

December 2009

Hartford Public Library

[CHIEF EXECUTIVE OFFICER'S REPORT]

A Review of the Library's Operations

First Quarter FY 09-10

FY 09-10	Budget	Actual	Expenditure
Personnel	7186747	1363154	19%
Non-personnel	1856489	261860	14%
Total	9043236	1625014	19%

Budget at Three Months

The library ended the first three months of FY2009-2010 in a good financial position. The report for personnel is on an accrual basis. All other categorical expenses are reported by the city on a cash basis in accord with the fiscal systems of the city's finance department. The library's expenditures are paid by the City of Hartford in advance of the city's appropriation which is usually posted to the library's account in the fourth quarter.

Library and Public Services

In the first quarter of this new fiscal year, the new branch hours went into effect, increasing the total public service hours by 48 per week compared to the same quarter last year. All branches are now open at 12:30 p.m. and each branch has evening hours until 7:30 p.m. one night per week. Additionally, five branches are now open 12:30-5 p.m. on Saturdays.

Visits to the Downtown Library remain stable at almost 120,000 per quarter, while visits to the branches are just under 100,000. PC use at the branches has increased for both youth (+30%) and adults (+13%) as anticipated with the extended branch hours, while activity Downtown decreased (-25%). Main floor staff members are monitoring the tech center to ensure that the Pharos sign-up works efficiently since customers have expressed frustration when previous sessions do not terminate because a customer has failed to log off, or a departing customer powers down the computer completely. Many customers are electing to use the walk-up stations and the computers in Job & Career Services; these options are not monitored or controlled by the Pharos system.

Adult Services

The number of adult learner classes and workshops increased by 49% (+32% Downtown, +156% in the branches). This large increase is due to more computer/technology classes

(+178%) and more job and career workshops (+55%). In the first quarter a year ago, most adult computer classes were cancelled due to budget reductions and subsequent layoffs of the instructors. Funding from the Bill and Melinda Gates Foundation and the Hartford Foundation for Public Giving allowed the Library to resume its normal class schedule. Of the total number of computer classes, 36% met in the neighborhood branches. The Library scheduled more job and career workshops in response to economic conditions.

Attendance at adult learner classes and workshops increased by 48% (+48% Downtown, +50% in the branches). Computer/technology class attendance increased by 242% with the resumption of a full schedule. Job and career workshop attendance increased by 76%. ESOL attendance increased by 84%, despite fewer classes. This is due to the low rate of attrition in refugee-attended classes that have a cultural broker in addition to the English instructor.

The number of adult questions decreased by 8% (+7% Downtown, -25% in the branches). The increase Downtown may be attributed to a 10% increase in adult visits to the site.

Upcoming programs include several marking Career Development Month, which is in November. Peter Weddle, a well-known presenter and author of many career and online job-searching books, will be a featured speaker. His talk will be presented in collaboration with the Center for Professional Development at the University of Hartford. Popular certified life and career coach, Christine Pallotti, will return to guide participants in her workshop as they create a vision board, a visual collage to help them define and clarify goals.

Sponsored by the Capital Region Professional Development Collaborative on Adult Literacy and supported by Hartford Foundation for Public Giving Adult Literacy Project, the Library will host its first Student/Teacher Recognition Day. This collaborative effort will help build a "community of learners" by sharing and celebrating the academic and leadership successes of adult students throughout the region. Speakers will include Library students and special guest Ernest Best, Executive Director, Massachusetts Alliance for Adult Literacy.

Attendance at workshops in the nonprofit series and the small business series with the Small Business Development Center continues to be very good, averaging between 30 and 40 people per session. A new workshop on nonprofit merger, one strategy to survive in an economic downturn, featured a panel of presenters who had been through the process. The Library is collaborating with the MDC (Metropolitan District Commission) on a matchmaker event, offering small business owners, contractors, entrepreneurs, and others the chance to meet with firms involved with the Clean Water Project. There should be many opportunities for local businesses.

The Library, in collaboration with the City of Hartford Department of Health and Human Services, will be getting customers onto the dance floor for Zumba, offering two nights of instruction in this popular aerobic exercise program. Sickle cell anemia, veterans' health benefits, and healthy holiday eating are topics of other November-December programs.

With Americans now using their phones to text twice as much as they do to call, the Library is exploring ways to provide an opportunity to reach the Information Services Center by text messaging. TAL (Text a Librarian) is a mobile text messaging reference technology developed specifically for libraries. Customers text their questions using a library's keyword: for example, Hartford Public Library – askhpl. This communication option will allow the Library to reach a wider audience and market, even brand, its services, programs, and resources to a wider audience.

Youth Services

Circulation, programs and program attendance, and PC use were up for Youth Services in the first quarter. Circulation averaged better than one item per Hartford resident under the age of 18 for this quarter alone, a strong showing given the language and literacy challenges that face many of our young customers. An increase in print items circulation (+7%) offset a small decline in AV circulation (-2%), which reflects our emphasis on reading in our work with youth. The increase in the number of programs offered, (+30%), is a result of strong performances at the Blue Hills and Twain branches, closed last summer, and at Camp Field and Ropkins, the leading branches in program activity. The increases in program attendance and PC use, (both +8%), are the result of strong performance at the same four sites, which offset declines at the Downtown Library and elsewhere. We had anticipated a drop in summer program attendance because we did not hire performers and presenters for budgetary reasons this year. However, a “road show” approach, whereby Youth Services staff took their “A” program to each site, plus the federally-subsidized summer lunch, attracted large numbers of children and teens. The Library served 8,745 lunches, and many of the youth stayed afterward to participate in a skill-building program, such as cooperative games; to read independently; or to talk with a librarian about their reading.

“Reference questions” were redefined at the start of this fiscal year, and now include only questions that require the use of a printed or electronic resource to answer. Many questions from children and teens to library staff members are answered without using such a source; however, we will continue to include subject questions such as “What is 3 times 8?” “How do you spell *bicycle*?” “Is this a picture of Abraham Lincoln?” Now excluded are directional questions such as the location of the restrooms. We anticipate that the decline in reference questions reported this quarter (-60%) as a result of the redefinition, will be repeated in the three upcoming quarters, and then level off.

Brief scripted interviews conducted with hundreds of customers during a one-week period this quarter gave us several new pieces of data with which to evaluate the effectiveness of our programs and collections. The Library is collaborating with a number of City agencies in promoting healthy lifestyle choices to children and teens. Interviews of children and teens indicate that 57% had learned something about healthy choices at the Library in the past month, and that 39% had been able to put this knowledge into practice in their homes. These health initiatives are new this quarter and staff will work to increase the transfer of information by

increasing the number of health programs offered, and focusing the learning points. In many cases, youth are not accustomed to being the decision makers about their lifestyle choices and must first be taught to take responsibility for themselves. Two questions were also asked of adults visiting the library with young children: "Have you learned anything about building your child's literacy at the Library, in the past month?" and "Have you had a chance to put this knowledge into practice, at home?" 87% percent of those questioned responded positively to the first question, and 83% of those individuals responded positively to the second. Youth Services staff members have attended multiple trainings on this early literacy curriculum, and have developed strategies for making it connect closely to the interests of our customers. Consequently, the transfer of learning from staff to parents/caregivers is highly effective, and is associated with on-going gains in picture book circulation (+14%).

Very positive outcomes were also reported, by an independent evaluator, for an outreach program to unlicensed home day cares that the Library conducted from 2006 to 2008. The evaluator found that providers whom Library staff visited made "significant gains" in every identified aspect of early literacy support. These were the number of: visits to the library with the children; children in their care with a Library card; parents of children in their care with a Library card; parents who have visited the Library with their child; books available in provider's home (which increased from an average of 10 to an average of 32); minutes spent in dialogic reading with children (which increased from an average of 10 minutes per week to an average of 38 minutes); key early literacy skills provider can name; and, key early literacy skills provider can associate with instructional techniques. The results were reported to the Hartford Foundation, which funded the project, and will be shared widely with the preschool community.

In the second quarter, Youth Services staff is looking forward to helping children and teens participate in the American Mural Project, Healthy Hartford activities, and the city-wide Gee's Bend quilt initiative.

Community Development and Civic Services

This fall's *Democracy in Action* programs and activities got off to a strong start. In collaboration with the American Civil Liberties Union and Hartford 2000, we held a very successful Banned Books program on September 29th. Approximately 50 people came to hear Scott Haney (WFSB TV), Hartford Fire Chief Charles Teale, Susan Campbell (Hartford Courant), Mayra Esquilin (community activist and president of the HART Board), and Matt Poland read passages from banned books. The program received significant media coverage, and the video of the event has been aired repeatedly on Hartford Public Access TV. Based on this year's success, we plan to repeat the program next year. As part of the *Democracy in Action* initiative, the Library has taken a leadership role in the formation of the Hartford Votes~Hartford Vota Coalition, a group of about a dozen organizations working together for the purpose of increasing voter turnout in Hartford. A very successful planning meeting and training session was held on September 15 to plan activities for October, including Voter Registration Day, a candidates' forum, and voting on Election Day in November.

Use of HartfordInfo.org continues to increase (+18%), supported by marketing through our public programs, collaborating organizations, and on Hartford Public Access TV. Notable items recently added include the following: a new version of the *Hartford Elected Officials Map* (prepared by the Library); *Common Ground: A Vision for the Swift Factory*; *Why Sheff Still Matters: New Research on Poverty, Diversity, and Achievement*; a presentation recently made to the City Council by the Chief of Police and the head of Hartford Youth Services in response to reports of increased gang activity; newly updated listings of Hartford shelters and soup kitchens (prepared by the Library); and *Planning the Future of the Hartford Landfill*. New data on the site includes updated attendance and demographic data from the Hartford Public Schools, and new data from the Hartford Police Department on noise ordinance enforcement. A video of the recent public program: *Summer in the City: Quality of Life in Hartford* is now available on the site. In addition, a web site for the new Hartford Votes~Hartford Vota Coalition has been established within HartfordInfo.org.

July marked the beginning of the new community outreach model, which is being designed to make community engagement more efficient and effective. For the first quarter, library staff engaged in relationships, such as collaborating on programs, and attended meetings, with non-profit organizations 67 times, with community organizations 49 times, with government agencies 17 times, and with seven youth service providers and organizations. As this is the first quarter of the new system, no comparative data is available.

Upcoming programs in the 2nd quarter include a forum on healthcare reform, a program on the future of Hartford's landfill, hosting poll worker training for the Hartford Registrar of Voters, a program on the City's initiative to develop a ten year plan (*One City, One Plan*), a *Youth Making an Impact* program, and a program on the City's boards and commissions. All of these programs and activities will occur in collaboration with other organizations. In particular, library staff has been working on a planning committee convened by the City's Chief Operating Officer (COO) for public participation in *One City, One Plan*, a ten year plan for Hartford. Several public meetings will be held in November and December, at least one of which will take place at the Downtown Library.

Readers Services

System wide adult circulation remained stable compared to 1Q 08-09 and is on track with the activity forecast for number of items borrowed this fiscal year. Both book (+4%) and media (+3%) circulation were up slightly Downtown. Increases in fiction (+40%), musical scores (+34%), Spanish language (+18%) and nonfiction (+16%) on the main and ground floors indicate that customers are finding materials once they are shifted from the new book area and are using subject collections throughout the building. Large overall increases in adult circulation at Blue Hills (271%) and Mark Twain (289%) reflect comparison with the period they were closed last year. Albany suffered a big decline in adult activity (-33%), which may reflect the closure of the neighboring Fox Middle school and fewer adults coming in to pick up their children at the end of the day. Activity in Spanish language materials remains strong at the Park branch (+18%) as we continue to develop that collection. We are now purchasing urban fiction for all locations as interest in this genre has expanded beyond the North Cluster locations

and the number of titles published each year has grown. In-house use of materials tracked through the library's automated system indicates this usage has more than doubled system wide, with Albany recording the largest increase. Staff efforts to perform this function are important because results indicate that people continue to come to the library to use our collections even if they choose to not check them out.

Summer is typically a slow time for the publishing industry, which allows more opportunity to evaluate and replace existing items in the collection as well as provide supportive materials for the job and career area, small business programs, computer classes, and literary events. Staff re-arranged and expanded the display for audio books Downtown and placed a large new order for this active collection; we will transfer some titles to branches for circulation. Staff also continued the inventory project at the Downtown Library to match item records in the catalog with actual locations in the building to enhance ease of use in finding materials in the expanded space.

Next quarter we will be bringing Library 2.0, or the next generation, to our online catalog with the initial implementation of *LibraryThing for Libraries*. This enhancement package will provide title ratings and reviews from readers, similar reads, tag-based searching and links to related editions and formats in our collections.

Arts, Cultural and Heritage Programs

Connecticut Center for the Book (CCB)

Connecticut Book Awards (CBA)

The eighth annual Connecticut Book Awards (CBA) enjoyed excellent print & broadcast media coverage this year and we had our best-attended ceremony to date with many members of the literary and Hispanic community coming out to support the Lifetime Achievement recipient, Bessy Reyna. While some people decided against attending when they learned that Tomie dePaola had to cancel his appearance, everyone present was enthralled by stand-in Leslie Connor's well-developed, warm, and witty presentation. In previous years, this event has cost the Library \$10-12,000; this year it netted \$2,205. Expenses were reduced by: using our own chairs and stage drape and doing without tiered seating (thereby also avoiding a trucking fee); printing invitations, programs, and broadsides in-house; and, using Library A-V/photographic equipment and staff (avoiding a management fee). We increased revenue by raising entry fees and event tickets by \$5 each; receiving a percentage of the book sale profits from UConn Co-op, \$266; and garnering \$325 in individual donations via event r.s.v.p. cards.

National Book Festival

The official estimate of attendance at the ninth annual Festival on the National Mall on 26 September was 130,000, approximately 20,000 more than last year. Attendees ran the gamut in age, race, and reading proficiency. The Connecticut table's offerings included: bookmarks with our literary homesteads; bookmarks for students that featured Web sites for information

about our state; perennially popular Department of Agriculture roadmaps that highlight farms and vineyards; a bibliography of children's books set in the state; and, a colorful bibliography of books written in 2009 by Connecticut authors.

Wallace Stevens Birthday Bash

Because of a scheduling conflict for the speaker, contemporary poetry critic Marjorie Perloff, the fourteenth annual Bash was moved from the first Saturday of October (Stevens was born on 2 October) to the first Saturday of November; we will adhere to this date in the future as there are fewer competing events. A hearty buffet and wine bar preceded Perloff's presentation, and cake and champagne followed. The ticketed event was offered in conjunction with the Hartford Friends & Enemies of Wallace Stevens.

Connecticut Book Festival

In August, the director of UConn's Greater Hartford branch granted permission for the Connecticut Book Festival to take place on its campus in late May 2011. The Festival's current planning committee includes: Connecticut Center for the Book; Connecticut Commission on Culture and Tourism; Connecticut Humanities Council; Connecticut State Library; and, UConn's Co-op, Dodd Center, and Trecker Library on the Greater Hartford Campus. The Festival will be modeled after the National Book Festival with author presentations and signings, hands-on activities (especially for children and non-readers), and opportunities to promote Connecticut's diverse champions of books and reading.

Letters about Literature

Cover letters and guidelines have been sent to 1,200 public and private schools—and home-schooling organizations—to publicize this year's competition. Six of the nine judges will be accomplished children's book authors. State and national winners will be announced in the spring, and our awards ceremony for finalists will be held at the Library in June.

Readings

The cost of printing this publication is such that production has been suspended until a sponsor can be found or an arrangement can be reached for in-kind printing. Connecticut Book Award for Biography winner Steve Courtney cited, "...those issues of *Readings* that sit, so attractively designed and inviting, on a particular shelf at my public library that I scan regularly, awaiting the next issue."

One Book for Greater Hartford 2009

One Book for Greater Hartford featured the Pulitzer Prize winning novel *The Brief Wondrous Life of Oscar Wao* by Junot Diaz. Programming for One Book, created in concert with the local community from the Dominican Republic, spanned a three month period. The project culminated in an author event on October 23, 2009 with 400 people in attendance - the most successful One Book main event in its history at Hartford Public Library. Students from Hartford, Farmington, West Hartford, and Holyoke (MA) attended the event with Junot Diaz.

ArtWalk at Hartford Public Library

ArtWalk at Hartford Public Library offers one of the largest and most stunning exhibition spaces in greater Hartford and the opportunity for visitors to view art in a magnificent setting in their own community. The state-of-the-art gallery rises above Main Street along a glass wall that floods the space with ambient light during the day and appears to glow as a jewel box at night. Exhibitions will offer an array of art experiences that reflect a variety of media, styles, and cultures in the art world, providing diverse viewing experiences, and allowing for many tastes. Art work is displayed on “floating” wall sections that allow the visitor to discover each piece while never seeing the whole exhibition from one vantage point. Because of the unusual cable system in place, one of the most unique aspects of the **ArtWalk** is that any wall and lighting configuration or arrangement can change with the nature of every new exhibition. The gallery was made possible through the generosity of donors to the Library’s completed Capital Campaign, especially the Beatrice Fox Auerbach Foundation Fund at Hartford Foundation for Public Giving.

Exhibitions are scheduled on the ArtWalk through December 21, 2010:

- Journey (2): A Renewed Consciousness featuring the work of Stanwyck Cromwell – November 6, 2009 through January 15, 2010
- Installation Art Exhibit featuring the works of Dawn Holder – February 19 through April 20, 2010
- Hartford Collection Exhibition featuring the Library’s collection of art and objects – May through Labor Day
- Still Life Exhibition featuring the work of Kyle Andrew Phillips – October through December 2010

Sponsors and funding are in place for first two exhibitions.

American Mural Project

On October 28, Hartford Public Library will open an exhibit of giant painted sections from the American Mural Project. When completed, this huge three-dimensional painting -- 120 feet long, 48 feet high, and 6-8 feet deep -- will be the largest indoor collaborative artwork in the world. The exhibit is free and open to the public through December 16 during library hours.

This project is a win-win partnership between Hartford Public Library and the American Mural project. The Library’s glass walls and natural ambient lighting, combined with a 25-foot ceiling, offer Ellen Griesedieck’s amazing three-dimensional artwork a truly unique exhibition space.

A tribute to the American worker, the American Mural Project (AMP) was founded by artist Ellen Griesedieck. She is visiting all 50 states and working with people of all ages who are helping her create pieces that will be included in the final artwork. After eleven years of work, more than one third of the mural is finished and over 10,000 people have contributed to the effort.

The exhibit will feature pieces of the mural, some up to 30 feet high, as well as walking tours, lectures, and projects scheduled throughout the exhibit for students and adults at the library. AMP will also be leading art activities with kids from local schools, the Wadsworth Atheneum, and many other organizations around the city.

The Library hosted a reception for invited guests on November 13, 2009, preceding a fundraiser at the Hartford Club.

Hartford History Center

The number of visits and research requests for the Hartford History Center has increased dramatically in the first quarter 2009, compared to the same quarter last year; reference questions almost doubling in number. For the current quarter, more than 600 people have utilized the center either for historical research or to participate in its heritage programming.

Past programming included the well attended conversation - "FDR, National Policy / Local Impact" with Dr. Cynthia Koch, head of the FDR Presidential Library and Museum; Mark Jones, Connecticut state archivist; and Dr. Eugene Leach, founder of the American Studies program at Trinity College. Attendance was also strong at "Oral History Tips and Techniques" with oral history scholar Dr. Ruth Glasser. Both programs were recorded and will be available from the Hartford History Center website; the FDR program in videotape and the oral history workshop on audio.

Upcoming programs include a major exhibition with guest curator Leonard Marcus, a leading historian of American children's literature, in December with an opening reception Sunday, Dec. 6. The exhibition is entitled "Treasure Books: Selections from the Caroline M. Hewins Collection." These books are from the Library's historical collection and represent a rich array of children's literature purchased by or in consult with Caroline Maria Hewins, Hartford's "First Lady of the Library." Hewins was head librarian of Hartford Public Library from 1875 to 1926, guiding the private subscription association as it grew into a vital public resource. She was a critical voice nationally in the development of children's libraries and in the selection of quality children's literature.

Hartford History Center is also in collaboration with the John E. Rogers African American Cultural Center, working in concert on the exhibition "With Grit and Grace" that highlights the achievement of 20 African American women from Hartford. This exhibition will be displayed during Black History Month and Women's History Month (February and March respectively) of 2010 in the Hartford History Center and will be showcased in the 2010 spring issue of *Connecticut Explored* (formerly *Hog River Journal*). This display will be designed to travel and

will likely be exhibited in library branches. The YMCA is interested in displaying it as well, both at its downtown location and at its Wilson-Gray Youth and Family Center.

Looking forward to 2011, April 12 marks the 150th anniversary of the beginning of the American Civil War. Hartford History Center has been asked to work with the Civil War Planning Committee in commemorating this anniversary in the state. Hartford History Center will be one of more than 16 major heritage institutional partners working collaboratively in the planning of book talks, scholarly lectures and exhibitions that will go on throughout Connecticut commencing April 2011. Spearheaded by Professor Matt Warshauer at Central Connecticut State University, this immensely collaborative effort is seeking funds from the National Endowment for the Humanities to support programming and the development of a documentary film. This is a wonderful opportunity to showcase the Library's materials relating to the Civil War, especially in light of a recent donation to the Hartford History Center last month by Gary E. Wait which includes the collection of historical manuscripts, books, and pamphlets relating to Gideon Welles (1802-1878). Welles became editor and part-owner of the *Hartford Times* in 1826 and remained its editor until he resigned a decade later. Welles was also co-founder of the Republican newspaper *Hartford Evening Press* (1856). A staunch supporter of President Abraham Lincoln's policies, Gideon Welles became Lincoln's Secretary of the Navy on 7 March 1861.

Information Technology Services

Tech Services

In the first quarter, ITS has focused primarily on new software installations and product assessments. To address the increasing concern over viruses on public access computers, Tech Services installed Microsoft Steady State, a free program for Windows XP that allows us to administer program restrictions, user management, and disk protection, protecting the network from user changes. This replaces CompuGuard, a paid program that was not as effective. We held several vendor demonstrations, including: Smart Money Manager, a software/hardware solution for payment of fines; and two web-based staff scheduling products, PeopleWhere, which would integrate with our current Evanced event calendar, and ScheduleAnywhere. Tech Support has also increased support for Development Services, assisting with the donor management software, Raiser's Edge, and email marketing software, Constant Contact.

ITS projects planned for the second quarter include installations of equipment and software, repairs, and maintenance. We will be continuing the rollout of Gates Grant computers and Pharos time management software to the branches; supporting the move of the Downtown service desk; and upgrading staff and public computers with Microsoft Office 2007.

Web Services

Visits to the websites that the Library creates, maintains and hosts (Hartford Public Library ([HYPERLINK "http://www.hplct.org"](http://www.hplct.org) www.hplct.org, City of Hartford ([HYPERLINK "http://www.hartford.gov"](http://www.hartford.gov) www.hartford.gov) and HartfordInfo.org) continue to increase (+10%),

with over 15 million hits logged in the first quarter. This increase can be attributed both to additional content on the sites and more transactions being conducted online. Enhancements to both websites continue each quarter. On the Library's website, links to HPL social media such as Facebook and Twitter, were repositioned on the homepage. Our social media pages have attracted a large online community of fans and friends who receive notification of programming and development activities. Websupport has also increased its support of programs within the library by posting events on the serpentine display and the LCD screens on the ground floor. On the City of Hartford's website, in addition to ongoing work to finalize the new Hartford.gov SharePoint site, new pages were created for the City of Hartford: Hartford.gov/Recovery HYPERLINK "<http://www.hartford.gov/recovery>" <http://www.hartford.gov/recovery> and GreenUp Hartford HYPERLINK "<http://www.hartford.gov/green.htm>" <http://www.hartford.gov/green.htm>

In the second quarter, the Library will be moving forward on the redesign of the Library's website, and updates to Hartford LEARN's online navigation tools. The Library is reviewing two vendor proposals which will enhance the visual identity of the website, including branding and graphic design. Following the successful completion of the pilot phase of Hartford LEARN, the adult literacy referral and assessment network, the navigation tools will be upgraded in preparation for an expansion of screening programs in Phase I.

Development

Grant Status

Pending— Grant applications with a total request amount of \$120,674 are pending approval for FY 09-10. Among the proposals are two requests to **Hartford Foundation for Public Giving** for matching dollars to The Big Read (\$20,000) and strategic planning support (\$50,000); and a request to the Barbara Bush Foundation for a literacy project to help recent refugee arrivals build ESL skills (\$50,674).

Received—The Library received notification of four awards for a total amount of \$26,034. The awards include \$20,000 from **Hartford Foundation for Public Giving** for an early literacy project, Mother Goose, to increase early understanding of key math and science concepts; \$3,500 from the **Greater Hartford Arts Council** for the ArtWalk's October exhibition (\$1,500) and for an early literacy program, "What Do You See?" in which the Visual Thinking Strategies approach will be used to increase children's understanding of and engagement with the illustrations in picture books (\$2,000); and \$2,534 from the **Connecticut Commission on Culture and Tourism** for program support of the Connecticut Center for the Book. Grants confirmed for FY 09-10: \$283,177.

Individual Giving

The 2009 fall annual appeal will kick-off in December with solicitation letters mailed to existing donors and new prospective donors.

Recent significant contributions include two donations supporting the **ArtWalk** at from Sevigny Architects, LLC (\$1,000) and Siegel, O'Connor, O'Donnell, & Beck, P.C. (\$1,000).

Facilities

Albany Branch

The development of the design and cost of the new Albany branch is well underway. The City's Planning and Development department has approved the project and the architects are planning for the public hearing, expected to be held by early January. Construction documents and bidding will commence mid-winter. Construction to follow by summer 2010; completion by late winter/early spring 2011.

Park Street Branch

The installation of the new ADA compliant first floor bathroom and the complete upgrade of the HVAC system will be completed by year-end. The branch closed for two days during initial demolition but otherwise has operated during the building repair process.

Safety and Security

The Library had thirteen (13) reportable incidents in the third calendar quarter. Eight (8) reports were filed at the Downtown facility (three (3) reports of property theft, two (2) medical emergencies, and three (3) fighting incidents among teenagers). The Hartford Police Department assisted in resolving three (3) of these incidents.

Five (5) reports were filed by branches:

- Park Street – gunshots heard outside the building; police notified.
- Mark Twain – belligerent customer harassed staff and broke plate glass in entrance door; police notified.
- Albany – two (2) incidents with misbehaving teens and one (1) abusive profane language from an adult customer.

Staff

Mary Crean, chief development officer, joined the Library in July. Mary is responsible for the implementation of a development/fundraising plan and for raising the profile of the Library locally, regionally, statewide, and nationally.

Katy Snell, an Americorps volunteer, started in August and will be with the Library for ten months. She is making a significant contribution to Community Development & Civic Services.