

# Chief Executive Officer's Report

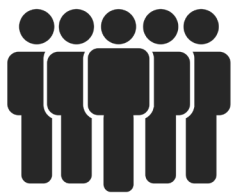
June 2019

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# JANUARY–MARCH 2019

*at a glance*



**215,512**

TOTAL VISITS



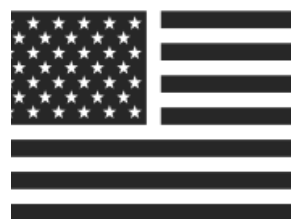
**804**

TEEN PROGRAM PARTICIPANTS



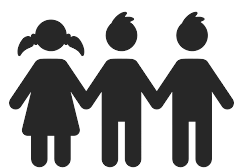
**77,491**

TOTAL CIRCULATION



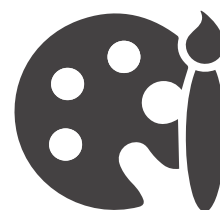
**179**

CITIZENSHIP SCREENINGS



**11,380**

YOUTH PROGRAM PARTICIPANTS



**972**

ARTWALK VISITS



**67**

INDIVIDUALS ACHIEVED CITIZENSHIP



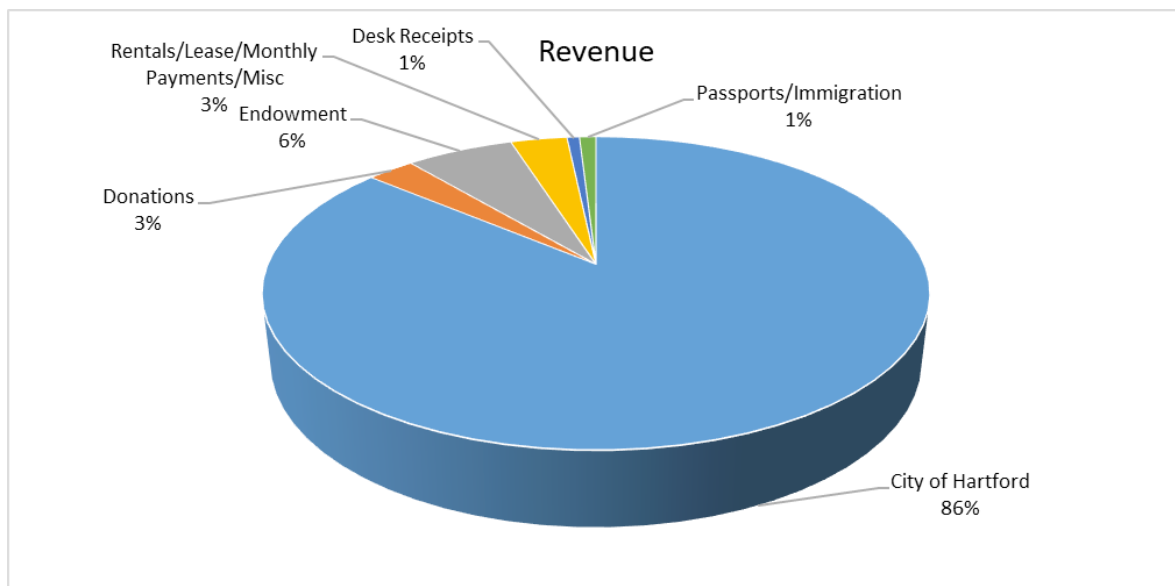
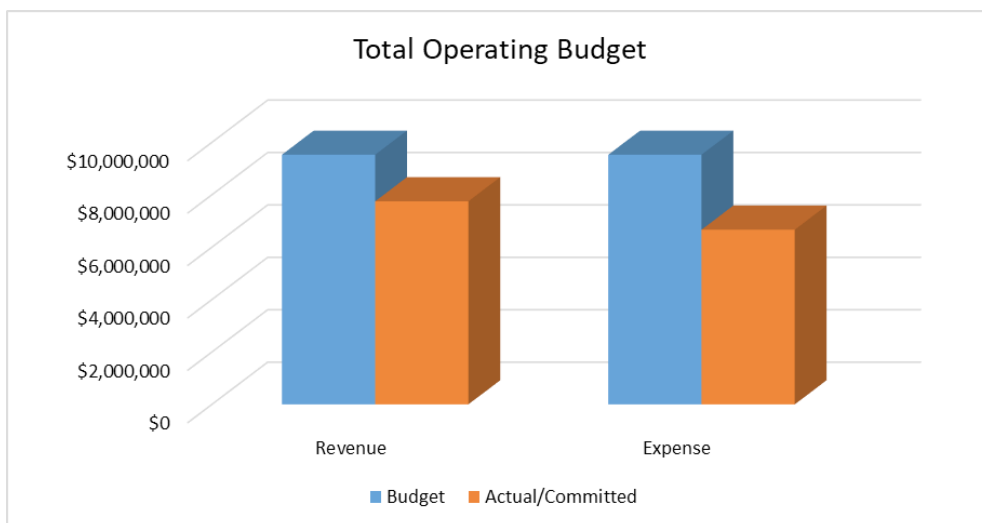
**1,181**

INTERGENERATIONAL PROGRAMS

### Fiscal Year 2019—Operating Budget Summary As of March 31, 2018—75% through Fiscal Year

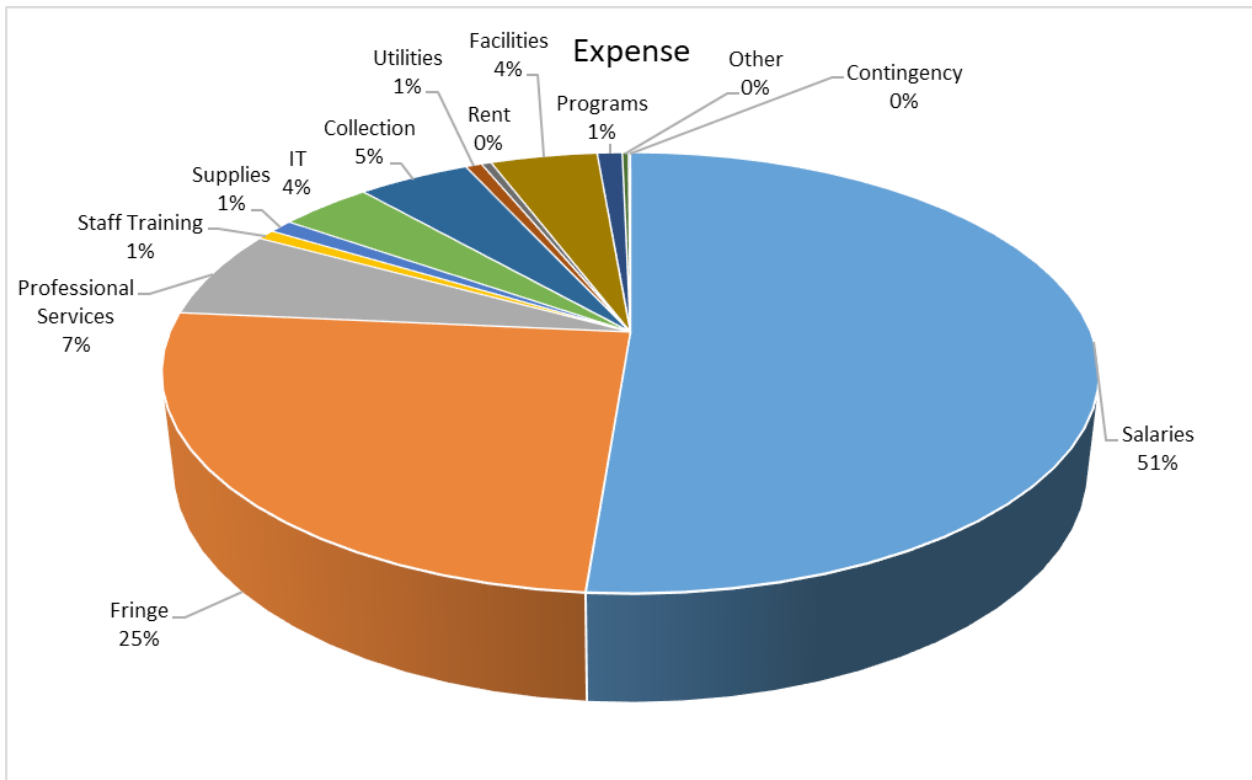
For the period ending 3/31/19, Hartford Public Library has expended an estimated total of \$6,665,250 which represents 70% of the revised operating budget of \$9,526,574. The Library has also collected an estimated \$7,749,886 in operating funds, or 81.4% of the Fiscal Year 2019 budget.

	Budget	Actual/Committed	Variance	% Revenue & Expenditure
Revenue	\$9,562,574	\$7,749,886	\$1,776,688	81.4%
Expense	\$9,526,574	\$6,665,250	\$2,861,324	70.0%
<b>Variance</b>	<b>\$0</b>	<b>\$1,084,636</b>	<b>-\$1,084,636</b>	



# finance (continued)

Revenue Account	Budget	Actual Revenue	Variance	% Collected
City of Hartford	\$8,150,000	\$6,672,500	\$1,477,500	81.9%
Donations	\$325,000	\$212,731	\$112,269	65.5%
Endowment	\$674,238	\$481,765	\$192,473	71.5%
Rentals/Lease/Monthly Payments/Misc	\$242,336	\$252,967	-\$10,631	104.4%
Desk Receipts	\$75,000	\$55,986	\$19,014	74.6%
Passports/Immigration	\$60,000	\$73,937	-\$13,937	123.2%
<b>Total Revenue</b>	<b>\$9,526,574</b>	<b>\$7,749,886</b>	<b>\$1,776,688</b>	<b>81.4%</b>



Expense Account	Revised Budget	Actual		% Expended
		Expense/Committed	Variance	
Salaries	\$5,387,216	\$3,416,990	\$1,970,226	63.4%
Fringe	\$2,208,235	\$1,679,660	\$528,575	76.1%
Professional Services	\$516,438	\$433,129	\$83,309	83.9%
Staff Training	\$65,670	\$49,427	\$16,244	75.3%
Supplies	\$77,800	\$65,767	\$12,033	84.5%
IT	\$219,810	\$254,064	-\$34,254	115.6%
Collection	\$531,823	\$308,637	\$223,186	58.0%
Utilities	\$59,157	\$45,208	\$13,949	76.4%
Rent	\$77,175	\$27,190	\$49,985	35.2%
Facilities	\$269,550	\$293,810	-\$24,260	109.0%
Programs	\$69,700	\$68,833	\$867	98.8%
Other	\$0	\$17,060	-\$17,060	100.0%
Contingency	\$44,000	\$5,476	\$38,524	12.4%
<b>Total Expense</b>	<b>\$9,526,574</b>	<b>\$6,665,250</b>	<b>\$2,822,800</b>	<b>70.0%</b>

## Fiscal Year 2019—Grant Budget Summary As of March 31, 2019—75% through Fiscal Year

	Budget	Actual/Committed	Variance	% Revenue & Expenditure
Revenue	\$1,590,883	\$840,297	\$750,586	52.8%
Expense	\$1,590,883	\$489,381	\$1,101,502	30.8%
Variance	\$0	\$350,916	-\$350,916	

## Grant Activity for 3rd QT (January–March 2019)

### AWARDED GRANTS

	Number of Grants	Grant Amount
Government	2	\$103,800
Foundations	1	\$21,000
Corporation	3	\$57,500
<b>TOTAL</b>	<b>6</b>	<b>\$182,300.00</b>

### PENDING GRANTS

	Number of Grants	Grant Amount
Government	2	\$200,000
Foundations	4	\$84,758
Corporation	2	\$110,000
<b>TOTAL</b>	<b>8</b>	<b>\$394,758.00</b>

### DECLINED GRANTS

	Number of Grants	Grant Amount
Government	1	\$100,000
Foundations	2	\$25,000
Corporation	2	\$58,200
<b>TOTAL</b>	<b>5</b>	<b>\$183,200.00</b>

## Increasing engagement with the arts through access and exposure

PROGRAM	PARTICIPATION
Museum Passes	535
78 Intergenerational Programs	5,061

**16th Season of Baby Grand Jazz:** With support from The Charles H. Kaman Charitable Foundation and partnership with the Hartford Jazz Society and WWUH 91.3 FM, we celebrated our 16th season and continued to see outstanding numbers of audience members, requiring the library to offer overflow rooms where the performance was live-streamed on “Facebook Live”, reaching a wide audience at an average of 600 views per video.

This year concert attendees wrote on HPL’s monthly evaluations:

- » “Great to see such a large, diverse audience each week at HPL!”
- » “Thank you for continuing this excellent series of concerts, gives my weekend a lift!”
- » “Very excellent choice of various Jazz Bands that I totally enjoy!”

“**Cafe HPL,**” a pop-up cafe offering coffee, tea, and packaged snacks for sale to Baby Grand Jazz concert attendees run by a series of volunteers (from HPL board members to UConn students). Concert attendees often expressed their appreciation of the cafe offerings.

**Music and Jazz with the Hartford Jazz Society:** Jazz 101 beginner level introductory 8-course to the sounds of Jazz music, and the history and culture brought in over 100 participants at each session.

**Highlighting Jackie McLean** with Cool Jazz/Hard Bop/Modal Jazz/Free Jazz workshop session in the Hartford History Center. Workshop attendees were able to review HPL materials on Jackie McLean’s life and legacy, while listening to his music within a historical context.

**Community Weaving Project:** “Woven Threads, Woven Lives”. Sandy Fromson and weavers from the Hartford Artisans Weaving Center finished the project by hosting public weaving sessions at the Downtown Library in December 2018 and at the Albany Library in January 2019. During these sessions, community members sat down at the loom, learned to weave, adding their own piece to a section of the weaving, including their first name and where they lived as their wish for Hartford.

“It’s a unification process,” said HPL Corporator Charmaine Craig, one of the weavers. The banner is “locking in our differences and our similarities in one piece of tapestry.” “God bless all the people that aim to share light and love with the world,” Alexander Ashley wrote on his tag. “Sometimes it takes a lot of effort to put positivity first,” he said. “We all need to pay it forward.”

**Breaking Barriers: Discussion and Hartford History Center Exhibit:** Select images from a Hartford History Center created exhibition pulled from Aetna’s 2017 publication, Breaking Barriers, Celebrating 35 Years of The Aetna African American History Calendar was on display at Albany Library. Panelist included HPL Corporator Charmaine Craig, known as Hartford’s Tree Lady, and Patricia Kelly, Ebony Horsewomen, both featured in the “Breaking Barriers,” book published by Aetna and Floyd W. Green III, Vice President and Head of Community Activation & Local Marketing for Aetna. The community including many of the Albany students filled every seat available.

**Performing Arts, Dance and Chorus:** “Puppetry and African American History: Tarish Pipkins and Pandora Gastelum.” For Black History Month HPL, UConn Hartford and the Ballard Institute and Museum of Puppetry partnered to host the performance featuring stories from the history of New Orleans, and tales from a puppet Frederick Douglass.

Dance Classes at HPL: “Pasos & Connections Latin Dance” led by Rey and Glendaly Bermudez and Chicago Style Steppin with the Hartford City Steppers continue.

“Madsingers” Choral Performance in celebration of Johann Sebastian Bach’s birthday as a part of the national “Bach in the Subway” series.



## HPL Bridging the Digital Divide

### Digital Services and Resources

Technology Support for Adults and Children	7,475 instances of support
WIFI Use	18,552 (24% increase from last year)
PC Use Sessions	32,592 (3% increase from last QT)
Database Use	7,959 (92% increase from last year)
HPL App Use from 80 devices in January to March	889 uses
New Card Holders	2,082
Online Card Registration	222

HPL partnered with Google to further the Library's mission in bridging the digital divide in the North End of Hartford. The Albany Library hosted Grow with Google, a full day of free digital literacy workshops to help people across the country grow their skills, careers, and businesses by offering free tools, training, and events. They offered 5 free digital skills workshops - 4 workshops for small business owners and job seekers and one train the trainer workshop, all of which were filled to capacity. An incredible, less noticeable, benefit of Google coming to the Albany Library was the community work they did. They contracted a local bakery to cater the event, and then asked the caterer to find two more local places to cater parts of the meals as well. Google worked to support our local businesses while promoting local business growth.

Mayor Luke Bronin and Senator Chris Murphy attended the event and spoke about the importance of equal access to digital literacy.

## Creating a Supportive Community for Child and Adult Learning

### PROGRAM

PECES: Padres Eficaces con Entrenamiento Sistemático at the Park Library

Teen Space Reorganization

Yoga @ the Camp Field Library

### PARTNER

Elina Torres, Facilitator

HPL Public Service Teams

West Hartford Yoga

**Three Kings Day celebration as a Dinner & Story at the Park Library.** Many children attended, ate food, and heard the book "Hurray for Three Kings Day" by Lori M. Carlson. While Graciela read the book, children and parents shared similarities & differences between their Three Kings Day traditions, and those depicted by the children in the book. While this activity was going on, representatives from the Regional School Choice Office were present helping parents fill out school lottery applications for their children. This event was a great way to promote literacy, engage families, and provide bilingual (English/Spanish) assistance with school lottery applications in the comfort of their own neighborhood.

### Albany Library - Redesign

Redesigning of the Albany Library to better accommodate the afternoon influx of children and teen patrons, created quiet spaces for adults, and differentiated between space for the general public and YOUmedia



## public services (continued)

Albany. Through a planning process that included several rounds of feedback from customers, staff, and community partners, the library space was flipped with adults taking the former YOUmedia space and children and teens being allotted the larger, central library space. The response has been great.

The teen space at Albany is now large enough to welcome the site's teen population and includes additional space for resource displays, distinct production stations, and a white board for advertising weekly programs.

### Park Library - Teen Alcove

At the beginning of this quarter, Ted and Grace presented a plan to modify their current branch design to carve out a small alcove for teens. They consolidated YA materials into one area, separated the space as much as possible, and hung colorful signage to indicate the space's intended audience.

### Barbour Library – Between the Shelves

Another small space with an active teen population, Barbour made adjustments to their shelving, collection organization, and seating to better integrate their teen population and YA resources

Supplemental Nutrition Assistance Program, University of Connecticut provided attendees from the Barbour Library information on good nutrition and how to prepare nutritious meals inexpensively. Recipes were prepared and sampled in each class.



**Take Your Child to the Library Day.** Programs planned and services offered included a library scavenger hunt (with free book giveaway for all participants), library card sign up, school choice application info and signup sessions, and henna tattoo workshops. Families also had tons of fun designing and personalizing their thoughts about the library on their canvas bags.

**Super Bookstronauts Book Club.** The book read was *Lunch Lady* and the Video Game Villain Bk 9. Each member had a month to read and later joined the group in January to talk about it. Program moderator, 2nd grader Darsh Toshniwal, did a fantastic job in steering everyone to the topic as well as allowing each participant to get a chance to talk. Popular themes discussed included class president campaign, theft, school life, school cafeteria etc. Since one of the central themes in the book was about running for class president, the group decided to create their own campaign slogans at the end of their book discussion. This exercise gave them the opportunity to not only interpret the ideas in the book but also to think and write creatively as well as share their writings with others. Lastly, the parents are totally committed in ensuring that their children read the story before coming for the discussion and ensuring that the readers come together regularly to the library for this purpose.

**YOUmedia Albany supportive dialogue for learning.** Rap Talk, youth and a mentor engage in a round table discussion about a topic of concern including violence in our communities, sexual assault, and the responsibility of the news media. Discussions are entered into slowly, using media and pop culture to ease into the conversation and DJ equipment to add sound effects like clapping or dubstep sounds.

**“Deeper Than Our Skins: Book Club.** ALA Great Stories Club Grant includes 4 books dealing with racial healing and transformation. Those texts include: *Between the World & Me* by Ta-Nehisi Coates, *Dreaming in Indian: Contemporary Native American Voices*, *Mother of the Sea* by Zetta Elliott, and *Always Running: La Vida Loca: Gang Days in L.A* by Luis J Rodriguez.

**Camp Filed Book Discussion.** *Hey, Kiddo* by Jarrett J. Krosoczka. learning circle led by Youth Service Librarian Katherine Trouern-Trend about addiction tied to “growing up in a family grappling with addiction, and finding the art that helps you survive”.

**Invention Convention after school Homework Help:** With help from Youth Service Librarian Ted McCoy, a teen from the Park Library was selected and invited to CCSU for a program that highlighted women in STEM. Access to school supplies, academic support for school projects, and learning guides are just some of the resources youth access at HPL to drive eagerly toward their futures.



# public services (continued)

## REFERENCE SERVICES

## # OF TIMES STAFF ENGAGED

Employment Reference Coaching and Questions answered	988
Collection and Library Services Reference Questions answered	9,737
Education Reference Questions answered	1,859
Social Service Referrals and Reference Questions	1,053
Case Management Services (Journey Home)	31

Partnerships with Journey Home and CRT have allowed HPL to expand service capacity to address social service needs for the public. HPL has a Youth Navigator, Downtown, two hours each week to conduct Coordinated Access Network (CAN) appointments with youth. Those appointments help young people get into shelter and access social services to support them during unstable times. So far, at the Downtown location, 31 appointments have been scheduled and 12 youth have completed their CAN intake appointments. HPL also has two case managers scheduled at the Park and Barbour Libraries one day out of the week providing case management. This service began in May.

**Hispanic Health Council and the Park Branch:** “Mujeres Empoderadas” had their first meeting at the Park Library. Conversations around domestic violence were held, and information about resources in the community were provided. Meditative coloring was introduced to the group, which the participants really enjoyed. This group was formed in collaboration with the Hispanic Health Council, the group will continue to meet every other Thursday throughout the year to discuss different topics on literacy, domestic violence, parenting, and other topics of interest.

**State Department of Labor (DoL) and YOUmedia Workshops:** Visitors from the Department of Labor including the Deputy Commissioner, the Office of Workforce Competitiveness, regional workforce development boards, OPP, CWP, and representatives from the Workforce Innovation and Opportunity Act program attended presentations in YOUmedia and took part in a workshop with mentors to identify approaches for workforce development.

YOUmedia's income-generating work with Hartford Performs continues with three outreach visits to 8th grade classrooms across the city. These classroom visits included game design and stop motion animation work with youth, and a brief presentation about other library resources.

Teen Services continued to employ seven teen and young adult interns to support work systemwide. These interns fulfilled a variety of responsibilities each day including tidying library spaces, running interest-driven programs for peers, reviewing LVL curriculum, supporting off-site college visits, and training to implement a media literacy curriculum with their peers, to name a few.



**Forecast Your Future @ the Park Library program.** Teens explored vocational resources and their aspirations for the future in a safe space, learn about what certain paths might mean, ask questions about certain vocations, and look at horizons beyond their immediate world. It allowed the youth librarian to get to know them better and target library services more effectively.

**Barbour Branch Farm to Table:** Servsafe graduates are learning about the farm to table concept in the food industry and learning how to grow vegetables. The branch manager met with Kimberly Beal, KNOX Inc. with Beverly Redd, The American Place, at the community garden to visit a community garden plot and talk about logistics for the Farm to Table students to garden this summer. Using the Library of Things Garden Tools, students will grow vegeta-

# public services (continued)

bles in a plot across the street in the community garden this coming summer. They will then have a chance to sell the vegetables at a farmer's market.

Nygel White, YOUmedia mentor, describes growth in youth interest in photography programming since a studio backdrop and light kit were added to YOUmedia. "Prior to the mentioned addition, there were about a handful of teens who showed explicit interest in photography, or anything of the sort. However, since then, every activity that has included the act of shooting/capturing subjects, has encouraged the participation of at least 10 youth. Teens are showing interest in learning how the camera functions, since they have been able to see what a photographer can produce."

**Modeling Workshops run by DaShaun Hightower in YOUmedia.** "This program has started a culture within YOUmedia that is infectious. The program has created a comradery, built up the self-confidence of the participants, and exposed the participants to new content. YOUmedia has had a major increase in attendance and a shown interest in different aspects of the fashion industry. On average, YOUmedia has a consistent group of teens that show up to every workshop enthusiastic and ready to learn." One parent attended a workshop just to tell DaShaun how much her daughter loved walking and that she was excited to see the show. DaShaun took this as a sign that youth are highly invested in this learning.

## Civic Engagement

PROGRAM	PARTNER
Hartford City Hall 101	Community Leaders
Learn to Discern	IREX

**"Hartford City Hall 101," monthly four-part series:** a pragmatic approach to instill a base knowledge to participants of the structure and processes of Hartford City Hall. Led by former Hartford City Councilor and Minority Leader Luis Edgardo Coffo, the sessions had a particular focus on City Council structure, committees, and the creation of ordinances and resolutions. So far, the series has seen steady participation from a mixture of Hartford City Officials and citizens alike.

SERVICE	OUTREACH
Municipal ID's	113
Passport Services	504
Registered Voters	14
VITA Tax Service	828
LOW Community Outreach Program Attendees	280
HPL Outreach	745
Notary Service	195

### LOW Outreach Locations

- » Literacy Night at Milner School
- » North End Senior Center
- » Woodland House Apartments
- » (HPL donated 180 books to students and their families during this event)
- » The Right Place
- » Growing Tree
- » CDI/ Head Start



HPL staff and several teens were trained in media literacy around IREX's Learn 2 Discern curriculum which resulted in an HPL team being invited to do a webinar with YALSA D.C. this June to present at the National Association of Media Literacy Educators conference.

## Readiness for School Success and Literacy

PROGRAMS	PARTICIPATION
474 Youth Programs	9,429 Participants
302 Teen Programs	2,755 Participants
Meals Served @ Albany	1,186 meals served
84 Boundless Programs	1,478 Participants



### 148 LEAP INTO LEARNING STORY TIMES DAYCARE VISITS AND OUTREACH (2,482 PARTICIPANTS)

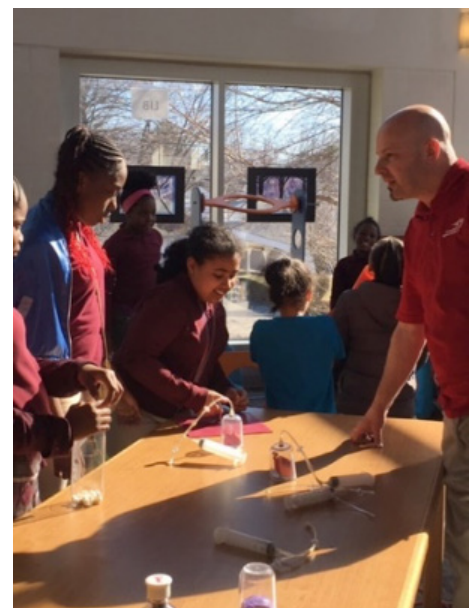
- » CRT Douglas Street
- » Trinity College Child Care Center
- » Catholic Charities El Centro
- » Hartford Neighborhood Centers
- » ELAMS
- » Our Lady of Fatima Daycare Center
- » CRT Grace Street
- » Pequain Daycare
- » Hartford Pre-k Magnet



**BOUNDLESS LIBRARY @ RAWSON** Grand Opening of Boundless @ Rawson—January 25th saw the official ribbon cutting of our new Boundless @ Rawson Library. The space is open to all students and staff during the school day and to the public on Tuesday and Thursday afternoons from 3:30-6:00. Classes visit bi-weekly to engage in activities and check out books. In their first two months of operation, Boundless Library @ Rawson checked out over 700 books. Library Media Specialist, Sara Lestage, organized a family STEM night with the CT Science Center providing hands on STEM activities for the students and families using dry ice, air pressure, and robots. There were 30 students and three families from the community who participated. As Rawson is a STEM school, partnerships and programming revolve heavily on supporting the foundations of the school climate and culture.

College NOW! offered three day-long visits to colleges this quarter including Boston College and MIT in Boston, NYU and Columbia in New York City, and University of Connecticut and University of Hartford locally. More than 30 youth participated in the trips. Youth clearly demonstrated a positive outlook for their futures and a new understanding of community resources, both near and a little bit farther. A total of 70 teens participated in the college visits. 32 FAFSA applications were submitted: 1 student submitted a CSS profile instead because of their citizenship status. 40 participants: 2 asking for help relating to their GED. 33 students have been accepted to a community college, continuing their current path, or are going to their 4 yr. institution of choice.

**BOUNDLESS HARTFORD READERS:** To date, the students enrolled in the program have visited the library 1,394 days, attended 1,257 programs, read for 460 hours and finished 1008 books.



# The American Place

## ENGLISH AS A SECOND LANGUAGE (ESL)

### ESL Instruction

10 ESL classes are offered; 5 weekday sessions, 4 Saturday sessions, and 1 evening session. The need for basic level instruction remains constant. Two of the weekday ESL classes targets newcomer English Language Learners (ELLs) enrolled in high school. These classes are part of the Linking, Learning, Belonging, and Community (LLBC) initiative funded by IMLS and focuses on both developing the students' academic skills and their sense of belonging.

### LLBC Advisory Board

On February 1, a diverse group of 14 stakeholders and community partners came together to form the IMLS/LLBC Grant Advisory Board. The following organizations were represented: Trinity College, Capital Community College, Hartford Consortium for Higher Education, The Wadsworth Atheneum, the City of Hartford, Capital Workforce Partners, Leadership Greater Hartford, and Hartford Public Schools which includes one of the student's parents. Advisory Board members were updated on program activities and possible future collaborations.

### LLBC Experiential Learning

On March 6, twenty-eight students from the After-School LLBC program participated in a tour of Capital Community College. The students met with representatives from Admissions and Financial Aid, and heard from CCC students who were former ESL Program enrollees. Also in March, two students witnessed democracy in action by attending a meeting of the City of Hartford Commission on Refugee and Immigrant Affairs.

### LLBC Leadership Development

On March 13, the new Leadership Development series, delivered by Leadership Greater Hartford, kicked off. Twelve students from LLBC's "Next Steps" program participate each week in workshops on topics such as team building, community awareness, public speaking, valuing diversity, etc. A highlight was a collaboration with the Hartford History Center as students learned about "Hartford History Makers" who used their leadership skills to benefit their community. These students then opted to volunteer their school vacation time to perform community service at St. Elizabeth House/Mercy Housing and Shelter.

## ASYLUM HILL SATURDAY ACADEMY

Based on the fall's steady attendance rates in the program's initial two class offerings—Spanish-as-a-Second Language and Basic Citizenship—located in HPL's West Middle Community School space, services resumed after the holidays on January 19th continuing both classes which are running at room capacity. A decision was reached to add another section of Spanish aimed at providing instruction to the new group of 10 beginner-level learners who appeared on January 19th. Class popularity increased due

to the fall class cohort's word-of-mouth communications with their networks of colleagues and friends.

## CITIZENSHIP

While we have scaled down the scope of services for immigration legal counseling, and introduced nominal fees, the demand for such services has not diminished. Our current wait time for application support is 3 months, and Citizenship class attendance remains at capacity.

On February 21, 2019, the Lead Immigration Counselor was invited to attend a meeting with the Field Director of the Hartford USCIS office and directors of the American Immigration Lawyers Association (AILA). It was an opportunity for practitioners to share their experiences and ask questions regarding the operation of the field office.

### Case Highlights

A young adult Burmese refugee suffers from untreated Wilson's Disease. The disease is a genetic disorder that has rendered him quadriplegic and cognitively challenged. The benefit of US citizenship will allow him to continue to receive medical benefits. Our lead immigration counselor visited the home to complete the N-400 application and with the support of a volunteer social worker, special transportation was later arranged for his Naturalization interview at the USCIS office. On March 19th, he passed and was sworn in that same day.

A former translator for the US armed forces in Iraq, one of our clients came to the United States via recommendation from US military personnel. Suffering from PTSD, his physician supported the application for him to receive an exception to the testing requirements. The exception was granted and the client was able to naturalize.

## WORKFORCE READINESS

Three Servsafe Food Handler and one Servsafe Manager Certificate trainings are being offered this winter/spring cycle, each averaging an attendance of 15 students. An additional Restaurant Server Certificate training has been added to the offerings focused on the front-end of restaurant operations. The certificate is endorsed by the American Hotel & Lodging Educational Institute (AHLEI), a division of National Restaurant Association.

## DIGITAL LITERACY

Crossroads2Connectivity (C2C) is off to a good start. To date, 17 students have participated in the device-lending component of the program. Computer classes are well attended offering instructor-led trainings focusing on the basics. Upon completion, students continue their learning by accessing the C2C-curated Website containing online self-guided tutorials/courses. Students obtain the nationally recognized Northstar Digital Literacy Certificate when they successfully complete a series of digital literacy assessments administered via TAP, an approved testing location. The certificates provide an important credential for employment. Flavia Perea, Director of the Mindich Program

# The American Place (continued)

in Engaged Scholarship at Harvard was secured as the C2C Program evaluator.

## TAP VOLUNTEERS

Three new volunteer tutors were trained and matched with students in February. At their initial interview, each candidate expressed that his/her chief motivation involved a conscious decision to turn off cable news and find an outlet for offering their positive support and expertise to local immigrants and refugees by serving as a Citizenship Coach or ESL Conversation Buddy.

## TAP COMMUNITY ENGAGEMENTS

Homa Naficy and Nancy Caddigan co-presented at Yale's Refugee Health Conference held at Yale School of Medicine in late March. This year's theme was Physical and Mental Health of Refugees: Supporting Families. Other panelists included Jake Halpern, Journalist & Pulitzer Prize-winning author of "Welcome to the New World"; and representatives from Family Centered Services of CT; New Haven Legal Assistance Association; IRIS, CIRI; Jewish Community Alliance for Refugee Resettlement; and, Elena's Light.

	JAN	FEB	MAR
<b>Beneficiaries: Immigrants</b>			
Citizenship screenings	64	48	67
Citizenship Consultations	38	39	37
Citizenship apps. prepared & submitted	26	35	33
Green Card Renewals prepared & submitted	9	15	15
Individuals achieved Citizenship	19	15	33
Citizenship Classes @ CTRL	14	14	16
Citizenship Attendance @CTRL	210	202	256
<b>Beneficiaries: ELLs</b>			
ESL Classes CTRL youth	7	10	16
ESL Attendees CTRL youth	77	129	193
ESL Classes CTRL	12	16	17
ESL Attendees CTRL	318	414	376
ESL Classes @ Dwight	5	4	1
ESL Attendance @Dwight	31	21	9
ESL Classes @Asylum Hill	2	4	4
ESL Attendance @Asylum Hill	26	67	55
Food Handler/Servsafe Classes @CTRL	16	11	18
Food Handler/Servsafe Attendance @CTRL	203	132	181
Classes @ Barbour	7	7	8
Attendance @ Barbour	85	86	161
Drivers Prep Classes CTRL	0	7	6
Drivers Prep Attendance CTRL	0	83	48
<b>Beneficiaries: Non-high school completers</b>			
GED Testing	13	8	8
<b>Beneficiaries: Unemployed / Dislocated</b>			
Total AJC services	180	170	184
Total AJC customers served	120	89	81
<b>Beneficiaries:</b>			
Digital Literacy Classes	12	7	12
Digital Literacy Attendance	63	66	108
Classes @ Barbour	0	1	4
Attendance @ Barbour	0	5	19
<b>Beneficiaries: Tutees/tutors</b>			
# of volunteers	18	36	39
# of volunteer hours	44	96	104
<b>Beneficiaries: Lifelong Learners</b>			
Spanish Classes @ Asylum Hill	1	4	4
Spanish Attendance @ Asylum Hill	11	34	46

# Hartford History Center & ArtWalk

Hartford History Center					
Visits	2019-01	2019-02	2019-03	<b>Total</b>	<b>792</b>
DOWNTOWN	168	238	386	792	
Online Visits	2019-01	2019-02	2019-03	<b>Total</b>	<b>24,097</b>
DOWNTOWN	7,107	8,075	8,915	24,097	
Art Walk Visits	2019-01	2019-02	2019-03	<b>Total</b>	<b>972</b>
DOWNTOWN	349	243	380	972	
Reference Question	2019-01	2019-02	2019-03	<b>Total</b>	<b>616</b>
DOWNTOWN	207	196	213	616	

Hartford History Center Programs					
Programs	2019-01	2019-02	2019-03	<b>Total</b>	<b>21</b>
DOWNTOWN	3	7	8	18	
ALBANY BRANCH LIBRARY		1		1	
DWIGHT BRANCH LIBRARY		2	2019-03	2	
Attendance	2019-01	2019-02	380	<b>Total</b>	<b>817</b>
DOWNTOWN	112	171		663	
ALBANY BRANCH LIBRARY		57		57	
DWIGHT BRANCH LIBRARY		97		97	

## PARTNERSHIPS:

### *Stronger relationships among community organizations*

- » The Hartford History Center partnered with several institutions and community organizations to bring two months of events and exhibitions that pertain to the human experience of the Connecticut prison system to members of our community. Partnerships for States and Incarceration and complementary programming included: Community Partners in Action Prison Arts Program, University of Connecticut including the Humanities Institute, Humanities Action Lab at Rutgers University-Newark, Judy Dworin Performance Project, Charter Oak Cultural Center, and Groundswell Ensemble Theatre.
- » Hartford History Center met with representatives from Faith Congregational Church to create a well-attended panel discussion on May 2 which focused on the history of Talcott Church and the social justice movement in Hartford as seen through the lens of this church. Discussion is also underway to create a physical marker at the site of their original church, Talcott Street Congregational Church, which is celebrating 200 years in 2019. This partnership also includes CT Humanities, the Old State House, Capitol Community College, The Amistad Center for Art and Culture, Real Art Ways, and local community historians Steve Thornton and Chief Charles Teale.



# HHC & ArtWalk (continued)

## YOUTH EDUCATIONAL PROGRAMMING:

*Deeper understanding of self and connection to community by learning Hartford history*

- » Hartford History Center staff brought Billings Forge Café Youth Program interns on a tour of the Library, with a focus on the art throughout the building including showcasing our Romare Bearden and Elbert Weinberg collections.
- » High school students from the CT River Academy came to visit the Hartford History Center to learn about Hartford in World War II through primary source exploration and an accompanying exhibition.
- » 8-12 year olds from the YMCA Wilson/Gray Branch visited the Hartford History Center as part of their Black History Month programming, where they learned about our Hartford History Makers, prominent African American community change makers, and drew their own portraits and imagined themselves as future change makers in their city.
- » Recent teen arrivals from 7 African nations to Hartford who participated in the Youth Leadership Program with The American Place in partnership with Leadership Greater Hartford visited the Hartford History Center to discuss and compare leadership qualities of Hartford History Makers with that of home country heroes and heroines.

## PROGRAMS/EXHIBITIONS:

*Increased engagement with the arts and humanities through access and exposure*

- » We had two ArtWalk exhibitions bringing new audiences to view collage work by Rashmi Talpade and 40 years' worth of art created by Connecticut inmates who participated in the Community Partners in Action Prison Arts Program.
- » In February, we exhibited reproductions of the entire run of the US Postal Office's Black Heritage Stamp Collection in the Hartford History Center, curated by Bridgeport collector Alicia Labrador.
- » In February and March, we displayed "Hartford Icons," significant buildings, monuments, and views that were depicted by artists in the nineteenth and twentieth centuries.
- » In February and March, we displayed our exhibition, "Hip Hop in Hartford: 1981-1991" in the Dwight Library and included a reception and Black History Month program with the Parkville Senior Center, engaging a wide range of communities members in the story of the early 1980s and 1990s hip hop scene in Hartford.
- » In February and March, we displayed the "Breaking Barriers" exhibition at Albany Library and included a program featuring Floyd Green of Aetna and two Hartford women that were featured in Aetna's African American history calendar over the past 35 years it's been in production.



- » In March, we displayed materials from our Business and Professional Women's Club of Hartford collection alongside portraits and stories of five contemporary Hartford women in business and included a panel with four of the five women to discuss their journeys in creating and sustaining businesses in Hartford.
- » Our 3rd season of the Encounters program in partnership with UConn's Humanities Institute continued with Encounters: States of Incarceration, which packed the History Center with an audience interested in talking about the history and impact of the current state of the criminal justice system.

## RESEARCH HIGHLIGHTS:

*Deeper understanding of self and connection to community by learning Hartford history*

Images from the Hartford Times image morgue were scanned for inclusion in the Hartford Stage "Detroit '67/ Hartford '67" exhibit. In the process, we discovered that in 1967, the Ropkins branch manager was a priest!

Our photographs, scrapbook, and recordings were reviewed by the Chicago-based Open Ring Circus in preparation for a 75th anniversary circus production memorializing the 1944 Hartford circus fire.

Over several months, UConn professor Dr. Fiona Vernal's student interns visited the Hartford History Center in order to locate information and images for their exhibition "From Civil Rights to Human Rights: African American, West Indian, Puerto Rican Housing in Hartford, 1940-2019"

Connecticut Fair Housing staff member Fionnuala Darby-Hudgens reviewed and chose photographs from our Hartford Times, Hartford Collection, and DeBonnee photograph collections for an exhibition in the Legislative Office Building.

Paul Hensler did research on the Bob Steele collection and will be using original photographs from the collection in his new biography on Bob Steele, a Hartford radio personality.

# HHC & ArtWalk (continued)

## COLLECTION DEVELOPMENT HIGHLIGHTS:

### *Preserving history of Hartford for future generations*

- » Our Hartford Jazz Greats Oral History project continued with the filming of an interview with Ray Gonzalez.
- » Our North End Stories Project kicked off with the filming of a roundtable on the history of an extinct neighborhood on Windsor Street called "The Bottom," featuring William "Rab" Smith, HPL Board member Steven Harris, and moderated by Chief Charles Teale.
- » We are awaiting phase boxes, custom made archival enclosures, for the Noah Webster pamphlet collection, which were collected, bound, and donated to the Hartford Library Company by Noah Webster himself. The custom boxes are necessary, as no two are the exact same size. They will prolong the life of these unique volumes.
- » Our herbariums were brought to the Northeast Document Conservation Center in Andover, MA, to get a quote for conservation. Herbariums are scrapbooks holding dried plants, and these two albums are important pieces of the Hartford City Parks collection.
- » Cataloging of the Hartford imprints and the periodical collection continues. Over 500 records have been entered into Sirsi so far. Notable imprints include a two-and-a-half square inch History of the Bible and a work by noted 19th century educator Emma Willard, inscribed to Mrs. Sigourney with the author's compliments. While many of the items in these collections are also held by the State Library and the Connecticut Historical Society, others, such as periodicals The Hartford Downtowner and Ecos de la Comunidad, are unique to our holdings.
- » A new database, Digitized Hartford Courant, is available to all in the library or who hold a HPL card. This fabulous resource provides full page images of the Courant from 2008 – present.
- » Volunteer Maureen Heher is processing, preserving and producing a digital finding aid for the Center City Churches Collection (1969-1980's). Center City Churches was the precursor organization to Hands On Hartford.
- » New findings aids for the following collections have been added to our website: David C. Mahoney Company Records, Hartford Public Library Scrapbook Collection, Smith Edwards Architects Photograph Collection, and the Veteran City Guard of Hartford Collection
- » Archivist Jennifer Sharp attended the National Council on Public History conference here in Hartford at the end of March. The theme of the conference was "Repair Work," with many sessions being about making the historical narrative more inclusive.





**Following a reorganization in late 2018, the Communications Department moved forward in several areas during the third quarter of FY 2018–19.**

The process for creating flyers, calendar posts and other forms of promotion for library events and programs was streamlined by the adoption of an online request form. This has resulted in more timely production of materials, enhanced inter-departmental communication and more effective allocation of time for staff.

In January, the library's E-News, a weekly update sent out to over 6,000 subscribers, was redesigned. In addition to more modern graphics, the new E-News makes greater use of interactive links to increase readability, especially for those viewing it on their smart phones (this currently constitutes approximately one third of subscribers).

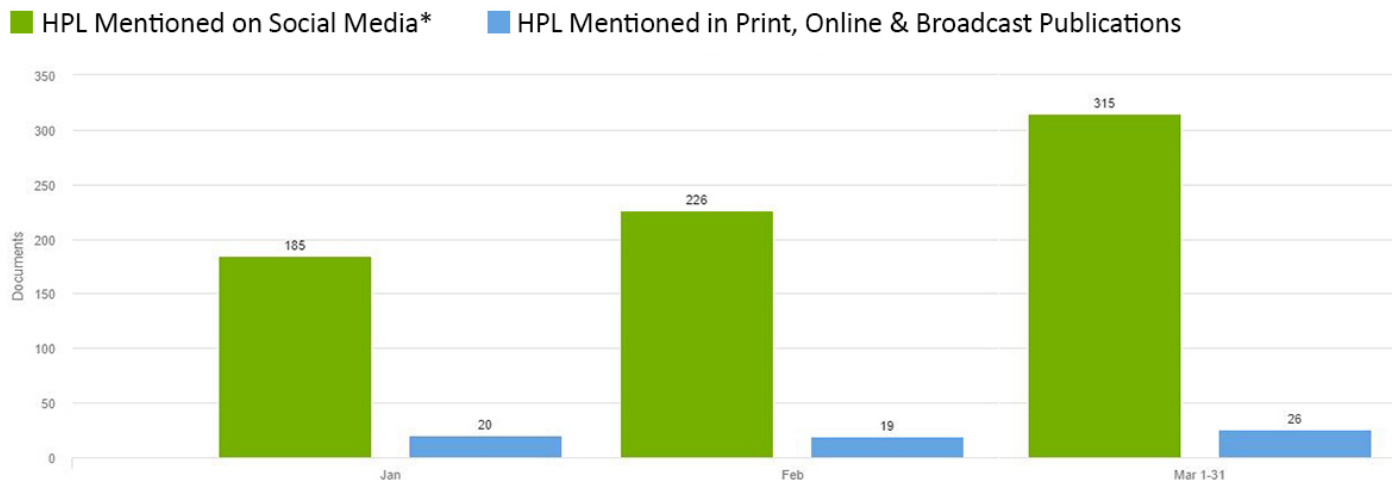
The department's social media strategy was also revamped in the Third Quarter. In February, the department began utilizing Meltwater, a media monitoring company. Meltwater provides both raw data and analysis of conventional and social media coverage of Hartford Public Library. This data is crucial to directing and enhancing the department's social media efforts.

However, online research cannot provide a full picture of how library news and information is communicated, since a significant portion of Hartford residents do not have regular and reliable internet access. To obtain that full picture, the Communications Department is planning to conduct an extensive survey of library patrons to determine how



they receive news about library events and programs, whether it's through an "e-blast" to their phone or from a flyer posted on the bulletin board of their church. With so many channels available to communicate information, it is now critical to concentrate resources on those channels which garner the best results in order to maximize productivity.

## Hartford Public Library: Total News Hits (Jan. 1, 2019 - Mar. 31, 2019)



\*Does not include Instagram

# communications (continued)

The extremely dynamic and increasingly valuable nature of social media means that ongoing education in the medium is necessary on a weekly, if not daily, basis. Because of this, the Communications Department staff and several other HPL employees attended a workshop in early March presented by, Emily Zangari, Manager of Social and Emerging Media for the University of Connecticut. Emily stressed the critical need for implementing and following a strategic plan for all social media channels, especially in terms of timing and frequency of posts.

The Communications Department's social media strategy now includes Instagram, Facebook and Twitter. Going forward, LinkedIn will also be utilized as a social media communications tool. All four are tailored to a specific audience in terms of both style and content. The library's Instagram account has been reactivated and is directed toward a younger audience. Posts are made Monday through Friday, often utilizing certain popular hashtags, such as "Motivational Monday" and "Book Face Friday," as well as promoting HPL-specific events and services. On the other hand, Facebook is directed toward a more mature audience. Posts are made about four times a week and feature both photos of recent library activities and announcements of upcoming events and programs. Twitter is directed toward members of the press, government

officials and community organizations. Posts are made seven days a week, and present library news in as concise a manner as possible. Like the redesigned E-News, all social media posts rely heavily on interactive links to direct readers to details of programs and events in which they have a particular interest.

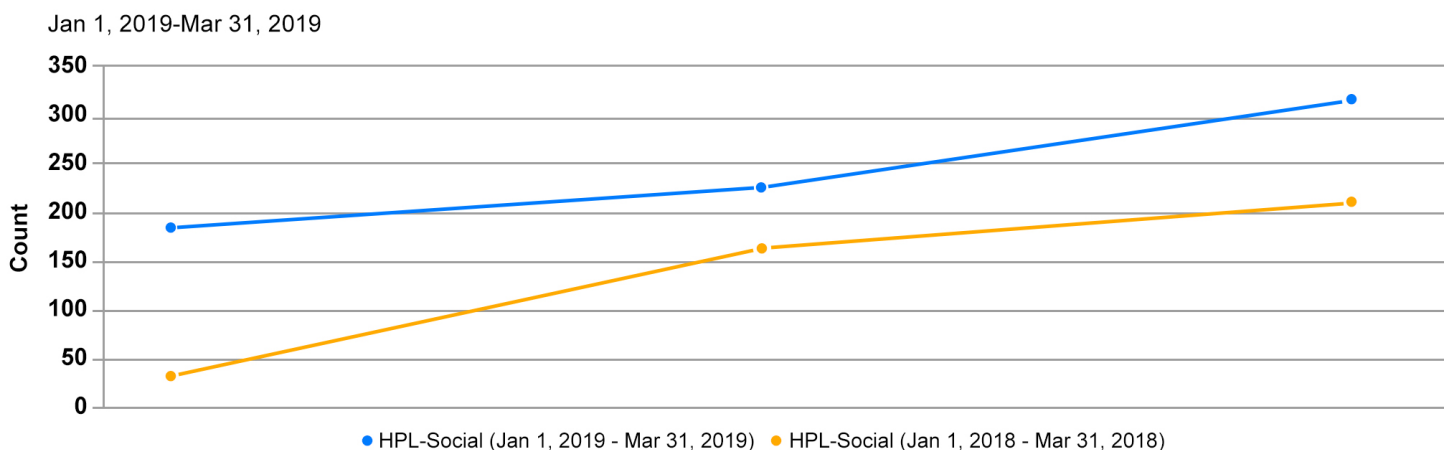
Despite the increased time devoted to social media, the department has also kept active in local community newspapers, including the Hartford Inquirer, Hartford News, Identidad Latina and Northend Agent's.

Graph showing the increase in HPL social media activity from the 3rd Quarter, FY 2017-2018 to this year. The graph was generated by Meltwater, a media-monitoring service which the Communications Department began using in February.

Sample of clippings from local community newspapers. Along with an increased concentration on social media, the Communications Department has continued to supply photos and press releases to conventional media outlets.

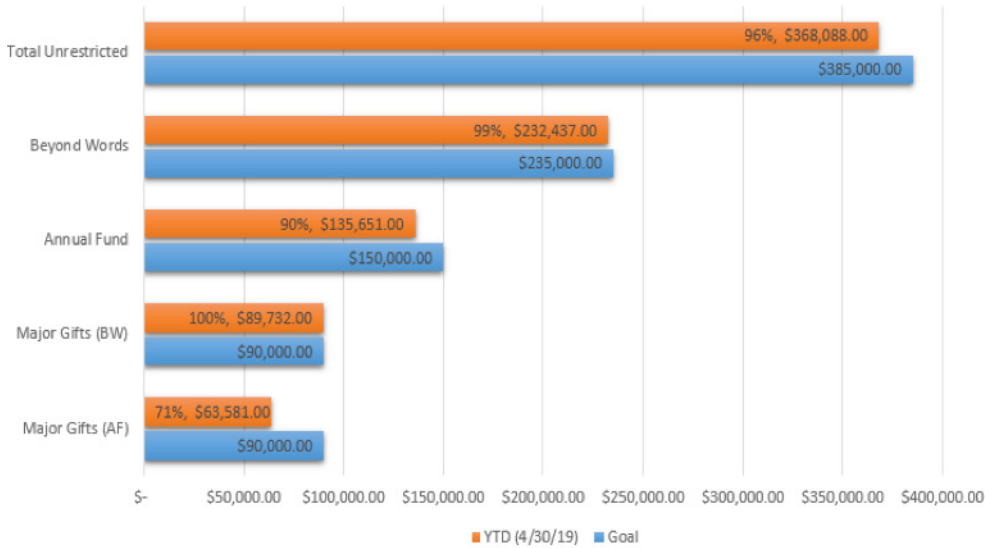
Cake decorating class at Camp Field Library in April. Recording as many library events as possible for the record remains a prime duty of the Communications Department.

[Dashboard > HPL 3rd Quarter...](#) > Media Exposure YoY Social ▼



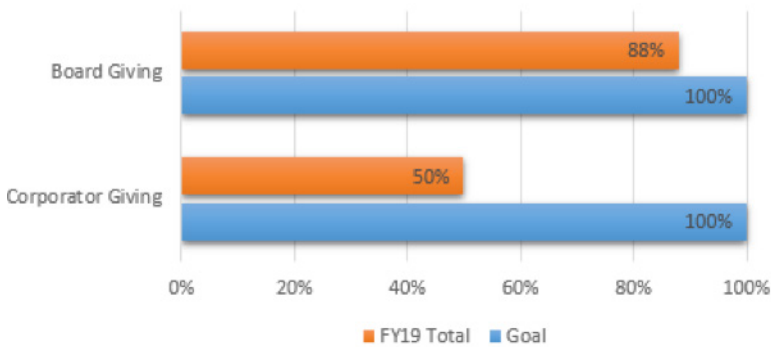
## Progress on FY 2018-19 Goals

### FY19 Unrestricted Giving



The Development Office launched a Spring Appeal in April 2019.

### BOD & Corporator Giving



Author Susan Campbell (center) discussed her new book, "Frog Hollow: Stories from an American Neighborhood," with Dr. Leslie Torres-Rodriguez (left), Superintendent of Hartford Schools, and Bridget Quinn-Carey, HPL CEO, in May.



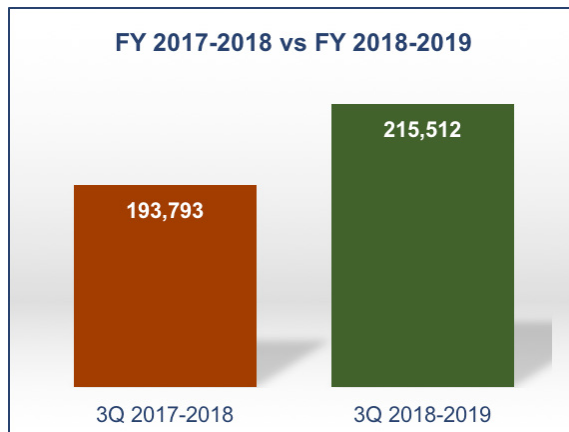
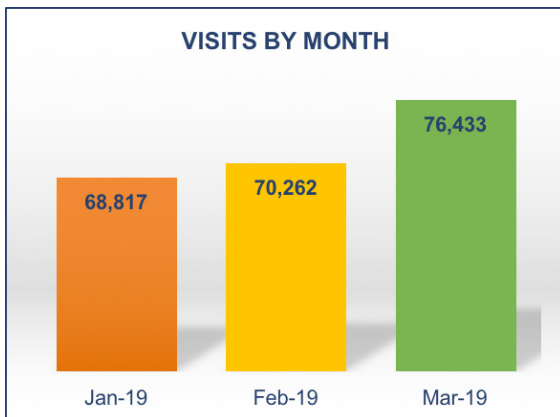
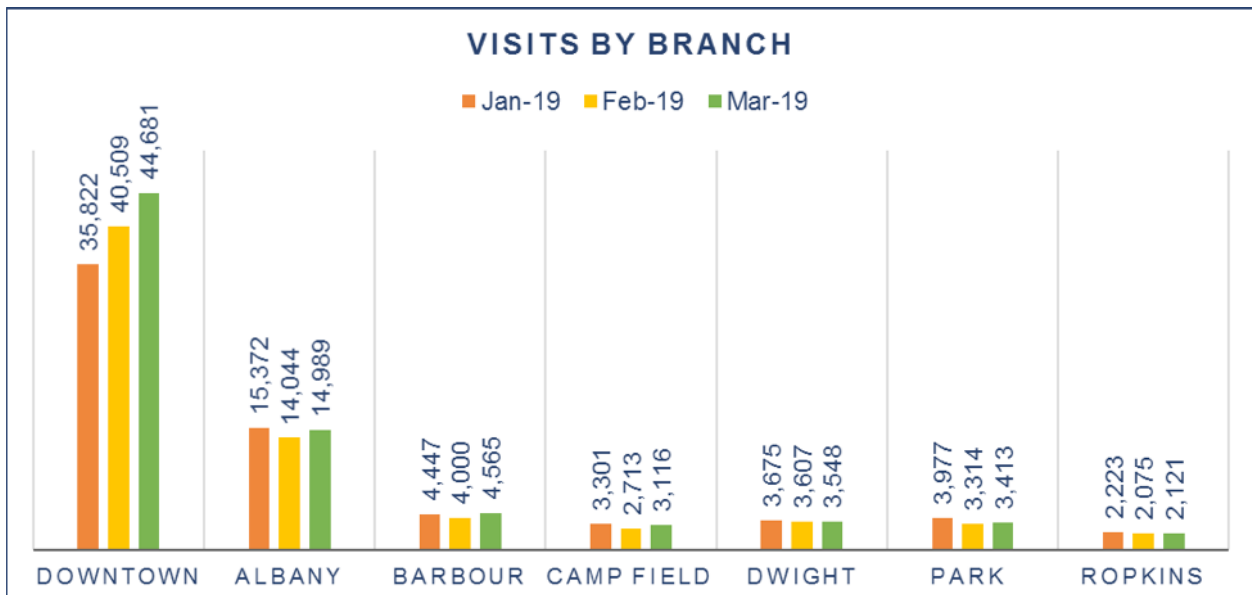
HPL Corporator Sandy Bender Fromson assisting Board Member Mark Overmyer-Velázquez for her "Woven Threads, Woven Lives" community weaving project.



Kate Rushin's poem in honor of HPL's 125th anniversary was woven into the banner.

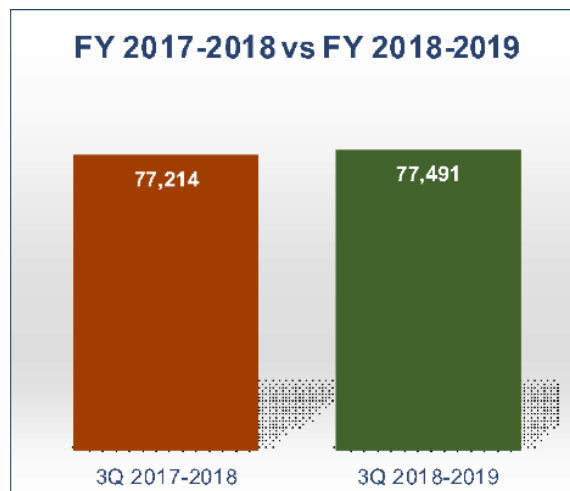
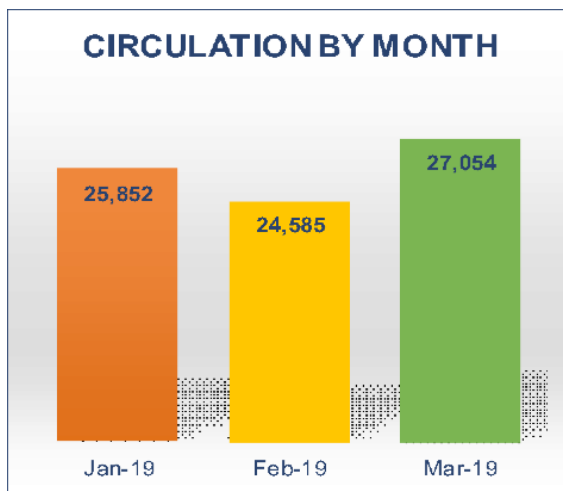
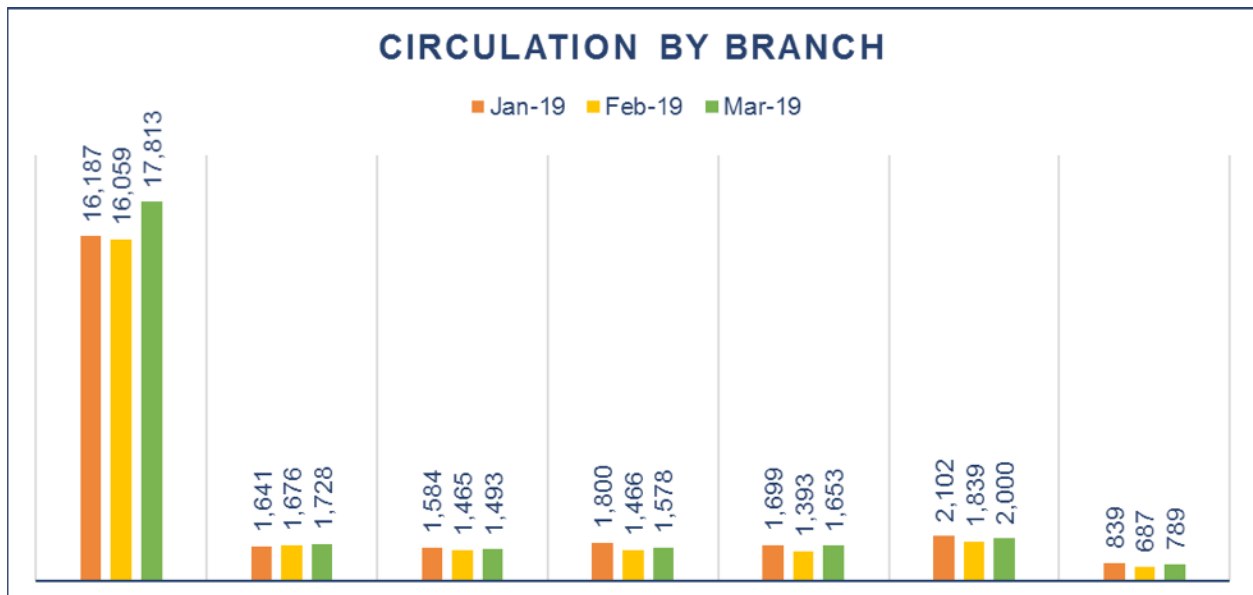
**3RD QUARTER FY 2018-2019  
JANUARY-MARCH, 2019**

3rd QUARTER HPL VISITS FY 2018-2019							
Branch	Jan-19	Feb-19	Mar-19	3Q 2018-19 Totals	3Q 2017-18 Totals	Difference	%
Downtown	35,822	40,509	44,681	121,012	110,814	10,198	9%
Albany	15,372	14,044	14,989	44,405	35,750	8,655	24%
Barbour	4,447	4,000	4,565	13,012	5,345	7,667	143%
Camp Field	3,301	2,713	3,116	9,130	12,256	(3,126)	-26%
Dwight	3,675	3,607	3,548	10,830	11,050	(220)	-2%
Park	3,977	3,314	3,413	10,704	15,403	(4,699)	-31%
Ropkins	2,223	2,075	2,121	6,419	3,175	3,244	102%
<b>Totals</b>	<b>68,817</b>	<b>70,262</b>	<b>76,433</b>	<b>215,512</b>	<b>193,793</b>	<b>21,719</b>	<b>11%</b>



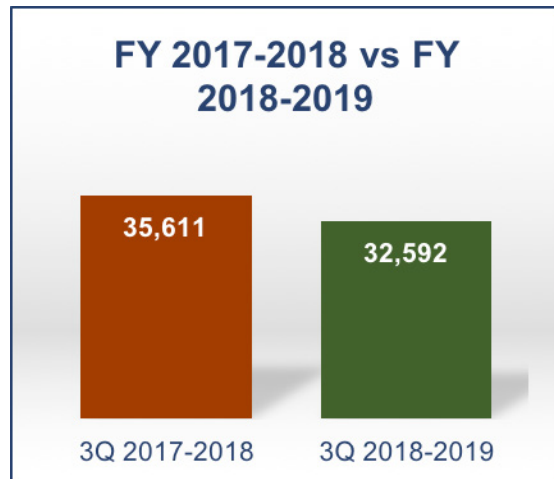
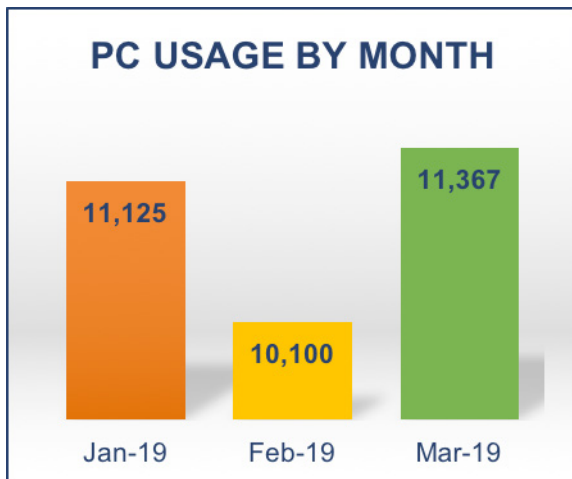
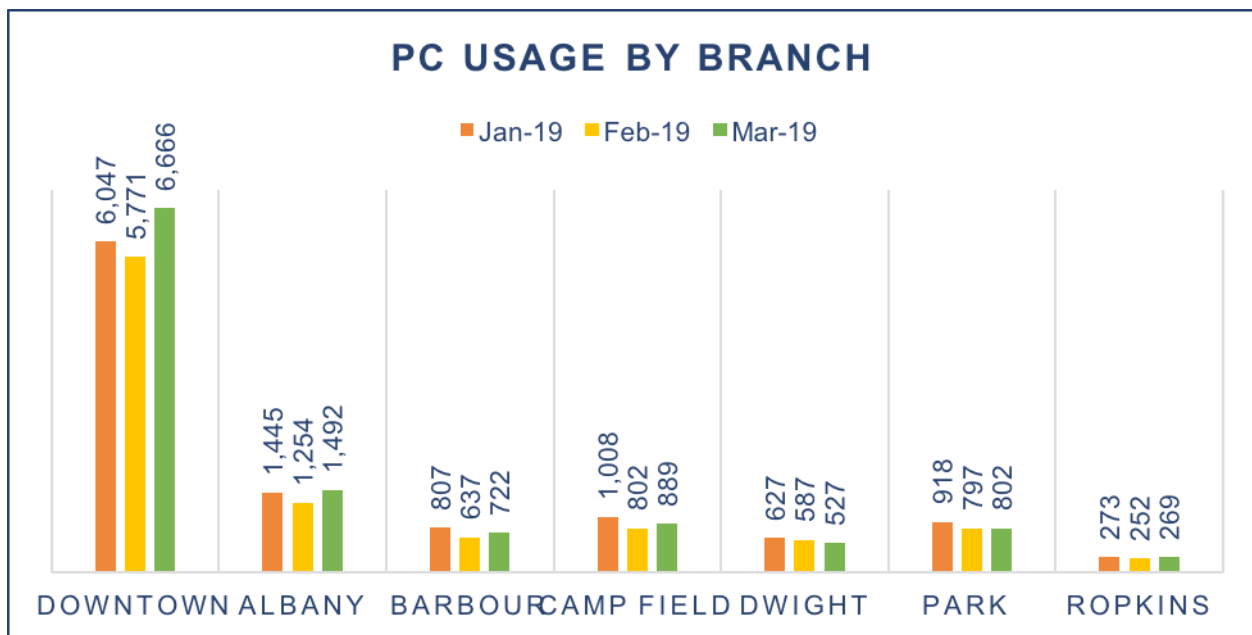
**3RD QUARTER FY 2018-2019  
JANUARY-MARCH, 2019**

3rd QUARTER HPL CIRCULATION FY 2018-2019							
Branch	Jan-19	Feb-19	Mar-19	3Q 2018-19 Totals	3Q 2017-18 Totals	Difference	%
Downtown	16,187	16,059	17,813	50,059	48,331	1,728	4%
Albany	1,641	1,676	1,728	5,045	6,893	(1,848)	-27%
Barbour	1,584	1,465	1,493	4,542	4,564	(22)	-0.5%
Camp Field	1,800	1,466	1,578	4,844	4,401	443	10%
Dwight	1,699	1,393	1,653	4,745	4,685	60	1%
Park	2,102	1,839	2,000	5,941	5,391	550	10%
Ropkins	839	687	789	2,315	2,949	(634)	-21%
<b>Total</b>	<b>25,852</b>	<b>24,585</b>	<b>27,054</b>	<b>77,491</b>	<b>77,214</b>	<b>277</b>	<b>0.4%</b>



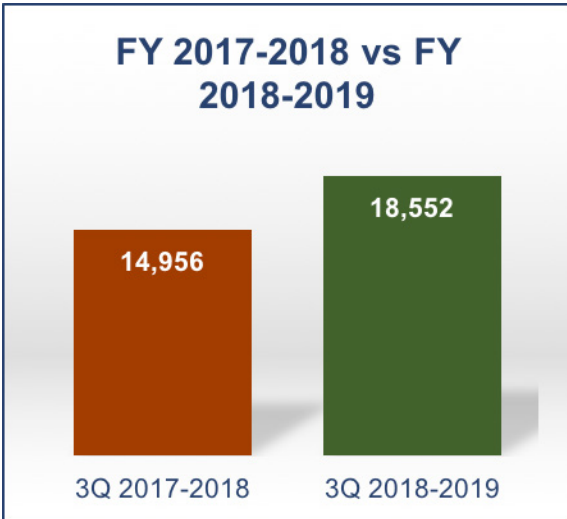
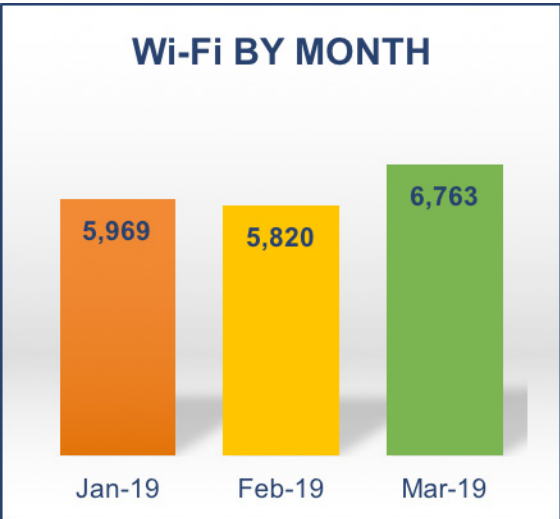
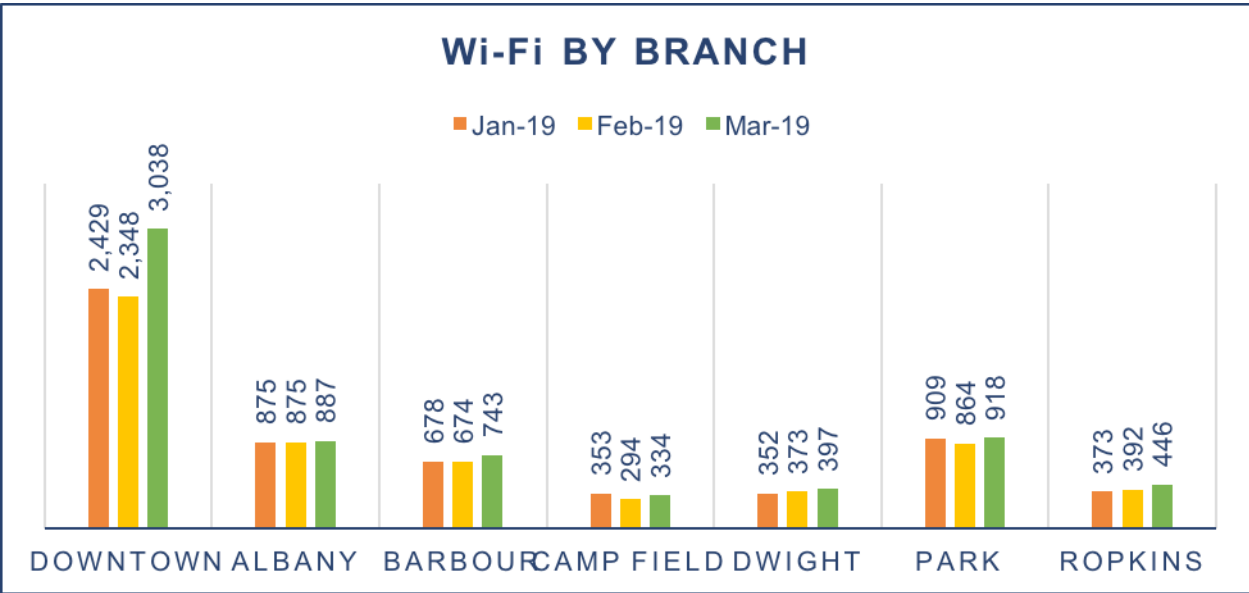
**3RD QUARTER FY 2018-2019  
JANUARY-MARCH, 2019**

3rd QUARTER HPL PC USAGE FY 2018-2019							
Branch	Jan-19	Feb-19	Mar-19	3Q 2018-19 Totals	3Q 2017-18 Totals	Difference	%
Downtown	6,047	5,771	6,666	18,484	19,018	(534)	-3%
Albany	1,445	1,254	1,492	4,191	5,036	(845)	-17%
Barbour	807	637	722	2,166	2,236	(70)	-3%
Camp Field	1,008	802	889	2,699	2,812	(113)	-4%
Dwight	627	587	527	1,741	1,718	23	1%
Park	918	797	802	2,517	3,697	(1,180)	-32%
Ropkins	273	252	269	794	1,094	(300)	-27%
<b>Total</b>	<b>11,125</b>	<b>10,100</b>	<b>11,367</b>	<b>32,592</b>	<b>35,611</b>	<b>-3,019</b>	<b>-8%</b>



**3RD QUARTER FY 2018-2019  
JANUARY-MARCH, 2019**

3rd QUARTER HPL Wi-Fi USAGE FY 2018-2019							
Branch	Jan-19	Feb-19	Mar-19	3Q 2018-19 Totals	3Q 2017-18 Totals	Difference	%
Downtown	2,429	2,348	3,038	7,815	7,560	255	3%
Albany	875	875	887	2,637	1,778	859	48%
Barbour	678	674	743	2,095	745	1,350	181%
Camp Field	353	294	334	981	1,081	(100)	-9%
Dwight	352	373	397	1,122	737	385	52%
Park	909	864	918	2,691	2,387	304	13%
Ropkins	373	392	446	1,211	668	543	81%
<b>Total</b>	<b>5,969</b>	<b>5,820</b>	<b>6,763</b>	<b>18,552</b>	<b>14,956</b>	<b>3,596</b>	<b>24%</b>



**3rd QUARTER PROGRAMMING**  
**January - March, 2019**  
**FY 2017-2018 vs FY 2018-2019**

FY 2017-2018	3rd Quarter	
Downtown	Programs	Attendance
American Place	282	3,282
Hartford History Center	22	900
Programming	65	4,215
Youth Department	132	3,333
YOUmedia	68	363
<b>Totals</b>	<b>569</b>	<b>12,093</b>

FY 2018-2019	3rd Quarter	
Downtown	Programs	Attendance
American Place	230	3,298
Hartford History Center	18	663
Programming	78	5,061
Youth Department	101	1,740
YOUmedia	119	804
<b>Totals</b>	<b>546</b>	<b>11,566</b>

FY 2017-2018	3rd Quarter	
Branches	Programs	Attendance
Albany Adult	19	438
Albany Youth	102	4,472
Barbour Adult	53	217
Barbour Youth	85	1,151
Camp Field Adult	6	19
Camp Field Youth	114	1,772
Dwight Adult	21	898
Dwight Youth	72	721
Park Adult	34	245
Park Youth	110	1,018
Ropkins Adult	0	0
Ropkins Youth	135	2,691
Library on Wheels	87	1,236
<b>Totals</b>	<b>838</b>	<b>14,878</b>

FY 2018-2019	3rd Quarter	
Branches	Programs	Attendance
Albany Adult	13	430
Albany Youth	162	3,348
Barbour Adult	30	375
Barbour Youth	59	524
Camp Field Adult	9	49
Camp Field Youth	79	1,680
Dwight Adult	22	193
Dwight Youth	71	833
Park Adult	5	27
Park Youth	101	1,610
Ropkins Adult	0	0
Ropkins Youth	84	1,645
Library on Wheels	0	0
<b>Totals</b>	<b>635</b>	<b>10,714</b>

February - March 2019		
Pilot Program	Programs	Attendance
Rawson	15	263

**HARTFORD PUBLIC LIBRARY**  
**3rd Quarter Programming Totals**

FY 2017-2018	
Programs	1,407
Attendance	26,971

FY 2018-2019	
Programs	1,196
Attendance	22,543



## *New Hires*



**Alex Esposito**  
Library Assistant  
Rawson School



**Geetha Karkera**  
Choice Coordinator,  
Youth and Family Services



**Nancy Kumar**  
Adult Education Site  
Coordinator  
The American Place



**Denise Martens**  
Youth and Family Services  
System-Wide Manager



**Jose Ortiz**  
YOUmedia Mentor  
Albany Library

## *Rehire*



**Rajranie Busgith**  
Choice Coordinator  
Youth and Family Services

## *Promotions*



**Liz Castle**  
Public Programming and  
Events Manager



**Michael Elder**  
Adult Education Specialist  
The American Place