

President and CEO Report

December 2020



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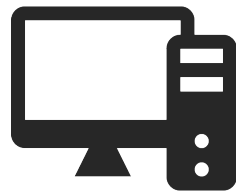
JULY–SEPTEMBER 2020

at a glance



21,283

ITEMS CIRCULATED



6,297

COMPUTER SESSIONS



30

LIVE VIRTUAL PROGRAMS



80

LIBRARY ON WHEELS
OUTREACH EVENTS



53,579

LIBRARY CATALOG VIEWS



238

TAP WELLNESS VISITS



55

HHC RESEARCH
APPOINTMENTS



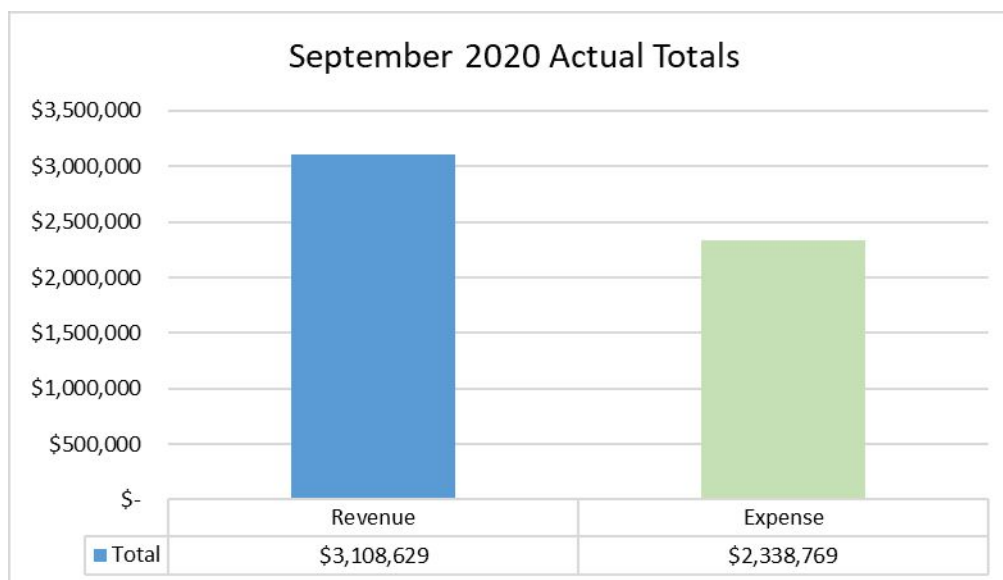
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FACEBOOK POSTS WITH
7.6K ENGAGEMENTS

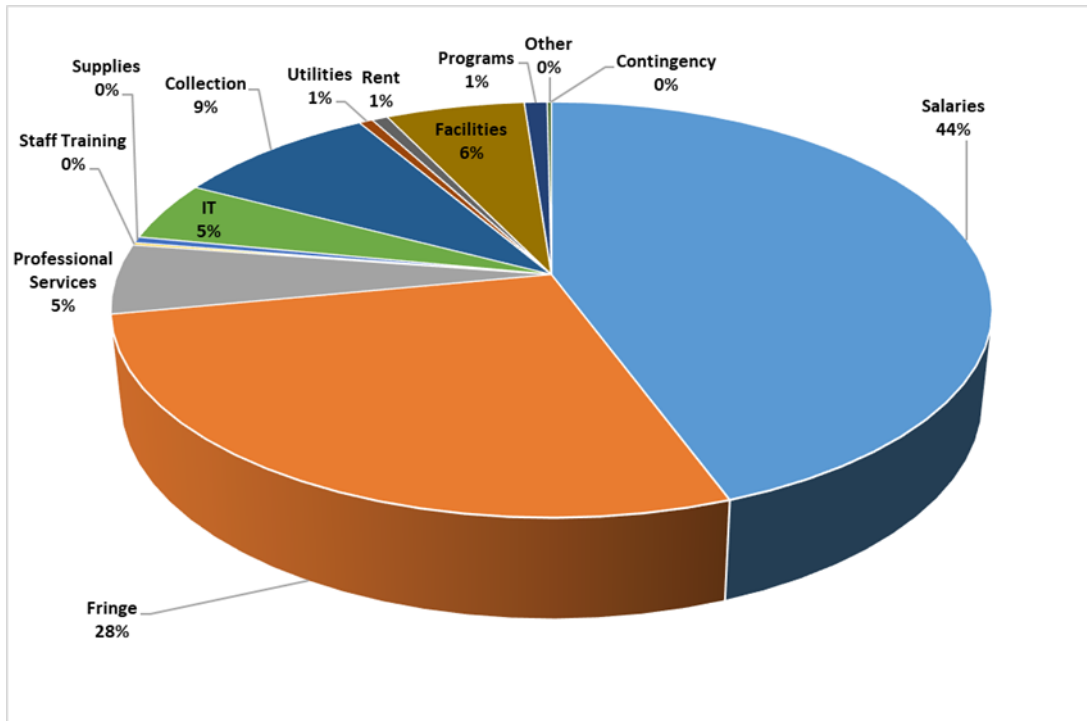
**Fiscal Year 2021–Operating Budget Summary
As of September 30, 2020 – 25% through Fiscal Year**

For the period ending 9/30/20, the Hartford Public Library has expended an estimated total of \$2,338,769 which represents 22.7% of the revised operating budget of \$10,309,014. The Library has also collected an estimated \$3,108,629 in operating funds, or 30.2% of the Fiscal Year 2021 budget.

	FY21 Budget	FY21 Actual	Variance	%
Revenue	\$ 10,309,014	\$ 3,108,629	\$ 7,200,385	30.2%
Expense	\$ 10,309,014	\$ 2,338,769	\$ 7,970,245	22.7%
Variance		\$ 769,859.98	\$ (769,859.98)	

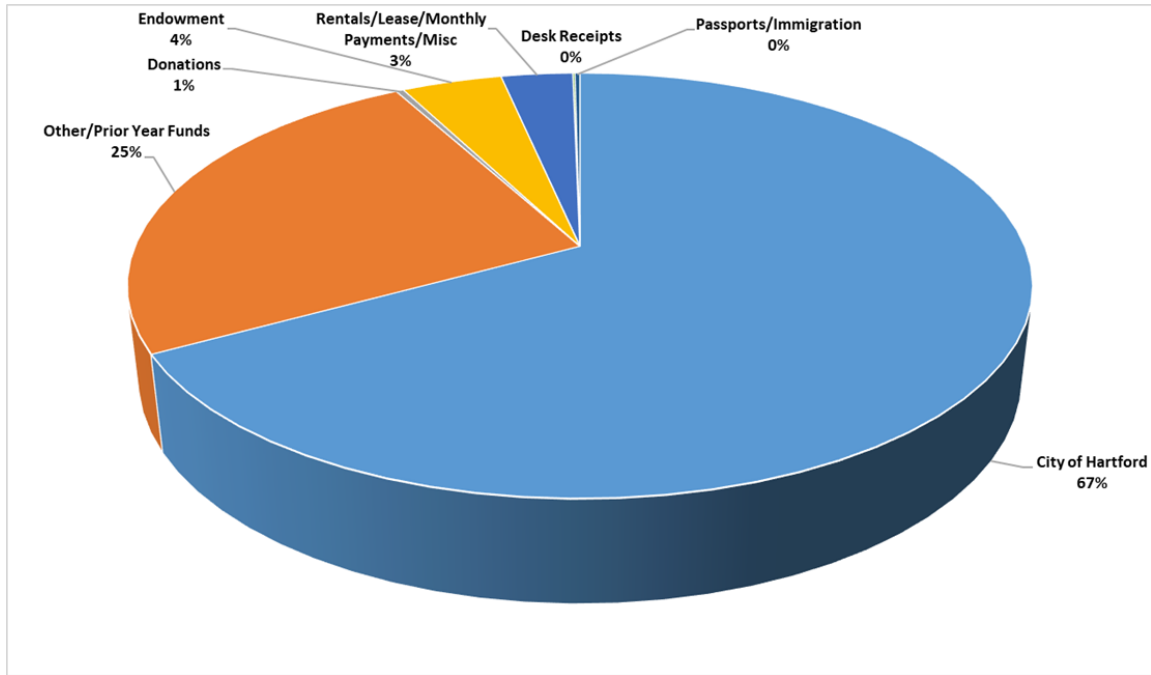


finance (revenue)



Expense	FY21 Budget	Actual	Variance	%
Salaries	\$5,572,388	\$1,038,316	\$4,534,072	18.6%
Fringe	\$2,387,681	\$644,315	\$1,743,366	27.0%
Professional Services	\$670,175	\$127,576	\$542,599	19.0%
Staff Training	\$83,775	\$4,437	\$79,338	5.3%
Supplies	\$90,500	\$11,309	\$79,191	12.5%
IT	\$275,078	\$108,574	\$166,504	39.5%
Collection	\$481,825	\$206,512	\$275,313	42.9%
Utilities	\$81,050	\$13,845	\$67,205	17.1%
Rent	\$80,125	\$16,049	\$64,076	20.0%
Facilities	\$372,250	\$140,436	\$231,815	37.7%
Programs	\$140,700	\$23,164	\$117,536	16.5%
Other	\$61,467	\$4,237	\$57,230	6.9%
Contingency	\$12,000	\$0	\$12,000	0.0%
Total	\$10,309,014	\$2,338,769	\$7,970,245	22.7%

finance (expense)



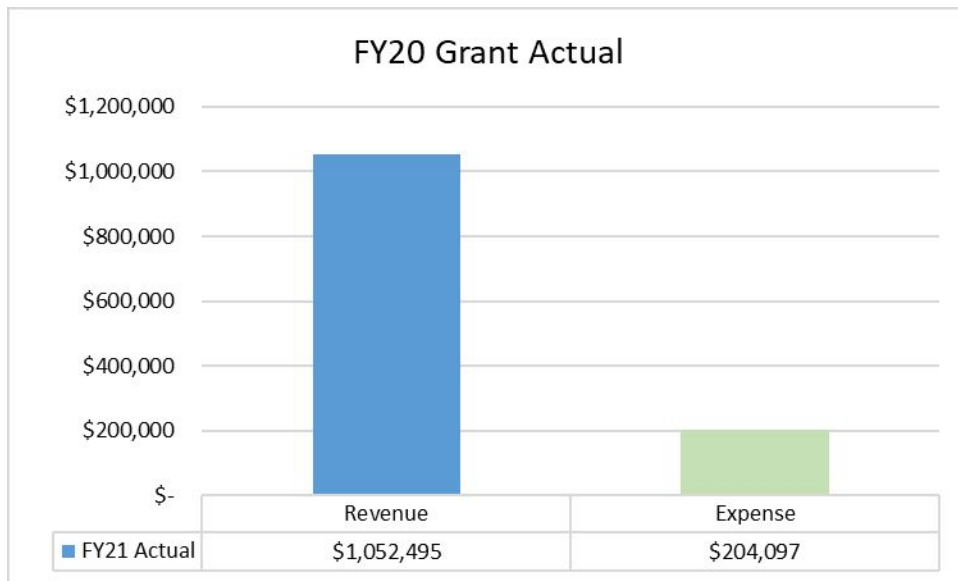
Revenue	FY21 Budget	FY21 Actual	Variance	%
City of Hartford	\$8,335,687	\$2,083,922	\$6,251,765	25.0%
Other/Prior Year Funds	\$313,000	\$776,803	-\$463,803	100.0%
Donations	\$500,000	\$10,264	\$489,736	2.1%
Endowment	\$794,432	\$133,061	\$661,371	16.7%
Rentals/Lease/Monthly Payments/Misc	\$328,395	\$95,031	\$233,364	28.9%
Desk Receipts	\$0	\$2,772	-\$2,772	100.0%
Passports/Immigration	\$37,500	\$6,777	\$30,723	18.1%
Total	\$10,309,014	\$3,108,629	\$7,200,385	30.2%

Fiscal Year 2021–Grant Budget Summary As of September 30, 2020 - 25% through Fiscal Year

	FY21 Budget	FY21 Actual	Variance	%
Revenue	\$ 2,201,047	\$ 1,052,495	\$ 1,148,552	47.8%
Expense	\$ 2,201,047	\$ 204,097	\$ 1,996,950	9.3%
Variance		\$ 848,397.65	\$ (848,397.65)	

Grant Activity for 1st QT (July–September 2020)

	AWARDED		PENDING		DECLINED	
	NUMBER	AMOUNT	NUMBER	AMOUNT	NUMBER	AMOUNT
Government	3	\$289,19				
Foundations	4	\$121,672	2	\$45,000	1	\$46,592
Corporation			1	\$9,925		
TOTAL	7	\$410,866	3	\$54,925	1	\$46,592



Access to Information and Services that Contribute to Well-Being

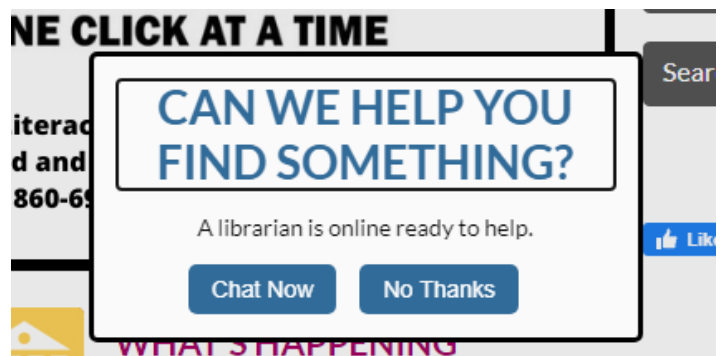
» On July 13th the Downtown Library re-opened to the public for computer use, printing, faxing, copying, scanning, and use of Wi-Fi. Customers can make appointments for passports, notary public services, Municipal IDs, and research appointments in the HHC. Current hours are Mon-Thurs from 9:00AM-6:00PM and Fridays and Saturdays from 9:00AM-5:00PM. Contact-free pick up of materials is available from the Downtown Library six days a week and expanded to every branch by October. In the first three months of re-opening, there were:

- 33,304 visits
- 21,283 items circulated
- 6,297 computer sessions
- 3,157 reference questions answered

» Opening up computer use to the public at the Downtown location was a vivid reminder of how essential this service is to customers. HPL was able to assist a man who was very new to computers and needed to make a DMV appointment. HPL helped connect someone with 2-1-1 who was having suicidal thoughts. HPL navigated the very confusing unemployment benefits website to help a woman file, something she had been trying to do in vain for two months. These are just a few examples of how HPL provides day to day necessary help to the community.

» HPL launched the new LibChat service on August 17, a multi-pronged way to provide an additional channel for customers to connect with library staff and get answers to their questions all hours of the day. When customers log on to the website, they will be asked to chat with a librarian. They can also send a text. During the hours HPL is closed, customers can submit their question and contact information and a librarian will get back to them the next day. This quarter staff answered 67 tickets and 326 chat questions.

» All locations hosted outdoor events to promote voter registration and last-minute drives for Census participation during the months of August and September. Ice Cream for a Dream, live music, School Choice information, book and craft giveaways, and more were also included.



public services (continued)



Happy raffle winner!

Supportive Community for Child and Adult Learning

Despite moving the annual Summer Learning Program to a virtual platform, the Library reported the same number of participants as last year. There were 352 participants in HPL, Imagine Your Story, Summer Learning program. Weekly raffles for all age groups were held, books and craft kits distributed through contact-free pick up, and story walks hung up around the city.

Here are some highlights:

ONLINE REGISTRATION

AGES 0-5	98
AGES 6-12	129
AGES 13-19	45
ADULTS	107

SUMMER RAFFLES!

33 PRIZES PER AGE GROUP	
AGES 0-5	194
AGES 6-12	348
AGES 13-19	133
ADULTS	407

128 VIRTUAL PROGRAMS

100 LIVE ZOOM PROGRAMS - 983 PARTICIPANTS
28 PRE-RECORDED VIDEOS - COUNTING VIEWS ON OCT.1

DIAL-A-STORY

21 RECORDED STORIES IN ENGLISH, SPANISH & URDU/HINDI
10 RECORDED SONGS/RHYMES AND FINGERPLAYS

STORYWALKS

100 STORYBOARDS CREATED FOR MULTILINGUAL STORIES POSTED AROUND THE CITY

ART SUPPLIES DISTRIBUTED

300 + BASIC ART SUPPLIES
500 + CRAFT KITS

BOOK GIVEAWAYS

8000 + BOOK GIVEAWAYS

Youth and Family Services: Readiness for School Success and Literacy

- » HPL collaborated with Hartford Public Schools and The United Way with their Jump Start Read for the Record program this year. Purchased multiple copies of the e-book, *Evelyn Del Ray is Moving Away*, in English and Spanish, provided instructional materials for The United Way to distribute to volunteers, and purchased additional print copies of the book as customer requests came in unexpectedly. Provided 80 classroom copies of the book in English and Spanish to all first-grade classrooms. Staff members also volunteered to record readings of the book, in English and Spanish, for the program. HPL has been invited to continue this partnership and will be a part of the planning and implementation of United Way program, Read Across America, that will occur on 3/2/2021.
- » RSCO staff at HPL supported 1,096 families throughout the quarter with inquiry services, community outreach and youth events and held three virtual Regional School Choice Office (RSCO) Back to School Info Sessions to kick off the application season in November. A total of 88 families were in attendance – ten backpacks with school supplies and ten Domino pizza gift cards were raffled at these events. Each virtual session offered information about the School Choice process: how to explore, apply, and respond. Parents had several questions about the upcoming school choice application and raised concerns about magnet schools not having space for children with special needs and sending families to district school.



Youth and Family Services: Boundless

- » Like HPS students, all HPS teachers can now access library resources using their employee ID numbers. Kudos to Technical Services Manager Will Bailey for making this long-awaited development happen.
- » In September, HPL offered professional development to K-5 grade teachers, as well as 6-12 grade teachers in English and Social Studies. Teachers were given a tutorial on how to best navigate the website, how to access HPL e-resources, and introduced to the Boundless Guide created for them and their students. An explanation of how to access and use contact-less pick up was also included. HPL also collaborated with HPS to purchase in demand e-books and databases their educators and students can use.

Teen Services

- » YOUmedia Mentor Marc Pettersen introduced a program for YOUmedia members aged 13-19 that focused on game creation, sculpting and coding for virtual reality. For virtual programming, Marc created video tutorials taking students through character design and game development. Marc worked with a Hartford High school intern, Alonzo, who helped get the Extended Reality area set for when students could come back to the Library. Alonzo came up with a game idea, created an environment, and coded the environment so it could be explored in virtual reality.
- » YOUmedia mentor Eli created Livestream music production tutorials to show the teens how to use YOUmedia's Twitch as well as other social media platforms. The tutorials focused on beat making and mixing and mastering in FI Studio.
- » Mentor Derrick and his teen intern worked on a new stream set up for gaming including a stream laptop, a mic and HD camera. Teens can learn how to stream & how to turn it into some passive income as well! The two students that have signed up enjoy the fact that everything they've learned so far, they can use at home.
- » The intern-based collaboration program with ReadyCT had the most visible impact as mentor Jose worked with his intern Omar to create and deliver a magazine publication from the ground up that was printed and binded off-site at Alpha Graphics. Additionally, weekly vlogs were made during their time together in which Omar was able to practice video editing skills he previously did not have much ability in.
- » The 21st Century Community Learning Center program at Hartford High School has undergone major curriculum, staff, and programming changes. For the first time, all programs are currently being delivered virtually. The programs consist of: Anime & Cosplay, led by Danielle Olsen, an established streamer and cosplayer in the Northeast Region, Toivo Wellness, led by Jess Goldman, yogi at Toivo on Park St. here in Hartford, Leadership Greater Hartford, and New England Science and Sailing returned in a fully virtual form. Classes meet both on Discord and on Google Classroom four times per week.



programming & events

Public Programming

During July, August and September of 2020, HPL offered 30 live virtual programs with an attendance of 478 and 5,119 views, a total of 14 recorded virtual programs with 7,334 views, and 3 outdoor music performances with a total of 90 in-person attendees.

Hartford Public Library continued innovative virtual adult programming, expanding to live virtual programs through Zoom and social media live streaming. The programming department's main goals during this quarter were to respond to the times: to help Hartford residents cope with and build resiliency around living through a global pandemic, and to address racism and anti-blackness inspired by local and national Black Lives Matter activists, all the while connecting residents to additional HPL resources.

Last quarter the programming department solely offered recorded virtual programs as we transitioned the department to a virtual model. Our overall virtual program viewership decreased in this quarter because of patron demand for and popularity of smaller, live virtual programs where community members can gather and stay connected with each other. We plan to continue offering virtual programs of all levels of engagement.

Hartford Changemakers

In July, the Public Programming Department, YOUmedia, and the Hartford History Center launched the Hartford Changemakers Summer Program, 6 weeks of intergenerational arts workshops celebrating Black, Indigenous and Latinx changemakers in Hartford. Hartford artist instructors hosted 6 workshop series of weekly sessions in mural making, music, dance, poetry, documentary photography, and storytelling for teens and adults.

Using the Hartford History Center Hartford Changemaker LibGuide, workshop participants learned about historic community leaders in Hartford such as Olga Mele, Gwen Reed, and Maria Sanchez, and created their own artwork answering the question "who is a changemaker in your own community?"

Hartford artist instructors and workshop participants hosted two culminating events celebrating the artwork produced over the summer and unveiling South End and North End murals. Celebration events featured teen and adult workshop participant artwork that celebrated Hartford Black, Latinx, and Indigenous historical changemakers as well as their own neighborhood stories and visions of shaping the history of Hartford.

Book clubs

The Awakening Book Club

» After the Black Lives Matter uprising in June, HPL programming staff met with young activists from the Hartford area and asked, "how can the library support you?" The result of our conversations is The Awakening Book Club, a space for young adults, ages 13-25, to connect around books that explain, address, and outline



programming (continued)



ways to fight systemic racism. This series consists of biweekly discussions of a book of the month- selected titles include: *How to be an Anti-Racist* by Ibram X. Kendi, *White Fragility* by Robin DiAngelo, and *So You Want to Talk about Race* by Ijeoma Oluo.

Noname's Book Club

» In August, Hartford Public Library became a partner of Noname's Book Club, a national online and in-person community dedicated to uplifting voices of people of color by highlighting two books each month written by authors of color. From cult classics to the words of emergent authors, Noname's Book Club selects books that speak on human conditions in critical and original ways. In addition to a social media presence, the club has free virtual meet ups to discuss the monthly picks in a safe and supportive environment. The club also sends free books to incarcerated friends and family who would be interested in reading along.



» HPL provides books and platforms for book clubs to meet. HPL also continued to provide support to the patron-run African American Literature Book Club.

Hartford's LIT

Hartford's L.I.T. (Literary Integrated Trailblazers) and HPL had been planning to host the 2nd Annual Hartford Book Festival at HPL in 2020, but instead virtualized book festival plans in order to host the virtual book symposium "All Things LIT Live." This virtual event served as a celebration of the local literary community, celebrating the craft of writing, the business of books and the beauty of literature.

Workshops and sessions included local author highlights, a conversation between writers and publishers, CT independent bookstore features, local poet performances including the Hartford Poet Laureate, storytime with Andre Keitt, writing Black speculative fiction, and a workshop on the legacy of Zora Neal Hurston.

Census Outreach Events

As a part of a system wide effort to continue the Census count and Get Out the Vote, Downtown HPL hosted two outdoor in-person events featuring the Ice Cream for a Dream truck and the music group People of Goodwill. Downtown HPL hosted an additional outdoor concert with People of Goodwill on the terrace in early September.



programming (continued)

Recorded Virtual Programs

Wellness Wednesday

- » Yoga instructors Krystal and Mike hosted beginner yoga sessions every Wednesday for a midweek break. Geared towards people of color, instructors not only helped participants learn new ways to implement wellness strategies into busy everyday lives, but they also encouraged rest, self-compassion and self-care in the midst of the current racial justice movement.

Small Business Spotlight

- » This series celebrated Black owned businesses in the Hartford Area, asking them about their establishments and the role Black literature has played in their journey.

Outreach and Library on Wheels

- » The HPL Library on Wheels conducted 80 outreach events that reached 1,888 people during this quarter and was open for an average of 15 hours per week.
- » During this quarter, LOW staff worked to provide consistent library services to as many neighborhoods and patrons as possible while HPL branches were closed.

LOW in the Community

- » The LOW set up an “outside branch” at the three sites a week. The staff designed a set- up which encouraged social distancing for Census-taking, voter registration, free book giveaways, holds pick-ups and drop-offs, and free wifi.
- » LOW parked at the following partner sites with an “outdoor branch”:
 - Wish Elementary School
 - Burr Elementary School
 - Free Center
- » HPL partnered with the Wadsworth to provide 150 art supply activity bags for the LOW to distribute to young people throughout the city. LOW also received funds from a private donor to purchase youth books with African American characters. Along with free book giveaways from HPL’s Youth and Family Services’ Summer Adventures, Hartford families were happy to keep their young people reading this summer despite branches being closed.
- » Outreach staff attended other events, such as neighborhood clean-ups sponsored by Blue Hills Civic Association and block parties on Marshall Street where HPL provided free books and activity bags for youth attendees.
- » LOW also donated books to the North End Senior Center as it transitioned into a cooling center for residents in need of air-conditioned spaces.

WiFi Hot-Spots

- » The LOW was responsible for the delivery of 5 new WiFi Hotspots (listed below) to community organizations in need of access. The hotspots are able to support 10 or more people simultaneously using various devices.
- » HPL provided WiFi Hotspots in the following locations:
 - Keney Park Pond House
 - Ebony Horsewomen



programming (continued)

- Mount Olive Church Ministries
- Blue Hills Civic Association
- North End Senior Center
- Salvation Army Emergency Housing
- Immanuel House Apartments
- Milner Warming Center

Little Free Libraries

» The LOW continued to replenish the Free Little Libraries in Hartford with HPL discards and other book donations at the following locations:

- Shiloh Baptist Church
- Swift Factory
- Vine Street
- Oxford Street
- Beacon Street
- South Whitney

» In addition to the Little Free Libraries, the LOW delivered food and snacks for the Youth and Family Services Department to the Little Pantry on Laurel Street during the month of July on an as needed basis. The LOW also delivered food donations to the Mount Olive Baptist Church.

Farmers Markets

» The LOW team attended the following farmers' markets:

- North End Farmers' Market
- Promise Zone Farmers' Market
- Broad Street Farmers' Market
- West End Farmers Market
- Mobile Foodshare site at Webster Theater

Story Walks

» With the support of the Youth and Family Services Department, LOW staff hung temporary story walks at the following locations:

- CRT Job Corp Early Learning Center
- Douglas Street Early Learning Center
- Laurel Street Early Learning Center
- Metzner Early Learning Center
- Asylum Hill Early Learning Center
- The Growing Tree Early Learning Center
- The Right Place Daycare Center
- Camp Field Branch Census Event
- Barbour Branch Street Census Event
- Dwight Branch Census Event
- West End Farmers Market
- Broad Street Farmers Market
- North End Farmers Market

» The distribution and installation of story walks was crucial in continuing services to our childcare provider partners at a time when we could not offer in-person story times.



Technical Services Highlights

The first quarter has been busy for technical services. To help customers better find the materials they need, HPL staff took on a project that cut down on the number of duplicate records in the system, joined youth services in training HPS teachers and media specialists how to access e-resources, redesigned the library catalog page, and began working with the schools to add in community sharing of e-books and e-audiobooks from Axis 360 and Overdrive.




Catalog Discovery from Google

Earlier this year, HPL began using a product called BC Visibility that makes the library collection available to find through Google searches. From Google, customers can find titles in the physical and e-book collections and place holds through that platform. Users found over 1300 titles from this new service.

Finding your title:



Borrow

- Near you [Edit location](#)
- 
Hartford Public Library
 E-book, Hardcover [Borrow](#)
 Central Library, Park Branch, Ropkins Branch, Camp...
- 
Library Connection, Inc.
 E-book [Borrow](#)
 East Hartford Public Library, Wickham Library and Li...
- 
LION: Libraries Online
 E-book [Borrow](#)
 Middletown Russell, East Hampton Public Library, M...

	TITLES FOUND THROUGH GOOGLE SEARCH	OTHER SITES THAT LINKED TO HPL	TOTAL CATALOG VIEWS FROM WEB SEARCHES
Jul 2020	461	20	481
Aug 2020	414	16	430
Sep 2020	373	26	399

HOW PEOPLE CONNECT TO HPL

SOURCE	LAUNCHES	NEW DEVICES
HPLCT website	40,842	76.23%
LibGuides	3,916	7.31%
Direct Link	3,470	6.48%
Library Link (BC Discovery)	1,996	3.73%
Library Thing	1,520	2.84%

HPL APP USAGE BY MONTH

	DEVICES	LAUNCHES	NEW DEVICES
Jul 2020	179	537	64
Aug 2020	151	478	46
Sep 2020	161	484	67
TOTAL	343	1499	177

The HPL app has been updated to integrate all services in one easy app. The app was used over 1490 times in the past quarter. The most popular new feature is scheduling curbside pickup through the HPL app.

HPL APP USAGE	TOTAL VIEWS
Homepage	1480
Contact Free Pickup	367
Register for a Library Card	117
Reference and Information	75
Popup Libraries	74
The Kitchen	64
Census 2020	40
Library Map/Stack Maps	23
Hartford History Center	14
The American Place	12
Support Us/Donations	9

technical services (continued)

HIGHEST DATABASE USAGE

ERESOURCE

BookFlix	
Historical Newspapers: Hartford Courant (1764--1993) (Historical)	
Universal Class	
Ancestry Library	
World Book	
Culturegrams	
Contemporary Hartford Courant (Text and Full Digital Versions)	
Transparent Language	
Biblioboard	
Niche Academy	
Learning Express : Job & Career Accelerator	
Pronunciator	
LearningExpress	

1Q TOTALS

6,407	<i>Increase directly related to school use</i>
2,437	
2,089	
1,426	
1,188	
229	
125	
86	
70	
69	
42	
27	
20	

48% INCREASE IN DIGITAL MEDIA CIRCULATION

DATABASE

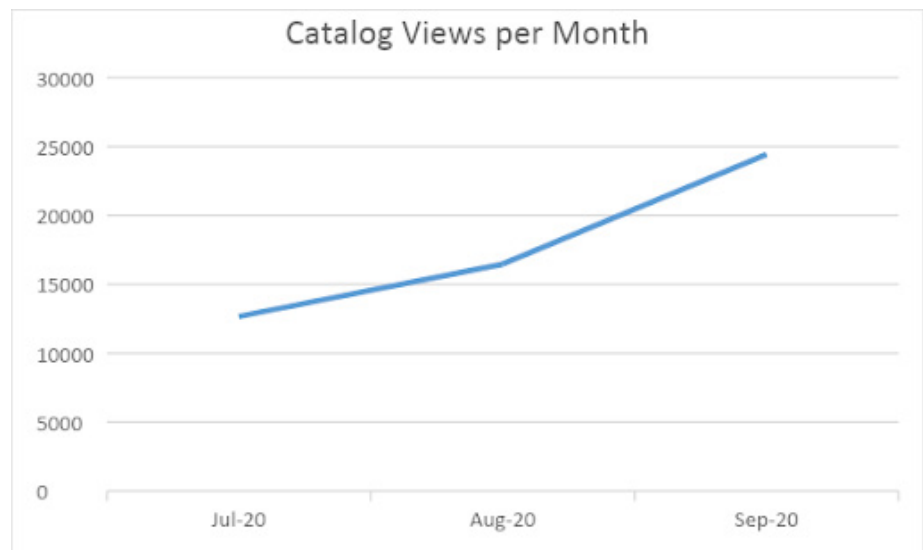
CIRCULATION

Freegal Streams	5,383	
Axis 360	1,805	<i>244% Increase in usage from August to September directly related to the schools</i>
Overdrive	1,227	<i>67% Increase in usage from August to September is directly related to the schools</i>
Rbdigital	1,150	
Magazines	838	

LIBRARY CATALOG

The library catalog has been redesigned to help better highlight collections and databases. Since its remodel, the catalog has doubled in usage between July 1 and September 30. In this quarter, the catalog received 53,579 views.

MONTH	VIEWS
Jul 2020	12674
Aug 2020	16474
Sep 2020	24431



technical services (continued)

COLLECTIONS

Although HPL is not open for browsing, HPL has actively been developing media, print, and digital collections. Earlier this year, HPL identified the need to actively evaluate its local neighborhoods and has purchased over 50 titles in languages other than Spanish or English. Over 400 titles in Spanish were added this quarter.

- » 278 ebooks & eaudiobooks were added to the digital collection
- » 9274 items were added to physical collection
- » 8277 books
- » 794 DVDs
- » 192 Loanable Devices/AV (including Tablets, Laptops, and Playaway Launchpads)
- » 11 Library of Things

1st Quarter 2020-2021 Statistics

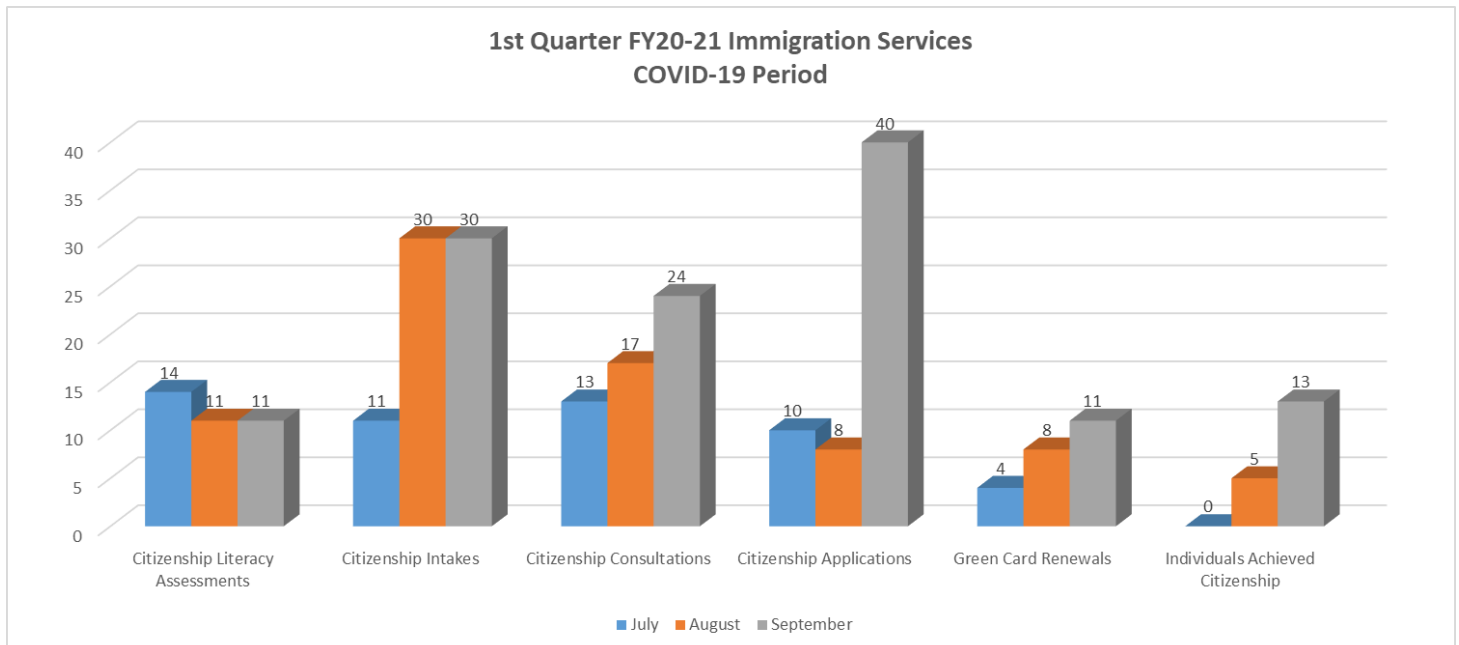
Highlights:

ALL SERVICES WERE OFFERED REMOTE

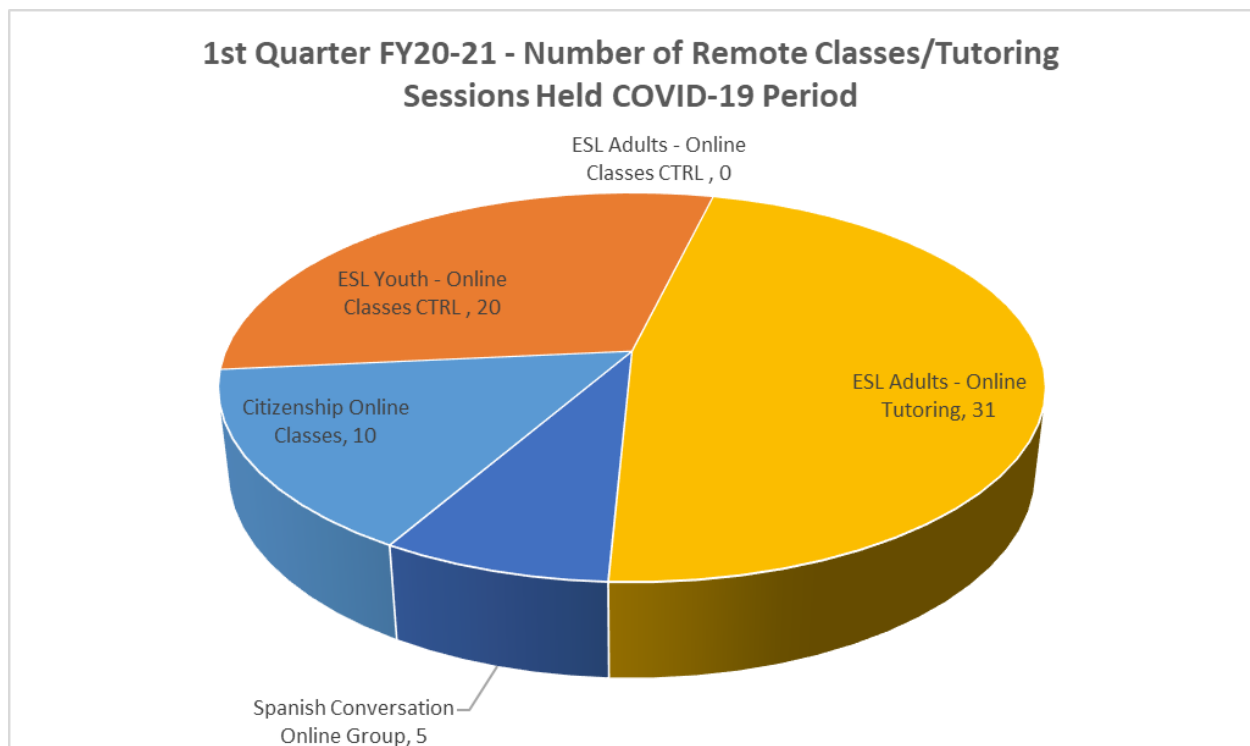
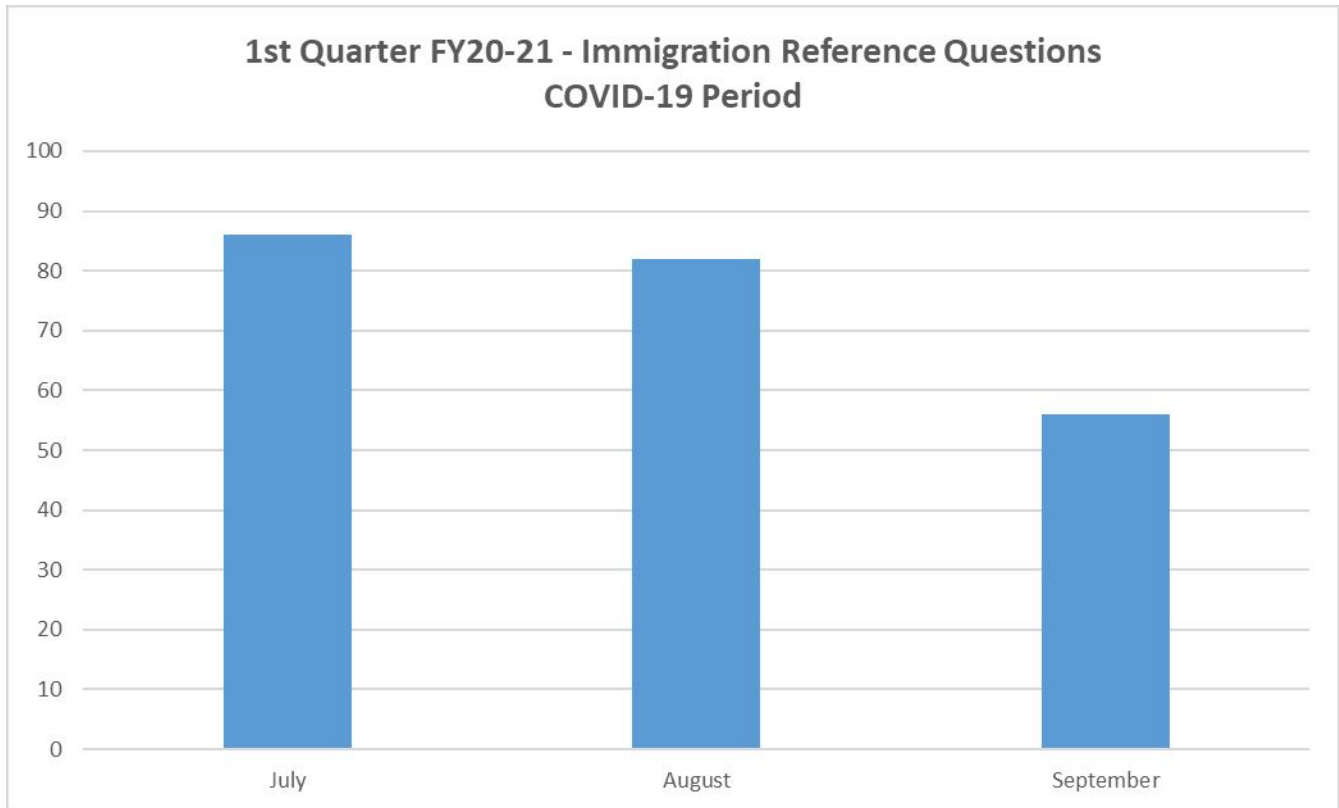
- » 36 citizenship literacy assessments completed
- » 71 citizenship intakes completed
- » 54 citizenship consultations conducted
- » 58 citizenship applications prepared and submitted
- » 23 green card renewal prepared and submitted
- » 66 classes held
- » 3 ServSafe Certificates attained
- » 38 youth participated in ESL programs for immigrant youth receiving tutoring and college guidance

- » 19 volunteers worked 92 hours
- » 24 digital devices and hot-spots were loaned through Crossroads to Connectivity, including a 93 year old enrolled in the Surfing Seniors pilot program.
- » Approximately 238 wellness checks conducted.
- » GED testing services resumed in mid-September at a reduced capacity; 9 candidate tests were proctored.

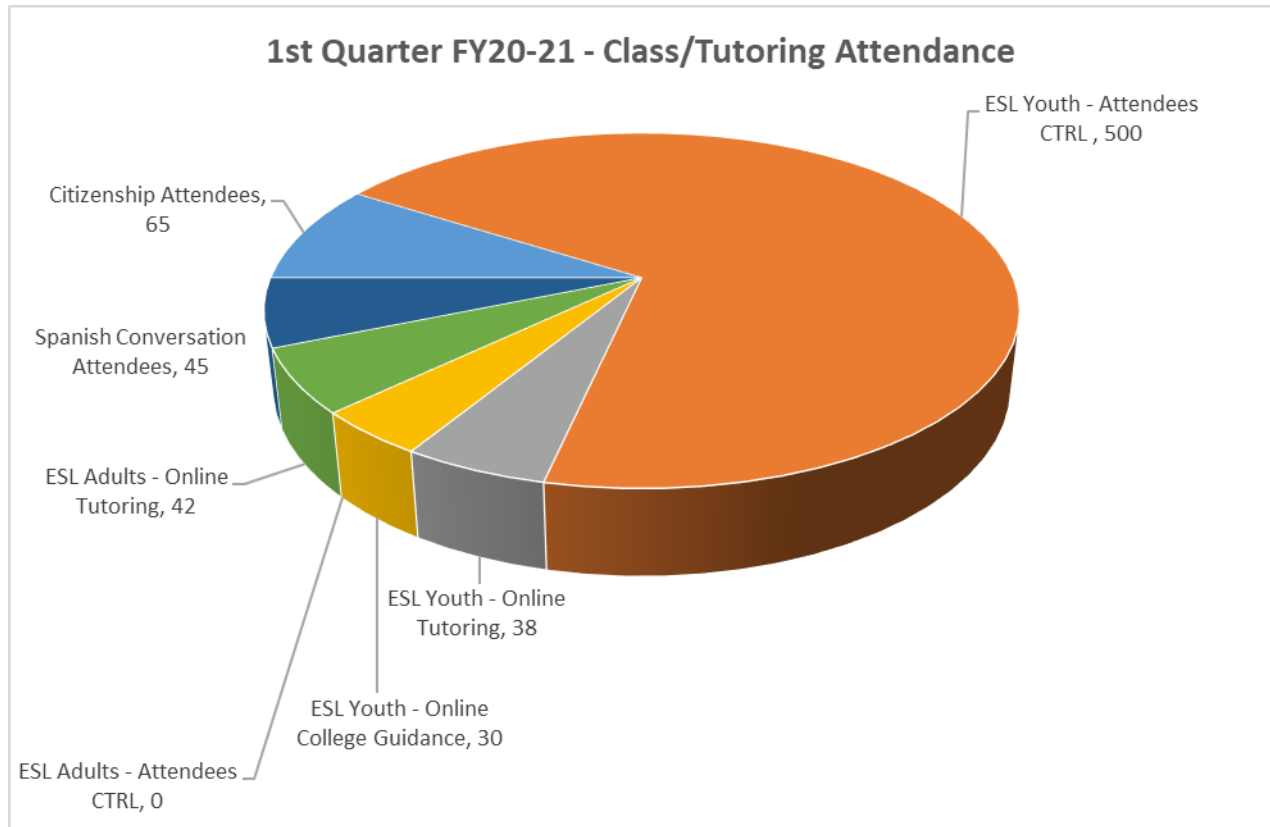
NOTE: The American Job Center services, Northstar Digital Literacy assessments, Digital Literacy classes were suspended.



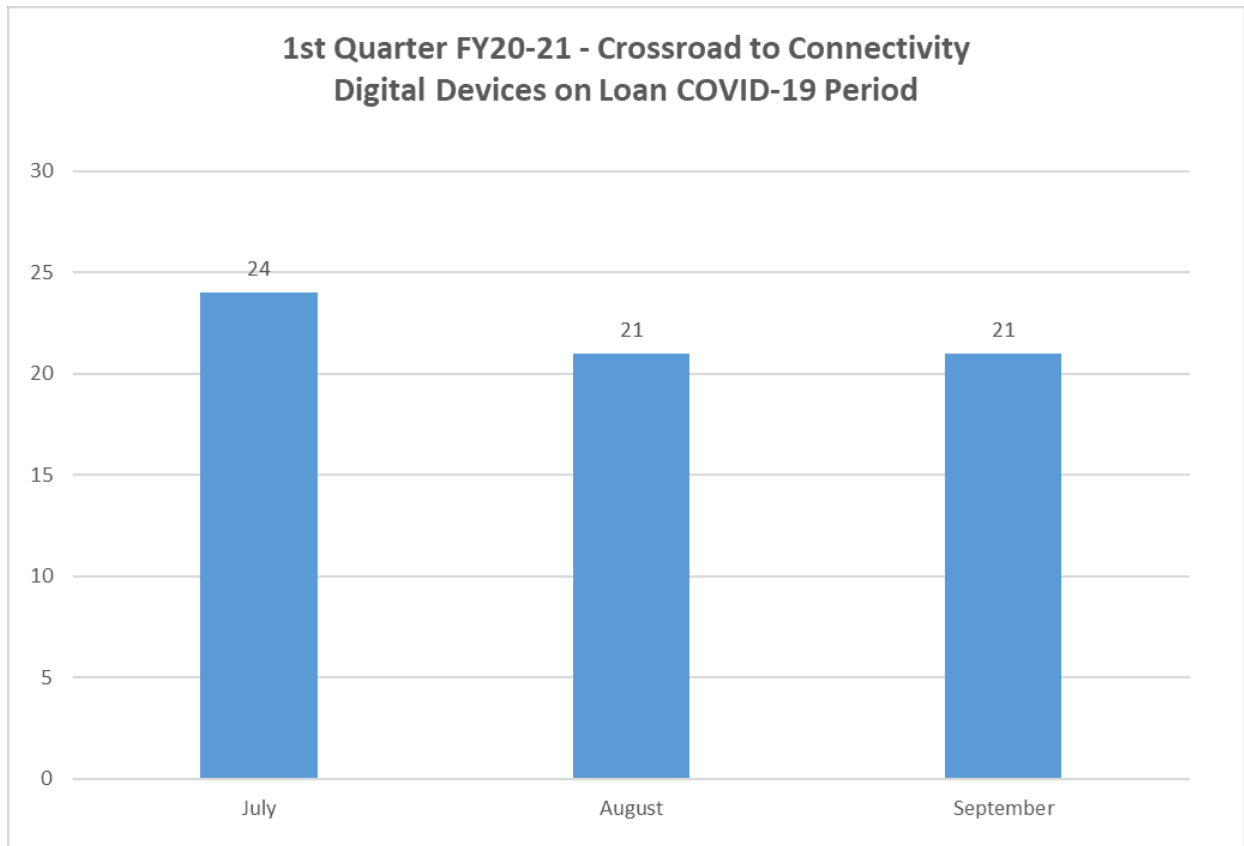
The American Place (continued)



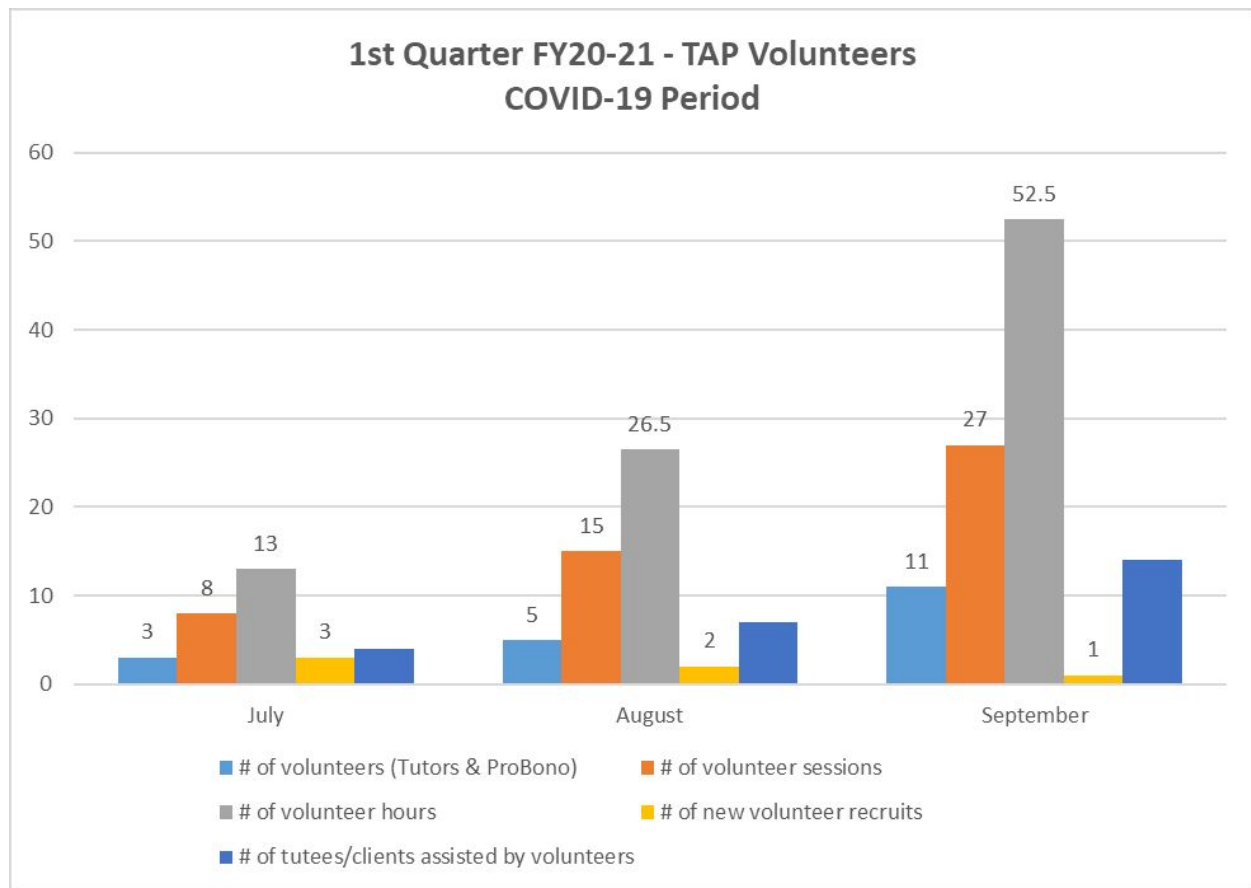
The American Place (continued)



24



The American Place (continued)



Hartford History Center & ArtWalk

Highlights

October 1920: A Celebration of Women's Suffrage

On September 14, 2020, the anniversary of Connecticut's ratification of the Nineteenth Amendment, the Hartford History Center launched an online exhibition celebrating the centennial of women's suffrage.

In the early 1900s, voter registration in Hartford, Connecticut was only held in March and October of even numbered years. A few hundred people would apply during each registration period. In August 1920, with the passage of the Nineteenth Amendment, women were eligible to vote for the first time in the upcoming Presidential election. That October, thousands of Hartford women, whether single, married, or widowed; black or white; Jewish or Christian; housewives, stenographers, or undertakers; native born or foreign born, queued up at City Hall to register to exercise their newly acquired right. October 1920 is an introduction to some of these women and their stories.

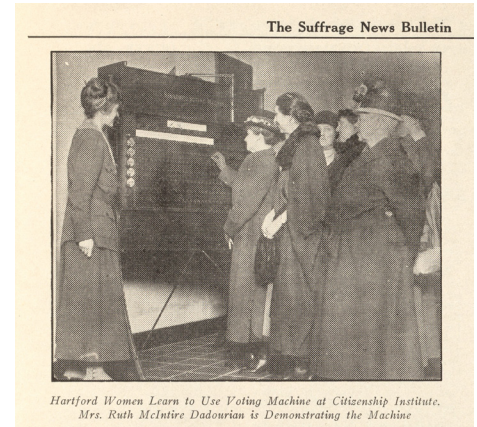
The focus of the project is the History Center's collection of Hartford's voter registration cards. HHC Archivist Jennifer Sharp and Research Specialist Maureen Heher consulted local newspapers, city directories, and census records to form a more complete picture of the women's lives. Community members, and other local history organizations, contributed photographs as well.

Hartford's women voters in 1920 took the right to vote very seriously, taking advantage of opportunities to both practice with the voting machines, and to learn about the candidates and issues. To encourage participation in 2020 and beyond, links are included to local voting information.

Initially envisioned as a physical exhibit, the pandemic forced a change in plans, and also hampered the ability to fully digitize the registration cards prior to the launch. The exhibit is being promoted to local patrons through the distribution of bookmarks with each of the Library's curbside checkouts. The scanned registration cards are being uploaded to the Connecticut Digital Archive (ctdigitalarchive.org).

Link to *October 1920*: <http://bit.ly/oct1920>

Date,	OCT 1 1920
Name,	Mary A. Johnson
Residence,	740 Russell St. Hartford, Conn.
Place of Birth,	Hartford, Pa.
Date of Birth,	1900
Occupation,	Undertaker
By whom employed,	Self
Date of Naturalization,	
Reason for Tax Exemption,	



1) Voter registration card for Mary A. Johnson. Mary and her husband, Sidney, opened the first Black funeral home in Connecticut.

2) Suffrage News Bulletin photo of women learning to use the voting machine. The suffrage bulletins are available on the Connecticut Digital Archive (<https://ctdigitalarchive.org/islandora/object/50002%3A7541>)

Stronger relationships among community organizations

» This fall, the HHC entered its 4th year of the Encounters series. With the conversion of the program series to a virtual platform, programming called for more intensive planning meetings. These meetings strengthened our relationships with the UCONN Dodd Human Rights Impact (formerly the Thomas J. Dodd Research Center), Wadsworth Atheneum, and Connecticut's Old State House. We kicked off the fall 2020 series successfully, hosting the Encounters: Women's Suffrage program on Zoom, attracting 37 participants. We were able to use the HHC's "October 1920" exhibit as one of the reference materials in the discussion.

Increased engagement with the arts and humanities through access and exposure

» HHC staff worked collaboratively from grant proposal to implementation of the Hartford Changemakers summer program with the Programming and YOUmedia departments. Together, the departments hosted virtual workshops in various art forms for Hartford teens, adults, and older adults, celebrating changemakers in Hartford's history. HHC staff conducted pre-program interviews on HPL's Instagram Live with workshop facilitators Jasmine Jones, Linda-luz Carillo, Mina Echevarria, and Gin Christie; helped run mural making, documentary photography, dance work-

shops on Zoom; and helped put together line up and manage celebrations on August 29 and September 17. With a number of participants representing various neighborhoods and from different age groups, the HHC team will be able to preserve a dynamic assortment of poetry, storytelling, documentary photography, and photos of the murals created, honoring Black and Puerto Rican historical community leaders as well as documenting Hartford during the COVID-19 period.

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

- » HHC staff connected Hartford Public Schools 6-12 grade social studies teachers to several of our online collections and resources as part of an HPL-led interdepartmental Zoom workshop on September 1.
- » HHC staff connected teen researchers to a number of our photograph collections on the CT Digital Archive via Zoom on September 2 for consideration for the "Horse of a Different Color" documentary in collaboration with Joe Young! Studios and Ebony Horsewomen.
- » HHC staff conducted a Zoom workshop with Hartford Encounters UCONN class sharing online resources and collections regarding Hartford's history of social justice and activism on September 24.
- » The week of July 13th, the Hartford History Center opened to in- person research following the state mandated closing of all library facilities March 13.
- » Single person appointments for 1-hour time slots were made available Tuesdays, Wednesdays, and Thursdays in the HHC throughout July. Mid-August, research appointments were extended to 1.5 hours. Materials were pulled for researchers prior to their scheduled visit and then the materials were quarantined from Friday – Monday before being returned to the shelf. This arrangement worked out nicely and researchers were delighted to be back and to have access to materials that were critical to their work.
- » Researchers expressed their gratitude to the Library for opening the research room back up to the public because several research centers in the state were still closed well into September. There has been a steady number of visitors per week totaling 55 researchers in the first quarter.
- » Due to Covid-19 travel restrictions and due to the limited access to History Center materials, there has been an increase in reference assistance. The HHC has provided reference services to many Hartford and Connecticut residents but also to people from Georgia, Florida, Indiana, Illinois, Nebraska, California, and Texas!

Preserving the history of Hartford for future generations

- » As part of the Hartford Changemakers summer program, HHC staff created a Hartford Changemakers Lib Guide, which includes short biographies, photographs, and reference materials on over 40 Black and Puerto Rican figures in Hartford history who made a difference in the city and beyond. The guide will continue to be added to and can be accessed at: hplct.libguides.com/changemakers

STATISTICS

E-Blast campaigns

- Number of e-blasts sent: 13 (weekly)
- Average open rate: 13.6 percent
- Average click through rate: 9.38 percent

According to Constant Contact, we are slightly down from the previous quarter's open rates but still ahead of the industry average of 11 percent.

Our click through rate improved by 1 percent since last quarter and we are 1 percent ahead of the industry average of 8 percent.

Communications activities

- Number of press releases: 11
- Number of blog posts: 25
- Stories in the press:

Stories appeared in Hartford Courant, Identidad Latina, Hartford News, CT Latino News, as well as WNPR, WTIC, and WTNH.

OBSERVATIONS FROM THIS PERIOD

HPL had great media success with two of its initiatives over the first quarter of FY21 – the Hartford Changemakers mural project and the 2020 Census.

The Hartford Changemakers project captured media attention, garnering stories in the Hartford Courant, Identidad Latina, CT Latino News, and on WNPR. Jasmin Agosto, Liz Castle, and Nygel White were extremely adroit spokespeople for the program, which highlighted the untold stories of BIPOC innovators in the Hartford community. The initiative was a perfect one for the library – the community-oriented art project had a great story behind it, compelling visuals, and people who felt passionately about it.

Hartford Public Library's presence on the forefront of the 2020 Census story speaks to the library's continued commitment to civic engagement and its status as a voice to trust in the community. Both Leticia Cotto and Bridget Quinn-Carey spoke multiple times to the press about the Census, encouraging turnout and explaining the process. This campaign is a successful example of the library being positioned as a trusted expert on a particular subject.

Good press generally begets more good press, and that's certainly the case here. A WNPR story on the Changemakers project led to another piece on HPL's effort to get out the vote in the Latino community, featuring Park Street Library Manager Graciela Rivera, a story told both on the radio and on a television special.

The main challenge – one that will not be going away soon – is the rapidly changing nature of the media. The Hartford Courant is undergoing cuts. Many of the local publications are struggling. With legacy media changing or going away, the library will have to continue to find ways to tell its own story through newsletters, social media, and the blog.

FACEBOOK JUL 1-SEP 30

8K FANS
151 POSTS
7.6K ENGAGEMENTS
OF THOSE ENGAGEMENTS:
5.9K REACTIONS (EMOJIS);
864 SHARES;
823 COMMENTS

TWITTER

5.1K FOLLOWERS
94 TWEETS
413 ENGAGEMENTS
21 CLICKS

INSTAGRAM

2.1K FOLLOWERS
81 POSTS
2.4K ENGAGEMENTS



NBC30: <https://www.nbcconnecticut.com/news/local/push-for-conn-residents-to-respond-to-census-as-deadline-approaches/2332424/>

Push for Conn. Residents to Respond to Census as Deadline Approaches

By Caitlin Burchill • Published September 14, 2020 • Updated on September 14, 2020 at 6:01 pm



The clock is counting down to fill out the 2020 census.

©worldcitylatina.com f t @ SALUD Agosto 20 - Setiembre 9, 2020 9

Campaña Niños Libres de Tabaco, apoya proyecto para ampliar cobertura de Medicaid y Niños

Declaración de Matthew L. Myers, Presidente, Campaña por Niños Libres de Tabaco.

La Campaña por Niños Libres de Tabaco (Campaign for Tobacco-Free Kids) apoya firmemente el proyecto de ley "Quit Reasons of COVID-19 Act", y aplaudimos al Senador Tom Carper (D-DE) por su liderazgo al presentar este proyecto de ley en el Senado de los Estados Unidos. Esta propuesta de ley garantiza que todos los afiliados a Medicaid y el Programa de Seguro Médico para Niños (CHIP) tengan acceso a la gama completa de tratamientos probados para dejar de fumar en este momento crítico. La congresista Lisa Blunt Rochester (D-DE) ha introducido una legislación complementaria en la Cámara de Representantes.

Esta legislación no podría ser más oportuna. El COVID-19 está afectando de manera desproporcionada a los afroamericanos, hispanos, nativos americanos y otras poblaciones vulnerables y un creciente cúmulo de evidencias demuestra que los consumidores de tabaco tienen un mayor riesgo de sufrir complicaciones graves por el COVID-19. Mientras se continúa trabajando en el próximo proyecto de ley de alivio por el COVID-19, instamos a los gestores a incluir esta importante y oportuna medida.

Los afiliados a Medicaid fuman más del doble que los adultos con seguro médico privado (23.9% vs 10.5%), lo que aumenta su riesgo de contraer cáncer, enfermedades cardíacas, EPOC, diabetes y otras enfermedades causadas por el tabaco. Las enfermedades relacionadas con el tabaquismo también representan alrededor de \$39 mil millones en costos anuales de Medicaid. Esta legislación ayudará a reducir las inmensas disparidades de salud que enfrenta nuestra nación, salvará vidas y mejorará la salud de los afiliados a Medicaid y al CHIP y reducirá los costos de atención médica. Este proyecto merece un fuerte apoyo y una pronta consideración del Congreso.

A medida que nuestra nación



se enfrenta a la pandemia del COVID-19, nunca ha habido un momento más importante para ayudar a los consumidores de tabaco para dejar de fumar. Fumar debilita el sistema inmunológico, aumenta el riesgo de infecciones respiratorias y es una de las principales causas de afecciones de salud subyacentes, como enfermedades pulmonares y cardíacas, que ponen a las personas en mayor riesgo de sufrir complicaciones graves por el COVID-19. También existe una creciente evidencia de que el uso de cigarrillos electrónicos puede dañar la salud pulmonar.

La mayoría de los consumidores de tabaco quieren dejar de fumar, y los afiliados a Medicaid y al CHIP que consumen tabaco deben tener acceso sin barreras a los tratamientos que les brindan la mejor oportunidad para dejar de fumar con éxito. Con una duración de hasta dos años después del final de la emergencia de salud pública por el COVID-19, el proyecto de ley Quit Reasons of COVID-19 Act busca:

- Brindar a todos los afiliados de Medicaid y CHIP una cobertura integral para los tratamientos para dejar de fumar, incluida la asesoría individual, grupal y telefónica y los siete medicamentos aprobados por la FDA.
- Reducir las limitaciones para acceder

cuabran todos los tratamientos disponibles y solo dos de estos estados cubrían todos los tratamientos sin limitaciones de acceso.

La expansión de la cobertura de los tratamientos para dejar de fumar mejorará la salud y reducirá los costos de atención médica. Después de que Massachusetts proporcionara una cobertura integral de los tratamientos para dejar de fumar y realizara una campaña para crear conciencia sobre el beneficio, la tasa de tabaquismo entre los beneficiarios disminuyó en un 26 por ciento en los primeros 2.5 años. El estado redujo drásticamente las hospitalizaciones por ataques cardíacos y enfermedades cardiovasculares entre los beneficiarios de Medicaid, ahorrando más de \$3 por cada \$1 gastado en servicios para dejar de fumar, según los estudios.

Los consumidores de tabaco pueden mejorar su salud rápida y económicamente al dejar de fumar, y nunca ha habido un mejor momento para hacerlo que durante la pandemia del COVID-19. Es fundamental que las personas inscritas en Medicaid y CHIP obtengan la ayuda que necesitan para dejar de fumar. Agradecemos el liderazgo del Senador Carper en este tema y esperamos trabajar con él para promover esta importante legislación.



<https://www.wmpr.org/post/painting-hartfords-history-while-honoring-black-latinx-and-indigenous-changemakers>

Painting Hartford's History While Honoring Black, Latinx And Indigenous Changemakers

By BRENDA LEON • JUL 28, 2020

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COURTESY: HARTFORD PUBLIC LIBRARY

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- ¿Qué sé a pesar con mi familia y/o mi pareja inesperadamente?
- ¿Cómo puedo reducir mis deudas?
- ¿Qué puedo hacer para ganar un dinero extra?

Ruth Espinoza, Analista Financiera
9 Old Windsor Road, Bloomfield, CT 06002
Móvil: 860-539-4419 Oficina: 860-241-0468



The Digital Library Lab @ Hartford Public Library

- » Leah Early joined the Library as the Digital Library Lab (DLL) Project Manager on July 13. Leah earned her Master's of Science in Library Science from Simmons University in 2016 with a focus on Archives Management. Leah supervised student employees and developed workflows in the digitization lab at Amherst College as the Emily Dickinson Graduate Student Intern in 2016, and in 2018 developed an NEH-funded workshop on standards-based digitization of manuscripts for small institutions with limited budgets, held at the Noah Webster House in 2019. She is currently in the process of photographing one of the oldest volumes in the Hartford History Center's collections, the 1639 land records in Hartford's City and Town Clerk Archive.
- » The DLL@HPL has a new logo! Hartford graphic artist and HPL corporator John Alves created the logo this spring.
- » The DLL@HPL website is in the works and will launch this winter.
- » This September, the DLL@HPL had an automated 35 mm slide scan installed and will be accepting jobs to digitally capture large slide collections. Exactly how long a film slide can last depend on how well it's stored. Two major threats to preserving slides are high and low temperature fluctuations and high levels of humidity. Typically, film slides will start to degrade in 20 to 50 years. We are now capable of shooting 15 35mm slides in a slide holder in 70 seconds, or up to 750 slides an hour.
- » Look for our full-page DLL @HPL advertisement on the inside cover of the winter issue of CT Explored! In a new partnership with CT Explored, the magazine of Connecticut history, one good story after another, we will be highlighting the many services the DLL@HPL can offer our statewide arts, cultural and heritage organizations.
- » We installed our Atiz BookDrive Pro V-cradle book scanner in October. The installation and training was originally put on hold during the COVID19 closure. Now up and running, the Atiz book scanner will facilitate preservation quality scanning of bound volumes, including fragile and oversize volumes, while adhering to best practices for safe handling of rare and special collections.



HPL Moves to New Donor Management System: Bloomerang

During the summer and fall of 2020, the development office migrated its donor data to a new, user-friendly database called Bloomerang. Bloomerang is a cloud-based system that includes built-in digital marketing, online giving integration, daily automatic address updates, and donor engagement tracking—all in an intuitive, easy-to-use interface. In addition, Bloomerang offers continual fundraising training and webinars to develop knowledge-base as well as data.

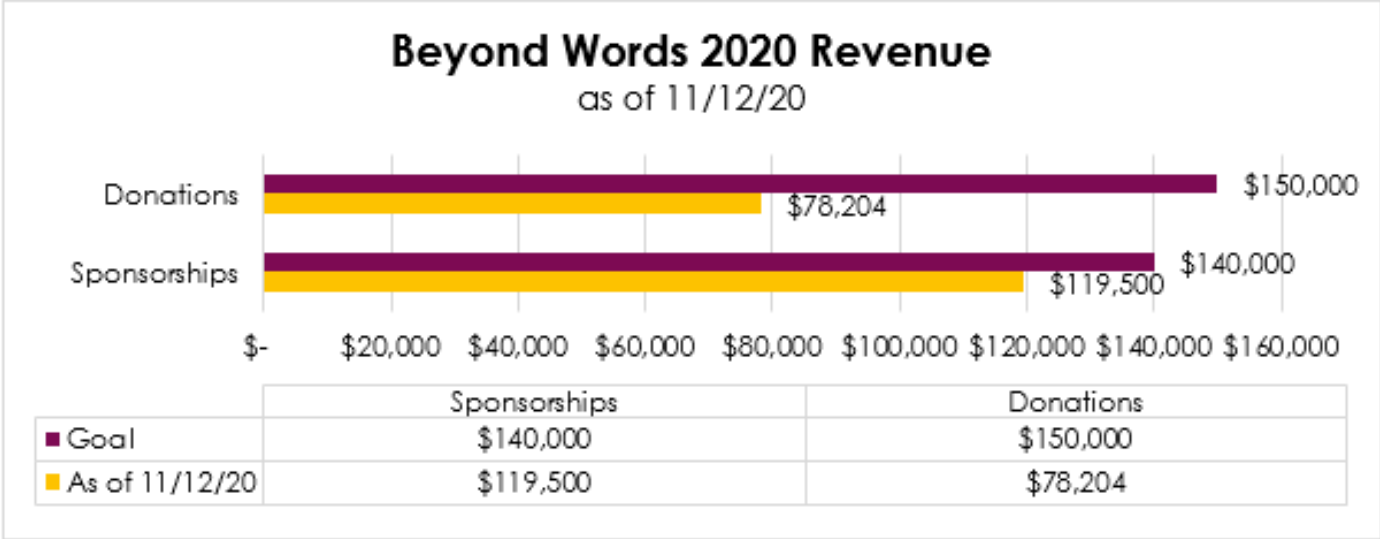


*Database consultant
Michelle Milczanowski*

Bloomerang has the potential to help the Library increase retention and revenue by better tracking and cleaning data, strengthening communication with its constituency, streamlining the data entry processes, and growing relationships with its donors.

The development office has been fortunate to have database consultant Michelle Milczanowski, and her 20+ years of expertise, working with HPL since May 2020 to aid HPL through the transition to Bloomerang.

Beyond Words 2020 will be a virtual experience produced by MediaVision Creative, a part of CT Public. The 30-minute video will showcase some of HPL’s favorite authors, including honorary chair Wally Lamb, Julia Alvarez, Amity Gaige, Christina Baker Kline, and Jean Kwok, Library supporters, and many of the important programs offered at the Library. The virtual event premieres Thursday, December 3, 2020, 7:00 on the Library’s YouTube channel.

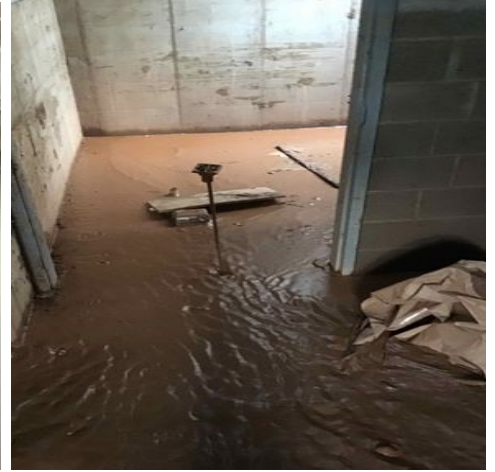


The Beyond Words Committee has been meeting regularly since the summer to generate ideas and help make Beyond Words 2020 a memorable event.

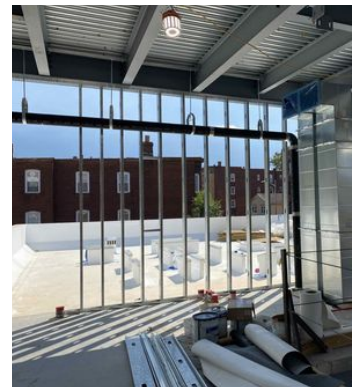
Park Library Project

On July 3, 2020 there was intense rainstorms occurring in the evening that led to the flooding of both Park & Broad Street. This flooding spilled into the jobsite at the entrance gate and essentially created a mud slide down the Southern Foundation into the basement area of the building. The soils and water flowed the unfinished Mechanical Chase, which at the time the opening was 3' above any soils. All soils were removed from the basement. Unfortunately, the heating/air conditioning/ventilation equipment was damaged and a total loss, the installed sump pumps needed to be cleaned out and the basement area power washed. A six foot section of curtain wall was left open to bring in new equipment to replace the damaged equipment. Paperwork has been completed submitted to the insurance company for the equipment. Additional expenses will also be submitted which are being incurred for temporary heat this winter. Work continues in progress.

July 2020



August 2020



September 2020



BELOW IS A HIGHLIGHT OF HUMAN RESOURCES ACTIVITIES FOR THE FIRST QUARTER.

Talent Acquisitions

3 new hires, 8 separations

New Hires

- » Leah Early, *Digital Library Lab Project Manager, Communications*
- » Derrick Gaskins, *YOUmedia Mentor, Teen Services*
- » Nancy Mendez, *Librarian Trainee, Youth Services Park Branch*

Separations

- » Jocelyn Cerda, *YOUmedia Mentor, Teen Services*
- » Chalynne Reed, *Library Assistant LOW, Public Programming*
- » Luis Valentin, *Library Assistant, Public Services*
- » Anwar Ahmad, *Interim Branch Manager, Albany Branch*
- » Mark Parrino, *Director of Facilities, Facilities*
- » Jose Santiago, *Library Assistant, Public Services*
- » Alpha Nicholson, *Immigration Counselor, TAP*
- » Sara Bolton, *Youth Services Librarian, Rawson Branch*

Human Resource Administration

- » HRIS/Payroll Actions - 45
- » Unemployment Claims - 79
- » Pre-employment screenings - 12

HRIS/Payroll Actions

- » 4 New Hires/Temporary Appointments
- » 6 Separations
- » 20 Payroll Actions
- » 15 Employee Data Changes

Other

- » 4 Medical Leaves
- » 1 Workers Compensation
- » 79 Contested Unemployment Claims

Training & Development

- » Dare to Lead Post Retreat Tune-Up: Leadership team completed daring leadership training intensive and book review
- » Manager Performance Trainings: HR led trainings on managing and evaluating staff performance
- » Staff Engagement & Wellness Initiative
- » Healthy Wage Step Challenge—Library & city employees participated in a 60-day step challenge
- » Employee Flu-Clinics—3 on-site flu clinics provided
- » COVID-19 Administration—Daily facilitation, guidance, and response to COVID concerns

PROGRAMS
1st QUARTER
July - September

FY 2019-2020		
Downtown	Programs	Attendance
American Place	104	1,293
Hartford History Center	20	1,019
Programming	102	2,725
YOUmedia	97	1,461
Youth Department	134	3,850
Totals	457	10,348

FY 2020-2021			
Downtown	Programs	Attendance	Views
American Place	35	610	0
Hartford History Center	8	152	853
Programming	49	613	12,453
YOUmedia	28	203	762
Youth Department	51	583	894
Totals	171	2,161	14,962

Branches	Programs	Attendance
Albany Adult	12	231
Albany Youth	69	729
Barbour Adult	18	116
Barbour Youth	138	1,406
Camp Field Adult	6	96
Camp Field Youth	102	3,211
Dwight Adult	1	5
Dwight Youth	72	855
Park Adult	27	236
Park Youth	69	1,276
Ropkins Adult	0	0
Ropkins Youth	85	1,576
Library on Wheels	0	0
Totals	599	9,737

Branches	Programs	Attendance	Views
Albany Adult	0	0	0
Albany Youth	22	56	1,463
Barbour Adult	0	0	0
Barbour Youth	23	91	1,269
Camp Field Adult	0	0	0
Camp Field Youth	49	299	2,062
Dwight Adult	0	0	0
Dwight Youth	35	313	1,116
Park Adult	13	129	0
Park Youth	1	0	396
Ropkins Adult	0	0	0
Ropkins Youth	4	0	1,497
Library on Wheels	5	56	0
Totals	152	944	7,803

Pilot & Other Programs	Programs	Attendance
Rawson	13	495
OWL - HPHS	0	0
Totals	13	495

Pilot & Other Programs	Programs	Attendance	Views
Rawson	0	0	0
OWL - HPHS	0	0	0
Totals	0	0	0

HARTFORD PUBLIC LIBRARY
1st Quarter Programming Totals

FY 2019-2020	
Programs	1,069
Attendance	20,580

FY 2020-2021	
Live + Recorded Virtual Programs Total	323
Live Virtual Program Attendance	3,105
Recorded Program Views	22,765

security incident reporting

Level 1 - Severe Violations	July	August	September
Weapons	0	0	0
Violence	0	0	0
Harassment or Discrimination	0	0	0
Distribution of Controlled Substance	0	0	0
Sexual Misconduct	0	0	0
Severe Violations Total:	0	0	0
Level 2 - Moderate Violations			
Drug Use	0	0	0
Alcohol	0	0	0
Theft, Vandalism, Damage	0	0	0
Disruptive Behavior	4	4	3
Unauthorized Access	0	0	0
Smoking/Use of Tobacco or related products	0	0	0
Minor Violations	0	0	0
Moderate Violations Total:	4	4	3

Note: Security personnel are responsible for assuring that all library customers comply with the library requirement of mask coverings throughout the day.