

Your library opens
WINDOWS
to the *world*



Cumberland County Public Library Annual Report & Update 2009/2010

CUMBERLAND COUNTY
**PUBLIC
LIBRARY**
& INFORMATION CENTER





Director's Message

In this past fiscal year, spanning 2009 and 2010, library staff has worked to keep up with the community needs brought about by the persistently difficult economic situation. We met that challenge by providing assistance using both technology and skilled staff resources.

We have established job and career resource centers in each branch for customers looking for jobs or to enhance their employment skills. This gives them a place to start. One popular service, Book A Librarian, provides one-on-one assistance for developing a resume, researching jobs or filling out an online application.

Many poignant stories about the personal impact of the library were communicated by our customers. One person was saved from foreclosure by assistance in locating governmental resources. Another customer was stopped from making an investment in a fraudulent company through staff research. Many others reported that jobs were acquired and "As" were earned on school assignments, all due to help from our staff.

These gratifying stories are part of building a stronger community. Community building continues with a wealth of library programming. Computer classes remain popular because they are free and "low-key." You don't need to feel embarrassed with our staff if you have a lack of skills.

Programs for children, teens and adults bring people together for learning and exploring, and even to laugh in delight (not a small thing these days).

This year, we have embarked on a five-year plan, opened the West Regional Branch, and begun renovating the Bordeaux Branch to greatly increase the number of public computers. In the coming months, we will introduce Radio Frequency Identification (RFID) at two facilities. This technology will allow for the self-checkout of materials.

We are grateful that Friends of the Library were finally able to hold book sales, starting in February. Like staff, the Friends had been displaced from the lower level of Headquarters due to the fire in October of 2008. Their first book sale was a record breaker, gleaming \$13,900 for the depleted coffers. The Friends' support makes this good library a great one!

We have much to be grateful for this past year and are looking forward to anticipating and meeting the needs of our community.



**Jody Risacher,
Library Director**

What's Inside!



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

More than two million items were loaned by the Cumberland County Public Library & Information Center last year and more than one million visits were made to our locations. We're talking big numbers and numbers that we hope will grow even bigger over the next five years.

In this publication, you'll learn more about the abundant services and resources the library has to offer. With our newly defined long range goals, which you will read on the next page, we are prepared to serve you better than ever. So, take a few minutes and reacquaint yourself with your library.

Remember, if you can't stop by, we are open 24/7 through our website, www.cumberland.lib.nc.us. From there you can search the catalog, renew your materials, apply for a library card, request to reserve a meeting room or even access databases for authoritative research, and that's just a start.

We have so much more to offer – check us out!



5-year-plan

Fiscal Year 2011-2015

Last summer, a planning committee met to develop a five-year strategic plan for the Cumberland County Public Library & Information Center. These community-based representatives worked with library staff to identify priorities, expectations and interests. Under the guidance of library consultant Dr. Robert Burgin, these priorities have been developed into the following goals to serve the residents of Cumberland County during the next five years.

- Goal 1:** All library users will have opportunities to learn about the diversity of Cumberland County’s people and resources through the services of the library, community agencies and organizations.
- Goal 2:** Cumberland County residents will have access to resources to increase their awareness of local, state, national and world events.
- Goal 3:** All Cumberland County teens and adults will have access to current resources in order to make informed decisions about careers.
- Goal 4:** All library users will have a welcoming place to meet and interact with others or to sit quietly and read, and will have current, useful and attractive virtual spaces.
- Goal 5:** All members of the community will have access to opportunities and resources to make informed decisions in personal health, finances and other life choices to enhance their quality of life.
- Goal 6:** All citizens will have access to materials and programs that foster and stimulate the imagination and provide outlets for creative expression.

Please visit www.cumberland.lib.nc.us and click on “About the Library” to view the entire five-year plan.

Community Planning Committee

Daniel J. Ahern
 Charles Broadwell
 Belinda Cashwell
 Doug Earle
 Les Griffin
 Brenda Jackson
 Maxine McCoy
 Deborah Mintz
 Jon Parsons
 Douglas S. Peters
 Juanita Pilgrim
 Phil Quinones
 Ole Sorensen
 Cynthia Wilson
 Bobby Wynn

Staff Planning Committee

Judy Brown
 Jane Casto
 Martha Crawley
 Jillian Lashmett
 Brian Manning
 Susan Parrish
 Sheila Rider
 Jody Risacher
 Cathy Rudelich
 Sarah Sewell
 Kellie Tomita
 William Weigel



Opening a New Library to serve West Cumberland County



The West Regional Branch Library (WRL) at 7469 Century Circle off Strickland Bridge Road opens its doors this fall. This 14,000-square-foot facility is unique to the county because it is physically attached to an elementary school, New Century International Elementary.

In addition to its regular business hours, the public library will operate the school's media center as additional public space after school hours, on weekends, and during the summer.

WRL is our first location to implement Radio Frequency Identification (RFID) with its collection. RFID tracks books electronically and allows for "self-checkout" by simply placing books on a designated counter space. The checkout process then takes a few moments and customers are on their way.

Along with new technology, the building has been designed to take advantage of "green" technology by using strategies for energy savings, water efficiency, improved indoor environmental quality and stewardship of resources.

Bordeaux Gets an Update

Bordeaux Branch Library is the smallest and oldest library branch in the County; yet, it is the second busiest community branch. With customer feedback about how to improve access to resources and through the support of a grant from the State Library of North Carolina, Bordeaux will undergo significant changes.

The computer lab will be moved to the area currently housing the children's collection. As a result, the branch will have 17 more public computers, bringing the total to 26, plus four laptops for use anywhere in the library. The children's collection will be relocated to the front of the building, taking full advantage of the natural lighting from the picture windows. Bordeaux's collection will also be targeted toward consumer health issues and employment as a result of information collected from a customer survey. This location will be our second to implement RFID technology.

Check the library's website for updates as this project progresses.



Bordeaux Branch Library on Village Drive will undergo a transformation with an expanded public computer lab and new technology.



Your library has more than books!



You can find free Wi-Fi access at your library.

Check out these services!

- Job & Career Resource Centers
- Public access to computers and the Internet
- Free Wi-Fi access
- Express e-mail terminals
- Basic computer instruction
- Online meeting and conference room reservations
- Downloadable e-books
- Mobile Outreach
- Photocopies at a minimal cost
- Fax service of articles and information
- Library tours
- Inter-library loans
- Word processors and typewriters
- Free 30-day temporary computer use cards for temporary residents and visitors
- Book A Librarian for personal assistance with library resources, basic computer help, research and more
- North Carolina Local & State History genealogy assistance
- Law Library for information and assistance on accessing state statutes, legal decisions and more
- Library cards for non-county residents available for a \$25 fee



Mobile Outreach staff delivers library materials to homebound residents.

The Library Comes to You!

The library provides regularly scheduled Mobile Outreach service. Eligibility for this service includes being a Cumberland County resident who is unable to get to a library on a regular basis due to health issues, resides in a nursing home, rest home or assisted

living center, receives day care at a senior center or rehabilitation service facility.

Mobile Outreach materials, including a special video collection, are loaned for four weeks. There are no fines and fees on books, sound recordings and the special video collection for Mobile Outreach. *DVDs may be checked out through Mobile Outreach, with a limit of 8 DVDs for each monthly visit.

For more information about eligibility and service please call (910) 307-3431.

**DVDs do not include those that are in high demand.*



The library's website provides 24/7 access to:

- Apply for a library card
- The catalog
- Databases
- *The Answer Book*
- Audio and e-books
- Calendar of events and programs
- Online meeting room reservation requests
- Activities and games for children
- Teen resources
- Reader's Corner and more!

www.cumberland.lib.nc.us

Check out the new design of the children's page with access to reading lists, Tumblebooks, other kid-friendly websites recommended by the American Library Association and more!



NCKnows provides help 24/7 from librarians throughout the state via instant messaging.

NCKnows allows North Carolina citizens to get help online from librarians. By typing messages back and forth, you can communicate with a librarian, receive articles from NC LIVE, and get answers to your questions. It's helpful, easy and it's free! To access **NCKnows** from the library's website, click on Ask a Librarian.

Job & Career Resources



A representative from Public Works Commission shares employment information at the library's first Job Fair held in August.

You can find a Job & Career Resource Center at every library location. Specific computers have been configured to directly access databases and other online resources. Staff is available to offer assistance as needed and even to schedule time to assist with resumé development or to help with accessing online job applications.



More than 650 people took advantage of job and career information at this year's Job Fair held at Headquarters Library.

Our website offers these easy to find links to resources

- Career exploration
- Filling out job applications
- Computer training
- Grant opportunities
- Help with resumé & cover letters
- Local jobs
- State agencies
- Government job search engines
- Interview tips
- Coping with unemployment
- Military transition
- Starting a business
- And more!



The library's Local & State History department put together a series of screenings, lectures, and student assemblies to focus on the lives of the African American Lifesavers, who served on the Outer Banks during the 1880s. This program, "Rescue Men: The Story of the Pea Island Life Savers," continues in the Spring of 2011. For information, call (910) 483-7727 x 308.

Local & State History/ Genealogy Resources

The Local & State History Room at Headquarters Library houses two collections, *North Carolina Reference* and *Genealogy Reference*. Almost anything concerning North Carolina and Cumberland County, past or present, can be found here along with "how to" manuals to help beginning genealogists in their research.

In the 1870s the Southern Claims Commission reviewed the claims of Southerners, both African Americans and whites, who had furnished supplies for the U.S. Army and Navy during the Civil War. These historical documents are available on microfilm. For more information, call (910) 483-7727 x 308.

Foreign Language Collection

Headquarters Library has more than 33,000 foreign language books and sound recordings representing some 25 languages. The collection includes contemporary novels, poetry, standard classics, popular nonfiction and children's works. The largest collections are Chinese, Japanese, Korean, Spanish and Vietnamese, with smaller, modern collections in Arabic, French, German, Gujarati, Hindi, Italian, and Urdu. The collection contains books in languages such as Croatian, Dutch, Greek, Polish, Portuguese and Thai.

Folk and traditional music CDs are available with the CD collection in the International Section. For information, call (910) 483-7727 x 315.

Law Library

The Law Library at the County Courthouse, 117 Dick St., is operated by the public library and is primarily used by the legal community and students. However, the facility is available to the general public. Law Library resources include NC laws and cases, U.S. Code Annotated, U.S. Code Service, U.S. Supreme Court cases, legal encyclopedias, digests, Federal Supplement, Federal Reporter, South Eastern Reporter and more. Librarians do not give legal advice or opinions. For information, call (910) 321-6600.

Resources include

- Census indexes
- Bibliographies
- Family histories
- Microfilm court records, deeds, marriage bonds and other county records dating from the 18th century
- Federal Censuses (1790-1930) on microfilm for all North Carolina counties
- Modern and historical maps
- Geological Survey maps of Cumberland County and some NC cities
- Garland Stout Historical maps with indexes for most counties in North Carolina

Something for Everyone

Your library provides free award-winning programs and family-friendly activities.

The 3rd Annual Librari-Con attracted more than 1,000 participants in many bright and interesting costumes in celebration of Japanese animation, comics and graphic novels.

Cumberland County's first Storytelling Festival in 2009 included performances by Grammy Award-winner David Holt and was made possible through a grant from the Arts Council of Fayetteville/Cumberland County.

Summer Reading Clubs provide wonderful incentives for children, teens and adults to continue reading.

Fourth Fridays attract hundreds of participants to culturally relevant programs each month at Headquarters Library. Our programs include music ranging from Bluegrass and the Blues to Big Band and Classical.



Librari-Con attracts anime and manga fans, artists and authors.

All ages are invited to learn about Native American Culture. This presentation will include crafts, artifacts, drums, dances, and songs.

Join us as Mrs. Roberta Brown, Bostic Locklear, and the Southern Eagles performers thrill us with a glance into their rich heritage.

Registration is required for groups of five or more by calling 483-7727 ext. 308.

Sponsored by the Friends of the Library.

Celebrating

NATIVE AMERICAN CULTURE

Through Music & Artifacts

Thursday
November 20
9:00 am & 10:30 am

Headquarters Library
300 Maiden Lane

Cumberland County Public Library & Information Center

The library's Community Relations Department was recognized by the NC Public Library Directors Association for materials they created to promote programs in celebration of Native American culture.



Puppet shows are always a crowd pleaser at programming for children.

“My child was so excited after the ‘Pirate Zone’ that he raced to the phone and called his grandmother to tell her all about the program and the different things he got to do there. I just wanted you to know that I appreciate all that you guys do at the library.”



This drummer is playing as part of the Bohemian Festival held in November at Headquarters Library.



Friends of the Library



Library programming is enhanced through the generous support and contributions from the Friends of the Library.

The Friends help create a greater awareness of the library by focusing attention on library needs and by enriching cultural experiences through special programming. The Friends also maintain an association of people interested in books by:

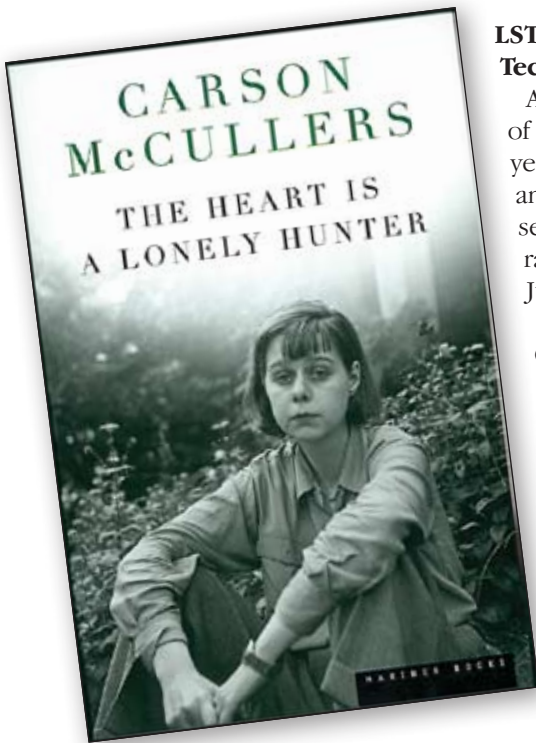
- Sponsoring guest authors
- Providing special awards for library events
- Organizing book sales
- Working as volunteers
- Lobbying for improved library funding at the local, state and national level
- Conducting fund raising activities

Giving to the library includes monetary gifts to the Library Endowment Trust, which are deposited with and managed by the Cumberland Community Foundation. Interest earned from the Library Endowment Trust goes toward purchasing reading, viewing and listening materials; equipment, furniture and furnishings to enhance the use of materials and services; securing special programs and services.

Giving also includes becoming a member of the Friends, donating books and volunteering. To find out more about becoming a member, click on “Friends of the Library,” at www.cumberland.lib.nc.us.



 **Friends** of the Cumberland County Public
Library & Information Center



ISTA (Library Services and Technology Act)

Awarded through the State Library of North Carolina to develop our five-year plan, members of the community and staff planned and interacted for several months to produce a long-range mission, which kicked off July 1, 2010.

Gates Foundation

Phase Two of a two-year grant from the Bill and Melinda Gates Foundation provided funds for the replacement of aging computers.

NC State Library

The Foreign Language Center, a subscription service, received grant support from the State Library.

The Big Read

The National Endowment for the Arts (NEA) provided funding for the library's fourth community Big Read event. Everyone was encouraged to read *The Heart Is a Lonely Hunter* by Carson McCullers, an author with local connections. Programming and emphasis were placed on encouraging reading for pure enjoyment.

Purolator

Funding supported the publication of the library's community resource, *The Answer Book*.

SYSTEL

Printing services and support is offered in cooperation through SYSTEL. SYSTEL also proudly supports *The Answer Book*, 4th Friday programming and other marketing efforts.



John "Lakota" Locklear performs at a 4th Friday event sponsored by SYSTEL.



From left: Dr. Polly Davis, Chair; Ole Sorensen, Vice Chair; Willie Wright, Sara VanderClute, Robbin MacGregor, Gail Riddle and Mary E. Thomas. Not pictured, Phillip Giffus, Cumberland County Commissioner Liaison.

Guiding the Library

Fiscal Year 2009-2010

The library is a department of the Cumberland County government and operates under service policies approved by a Library Board of Trustees. The Board consists of seven members, each serving a three-year term, appointed by the Cumberland County Board of Commissioners. One County Commissioner is appointed to serve as a liaison to the library and attends all meetings.

Personnel	\$6,849,943
Operations	\$2,004,539
Resources	\$1,021,250
Capital Outlay	\$80,640
Read To Me.....	\$224,577
Motheread/Fatheread.....	\$65,785
Law Library	\$78,184
Foreign Language Collection.....	\$47,800
Grants Received	\$214,118
Total	\$10,586,836



Fiscal Year 2009-2010

Total Items Loaned..... 2,005,059

PROGRAMS

Children's

Presented3,373
 Attendance83,396

Teens

Presented224
 Attendance15,888

Adult

Presented536
 Attendance10,219

Total Programs..... 4,133

Total Audience 109,503

Database Searches.....504,977

Library Visits 1,238,738

Questions Answered295,389

Public Computer Use403,433

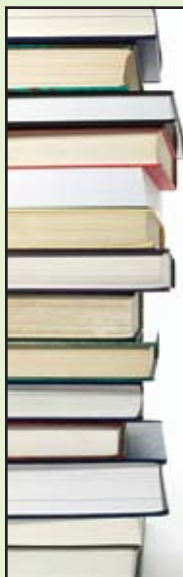
Photocopier Uses..... 236,619

Meeting Room Attendance..... 78,091

Library Card Holders 161,301

Computer Printing 170,231

Microform Copies3,046



Book A **Librarian** *We're here to help.*

Computer and Laptop Basics • Internet Basics • E-mail
 Microsoft Word, PowerPoint, and Excel • Online Job Searching
 Resume Basics • Online Research Help • Downloading Audiobooks

The Book A Librarian service provides the opportunity to receive one-on-one instruction and assistance in any area for which the library currently provides service. Sessions are limited to 45 minutes and must be booked in advance. No more than two sessions per month, depending on staff availability. Session topics are limited to the skills and knowledge of the librarians on staff.

Call any library location for more information.

Locations to Serve You

Headquarters Library

300 Maiden Lane
Fayetteville, NC 28301-5000

483-7727

Mon-Thurs 9am-9pm
Fri-Sat 9am-6pm
Sun 2pm-6pm

Bordeaux Branch

3711 Village Drive
Fayetteville, NC 28304-1598

424-4008

Mon-Tues 9am-9pm
Wed-Sat 11am-6pm
Sun Closed

Cliffdale Regional Branch

6882 Cliffdale Road
Fayetteville, NC 28314-1936

864-3800

Mon-Thurs 9am-9pm
Fri-Sat 9am-6pm
Sun 2pm-6pm

East Regional Branch

4809 Clinton Road
Fayetteville, NC 28312-8401

485-2955

Mon-Wed 9am-9pm
Thurs-Fri 11am-6pm
Sat 9am-6pm
Sun Closed

Hope Mills Branch

3411 Golfview Road
Hope Mills, NC 28348-2266

425-8455

Mon-Wed 9am-9pm
Thurs-Sat 9am-6pm
Sun Closed

North Regional Branch

855 McArthur Road
Fayetteville, NC 28311-1961

822-1998

Mon-Thurs 9am-9pm
Fri-Sat 9am-6pm
Sun 2pm-6pm

Spring Lake Branch

101 Laketree Blvd.
Spring Lake, NC 28390-3189

497-3650

Mon-Tues 9am-9pm
Wed-Sat 11am-6pm
Sun Closed

West Regional Branch

7469 Century Circle
Fayetteville, NC 28306-3141

487-0440

Mon-Thurs 9am-9pm
Fri-Sat 9am-6pm
Sun 2pm-6pm

Law Library

Courthouse, 3rd Floor
Fayetteville, NC 28301-5749

321-6600

Mon-Fri 8am-1pm
Mon-Fri 2 pm-5pm

Your Virtual Library!

Your online library provides access to hundreds of authoritative resources. To search for information by topic or format from our homepage, click **Research a Topic**. From there, select your topic or format of interest.

www.cumberland.lib.nc.us



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