

CUMBERLAND COUNTY PUBLIC LIBRARY & INFORMATION CENTER

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

February 2020 Director's Report

Community Outreach:

Operation Ceasefire Notification Call-In resumed in February with the library staffing a table. The event was held at the FAST Transit Center. Approximately 50 former offenders stopped by and received valuable information on library programs and services.



Headquarters Library

Success Stories:

- ★ IS Librarian I Kelly Lindsay helped a customer, who recently relocated to Fayetteville, search for employment. The customer used the library's Book A Librarian service and Lindsay helped the grateful man create a résumé and complete two job applications.
- ★ YS Library Associate Alison Bradley explained the library's new automatic renewal service to a mother and her child. The mother was genuinely excited to learn about the service and told Bradley that the family could benefit from the automatic renewal services. Later in the visit the mother told Bradley that she was her daughter's newest friend.
- ★ YS Library Associate Whitney Simmons helped a grade school student find and print pictures of the solar system for a school project. The girl told Simmons that she was interested in science & math and aspired to become a NASA scientist. Simmons showed her some of the science databases that the library provides online and also showed her the NASA image gallery, which helped the student find several images for her project.

Highlights:



Participants at the **Fatal Visions 50 Years Later: The Jeffrey MacDonald Case** program, presented by library staff and Bruce Dawes from the City of Fayetteville, discussed the 1970 Jeffrey MacDonald murders, their impact, the climate and culture of Fayetteville. The program also discussed the investigations, trials and appeals pertaining to the case.

Crazy Horse: The Lakota Warrior's Life and Legacy, a book talk by author William Matson and Crazy Horse family elder Floyd Clown Sr., discussed their book *Crazy Horse: The Lakota Warrior's Life and Legacy*.



Students enjoyed designing their own *LEGO* balloon cars the **LEGO Balloon Car Racing** program.

Participants enjoyed watching a puppet show, listening to books and making Valentine's Day cards for loved ones during the **Crazy, Silly Love: Puppet Show, Story & Craft** program.



Teen Paint & Sip: Participants had the option to free-hand paint their own emoji designs or paint on existing outlines.



Nature STEAM: Cape Fear Botanical Gardens presented a program on amphibians. As part of the program,

participants had to determine which animals were amphibians and which animals were not. (Hint: A turtle is not an amphibian.)



A group of kindergarten students from Cashwell Elementary visited the library for a tour and story times. One of the teachers told YS staff how happy the students were to be at the library. One student was over the moon with excitement about the library's materials and with the interactive part of the children's department.

Bordeaux Branch Library

Success Stories:

- ★ Library Associate Tracey Pelletier assisted a customer with creating an account on jailatm.com so that he could send money to his wife who is incarcerated. He was very grateful for Pelletier's help.
- ★ After IS Librarian I Matthew Kleven ran through his **Black History Bingo** game presentation and an attendee said she enjoyed it so much and requested permission to do the program at her church. She also suggested that it be done in schools and asked for all the materials and Kleven sent her all of his research, documents, bingo sheets and game pieces.
- ★ IS Library Associate Avery Reinink was checking the computer lab before closing and overheard a teen expressing frustration that the computers had not stayed on long enough to print something. Reinink inquired whether the item was on the computer or online and after learning that it was online, she allowed the teen to print from the desk computer. The teen and her parents were very grateful, as it was for a project due the next day

Highlights:



Lego Free Play



Kids Create Candy Science



Black History Bingo

Cliffdale Regional Branch Library

Success Stories:

- ★ IS Library Associate Joselyn Williams helped a customer who was trying to complete her job application for a manager who promised her a job if she completed the online application. They began by creating an email address, next they worked on the actual application and by the end of their session the customer had completed her job application. According to the customer, she would have never gotten this done without the library.
- ★ A new Cumberland County resident came in to use a computer because her printer was not set up yet. Library Associate Rita Grimes showed her how to use the express computer to print her documents. She then asked about the closest place to send a fax and Grimes told her that she could also send a fax from the library. She was overjoyed to learn that she could do everything in one place. She said, "I'm so glad I don't have to run all over town! This is a great library!"
- ★ A customer came in to print a document, but he couldn't get into his email on the computer because he couldn't remember his password. After hearing this, Library Associate Rita Grimes asked him if he could get to his email on his smartphone. He said that he could and Grimes was then able to help him print out his documents using the library's mobile printing service. He told Grimes, "You are a life saver!"
- ★ A customer was able to keep his veterans benefits thanks to Library Associate Yaminah Vereen, who helped him quickly print out and fax important documentation. The customer came back to the library and told Vereen that he got to keep his benefits because the library helped him!

Highlights:



Crafts My Way



Senior Geek Squad



Musical Me: Music Around the World with the Fayetteville Symphony Orchestra



East Regional Branch Library

Success Stories:

- ★ IS Library Associate Kimberly Walters assisted a customer with printing flyers for her daycare. The customer was frustrated with the flyers printing out incorrectly when she copied them on the copy machine. Walters suggested that the customer attempt to print one exactly like she wanted from the computer and then copy the extra ones she needed on the copy machine. Walters assisted the customer with changing settings in the computer to print the flyer correctly and make additional copies at the copy machine. The customer thanked Walters for assisting her and stated that she really appreciated the help with such a frustrating situation.
- ★ Upon leaving near closing, a mom of a Cape Fear School student thanked Circulation Manager Tammy Holt for letting her “hang” at the library waiting for her son to get back from a marching band obligation. While chatting with the customer, Holt asked her if she knew about the library’s databases that could help her son with homework. She asked for more information and Holt showed her several that would help him in his classes and upcoming testing. She was very excited and stated that she had no idea the library offered these resources. She said she would sit down with her son when they got home and start exploring. Holt told her to give us a call if she had any questions. She said, “I used to bring him all the time when he was little but got out of the habit. We’ll definitely start coming back to the library – you all always have the most wonderful things to offer your customers.”

Highlights:



**Preschool Story Time:
Mardi Gras Hats**



**Preschool Story Time:
Valentine's Day Weaving**



**What'cha Makin' Wednesday: Rock
Art Mandalas**

Hope Mills Branch Library

Success Stories:

- ★ YS Library Associate Sarah Thornton noticed a parent taking books back and forth to the resource terminal and asked him if she could help. He said that he was checking AR book levels for his daughter and “wished it was easier.” Thornton asked if he knew about the *Points Scan Free App* on his smart phone and he hadn't heard of it. Thornton showed him how it worked and he said, “Well this makes a parent's job a lot easier! The library always has the best information for my family!”
- ★ Library Associate Molly Utley spoke to several excited customers who learned that they can now use their Hoke County Library cards in Cumberland County. “No more \$25 yearly fee!” was one very pleased customer's comment.

Highlights:



The children enjoyed stories, songs and a craft at the **Birds Need Kindness Too** program. The group checked out a few bald eagles' live nest cams and made treats to take home for their backyard bird friends.

The puppet show *Peter and the Wolf* was a big success for **Musical Me!** The program featured a flannel introducing each character with their instruments and shadow puppets that moved along with the story and the music. At the end of the show the children got to play with the shadow puppets and learn how to make them. They even got a take-home packet so they could make shadow puppets at home.



Our furry friends from *Love on a Leash* enjoyed being read to by the children at YS Library Associate Sarah Thornton's **Paws for Reading** event.

The **DIY Valentine's Day Cards** program was a success! The participants enjoyed crafting and creating their own beautiful cards for Valentine's Day.



The Good Shepherd Co-Op homeschool group really enjoyed the presentation that IS Librarian I Sabrina Taylor gave on searching the library's catalog and using some of the library's databases and electronic resources. When Taylor showed the children *NCpedia*, one of the girls remarked that she didn't know that North Carolina had a state song. The children also enjoyed learning how to speak *Pirate* though *Mango Languages*. The children expressed several times that they had learned something new and their teacher told Taylor that she would be using the resources that had been shown.

North Regional Branch Library

Success Stories:

- ★ A parent complimented YS Library Associate Carla Todd for incorporating sign language in her toddler and preschool story times.
- ★ IS Librarian II Mark Wilson assisted a customer in locating the death record for his estranged brother. Wilson found information in the *Ancestry Library Edition* database. Some of the records indicted discrepancies, but Wilson suggested that the customer also try the State of Pennsylvania's Office of Vital Records.

Highlights:

Over 3,000 voters took advantage of the library's early one stop voting at North Regional library. Staff answered many questions related to sample ballots and the schedule for early voting. An additional 477 ballots were cast on the March 3rd primary.

Dr. Lanier and her students from Fayetteville State University read *First Pooch* by Carole Boston Weatherford and introduced the children to therapy dogs at the **FSU Read-Round-About** program celebrating *Black History Month*. After the program Dr. Lanier sent an email saying, "Thank you for the opportunity to present at the library. This is such a great learning experience for our pre-education majors. Your support is appreciated."



Children enjoyed visiting the zoo through puppetry, books and music during the **Musical Me: Zoo Animals** Sensory Story Time.



The **Teen Scene: Anime Party** was conducted with the assistance of the Carolina Manga Library and was a tremendous success. YS Librarian I Aaron Mehaffey followed up with the teens at a later program and found anime programs topped their request list.

The **Library Geek Squad** program had a nice variety of questions ranging from getting started with Excel, to managing online news subscription apps in email, to disappearing virtual keyboards on phones. All participants were successfully assisted by IS Librarian I Heather Heady.

Spring Lake Branch Library

Success Stories:

- ★ IS Library Associate Ginger Hewett assisted Ms. Adams with completing an application for a Corrections Officer position at the library's Job & Career Center computer. Ms. Adams later returned to inform Hewett she had gotten the job and was very excited. She thanked Hewett for her help and said she is glad that the library is always here for her.
- ★ Administrative Support Specialist Lisa Hutchison was talking to a regular story time mom and she mentioned needing to see if the library had homeschool information available. Hutchison walked her to that section to show her what was available, while talking to her about resources that might help. She mentioned that several moms were in the same situation so Hutchison told her to take advantage of any help offered by others and that the library would always be here for her and most willing to help find books/subjects she needed to work with. She left happily toting a handful of books.

Highlights:



YS Librarian I Suzanne Pate hosted the popular and fun **Get Creative with LEGOs** program. New and returning families had a great time seeing what they could create with *LEGOs*.

Teens enjoyed making Valentine cards and duct tape roses during the **Teen Scene Valentine Crafts and Gaming**. This program was hosted by YS Librarian I Suzanne Pate and she gave the teens a space to be creative and many chose to play board and video games.





YS Librarian I Suzanne Pate hosted the very popular **Paws for Reading** program. Children in grades K-5 enjoyed meeting and reading to three dogs. One mother said, "Well, I don't know." when she was told about the program. "They are sort of afraid of dogs," she said. The two oldest boys tentatively walked into the room but within a few minutes they were eagerly petting all three dogs!



YS Librarian I Suzanne Pate hosted **Celebrate Black History Month**. The participants thoroughly enjoyed the stories and videos. They also enjoyed meeting local artist, Yolanda Burse, and viewing her African inspired art.



Headquarters IS Librarian I Lisa Dean hosted a **Community Meet & Greet** program. Attendees were able to meet and hear the inspiring stories of our local African American leaders in Cumberland County and Spring Lake.

West Regional Branch Library

Success Stories:

- ★ During the STARLAB visit to Lewis Chapel Middle School, over 200 youth, the principal and assistant principal sat in on one of the programs and gave the STARLAB rave reviews. They even made a special announcement on the intercom to the entire school thanking the library for one of the best programs to come to their school!
- ★ Branch Manager Jennifer Hatcher and IS Librarian I Brianna Davis help a customer file her taxes online. The customer struggled with using the computer but with Hatcher and Davis's help was able to log into her account, complete her tax forms and print copies for her records. The customer was very grateful and thanked Hatcher and Davis multiple times, saying she would not have been able to do her taxes without the library's help.
- ★ IS Librarian I Brianna Davis assisted a customer looking for books about Kazakhstan and Ukraine. The customer wanted the books to teach his daughters more about their mother's home country. Although the library did not have any books on the countries he requested, Davis introduced the customer to *CultureGrams* and explained that it had information, pictures and videos that he could show his daughters. The customer said that he had no idea the library offered such a website and thanked Davis for showing it to him.

Highlights:

At **Couples Paint Night**, participants used templates to create paired pictures together. Many attendees thanked the librarian afterward and proudly posed for pictures with their artwork. Several of the attendees shared that they would like to attend the program again if it were hosted a second time.

At **Trivia Night: Couples Trivia!**, sets of couples competed to see who knew each other best. Though the program ended quickly, couples were cheerful and enjoyed the program. The winners were very pleased with their prize at the end of the night.

The **Homeschool Support Group** program was impeded by winter weather but hosted two families who came to participate in the craft and discussion group. The parents talked and discussed some library resources while children participated in crafts which included painting and making their own book to take home.

At the **Black History Month Film Festival: Black Panther** program, participants thanked library staff for showing the film; expressing that they were very impressed by the acting and the directing. Several customers participated in the partnering craft activity throughout the afternoon and created their own Kimoyo bead bracelets.

Senior Geek Squad spent most of the program discussing *Facebook* and its uses. IS Librarian I Brianna Davis guided the attendees through creating an account, creating pages and groups and how to change privacy settings and control visibility of *Facebook* pages and posts. The participants were very interested to learn about *Facebook* and many of them felt that the tools they learned could be useful to them in supporting their seniors club or their hobbies.



At the **Preschool "Musical Me" Fayetteville Symphony Orchestra** program children listened to stories about making music from all around the world. They also had the opportunity to make their own music with various instruments and later made rhythmic patterns with parachutes!



The **Daycare Valentine's Day Program** included a puppet show performed by Miss Debbie, as well as heartwarming stories and a take-home heart craft.



Children at FSU listen to stories about Black History Heroes and their many accomplishments. Later the children learned a traditional dance called "Funga Alafia." The group even remembered Valentine's Day for our heroes by creating hearts to show love and respect for their contributions.

During **Teen Hang**, YS Library Associate Debbie Jordan discussed homes of the future and creating homes designed to be energy efficient. The teens were very creative in their designs and were aware of making their homes energy efficient. The teens used Legos, Magna tiles and more to create their own futuristic homes.

Over 400 elementary and middle school students experienced the magic of space in the STARLAB at Stoney Point Elementary School and Lewis Chapel Middle School. Staff were asked multiple times at each location when they could come back. Students enjoyed the constellation stories told so much that they often applauded. One student told Branch Manager Jenifer Hatcher, "I love this. I wish I could have one of these at my house!" Three other middle school students stopped after the program and told Hatcher, "Thanks for bringing the stars. This was great!"



LIBRARY PROGRAM STATISTICS FOR
February 2020

In Library Programs	
Adult Program Attendance:	372
Young Adult Program Attendance:	654
Children's Program Attendance:	4,176
Programs in the Community	
Adult Program Attendance	83
Young Adult Program Attendance:	429
Children's Program Attendance:	1,121
Community Events	
All Ages Attendance:	107

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