



COUNTY of CUMBERLAND

Public Library & Information Center

NEWS RELEASE

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Library Receives Accolades for Improved Efficiency at Bordeaux Branch

NC Association of County Commissioners presents LGFCU Employee Productivity Award

Cumberland County Public Library & Information Center has been acknowledged for improved efficiency and productivity at Bordeaux Branch Library during the past year. The announcement was made at the recent meeting of the North Carolina Association of County Commissioners, where county officials were on hand to accept a check for this outstanding accomplishment.

The distinguished 2011 Local Government Federal Credit Union Employee Productivity Award recognizes Bordeaux Branch's transformation from a location with limited access to nine public computers and an aging interior to a refreshed facility that now has a spacious computer lab with access to 30 computers. The children's area is in the front of the library with new furniture and a colorful, hand painted mural. New carpet and furniture along with the return of the quiet study room make this one of the most successful projects that the library has undertaken.

Radio Frequency Identification technology further enhances customer service and staff efficiency through self-service checkout stations. At the stations, customers may check out their own materials, virtually eliminating any time spent waiting in line for assistance. This also gives staff additional time to help customers needing assistance throughout the library.

In describing this improvement, Deputy Library Director Brian Manning says "Customer satisfaction is at an all-time high. The additional computers mean that we've been able to increase available customer computer time to three hours per day."

Funding for this project came from a \$97,000 grant through the Library Services Technology Act, which was awarded by the State Library of North Carolina, and Cumberland County. The \$1,000 check for this

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award will be used by the Friends of the Library to add resources and services to Bordeaux Branch.

Bordeaux Branch at 3711 Village Drive is the second busiest community branch with more than 140,000 customer visits in FY '09. It is also the smallest at 10,000 sq. ft.



From left: County Commissioner and Liaison to the Library Board of Trustees, Dr. Jeannette Council is joined by Bordeaux Branch Manager Larry Gavin; Deputy Library Director Brian Manning; and Cumberland County Commissioner Chairman Kenneth S. Edge as they receive the NCACC Productivity Award.



Bordeaux's new computer lab

replaces one that only accommodated nine customers at a time.

Founded in 1908, the North Carolina Association of County Commissioners is one of the most successful and active statewide local government associations in the nation. The NCACC was established for the betterment of county government in North Carolina. Cumberland County Chairman of the Board Kenneth Edge was sworn in as the NCACC's 95th president on Aug. 20 during the Association's 104th Annual Conference, which was held in Cabarrus County.

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