

# Interviews with the 2023 CCPL Values Award Winners

Wednesday, April 22, 2023

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## Harriet Adams, Circulation, Perryville

### How long have you worked at CCPL?

17 years

### What do you like about your work at CCPL?

Because libraries are free for patrons, not many people consider the role libraries play in the economy, but libraries play a key role in financially strengthening our community. We provide a work space and free internet access for people looking for employment opportunities, we



provide one-on-one help with job applications and resume writing. Helping patrons in the community succeed financially, it's a win for everyone.

### Tell us what you enjoy about serving the community.

Each morning when the library opens its doors to the public, it's always a pleasure seeing familiar faces and new faces to the library. What a pleasure interacting with new

patrons and also our regulars, helping them to see that libraries aren't just a place to check out books. They can also checkout DVDs, games, audiobooks, and music. Also, the library provide many services and resources such access to the internet, printing, free scanning, faxing, fun "story time" for the family, meeting and study rooms, online classes (Gale Courses or LinkedIn Learning) and computer classes. Often when talking to one of our librarians, explaining a situation, they can work to find a solution to a problem. So please stop by your local library to learn what services or resources are available.

## **What do you wish other knew about CCPL that they might not otherwise?**

Public libraries are evolving with the times and we are moving from focusing on books and quiet study to focusing on community programs and socialization. So if you go to a library to study in silence, be aware that the silence may elude you.

The public libraries have many materials and services of which the public seems to be unaware. We have programs for all, digital books, movies, games, music, online resources, a business information center, and much more.

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## **Megan Coleman, Branch Manager, Rising Sun**

### **How long have you worked at CCPL?**

I have worked at CCPL for over 5 years.

### **What do you like about your work at CCPL?**

I like working at CCPL because it allows me to support our community alongside some of the most talented, kind people I know.



### **Tell us what you enjoy about serving the community.**

I enjoy serving the community because I like to get to know people and help them achieve their goals. Everyday is a little bit different, but we are always finding ways to connect people with information and resources that will hopefully improve their

day and maybe even their lives.

### **What do you wish others knew about CCPL that they might not otherwise?**

I wish people knew more about the different resources CCPL offers. With a CCPL library card, you have access to eBooks, online classes, and research databases. The opportunities to learn something new are endless.

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## **Kaitlyn Ennis, Circulation, North East**

### **How long have you worked at CCPL?**

I worked at CCPL for about 8 months in 2019 as a Library Associate in the Elkton Branch. I then came back in December of 2020 as the Circulation Supervisor at the North East Branch library, and I've been here since!



### **What do you like about your work at CCPL?**

I love being able to provide services to those who need them and otherwise can't get them. The library has so many services and programs that are informational and free that most people don't know about and I love being in a space that makes those things available to everyone. I like being part of a community organization that solely exists to educate and inform the public.

### **Tell us what you enjoy about serving the community.**

When it comes to serving the community, I love helping those that are unsure, hesitant, or wary of what a library has to offer. We often get patrons who look scared coming in because they are overwhelmed and not sure where to start, and I love being able to help guide them towards whatever they need/want. I like providing a safe space for all people, regardless of socioeconomic status, and providing a place for everyone who isn't sure what to do next.

### **What do you wish others knew about CCPL that they might not otherwise?**

There are so many things that CCPL offers that I wish everyone knew about. The ability to borrow books from libraries all across Maryland through Inter-Library Loan if we don't have something; LinkedIn Learning courses that cover such a wide variety of topics that you can take for free; free programs for all kinds of services, specifically the Business programs, since that is such a specialized field and it's difficult for new business owners to find help getting started, especially free resources. CCPL can help everyone with something, and I wish more people knew about the different ways we can help them.

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## **Megan Lipps, Circulation, North East**

### **How long have you worked at CCPL?**

I have worked for CCPL 11 years this past December.

### **What do you like about your work at CCPL?**

At CCPL, the patrons are welcomed with open arms and smiling faces by staff. My experience with libraries as a young child was that of my hesitancy and nervousness ever needing to go to a desk to ask a question. That could have simply been my young perspective and introverted nature, but I have seen such an increase in my years at CCPL of children so enthusiastic and eager when getting the attention of staff and sharing something with them about a program they just left, or about something happening at school. I am thrilled that children seem to view the library as a sanctuary for learning and growth. I enjoy having this experience and being able to say that I am contributing to the positive futures of our young children.



## **Tell us what you enjoy about serving the community.**

Not many other places of work do you have to opportunity to make a connection and interaction within all age groups. From newborns to patrons pushing 90 years of age, these patrons find their way to our desks for assistance and socialization. We have an important role in our community in which we serve. In the eyes of our patrons, we are friends, we are an information source, we are safety, and we are an inspiration and a symbol of education. Again, I am honored to be a part of upholding this standard in the eyes of our community members.

## **What do you wish others knew about CCPL that**

### **they might not otherwise?**

I wish that the public was more aware about our online resources and digital materials. When bringing these options up to our patrons in conversation at our front desk it seems to surprise many. Some are even blown away by the brief rundown of options I mention. I love to see the excitement, but it makes me sad that there may have been a time those patrons could have been in real need of those resources and didn't know it was available.

# Stephanie Stevens, Children's Services, Cecilton & Chesapeake City

## How long have you worked at CCPL?

I have worked for CCPL for 12 years, 4 months.

## What do you like about your work at CCPL?

I love working in Children's Services. I thoroughly enjoy planning children's programming and passive program activities within my branch. Prior to working in Children's Services, I was a member of the Circulation team. In this role, I enjoyed serving our patrons, answering questions, and getting to know the community.



## Tell us what you enjoy about serving the community.

I enjoy serving the community because it is a satisfying feeling to know that I could help make someone's day. Patrons come into our branches for all types of reasons from making copies, looking for the next book, or just to have a conversation. I am pleased that I am able to assist with their needs.

## What do you wish others knew about CCPL that they might not

### otherwise?

I wish that others were aware of all of the resources that CCPL has to offer. The library is not only for books, but it is a place for the community to interact with one another through the use of our spaces and through our variety of programming for all ages. Also, the library offers many helpful online resources that are available to our patrons!