News - Gwinnett County Public Library

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Gwinnett County Public Library

North Georgia Reads Series of Book Signing Events with Bestselling Author Sharyn McCrumb

North Georgia Reads, a collaborative partnership between neighboring library systems that brings bestselling authors to a community of forty six libraries in the region, hosted bestselling author Sharyn McCrumb for a series of book signing events in November.

Her latest novel, *The Unquiet Grave*, takes place in nineteenth century West Virginia and is based on the true story of one of the strangest murder trials in American history—the case of the Greenbrier Ghost.

Sharyn McCrumb is best known for her Appalachian “Ballad” novels, including the *New York Times* best sellers *The Ballad of Tom Dooley*, *The Ballad of Frankie Silver*, and *Ghost Riders*, which won the Wilma Dykeman Award for Literature from the East Tennessee Historical Society and the national Audie Award for Best Recorded Book.

McCrumb is also a winner of the Nero Award, the Edgar Award, a two-time winner of the Agatha Award for Best Novel, Agatha Award for Best Short Story, two-time winner of the Macavity Award for Best Mystery, and an Anthony Award winner for Best Novel and Best Short Story.

North Georgia Reads is a collaborative partnership between neighboring library systems that brings bestselling authors to a community of forty six libraries in the region.

GCPL Hosted Bestselling Author Stuart Woods in Norcross

Gwinnett County Public Library (GCPL) hosted *New York Times* bestselling author and Edgar Award winner Stuart Woods at the Norcross Cultural Arts & Community Center on October 30, 2017.

Stuart Woods is the author of more than sixty novels. A native of Georgia, Woods began his writing career in the advertising industry. *Chiefs*, his debut in 1981, won the Edgar Award from the Mystery Writers of America, widely acknowledged to be the most prestigious award in the genre.

His latest novel is *Quick & Dirty*, where Stone Barrington gets entangled in the rarefied art business in this heart-stopping thriller.

The program was free and open to the public. A silent auction and beverage bar was sponsored by the Friends of GCPL. Attendees who
purchased books at the program received a preferred position in the signing line.

**Expanded Open+ Library Hours**

Gwinnett County Public Library (GCPL) began offering Open+ evening hours at the Lawrenceville Branch on October 30, 2017. Open+ will expand to 10 p.m. seven days a week after closing, giving customers increased self-service access to library resources beyond the morning hours currently offered.

The system, developed by Norcross-based technology supplier Bibliotheca, is a complete solution that automatically controls and monitors building access, self-service kiosks, public access computers, lighting, alarms, public announcements, and patron safety. GCPL became the first library system in North America to offer the service when it launched in June 2016.

Customers who are eighteen years of age or older and hold a library card in good standing may register for Open+ at any GCPL location. Upon arrival, customers will insert their own library card into a reader at the entrance, enter a pin, and gain access to library resources.

For more information about Open+, call the Library Help Line at 770-978-5154 or stop by your local branch.

**GCPL Recognized for Community Impact and Leadership in Urban Libraries Council’s Innovations Initiative**

With funding around the United States and Canada constrained, libraries are leveraging the public’s investment by finding innovative approaches to strengthen their communities.

The Urban Libraries Council (ULC) recently recognized ten libraries as “Top Innovators.” These libraries have proven themselves unfazed by the rough terrain and are providing their communities with essential resources through inventive programs. GCPL’s Customer Contact Center was recognized as a “Top Innovator” in the Customer Experience category.

A panel of expert judges selected GCPL from a pool of over 250 submissions as one of ten library practices that best embodies the twenty-first century library’s role as a community leader and pioneer for positive change.

“Now, more than ever, libraries must act as leaders in their community to provide resources that many have taken for granted,” said ULC President and CEO Susan Benton. “During times of economic and social difficulties, these libraries have stepped up to the challenge of inspiring change while helping their communities thrive.”

Gwinnett County Public Library’s (GCPL) Customer Contact Center was created to decrease customer wait time, improve service, and increase the quality of library subject and research guides. Full-time, specialized staff work from a dedicated call center at the Lilburn branch to handle thousands of customer calls a month, including more than 19,000 in August alone. A live chat feature was also added to the library website to offer customers an easy way to reach staff and have their questions answered.

“This award is a testament to the hard work and dedication of our employees,” says Charles Pace, GCPL executive director. “I am particularly pleased that this award recognizes some of our employees who are a voice on the phone but who may not always get the attention and accolades they deserve.”

The list of 2017 ULC Innovations can be viewed at UrbanLibraries.org
GCPL and SJSU Announce New Innovative Librarians Award

Gwinnett County Public Library and the San José State University School of Information will co-sponsor the Innovative Librarians Award to recognize library science graduate students who put forward new ideas that improve libraries and library services.

Nominations will be judged by public librarians with years of frontline, managerial, and administrative experience.

“When hiring professional librarians, we're always looking for those who are willing to put forth their innovative ideas and be agents of change,” says Michael Casey, GCPL director of customer experience. “What better way to discover new and innovative ideas while at the same time giving students and recently graduated librarians an opportunity to make a name for themselves in the greater profession.”

“We are delighted to partner with Gwinnett County Public Library on this wonderful opportunity for MLIS students and recent graduates to showcase their talents and get recognized for their ingenuity so early in their careers,” says Dr. Sandra Hirsh, professor and director at the SJSU School of Information. “This award celebrates new thinking and fresh perspectives that will positively impact our communities.”

The award is open to all students who are currently enrolled and pursuing a graduate degree in library science, or who have graduated with an MLS or MLIS within the past two years.

Five finalists will be selected from all properly submitted applications. One entrant will be selected from the five finalists to receive a $1,000 cash prize.

Applications will be accepted through January 31, 2018. For more information, visit: innovativelibrarians.com.

About SJSU School of Information:

Based in California's world-renowned Silicon Valley, the San José State University School of Information is a recognized leader in online education and offers entirely online master's degree and certificate programs. Graduates work worldwide in diverse career environments, such as user experience design, digital asset management, information architecture, electronic records management, information governance, digital preservation, and librarianship.

GCPL Surpasses 500,000 Registered Library Accounts

Gwinnett County Public Library (GCPL) has surpassed 500,000 registered library accounts.

The milestone comes as GCPL joined the American Library Association and libraries nationwide for Library Card Sign-up Month in September, an initiative to make sure that every student has the most important school supply of all—a free library card.

More than 128,000 of GCPL’s registered library accounts are held by students who signed up for library cards through partnerships with Gwinnett County Public Schools (Branch Out!) and Buford City Schools (Community Connection). Both programs allow students to use their student ID number and a PIN for access to the library system’s collection, materials, and databases.

"GCPL is proud to mark this milestone achievement of having more than 500,000 registered borrowers,” says GCPL executive director Charles Pace. “We encourage every
citizen of Gwinnett County not only to sign up for a library card but to use it regularly."

Sign up for a library card to access digital resources, books, and more at [gwinnettpl.org](http://gwinnettpl.org).

**GCPL Virtual Dementia Tour at Suwanee Branch**

Gwinnett County Public Library (GCPL) partnered with Second Wind Dreams, WSB-TV’s Family 2 Family project, and the Georgia Public Library Service to host the Virtual Dementia Tour® at the Suwanee Branch on September 14, 2017.

One of five metro Atlanta library systems selected to host the tour, GCPL helped honor Second Wind Dreams' twentieth anniversary of outreach dedicated to the elder population and improved education for Georgians who provide care for seniors.

Guests got a glimpse into the window of dementia through hands-on, individualized, experiential learning. It is a powerful way to connect society to a forgotten truth about seniors: the truth that age does not erase hopes and dreams.

The insight provided by the Virtual Dementia Tour will alter perspectives and change the way people approach caregiving. The Virtual Dementia Tour has also been lauded as a game changer in helping understand what person-centered contact actually entails.

**New York Times Bestselling Author and Veterans Rights Advocate Ellis Henican**

Gwinnett County Public Library (GCPL) hosted *New York Times* bestselling author Ellis Henican on September 10, 2017 at the Norcross Cultural Arts & Community Center.

Henican’s latest book *Tuesday’s Promise*, co-written with the late Luis Carlos Montalván, illuminates the disturbing reality of those living with PTSD, and the hope and inspiration one man and one dog brought to so many. The new book serves as a tribute to the incredible bond shared between Montalván and his service dog Tuesday, and the many challenges that war veterans face after returning from combat.

Henican is also a Pulitzer Prize-winning newspaper columnist and a frequent commentator on CNN.

Special guest Doc Todd, a combat veteran, performed verses from his album *Combat Medicine*. The album is intended to give veterans a voice and inform everyday Americans about the real struggles facing our former service members as they transition into their civilian lives.

GCPL previously hosted Montalván as a guest speaker in 2014. In December 2016, Montalván took his own life. Through the help of Luis’ devoted friends at Educated Canines Assisting with Disabilities, Tuesday will

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continue with their mission of hope and healing while carrying on Luis’ legacy.

**GCPL’S New Catalog Interface Allows Customers to Build Reading Lists, Follow Users, and Create Content**

Gwinnett County Public Library (GCPL) has partnered with Toronto-based software company BiblioCommons to launch a new catalog interface that provides customer-friendly features to help search, explore, borrow, and do more in the online library.

The new catalog, which was made available Monday, August 14, 2017, helps patrons discover new materials and join a digital community of readers in Gwinnett County and beyond. Features include:

- Improved search functionality
- Clean, clear design, and flexible sorting
- Ability to create a username, reading lists, and content
- Rate, review, and tag materials
- One-click holds
- Mobile app will be available in iTunes and Google Play Store

On their shelves, customers can track and organize everything they have read, seen, listened to, or want to read. The New Titles menu is updated automatically and features newly arrived titles, on order titles, multiple formats, and more.

Library staff recommendations, readers’ advisory, and reference are built right into the catalog. All community contributed content is shared across BiblioCommons’ 181 libraries in the US and Canada. With almost 8 million registered users, BiblioCommons hosts catalog interfaces for some of the largest library systems in the US, including Boston, Seattle, and Chicago Public Library.

“The new BiblioCommons interface will provide enhanced accessibility and discovery to library collections,” says GCPL Executive Director Charles Pace. “BiblioCommons is a customer-friendly system used by many leading libraries in North America. This is one more step in our mission to make access to library resources as easy as possible for our customers.”

The new catalog was developed as part of a strategy to improve the customer experience, discovery, and access to the GCPL collection. In 2016, customers checked out more than 5 million items and placed 1.1 million requests.

Visit [gwinnett.bibliocommons.com](http://gwinnett.bibliocommons.com) or [gwinnettpl.org](http://gwinnettpl.org) to check out the new catalog.

**Daniel Cowan and the Dan Random Band at the Red Clay Music Foundry**

Gwinnett County Public Library (GCPL) and Eddie Owen Presents hosted Daniel Cowan and the Dan Random Band for a free live performance on August 25, 2017 at the Red Clay Music Foundry.

Cowan offers a unique listening experience, which weaves science fiction readings from his book, *Somewhere Called Now: To Arrive Before You Leave*, with music from the original soundtrack performed by his six-man band.

A Gwinnett County resident, Daniel Cowan, aka Dan Random, is an author, musician, singer, composer, and producer with nine CDs under
his belt. In the last ten years, he has written and copyrighted close to one hundred musical compositions, along with several poems and Somewhere Called Now, his debut science fiction novel, and a rare book in the publishing world with a sound track. To sample Cowan’s music, visit: www.somewherecallednow.com.

Rotary Club of Duluth Donates $50,000 to Gwinnett County Public Library

Rotary Club of Duluth presented a check for $50,000 to the Gwinnett County Public Library (GCPL) at the 1818 Club. The donation will be directed towards the new Duluth Branch Library’s children’s area.

Funds from Rotary Club of Duluth, a community organization with fifty members, will help create a fun, educational storytime space that will be enjoyed by children and families for years to come.

“The Rotary Club of Duluth has served our community for the past thirty years, and this year the theme internationally for Rotary is Making a Difference,” says Rotary Club of Duluth President Houston Bass. “I am proud to be part of a group that is so committed to making such a significant and lasting difference in our community.”

“Rotary Club of Duluth is very excited about the opportunity to support the new state-of-the-art library that will be built right here in our own backyard,” says outgoing Rotary Club of Duluth President Mike Ballenger. “Literacy has always been a key focus of Rotary, and helping to enhance the children’s area in the new library will provide additional learning opportunities for our local youth as they improve their reading skills.”

“Lifelong learning is critical to the growth of any community,” says Rotary Club of Duluth member Randy Redner. “Libraries are the only places I know that foster this learning from birth to our golden years.”

“The Gwinnett County Public Library is honored to receive this donation from the Rotary Club of Duluth,” says GCPL Executive Director Charles Pace. “These funds will provide additional furnishings, technology, and other enhancements to the children’s space in the new Duluth Branch.”

“Our community is blessed to have the support of such devoted civic organizations to help Gwinnett County offer the best possible libraries to its residents,” says GCPL Development Manager Shelly Schwerzler.

GCPL Introduces Flipster, A New Way to Access Free Digital Magazines

Gwinnett County Public Library (GCPL) customers can now access their favorite digital magazines using Flipster® from EBSCO Information Services. Flipster is a next-generation magazine service that allows people to browse digital versions of the latest issues of
popular magazines, courtesy of the library.

GCPL has both Flipster and hardcopy versions of magazines such as *People, Sports Illustrated, Time*, and more so patrons have the option of accessing the content at the library or remotely. Magazines can be downloaded to Android™ phones and tablets, Apple® phones and tablets, and Kindle Fire tablets for offline reading anytime, anywhere.

Flipster offers an easy, browse-able reading experience. Users can browse magazines by category as well as perform searches for specific periodicals. An online newsstand provides a carousel of the most recent issues, as well as a carousel of all issues allowing for quick access to magazines. The table of contents contains links for quick access to articles of interest and hotlinks within magazines are hyperlinked, opening in separate tabs when clicked. In addition, there is an option to zoom in and out for better readability.

Visit [www.gwinnettpl.org](http://www.gwinnettpl.org) to learn more about accessing the library’s digital magazines through Flipster.