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# CHIEF EXECUTIVE OFFICER'S REPORT

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*REVIEW OF THE 3<sup>RD</sup> QUARTER, FY 2011-2012*

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## A REVIEW OF THE LIBRARY'S FINANCES

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For the nine month period ending 3/31/2012, we have expended and encumbered a total of \$8,216,456 which represents 83 % of the total adopted budget of \$9,784,165.

	<u>Revenue</u>	<u>Expense</u>	<u>Percentage Used</u>
Fund 2012 (Operating Budget)	\$7,915,000	\$7,303,945	92%
Fund 2014 (Special Funds)	<u>\$1,869,165</u>	<u>\$ 912,511</u>	<u>48%</u>
<b>Total FY 12 Adopted Budget</b>	<b>\$ 9,784,165</b>	<b>\$ 8,216,456</b>	<b>83%</b>

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## LIBRARY AND PUBLIC SERVICES

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### Public Services

In January, Chief Public Services Officer Marian Amodeo and Youth and Family Services Director Lisa McClure were asked to be part of a committee representing the educational and philanthropic sectors of Hartford for the purpose of writing an application for the designation of "All America City." Spearheaded by the United Way, this effort has resulted in not only the completion of the application, but also in the formation of a strong team of collaborators who are working together toward the same goal- to have all children reading at grade level by the third grade. The ramifications of this work are significant to the Library and will change our focus strategically and programmatically in youth services going forward.

In March, a breakfast was held for Hartford residents who expressed interest in becoming active in a Friends of the Library Group. Many came forward, and the next step, creating bylaws, will be accomplished in late spring by a subset of this group.

Preparations began in earnest for the grand opening of the newly refurbished wing of the Downtown library. Set to open in April, staff has prepared a ribbon-cutting ceremony, as well as activities during the entire first week in the hopes of attracting residents to see

the new auditorium- the Center for Contemporary Culture, and the new home of The American Place. Many activities are planned for the month of May as well. A new room reservation form and a meeting room policy are being completed to manage the anticipated demand for space.

The annual set-up of the Volunteer Income Tax Assistance office was completed. It included some temporary changes to the physical layout of a portion of the second floor in order to accommodate the many hundreds of Hartford residents who used this service. The Downtown library site was once again the busiest site during tax season for this much needed and greatly appreciated service.

Staff continued to meet with representatives from Capital Workforce Partners in order to discuss the viability of creating a satellite office of CTWorks at the Downtown library. This would enhance and broaden the services we already provide to customers seeking job and career services. A target date for this partnership is July 1<sup>st</sup>.

Also during the first quarter of the year, plans were completed for a *One Book One Hartford* initiative. This is the first time such an initiative was created exclusively for Hartford (replaces predecessor One Book for Greater Hartford). In line with our board president and the mayor's efforts to focus on the issues of women and girls in Hartford, the book *I am an Emotional Creature* by Eve Ensler was chosen as the featured title to be read throughout a six-week period in March/April. Many partners have joined the Library to help spread the word about the book. Book discussions at all branches, staged readings, a women's reproductive health forum, and other related programs will be offered, culminating in a visit by Eve Ensler on Sunday, May 6<sup>th</sup>.

New library cards were rolled out during the quarter. Customers are now offered an array of cards sporting the library's colors. Six choices include different messages, such as "I Found My Place Like No Other" or "This Card Makes Me Smart". Children's cards declare "Born to Read". Customers are enjoying the selection and the availability of a smaller key chain card. "READ" posters, which include the photos of local and state celebrities, were created and are located in all library locations as well as places around Hartford. A library card contest for new poster "models" will conclude in April.

During the quarter Candyce Pruitt-Goddard was promoted to Assistant Youth Librarian at the Albany branch, Jennifer Wilder-Jackson was hired as a Site Facilitator for the American Place, and Jasmine Cardi was promoted to the position of Outreach Assistant in the same department.

## **Downtown**

The Downtown Library continued relocating books in the collection on the main floor and the ground floor. The staff is actively weeding the collection for the first time in a number of years.

Plans for changes to the scheduling of staff at the service desk were developed including redeployment of public services staff from one department to another. We believe that these changes will enhance customer service and create greater operational efficiency.

During the quarter, the Library's job and career programs were targeted to the hard-to-employ job seeker, namely, ex-offenders and the homeless. Eighteen programs were held with an attendance of 110. For those unemployed and seeking to start businesses, or existing business owners and entrepreneurs, forty six computer classes were held with an attendance of 262, and a series of small business workshops was held in March with an attendance of 25 people.

## **Branches**

### ***Albany***

Albany Branch is a high volume location. The main focus over this past quarter was to engage the neighborhood schools as well as community organizations. We were able to secure new partnerships with the YWCA, Omega Institute of Learning, Kings Chapel Education Center, and Crayons.

Children's programming is increasing steadily. We have been successful in incorporating new ideas into story-based programming for our young customer base. The creative thinking and level of skill of new Youth Librarian Candyce Pruitt-Goddard, a

highly-skilled creative thinker, has aligned the library's service agenda very well with the Albany neighborhood and its schools.

Nearly 25 groups used the community room at the branch during the quarter, including Upper Albany Revitalization, Christian Activities Council, Boys & Girls Club of Hartford for their Fine Arts Awards and Exhibit, NAACP- ACT-SO to Change, Metropolitan District Commission Community Construction Meeting, and the Women's Group at Connections Wellness.

### ***Barbour Branch***

This quarter, Barbour continued with on-demand computer literacy, job and career, and adult education /literacy classes. The classes drew more and more older, working-age adults who urgently need to break the digital fear barrier in order to stay current with technology for their jobs. We assisted people with basic mouse and Internet skills, assessing the Harford Adult Education online GED course, using the Internet to access maps for a driver job, using Excel to create a budget, creating email accounts, attaching resumes to online job applications and downloading library e-books. Thirty-four people attended computer literacy tutorials this quarter.

Community Chat/Open House sessions draw adults to the branch every Wednesday evening. Branch manager Ann Binder invites community members to lead discussions on specific topics. Local leaders see it as a place to see and hear what is currently on the minds of people who do not attend NRZ or other meetings.

Up to fourteen children daily attend Homework Club. Youth Librarian Rubina Hamid establishes a relatively quiet place for them to do their work and to receive help as needed. Most days she also conducts an additional enrichment session. Early literacy programs were provided to Mount Olive Kindergarten and preschool groups, Clark School, Waverly Early Learning Center, CRT Heritage Child Development Center and the T.D. Ritter Child Care Center. Rubina saw 810 children and 105 parents/caregivers, plus teachers, during these sessions. Additionally, Rubina held 25 in-library literacy programs for our after school children with a total attendance of 78.

### ***Blue Hills***

During the past quarter Linda Kurylowski, Branch Manager has continued to host computer classes, job searching, and financial aid assistance. *Community Chats* has been a beneficial program that enables customers to share in community planning as well as give suggestions as to what the community likes to see in their branch.

The library continues to show its presence and remains active at community meetings. These groups include the Blue Hills Neighborhood Revitalization Christian Activity Council and the Blue Hills Civic Association. Linda's active committee involvement reinforces our library voice in community decisions.

In addition the library continues to provide a well supported youth program to its residents. There was an average of 25 students on a daily basis attending the library for the Homework Club, during which children are provided assistance with homework and various class assignments. This average has increased slightly since the last quarter.

### ***Camp Field***

The data collected during Reference Week indicated an increase in adult and youth attendance compared to last year. Similarly, computer use increased from last year. The new library card campaign is receiving a positive response. All customers like the additional key chain format, and the adults enjoy selecting the card of their choice.

Several community programs were offered during the quarter, including an information table provided by Caring Families Coalition, an information session on pardons presented by the Connecticut Pardon Team, and an historic walking tour of the Barry Square neighborhood led by a local history enthusiast.

Youth Services provided homework help to approximately fifty students per week and after school enrichment activities for children of all ages. Teen Game Day occurs on Fridays, providing opportunities for teens to engage in entertaining, competitive games.

Collaborations with neighborhood schools, daycare facilities, and community agencies provided a means of informing residents of the Library's resources and services. Our community partners enthusiastically allowed us to post the library card campaign posters

in their buildings. Branch Manager Pat Knapp attended the monthly meetings of the two neighborhood NRZs, providing updated information on library resources, programs and services.

Some staff members participated in professional development opportunities. Pat attended "Integrated Learning: Aligning After-school Programs to Support Student Achievement," presented by the Hartford Public Schools, to learn strategies for strengthening the academic content of our after school program to support student learning. Narshila Pradhan and Pat attended the Lexia independent learning software workshop. Our goal is to build a class of students whose progress can be tracked.

### ***Dwight***

This branch continues to be closed for expansion and renovation.

### ***Goodwin***

The Connecticut Pardon Team, Inc. came to talk about eligibility for a pardon, speaking to 16 people. Sarahi Almonte, Caring Families Coalition set up a table to disseminate information on the current Health Care Legislation and how it affects people on Medicaid, with Husky plans and private insurance.

Staff was busy directing customers to tax instructions, forms, and further information on IRS website. Computer assistance with online job applications, cover letters, resumes, and other computer tasks continue to be a demand on the staff. There was a significant increase in computer usage compared to last year, and with that increase close to two times as much computer coaching with the customers.

Branch manager Irene Blean has been working with the community which included arranging for Family and Friends of Forster Heights Park to have a meeting at the branch on February 28 with 33 people in attendance. Also, Irene worked on connecting Eddie Sapiaim, owner of C Town market, to Melvin Jones, president of this group to work on quality of life issues in the neighborhood.

Youth Librarian Cecil Osho-Williams attended literacy night at the Moylan Montessori School. He spoke to parents about the importance of reading to their children and the third grade promise. He read a story to motivate the children and distributed reading tip

sheets to parents. A total of 75 parents and children were present. Cecil participated in “Read Across America” together with The Hartford, UCONN and the Hartford Board of Education at the Batchelder School. He read to two first grade classes with a total of 48 in attendance.

During the month of February, Goodwin youth displayed books on African American biographies, autobiographies, movies, culture and a large collection of musical instruments from across Africa.

Cecil wrapped up Black History Month at the Batchelder elementary school with a story telling for second graders. The Kenya Masia tale was read and discussed with two second grade classes on the 29<sup>th</sup> of February. A total 40 children participated.

### ***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 key student programming that included Law and Government programs, Model United Nations programming, and Lunch with a Lawyer Series. These programs were designed to reinforce what students are learning in the classroom as well as forming connections with what is happening in the world today.

Library staff focused their energy on marketing the new location and being more visible to present new programs and build new partnerships in this neighborhood. Some of these programs include book discussions, tea tastings, writers groups, computer classes, resume building classes, movie nights, Nook Farm Book Club and a senior book club in the Asylum Hill neighborhood. These methods have proven to be successful as numbers of customers visiting the branch are starting to increase.

In addition to providing in- house library services the Mark Twain staff provided various offsite visits to such groups as the Asylum NRZ and the AHNA Nominating Committee, and various child-care organizations.

### **Park Branch**

Ten Spanish Language computer classes were held with a total of 65 people in attendance. ESOL Self Study and Basic Conversation brought in 67 customers who consistently came in for help with their learning needs. 53 women participated in the knitting circle and created shawls, gloves, head bands and scarves. Outside of the three programs that are a constant throughout the week, we hosted an exhibit that highlighted the African Diaspora in Puerto Rican Culture through Vejigante Masks and Rag Dolls. On the opening night of the exhibit, we had 50 people in the branch. The exhibit was later publicized in the Hartford Courant's special section called "Mi Comunidad" <http://www.courant.com/hc-mi-comunidad-0323-20120328,0,3283285.story>. The exhibit attracted many folks from outside of the Frog Hollow neighborhood and exposed Hartford Public Library and the many wonderful programs the system offers to first time visitors.

New outreach this quarter was done with CL&P, Caring Families Coalition and SINA. As a result, we were awarded \$1,000.00 dollars from SINA to use towards a collaborative documentary project with Billings Forge. The ten children who participate in the project will be eligible for \$100.00 in gift cards for school supplies and uniforms.

The children's services staff has increased its visits to Burn Latino Studies Academy resulting in outreach to all of the classes in Kindergarten – 3<sup>rd</sup> grades. As a result, there has been an increase in the number of new library cards from 20 in the 3<sup>rd</sup> quarter of 2011 to 76 in the 3<sup>rd</sup> quarter of 2012. We have had a total of 742 children from K-5<sup>th</sup> grade visit us this quarter for homework assistance and 622 participate in the after school enrichment activities. Agencies that used our site daily for tutoring include CRT Maria Sanchez, Global Partnership Schools, and Future School. After school snacks were distributed to 728 children for the quarter. Burns Early learning Center, Pre-K classes and Harford Neighborhood Center-Mitchell House continue to have story hour on a monthly basis.

### **Ropkins Branch**

Branch Manager Celestia Simmons attended the Clay/ Arsenal NRZ meetings on the first Tuesday and Comprehensive Community Development committee on the second

Tuesday of each month. Alphonso McGriff III holds a fascinating communication seminar on the 2<sup>nd</sup> Wednesday of each month.

A season of sewing classes is hosted by the branch beginning in February.

Use of the library has increased and several community meetings have been held there. Organizations such as AFCAMP and the Weaver High School class of 1985 reunion committee are examples of groups who take advantage of this location.

Outreach to neighborhood child care centers has increased, thanks to cooperation from the local CRT. So far, three classes have visited the branch. The director and teachers were very enthusiastic about the visits and we expect more classes to come to the branch on a regular basis.

### **The American Place**

One of the greatest successes for this quarter, and perhaps for the entire Citizenship project, was the achievement of U.S. Citizenship by several Somali Bantu. Having worked with this population, since their 2005 arrival, we have witnessed firsthand the excruciatingly painful hurdles that they've had to overcome trying to acculturate, master a new language, and finally become U.S. citizens. They began with little/no literacy in their native language, very isolated within their own circles, and bound by very rigid cultural norms. Seeing them succeed in this way is very inspiring. What is even more impressive is the individualized instruction for the group, which is led by a Somali Bantu high school student who was trained as a Citizenship Guide through last year's project.

In addition many of our students are women from Africa and other developing countries that are viewed as second class citizens in their respective cultures. In building relationships with these women, we've come to realize that gaining citizenship for them is multifaceted. Not only do they feel more secure and empowered in America, as expected, but they also feel elevated to a more equal position within their own family units.

In March TAP, in collaboration with the Karen community and Connecticut Coalition of Mutual Assistance Associations, began a series of Sunday basic ESL classes for members in the Karen community. Emphasis was placed on computer assisted instruction to encourage independent study beyond the duration of class hours. Many in this community work two or three jobs including Saturdays. These classes, while they lasted, met a dire need, and the location and facilities proved ideal as they all attend church on Main Street.

The American Place (TAP) became an official affiliate of Welcoming America which offers a wealth of resources and a broad network for exchanging ideas along the shared mission of promoting immigrant civic integration. WA is a national, grassroots-driven collaborative that works to promote mutual respect and cooperation between foreign-born and U.S.-born Americans.

## **Youth and Family Services**

### **Departmental Changes**

Staff has fully integrated new programming procedures into their planning and delivery of programs. Previously, most of the youth programming was of the “book and a craft” variety aimed at 8-10 year olds, and staff mostly used the same programs every year. Staff now chooses programs from three categories: Early Literacy, Connecticut Educational Core Curriculum Subjects, and “Other” (Technology, Life Skills, Health, Career, Arts and Entertainment). Each quarter they create three programs, one from each category, and fashion well-researched programs with a bibliography. They then share these three programs with the other branches, building 30 quality programs for the quarter at each branch. This repetition of programs allows staff more time to do research on ideas, provides better programs, and allows patrons to travel to other branches if they miss a desired program. Staff shares their program summaries at youth staff meetings and critiques them as a group, increasing program quality and their own evaluative skills.

New collection procedures are now in place and working well. Youth staff members are assigned one to four collection areas. Each youth staffer has written a collection plan for each area that describes the breadth of the collection, collection focus, and other

requirements. Over the next year they will visit every branch to evaluate those subjects in each collection, and will make needed changes.

Youth staffers are encouraged to contribute to the department, and staffers now take turns presenting best practices and important information at staff meetings. For example, Rubina Hamid was assigned Connecticut Core Standards in Education, and ordered many materials and guides, created links to important school sites, and is now our resident authority on school curriculum. Lina Osho-Williams was assigned the new Every Child Ready to Read program, and purchased materials and gave a presentation on changes. As a result of these assignments, we are building resources and gaining knowledge in the youth services field.

Lisa McClure traveled to the Digital Media and Learning Conference in San Francisco in early March, meeting with YouMedia members about program and staff development. She also traveled to the Public Library Association Annual Conference in mid March, and learned new ideas and methods for dealing with change, writing grants, and developing literacy centers. The youth staff received outside training on multicultural issues with Dr. William Howe and on Lexia Learning Software.

### **Program Highlights**

Library branches have implemented a full slate of programming in the third quarter.

Standouts include:

- Created Valentines for library funders at all branches
- Lina Osho-Williams, assisted by Justina Howell, performed over 75 multicultural storytimes at branches for over 1,200 parents and children as part of her LSTA grant
- 18 students from ADD/ADHD classes at Martin Elementary School in Manchester visited the Library for a reception in their honor. They collected 1,755 books that were donated for children at HPL, in honor of the MLK Day of Giving.
- Students at Mark Twain created QR codes for novels, and Katherine Trouern-Trend reported on this project at ALA Mid-Winter.

- The Ropkins branch presented a regular chess class, many programs on black history, and celebrated the History of Women in March with visitors such as a principal of a school, a director of a Daycare, a Dentist, Teacher, and a Police Officer to represent women in the community.
- Cecil Osho-Williams attended literacy night at the Moylan Montessori School, speaking to parents about the importance of reading to their children.

### **Community Development and Civic Services**

Work continued during the 3<sup>rd</sup> quarter on implementing the IMLS-funded program on immigrant civic engagement. Planning for the first community dialogue, on the topic of Adult Learning, was in full swing. A pilot dialogue was held on February 18, and a Kick-off Event, attended by over 100 people, took place on March 22. Recruitment of participants and facilitators began in March and was coordinated by an Organizing Team made up of both Library staff and outside volunteers. Concurrently, a Discussion Guide Team worked with Everyday Democracy to write the guide that will be used by all of the community dialogue groups. Sixteen volunteer facilitators were recruited and a training session was held for them on March 31. The dialogues will begin in early April and will meet for four weeks, and will be followed by an Action Forum. The purpose of the community dialogue is to engage immigrants and the receiving community together around an important issue, and to result in positive community change. Meetings of the Immigrant Advisory Group and the IMLS Advisory Team also continued in the 3<sup>rd</sup> quarter.

Considerable work was done in the 3<sup>rd</sup> quarter to develop and explore funding opportunities for the concept of a Center for Civic Engagement (CCE). The CCE includes several interrelated components, some of which already exist and others that are being planned: HartfordInfo.org, Hartford Matters (a new 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. Extensive discussions are in progress with the Hartford Foundation for Public Giving (HFPG), CT Mirror, WNPR, the Connecticut Data Center, and other potential partners. A grant proposal to the Knight Foundation is being prepared by HFPG and the Library, with other partners that would support parts of the CCE.

A number of community programs and public meetings took place during the 3rd quarter. On January 10, over 140 people attended a public meeting on the iQuilt Project. *The Citizen's United Decision: Are Corporations People Too?* was presented in partnership with the Hartford Votes~Hartford Vota Coalition on January 24. Moderated by Tom Condon of the Hartford Courant, the panel included Secretary of the State Denise Merrill, Michael McGarry, Chairman, Hartford Republican Town Committee, Karen Hobert Flynn, Vice President, Common Cause, and Andrew Schatz, Board President, ACLU of Connecticut.

On February 16, a public meeting was held on the City's Community Development Block Grant (CDBG) program. Another public meeting was held on February 27 on Opportunities Hartford, the Mayor's workforce development initiative. Several poll worker training sessions were held at the Library by the Registrar of Voters in preparation for the March 6 Town Committee elections.

On March 20, the Library presented the first in a three part interfaith dialogue on *Poverty, Peace, Planet Earth and the Prophetic Voice* in partnership with Hartford Seminary, Charter Oak Cultural Center and the Conference of Churches. This first program was entitled *Confronting Poverty* and featured panelists Bishop Peter Rosazza, Rabbi Donna Berman, Imam Abdul-Karim Kashif, and Adrienne Cochrane, CEO of Urban League of Greater Hartford. The moderator was Rev. Shelley Best of The Conference of Churches (and an HPL Board member). Over 90 people attended. Additional programs in the series will be presented in April and June.

HartfordInfo.org continues to receive 10,000 – 15,000 visits per month. Some of the notable documents added to HartfordInfo.org recently include: Mayor Pedro Segarra's

*State of the City Address*, the Knight Foundation's *Soul of the Community* report, *Living Below the Line: Economic Insecurity And America's Families*, *Hartford Public Schools Monitoring Visit Report*, *NextED: Transforming Connecticut's Education System*, *Analysis Of Governor Malloy's Education Bill*, *Recidivism Among Sex Offenders in Connecticut*, an updated list of *Hartford Shelters*. Data on Hartford Voting Districts 2012 was added to the site. Additional data from the 2010 U.S. Census was also added. A video of the January 24 program *The Citizen's United Decision: Are Corporations People Too?* was also added. We continued to generate revenue by performing data and mapping work for City departments.

Several focus groups and usability groups were conducted during the 3<sup>rd</sup> quarter with funding from an LSTA grant. Input from the groups revealed that HartfordInfo.org is especially valued as an aggregator of information from a variety of sources and as a source of information about Hartford neighborhoods. Participants offered many valuable observations about HartfordInfo.org and other web sites that will be useful in improving the site.

In March the Library launched its third Resident Leadership Program (RLP) in collaboration with Mutual Housing Association. The RLP is a ten session program that offers neighborhood residents the opportunity to develop their leadership skills. The program helps fill a significant need to build leadership capacity throughout Hartford's neighborhoods.

In the fourth quarter, work will continue on implementation of the immigrant civic engagement project funded by IMLS. Work will continue to plan the Library's annual *One Big Summer* Night event. The Resident Leadership Program will continue into May when a graduation will take place for the neighborhood residents enrolled in the program. Several community programs and public meetings will be held, most in collaboration with a variety of other organizations based on the many strong relationships we continue to build on an ongoing basis. The Library will collaborate with the Mayor's office in planning and offering programs for his *Week of the Parks*. The new coordinated, library-wide volunteer program will be launched. The Library will learn whether it received two grants generated by the Community Development and Civic Engagement department: an LSTA grant the goal of which would be to increase civic

engagement in Hartford's Latino community, and a Knight Foundation grant (through the Hartford Foundation for Public Giving) that would support parts of the Center for Civic Engagement.

## **Readers Services**

### ***Lending***

Nearly 3,000 people came to the library to renew or obtain a full service card this quarter, bringing the system total to 59,491--- a +4% increase that is evenly distributed across age ranges. Currently 62% of registered borrowers hold adult cards.

System wide circulation increased slightly over last quarter and improved (+4%) compared with the same period last year. Adult Spanish language activity increased the most over the same period last year (+20%), followed by DVDs (+15%); nonfiction book circulation stabilized for the first time in several quarters. Adults generated 72% of the lending activity.

### ***Technical Services and Collections***

The Library's downloadable services---e-books, audio books and music are all showing a slow and steady usage increase. Unfortunately most of the major e-books publishers are currently making it very difficult for libraries to augment their collections with new fiction and nonfiction by raising prices to an average of four times the cost of print or restricting sales to libraries. The library will continue to purchase e-books based on activity reports of the current collection and lists of popular titles provided by the hosting site.

Baker & Taylor's "First Look" service has been set up for high demand fiction, nonfiction, urban fiction, and Spanish materials. This system will allow staff to make selections using shopping carts filled with pre-selected titles that are "delivered" to the library every two weeks, eliminating the need for at least half of the on-site selection meetings.

### **ILS Software updates**

Innovative's Circa wireless inventory control devices are being used at three of the branches and will soon be delivered to the remaining sites; training and follow-up support is offered on a regular basis to maximize the value of the process. Materials are

scanned and updated in “real time” into the system, then compared with the online shelf list of the library’s holdings. Many books and media items are listed as “on shelf”, when in fact they are no longer available due to theft or incorrect withdrawal processes. Once the site’s holdings are corrected to reflect what is actually held, we can obtain reports that more accurately reflect overall use and turnover percentages.

Innovative software upgrades have also been completed for the Program Registration and Encore Reporter modules---each offering promised enhancements to the user interface, content creation, and report flexibility.

The Content Pro digitization module upgrade offers easier navigation, a new look to the records being viewed, a slideshow and carousel viewer for digital objects, and live streaming capabilities. Hartford History Center staff is now working enthusiastically to create content using the new desktop app.

Release 2011.11--- the latest available --- is scheduled to occur in mid-June, at which time more refinements will be available across the spectrum of the Millennium software.

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## **ARTS, CULTURAL AND HERITAGE PROGRAMS**

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### **Hartford History Center**

More than 600 people enjoyed Hartford History Center (HHC) programs this quarter. Programs included the LSTA-grant funded program “Cooking It Up! Hartford Health and History” that featured Hartford restaurants: Vaughn’s in March; Royal Masala’s in April; and, Comerio’s in May. All programs are available for viewing on Hartford Public Access Television as well as online at [hhc.hplct.org](http://hhc.hplct.org).

A program on Hartford-native Frederick Law Olmsted and his vision for the American landscape was extremely popular and included a discussion on Old North Cemetery. This program was held in partnership with the City of Hartford’s “Celebrating the Parks” annual week-long event in late April. Another extremely well-received program that brought in more than 90 audience members was “Urban Legends” by film maker/

photojournalist Shana Sureck. “Urban Legends” consisted of two documentary shorts – one on internationally renowned textile artist Ed Johnetta Miller and, the other, dancer/drummer Nandi Dixon Smith, founder and director of Sankofa Kuumba Cultural Arts Consortium.

Rudolph Zallinger’s (1919-1995) “Early History of Hartford” was gifted to the Library by the Aetna earlier this year and had a formal unveiling in The American Place on April 27, following the naturalization ceremony in the atrium. Speakers for the Zallinger program included Armand Morgan, Yale Peabody Museum educator; Aetna’s Chris Montross; Hartford historian Wilson H. Faude; and, the artist Zallinger’s daughter Lisa David. This ceremony will be made available online through the library’s video library.

School groups to the HHC this quarter included the Milner Core Academy; and, YEAH Hartford – Youth Exploring Art & History in Hartford led by the Public Allies – a group committed to advancing new leadership to strengthen communities, nonprofits and civic participation.

HHC exhibitions this quarter are: mixed media artist Robert Charles Hudson’s “Quilts and Canvas” on view in the Center through early June; “Twills,” and exhibition of work created by the Hartford Artisan Weaving Center and on display through early June; and, “see real women, really see women,” a collection of images held in the Library’s special collections by Carla Ten Eck, displayed on the 3<sup>rd</sup> floor administrative wall to complement the One Book, One City project.

Opening June 1 will be a visually stunning and informative exhibit entitled “There a Map for That!” This exhibit was done in partnership with the CT Explored magazine and will be up on the ArtWalk from June 1 – through the end of August 2012.

For education and outreach, the HHC curator served as a judge for the statewide History Day competition, organized by the Connecticut Historical Society and the Old State House and funded by the Connecticut Humanities Council. The HHC curator chose the “best use of primary resources” award recipients.

The HHC curator will be the featured speaker at the Jewish Historical Society of Greater Hartford's annual meeting to be held June 27 and will be a featured presenter at Connecticut Humanities Council's oral history conference June 4 at Manchester Community College along with Brad Clift, to showcase the "My Hartford, My Neighborhood" photographic project.

Two sizable collections came into the HHC this quarter – Richard Mahoney's Hartford-specific postcard collection of more than 2,500 postcards unique to our collection (the HHC now holds more than 5,000 unique Hartford-specific cards) and the records of the Hartford Civitan Club.

Plans are underway to bring in the Real Art Ways archive to the HHC in mid-June. This collection represents 35 years of Real Art Ways history, from its inception to present day and richly builds on a growing collection of public art materials that the HHC preserves, conserves and makes available for research.

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## DEVELOPMENT

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### Grant Status

**Pending** — Grant applications for \$351,877 are pending approval. Among the proposals are requests to: **Knight Foundation** (\$90,000) in support of a civic engagement collaboration with Hartford Foundation for Public Giving, *Connecticut Mirror* and WNPR; 4 grants from the **Connecticut State Library, Services Technology Assistance (LSTA)** (\$139,877) in support of Young Adults, Children in Poverty, Multicultural Populations and Older Adults; and **The Hartford** (FY 11-12: \$25,000, FY 12-13: \$50,000) in support of the Library on Wheels.

**Received** — The Library received notification of four awards totaling \$31,500 during January 1 through March 31. Among the grants received are: **2012 Maureen Author/Illustrator Award** (\$4,000); **Bank of America Evelyn Preston Fund** (\$2,500) in support of "World of Sounds"; **Greater Hartford Arts Council Heritage Advancement** (\$20,000) in support of the Hartford History Center; and **NewAlliance Foundation**

(\$5,000) in support of summer reading. Grants confirmed for FY 11 -12 total \$1,338,615.

### **Individual Giving**

For FY 11-12 (7/1/11 to 3/31/12) total individual giving for appeals (\$45,361); compared to FY 10-11 (7/1/10 to 3/31/11) total individual giving for appeals (\$35,083); for an increase of 29%.

For FY 11-12 (7/1/11 to 3/31/12) other giving revenue: **ArtWalk**, Hartford History Center, Connecticut Center for the Book, and Capital (\$35,633); compared to FY 10-11 (7/1/10 to 3/31/11) other giving revenue: **ArtWalk**, Hartford History Center, Connecticut Center for the Book, and Capital (\$31,063).

\*Bookmobile Campaign (\$4,200) was raised July 1, 2011 – March 31, 2012. Total Bookmobile funds raised through 3/31/12: \$28,475.

### **Events**

#### ***One Big Summer Night***

***One Big Summer Night*** will be held Tuesday, June 12, 2012 at the CT Convention Center from 5:30 – 8:30 p.m. and will feature **Arianna Huffington**, Author, columnist, president and editor-in-chief of the AOL Huffington Post Media Group. The Honorary Chairperson is **Lieutenant Governor Nancy Wyman** and Masters of Ceremonies are Eyewitness News 3, News Co-Anchor **Dennis House** and Co-Host of Better Connecticut **Kara Sundlun**.

#### ***One Big Summer Night***

Sponsors through March 31, 2012:

Platinum Sponsor: Travelers

Advocate Sponsor: ING

Friends Sponsor: Anthem Blue Cross Blue Shield; Connecticut Center for Advanced Technology; Data-Mail; Innovative Interfaces, Inc.; Lupachino & Salvatore, Inc.; Manafort Brothers, Inc.

In-Kind: Activate the Space; CPBN; *Hartford Business Journal*;  
*Hartford Courant*; Hartford Distributors; The Pita Group;  
WFSB 3

Supporters: ACT; Midwest Tapes; Overdrive, Inc.; Tai Soo Kim  
Partners.

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## **FACILITIES**

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- Multipurpose Room, The American Place, the Living Room, and the New Book areas are complete.
- Construction of the re-designed and expanded Dwight library is underway – completion due in September 2012.
- Working with the Mayor on relocating the Park Street library into a multi-purpose space where the library is the anchor tenant.
- Preliminary discussion about moving the Barbour library to the Swift Factory.
- Preliminary discussion with Dr. Kishimoto about using the Rawson School library to relocate the Blue Hills library.

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## **SAFETY AND SECURITY**

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The Library had sixteen (16) reportable incidents in the third quarter of the fiscal year. Ten (10) reports were filed at the Downtown facility, five (5) reports of theft, two (2) medical, one (1) small fire outside near bushes, and two (2) two men entered women's bathroom, and woman handed security a protective order against a man in the Library. The Hartford Police assisted with three incidents.

Six (6) reports were filed by branches:

Albany – (1) customer collapsed suddenly at computer area.

Barbour – (1) two male customers argued while sharing a computer.

Camp Field – (1) two young males were arguing outside that ended in a fight.

Ropkins – (2) staff member was threatened by a customer; mother was concerned with child's illness during time spent in library.

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## STAFF NOTES

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Graciela Rivera of Mark Twain Branch Library received a Bachelor Degree in Psychology from UCONN on May 6, 2012.

Lizandra Matias received her Bachelor of Science Degree in Human Services from Springfield College on May 13, 2012.

Gilda Jimenez received her Bachelor of the Arts Degree in Behavioral Science from Mercy College in New York on May 23, 2012.

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## THIRD QUARTER MEDIA REPORT

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***January 1 – March 31, 2012***

**January 2012**

<u>Headline</u>	<u>Publication</u>
Volunteers	<i>West Hartford Life</i>
Fun Amid the Fog	<i>Hartford Courant</i>
Newsflash	<i>Hartford Magazine</i>
Hot Tickets for '12	<i>Hartford Courant</i>
Huffington To Speak At Hartford Public Library	<i>Hartford Courant</i>
Baby Storytime - Hartford Public Library Albany Branch	<i>Hartford Courant</i>
Pianist Eri Yamamoto Opens Library Jazz Series	WTIC-TV Channel 61
Baby Grand Jazz Series with Eri Yamamoto, January 8th at Hartford Public Library	CT.com online
Eri Yamamoto Opens Library Jazz Series	<i>Hartford Courant</i>
Calendar of Events (weekly)	<i>Hartford Courant</i>
Calendar of Events (weekly)	<i>Hartford Advocate</i>
The Lineup: 16 Free Concerts	WTIC-TV Channel 61
Secret Benefactor Saves Jazz Series	WTIC-TV Channel 61
Secret Benefactor Saves Jazz Series	<i>Hartford Courant</i>
The Lineup: 16 Free Concerts	<i>Hartford Courant</i>
In The Mood For Jazz	<i>Hartford Courant</i>

<b><u>Headline</u></b>	<b><u>Publication</u></b>
Hundreds Of Hartford-Area Students Discover History Day In Connecticut	<i>Hartford Courant</i>
Free Jazz at Hartford Public Library	<i>Hartford Courant</i>
Great Things To Do	<i>Hartford Courant</i>
Fun for the Family	<i>Journal Inquirer</i>
Free Jazz Among the Books	<i>Hartford Courant</i>
UMOJA Quintet Gives Fitting Homage To Jackie McLean	WTIC-TV Channel 61
A Fitting Homage To Jackie McLean	<i>Hartford Courant</i>
Baby Grand Jazz: Larry Gareau	WTIC-TV Channel 61
Music @ Japanlia Eiko Begins	<i>Hartford Courant</i>
Students Discover History Day In Connecticut	<i>Hartford Courant</i>
Fun for the Family	<i>Journal Inquirer</i>
Bookending the Week With Jazz	<i>Hartford Courant</i>
Ed Fast And Conga-Bop At Hartford Library	WTIC-TV Channel 61
Manchester Kids Donate Books To Hartford Kids	WTIC-TV Channel 61
Baby Grand Jazz: Ed Fast	WTIC-TV Channel 61
Manchester Kids Donate Books To Hartford Kids	<i>Hartford Courant</i>
Ed Fast And Conga-Bop At Hartford Library	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Courant</i>
Kids Donate Books To Other Kids	<i>Hartford Courant</i>
Manchester Students Collect Books for Hartford Kids	<i>Journal Inquirer</i>
Worth a Thousand Words: Art, Objects, and the Stories They Tell - Hartford Public Library	<i>Hartford Courant</i>
Tribute To Italian Crooners	WTIC-TV Channel 61
Baby Grand Jazz: Taino Pacheco	WTIC-TV Channel 61
Worth a Thousand Words: Art, Objects, and the Stories They Tell	WTIC-TV Channel 61

## **February 2012**

<b><u>Headline</u></b>	<b><u>Publication</u></b>
Farewell, Hartford Magazine	<i>Hartford Magazine</i>
The Heart in Hartford	<i>Hartford Magazine</i>

<u>Headline</u>	<u>Publication</u>
Jeff Wieselberg Knows the Key to Life	Glastonbury Life
From Myanmar to Hartford, With Love	Wethersfield Life
Twain House Chronicles Author's Racial Consciousness	WTIC-TV Channel 61
Calendar of Events (weekly)	<i>Hartford Advocate</i>
Calendar of Events (weekly)	<i>Hartford Advocate</i>
Tribute to Italian Crooners	<i>Hartford Courant</i>
Andres Chaparro's Jazz Images	<i>Hartford Courant</i>
Twain on Race	<i>Hartford Courant</i>
Baby Grand Jazz: Sinan Bakir	WTIC-TV Channel 61
Guitarist Sinan Bakir Next Up In Library Jazz Series	WTIC-TV Channel 61
Fairfield University professors win awards	<i>Fairfield Sun</i>
Coming Attractions	<i>Valley Press</i>
The best shows around Hartford this week	CT.com online
Stacks of Freebies At Area Libraries	WTIC-TV Channel 61
The best shows around Hartford this week	CT.com online
Frahm, Brown and Love Songs	<i>Hartford Courant</i>
Stacks Of Freebies At Area Libraries	<i>Hartford Courant</i>
Guitarist Sinan Bakir Up Next	<i>Hartford Courant</i>
News Highlights	<i>Hartford Courant</i>
Students Collect Used Books	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Advocate</i>
Jazz Quintet Next in Library Series	<i>Hartford Courant</i>
Coming Attractions	<i>Valley Press</i>
Baby Grand Jazz: Jeff Wieselberg - Hartford Public Library	<i>Hartford Courant</i>
Baby Grand Jazz 2012: Ricky Alfonso - Hartford Public Library	<i>Hartford Courant</i>
Ricky Alfonso Next Up in Jazz Series	<i>Hartford Courant</i>
Calendar of Events	<i>CT Jewish Ledger</i>

## March 2012

<u>Headline</u>	<u>Publication</u>
Saxophonist Salutes "Cannonball"	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Courant</i>
Honor a quienes honor merecen	<i>La Voz Hispana</i>
Calendar of Events	<i>Valley Press</i>
Calendar of Events (weekly)	<i>Hartford Advocate</i>

<b><u>Headline</u></b>	<b><u>Publication</u></b>
Calendar of Events (weekly)	<i>Hartford Courant</i>
Library Prepares Historical Seminar	<i>Hartford Courant</i>
Also This Week	<i>Hartford Courant</i>
Jazz Guitarist at Murasaki Café	<i>Hartford Courant</i>
Attention Entrepreneurs	<i>Journal Inquirer</i>
Nuevo Libro: "Homeless souls " (Almas sin Albergue)	<i>Indentidad Latina</i>
Importante Foro sobre Inmigracion	<i>Indentidad Latina</i>
Byrd's Back for Library Jazz Series	<i>Hartford Courant</i>
Also This Week	<i>Hartford Courant</i>
Click and Clack	<i>Hartford Courant</i>
Library To Host Series On Adult Learning	WTIC-TV Channel 61
Library To Host Educational Series	<i>Hartford Courant</i>
Library To Host Series On Adult Learning	<i>Hartford Courant</i> (online)
Larry Ochs, Kihnoua at Firehouse 12	<i>Hartford Courant</i>
Delfeayo Marsalis at Hartford Club	<i>Hartford Courant</i>