



**Inspiring a love of learning**

# Chesterfield County Public Library

Transforming Data and Information into Usable Knowledge

**12,929**

children attended  
early literacy  
programs at CCPL  
in 2012.

A mother brings her 6-year-old daughter to the library regularly to read to the therapy dogs. As the little girl reads to the dog, the dog cocks his head attentively and puts his paw on the girl's lap. The mom says, "**She loves it** – it's **something new** for her, a **different avenue to encourage her to read**. It's hard to find experiences like this, that don't involve television or video games – that's why we come here."



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# Emergency Response

# Chesterfield County Public Library

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During the aftermath of Hurricane Irene, the library offered a comfortable, air-conditioned respite from the stress and pressures of the storm. Each branch set up a recharging area for cell phones and laptops, and offered computers and WiFi.

The LaPrade branch staff delivered meals across the reference desk, and the Red Cross distributed meals in the parking lot. Library staff served as a conduit for information disseminated by the county, and helped citizens connect with their utility companies, workplaces and loved ones. **“You have been a real life saver for those of us without power,”** says one customer. “You just don’t know how much we appreciate it.”

During the week after Hurricane Irene, **44,000** citizens came through the library doors. That’s **double** the usual traffic.



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The library helped fix my car



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The F.U.N. Program (Families Understanding Numbers) teaches **financial literacy** - smart money management, from budgeting to investing. "I like that my children are learning tips and asking good questions. [The program] has started educated talk on spending and saving. Two of my four children are becoming more cautious of spending. Love it!"

"I really feel **empowered!**"  
-F.U.N. participant

Early in the F.U.N. Grant program, a participant learned about a simple envelope system for budgeting and immediately began using it at home. Several weeks into the program, she found herself in dire need of emergency repairs on her car.

She was worried about how she would pay for the repairs, until she suddenly remembered that her new budgeting system included an envelope for savings. Checking her savings envelope, she found she had enough money for the car repairs and to spare.



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**Small Business Success**

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The owner of a small business called “Everything Healthcare” visits the **Small Business Resource Center** every day. She comes to the library specifically because of the **up-to-date materials** that she can’t find anywhere else, but also because of the **individualized assistance** that she receives from librarians, in a room that feels like her “own personal space.”

She explains that the knowledge she has gained from her use of the small business resource center has “affected [her business] “tremendously,” and that it is allowing her business to develop into something “bigger and better.”

## Local businesses using the Small Business Resource Center:

Ad Agency · Child Care · Cleaning Services · Coffee Shop · Construction · Consulting · Drafting · Engineering · Fashion Design · Fiber Products · Flooring · Homeless Shelter · Insurance · Legal Services · Life Coaching · Martial Arts · Nursing Paving · Plumbing · Publishing · Realty Talent Agency · Tax Preparation · Transportation · Web Design · Women’s Health



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**Leading the way for new technology**

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"The night before a class about eBooks and how to use them, I called a woman to confirm that she would be attending. Sounding really stressed, she explained that she couldn't come because her 82-year-old mother was ill. It turned out that the woman had been planning to take the class as a way to provide reading material for her mother.

**As a caregiver, the woman needed a way to access free reading material from home.** Over the phone, I was able to tell the customer how to access free e-books from our website. Her thanks (and her audible relief!) really highlighted the value of the e-book service."

-JoLynn, Midlothian Library



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e-Books checked out  
each year



**68,281**



**170,584**



## Community Connections

# Chesterfield County Public Library

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The Sangam Seniors Group meets at the LaPrade Library once a month to socialize and share a meal together. They bring a potluck lunch and listen to an informational speaker. While their meeting used to rotate between people's homes, they prefer meeting at the library. It was hard for their members to host a large group in their homes, and the library meeting room offers an easy-to-use space with a kitchen.

Library  
rooms hosted  
**3,331**  
meetings last  
year.

As seniors, the members of the group believe **it's important to socialize and to be part of a community.** "I'm looking for some kind of support group, because I'm getting older," says one new member. "It's necessary to see the people and be in the support group." The group leader explains to me why seniors need each other: "We share our life experiences. When you share your sorrows, it diminishes. When you share your joy, it enhances."



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# Partners in Education



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**Students of all ages** have both the need and the desire to **pursue knowledge outside of the classroom.**

The library offers support for self-directed learning, as well as unique educational experiences.

By offering programs that tie into Virginia SOLs, a Summer Reading Program to prevent summer learning loss, and help with college financial aid, the library is a resource for students at every stage of their education.

**765,817**

books for children and teens were checked out in 2012.

“They helped me when I needed help in school. I got to use the computer, and I could go to school with the right answer. And you know what? I got an A+.”



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**Information Becomes Knowledge,**

**Knowledge Becomes Income**

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A customer came to the library looking for books about crocheting. Her husband had been laid off, and she was looking for a way to use her skills to offset the loss of his income. Librarians helped her select several books with patterns, and two DVDs with instructions. They also helped her with information on starting a small business.

Recently, the customer returned to the library, and enthusiastically showed staff samples of afghans and child's layette sets that she had crocheted.

**She now sells her work for a profit to supplement her part-time job.**

CCPL  
librarians  
answer **1,500**  
questions on an  
average **day.**



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