

Chief
Executive
Officer's
REPORT

June 3

2010

A Review of the Library's Operations

Third Quarter FY 09-10

<i>FY 09-10</i>	<i>Budget</i>	<i>Actuals</i>	<i>Expenditure %</i>
<i>Personnel</i>	<i>7,186,747</i>	<i>4,614,392</i>	<i>64.2%</i>
<i>Non-personnel</i>	<i>1,856,489</i>	<i>934,058</i>	<i>50.3%</i>
<i>Total</i>	<i>9,043,236</i>	<i>5,548,450</i>	<i>61.3%</i>

Budget

The library ended the third quarter of FY 2009-2010 in a good financial position. The report for personnel is on an accrual basis. All other categorical expenses are reported by the city on a cash basis in accord with the fiscal systems of the city's finance department.

For the 9 – month period ending 3/31/2010, total expenditures of \$5.5 million, which include encumbrances, represent 61.3% of the total budget of \$9,043,236.

Personnel services are slightly under budget due to existing vacancies such as the Chief Public Services Officer, Teen Services Manager and other personnel turnover. General Administration is trending slightly less than budget due to staffing vacancies mentioned before and a favorable variance in staff training costs. Library materials expenditures are in line with 9 – month estimates. Plant Maintenance is expected to be fully expended as spring projects are underway. Plant Operation came in as projected. Public Programs came in as projected. Technical and Professional services are on target. Outlay slightly below projection pending future technology acquisitions.

Total revenue to date is slightly under projection. Revenues from State grants and other agencies will be received in the last quarter of this fiscal year.

Expenditures continue to be closely monitored to ensure full utilization of resources within the Adopted Budget.

Library and Public Services

Adult Services

Year-to-date attendance at adult classes, workshops, forums, and events is up 19% from this time a year ago (+17% Downtown, +57% in the branches). Specifically, adult learner attendance is up 48% in ESOL classes, 97% in job and career events, 7% in small business workshops, and 44% in computer/technology classes. Attendance is up 84% in the literary arts category as a result of the Library's most successful *One Book* to date and 310% in the visual arts category with the popularity of **ArtWalk** receptions and shows.

In the third quarter, attendance in the branches increased 68% as these neighborhood sites hosted testing for Census jobs. Downtown, ESOL attendance increased 19% with the settlement of a new group of refugees in the City. Attendance at Downtown job and career workshops and Census testing increased 12%. In the two previous quarters, attendance at adult classes, workshops, forums, and events increased 28% in the first quarter and 28% in the second.

On March 1, public services staff moved to the new customer service desk at the Main Street entrance. Customers and staff like this more visible location as well as the beautiful desk that was designed with much staff input. The opening included remarks by CEO Matt Poland and Customer Service Manager Tony Bernardo, free magnets with Library contact information, candy wrapped in packaging with the Library's Web address printed on it, fortune cookies with library-related quotations, and opportunities to enter a drawing to win an iPod (one for adult entrants, one for youth entrants). Staff began wearing lanyards with an attached sleeve containing a card with the message "We're glad you're here." Customers responded very favorably to the welcoming greeting. Later in the month, Karen Hyman, Executive Director of the South Jersey Regional Library Cooperative and nationally known speaker, presented *Reinventing the Customer-Centered Library: 12 Steps for 2010*. To allow as many staff as possible to attend, Ms. Hyman spoke on two mornings and Library sites opened late.

Census 2010 could not have come at a better time for job seekers. The large number of people needed to conduct the count meant more opportunities to find work. Over 400 applicants tested for jobs with the U. S. Census Bureau between January and March at the Downtown Library and several of the branches. Additionally, several customers told staff who had helped them

with résumés, cover letters, etc., that they had been hired. Of course, it is a wonderful boost to staff morale when someone returns and shares a success story.

A new course started in February, *Job Searching and Preparation Strategies for Older Workers*. A career coach from the Easter Seals Senior Community Service and Employment Program (SCSEP) teaches this six-week course, which will be offered throughout the year at regular intervals. *Basic Computer Skills for Job Seekers* was taught in Spanish for the first time.

Spring nonprofit programming began in March with the workshop *Legal Issues in Using Social Media*. There were 62 participants, approximately half of whom were from other public libraries. For the first time, the Hartford Foundation for Public Giving is sponsoring the entire nonprofit series, including hands-on QuickBooks training.

Although the Connecticut Small Business Development Center four-part entrepreneurial series will not begin until April, the Center did collaborate with the Library to conduct a workshop on franchise ownership. Connecticut Community Investment Corporation collaborated with the Library on two workshops, *Business Plan Basics*, offered quarterly, and *Starting a Childcare Business*. *Trade Show BoothCampSM* was a new presentation, conducted for The Sewing Circle participants (immigrant and refugee artists who meet weekly at the Library, following English class), who were joined by several members of the public. Attendees learned booth strategies designed to increase traffic and sales at craft fairs, trade shows, and other exhibitions. The presenter used the artists' wares to demonstrate her points about display and taught them other marketing strategies and tips, such as suggesting to customers less obvious uses of their products. For example, a beautiful tote bag might be displayed with a stuffed toy dog in it to suggest its use as a pet carrier.

The Volunteer Income Tax Assistance (VITA) program prepared and electronically filed 701 Federal and State returns, more than any other Hartford area site. The total Education Credit claimed by the Library's customers was \$32,043 (+18% from last year); their total Child Tax Credit was \$144,855 (+38%); and their total Earned Income Tax Credit (EITC) was \$297,717 (+22%). Several customers were able to take advantage of the first-time homebuyer credit and received very substantial refunds. On two Saturdays, sign language interpreters helped hearing-impaired customers work with the VITA preparers to file their tax forms. The Library is

fortunate to have had the same core group of dedicated volunteers for several years. In 2010, the 12 volunteers provided 648 hours of assistance.

The Library collaborated with Capital Community College's Arthur C. Banks Library to present a speed reading workshop, *Rev It Up Reading: Getting Up To Speed With What You Read*. Abby Marks Beale, author of [The Complete Idiot's Guide to Speed Reading](#), taught attendees how to determine their current reading speeds, why reading from a computer screen differs from reading off paper, and several simple strategies to help them read faster and get through their business, school, or pleasure reading workloads. Over 40 people attended this workshop. The audience was a nice mix of people: professionals and students, young and old, regular customers and those visiting the Library for the first time. There were many favorable comments about the presentation, although one college student was advised, "You can't speed read philosophy."

Upcoming events include another *Return to College Learning Fair*, the annual World Refugee Day celebration; breast cancer screening; a prostate screening and education event; a workshop on email management by returning presenter, Abby Marks Beale; and, an appearance by Mary Collins, author of [American Idle: a Journey through Our Sedentary Culture](#), which will be combined with a downtown walking tour and panel discussion. The last event will promote the benefits of exercise and the idea of a walkable city and will be presented in collaboration with Hartford Food System, Bike Walk Connecticut, and the City's Healthy Hartford initiative.

Youth Services

Early literacy program attendance continues to improve in comparison to the same quarter last year for both children (+34 per cent) and adults (+54 per cent). A series of ten workshops targeting Spanish-speaking unlicensed home day care providers is responsible for some of the increase. The workshops, offered weekly at the Downtown Library in collaboration with La Casa, Hartford Areas Rally Together, and the Mayor's Office for Young Children, provide training in developmentally appropriate practice in general and early literacy in particular. The 32 participating providers have registered for library cards and are strongly encouraged to take out picture books. Circulation of picture books to the group has increased from zero at the first session to an average of 60. Some of the providers have begun attending additional informal

group meeting on Monday nights, at which they select books and exchange information. The workshop series will be followed by a six monthly home visits, from Spanish-speaking Youth Services staff, at which early literacy skill-building activities will be modeled, and packets of picture books left with the provider until the next visit. Most of the providers have also expressed interest in the new Youth Services Advisory Council, which has a priority of creating a welcoming environment for Spanish-speaking caregivers. The home visits and Advisory Council activities are made possible through the generous support of the Hartford Foundation for Public Giving.

Out-of-school-time enrichment programs continue to attract large numbers of children and teens. Attendance at these programs this quarter was 18,713, or more than twice that recorded in the same quarter last year (8,243). Popular activities in January, in which Youth Services focuses on works of fantasy and science fiction, included discussions of Bridge to Terabithia (Katherine Paterson) and James and the Giant Peach (Roald Dahl) at Blue Hills; Charlie and the Chocolate Factory (Roald Dahl) at Downtown and Albany; and Midnight Blue (Pauline Fisk) and, for younger readers, Seven at One Blow (Brothers Grimm) at Barbour. During February Black History and Chinese New Year programs were held at all sites, plus programs focused on books that teach children to make things, such as craft books and cook books. These programs included soul food cooking lessons at Camp Field, “Count and Sprinkle” cupcake decorating (with a math component!) at Ropkins, and “Tasty Tales,” featuring recipes taken from children’s story books, at Goodwin. March activities focused on folk tales and fairy tales, and included “Name Day” at Dwight, during which children discussed the names of fairy tale characters, and researched the meaning of their own names; Park’s book discussions based on folk tales featuring strong women; and “Johnny Appleseed Day” at Mark Twain, introducing that American folk hero to the many recently-arrived children who visit that branch.

Significant decreases were recorded in youth reference activity, down 67 percent for the quarter, and homework assistance, down 49 per cent. These decreases resulted in part from more specific definitions and practices adopted at the beginning of this fiscal year. Reference activity is now counted only if a printed source is consulted, and homework assistance is calculated from an actual count made during a sample week each quarter, rather than from a percentage applied to total youth attendance. However, as noted before, Youth Services staff will continue to monitor both areas, to ascertain if there are ways in which we can better support

the information needs of school-aged youth.

Community Development and Civic Services

Two *Democracy in Action* programs were held in the third quarter including *Where Do Candidates Come From and Why Should You Care?*, and *Campaign Finance Reform: Money & Politics in Connecticut and the Nation*. These programs were offered in collaboration with the Hartford Votes~Hartford Vota Coalition, a group of about a dozen organizations (coordinated by Hartford Public Library) working together for the purpose of increasing voter turnout in Hartford. In addition, three Library locations served as polling places on Primary Election Day in March.

A number of other programs on important community issues were offered during the third quarter including: *Education 2010: The Achievement Gap* (in collaboration with Hartford 2000 and Organizing for Connecticut); *HartfordInfo Today: Economic Recovery – Creating Jobs in Hartford and the Region* (in collaboration with Councilman Jim Boucher); *Making the Count: Building Hartford Through the 2010 Census* (in collaboration with the Youth Professionals of the Urban League of Greater Hartford, Hartford Revived Network, and Hartford Alumnae Chapter of Delta Sigma Theta Sorority); *Why Underage Drinking is a Community Responsibility* (in collaboration with Community Renewal Team); and an *I-84 Viaduct Study Public Workshop* (in collaboration with the Capital Region Council of Governments).

Library staff continued to serve on the Outreach Planning Committee of the City's One City One Plan effort. Several public meetings were held in the third quarter at locations around the city.

We continued to implement the Library's new community outreach model in the third quarter. This model updates and improves upon the Neighborhood Teams and it will enable the Library to deliver outreach services more efficiently and effectively. For the quarter, Library staff engaged in relationships (e.g., collaborated on programs, attended meetings, or engaged in other activities) with Non-Profit Organizations 169 times, with Community Organizations 97 times, with Government 21 times, and with Youth Service Providers & Organizations 13 times. As we are still in the first year of implementation no previous year comparative data is available.

Continuing the upward trend of recent years, use of HartfordInfo.org increased 47% for the third quarter compared with a year ago. Notable items added to the site include: *Hartford Budget Fiscal Analysis Task Force Report and Meeting Notes*; a document produced by Hartford 2000

(in both English and Spanish) that explains how Town Committees elect members and choose candidates; *Hartford Public Schools School Governance Councils, Year One Implementation*; Mayor Perez's *State of the City Address 2010*; and *Democratic State Central Committee Ruling on the Election of Hartford Town Committee Chairperson*. Videos of several recent public programs were also added to the site including most of the programs mentioned earlier. During the third quarter we were fortunate to have an intern from the University of Connecticut, Hannah Clements, work on preparing data to be added to Hartfordinfo.org. Also in the third quarter we had our first sponsorship ad on the HartfordInfo.org home page. The ad was placed by Achieve Hartford to promote Smart Choices, a web site designed to help Hartford parents navigate through the school choices available to them and their children. We hope this will be the first of many such ads, which can serve as a way to generate some revenue.

The fourth quarter will bring several *Democracy in Action* programs and activities, including candidate events in anticipation of the August primaries, and a series of community dialogues on the youth of incarcerated parents, among other programs. Most of these programs and activities will occur in collaboration with a variety of other organizations based on the many strong relationships we continue to build on an ongoing basis. In the fourth quarter we will also be working on a business plan and user survey for HartfordInfo.org.

Readers Services

Overall adult circulation was steady system wide, with a healthy (+12%) increase at the branches that offset a slight (-4%) decline downtown. Book and periodical circulation increased (+7%) and media (+16%) at the combined branch locations, with Mark Twain, Barbour and Camp Field recording the largest activity increases compared with the 3rd quarter last year. Nonfiction circulation increased (+9%) downtown as customers became more accustomed to finding materials throughout the building; fiction declined (-13%) largely because we are purchasing fewer duplicate copies of new titles. In-house use numbers continue to rise at all locations. System figures have doubled as branches have begun to record this activity; downtown use of materials on location has increased (+21%).

In an effort to explore new ways to maximize resources we are beginning an assessment of customized selection lists provided by one of our primary book vendors, Baker & Taylor. Initially these lists will be used to help meet the increasing demand for Spanish language materials and urban fiction titles---the categories that contributed to increased activity at several branches---

and to streamline the selection process for high demand fiction and nonfiction at all sites. Staff engages in regular meetings to discuss usage and response to changing needs at all locations.

Library Thing for Libraries offers a fun new look at the library's online catalog and delivers enhanced services to the community by expanding access to our print collections through recommendations like those found in Amazon. This exciting reader's advisory enhancement is an example of new technology applied to a traditional library tool. Customers will be able to search and browse similar reads in more powerful ways through live links that point to materials available at all sites. One search will display different editions and translations of the same title, finding the latest edition along with the large print version and Spanish language translation simultaneously. Staff training is scheduled and a roll out to the public will follow shortly afterward. Future improvements will make reading a more interactive social experience by allowing readers to write their own comments and reviews that will display on our website.

Information Technology Services

Tech Services

A technology audit of Hartford Public Library network, systems, equipment and procedures was conducted by the Connecticut Center for Advanced Technology, Inc. (CCAT) <http://www.ccat.us>. Their assessment report indicated the strengths of the library to be infrastructure wiring and equipment; the Connecticut Education Network (CEN) Internet connection; the quality of server hardware and the wireless network. The weaknesses discussed include an overly complex network design; network security; server room design and location and the high number of servers for our applications; difficult and labor intensive management of public computers; the number of desktop computers and servers out of warranty; and need for consistency of software and operating systems updates. It was also recommended that the library consider virtualizing servers to reduce the number and virtualizing public computers to reduce costs. Senior HPL leadership; CCAT managers and the City of Hartford CIO and MHIS manager met to review the report and plan recommended actions. In response to these recommendations, ITS requested that MHIS assist the library in setting up remote systems management (Altiris) to allow remote management of all pc's on the library network and added a license for Altiris to the specifications for all new pc's. ITS staff are manually updating all computers and servers to make sure they are current on software, virus protection and updates. MHIS worked with ITS to

improve the backup server functionality and to create specifications for a new backup system with increased capacity and tape drive to allow offsite storage of backups. The new system will be installed in 4Q. The CFO reviewed the ITS budget and worked with ITS to prioritize equipment purchases and create a recommended technology refresh plan. The recommendations will be incorporated in the revised Technology Plan and the strategic plan.

4Q priorities are: Relocation of the Central Library Job and Career Center to the new service desk area, with new pc's on Pharos time management; software upgrade of the Millennium integrated library system (ILS), including replacement of pc's at service desks system wide; completion of the rollout of Gates Grant computers and Pharos time management software to all branches; and upgrading staff and public computers to Microsoft Office 2007.

Web Services

ITS staff continues to review and revise online content in preparation for the planned web site redesign project. Strengthening the library identity throughout all online sites is a major goal of the plan, as well as better organization and fundability.

Arts, Cultural and Heritage Programs

Center for the Book in the Library of Congress

The Center for the Book in the Library of Congress has renewed our status as an affiliate through 2012, commending "an excellent job of spreading our message about the fundamental importance of books, reading, literacy, and libraries throughout Connecticut." The annual meeting of state Centers will be held 28-29 June.

Connecticut Book Awards (CBA)

Matt Poland will make a return visit as emcee, introducing keynote Dani Shapiro. A CBA finalist in Fiction, Ms. Shapiro is currently speaking around the country to promote her memoir, *Devotion*. The Connecticut Book Awards will be held September 19, 2010.

Connecticut Book Festival (CBF)

With an eye-catching logo created *pro bono* by graphic designer Peter Good of Chester, and a WordPress Web site at HYPERLINK "http://www.ctbookfestival.org"www.ctbookfestival.org, the planning committee is now ready to promote the CBF. West Hartford Chamber of Commerce is now an enthusiastic partner in this initiative, co-chaired by CCB coordinator Kat Lyons and Connecticut State Library Development Division Director Sharon Brettschneider. The Connecticut Book Festival will be held 21-22 May 2011.

Letters about Literature (LAL)

Dan Waters, author of the popular *Generation Dead* YA series will be the guest speaker this year at the Awards ceremony on 23 May.

National Book Festival (NBF)

Wendell Minor has given permission to use his illustration of a robin in flight as the image for Connecticut's state sticker for the fill-in-the-map brochure sponsored by the Library of Congress.

One Book for One Greater Hartford

The selection committee—a diverse mix of community members and HPL staff—is reading the short-listed titles: *Anna In-between* by Elizabeth Nuñez; *The Curious Incident of the Dog in the Night-Time* by Mark Haddon; *Outcasts United* by Warren St. John; and, *People of the Book* by Geraldine Brooks. We will meet on 2 June to decide which title will be the community read for 2010.

The Big Read

The Library was successful in its application for this highly competitive grant for 2011: we are one of only 75 organizations nationwide receiving funding for next year down from 245 in 2010. The chosen book is *Sun, Stone, and Shadows: 20 Great Mexican Short Stories*. The major program partners will be Trinity College and Hartford Stage.

ArtWalk at Hartford Public Library

Treasures of Hartford Public Library sponsored by the Hartford History Center is scheduled for May through the summer.

“Hartford Treasures: Art and Artifacts on the **ArtWalk**,” an exhibit showcasing some of the wonderful holdings in our historical Hartford Collection, will be on display from June 4th through September 30th. “Hartford Treasures” celebrates our city’s rich heritage, reminding us that history is a collection of stories upon which new stories are built. The exhibit will also pay tribute to Hartford artist and Hartford Public Library corporator Richard Welling (1926-2009). Welling chronicled Hartford’s changing landscape with pen and ink drawings for more than 40 years, capturing the essence of our community, landmark structures and city that continues to be a remarkable blend of past and present. The exhibition was created with the assistance of Welling’s two daughters and son-in-law, culled from the pieces in Welling’s Hartford studio at 74 Union Place. The Welling exhibit will also display his sketchbooks and clippings, tracing his growth as an artist in Hartford. The tribute to Welling will hang in the Hartford History Center. “Hartford Treasures” will hang in the ArtWalk gallery.

Andrew Kyle Phillips will close out the year with an exhibition of his paintings in October 2010.

An "open call" will occur in late summer to select artists and exhibitions for 2011.

Hartford History Center

Opening in June and running through September 30 is the Hartford History Center exhibition “Hartford Treasures: Art and Artifacts on the ArtWalk” with a special tribute to artist Richard Welling in the Hartford History Center. More on the exhibition is contained under the ArtWalk heading.

We are delighted to report that Sally Whipple, Director of Educational & Community Programming - the chief *Old State House* position, has joined the Hartford History Center Advisory Committee. Sally’s support and guidance will be instrumental in building collaborative heritage-based Main Street programming and we look forward to some solid future partnerships with the Old State House.

The City Council approved transferring the City and Town Clerk Papers, that unique and wonderfully rich collection of public documents dating back to the inception of this city, to Hartford Public Library. The papers will be made accessible through the research protocol in place in the Hartford History Center. Moving the records from the city hall to the library will likely take place over the summer months. A public program built around this new collection will take place in October 2010, during National Archives Month; the programming will also complement the city's celebration of its 375th anniversary.

This Spring, the Hartford History Center received the second half of its \$20,000 Heritage Advancement Grant for work on the City Parks Collection, following a review by Greater Hartford Arts Council grants administrator of the progress made to date. Work completed for the City Parks Collection (documenting the City Park system from 1850-1948) includes: over 150 maps surveyed; 300 copper printing blocks identified and preserved; 500 glass negatives identified and put into protective sleeves; 10 lf of manuscript material sorted by topic and date; 100 lantern slides surveyed; and, a number of letterpress books identified and waiting to be catalogued. The glass negatives, maps, and printing blocks all have an electronic finding aid created for them in the Excel format. Minor conservation efforts are being done on site, more serious conservation work is being identified and will likely be sent out for repair, the cost of which would be handled by grant funding.

The Abraham Lincoln Presidential Library in Springfield, Illinois, has asked to borrow a letter from the Hartford Collection's Gideon Welles manuscript collection for its "Team of Rival" exhibition which will open this September 2010 and run for one year. The letter, written by Welles, represents Welles' first written reference of support for Lincoln in the presidential election of 1860. Standard lending protocol between museum/archival institutions will be followed.

The Hartford History Center had sizable audiences for its heritage-based programming this spring leading with author talks and book signings for the Pulitzer prize nominated book - *Complicity, How the North Promoted, Prolonged and Profited from Slavery* followed by an author talk with former Mayor Thirman Milner . The history double-header weekend (the last weekend in April) on Hartford poet Lydia Sigourney, presented by historian Gary E. Wait and Dr. Gene Leach's "Hartford in the Gilded Age" were both well attended and well received and audiences continue to grow and ask for like programming.

The Hartford History Center (HHC) curator had the pleasure of taking part in the Connecticut Historical Society (CHS) program – “Victorian Hartford in Words and Pictures,” co-presenting with Kate Steinway, executive director for CHS. The program built off of the current CHS exhibition of Kellogg prints. Close to 75 people attended this talk and it was heartening to see so many Hartford History Center supporters in the audience. The HHC curator utilized the Hartford Collection Pamphlet Collection (which dates back to 1767) to provide a backdrop of time and place for the Kellogg prints.

Development

Grant Status

Pending— Grant applications with a total request amount of \$997,008 - \$1,062,008 are pending approval. Among the proposals are two requests: one to **Hartford Foundation for Public Giving** for technology (\$30,000); and another request to the **U.S. Citizens and Immigration Services** (\$100, 000) to expand educational opportunities and tools to facilitate the transition of immigrants to citizenship status and integration, via the use of instructional technologies and collaborative learning.

Received—The Library recently received notification of seven awards totalling \$121,500. The awards include **The National Endowment for the Arts (NEA) Big Read** FY 2011 (\$17,500); the Library’s partners are Trinity College and for the third consecutive year, Hartford Stage; a matching grant from the **Hartford Foundation for Public Giving** for The NEA’s Big Read 2010 (\$20,000); the **Travelers** (\$50,000) in support of the Teen Leaders Program; new partner **NewAlliance Foundation** (\$5,000) in support an iMac station for the Library’s new teen center that will allow students to work on video projects, create art portfolios for college and other college readiness activities; **Bank of America’s Charles Nelson Robinson Fund** (new fund) (\$2,000) and **Bank of America** for the Barbour Branch support (\$7,000); and the **State Department of Education(ESL)**, enrichment grant for (\$20,000). Grants confirmed for FY 09-10: \$532,863.

Individual Giving

Fall 09 Appeal total revenue: \$34,753.51 (for every dollar spent \$4.36 was earned)

Summer 09 Appeal total revenue: \$10,407.00 (for every dollar spent \$1.15 was earned)

Average Gift per Donor:

- Summer 09 Average Gift- \$66.71
- Fall 09 Average Gift \$140.70
- 110.9% increase

Spring 2010 Appeal was mailed last week of April to prospective donors from an acquisition list; revenue-to-date is \$1,588.

Other individual revenue: (\$8,299.81); ArtWalk (\$4,584)

Total Revenue for individual giving (FY09-10 YTD): \$59,532.32

Events

One Big Summer Night, the Library's annual fundraiser, scheduled for Thursday, June 24, 2010 at the Connecticut Convention Center will feature author Julie Powell, the inspiration to the Golden Globe nominated movie "Julie & Julia," and a live and silent auction. Sponsors include CL & P, Travelers, The Hartford, CIGNA, Webster Bank and Fiduciary Investment Advisors LLC; sponsorship and business support to date, \$43,625; ticket sales and donations to date, \$9,000.

Media

March 2010: AWE, Early Literacy Workstation Ribbon Cutting at Camp Field Branch- *Hartford*

Courant: CityLine blog: "Getting a Jump on Reading" and WFSB, Channel 3 Eyewitness News;

The Hartford News: "New Workstation at Camp Field Library."

The Big Read - *Hartford Courant iTowns: "Wethersfield: Book Discussion Leader Returns"-* BJ Smith discussing "The Adventures of Tom Sawyer" at the Wethersfield Library in coordination with the Hartford Public Library and the National Endowment for the Arts; *Hartford Courant: "Library to Read 'Sawyer' in April" – Rockville Public Library hosting a discussion of "The*

Adventures of Tom Sawyer” as part of the 2010 Hartford Public Library Big Read; *Hartford Courant*: “Mark Twain Program.”

ArtWalk- *Real Hartford blog*: “The Idea of This Perfect Edenic Place” – Dawn Holder’s Exhibit.

“Kick-off for New Parent Academy” – Press conference, mentions Hartford Public Library as a supporter of initiative.

April 2010:

Hartford Courant- CAL, “Hartford Public Library” – 2 spring-themed children’s programs; “ArtWalk at Hartford Public Library” – Dawn Holder exhibit and The Big Read -“Mark Your Calendars; Roster of Events Honoring Sam Clemens” – (cover story) Includes: Big Read Kickoff on April 11, Mark Twain Music on April 10, movie showings at branches in April and May, and the Twain events for kids at the branches.

Mark Twain statue move- *NBC Connecticut*: “Twain Where He Was Meant to Be” – Twain statue move *Hartford Courant Cityline blog*: “What Would Mark Twain Say?” –*WFSB 3 TV* and *NBC 30*; *Hartford Courant*: “Mark Twain Statue Returns To Its Place In Front of Hartford Public Library”; *Hartford Courant*: “Mark Twain Returns to Library” and *Fox 61*.

The Big Read kick off- *Community Access Hartford*: TV; *Hartford News*: Mark Twain statue move; Big Read kick-off; *Hartford Courant*: “Welcome Home Party” – Twain Statue move; *Hartford Courant*: “Avoiding the City, Missing A Lot” – Mention of Richard Welling exhibit at HPL this summer. “Twain Makes Return Home” – Twain Statue move; *Hartford Courant*: “A Whole World of Savings” – Eco-friendly HPL bag giveaway on Earth Day; *The Hour*, Norwalk, CT: David Rosenberg’s Column “Applause” – History of Mark Twain and the Big Read on Tom Sawyer.

One Book for Greater Hartford- *Hartford Courant*: “Time to Pick Our ‘One Book” – Helen Ubinas column on voting for the One Book selection.

Facilities

Branch Facility Enhancements

- Park Branch - Handicapped accessible bathroom on main floor was complete.
- Mark Twain Branch – New carpeting was installed.
- Camp Field and Dwight – Installed Pharos computerized self sign-up system.

Library Public Service Activities/Initiatives:

- SAND/Ropkins Branch Library celebration with music and food of ALA National Library Week 2010.
- Goodwin Branch Library hosted Mary Ann Tirone Smith and Jere Smith, authors of “Dirty Water: A Red Sox Mystery”
- Albany Branch Library served as the setting for the filming of a PBS special in collaboration with Annie Fisher Elementary School students (2nd and 3rd graders)
- Albany Avenue Branch Library hosted Jamaican author, Delano Franklyn, signing and discussing books: “Michael Manning: The Politics of Equality” and “Sprinting Into History: Jamaica and the 2008 Olympic Games”
- Open house at Blue Hills Branch Library to welcome a new Assistant Community Librarian
- As part of the “United States Census 2010” initiative in Hartford, Albany (40 persons per month from January-April) and Camp Field (300 participants) branches served as testing sites for prospective workers

Safety and Security

The Library had (12) reportable incidents in the third calendar quarter. Seven (7) reports were filed at the Downtown facility, (2) reports of disturbance, (2) medical emergencies, one (1) theft, and two (2) assaults.

Five (5) reports were filed by branches:

- Albany – false alarm was reported but no record of who initiated the call.

- Mark Twain – woman was using bad language around young children and became agitated when asked to leave the branch.
- Ropkins (3) – customer walked in the branch agitated with no known cause; young teen was very disruptive and not cooperative, and one elementary kid physically punched another kid sitting beside him.

Staff

Recruitment for the chief public services officer is complete. *Marian Amodeo* will be joining the senior leadership team on July 6. She is graduate of the University of Connecticut, and received her MLS from the Southern Connecticut State University. Among the many professional associations with which she is affiliated, Marian served as president of The Library Connection and also served as its finance committee chair.

Ann Binder, Library Assistant at Dwight Branch, received an MLS degree from Southern Connecticut State University.

Katherine Trouern-Trend, Assistant Youth Librarian at Goodwin branch, received an MLS degree from Simmons College in South Boston.

Monica Mobley, Library Assistant, Reader's Services, received a B.S. degree in Business Management from Albertus Magnus College.

Ada Roman, Library Assistant, Reader's Services, received a B.S. degree in Business Accounting from Central Connecticut State University.

Irene Blean, West Cluster Coordinator and SAND/Ropkins Community Librarian, was selected to participate in a Leadership Development Roundtable sponsored, in part, by Partnership for Strong Communities and Connecticut Association of Non Profits.