

CURIOSITY:

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Message from the Director



Jody Risacher
Library Director



Memories of the late 2016 Hurricane Matthew's flooding of the lower level of Headquarters were still fresh in this new fiscal year as we finalized restoration. Newly installed water barriers at each of the lower level doors helped protect the building from the rising waters of Cross Creek during Hurricane Florence.

An economic calamity impacted our county this past year as stagnant property values and declining revenues forced the County Commissioners to raise property taxes and make severe cuts to the FY18 County budget. The library lost most of its part-time positions in July 2017, resulting in cuts in service hours to the public.

Although these cuts were disheartening, we did not close any branches. The affected part-time staff were offered support in finding new employment. Among that group, some have been hired back into vacant positions in the library and at other County departments.

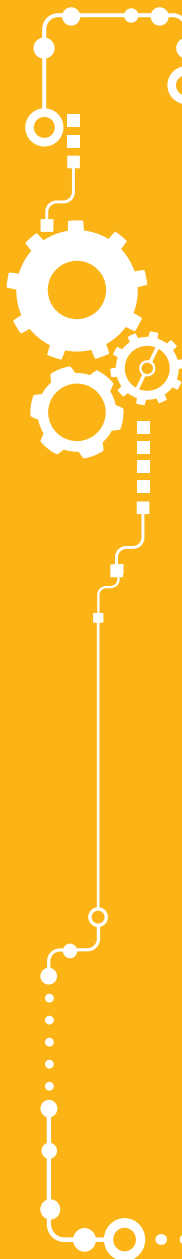
Despite these challenges, this library continues to provide excellent services and programs. We were awarded several significant grants and won state awards during the past year. New services are being rolled out!

In the fall of 2017, the library joined the Pathways for Prosperity, a coalition intended to reduce the grip of poverty in some of our neediest neighborhoods. The library will be an active partner in providing outreach to these areas.

In the summer of 2018, the library partnered with the Cumberland County Schools and the Workforce Development Board to provide coding camps for teens in three of the poorest areas of the county. Well-attended sessions included instruction from qualified teachers and exposure to future possibilities for employment.

Also in the summer we began discussions with Cumberland County Schools about extending the use of public library databases and electronic books through the use of student IDs. I hope to report on implementation of the program in next year's annual report.

Enjoy this report: the pages ahead illustrate the vibrancy of a well-respected public library helping to build a healthier community.



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Access to Information

JOB FAIRS & EMPLOYMENT HELP

"This job fair is amazing! I was able to talk to three companies that I just sent applications to. I think we hit every table. We got so much information!"
— Job fair participant

Throughout the year, Cumberland County Public Library hosts job fairs and offers employment help to assist job seekers. Topics include how to create a résumé, improve interview and job skills, and tips to effectively manage money once employed.



93% of job fair attendees surveyed felt more knowledgeable and more confident about the job-search process.



96% of job fair attendees surveyed were more aware of employment resources and services provided by the library.

"Grab another Resource for Soldiers and Their Families pamphlet. These are really valuable!"
— A father of four at the Military and Families Resources Fair

WORD OF MOUTH: STORIES OF SUCCESS

A customer facing unfortunate circumstances visited the library seeking consumer legal resources and accepted a Community Resources for Those in Need booklet. She was reassured that the library was prepared to help in her job search as well. Smiling and crying, she said,

"I had hoped the library might be able to help me, but I had no idea how much!"

"I've found a job!" A customer had been coming to the library multiple times a week for several weeks to fill out applications, often asking for assistance. The newly-employed customer visited the library to complete her onboarding forms and to thank the library staff "during this trying time" between jobs.

BOOK A LIBRARIAN

Library staff provided **3,094** appointments to help individuals with technology, research and personal information needs.

BY THE NUMBERS



The annual Job Fair in 2017 attracted approximately **450** job seekers and nearly **90** individuals received guidance on how to improve their resumes.

At the March into Work Job Fair, **322** individuals received information about library services and resources. An "Internet Job Café" with **35** computers assisted **117** job seekers with online job applications and employment resources.

112 job seekers attended the Vocational Job Fair in 2018.

The Vocational Job Fair for teenagers in 2017 attracted **129** job seekers.

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



Microsoft Word basics

Researching genealogy

Homeschooling in North Carolina

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



Self-Directed Learning

THE LIBRARY IS A GREAT PLACE TO...

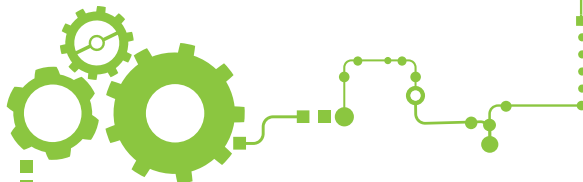
BY THE NUMBERS



74,292 items in Cumberland County were circulated through NC Cardinal, a state wide materials sharing service.

The library's Online Job & Career Resource Guide was accessed by **31,763** users.

14,287 users accessed Brainfuse for interactive tutoring, writing assignment help, test preparation, career assistance and more.



UNLOCK SECRETS!

Noting a frustrated third grader, who was working on a project at a computer a library staff member offered help with inserting pictures into her school report. Afterward, the student began grinning widely and exclaimed, **“That is a secret handshake!”**



LEARN A NEW LANGUAGE!

A library staff member recommended Mango Languages to a soldier who was deploying overseas and wanted to improve his ability to speak Korean. He was surprised and happy to discover the self-paced language learning program on the library's website.

FULFILL A LIFELONG DREAM!

An 80-year-old inquired about competitive rowing and said that he had been training in the gym three days a week. The culmination of his training was an invitation to row with a collegiate competition rowing team in South Carolina with his family in attendance. He was grateful the library staff helped him find resources on the mechanics and history of rowing.

“Rowing has always been one of the things I wanted to accomplish on my bucket list. This year I will do just that!”

Connecting Digitally



MEET LIBBY

The Libby app simplifies customer access with personal mobile devices to the NC Digital Library and NC Kids Digital Library. Libby has been nationally recognized by users for its sleek, modern design and easy navigation.

“I can’t believe that I have been paying for e-books all this time when the library had them for free!”



RB DIGITAL

RBdigital offers an easy way to access audiobooks, magazines and e-books from the library.

“As a school media coordinator, finding time to visit the library can be difficult. Carrying around the books can also be a burden, but being able to access e-books through the public library allows me to nurture my love for reading anywhere!”



SENIOR GEEK SQUAD

Senior Geek Squad is a series of monthly programs that provides technology help to older adults.

“Thank you for being so patient and helping an old lady. I will see you next month!”

BY THE NUMBERS



17,795 audiobooks, e-books and e-magazines were checked out through Cumberland County Public Library.

TOP 5 ONLINE RESOURCES

1. NC Digital Library: 78,287
2. Wowbrary: 41,038
3. Ancestry.com: 38,809
4. NCLive: 36,006
5. Brainfuse: 14,287





Diversity in the Community

CELEBRATE

257 individuals attended the Celebrating Native American Culture through Music and Artifacts program that included crafts, artifacts, drums, dances and songs.



LEARN

In two separate presentations, Holocaust survivor Abe Piasek shared to a total of 236 audience members his experiences as a Jewish teenager in Poland when he was imprisoned in four concentration camps, including Auschwitz, from 1941-1945. A live Facebook feed of one presentation received 639 views.



CRACK CODES

A three-part series, *Cracking the Codes* promoted timely conversations that addressed issues important to our community. One program addressed race perceptions in the United States and the 40 participants viewed a segment of the documentary, *Race: The Power of an Illusion*. This series was attended by a total of 86 individuals.

EXPLORE

Participants of *Explore*, a monthly program for adults with developmental challenges, learned about various topics through stories, images, crafts and sensory activities.



At the library, we...

SERVE

An emergency medical services worker informed her patient Kathy B. about the library's Mobile Outreach Service. Brooks said, "More people need to be aware of this service It takes a great deal of work to get me out to a doctor's appointment in my health condition, let alone any other place. Now the library is brought to me, because I cannot go visit one. This is incredible!"



CONNECT

Lecia Brooks, Outreach Director for the Southern Poverty Law Center (SPLC), led a community conversation to 75 audience members on the SPLC and its work tracking hate groups.



The event was sponsored by Fayetteville National Organization for Women, Fayetteville-Cumberland County Human Relations Department, Delta Sigma Theta Sorority, Fayetteville NAACP and Cumberland County Association of Educators.

Welcoming Spaces

From the ever-popular Librari-Con to business meetings and author visits, the library serves as a meeting place.



"She has always loved watching the library staff use puppets in your story times, and when she discovered this stage, her creativity skyrocketed and her timidity decreased!"

- Mother in response to her preschooler's use of the puppet stage in an Early Literacy Corner



The library held a Quilters' Workshop to celebrate National Quilting Day. The 55 attendees learned the art of quilting with a mini-project.

Thank you Tarheel Quilters Guild for providing sewing machines and sharing your expertise with the public.

Back by popular demand, the Piney Woods Boys delighted an audience of 114 at the library with Southern traditional string band music with deep roots in "old time" and blue grass music.



STORYTELLING FESTIVAL

468 children and adults attended this annual free event. Programs are literacy-based and include hands-on activities and crafts related to each year's theme.



Children participate in Digderidoo Down Under, a high-energy fusion of Australian music, culture, puppetry, comedy, character building, storytelling and audience participation.



Best-selling children's author Rosemary Wells discussed the importance of reading to children in her presentation *Booking Up Our Kids* to 75 attendees.



Writers from the Sandhills region participated in a Local Authors Showcase sponsored by the Friends of the Library. This event gave the community a chance to meet the authors and learn more about their books.



Lifelong Learning

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



CIVIL WAR QUIZ BOWL

Museum of the Cape
Fear's 17th annual event
saw contestants testing their
knowledge of Civil War tactics
and history.



THE WAY WE WORKED: NEWBERRY MILL

Audience members
learned how
agricultural
and textile mills
shaped the history
of Fayetteville from the
Fayetteville Area Transportation
and Local History Museum staff.



THAT PUPPET GUY

Through storytelling and
audience participation,
innovative rod puppets and
hand-crafted animal masks came
to life before the audience's eyes.

NASA @ MY LIBRARY

More than 160 children and
their caregivers attended
three NASA @ My Library
programs, which
coincided with the North
Carolina Science Festival.



SIP-N-PAINT @ YOUR LIBRARY

Attendees enjoyed
painting, mockmosas,
soothing music, and
good conversation as they
relaxed and let their creative
juices flow.



5th ANNUAL WRITERS' WORKSHOP

Conference guests heard from
best-selling and children's
literature authors, and
award-winning poets.



Together, more than
540 individuals
attended these
programs!



CUMBERLAND COUNTY CODING CAMP

The library partnered with Cumberland County Schools and Fayetteville State University to take students on a field trip to the university, where they heard presentations on cybersecurity, social media safety and economics. Students were attending the Cumberland County Coding Camp that explored STEM careers in the military and state government from a network analyst at the North Carolina Department of Public Safety.



NORTH CAROLINA SCIENCE FESTIVAL

This program ran throughout April with an ever-popular theme, "The Science of Food and Drink." The library hosted more than 50 programs bringing hundreds of children and families into the branches. Programmers infused an assortment of creativity into programs including: Yeast-air Balloons, Kitchen Science, Preschool Science: Salt Dough and many others.



LIBRARI-CON

This annual anime and sci-fi mini-convention features panels, presenters, a chibi corner, a gaming lounge and a cosplay runway.

Presentations this year included the history and lineage of the ninja, a discussion on the 80-year evolution of Superman, a fencer's approach to lightsaber methods, special effects makeup, Sashiko quilting, and an introduction to script writing and film production.

2018 marked the 12th anniversary of Librari-Con.

1,492 attended this free event.





Grants & New Services

GRANTS @ THE LIBRARY

Programs and services are enhanced 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 –
Cumberland County Storytelling Festival;
Writers' Workshop

Cape Fear Kiwanis Club –

Children's early literacy

Cumberland Community Foundation –

Summertime Kids Reading project

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 –
2nd Chance @ Success; Digital Library @ DSS;
School Success Initiative

NASA @ My Library –

STEM programs for youth

North Carolina Humanities Council –

Let's Talk About It book discussions

Smithsonian Institution –

The Way We Worked



VETNOW

VetNow helps veterans transitioning to civilian life through live, interactive career assistance, academic tutoring and much more. It helps veterans and their families understand and apply for benefits.



MOBILE PRINTING

This service, available at Cliffdale Regional Branch and North Regional Branch, allows customers to send print jobs from mobile devices to library printers. It's now quicker and easier to take care of on-the-fly print jobs, such as proof of insurance or documents via email. A customer can now read an email on the phone and send it straight to the printer without signing in for a library computer.

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 nonprofit organization sponsors visits by guest authors, supports the Writers' Workshop and provides incentives for the summer reading programs and other library programs and services.



Longleaf Pine REALTORS' Inc. held a fundraiser luncheon attended by 280 people that raised \$500 with a \$500 match for the Library Endowment Fund (LEF). They also donated materials for Friends book sales.

Pictured above (L to R): LEF Committee Chair Marty Williams; Representing Longleaf Pine REALTORS: David Sattelmeyer, Vice President Public Relations; Rosemary Buerger, President-Elect; Zan Monroe, CEO

BY THE NUMBERS



The 2018 Friends book sales in February, May, and August served 2,765 customers and, combined, raised more than **\$35,000.**

HOW TO GIVE

Sales of gently used books, magazines and DVDs are a popular way the Friends raise funds, along with memberships.

To become a member, visit our website or call 483-7727.



UPCOMING 2019 BOOK SALES

FEBRUARY

Tuesday, Feb. 12	4 - 7 p.m.
Saturday, Feb. 16	9:30 a.m. - 2 p.m.
Sunday, Feb. 17	1 - 4 p.m.

MAY

Tuesday, May 14	4 - 7 p.m.
Saturday, May 18	9:30 a.m. - 2 p.m.
Sunday, May 19	1 - 4 p.m.

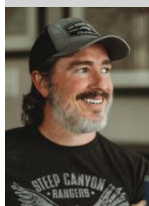
AUGUST

Tuesday, Aug. 13	4 - 7 p.m.
Saturday, Aug. 17	9:30 a.m. - 2 p.m.
Sunday, Aug. 18	1 - 4 p.m.

NOVEMBER

Tuesday, Nov. 19	4 - 7 p.m.
Saturday, Nov. 23	9:30 a.m. - 2 p.m.
Sunday, Nov. 24	1 - 4 p.m.

FRIENDS OF THE LIBRARY PRESENT: WILEY CASH January 27, 2019 • Headquarters Library • 3 p.m.



The Friends welcome *New York Times* best-selling author and North Carolina native Wiley Cash, whose fiction and essays have appeared in numerous publications.

There will be a brief Friends of the Library annual meeting before the event.



Working for our Community

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.

Daniel Montoya,
Vice Chair



Brian Tyler,
Chair



Donald
LaHuffman



CCPL
BOARD
MEMBERS
2017-2018

Paige
Ross



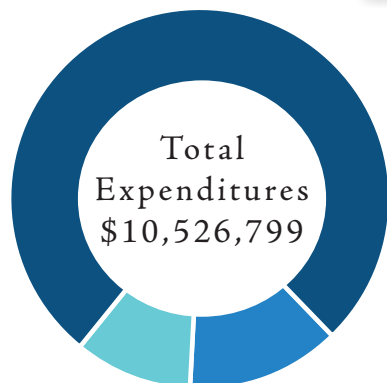
Betsy
Small



Katrina
Tiffany



FISCAL YEAR 2017-2018



Books,
periodicals,
e-books,
A/V material
and
databases
\$1,050,472



Operations
\$1,319,045



Personnel
\$8,157,282

BY THE NUMBERS



Materials Circulated	1,423,364
Program Attendance Adults & Children	91,645
Meeting Room Attendance	50,814
Outreach and Community Engagement	24,468
New Library Cards Issued	15,474
Library Visits	1,208,774
Questions Answered	218,109
Public Computer Sessions	748,298
Public Printing	282,254
Photocopier Usage	363,643
Online Database Sessions	886,317
Other Public Services*	37,745

TOTAL UNITS OF SERVICE 5,350,905

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

"When I ask my children where they want to go, they say the library!"

- Parent of two preschoolers

"The library is the best place to be if you're a kid!"



SUMMER READING PROGRAMS

The summer reading programs for readers of all ages kicked off in June of 2017 with its theme "Libraries Rock!" A key goal of summer reading programming is for students to maintain reading skills during the break because research has shown that time spent reading is effective in helping students stay at grade level. Prizes and incentives are sponsored by the Friends of the Library.



94% of summer reading program participants surveyed want to use the library more often now.



81% of summer reading program participants surveyed enjoy reading more now.



The dogs from Love on a Leash enjoy listening to stories of all kinds. Reading aloud to them is a great way to encourage shy or reluctant readers.



Students learned about the Doppler effect and the sounds of nature at a science of sound summer reading program.



Children are able to explore their creativity with LEGO freplay.



Tots and Toddlers listened to stories about people in their community who have jobs helping people and made firemen hats.



Children learned about bugs and plants while making a frog friend.



A puppetry workshop allowed children to make their own puppet friend.



Pete the Cat, the title-character of a beloved children's book by author Eric Litwin, visited several library story time events.

LOCATIONS TO SERVE YOU

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

"I'd rather lose my
VISA than my library
card! I can't operate
without it!"

HEADQUARTERS LIBRARY

300 Maiden Lane
Fayetteville, NC 28301-5032
483-7727

Mon-Thurs	9 a.m. - 8 p.m.
Friday	9 a.m. - 6 p.m.
Saturday	9 a.m. - 5 p.m.
Sunday	1 p.m. - 6 p.m.

BORDEAUX BRANCH

3711 Village Drive
Fayetteville, NC 28304-1530
424-4008

Mon-Tess	9 a.m. - 8 p.m.
Wed-Thurs	9 a.m. - 6 p.m.
Friday-Sat	10 a.m. - 6 p.m.
Sunday	Closed

CLIFFDALE REGIONAL BRANCH

6882 Cliffdale Road
Fayetteville, NC 28314-1936
864-3800

Mon-Thurs	9 a.m. - 8 p.m.
Friday	9 a.m. - 6 p.m.
Saturday	9 a.m. - 5 p.m.
Sunday	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.
Sunday	Closed

HOPE MILLS BRANCH

3411 Golfview Road
Hope Mills, NC 28348-2266
425-8455

Mon-Thurs	9 a.m. - 8 p.m.
Friday	9 a.m. - 6 p.m.
Saturday	9 a.m. - 5 p.m.
Sunday	Closed

NORTH REGIONAL BRANCH

855 McArthur Road
Fayetteville, NC 28311-2053
822-1998

Mon-Thurs	9 a.m. - 8 p.m.
Friday	9 a.m. - 6 p.m.
Saturday	9 a.m. - 5 p.m.
Sunday	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.
Thursday	9 a.m. - 7 p.m.
Friday	Closed
Saturday	10 a.m. - 6 p.m.
Sunday	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.
Sunday	Closed

All location hours subject to change.
Free Wi-Fi at all locations.



LIBRARY AWARDS & RECOGNITION

The library received two distinguished awards from the
North Carolina Public Library Directors Association for
outstanding library programs and services:

- The "I Heart My Library" campaign presented in the
"Public Relations Promotional Project" category.
- The "Christmas Portraits" program presented in the
"Outstanding Adult Library Program" category.

Visit us online at www.cumberland.lib.nc.us

Follow us on social media!



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