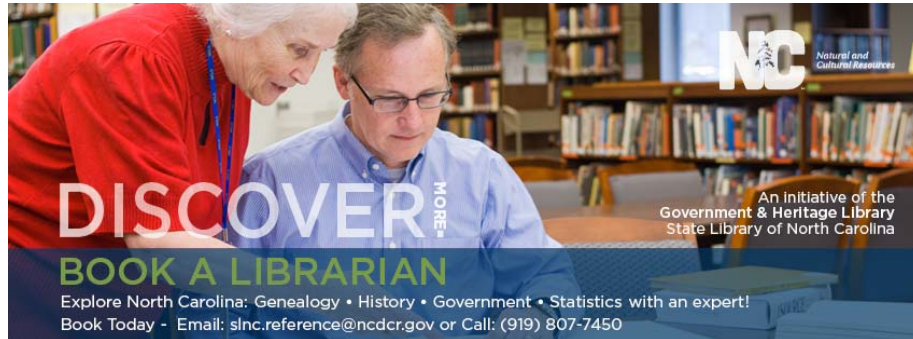


## State Library Report December 2016

### What's new?

-GHL's new "Book-A-Librarian" sessions are proving popular with genealogists. Kay Tillotson, Genealogical Research Librarian, held four one-on-one sessions with researchers. One expressed her gratitude and said she now has some strategies that have never occurred to her before: "I never thought of obvious social history and events and the real necessity of my knowing that era in history."



-Students from the East Carolina University Lifelong Learning Program attended a day-long program at the Government and Heritage Library about genealogical research.

-Library Development offered 2 face-to-face workshops on customer service, "2 Angry Customers" as well as a Strategic Planning webinar. Evaluations were very positive. Example: "This was great! I learned so much and can't wait to go back and share with my co-workers the strategies I learned."

-The UNCG Alternative Spring Break program is in full swing. Five library school students will be interning in select public libraries over their spring break.

-All of the Library Development Consultants have been conducting site visits. Public Libraries visited to date are Bladen, Cleveland, Davie, Charlotte-Mecklenburg, Hickory, Iredell, Mauney, New Hanover, Union, Mooresville, Rutherford, and Union.

-Scotland County joined NC Cardinal as the newest member of the Consortium.

-Eight of the ten Regional Public Library Directors gathered for a summit on Nov 30 and Dec 1, 2016, at the State Library. This meeting which was facilitated by Molly Westmoreland, Lauren Clossey and Amanda Johnson, included a review of Library Development's regional assessment project as well as break-out sessions to brainstorm issues and solutions around regional library governance and funding; economic environment; and benefits and challenges. Pre-and-post-summit outcome evaluations showed an 8% increase in both the directors' expectations regarding their libraries' future ability to provide high quality services that meet the needs of their communities, and in their belief in the regional model and the possibility of progress in finding solutions to their challenges. Participants in the summit were highly engaged, giving it an average score of 9.9 out of 10.

News on the recent NCLPH cooking program, held in November; has been picked up by the National Library Service and will be shared in an upcoming newsletter which is sent to subscribers in all 50 states.

One of the growing services for the Library for the Blind, is the Braille and Audio Recording Download service, which enables readers to download braille and audio recording files. In December, we had a record number of downloads, over 10,000. The BARD service is becoming an increasingly important element of our service; accounting for over ¼ of our circulation.

### **Social Media**

**GHL Blog** : 1,003 sessions, 1,426 pageviews, 876 users

#### **Top Posts :**

End of year gift for fans of North Carolina history, heritage and culture: NCpedia's new website goes live today! <http://wp.me/p17ckJ-4Rn> , 261 views

State Doc Pick of the Week : NC4Vets Resource Guide, <http://wp.me/p17ckJ-4RZ> , 179 views

Using City Directories for Research: Basic Information, <http://wp.me/p17ckJ-4PV> , 109 views

**Library Development Blog:** Sessions: 646, Users: 531, Page Views: 2,054

#### **Top Posts:**

New Director: Albemarle Regional Library - <http://statelibrarync.org/ldb/2016/12/16/new-director-albemarle-regional-library/>, 300 views

North Carolina Library Director's Association Awards -

<http://statelibrarync.org/ldb/2016/12/07/north-carolina-library-director-awards/>, 224 views

New Director: Virginia Sharp March, Onslow County Public Library -

<http://statelibrarync.org/ldb/2016/12/20/new-director-virginia-sharp-march-onslow-county-public-library/>, 214 views

### **Compliments to staff**

-Carla Morris received a letter along with a \$25.00 donation from an Interlibrary loan patron who stated "I am a big fan of your library, which I used often via inter-library loan while writing my last book..."

-Kay's quick response to an email question about the oldest book we own elicited the response "Thank you very much for your prompt and thorough assistance with my request. I very much appreciate it!!"

-Catherine Prince, NC Cardinal, received high praise from Leon Gyles, Scotland County Library Director, for leading Scotland's NC Cardinal migration. Leon noted that Catherine did a stellar job on his migration.

-MJ Wilkerson, Alamance County emailed and stated, "I just wanted to let you know that Lori Special did a terrific job presenting the Outcome-based Planning and Evaluation workshop. She had a tough crowd with our youth services staff, but the way she delivers her information pulled each of them in and engaged them in the process."

**NCpedia comment highlight**

- This helps me a lot in my school work!!!!:)
- This really helped for my explorer project.
- This is helping me with my homework without copying.

**Personnel**

Office Manager Tasheba Dukes resigned effective December 16. She will be sorely missed!

**Community Service**

In addition to all the hard work done by staff at the State Library of North Carolina over the course of their normal duties, twenty-six staff members from the State Library also pooled resources to sponsor presents for two families in our community this holiday season. One was a family in Wake County through the Wake County Holiday Cheer program, and another was a military family in North Carolina through Soldiers' Angels. Collectively, over \$1400 was spent on these two families to help make their holidays a little brighter. This illustrates the generous, dedicated spirit that is alive and well at the State Library, and the commitment our staff has to the communities we serve, even after hours.