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LIS 600 Research Assignment

For my research paper I decided to go with an organization that I wasn't too familiar with so I wouldn't taint any of the questions and answers with my knowledge of their organization. I chose The Quaker House located at 223 Hillside Avenue in Fayetteville, North Carolina. I spoke with the Co-director and she was very helpful and also very excited to answer questions about The Quaker House's involvement with the library (in this case, it was the Cumberland County Library).

The Quaker House also appealed to me because of what I thought to be an oxymoron of sorts as its existence in a military community of Fort Bragg. The Quaker House has a line on their website that states they are, "A Place of Peace in a Military City," (Personnel, 2001-2016). Their website further explained their role in a town like Fort Bragg and this, in turn, explained to me why they were here:

"Quaker House provides counseling and support to service members who are questioning their role in the military; educates them, their families, and the public about military issues; and advocates for a more peaceful world," (Personnel, 2001-2016).

The Co-director I spoke with was very vibrant and very pleased to be answering questions about how The Quaker House and the Cumberland County Library engage with each other. She always seemed to relate only positive experiences and that the relationship was an ongoing and constantly developing one.

As far as what The Quaker House needed from the library was the ability to work together on different forms, meeting spaces being readily available, and community forums being open to all. She relayed that these were the cases in the past and she was always happy with the services provided by the library. She also stated that the resources were great at the library and that they were always up-to-date. The library was a great place to do research and she often referred people at the Quaker House to the local library.

One of the ways the library was most beneficial to The Quaker House was through the computer classes they offered. She stated that it was through these free computer classes that she was better prepared for her job at The Quaker House. She further stated that the office manager was also a believer and a frequenter of the library's free technology classes. She went on to say that the whole staff at The Quaker House along with some of their patrons took a social media class that was very helpful to them.

The co-director said that the following traditional values were shared with her and her staff at The Quaker House (and in some cases, with the people that were serviced by The Quaker House): access to information, equity (she gave an example of when they were taking a class and some people who came in off the street were allowed to participate too even though this was last minute), intellectual freedom, privacy, community, social justice, preservation and heritage (both The Quaker House and the local library contained collections of history), and civic engagement ("Wonderful! They have great programs for everyone there!" said the co-director).

Some of the skills she felt that were shared by both The Quaker House and the library were as follows: collaboration (they work together quite frequently, especially with community forums), inclusion (the library and The Quaker House developed a program for learning about Muslims when "Muslims weren't very popular," said the co-director), socially innovative (in

their ability to keep up with social media), tech savvy (due to the classes offered at the library), and she said she hoped they were transformative.

Her closing comments were that she was, “Extremely thankful for the public library and that it existed.” She also, “Loved the idea that the library was free and open to everyone.” She believed that the relationship between the library and The Quaker House would continue to grow and she would continue to refer people to the local library when it was called for, “especially with the variety of helpful classes they offer.”

This was an eye-opening experience for me due to the mere fact of all the negative interactions I had heard about from other classmates. I believe the co-director of The Quaker House was extremely grateful for the library and the services it offered. She was more than happy to answer my questions and we spent about forty minutes on the phone talking about the positive experiences she had with the library.

Bibliography

Personnel, Q. H. (2001-2016, 01 01). *The Quaker House*. Retrieved from The Quaker House:

<https://www.quakerhouse.org>