



CHIEF EXECUTIVE OFFICER'S REPORT

*DECEMBER 2012
REVIEW OF THE 1ST QUARTER, FY 2012-2013*

A REVIEW OF THE LIBRARY'S FINANCES

For the three month period ending 9/30/2012, we have expended and encumbered a total of \$2,308,936 which represents 22.8% of the total adopted budget of \$9,866,642. The Library has also collected 25% of revenue owed from the City of Hartford and 20.4% of revenue for the Special Funds account.

	Revised Budget	YTD Revenue	YTD Expense	Encumbrance	Available Budget	PCT Used
Fund 2012 (Operating)	8,215,000.00	2,053,749.99	1,843,184.57	0.00	6,371,815.43	22.4%
Fund 2014 (Special Funds)	1,651,642.00	336,264.84	352,018.83	113,734.11	1,185,889.10	28.2%
Total	9,866,642.00	2,390,014.83	2,195,203.68	113,734.11	7,557,704.53	23.4%

LIBRARY AND PUBLIC SERVICES

Downtown

In July, the media center moved from the 2nd floor to the main floor. The new location provides easy access to DVD's and CD's. This relocation created greater flexibility with staffing on the main floor. In addition to moving the DVD's and CD's to the main floor, the popular paperback collection was re-located from the ground floor to the main floor.

Programming

The Center for Contemporary Culture offered a variety of arts and cultural programs during the quarter. Author talks, films, lectures, music and a one-man play were all part of the season. Highlights included:

- The Global Lens 2012 Film Series- a showcase of 10 award winning narrative feature films started in September with the film "Amnestia" from Albania. Films from Morocco, Rwanda, Turkey, Iran, Iraq and Colombia were also shown during the film festival.

- A series of author talks started in July with mystery writer, Bruce DeSilva and continued throughout August and September with Patricia Schultz, author of *1000 Places to See Before You Die* and Matthew Dicks, author of *Memoirs of an Imaginary Friend*.
- A one-man play about the famous baseball player, Leroy “Satchel” Paige, was performed by Cedric Liquor, a former actor with the London Royal Shakespeare Company.
- A musical performance by one of Scotland's most popular bands, *North Sea Gas*. The band performed with guitars, mandolin, fiddle, bouzouki, bodhran, whistles, banjo, and great vocals featuring tremendous three part harmonies.
- A spooky lecture with Jeff Belanger, writer and producer and cast member of the Travel Channel's *Ghost Adventures*. The program offered a world tour where the audience heard the voices of the past and saw the darker side of some international treasures.
- A lecture and discussion on human trafficking with author Raymond Bechard, author of *The Berlin Turnpike: A True Story of Human Trafficking in America* and Matt Friedman, Regional Project Manager for the United Nations Interagency Project on Human Trafficking (UNIAP) in Bangkok, Thailand.

Adult Services

The 1st quarter of fiscal year 2012-2013 offered a wide range of learning opportunities.

Some highlights from the period:

Job and Career

The CTWorks@HPL Job and Career Center began operations in July 2012; the culmination of a vision to provide professional career and outplacement services through a satellite location of CTWorks at the Hartford Public Library. The Center has assisted one thousand plus visitors and succeeded in helping ten people obtain employment in the first three months.

Additional Job and Career programs included interview and resume writing classes and job readiness workshops for ex-offenders which were attended by 208 people. The library also participated in a well-attended job fair at the Albany branch coordinated by Corey Fleming in conjunction with Leadership Greater Hartford.

Computer Classes

Over 500 job seekers, career changers, and those interested in career advancement along with people with a personal interest took advantage of the Library's computer class instruction and coaching sessions.

Workshops

For the second year, the Library delivered a customized workshop targeted to introducing job searching skills and online career resources to youth, ages 16-20, in a partnership between the Library and the Greater Hartford Arts Council's Neighborhood Studios Summer youth apprenticeship program. The workshop was attended by 71 youth.

Branches

Albany

During the past quarter there has been an increase in children's programming, attendance and consistent participation. The Summer Reading Program was highly successful. There were more than 600 kids and teens registered. These numbers surpass all other previous summer reading programs in the past.

This summer the branch began working with the University of Hartford to discuss various literacy programming possibilities. The first step in the partnership was a donation of five (5) public computers to the Branch. The next step is to work on a computer internship opportunity for university students. This will be collaboration between Hartford Public Library, University of Hartford and St. Francis hospital that would allow customers to receive computer training from students.

Another major partnership is a "Jobs Seeking Skills Resource Fair" with Leadership Greater Hartford (LGH), held in September. One day resource fair was created to give library customers the information, resources and skills needed to prepare for

employment opportunities. This fair was successful and served over 60 individuals. This partnership with LGH was to build a design that could be replicated at another library branch in the future.

The Albany branch location was chosen by the City of Hartford and the Greater Hartford Arts Council to be the site for a public art installation. The "Song of Birds" sculpture was installed on September 29th. The ribbon cutting ceremony is scheduled for October 2012.

Overall, the branch is doing well and has been very busy. Adult customers visiting the library have increased and have remained constant. An average roughly of 60 - 80 customers at a given time. The branch is growing in various areas such as programming, attendance, outreach, and customer support as well as customer service.

Barbour

Barbour hosted author Arthur L. Miller in September. His book is, *The Journey to Chatham: why Emmett Till's murder changed America, a personal story*. Mr. Miller knew Emmett Till when they were children and he tells how it felt to know someone his own age could be killed by human violence. He witnessed the struggle for justice denied because of ignorance and hatred.

The Branch planned and conducted special summer enrichment activities engaging the children in crafts, poetry, charades, and story times at least four days a week. Other activities, such as the traveling planetarium and circus acts were coordinated by the Youth and Family Services Director.

Homework Club began once school opened in September. Approximately 12-16 children attend Barbour's Homework Club daily. They are given a relatively quiet place to work and receive assistance with homework questions before being served a snack. An enrichment activity is usually conducted at end of day.

Literacy Outreach to youth continued with regular visits to or from Mount Olive kindergarten and preschool groups, Waverly Early Learning Center, CRT Heritage Child Development Center and T.D. Ritter Child Care Center.

Blue Hills

During the past quarter the branch hosted computer classes, job searching, and adult education assistance. There has been a steady flow of customers requesting the use of library services to find jobs, learn how to use computers, and signing up for Universal online classes. The branch staff assists many customers in helping them find jobs, navigate online resources as well as create resumes.

The staff is focusing on incorporating a request that every child read at least 30 minutes before going on the computers. Efforts like this received a little resistance at first, however, it is working well now. It is also a creative way in alleviating the overwhelming customer computer usage with library resources.

Local historian, Frank Wood, has loaned the branch prints of articles pertaining to Connecticut, dating back to the 1700's. There have been preliminary talks of exhibiting some of his work in the branch in February of 2013.

Camp Field

The first quarter featured the Summer Reading Program for youth and adults. A total of 214 youth participated in the program, with students from schools in the neighborhood, the majority from MD Fox, Burr and Naylor. Twenty-five adults participated in the program, completing entry cards for the four prize drawings and competing for the prizes. In August, many Hartford residents visited the Branch to pick up free passes to the Connecticut Science Center. One-on-one Basic Computer Instruction classes were held on Tuesdays and Thursdays, by appointment, with a focus on word processing, email, and resume writing. New and returning attendees for the quarter totaled 43. There is an increased demand for computer instruction among older adults and for job and career purposes. Inventory control is still underway, with 2/3 of the adult fiction collection completed and plans to start scanning the children's picture book collection in October. Weeding of outdated, worn, and low circulated materials has been occurring simultaneously. New books are strategically placed in high traffic areas and in colorful containers with a positive effect on circulation. The Camp Field Branch Library partnered with the Maple Avenue Revitalization Group (MARG), Webster Theatre, Hartford Police and Fire Unions and Trinity College to host a Barry Square Community Day on August 22. A table featuring information on Library programs, services, and

resources were provided along with Youth Library Card Registration forms. A bookmark-making activity conducted with the youth. The Branch was used as meeting space for the residents of Thorgood Drive and the MDC to discuss the impact of the Sewer Project on trees lining their street.

Youth Services programming centered on the Youth Summer Reading Program, *Dream Big, Own the Night*, and the summer lunch program. Reading record cards were maintained to track reading and issue award incentives. A total of 214 youth participated in the program—57 parent/child, 148 youth, 9 teens. Many fun and lively programs were held at the Branch, including Jeff McQuillan Music and Storytelling, Glow in the Dark T-shirt project, and the Audubon Society's creatures of the dark. A Teen Employment workshop was held on July 9, with 13 participants, which included a PowerPoint presentation and handouts on job searching and resume writing. The Branch hosted a Parent/Child Luncheon on August 3 with a total attendance of 30 parents and children. The workshop included stories read aloud in English and in Spanish and a demonstration of read-aloud strategies for parents to use while reading with their child. A total of 605 lunches were served at the Camp Field Branch, down by approximately one-third compared to the previous year, with an average of 20 lunches served per day. Homework Club began in September. With the renovation of MD Fox School still underway (2013 anticipated opening) and its temporary location (Locust Street) farther from the Branch, after school youth attendance is down for the second consecutive fiscal year compared to previous years and homework help attendance peaks later in the afternoon. A total of 90 students participated in after-school Homework Assistance during the 1st quarter. Early literacy programs included open story times held on Monday and Tuesday mornings, with weekly attendance by a local home daycare provider with children ages 1 – 4.

Dwight

This branch will have a soft opening on Monday, October 29, 2012.

Goodwin

Twenty customers participated in the adult summer reading program, *Between the Covers*. They competed for the four different prizes with filling out an entry card for every title read for the drawings. The highlight of the reading program was a

Connecticut author visit from Elizabeth Bear. She had a lively conversation with a group of 12 customers.

Nilda Rivera, Bilingual Community Advocate for the Connecticut Women's Education and Legal Fund, was at the branch on Tuesdays, 4:00-6:00 p.m., to provide information and referrals on family matters, equal education for women and girls, workplace issues as well as discrimination to our customers and community. Ms. Rivera had about 13 customers approach her for assistance. She went as far as interpreting for one of our male Spanish speaking customers in court and will return soon to court again with him.

We displayed Elizabeth Bear's books leading up to her visit on August 6. For the month of September, we created a book display on slavery, the Underground Railroad and emancipation of slaves for the Connecticut Freedom Trail month celebration.

Staff made a point of asking customers whether they would like to register to vote on National Voter Registration Day on September 25. Six customers were registered.

The United Way Day of Caring Volunteers did a great job of cleaning and pruning the landscape of Goodwin Branch and painting the fence on September 11. They made a huge improvement to Goodwin's street presence.

Senior Branch Manager Irene Blean read stories to and did finger plays with 22 children eating plums on a mild sunny morning at the North End Farmers Market on September 19.

In the month of July, a total of 15 story hours/early literacy programs were held at Goodwin Branch Library with 260 kids and 58 adults in attendance. There were 58 bustling summer activities in the library. A total of 1047 kids and 137 adults were in attendance at the library during the month of July.

During the month of July and August, a total of 575 participated in the summer lunch program over a period of 39 days. Cecil contacted neighborhood schools updating information for the start of the new school year. The following schools and early learning centers were reached: Moylan, Kennelly, Mary Hooker Environmental, Batcheldar and

McDonough schools, CRT Job Corp, Southside, Hyland Park Trinity early learning center and Elkay's early learning center. The summer reading sign up was very successful. A total of 320 kids signed up with greater parent participation. The Goodwin staff was very instrumental in achieving such a huge success.

Mark Twain

During this past quarter the Mark Twain Branch has continued to build connections with the academies within Hartford High School as well as the surrounding community. The library has focused efforts on planning key programs aligned with the strategic goals of the Academics which will be held during the upcoming school year.

Looking at the numbers from the previous quarters there has been a continued increase in both youth and adult customers. The focus is increasing the visibility of library programs and creation of new partners for this quarter. The Branch has successfully expanded programs such as Stowe Book Club, Student and Neighborhood Voter Registration drives, senior programming at Chelsea Place Residential Facility and the planning of a major project with the Hartford History Center Film of Hartford residents which is scheduled for February 2013. The staff has focused on many aspects of increasing library customer visits. Increasing partnership, collaborating with community organizations and quality programming planning will give the results that they are looking for to complete their goals.

In addition to providing in-house library services, the Mark Twain staff provides various offsite visits and continued to provide a library presence at various community organizational monthly meetings. These groups include the Asylum NRZ, Chelsea Place Senior Facility, South Marshall Interfaith Group and various child-care related organizations. As we continue to focus on needs of the customers, we will see continued successes in our library program and services.

Park Branch

During the summer, the branch offered Knitting instruction in Spanish. The branch also offered computer classes and also assisted people who needed to find information on social services, housing and understanding forms.

Park collaborated with Billings Forge, Mi Casa and the Compass Program from the Burns Latino Academy. The Mitchell House was also a partner, due to outreach by the assistant youth services librarian Linda Montañez. They helped teens with a community garden and a film program that resulted in a premiere of the film at the Park Branch. The Frog Hollow Film Project awarded \$100.00 to 10 students who participated. Groups visited the library during the summer and participated in the programs. Mi Casa summer camp received library cards. Circulation increased.

Ropkins Branch

The Ropkins Branch cooperated with the John E. Rogers African American Cultural Center (JERAACC) to host a display on the CT Freedom Trail with September being Connecticut Freedom Trail Month. Dr. Katherine Harris visited each library site and was gratified to see the displays of books from the collections along with the pamphlets and the posters she provided. Dr. Harris is a member of the board of directors of the JERAACC.

Senior Branch Manager Celestia Simmons coordinated the Library's participation in the North End Farmers Market again this year. Staff read stories to children attending the market with family or daycare providers.

Summer Reading programs during July and August were very popular, with many craft programs. In September, the Homework Club started up again. Each child who registered had permission from the parents to participate and staff made certain that parents and children knew the benefits and the rules of Homework Club.

The American Place

Deferred Action for Childhood Arrivals (DACA)

Two information sessions on the ground breaking federal legislation DACA were presented by the USCIS Field Office director in August immediately after the legislation went into effect. Under DACA undocumented immigrants between the ages of 15 and 31 who entered the U.S. before the age of 16 and have no criminal record may request consideration to remain in the U.S for two years and work legally. The first session was directed to education and immigrant service providers, and the second offered with Spanish interpretation was directed to the immigrant community. The sessions were

intended to help DACA applicants protect themselves against immigration fraud and misinformation.

Colombian Passport Day

For the first time Hartford Public Library offered consular services on premise. The Colombian consular services were coordinated in collaboration with the *Independent Movement of Absolute Renovation* (MIRA) USA and the Consulate of Colombia in New York. Over 200 Colombians were able to take advantage of this program most of whom were visiting the Library for the very first time.

Muslim Journeys Bookshelf

A programming grant application was submitted to the American Library Association for *The Muslim Journeys Bookshelf*, a collection of 25 books to help public audiences become more familiar with the people, places, history, faith and cultures of Muslims around the world, including those within the U.S.

National Welcoming Week, Building a Nation of Neighbors

On Citizenship Day, September 17, in collaboration with the CIS regional office, and Hartford History Center, the Library hosted another successful naturalization ceremony capturing the essence of the Charter Oak Legend. This day also marked the kick-off of *National Welcome Week, Building a Nation of Neighbors* and the unveiling of the Hopeful Things exhibit at Hartford Public Library's *ArtWalk*. The exhibit featured artwork created by the English Language Learners of the Hartford Public Schools in response to hateful images from the Jim Crow era. A few of the students were part of the Citizenship Guide project wherein students from HPS L & G, proudly seen below, are trained to help prepare immigrants for their Naturalization Interview and Civics test.

City Commission on Immigrant Affairs

Conversations and planning have begun around the creation of a City Commission on immigrant affairs, as an offshoot to the Immigrant Advisory Group (IAG). The IAG has been convening regularly at the Library since 2006 and serves as a forum for inter-agency informational exchange and education. IAG members (mostly front line immigrant service providers) also raise awareness to immigration issues and barriers. The goal of the Commission will be to bring those issues raised at the IAG and other

venues to City Hall for response. The Commission located within a municipal setting will facilitate immigrant access to local government and immigrant members could serve as a model for other immigrants to envision themselves in such positions and become more civically engaged. This Commission is a new strategy of the Library's national leadership *Immigrant Civic Engagement* project.

We Belong Here Hartford Marketing Campaign

The Pita Group was contracted last year to develop a turnkey marketing campaign for the Library's *Immigrant Civic Engagement* project; one that could be adapted by other libraries across the nation. In developing the campaign, Pita explored both library internal and external audiences in three focus groups and reviewed other successful messaging models. Pita's "Marketing Playbook" with the key universal messaging "**We Belong Here Hartford**" has been successfully completed; we are now planning the implementation phase.

Citizenship Education

We continue to exceed the anticipated outcomes for student class enrollment for this quarter: the goal was 50 and we enrolled 102. We also not only met, but exceeded our goal of 20 immigrants who passed the test: 36 students, of whom we have first-hand knowledge of, passed the test and 34 students, at minimum, have submitted their applications. Challenges continue with the lack of adequate low-cost legal immigration support, which disillusioned and deters many prospective citizenship applicants who require support completing their applications.

English for Speakers of Other Languages (ESOL)

In July, funding was awarded for TAP to offer English Language classes to immigrants with low no literacy. Contextualized civics instruction and technology are at the core of this project. This is the fourth year that TAP has been the recipient of Ct Department of Education funds; the only Library in the state. Although attendance and retention remains strong for this program we have had a minor set-back with the resignation of the lead instructor. At mid-semester most Teachers are already committed, making it very difficult to find a replacement. A temporary substitute is in place with the hopes of filling the position in January with the start of the new class cycle.

Youth and Family Services

Summer Reading

The 2012 Summer Reading Program (SRP) was very successful in its inaugural year as a new program. While in 2011 the youth staff signed up only 300 students (and did not keep track of completion rates), this year the program registered 2,610 readers (with a goal of 2,000 readers), and increase of 870%. The new Parent/Child Program, including children 0-5 that had previously never been targeted, signed up an amazing 499 children. Parents and children read together, played together, attended six Dialogic Reading Luncheons (with free Clifford book), and colored a game board to track their progress toward a free board book. The Youth Program, the only one that had existed previously, attracted 1817 readers 6-12, and the new Teen Program attracted 294 students. Schools were well-represented throughout the community.

SRP completion rates (20 hours/books) overall were at 26%, with numbers consistent across the groups. An average of 47% of readers read halfway through the program (10 hours/books), with again consistent numbers. Readers joined steadily throughout the eleven week program, including even the last week, illustrating that readers learned about the new program and its great incentives throughout the summer. This suggests good numbers earlier for next year. Although completion rates were not as high as forecasted, some research shows that completion in some other urban areas was not based on as high a number of materials read, and the books/hours may be adjusted to fit more reasonable expectations for next year. Readers should feel a sense of accomplishment in finishing a reasonable goal, and not feel bad for being unable to reach a goal too lofty. Perhaps as summer learning grows through library programs in later years, future goals can be increased. Ms. McClure, Youth and Family Services Director, is examining successful programs and reexamining short and long term summer reading goals.

Several branches had exemplary programs. Albany, under the direction of Candyce Pruitt-Goddard, registered 640 children; the Downtown branch, under the direction of Lina Osho-Williams, registered 403 children; Goodwin, under the direction of Cecil Osho-Williams, registered 320 children, and Ropkins, under the direction of Justina Howell, registered 575 children. Ropkins, under Justina Howell, had the highest completion rate at an incredible 42%.

Many terrific programs were presented throughout July and August. The Connecticut Science Center presented six Family Science programs in the branches. Other programs included Beading, Quilling, Henna, Bollywood Dance, the Connecticut Audubon's Wild Nights program, the Connecticut Troubadours, and five Starlab Planetarium shows in an inflatable planetarium (at Downtown and Ropkins). The Stars of Hartford Talent Show in the Center for Contemporary Culture offered 16 young performers that competed for prizes. The SRP ended with an exciting ice cream social/craft fair and the Fiery Finale on the library terrace, with fire performers Matica Arts. All programs exceeded expectations for attendance.

Ms. McClure established a strong relationship with both the city and the Hartford Public Schools (HPS). José Colon-Rivas and other officials strongly support the program, and this support will increase and become official next year. The Hartford Summer Enrichment Program provided funds to the youth department to create programs and provide visits to its 17 program participants. In the schools, students received encouragement from teachers and administrators to join the program. It is to be hoped that in future joining the SRP becomes a normal part of the school year. Ms. McClure has made contact with those administrators and teachers that run the summer school programs, and we count on their support and participation next year. The HPS also chose to have their first Family Literacy Kickoff at the library in August preparatory for the school year, and while this program suffered some problems due to a lack of organization on the part of the schools, it is emblematic of their recognition of the strong link between HPL and the school system.

Department News

The Youth Department once again received funds from both Travelers and McPhee for summer Teen Leaders (July and August). Thirteen youth received training from McPhee and Ms. McClure, and ultimately provided services at library branches, helping with programs, summer lunch, departmental needs, and Homework Clubs. One teen leader, Emmanuel Ray, required some counseling in August, but ultimately continued with the program. As one funder changed grant periods, only one funder, Travelers, provided teens for Homework Clubs during the fall, and the Barbour Branch did not have the services of a teen leader.

Staff has been involved in several initiatives. Staff received a presentation at their September meeting on meditation and nonviolent communication in a presentation by special needs educator Ron Desrosiers. They learned techniques on calming students and teaching them to prepare for work more effectively. The department also participated in September's Envisionfest, a city-wide program highlighting Hartford organizations. We presented the NeverEnding Book, a participatory story program where children could write creatively about several fiction stories involving the library. Maria Susaya, Dwight Assistant Youth Librarian, spent the summer at the Downtown Branch while Dwight was being completed. She provided assistance on Collection Development, Parent/Child Dialogic Reading Luncheons, and plans for the Dwight re-opening.

The Youth Department has begun tracking involvement with child care programs and local schools. While this information was examined anecdotally monthly, we are working on a system to track contacts and successful programming efforts.

Youth programming at the branches has been very successful. Branch assistant youth staff design individual programs based on an established structure, and identify strategic goals met. For example, the Downtown branch has worked hard on its relationship with local schools, and in September offered programs to over 70 children at Betances Early Learning Lab School with tours, stories, and library cards issued. Blue Hills worked on community relations with a Superhero program that identified local heroes and created elaborate costumes, including the Q-Stop hero, based on the Quick Mart next to the branch. Blue Hills also held a Teacup Fortune Telling program that emphasized critical thinking skills and literacy imperatives. Goodwin looked at school relationships with new programs at Moylan, Kennelly, Mary Hooker Environmental, Batcheldar, McDonough, CRT Job Corps, Southside, Hyland Park Trinity Early Learning Center, and Elkay Early Learning Centers. Ropkins held a Back to School Homework Clubs presentation, and 25 families learned about best ways to do homework, and how Homework Clubs could help them. Youth librarians are working hard to develop programs that suit our goals as well as Connecticut Core Curriculum standards.

Ms. McClure prepared an analysis of her first year and plans for her second year emphasizing enhanced services, staff professional development, new standards for

collection development, and better communication with the Hartford Public Schools. She has become involved in Connecticut Library Consortium Activities, including both children and young adult roundtables. She has become involved with the Triple P Positive Parenting Program and collaborations with the Hartford Area Child Care Collaborative. She is working closely with School Choice administrators to educate staff and provide resources. She is part of the One Book Committee, and has written portions of the Fall Appeal and Annual Report. Ms. McClure has also been named Chairperson of the Campaign for Grade Level Reading's Summer Learning Coalition, and will be leading meetings and initiatives to create city-wide standards, practices, and programs for summer learning that contribute to grade level reading.

Community Development and Civic Services

Progress was made in the 1st quarter in developing the Center for Civic Engagement (CCE) and in pursuing funding opportunities that will support initiatives within the CCE. The CCE includes several interrelated components, some of which already exist and others that are being planned: *HartfordInfo.org*, *Hartford Matters* (a series of public programs on major community issues developed in collaboration with media partners), *Hartford Votes*, *Hartford Listens* (a series of structured, facilitated community dialogues designed to engage diverse groups on critical civic issues, resulting in an action agenda), and *Hartford Acts* (partnerships and community compacts to move forward the action agendas developed in Hartford Listens, including a community indicators project). The purpose of linking these five components together as the CCE is to foster and capitalize on the synergistic relationships among them and thus achieve greater outcomes. The CCE has the potential to ultimately create a framework for a community change process, foster the development of a community vision, contribute to creating a stronger and more successful community, and establish a civic engagement model for urban public libraries.

In July the Library received a grant from the Hartford Foundation for Public Giving to work in partnership with the Foundation, CT Mirror, and WNPR to develop the Community Information Hub, an idea that complements the CCE concept. The project includes several activities that will intersect with each component of the CCE. The Library's particular focus will be on activities that will form part of the *Hartford Listens* and *Hartford Acts* initiatives. As part of the project the Library will recruit a full time

Community Dialogue Coordinator (a three year position) in the fall. The Library's portion of the project funding is \$165,612. The Library seeks to raise some matching funds for the Community Information Hub project.

Implementation of the Latino Voter Engagement project began during the 1st quarter within the *Hartford Votes* initiative of the CCE. A \$35,000 grant was received in May through the Library Services and Technology Act (LSTA) program administered by the Connecticut State Library in support of the project. The goal of this one-year project is to increase voter engagement in Hartford's Latino community, which historically has been very low. Public libraries play an essential role in voter engagement and Hartford Public Library is ideally suited to launch this initiative due to its track record and the leadership role it has played in the Hartford Votes~Hartford Vota Coalition, which includes a total of fourteen non-partisan organizations devoted to increasing voter engagement. Voter engagement consists of voter registration, voter information, and voter education. Research has shown that these activities together produce the best voter engagement results. All project activities and materials will be non-partisan and conducted or produced in Spanish or Spanish/English. The project will have both short term goals, to be achieved by the November 2012 election, and long term goals to be achieved during the rest of the project period and beyond. During the 1st quarter particular focus was on contracting with a project assistant, a facilitator for a series of planning meetings with leaders and others from Hartford's Latino community, an organization that will assist with a neighborhood canvass, and a translator/interpreter.

Work continued during the 1st quarter on implementing the IMLS-funded project on immigrant civic engagement, particularly on activities that are part of the *Hartford Listens* and *Hartford Acts* initiatives within the CCE. The four Action Groups that were formed in the Community Dialogue on Adult Learning met throughout the summer. The four Action Groups are focusing on: Barriers to Access/Addressing Stereotypes; Accreditation and Licensing; Coordination of Services; and Supporting Formal and Informal Networks. In the fall an event will be held at which progress towards action will be assessed. In addition, work towards the project's second community dialogue began during the 1st quarter. This dialogue will focus on the Asylum Hill neighborhood due to its demographics, its strong community organizations, and the Library's good existing relationships in the neighborhood. The purpose of this neighborhood based strategy is

to draw in more grassroots immigrants. Several planning meetings were held over the summer.

Two public programs were held in the 1st quarter, both within the *Hartford Votes* initiative of the CCE. On July 18, a candidate forum was held for Registrar of Voters. Approximately 55 people attended. On July 31, a candidate forum for State Representatives was held which drew an audience of 138. This forum was held in collaboration with the Law and Government Academy at Hartford Public High School.

HartfordInfo.org, another component of the CCE, continues to receive 10,000 – 15,000 visits per month. Some of the notable documents added to the site recently include: *Chasing the American Dream: Recent College Graduates and the Great Recession*; *Funding A Better Education: Conclusions From The First Three Years Of Student-Based Budgeting In Hartford*; *Connecticut Latino Community Socio-Economic Study*; and *Framework for Connecticut's Fiscal Future: Improving Delivery of Public Services*. Voting data was also added to the site along with videos of two community programs: Community Dialogue Action Forum on Adult Learning (May 15, 2012), Peace, Planet Earth and the Prophetic Voice: Promoting Peace (April 24, 2012).

Each year Community Development & Civic Engagement generates revenue in order to cover the cost of software and interactive mapping services for *HartfordInfo.org*, and costs of offering public programs. Revenue is generated by performing data and mapping services for City of Hartford departments. During the 1st quarter service agreements for this fiscal year were reached with the Health and Human Services Department, the Tax Collector, and the Department of Public Works.

Readers Services

Lending

Good news to report for both patron registration and overall circulation activity this quarter: patron registration increased (+21%) and system circulation improved by (+6%) compared with the same quarter last year. Of particular note is increased branch activity at all locations except one, with Albany leading the way by recording a (+58%) increase in circulation, and Camp Field, with a (+21%) boost – numbers that currently make it the highest circulating branch and the one that added the most patrons last quarter.

Downtown adult activity increased a total of (+4%), driven by a (+15%) increase in media circulation since its relocation on the main floor this summer. The percentage of out-of-town use remains stable at 15% of the total, but an interesting shift is that now almost a third of that activity is generated from residents of West Hartford and East Hartford rather than from a more even distribution from surrounding towns.

Collection and Technical Services

The Library will be acquiring two new database services in the near future after evaluating several options over the summer. The first is called *Atomic Training*, which will provide access to online, on-demand video software training tutorials designed to help patrons improve job skills and increase proficiency in basic computer applications and mobile device management. These self-paced tutorials are designed to help people learn at their own pace. The second, very different and exciting service, is called *Zinio for Libraries*, - reported in *Library Journal* as the best new database of 2012 - which will offer multi-use access to digital magazines selected by the library, including some Spanish language publications. The service will be available to view online or via an app designed for use on multiple devices such as iPad, iPhone, Android and Kindle Fire, to name a few. Staff continues to evaluate new databases and products driven by the latest technology and designed to meet the evolving market of library collections.

The Library's Spanish language collections for adults and youth received a big boost when a staff member attended the *Liber International Book Fair* in Spain, which showcases the best books published in the last year that aren't generally available through standard U.S. distributors. Titles written by Caribbean and many Latin American authors popular with Spanish speakers in Hartford were selected. Boxes have started to arrive and materials currently are being cataloged and distributed throughout the system. The paperback collection Downtown has been relocated to the main floor and is being extensively weeded and updated with more popular genres and titles more relevant to current readers' interests.

ILS Updates

Now that new statistical data has been gathered for over a year staff can use Encore reports to analyze patron trends, such as who is checking out what formats in what locations by age group and zip code, which will be a helpful tool to use for planning

programs or managing collections. For example we can now determine how many patrons were added at each location using the “home library” report, and can determine what percentage of this group is using an adult, teen or youth card to check out materials. Another useful report is the number of items added and deleted in all formats at each location.

ARTS, CULTURAL AND HERITAGE PROGRAMS

Hartford History Center

Hartford History Center has focused on its three grant-funded projects this quarter. They are: “Hartford, the Making of a City, 1900-1930, ” a project funded by the Greater Hartford Arts Council that includes the digitization of more than 1,000 glass plate negatives of Hartford streets at the turn of the 20th century; the Institute of Museum and Library Services (IMLS) “Sparks! Ignition” grant-funded project to create an electronic field guide to Keney Park; and “Digitization 101,” the development of a program that will help libraries and cultural and heritage organizations around the state to better understand best practices related to the creation, management and preservation of digital objects. This pilot program is grant-funded by the Connecticut State Library’s LSTA (Library Services and Technology Act) program.

The City and Town Clerk Archives’ finding aid is now fully accessible through the library’s electronic catalog. The collection is physically over 400 linear feet and the finding aid more than 500 pages. It has been a massive undertaking for the Hartford History Center and we are delighted to make it fully accessible to the public. We’ve had a number of researchers access this collection, including a doctoral student from University of Kansas using it for his dissertation on the Connecticut River.

Also this quarter, the Hartford History Center is supporting the City of Hartford’s Development Services Department by providing historical documentation on Bushnell Park and on Hartford traffic patterns. In addition, the Center provided research support to Connecticut Public Television during its development of the film ***Prohibition: Connecticut Goes Dry***. The Center is also assisting a University of Connecticut

doctoral student on a project that explores reading as a form of medicine to treat mental illness at the Hartford Retreat for the Insane.

The Center has held a number of programs this quarter on Hartford history and the historical collections of the library for specific groups. They included Public Allies, Civitan Club, advanced ESL students from Capital Community College, 4th and 5th graders from Hartford's Renzulli Academy, students from Miss Porter's School participating in Hands on Hartford's "Dash for a Difference," University of Hartford art students, and students from the Pathways to Technology Magnet School. The Center designed these programs to meet the specific needs/requests of the individual groups.

Among Hartford History Center public programming this quarter was Envisionfest , when the Hartford History Center launched the Microsoft Surface Table in the Main Floor living room. The Center also hosted the screening and panel discussion on the documentary "Food Stamped," presented in collaboration with the Connecticut Humanities Council. The Center participated in the development of the program piece for the naturalization ceremony this September, bringing in Kip Bergstrom, executive director of Connecticut Culture and Tourism; Wilson H. Faude, Hartford historian; Will Wilkins, executive director of Real Art Ways; and Adam Niklewicz, the artist for Hartford's city canvas project and a naturalized citizen. The naturalization program paid homage to Hartford and Connecticut's role in constitutional history - from the Fundamental Orders to the Royal Charter to the Charter Oak.

With respect to Center staff, the Hartford History Center curator has accepted an invitation to serve on Hartford's Heritage & Celebrations committee. This work is part of the Superintendent of School's commissioned work on cultural competency and civic capacity. The purpose of the committee is to identify priority historical themes and cultural celebrations that will become part of a central framework for developing school-based programs.

The curator has also accepted to serve on the Bushnell Park Carousel's 100th Anniversary Committee, a committee formed to create public programming in 2013 and 2014 to commemorate this city destination.

For Hartford History Center exhibitions this quarter, the Center loaned out “See Real Women, Really See Women” to Goodwin College for the academic 2012-2013 school year; and, the “There’s a Map for That,” exhibition, done in partnership with *Connecticut Explored*, to the Litchfield Historical Society. The Center created “Hartford Times, Voices of Change” to complement this fall’s One Book, One Hartford program and worked in partnership with the Jewish Historical Society of Greater Hartford to create “The Downtown Hartford Experience 1930’s – 1960’s” which will be on display at the Jewish Historical Society through March 2013.

DEVELOPMENT

Grant Status

Pending - Grant applications with a total request amount of \$133,500 are pending approval. Among the proposals are requests to: **NBC Connecticut / Universal** (\$50,000) in support of the enhancement of the Library’s *Center for Civic Engagement*. Requested funding will increase the impact of Hartford Listens and Hartford Acts; Pitney Bowes Foundation (\$5,000) in support of Homework Clubs at three Library sites; and Bank of America (\$15,000) in support of CTWorks @ HPL workforce development services by adding METRIX Learning online licenses that include access to 5,000 learning courses, 400 health-related courses, and 1,200 objective skill assessments. Computer training will also be offered to increase the technology skills of Hartford residents.

Received - The Library received notification of 4 awards totaling \$124,200 during July 1 through September 30. Among the grants received are: **Connecticut State Department of Education Adult Education Program Improvement Projects** (\$35,000) to offer Basic EL/Civics classes for low-literate refugee and immigrant populations; **Hartford Foundation for Public Giving Community** (\$76,400 for year 1) a collaborative project to support the creation of an Information Hub for the Capital Region in partnership with CT News Project, WNPR – Connecticut Public Radio and the Hartford Foundation. The total grant amount for this 3-year project was \$374,362 and the Library will serve as the fiscal agent; and the same **Anonymous Donor** (\$7,800) will again fund the 2013 Baby Grand Jazz series.

Bookmobile Campaign

Contributions raised July 1 – September 30, 2012: \$19,815. Total Bookmobile funds raised for the entire campaign: \$50,815 which includes the Hartford Foundation Public for Giving – donor advised funds. Additionally, a 2-year grant was provided by The Hartford Financial Services Group, Inc.: \$75,000. Total revenue for Bookmobile campaign: \$125,815

FACILITIES

- Dwight expansion and renovation was completed. A soft opening is planned for late October. A grand opening is scheduled for December 3, 2012.
- Strobe lights that trigger during an alarm were synched for the first time between the “old footprint” and the new wing and addition – funded by the City.

SAFETY AND SECURITY

The Library had eleven (11) reportable incidents in the first quarter of the fiscal year. Nine (9) reports were filed at the Downtown facility, four (4) medical reports, three (3) reports of theft, one (1) disturbance, one (1) intoxicated customer, and one (1) customer viewing offensive material on the web.

Two (2) reports were filed by branches:

Mark Twain – (1) missing keys and walkie talkie were stolen from the branch.

Ropkins – (1) two young children were left unattended.

FIRST QUARTER MEDIA REPORT

July 1 – September 30, 2012

July 2012

Headline

Learn How To Make Film ProjeCT

Local Artist Comes To History Center

Poet Laureate Trethewey At Sunken Garden

Poet Laureate Trethewey At Sunken Garden

Publication

Hartford Courant

Hartford Courant

Hartford Courant

WTIC-TV Channel 61

Career Center To Open At Hartford Public Library	Hartford Courant
Career Center To Open At Hartford Public Library	WTIC-TV Channel 61
Career Center Opening	<i>Hartford Courant</i>
Job center opens in library	<i>Journal Inquirer</i>
Career Center To Open At Hartford	<i>Hartford Courant</i>
Global Lens 2012 Film Series at Library	Hartford Courant
New Poet Laureate At Sunken Garden	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Courant</i>
Hartford library to screen 10 international award-winning films	<i>Journal Inquirer</i>
CRITICS' CHOICE	<i>Hartford Courant</i>
Helping residents find a job	WTNH-TV Channel 8 (New Haven/Hartford, CT)
Pedro Bermudez, joven director latino: "El cine es mi gran fascinacion "	Indentidad Latina
Calendar of Events	<i>West Hartford News</i>
Calendar of Events	<i>Hartford Courant</i>
14th Poet Laureate Donald Hall At Sunken Garden	Hartford Courant
Calendar of Events	<i>Journal Inquirer</i> (Ellington, South Windsor, Stafford)
14th Poet Laureate Donald Hall At Sunken Garden	WTIC-TV Channel 61
Calendar of Events	<i>Hartford Courant</i>
'Up Next,' Collection Of Local Short Films, At Hartford Library	Hartford Courant
Double success	<i>Hartford Business Journal</i>
'Up Next,' Collection Of Local Short Films, At Hartford Library	WTIC-TV Channel 61
Short Films By Local Filmmakers	<i>Hartford Courant</i>
The Up Next Film Series on July 26 presents three short films for free	CT.Com (Hartford,CT)
Galleries	<i>Hartford Courant</i>
Avon teen earns arts education apprenticeship	Avon News
Stars Shine At Big Summer Night Gala	<i>Hartford Courant</i>
Candidates for Windsor's 5th Assembly District To Attend Forum	Hartford Courant
Hopefuls Vie For Voter Support	<i>Hartford Courant</i>

August 2012

Headline

?Interesado en continuar con sus estudios?
 Polish Club gives book to Hartford Library
 Polish Club gives book to Hartford Library
 Brenda Miller's interest in Hartford history has become a passion
 JAVA

Publication

Indentidad Latina
New Britain Herald
Star Tribune
Simsbury Life

Hartford Magazine

Calendar of Events	<i>Hartford Courant</i>
Calendar Of Events	<i>Journal Inquirer</i>
Events Calendar For Week Starting Aug. 3	<i>New Haven Register</i>
Faith Summit on Violence Saturday	Hartford Courant
Junior Art Makers - Courant.com	Hartford Courant
Writer of '1,000 Places To See Before Your Die' Making 3 CT Appearances	Hartford Courant
Green Gallery	<i>Hartford Courant</i>
Quick Take	<i>Hartford Courant</i>
Junior Art Makers - Courant.com	Hartford Courant
Patricia's Top Five Travel Destinations	WTNH-TV Channel 8 (New Haven/Hartford, CT)
Calendar of Events	<i>Hartford Advocate</i>
Travel Writer Of '1000 Places' In State	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Courant</i>
HPL's YOUmedia Initiative Gets A Boost From Comcast - Connect	Hartford Courant Blogs
Hartford Library's Digital Center For Teens Gets Boost From \$5,000 Comcast Grant	Connecticut News - Courant.Com
Digital Center Gets Comcast Grant	<i>Hartford Courant</i>
'One Big Summer Night' gala raise \$130,000 for Hartford Public Library	<i>Hartford Business Journal</i>
Accolades & More	<i>Hartford Business Journal</i>
Several Incumbents Fall In Legislative Primary Races	WTIC-TV Channel 61
Hartford Bike to Work, 6:30-9 a.m., Aug. 17	CT Environmental Headlines Blog (Www)
Benjamin Busch Talks About His Memoir	Hartford Courant
Segarra To Host Breakfast For Bike To Work Effort	Hartford Courant
Benjamin Busch Has New Memoir	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Courant</i>
Bike Walk ConneCTicut events encourage commuters to bicycle to work	<i>Register Citizen</i> (Torrington, CT)
Hartford commuters encouraged to bike to work	AP State Online ConneCTicut
Hartford commuters encouraged to bike to work	<i>Advocate</i> (Stamford, CT)
Hartford Commuters Encouraged To Bike To Work	CBS ConneCTicut
Hartford commuters encouraged to bike to work	WTNH-TV Channel 8 (New Haven/Hartford, CT)
Bike Walk Connecticut events encourage commuters to bicycle to work	<i>New Haven Register</i>
Hartford commuters urged to bike to work	<i>Hartford Business Journal</i>
Commuters in Hartford being encouraged to bike to work	WFSB Channel 3
Hartford Commuters Encouraged To Bike To Work layout and functionality	WTIC-Radio 1080 Am
Hartford commuters encouraged to bike to	<i>Middletown Press</i>

work

Commuters urged to ride bikes to work
Startup Weekend Breathes Life into "Big Ideas"
Calendar of Events
Calendar of Events
Comcast Holds Back-To-School Event
Breves Comunitarias
Bicyclists Need Safe Routes, Tougher Laws
Bicyclists Need Safe Routes, Tougher Laws
Calendar of Events
Calendar of Events
Sesion de Inmigracion gratis
Hartford Public Library Is Awarded A
Connecticut State Department Of Education Grant

Hour
ConntaCT.Com (New Haven, CT)

Hartford Advocate
Hartford Courant
Hartford Courant
El Sol News (Stamford, CT)
Hartford Courant
Hartford Courant
Hartford Courant
Hartford Advocate
El Sol News
Hartford Courant

September 2012

Headline

"Fighting Castro: A Love Story" por Kay Abella
2012 Female Leaders
Exploring Connecticut
Art finds a home at Lost Acres Vineyard
The Write Stuff: Book Fests
World Of Sounds Wraps Up Summer
Startup Weekend Breathes Life Into 'Big Ideas'
New Season For Browsing
Bank Of America Volunteers At Back To School Family Literacy Kickoff
Upcoming
Bank Of America Volunteers At Back To School Family Literacy Kickoff
World of Sounds: Anthem Reggae Band
World of Sounds: Anthem Reggae Band
Informational meeting on CTfastrak today
Calendar of Events
Free Screenings
Library Awarded Grant
Hartford library gets state grant
An Imaginary Friend
Calendar of Events
Free Screenings
Critics' Choice
Gearing Up For 'Start Up Weekend' - Connect
Bringing the community together through

Publication

Indentidad Latina
Hartford Magazine
Connecticut
Granby Drummer
Hartford Courant
Hartford Courant
Hartford Courant

Hartford Courant
Hartford Business Journal

Hartford Business Journal
Hartford Business Journal

Hartford Courant
WTIC-TV Channel 61
New Britain Herald
Hartford Courant
Hartford Courant
Hartford Courant
Jl Weekend
Hartford Courant
Hartford Courant
Hartford Courant
Hartford Courant
Hartford Courant
Hartford Courant Blogs (CT)
Chronicle

books	
Library Hosts Student Art Exhibit By English Language Learners	<i>Identidad Latina</i>
Calendar of Events	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Advocate</i>
Hartford's EnvisionFest: A Day Of Fun Downtown	<i>Hartford Courant</i>
Grant Helps remove dam, restore Farmington River	<i>Hartford Business Journal</i>
Startup Weekend Hartford 2012	<i>Connecticut Post (Bridgeport, CT)</i>
Banned Books Readout	<i>CTnow.Com (Hartford, CT)</i>
Startup Weekend Hartford 2012	<i>Citizen-News (Fairfield, CT)</i>
Volunteers From The Hartford Beautify Library Branch	<i>Hartford Business Journal</i>
Celebrating The Freedom To Read	<i>Hartford Courant</i>
Litchfield finance director leaving	<i>Avon News (West Hartford, CT)</i>
Hartford's EnvisionFest: A Day Of Fun Downtown	<i>CTnow.Com (Hartford, CT)</i>
Hartford's EnvisionFest: A Day Of Fun Downtown	<i>Hartford Courant</i>
Envisionfest free parking Sat. in downtown Hartford	<i>Hartford Business Journal</i>
Can You Picture This?	<i>Hartford Courant</i>
Banned Books Readout	<i>Hartford Courant</i>
'Envision' Walking	<i>Hartford Courant</i>
Calendar Of Events	<i>Hartford Courant</i>
Free Screenings	<i>Hartford Courant</i>
A Fascinating Journey Into State's Past	<i>Hartford Courant</i>
Library Gets 5 Computers	<i>Hartford Courant</i>
Group's Employees Volunteer On 9/11	<i>Hartford Courant</i>