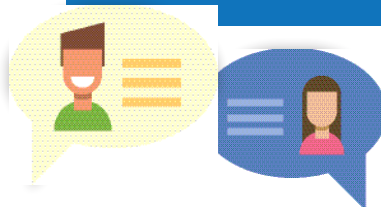
Book A Librarian Sessions

Library staff provided 2,552 appointments to help individuals with technology, research and information needs. Topics included, but were not limited to:

- Creating an email account
- Using Google documents
- Downloading e-books and e-audio books
- Creating and editing résumés
- Researching genealogy
- Microsoft Word basics
- Homeschooling in North Carolina

Call any library to schedule an appointment with our information services staff for help individual help.

12,051
attended
945
programs for adults



Library Staff Assist Job Seekers

The library hosted an Internet Café during the March into Work Job Fair presented by the Department of Social Services. Library staff set up computers and tablets for job seekers to access online applications and to improve or create resumes. The program assisted 117 job seekers and offered library information to hundreds more.



Librarian Birch Barnes provides assistance at the Internet Café.

“Thank you for having an event like this for teens. The bigger job fairs can be intimidating when you’re young and don’t have any job experience.”

– Parent who accompanied his daughter to the Financial Literacy & Vocational Job Fair



Young adults attending the Vocational Job Fair learn about educational opportunities at Fayetteville Technical Community College.

Financial Literacy & Vocational Job Fair

Focusing on emerging adults, ages 16 – 24, the library’s Financial Literacy & Vocational Job Fair was presented in May at North Regional Library. Emerging adults learned how to improve job searching, interview and job skills, as well as tips to effectively manage money once employed. Attendees learned who is hiring for the summer, how to explore careers using NCWorks and met with company representatives.

“This is the first time I’ve seen anything like this geared towards teens. I really appreciate that the library does this.”

– Youth pastor who brought teens from his church to the Financial Literacy & Vocational Job Fair



SELF-DIRECTED LEARNING

From '64 Chevy Trucks to International Greetings Try the Library!

One DIY mechanic had been trying for six months without any luck to repair his classic pickup truck. Upon visiting the library and explaining his dilemma his luck changed when a library associate discovered a wiring harness diagram in an online forum for Chevy truck mechanics.

“I can’t believe that after all this time, the place I needed to visit was the library up the street.”

– DIY Mechanic

A Fort Bragg soldier had requested a book on greetings and manners in different countries through NC Cardinal. He was pleased when a librarian suggested online access to ebrary Academic and Public Library Complete because it includes titles from the Cultureshock series and has a very wide range of countries and specific regions within countries. The soldier replied, ***“Thanks man, you’re always helpful!”***



70,514

**Items in Cumberland County
that were circulated through
NC Cardinal, a state wide
materials sharing service.**



It's Magic!

In search of help for a student, struggling with Algebra, a tutor learned about library access to Brainfuse, calling it “magic” after a demonstration of its live tutoring function.

Brainfuse offers personalized attention by transforming online tutoring into an all-in-one learning experience and is accessible with a library card from anywhere. Students are empowered with a wide range of services that flow together or can be used alone depending on the student’s learning style.

About Brainfuse

- Professional and interactive tutoring
- Reviews and recommendations on writing assignments
- Test preparation in basic skills, and college readiness
- Access résumé/career assistance from career coaches, and more!



CONNECTING DIGITALLY

Senior Geek Squad

This year the library's information services staff offered classes to senior adults at some recreation centers in Cumberland County. In the beginning, some were reluctant to learn about technology and the benefits it offers; but in the end, many reported that their newly acquired skills help them stay connected to friends and family. Senior adults learned how to set up a Facebook account, manage storage on computers and tablets, uninstall unwanted software and how to protect devices from malware and viruses.

"I could be spending an hour (doing something) and she taught me something that takes five minutes!"

– Senior Geek Squad participant



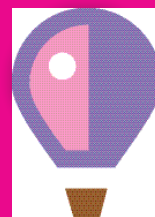
Librarian Matthew Kleven presents a digital lesson to senior adults as part of the Senior Community Service Employment Program.



Searching for documentaries for a high school paper, a student was introduced by library staff to Films on Demand. After finding several relevant films, the student exclaimed,

"This is better than YouTube!"

www.cumberland.lib.nc.us



Top Five Online
Resources/Uses

168,041

NCLive

51,444

Ancestry.com

45,435

Wowbrary

44,193

NC Digital Library

28,530

Tumblebooks



DIVERSITY IN THE COMMUNITY



On Display at the Library

Through programs and exhibitions, the library is a central place to learn about different worldviews and experiences, cultures, local heritage and to explore challenging issues. The area near the Local & State History Room at Headquarters Library has been transformed into a community exhibition space with displays that cover our diverse community. Some of this year's displays included:

Petticoats to Power Suits

Celebrated the strong and influential women in Cumberland County

You Can Fly: The Tuskegee Airmen

Dramatic scratchboard illustrations recreated the training, trials and triumphs of the U.S. military's first African American pilots

200th Anniversary of Fayetteville State University

Comprehensive timeline of the university's history

The Things They Carried, the Words They Shared

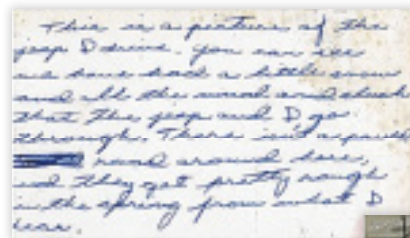
Reflected how military families communicated during times of separation from World War I through conflict in the Middle East



Deaf Chat program



The Deaf Chat program offers people of all ages with hearing impairments a chance to learn and socialize together. The most touching scene was of a self-taught 10-year-old girl signing with an 80-year-old woman. The look of joy on both faces was priceless as the beautiful communication of American Sign Language bridged the gap between the generations.

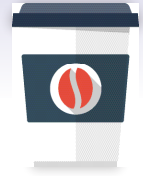


This letter was part of The Things They Carried, the Words They Shared display.





WELCOMING SPACES



From the ever-popular Librari-Con (a convention of anime and fandom aficionados) to business meetings and author visits, the library serves as a meeting place.

Cultivating Rich Learning Environs

Early Literacy Family (ELF) Centers have been established at all library locations where children engage in easily accessible, child-friendly, literacy-based activities such as books, puzzles, games, manipulatives and more. The project was made possible through funding from the federal Institute of Museum and Library Services (IMLS) under provisions of the Library Services and Technology Act as administered by the State Library of North Carolina, a division of the Department of Cultural Resources.



One element at several of the centers is a digital learning station outfitted with iPads and preloaded apps. This encourages a “seek and discover” approach to learning that allows young minds to pursue and interact with the educational content.

“I don’t know what I would do without this place – this is awesome! I couldn’t afford to rent a room or equipment like this, it would cost too much. I am so thankful the library can provide these resources to the community, I’m so thankful!”

– Cumberland County school teacher after using an activity room at the library



Library Serves as Voting Site

As a voting site for 16 days in October and November, the 2016 election was definitely on the minds of staff and customers at North Regional Library where more than 770 citizens voted on Nov. 8 alone.



LIFELONG LEARNING & CREATIVE EXPRESSION

Learning and imagination know no boundaries and at the library all are welcome to pursue knowledge and to explore their creativity.



Learning is Better Together

Circuit Bracelets is a program where youth learn about circuitry. One father and daughter duo learned about the technology together and after the program, the father expressed his appreciation saying,

“Thank you for providing this program. It allowed my daughter and I time together.”

Changing Lives

Seventeen teens at a local alternative high school participated in the Great Stories Club, reading books on prevention of teen violence. For the final session, author M.K. Asante visited to talk about his book *The Art of Change*. “A lot of the students here are involved in gangs or are standing on a street corner trying to be drug dealers,” said one teacher.

“The Great Stories books and Asante’s visit offered them a chance to see what it looks like to get out and be successful. That is what they really need – a chance to have a better life.”



This budding scientist explored physics and technology in building this remote controlled device during a library program. During the North Carolina Science Festival, April 7 – 23, the library hosted more than 40 programs with a total attendance of 903. The festival celebrates the educational, cultural and financial impact of science in the state. It is produced by UNC’s Morehead Planetarium & Science Center.

Librari-Con 2017

This year marked Librari-Con's 11th anniversary and included programs on Japanese culture, history of Kaiju, Sumi-e painting and Japanese calligraphy.



Furry fandom was well represented this year.

1,565

Librari-Con 2017 Attendance

"Y'all made the event thus far even more amazing than the last!"

– Librari-Con attendee

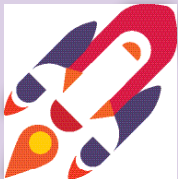


The Chibi Corner kept younger participants busy.



"Celestial Event of the Century"

People safely viewed the eclipse at the library following a program on Aug. 21. Solar eclipse glasses were made possible by a grant from the Gordon and Betty Moore Foundation, Research Corporation for Science Advancement, and Google.



NASA @ My Library

Our library is also planning a series of interactive programs during the 2017-2018 school year and beyond to encourage young students to consider careers in the fields of science, technology, engineering and mathematics.



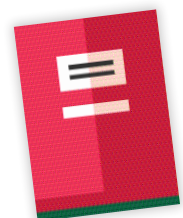
Children imagine what it's like to be working in outer space as part of "Astronauts for a Day: STEM Story Time."



A big fan of Christian fiction writer Beverly Lewis was happy to have her photo taken with the award winning author.

Authors Visit Library

New York Times bestselling author Beverly Lewis visits with fans at Headquarters Library in September. Following a brief discussion, Lewis signed copies of her latest book *The Proving*. Special guest author visits are a part of library programming throughout the year.



GRANTS & NEW SERVICES



NC Kids Digital Library

Offers youth easy access with their library card to e-books, audiobooks, read-alongs and videos through the library's website. The North Carolina Public Library Directors Association (NCPLDA) together with OverDrive and the state of North Carolina created the new digital resource sharing service.

Playaway Launch Pads

These digital learning tablets for children are ready to check out and are equipped with pre-loaded, ad-free programs that are fun and educational.



Grab and Go!

Grab and Go book bundles make it easy for busy adults to check out materials that cover a variety of popular topics. Bundles include preselected materials that can be checked out immediately and eliminate the need to search and browse the catalog and shelves. This convenient service is offered at all locations.

Grants @ the Library

Programs and services are enhanced throughout the year at the library with support from a variety of grants. This year's funding partners include:

- **American Library Association (ALA) Great Stories** – Youth book discussions
- **Arts Council of Fayetteville/Cumberland County** – Storytelling Festival and Writers' Workshop
- **ALA/FINRA Investor Education Foundation** – Financial literacy exhibition
- **Best Buy** – Technology for youth programs
- **Cape Fear Kiwanis Club** – Children's early literacy
- **Cumberland Community Foundation** – Summertime Kids Reading project, and Library Endowment marketing
- **Faces in the Community Endowment** – Books and technology for youth programs
- **Library of America** – World War I & America programs
- **Library Services and Technology Act/North Carolina State Library** – Early Literacy Family Centers
- **NASA @ My Library** – STEM programs for youth
- **North Carolina Humanities Council** – Let's Talk About It book discussions



Friends Rebuild after Flood

The Friends of the Library spent the year overcoming damage caused by Hurricane Matthew when flood waters inundated their book sale room at Headquarters Library. Not easily deterred, a cadre of committed volunteers continued to sort book donations and prepare for when they could conduct their first sale. That sale took place in August and brought in much needed revenue of \$7,324.



THE LIBRARY ENDOWMENT FUND

CUMBERLAND COUNTY, NORTH CAROLINA

Friends of the Library \$50,000 donation match

The Friends of the Library will match up to \$50,000 in donations that are made to the Library Endowment Fund (LEF) – Cumberland County, North Carolina through Dec. 31, 2017.

The fund was launched this year to provide financial support for library programs and services that would otherwise not be possible. Cumberland Community Foundation, Inc. manages the investment and administrative responsibilities for the LEF – to learn more about giving, contact them at 483-4449 or visit “Give Now” at cumberland.lib.nc.us.



Representatives of county high school Student Government Associations presented checks to members of the Library Endowment Fund committee. The \$800 student contribution will be doubled by the Friends of the Library.

About the Friends

The Friends of the Cumberland County Public Library, Inc. supports the library in fulfilling its literary, educational, technological, community and cultural purposes. This non-profit organization sponsors visits by guest authors, supports the Writers' Workshop and provides incentives for the summer reading programs and other library programs and services.



Upcoming Friends of the Library Book Sales

Tuesday, Nov. 14, 4 p.m. to 7 p.m. for members only

Saturday, Nov. 18, 9:30 a.m. to 2 p.m.

Headquarters Library, 300 Maiden Lane



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. Board members serve three-year terms and are appointed by the Cumberland County Board of Commissioners.

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



Fiscal Year 2016-2017

Personnel.....	\$8,902,328
Books, periodicals, e-books, A/V material and databases.....	\$1,060,978
Operations	\$1,288,391
Total Expenditures	\$11,251,697

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

Each summer youth engage in programs and activities that encourage reading and literacy building skills. Studies indicate the importance of reading during the months when school is out so that children are better prepared when they return.

2,098,440

Minutes Read

14,766

Attended Program

548

Youth Programs



Young readers show off their summer reading program collage that reflects its theme, "Build A Better World."

Working for Our Community: Fiscal Year 2016-2017

Materials Circulated	1,538,035
Program Attendance Adults and Children	95,297
Meeting Room Attendance	66,082
Outreach and Community Engagement	20,083
New Library Cards Issued	16,775
Library Visits.....	1,214,921
Questions Answered.....	219,230
Public Computer Sessions.....	842,535
Public Printing	286,472
Online Database Sessions	1,077,342
Other Public Services*	46,701
Total Units of Service	5,423,473

**Typewrite usage, promotion/assistance, Book-A-Librarian, deposit collections, volunteer hours*

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. – 8 p.m.
Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 5 p.m.
Sun 1 p.m. – 6 p.m.

Bordeaux Branch

3711 Village Drive
Fayetteville, NC 28304-1530

424-4008

Mon–Tues 9 a.m. – 8 p.m.
Wed–Thurs 9 a.m. – 6 p.m.
Fri–Sat 10 a.m. – 6 p.m.
Sun Closed

Cliffdale Regional Branch

6882 Cliffdale Road
Fayetteville, NC 28314-1936

864-3800

Mon–Thurs 9 a.m. – 8 p.m.
Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 5 p.m.
Sun 1 p.m. – 6 p.m.

East Regional Branch

4809 Clinton Road
Fayetteville, NC 28312-8401

485-2955

Mon–Tues 9 a.m. – 8 p.m.
Wed–Thurs 9 a.m. – 6 p.m.
Fri–Sat 10 a.m. – 6 p.m.
Sun Closed

Hope Mills Branch

3411 Golfview Road
Hope Mills, NC 28348-2266

425-8455

Mon–Thurs 9 a.m. – 8 p.m.
Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 5 p.m.
Sun Closed

North Regional Branch

855 McArthur Road
Fayetteville, NC 28311-2053

822-1998

Mon–Thurs 9 a.m. – 8 p.m.
Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 5 p.m.
Sun 1 p.m. – 6 p.m.

Spring Lake Branch

101 Laketree Blvd.
Spring Lake, NC 28390-3189

497-3650

Mon–Wed 9 a.m. – 6 p.m.
Thurs 9 a.m. – 7 p.m.
Fri Closed
Sat 10 a.m. – 6 p.m.
Sun Closed

West Regional Branch

7469 Century Circle
Fayetteville, NC 28306-3141

487-0440

Mon–Tues 9 a.m. – 8 p.m.
Wed–Thurs 9 a.m. – 6 p.m.
Fri–Sat 10 a.m. – 6 p.m.
Sun Closed

All location hours subject to change.

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

