



CHIEF EXECUTIVE OFFICER'S REPORT

REVIEW OF THE 4TH QUARTER, FY 2011-2012

A REVIEW OF THE LIBRARY'S FINANCES

	<u>Revenues</u>	<u>Expenses</u>
Fund 2012 (Operating)	7,971,246	7,971,246
Fund 2014 & Other Funds (Special Funds)	<u>1,813,874</u>	<u>1,813,847</u>
Total:	9,785,093	9,785,093

Note: Fund 2014 included unexpended fund balances \$285,982 for the period ending 6/30/12.

LIBRARY AND PUBLIC SERVICES

In April, the downtown library celebrated the grand opening of the newly refurbished northeast wing of the downtown library. *The American Place*, the *Center for Contemporary Culture* and the "Living Room" opened with a ribbon cutting ceremony with Mayor Pedro Segarra and representatives from City Council, the Board of Directors and invited guests on April 23rd. The ceremony kicked-off a weeklong celebration of activities that included the showing of the film "*Moneyball*", a jazz performance, a community forum and a program on the history of Bushnell Park. Festivities also included the unveiling of the Zallinger mural, a gift from Aetna, in *The American Place*.

Throughout the quarter, the library offered a wide range of programs in the *Center for Contemporary Culture*. Some highlights from the programs:

- An Evening of Comedy with Linda Belt
- Author and Illustrator Bryan Collier
- A weekly movie series which included *Hugo* and *Mission Impossible 4* as well as a tribute to Ray Bradbury with the screening of *Fahrenheit 451* and *Something Wicked This Way Comes*
- A presentation of photographs from *My Hartford, My Neighborhood*.
- A forum and update on the downtown iQuilt plan.
- A staged reading by the Hartbeat Ensemble

Plans continue to expand the programs for the Center for Contemporary Culture. Upcoming programs include a fall author series, music performances and a foreign film series.

The downtown Library continued relocating books in the collection on the main and ground floor. Staff continue to actively weed the collection. Plans were also under way to begin relocating the media department on the 2nd floor to the main floor in anticipation of YOUmedia.

Adult Services

Throughout the 4th quarter the Library offered a wide range of learning opportunities, Some highlights from the period:

Job and Career

During the fourth quarter, April, May and June 2012, there were 20 job and career programs with an attendance of 199. The majority of the job and career programs were workshops and classes targeting at-risk job seekers, namely ex-offenders and the homeless. Another group of job seekers, young adults, were reached through a Capital Workforce Partners job fair that the Library participated in.

The Job and Career Center space was expanded in preparation for the July opening of the satellite office of CTWorks One-Stop satellite office in the Downtown Library. The service will be called CTWorks@HPL and include two full-time career agents providing core job search services. The job and career book collection as well as the test preparation book collection were relocated to the area. There is also a small collection of relevant magazines and reference books. Workspace and consultation spaces were also created.

Computer Classes

Computer instruction reached 735 people during the fourth quarter. This was triple the number of students from the previous quarter. The reason for the huge increase was a newly funded initiative called Path to Employability, funded by Pitney Bowes, that allowed the Library to hire a computer tutor to teach skills to people on the public computers as needed in real time.

Workshops

There were several well-attended small business and non-profit workshops on topics related to social media, health, legal issues and financial resources for seniors.

789 people took advantage of the free tax service this year using the VITA program making our site the busiest in the city.

Branches

Albany

During the past quarter the Albany Branch has remained constantly busy. The community has been very excited about the services we are providing. New partnerships have been developed and will continue to attract community organizations to become a part of the library's future in the Northwestern neighborhood. Children's programming has accelerated. The branch has been successful in bringing new crafts and ideas to a young customer base. A record number of children signed up for the Summer Reading Program (300). Children's Librarian Candyce Pruitt-Goddard has really made an impact in the community. There are increases in children's programming, attendance and continued participation on a consistent basis. With the assistance of the teen leaders and other branch staff, the Albany Branch is continuing to serve the needs of its youngest customers. These new partnerships include Goodwill of Western and Northern CT, Planned Parenthood, John E. Rodgers Cultural Center, and The Upper Albany Merchants Association.

The branch anticipates more community programs geared to its adult and senior customers. One of the areas is increasing computer skills training at the branch level. Another major project at the branch is the development of a "Job Seeking Skills Resource Fair" in partnership with Leadership Greater Hartford. This fair is tentatively scheduled for early September and will focus on preparatory skills from finding a job and continuing the interview stage of the employment process.

Overall, the branch is doing well. It is growing in various areas such as programming, attendance, outreach, customer support as well as customer service.

Barbour Branch

Staff has presented 22 on-demand computer-use classes to individuals, ranging from identifying parts of a pc to tutoring in Microsoft Excel, PowerPoint and Word. Ann Binder, branch manager, gives workshops on job/career explorations: searching, resume construction, typing, and practicing interview techniques. She also coordinated the One Book One Hartford program for the overall Library and held three discussion sessions at Barbour. Also, community/nonprofit organizations have provided valuable information to the Northeast community. Attendance has been very encouraging.

The Youth Librarian has conducted 32 preschool sessions in and outside the branch, daily afterschool homework sessions and literacy and/or mathematics based activities after homework sessions. The Youth Librarian visited 31 school classes locally to encourage student and parental participation in the summer reading program.

Blue Hills

During the past quarter Linda Kurylowski, branch manager, has continued to host computer classes, job searching, and adult education assistance. Customer requests for services to find jobs, learning how to use computers, and signing up for Universal online classes are increasing. "Community Chats" have been a beneficial enabling customers to share in branch planning as well as giving suggestions for programming and collections.

For the Summer Reading program the branch has initially signed up more adult participants that they had for the entire 2011 summer. Along with the summer reading programs the Blue Hills branch has emphasized an emphasis on family literacy programs during the months of June through August. There has been genuine interest in these new programs.

Camp Field

Inventory control began in March, and continued into the current quarter with completion of the entire non-fiction collection. Inventory of the Adult Fiction collection began in June, starting with paperbacks, Urban Lit, and Spanish Adult fiction, which were completed by the end of June. Staff is currently scanning items in the Adult fiction stacks. (Once completed, they will move onto the children's picture book collection.)

Several theme-based programs were held at the branch, such as One Book One Hartford, Summer Reading Kick-off and Program, and beginning in May, Camp Field began offering one-on-one computer instruction by appointment two days a week. Registration has increased from 4 students to 11 students from May to June, respectively. The one-on-one time allows a student to work on specific computer skills which serve their immediate needs, such as writing a resume or signing up for a free email and applying for a job on line, or long term need for improving typing skills or searching the internet.

Many of the students return on a regular basis and to work on their skills. Programs were publicized in the community, such as South End NRZ and MARG NRZ, South End Wellness Senior Center, neighborhood schools: Dwight-Bellizzi Asian Studies Academy, Naylor School, Burr School, MD Fox, and St. Augustine School. Other partnering agencies and programs include, Planned Parenthood which tabled information on women's healthcare and general services provided by their organization and Capital Workforce Partners Job Shadow Experience. The Branch was also used as meeting space for the residents of Torwood Drive and the project manager of MDC Clean Water Project. The month ended with a walking tour of Downtown Hartford's landmarks and treasures led by Wendy Pawlak of Ye Olde Hartford History Tours on June 27; 10 youth and 4 adults participated. The Adult Summer Reading program began on June 20th with entry forms and prizes on display. Many entry forms were completed and turned in for the first drawing on July 11th.

Program highlights included regular story times at CRT Douglas Street, Homework Help to 56 students, gardening projects, and publicizing the Summer Reading Kick-off event and Summer Reading Programming within the Branch and throughout the community. Storyteller Abigail Jefferson presented a music and reading program funded by the Connecticut Humanities Council to approximately 100 children at St. Augustine School on June 16. Registration for the Summer Reading is currently at 137 students and requests for required reading draws many students and parents into the Branch, in conjunction with students tracking their reading and earning prizes. Several special summer events have already occurred at the branch, including Circus Workshop, Henna, and CT Troubadours with enthusiastic participation. Summer lunch began on June 28th with an average of 15 lunches served on a daily basis.

We continue to host summer reading programs for youth and adults, and provide programming that meets the needs of the neighborhood.

Dwight

This branch remains closed for expansion and renovation. Re-opening in October 2012.

Goodwin

The branch was fully immersed in the "I Am an Emotional Creature," One Book One Hartford with a girl-fact exhibit, women's book display, movie showing of "Pride and Prejudice," and book discussion. Customers have gotten involved with the adult summer reading program, "Between the Covers," anticipating the prize drawings. Jordan Bennett, Community Organizer for Planned Parenthood of Southern New England, shared information on the Affordable Care Act and about the Planned Parenthood's services with the customers.

A couple of projects were completed and progress was made on the inventory project with the Circa device. Adult fiction collection and magazines were weeded. By the end of June, the inventory project had progressed up to E169.Z83 which includes old and new general non-fiction and Spanish non-fiction.

Families and Friends of Forster Heights Park held a quality of life neighborhood meeting at the branch.

During the month of April kids were excited to participate and learn about how disastrous cyclones could be. A total of 25 customers participated. The YA gaming kept the teens connected with other teens in the community. A total of 45 kids participated. Kids had lots of fun with the butterfly mobile; they learned the stages of becoming a butterfly. Butterfly books were displayed and checked out by customers.

Teen leaders helped with the homework club for 20 days with a total of 48 participants after school enrichment programs and story times with a total of 400 customers. Weeding was in progress, keeping the collection spectacular and offering easy access for customers. Goodwin library partnered with OPMAD summer camp for summer reading activities.

During the last week of May, the youth librarian delivered posters, flyers, and summer reading list for the summer reading kick off to Moylan, Kennelly, Mary Hooker Environmental, Batcheldar and McDonough schools, CRT Job Corp, Southside, Hyland Park and Elkay's Early Learning centers. A total of over 300 flyers were distributed. The youth services librarian participated in the summer reading kick-off with over 300 customers in attendance.

Mark Twain

During this past quarter the Mark Twain branch continued to build connections with the three 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 academies that will be held during the upcoming school year. These programs are designed to reinforce what students are learning in the classroom as well as forming connections with current trends. Preliminary program planning has begun for the upcoming school year. The administrators of Hartford High are utilizing the public library's services more and more each day.

Compared to previous quarters, there has been a steady increase this quarter in both youth and adult customers. However, the numbers have not been the same as when the branch was located on Farmington Avenue. One of the main focuses moving forward is increasing the number of library customer visits to the branch. The staff is investing more time on marketing and being more visible in the community to present new programs, build new partnerships and strategize for the future. Additional marketing techniques include sending out customer surveys, increasing programming, aggressively promoting library events, partnering with neighborhood business and increasing library signage around library location.

In addition to providing in house library services, which include a vast array of innovative programming, the Mark Twain staff provides various offsite services 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.

Park Branch

The Park Branch is an integral part of the Frog Hollow neighborhood. Staff continues to find ways to attract community and nonprofit organizations to collaborate on projects. Billings Forge, Affleck Street Gardeners, Trinity College, CT Puerto Rican Forum, Knox Parks and the CT Pardon Team have all partnered with the Park Branch. A basic gardening program attracted 11 busy people. Volunteer coaches led knitting practice and Ana Alfaro led Energy Bingo. The classes were very well received and residents want more. V Quilt information sessions were also held.

One particularly significant event this quarter was the opening reception for Cuba y Santo Domingo, a photographic display of works by Patrick Raycraft. Eighty people attended in that small space!

The staff continues to provide basic Spanish computer classes on Wednesdays. Many of the participants are senior citizens who lack basic point and click skills and the ability to navigate the web.

Limited space for programming hampers the effectiveness of the Park branch in its present configuration. The demand exists but capacity is limited.

With Maria Sanchez School across the street, children flow into Park Branch after school. The daily Homework Club is very organized to maximize the space and staff available to help when needed. The Youth Librarian visits or receives children from daycare and early learning centers several times each week. She coordinates story time programs for grades K-3 with instructors at Burns Latino Academy and Maria Sanchez School. Hundreds of children and families are enriched by her many literacy and math outreach activities.

Ropkins Branch

The staff helps people use the PCs for job searching, basic typing and word processing, resume preparation and Internet navigation.

The Youth Librarian works with most of the daycare and preschool programs in the neighborhood. Since Homework Club is over for the summer, staff spends more time

with individual children and parents to help them to select the books that will entertain and/or educate them. They have created beautiful book displays, schedules of events, posters and a bulletin board to showcase the wonders of the Ropkins Branch. Guest performers arranged local activities to keep things lively for the children and teens that often come in when the doors open and stay all day.

The American Place

Multicultural Services

Enfin! On April 23, Hartford officials unveiled HPL's newly renovated wing which houses *The American Place* dedicated to providing services to immigrants and other new arrivals. The new space includes a passport office, two intake offices, foreign language collections, technology center, and a citizenship classroom. A distinct area has been carved out for resources targeting prospective citizenship applicants, with a core collection of ESL, citizenship and civics materials supported in large part by the USCIS grants.

In collaboration with the CIS regional office, the Library hosted a very successful Naturalization Ceremony on April 27. Lieutenant Governor Nancy Wyman provided opening remarks and keynote speakers included Secretary of State Denise Merrill, Hartford City Council President, Shawn Wooden, and United Nations Educational Scientific and Cultural Organization (UNESCO), Chair of Human Rights for the United States, Amii Omara-Otunnu. Thanks to the CT Humanities Council each newly naturalized citizen received a copy of *A Tribute from the Heart: We are America*, a soul-searching, free-verse poem examining the people, ideals, and promise of America, by *New York Times* bestselling author Walter Dean Myers and Caldecott Honor artist Christopher Myers. The project's *Citizenship Guides* from the Hartford Public School, Law & Government Academy led the Pledge of Allegiance. Further elements of this ceremony included a presentation of our nation's colors by the First Company Governor's Foot Guard and performances of patriotic songs by the Martin Luther King Elementary School choir and a recently naturalized Chinese vocalist. Boy Scouts Troop 1443 (of West Indian descent) guided attendees to the recently renovated multicultural services center *The American Place* for a reception and unveiling of Rudolph Zallinger's "Early History of Hartford" mural.

On the very same day of the ceremony, the Library coordinated a staff development session for ESL/Civics teachers in partnership with the Connecticut Department of Education. Over 60 teachers, representing adult education programs across the state, took part in the range of activities planned for the day. Not only did they observe the ceremony, unveiling of the mural and a related lecture, they also remained after lunch to attend the panel presentation *Supporting Immigrants on the Path to Citizenship*. The panel was designed to introduce regional resources that teachers can access to greatly enhance their contextualized civics and citizenship lessons. Panelists included the Secretary of State as well as representatives from the Library's Hartford History Center, the Old State House, the CT Humanities Council, and the Welcoming America organization. Feedback from teachers emphasized the exhilaration felt from their observing a ceremony which put all the facts and content they teach in live form.

Attendance at ESL classes and Citizenship classes remain strong. We continue to exceed the anticipated outcomes for student class enrollment in the Citizenship Grant: the goal was 50 for this quarter and we enrolled 79. We are pleased to report that we not only met but exceeded our goal of 15 immigrants who passed the test: 22 students that we know of passed the test and 24 students that we know of have submitted their applications.

Hartford Public Library, *The American Place*, has become an official affiliate of Welcoming America, a national, grassroots-driven collaborative that works to promote mutual respect and cooperation between foreign-born and U.S.-born Americans. On June 5th and 6th, a couple of TAP Staff attended the *Welcoming America* regional conference in Boston. Participants hailed from 21 states and took part in a range of training sessions that included creating community organizing strategies, using arts and culture in welcoming messaging and building strong welcoming programs at the grassroots level. Lessons learned are being applied to the Library's Immigrant Civic Engagement project. The Asylum Hill Neighborhood Association (NRZ) will serve as a pilot site for a neighborhood grassroots driven initiative which will include several events planned to be held at different venues in Asylum Hill over the upcoming year. Each event will include a shared meal, a cross-cultural exchange segment and a community dialogue facilitated by Everyday Democracy designed to spark conversation on topics of

mutual concern. If successful, this model can be replicated in the future at other NRZs with neighborhoods in which high concentrations of immigrants reside.

Youth and Family Services

Departmental Changes

The Youth Department experienced significant changes in both structure and programming in the fourth quarter. Workshops for staff this quarter included: collection management, an introduction to Connecticut's Common Core Standards in Education, and the revamped national program, ***Every Child Ready to Read 2***, an early literacy program for parents of young children. Staff members are learning new skills as the department changes its method of collection and acquisition. In addition the Library introduced its most extensive summer reading program ever that created significant changes in programming and work allocation.

While the staff has worked hard to adapt to online collection acquisition, many lack knowledge in subject areas and library collection methodology. Lisa McClure conducted several trainings to increase their comfort levels and has begun a series of one-on-one sessions to review placing orders and making suggestions. Lisa and her staff are analyzing the collection as a whole to see how best to meet community needs, incorporating more non-fiction and establishing more resources for teachers and child care providers.

Lisa is also training staff in the new Common Core Standards used in Connecticut public schools. Youth staff successfully developed a full quarter of new programs that incorporate these standards. Research shows that interest-based programs that reflect core standards will increase school attendance by developing interest in school assignments, meeting one of the major issues (chronic absenteeism) in the Campaign for Grade Level Reading. Staff also used new early literacy materials in Every Child Ready to Read 2, addressing school readiness issues also cited in the Campaign for Grade Level Reading. Our public library approach to literacy must be connected to the broad range of efforts throughout the City. As a result, Lisa is beginning to ensure that youth services at the Library dovetail with school programming and programming offered by CBO's.

Lisa continued her participation in the All-American Cities Award Committee, and took the lead in developing summer learning initiatives for the Community Action Plan.

Special Events

The 2012 Hartford Public Schools District-Wide Academic Competition was held at the library on May 9, with hundreds of students filling the building. Children competed in various subjects and won awards for excellence. The Youth Department established key relationships with many important leaders and administrators in the school system. Author/Illustrator Bryan Collier visited the library on May 14, supported by the ALSC/Maureen Hayes Award. He visited 2 schools, presenting programs on art and personal challenges, and spoke at an evening talk and book signing. This grant is significant because it is a well-known award in the library world, and enhances our image in national library circles.

Other programs, including a one-woman musical, the Hartford Youth Art Renaissance art exhibit, and various visiting performers sparked customer interest and attendance.

Summer Reading

Planning for the 2012 Summer Reading Program involved major changes for the library staff and customers. Last year, only 300 students signed up for a small, school reading list-based program, and students completed assignments collected in folders. Students were recognized with an ice cream social and t-shirts.

The 2012 Summer Reading Program is a fun, rewarding program that seeks to spread literacy and decrease summer learning loss for a large number of Hartford youth. Lisa McClure applied for and won grants from the Graustein Memorial Fund, NewAlliance Foundation, XL Foundation, the City of Hartford, and the Lincoln Foundation, with grants totaling \$31,000. These funds allow the purchase of over 3,300 crafts, 7,000 quality prizes that provide instant gratification for reading, 1,500 giveaway books, 78 special event programs, and many other important purchases.

Lisa created new methods for registration, tracking, and rewards. She received permits for outdoor events from the city and the Burr Trust, and made countless contacts with city officials and providers. She received written endorsement from the city and the

schools, and teachers were required to encourage their students to join the program. The Kickoff was planned for before the end of school, so there was a natural progression into the program.

Although June 2 was a rainy day, the Summer Reading Kickoff attracted over 600 participants to the craft fair, and 300 attendees to the Magic Show with Zach Ivins. The fair included 2 bounce houses, 15 crafts, 3 tattoo artists from Amazing Face Art, a Spin Art craft, snacks, and tables for multiple community organizations. Teen Leader Zechara Powell provided musical entertainment. Customers registered for the program, and the first 500 registrants received free Teddy Bears. Speakers Dr. Beryl Irene Bailey, Director of Literacy for Hartford Public Schools, and Councilman Kenneth H. Kennedy, Jr. spoke about the importance of reading and the Hartford Third Grade Promise. Customers could join a Parent-Child program, a Youth program, and a Teen program. Advertising materials reflected the national Collective Summer Learning Program theme of ***Dream Big*** and ***Own the Night***. Two buses drove continuously between the branches and the Downtown Library, providing free access to the Kickoff. By June 29, over 1,600 readers had signed up for the Summer Reading Program.

Special events started in earnest in mid June, with a Circus Workshop, Quilling, Bollywood dancing, Henna, a “Wild Nights” program from the Connecticut Audubon, and parent-child luncheons held at both the Downtown Library and the Albany branch, including a workshop in dialogic reading. The Connecticut Science Center was awarded the Charles Nelson Robinson grant for Family Science, and planned 6 visits to branches. Attendance was high for all events. Nearly 1600 youth signed up for summer reading, more than 5 times last year’s participants.

Grants

Along with the Summer Reading grants, Ms. McClure organized and applied for the NewAlliance REAdy for the Grade grant for summer learning, in collaboration with Betances Lab School. This grant will provide a summer learning camp for students at the Ramon Betances School from 2013 to 2015. She also partnered with architect James Bradberry to develop the plan for Itty Bitty City that was presented at One Big Summer Night, resulting in donations of \$30,000. Brown Rudnick awarded \$2,000 for early literacy supplies. Ms. McClure participated in the completion of the YOUmedia

grant submitted to the Hartford Foundation for Public Giving, creating a work plan for its development and production. Grants to continue the Teen Leaders /Homework Clubs were also submitted.

Program Highlights

One Book One Hartford

During April 1-May 5, the April 2012 “One Book One Hartford” initiative featured Eve Ensler’s book, *I Am An Emotional Creature*. Hartford Public Library staff developed 24 programs attended by 670 people across all ten branches. Highlights included a performance by Hartford Performing Arts Academy at Hartford High School; a reading by HartBeat Ensemble and a forum on women’s health at the downtown library; crafting of a V-Quilt at the Park Branch; and a poetry slam at the Albany Branch. All branches held book discussions. The culminating event, Eve Ensler’s powerful talk and book signing, was attended by more than 230 people. Both the standing ovation received by Ms. Ensler and exit polling indicated that attendees were delighted with her performance. At the end, the library’s One Book committee evaluated the planning process in order to implement improvements for the next One Book.

Community Development and Civic Services

Significant progress was made in the 4th quarter in developing the Center for Civic Engagement (CCE) concept 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 May the Library received a \$35,000 grant through the Library Services and Technology Act (LSTA) program administered by the Connecticut State Library to implement a Latino Voter Engagement Project, which will be part of *Hartford Votes* within the CCE. 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 that these activities together produce the best voter engagement results. Project activities will be informed by a series of facilitated planning meetings early in the year with leaders and others from Hartford's Latino community. 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.

In the 4th quarter we also worked with the Hartford Foundation for Public Giving (HFPG), CT Mirror, and WNPR to develop a proposal for HFPG's Community Information Hub, an idea that complements the CCE concept. The HFPG Board will review the proposal in July. The proposed project will include several activities that may 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.

Work continued during the 4th 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. Seven community dialogue groups met four times each during April to discuss the topic of adult learning in Hartford. The seven groups had a total membership of approximately 60 people. Each group was led by a team of two facilitators who received training provided by Everyday Democracy. At an Action Forum held on May 15th, all seven groups joined with other interested individuals from throughout the community (a total of over 100 people) for an Action Forum. Ideas generated by the community dialogue groups were reviewed and consolidated into four themes: Barriers to Access/Addressing Stereotypes; Accreditation and Licensing;

Coordination of Services; and Supporting Formal and Informal Networks. The Action Groups began meeting in June and will continue through the summer. In the fall an event will be held similar to the Action Forum at which progress towards action will be assessed.

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*; *Latino Community Socio-Economic Study*; *Framework for Connecticut's Fiscal Future: Improving Delivery of Public Services*; *Gender and Racial Composition of CT Boards & Commissions*; *Locating American Manufacturing: Trends in the Geography of Production*; and *Housing Costs, Zoning, and Access to High-Scoring Schools*. Hartford voting data was also added to the site along with videos of two community programs: the May 15th *Community Dialogue Action Forum on Adult Learning*, and the April 24th program *Poverty, Peace, Planet Earth and the Prophetic Voice: Promoting Peace*. A major effort was made during the 4th quarter to arrange revenue-generating activities for next fiscal year. We will perform data and mapping work for City departments including the Department of Health and Human Services, the Department of Public Works, and the Tax Collector. Revenue will be used to cover the costs of interactive mapping and other IT needs in the Community Development & Civic Engagement department.

Several community programs and public meetings occurred in the 4th quarter. On April 4th, a public meeting was held by the Mayor's office as part of the search process for a new Chief of Police. About 50 people participated in this opportunity to provide input to the firm that was conducting the national search.

On April 24th, *Hartford Parks Projects, Preview, and Presentations* drew an audience of over 50 to hear updates on various projects and initiatives concerning Hartford's parks. This program was followed on April 26th by the *Hartford Parks Open House*, attended by approximately 70 people. Both of these programs were part of the Mayor's *Week of the Parks*.

Also on April 24th, the Library presented the second 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 second program was entitled *Promoting Peace* and was moderated by Rabbi Donna Berman (Charter Oak Cultural Center). Panelists included Christopher Allen-Doucot (The Hartford Catholic Worker), Rabbi Craig Marantz (Congregation Kol Haverim), Aida Mansoor (Muslim Coalition of Connecticut), and Mike Winterfield (West Hartford Citizens for Peace and Justice). Nearly 50 people attended.

On May 21, the Resident Leadership Program Graduation was held at the Library and was attended by over 65 people.

On June 6th, the Library hosted a public meeting on the iQuilt project attended by approximately 120 people.

In the first quarter of the new fiscal year, work will continue on various initiatives within the Center for Civic Engagement concept: the Latino Voter Engagement project will be launched, work will continue on implementation of the immigrant civic engagement project funded by IMLS, and we will learn the outcome of the HFPG proposal for a Community Information Hub. 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. A Banned Books program is being planned for early October. The new coordinated, library-wide volunteer program will be launched. The Resident Leadership Program will begin again in September.

Readers Services

Lending

Strong growth in customer registration occurred as a result of the new library card campaign. Registered borrowers were up (+8%) for the quarter and (+10%) when compared with numbers from year end last year. Adult registered borrowers increased by an unprecedented (+20%), which easily offset a small decline (-4%) in the youth numbers. Annual data cleanup of expired records often results in shifting numbers in customer age groups; this year the largest growth (+10%) was recorded in the 20-34

year-old category, indicating some success in attracting and keeping a population that has traditionally abandoned public libraries after graduation. CCAR activity has stabilized over the past year, and the percentage of materials checked out to Hartford residents has increased to 86% of the total.

Despite Dwight Branch being closed, overall system wide circulation increased (+4%) this quarter and (+3%) during FY 2011-12; the gains were recorded in adult activity (+5%) which offset a slight decline (-3%) in youth circulation. Over 44,000 books and magazines were recorded as in house use; this activity steadily increased at all locations each quarter. Fiction and nonfiction remained stable compared with last year, while the interest in the library's adult media collection increased (+10%) across all locations.

Collections and Technical Services

Significant collection decisions have been made in face of a dwindling budget and the reality that people are simply using the library in different ways than in the recent past. Reference titles traditionally have been very expensive, and print costs have exceeded the justification for reasonable use; many have been discontinued. The downtown magazine collection has been evaluated and 60 titles will not be renewed next year; a few have been added that are more suitable for a highly-used browsing collection. In order to attract and maintain the interest of the growing twenty-something customer base, we've enlisted the help of staff who are voracious readers who fall into that demographic and are willing to suggest popular materials.

Approximately 6,500 unique titles and 30,000 print and media items were added to the library's collection this year. As a result of the ongoing weeding project, almost 20,000 items were withdrawn from the collection this year, the majority from the downtown location.

The use of the library's e book collection has increased slowly but steadily since the service was started. Unfortunately, several major publishers are restricting access of the newly published and high demand titles to libraries, but usage reports allow us to track the most popular authors, genres and subjects so we can regularly update the collection to reflect these interests. Urban fiction and romance are the most popular fiction genres; history and biography the most-read nonfiction, as they are in print. We are also using

this collection to offer books from smaller and independent publishers who still provide access at reasonable cost, and to supplement high-loss titles and those that have been requested but are no longer in print.

Innovative Updates

The library was upgraded to the latest Millennium software release in June. The system requires ongoing data adjustment and holdings cleanup for accurate reporting.

Encore, the public face of the catalog, is the next project, and will be coordinated with public service staff input for customization prior to the upgrade.

ARTS, CULTURAL AND HERITAGE PROGRAMS

Hartford History Center

The Hartford History Center (HHC) has begun work on a grant-funded project entitled “Hartford, the Making of a City, 1900-1930.” This project includes the digitization of more than 1,000 glass plate negatives of Hartford streets at the turn of the 20th century.

Hartford public school teacher Melissa Thom and Wadsworth Athenuem educator and community outreach professional Lauren Cross are working with the HHC curator to create an instructional guide to assist students and teachers alike in using these unique Hartford materials to further explore the humanities.

The HHC received the Institute of Museum and Library Services (IMLS) Sparks! Ignition Grant this summer to create an electronic field guide to Keney Park. The HHC will partner with the Connecticut Center for Advanced Technology to develop a prototype that will utilize interactive software with geo-location capabilities. The prototype application will provide users with videos, photos, and other resources from the library’s collection related to the city park. Targeted at middle- and high school youth, this tool will provide a new way to discover the library’s collections and assist users with individual and collective exploration of this community landmark.

The HHC received LSTA (Library Services and Technology Act) funds from the Connecticut State Library to develop a pilot program titled “Digitization 101” – a program that would 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. Last year, the HHC curator was one of 24 in the country chosen by the Library of Congress to take part in digital education and preservation training with the expectation that she would facilitate training workshops in her home state. The HHC curator is doing this in partnership with Connecticut History Online, a digital consortium with institutional members - the Connecticut State Library, the Connecticut Historical Society, the Dodd Center at the University of Connecticut and Mystic Seaport.

The HHC wrapped up the yearlong LSTA funded – “Cooking It Up! Hartford, Health and History” – a project that consisted of 10 one- hour cooking programs that featured Hartford chefs from city eateries and showcased local history through the lens of a variety of ethnic cuisines. The television programs included nutritional tips for turning traditional recipe favorites into healthier home cooking entrees. “Cooking It Up!” can be viewed online, on the library’s Hartford History Center website hhc.hplct.org , or on Hartford Public Access Television.

New material donated to the HHC this summer includes the 35-year institutional archive of Real Art Ways, Hartford’s alternative multidisciplinary arts organization. HHC staff is currently processing the materials for the special collection. Laverne Mahoney donated the Richard L. Mahoney Postcard Collection to the library – it is an outstanding holding of postcards from the late 19th and early 20th century - more than 2,000 Hartford-specific and unique scenes of the city.

At the end of August, the HHC closed two exhibitions: “There’s a Map for That!” curated in partnership with *CT Explored* magazine, and, “see real women, really see women,” a collection of photographs by Carla Ten Eyck. “There’s a Map for That!” will be displayed at the Old State House for the month of September, before moving on to the Litchfield Historical Society and, later, the Manchester Historical Society. The exact dates TBD. The library exhibit, “see real women, really see women,” will move on to Goodwin College and be on display throughout the 2012-2013 school year.

The HHC held a summer symposium on the bicycle – its past, present and future - in partnership with the City of Hartford. Moderator Tom Condon with panelists Steve Goddard, author of *Colonel Albert Pope and His American Dream Machine*; Emma

Ciervo, Hartford student and one of a 4-member team that created the national History Day award-winning documentary *The Freedom Machine*; Hartford entrepreneur TJ Clynch; Thom Deller, the city director of development services; and Norman Garrick, UConn professor of transportation and engineering, participated. More than 55 people attended the late summer symposium and actively engaged in the discussion; many commenting on the format, appreciating the historical context provided. Currently on exhibit in the glass cases outside the HHC are materials and bike-inspired art by Patrick Connolly, owner of Hartford Bike Studio, the library's new neighbor on Arch Street.

DEVELOPMENT

Grant Status

Pending — Grant applications with a total request amount of \$789,980 are pending approval. Among the proposals are requests to: **NewAlliance Foundation** (\$150,000) a 3-year grant in support of the creation of an *Explorers Club*, a camp for Betances Magnet School students K-3 that provides reading games and challenges that inspire a love of reading and decrease Summer Learning Loss; **American Library Association (ALA)/FINRA Smart Investing at Your Library** (\$99,980) in support of financial literacy workshops for youth and families; and **The Hartford Foundation for Public Giving** (\$500,000) a 3-year grant in support of YOUmedia, a digital learning center for teenagers ages 13-19 at the Downtown Library.

Received — The Library received notification of eleven awards totaling \$174,084 during April 1 through June 30. Among the grants received are: 2 grants from the **Connecticut State Library Services Technology Assistance (LSTA)** in support of multi-cultural populations (\$35,000) and the Hartford History Center (\$15,084); **The Hartford Financial Services Group** (FY 11-12: \$25,000, FY 12-13: \$50,000) in support of the Library-on-Wheels; and the **Institute of Museum and Library Services (IMLS)** (\$25,000) in support of the Hartford History Center to connect with today's youth, guide them to Library resources and assist them in developing new media skills for the 21st century. Grants confirmed during FY 11 -12 total \$1,443,849.

Individual Giving

For FY 11-12 (7/1/11 to 6/30/12) total individual giving for appeals (\$54,275); compared to FY 10-11 (7/1/10 to 6/30/11) total individual giving for appeals (\$54,029); for an increase .5%.

For FY 11-12 (7/1/11 to 6/30/12) other giving revenue: **ArtWalk**, Hartford History Center, Connecticut Center for the Book, and Capital: \$36,500.

Bookmobile Campaign

Individual contributions raised July 1, 2011 – June 30, 2012: \$7,316. Total Bookmobile funds raised through individual contributions for entire campaign: \$31,000. Additionally, a 2-year grant was provided by The Hartford Financial Services Group: \$75,000. Total revenue for Bookmobile Campaign: \$106,000.

Events

One Big Summer Night

Six hundred and thirty of its supporters, including state and local government leaders, businesses executives and media and literary celebrities, came together for the Library's dazzling annual gala, ***One Big nearly Summer Night*** at the at the CT Convention Center in Hartford on June 12.

The event, sponsored by **Connecticut Light & Power** and chaired by **Lieutenant Governor Nancy Wyman**, also featured **Arianna Huffington**, author, columnist, president and editor-in-chief of the AOL Huffington Post Media Group. Masters of Ceremonies were Eyewitness News 3, News Co-Anchor **Dennis House** and Co-Host of Better Connecticut **Kara Sundlun**.

Additionally, \$27,000 was raised for the launch of ***Itty Bitty City***, an interactive learning and discovery play space for Hartford youth and their parents.

Total event revenue: \$261,266; Individual ticket sales: \$68,232; Sponsorships: \$117,200, Program ads: \$15,825; Individual donations: \$7,001; and Auction proceeds: \$53,008. The net profit was \$127,000. In-kind support: \$83,000.

One Big Summer Night Sponsors

Presenting:	Connecticut Light & Power
Platinum:	First Niagara, The Hartford, Travelers
Gold:	The University of Connecticut, Webster Bank
Champion:	Cigna, Gengras
Advocate:	Bank of America, Capital Restoration, Fiduciary Investment Advisors, ING, Landmark Partners, SINA & Trinity College, Wells Fargo
Friend:	Adams Ahern, Anthem Blue Cross Blue Shield, Arcadis/O&G, CREC, Capital Workforce Partners, Comcast, Connecticut Center for Advanced Technology, CVS Caremark, CWPM, Data-Mail, Gilbane, Imagineers Foundation, Inc., Innovative Interfaces, Inc., Lupachino & Salvatore, Inc., Manafort Brothers, Inc., New Country Motor Car Group, Red Thread, Reference USA, Siegel, O'Connor, O'Donnell and Beck, Wells Fargo Advisors
In-Kind:	Activate the Space, CPBN, <i>Hartford Business Journal</i> , <i>Hartford Courant</i> , Hartford Distributors, Marketing Solutions Unlimited, LLC, The Pita Group, WFSB 3
Supporters:	ACT Associates, Baker & Taylor, Crystal Rock, Dalene Flooring, Carpet One, Fuss & O'Neill EnviroScience, LLC, Hoffman Auto Group, Interstate Welding and Mechanical Co. JJ Landerman Roofing Company, Inc., Midwest Tapes, Mota Brothers Asbestos, LLC, New England Painting & Remodeling, OverDrive, Inc., Pioneer Buildings of Newington, Inc., Solo Mechanical Maintenance, Tai Soo Kim Partners, Taylor Electric, Whittlesey & Hadley, P.C.

FACILITIES

- Northeast wing of Downtown Library was completed.
- Parkville Dwight branch construction on schedule to open in October 2012.
- Public art project at Albany sponsored by the Greater Hartford Arts Council underway.

- Ongoing discussions about the Library as an anchor tenant at the Swift Factory in the Northeast neighborhood.

SAFETY AND SECURITY

The Library had nineteen (19) reportable incidents in the fourth quarter of the fiscal year. Fifteen (15) reports were filed at the Downtown facility, five (5) reports of theft, five (5) medical reports, one (1) disturbance, one (1) hygiene complaint, one (1) person trapped in elevator, one (1) intoxicated customer, and one (1) smoking in bathroom. The Hartford Police assisted with five incidents.

Four (4) reports were filed by branches:

Park – (1) external plexy glass case was broken.

Ropkins – (3) young child was left unattended; another young girl was threatened by a group of six girls, and S.A.N.D school had a bomb threat.

FOURTH QUARTER MEDIA REPORT

April 1 – June 30, 2012

April 2012

<u>Headline</u>	<u>Publication</u>
College Sees Enrollment Increase	<i>Hartford Courant</i>
Players	<i>Hartford Magazine</i>
Face Time	<i>Hartford Courant</i>
Saturday @ Hartford Public Library 10am!	Twitter/CT SIGMAS
Hartford Scholastic Challenge	
Calendar of Events	<i>Hartford Advocate</i>
Public Input Sought On New Chief	<i>Hartford Courant</i>
Lectures & Literature	<i>Hartford Courant</i>
Photos and Paintings on Exhibit at LeWitt	University of Connecticut online
Jack McConnell's Photos Of Park Street At Hartford Public Library	<i>Hartford Courant</i>
Jack McConnell At ArtWalk, Hartford Public Library	WTIC-TV Channel 61
Jack McConnell Opens at ArtWalk, Hartford Public Library	<i>Hartford Courant</i>
Luis Enrique Montalvo	<i>Hartford Courant</i>

Calendar of Events	<i>Hartford Advocate</i>
Calendar of Events	<i>Hartford Courant</i>
Courant Photo Blog - Portraits	<i>Hartford Courant</i>
Living, Breathing City Life	<i>Hartford Courant</i>
Is It The Weekend Yet?	<i>Hartford Courant</i>
Emery Smith: Jazz Master In Hartford	WTIC-TV Channel 61
Just in case you missed it	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Advocate</i>
Events Calendar for Week Starting APRIL 20	<i>New Haven Register</i>
Happy Thursday!	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Advocate</i>
Calendar of Events	<i>Valley Press</i>
Pianist Emery Smith To Close 'Baby Grand' Jazz Series	<i>Hartford Courant</i>
Hartford Public Library to open new wing	<i>Republican American</i>
The Music Man	<i>Hartford Courant</i>
Hartford Public Library to open new wing	WTNH-TV Channel 8
Hartford library set to open new wing	<i>Record-Journal</i>
Help The Bookmobile	<i>Hartford Courant</i>
'Vagina Monologues' Author Eve Ensler Still Fighting And Writing To Empower Women	WTIC-TV Channel 61
Calendar of Events	<i>Hartford Advocate</i>
Calendar of Events	<i>Hartford Courant</i>
'Vagina Monologues' Author Eve Ensler Still Fighting And Writing To Empower Women	<i>Hartford Courant</i>
Champion For Women's Rights	<i>Hartford Courant</i>
Events Calendar for Week starting APRIL 27	<i>New Haven Register</i>
Hartford Time Machine	<i>Hartford Courant</i>
Rudolph Zallinger Mural Unveiled At Hartford Public Library's New American Place Room	<i>Hartford Courant</i>
Rudolph Zallinger Mural Unveiled At Hartford Public Library's New American Place Room	WTIC-TV Channel 61
Seasoned Stars Set To Get You On Your Feet	<i>Hartford Courant</i>
Huffington, Ensler To Speak	<i>Hartford Courant</i>
A Walk Down Park Street' Exhibit Opens	<i>Hartford Courant</i>
Rudolph Zallinger Mural Installed At Hartford Public Library	<i>Hartford Courant</i>
Movers & Shakers	<i>Hartford Business Journal</i>

May 2012

<u>Headline</u>	<u>Publication</u>
Semester in Hartford: Learning Through Service	University of Connecticut online
One Book One Hartford's Eve Ensler	<i>Hartford Courant</i>
A sense of place	<i>Wethersfield Life</i>
Calendar of Events	<i>Hartford Magazine</i>
Calendar of Events	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Advocate</i>
Calendar of Events	<i>Fairfield County Weekly</i>
Calendar of Events	<i>New Haven Advocate</i>
Events Calendar for Week starting May 4	<i>New Haven Register</i>
Butler-McCook House & Garden to host cultural cocktail hour	<i>Avon News</i>
Calendar	<i>Hartford Business Journal</i>
Tribute To Jackie McLean In Hartford	<i>Hartford Courant</i>
Come enjoy a (free!) film series at Hartford Public Library	<i>Hartford Courant</i>
NOH8 coming to Hartford	<i>Hartford Courant</i>
Events Calendar for Week Starting May 11	<i>New Haven Register</i>
In the Winner's Circle	<i>Hartford Courant</i>
Jackie McLean Tribute in Hartford	<i>Hartford Courant</i>
Percussionist Candido Camero Highlights Tribute To Jackie McLean	<i>Hartford Courant</i>
The Chilling Rise Of Anti-Immigrant, Anti-Muslim Bias	<i>Hartford Courant</i>
Fun for the Family	<i>Journal Inquirer</i>
Anti-Immigrant Backlash Catches Muslims	<i>Hartford Courant</i>
Lots of Jazz	<i>Hartford Courant</i>
Free Film Screenings In The Hartford Area, May 17-23	<i>Hartford Courant</i>
Free Film Screenings In The Hartford Area, May 17-23	WTIC-TV Channel 61
Kindergartner at Work	<i>Hartford Courant</i>
Artists Collective Performing Ensembles	<i>Hartford Courant</i>
Artists Collective Performing Ensembles	WTIC-TV Channel 61
Free Screenings	<i>Hartford Courant</i>
Events Calendar for Week Starting May 18	<i>New Haven Register</i>
Shana Sureck Presents Documentaries	<i>Hartford Courant</i>
Clases de Ciudadania	<i>El Sol News</i>
Tomorrow: Caregiver Forum at the #Hartford Public Library, join us!	Twitter/Alz. Association CT

June 2012

<u>Headline</u>	<u>Publication</u>
Come for a panel discussion and film on the Muslim experience in America	<i>Hartford Courant</i>
\$10,000 Grant Awarded for Parent-Child Summer Reading Program In Hartford	<i>Hartford Courant</i>
NO h8 - Courant.com	<i>Hartford Courant</i>
Travelers' Founder: Hartford's 19th-Century Renaissance Man	<i>Hartford Courant</i>
See you there!	<i>Hartford Courant</i>
Hartford Public Library Receives Community Investment Award of Excellence	<i>Hartford Courant</i>
Hartford Courant Recognizes Hartford Public Library's Albany Branch	Twitter/CT Main St Center
Hartford's Renaissance Man	<i>Hartford Courant</i>
Hartford	<i>Hartford Courant</i>
Calendar	<i>Hartford Business Journal</i>
Also This Week	<i>Hartford Courant</i>
'There's A Map For That!' At Hartford Public Library	<i>Hartford Courant</i>
Arianna Huffington	<i>Hartford Magazine</i>
HPL Artwalk	<i>Hartford Magazine</i>
Man with a plan	<i>West Hartford Life</i>
Man with a plan	<i>Glastonbury Life</i>
Man with a plan	<i>Simsbury Life</i>
Arts Explorers Program Culminates With Exhibition	<i>Hartford Courant</i>
Joining the Many Faces of 'NoH8'	<i>Hartford Courant</i>
A Chance To Talk About Hartford's iQuilt	<i>Hartford Courant</i>
Telling nonprofits where the money is	<i>Journal Inquirer</i>
Arianna Huffington at Fundraiser	<i>Hartford Courant</i>
Arianna Huffington speaks at the Connecticut Convention Center in Hartford on June 12	CT.com online
Post-Op	<i>Hartford Advocate</i>
Calendar of Events	<i>Hartford Courant</i>
Great Things To Do	<i>Hartford Courant</i>
Bridging the Gap Reading Workshop	<i>Hartford Courant</i>
Huffington Comes To Hartford - Java	<i>Hartford Courant</i>
Galleries	<i>Hartford Courant</i>
Navegadores Culturales	<i>El Sol News</i>
Arianna Huffington Appears At Library's 'One Big Summer Night'	<i>Hartford Courant</i>

Learning To Read To Succeed	<i>Hartford Courant</i>
Calendar of Events	<i>Hartford Courant</i>
Arianna Huffington speaks at the Connecticut Convention Center in Hartford on June 12	CT.com online
Hartford Hosts Riverwood Poetry Festival	<i>Hartford Courant</i>
The Main Event: Cultural Cocktail Hour at the Butler-McCook House & Garden in Hartford	<i>Hartford Courant</i>
Parent Academy Program Aims To Lower City's School Dropout Rate & Boost Student Test Scores	<i>Hartford Courant</i>
Riverwood Poetry Festival Starts Thursday	<i>Hartford Courant</i>
Hartford Library Hosts Bridging The Gap Workshop	<i>Hartford Courant</i>
Join Hartford Library Book Club's Mailing List	<i>Hartford Courant</i>
City woman, blogger earns national attention	<i>New Britain Herald</i>

There was an 11% increase in media coverage from FY 10-11 to FY 11-12.