

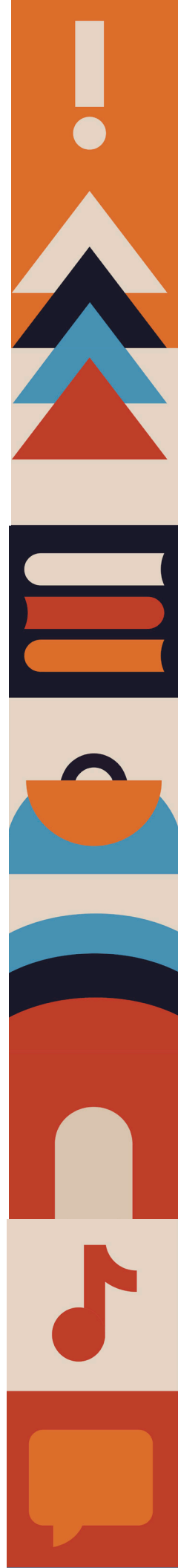


President and CEO Report

June 2024

FISCAL YEAR 2023–24
THIRD QUARTER
(JAN–MAR 2024)

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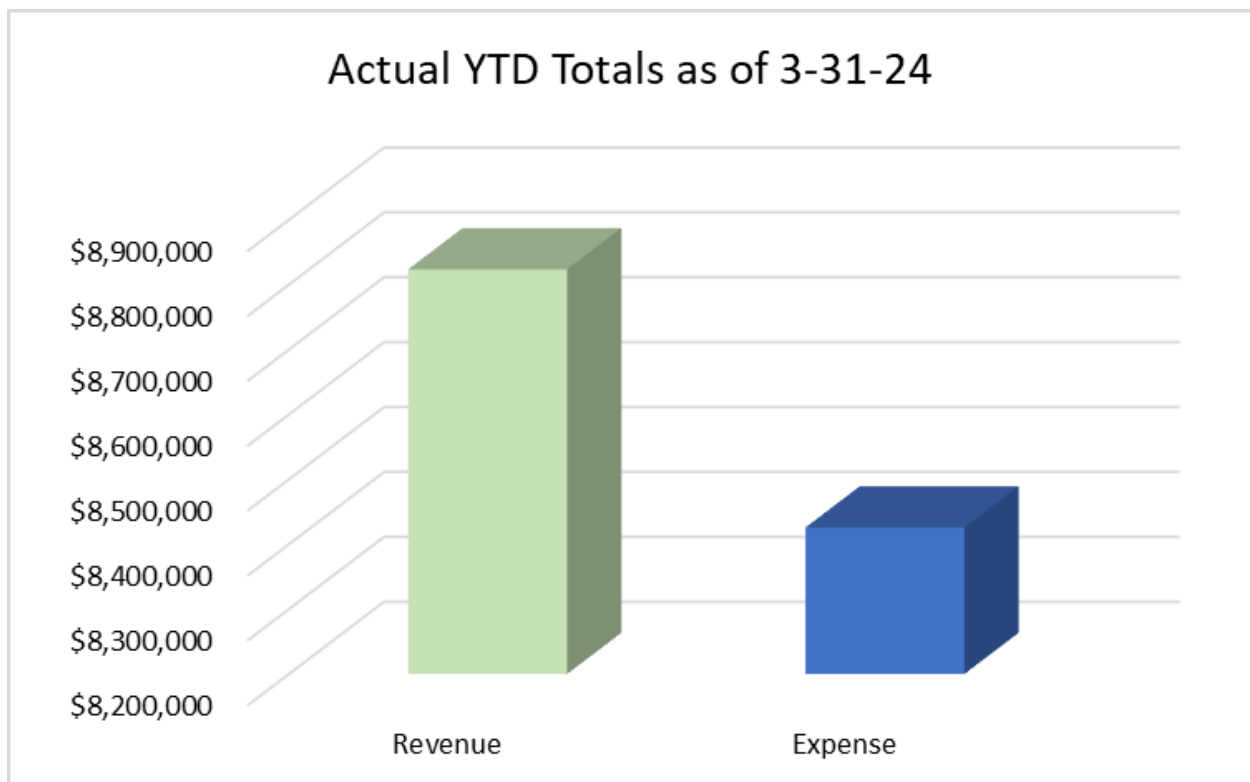


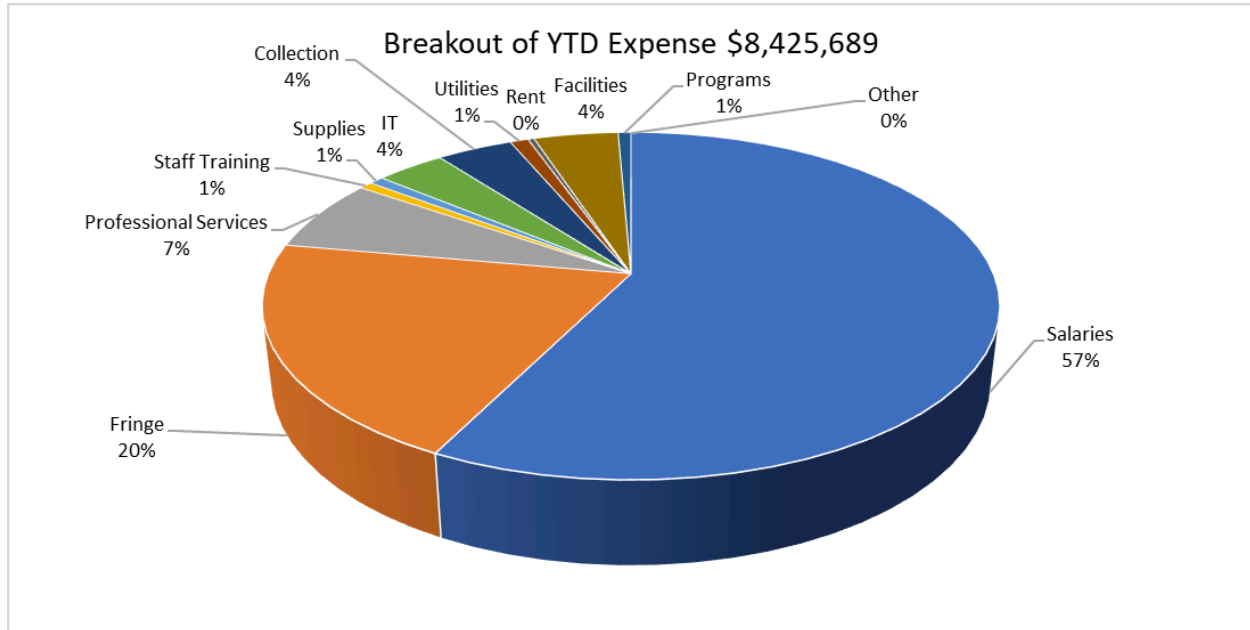
FISCAL YEAR 2024 – OPERATING BUDGET SUMMARY

AS OF MARCH 31, 2024 – 75% THROUGH FISCAL YEAR

For the period ending 3/31/24, Hartford Public Library has expended an estimated total of **\$8,425,689** which represents 71.7% of the revised operating budget of **\$11,751,752**. HPL has also collected an estimated **\$8,823,480** in operating funds, or 75.1% of the Fiscal Year 2024 budget.

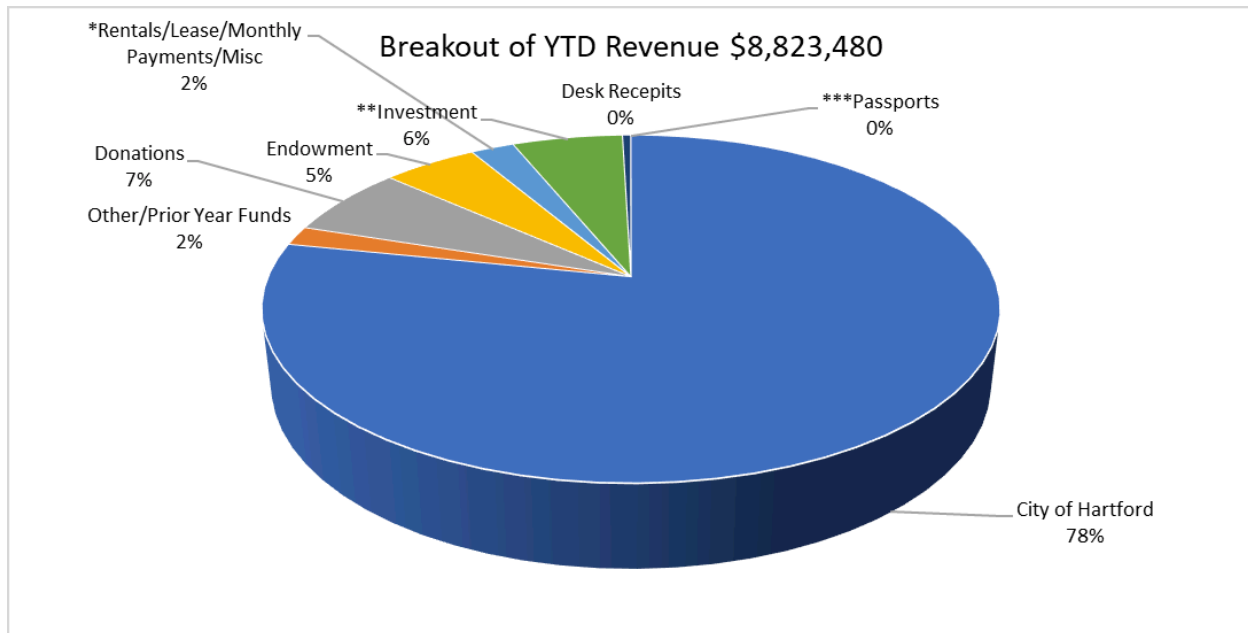
	FY24 Budget	FY24 Actual	Variance	% Actual
Revenue	\$ 11,751,752	\$ 8,823,480	\$ 2,928,272	75.1%
Expense	\$ 11,751,752	\$ 8,425,689	\$ 3,326,063	71.7%
Variance		\$ 397,791	\$ (397,791)	



TOTAL EXPENSE

Expense	FY24 Budget	FY24 Actual	Variance	% Expended
Salaries	\$ 6,872,776	\$ 4,839,047	\$ 2,033,729	70.4%
Fringe	\$ 2,587,151	\$ 1,717,898	\$ 869,253	66.4%
Professional Services	\$ 563,032	\$ 570,119	\$ (7,087)	101.3%
Staff Training	\$ 87,775	\$ 57,903	\$ 29,872	66.0%
Supplies	\$ 122,400	\$ 63,425	\$ 58,975	51.8%
IT	\$ 234,176	\$ 304,629	\$ (70,453)	130.1%
Collection	\$ 546,282	\$ 335,325	\$ 210,957	61.4%
Utilities	\$ 125,460	\$ 80,905	\$ 44,555	64.5%
Rent	\$ 36,000	\$ 27,000	\$ 9,000	75.0%
Facilities	\$ 417,000	\$ 372,692	\$ 44,308	89.4%
Programs	\$ 159,700	\$ 56,747	\$ 102,953	35.5%
Other	\$ -	\$ -	\$ -	0.0%
Total	\$ 11,751,752	\$ 8,425,689	\$ 3,326,063	71.7%

Note: The pie chart represents the total expenses as of 3-31-24 and the relationship the sub-accounts factor into the total expense. The table represents the 3-31-24 year to date actual expenses, the remaining that is available to be spent, and the percentage of expenses that has been spent as of 3-31-24.

TOTAL REVENUE

Revenue	FY24 Budget	FY24 Actual	Variance	% Collected
City of Hartford	\$ 9,201,354	\$ 6,901,196	\$ 2,300,159	75.0%
Other/Prior Year Funds	\$ 158,000	\$ 158,000	\$ -	100.0%
Donations	\$ 800,000	\$ 576,649	\$ 223,351	72.1%
Endowment	\$ 912,804	\$ 438,682	\$ 474,122	48.1%
*Rentals/Lease/Monthly Payments	\$ 524,594	\$ 200,077	\$ 324,517	38.1%
**Investment	\$ 55,000	\$ 509,589	\$ (454,589)	926.5%
Desk Receipts	\$ 45,000	\$ 38,173	\$ 6,827	84.8%
***Passports	\$ 55,000	\$ 1,115	\$ 53,885	2.0%
Total	\$ 11,751,752	\$ 8,823,480	\$ 2,928,272	75.1%

**Rentals/Lease/Monthly Payments – This account remains under-collected due to the UConn monthly rental receipts are on hold until the UConn Library can move back into its location. It is anticipated that this loss will be recovered by the insurance claim. This account also contains the Goodwin Library lease, which was discontinued in October.*

***Investment – Larger capital fund investment dividends have been realized in FY24 due to the construction funds being invested in money markets since July.*

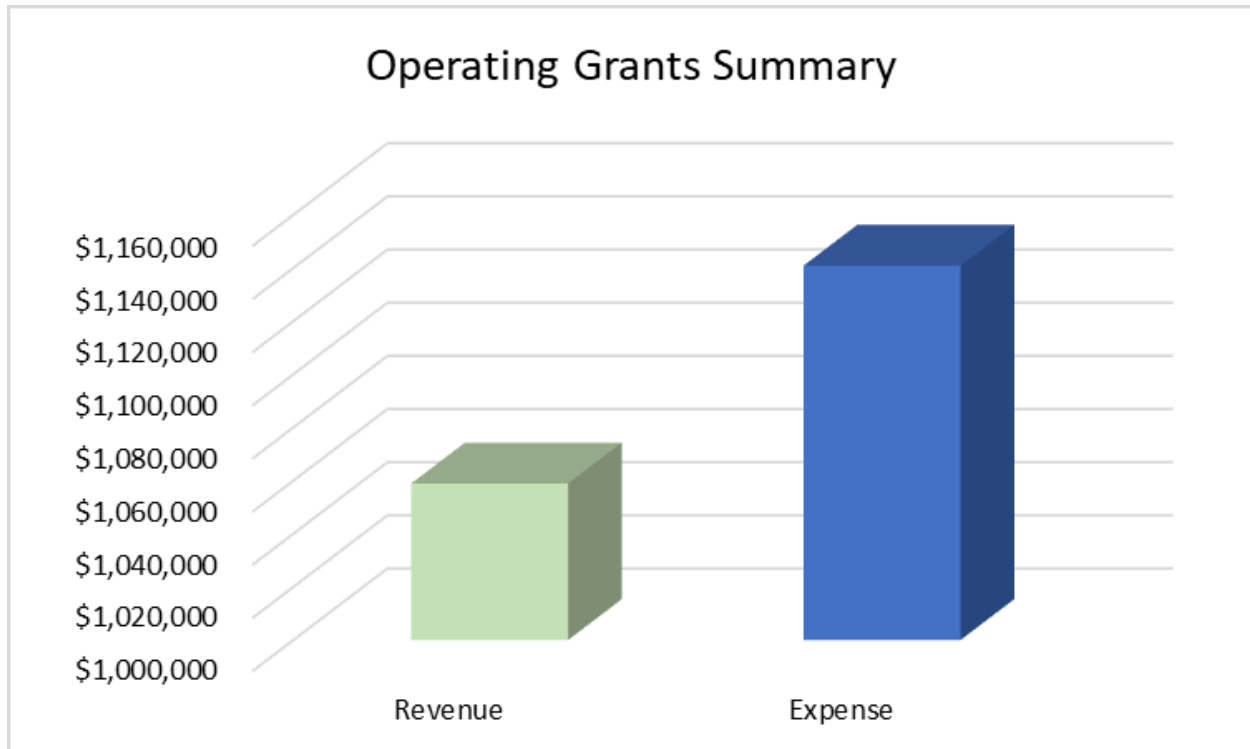
**** Passports – The passport coordinator position has been recently filled in FY24 which is why the passport account is under collected.*

Note: The pie chart represents the total revenue received as of 3-31-24 and the relationship the sub-accounts factor into the total revenue received. The table represents the 3-31-24 year-to-date actual revenue received, the remaining that needs to be collected, and the percentage of revenue that has been collected as of 3-31-24.

FISCAL YEAR 2024—OPERATING GRANTS

AS OF MARCH 31, 2024 – 75% THROUGH FISCAL YEAR

Operating Grants Summary	Budget	Actual	Remaining	%
Revenue	\$ 3,248,284	\$ 1,058,872	\$ 2,189,412	32.6%
Expense	\$ 3,248,284	\$ 1,140,866	\$ 2,107,418	35.1%
Variance	\$ -	\$ (81,994.00)	\$ 81,994.00	



Note: Most Hartford Public Library grant funds are drawn down on a “reimbursement” basis. The funds expended in a particular month are then requested by Hartford Public Library in the following month from the grantor. The balance shown in the budget to actual report was received in April and May.

DEVELOPMENT

HPL'S CONTRIBUTED INCOME COMPARATIVE DATA AS OF 3/31/24:

Fiscal Year	Restricted and Unrestricted "Grants"	Annual Fund	Annual Fund Restricted	Legacy	Beyond Words**	Total	
2020	\$1,328,764	\$144,843	\$49,579	\$8,000	\$273,448	\$2,048,350	
2021	\$875,832	\$105,112	\$12,092	\$57,445	\$257,789	\$1,392,579	
2022	\$1,182,003	\$124,446	\$44,970	\$21,649	\$260,924	\$1,914,333	
2023	\$3,150,362	\$96,603	\$9,925	\$11,612	\$281,703	\$2,286,229	
2024 YTD	\$1,105,031	\$91,179	\$8,120	\$3,854	\$313,135	\$1,521,319	
2024 Goal	\$1,500,000	\$150,000	\$25,000	\$10,000	\$300,000	\$1,685,000	
% to Goal	74%	61%	32%	39%	104%	90%	
Fiscal Year	Restore and Renew*						
2023	\$337,232						
2024	\$112,138.36						
TOTAL*	\$449,370						
*Restore and Renew Totals include \$200,000 grant from HFPG in 2023 and \$103,000 grant from HARTlift - Hartford Chamber of Commerce in 2024							

Historical Data:

*Income Data recognizes gifts and grants in the year in as income.

*Income totals do not include funding from the City of Hartford general fund.

**Beyond Words is gross raised

GRANTS

In Q3, the Library was not awarded any program related grants (consisting of Foundation, Corporate, Federal, State, and City Grants). For Capital Projects, the Library was awarded \$1,500,000 from the Connecticut State Library and \$103,000 from the Hartford Chamber of Commerce from the HartLift program for the downtown location.

There is \$323,099 in Pending Grants for this period. There is also a grant of \$75,000 pending for the Downtown Capital.

AWARDED GRANTS

Government Grants: None to report

Foundation Grants: None to report

Corporate Grants: None to report

DEVELOPMENT

HPL Ambassadors, Board of Directors, and library staff gathered at the Downtown Library on Wednesday, March 27 to watch the film, *The Right to Read*. A great film that fits with the Library's mission of promoting literacy for all in the Hartford community.



Right to Read attendees: David Barrett, HPL board chair; Nancy Macy, HPL ambassador; Floyd W. Green III, HPL board member and ambassador liaison; Jane Macy Painter, HPL ambassador.



Save the Date!
beyond words

Thursday, November 7, 2024
6:00–8:00 PM
Hartford Marriott Downtown
200 Columbus Boulevard
Hartford, CT 06103

Please join us at
Beyond Words 2024
as we celebrate

250!
years ●

PUBLIC SERVICES



46,427
items checked out

17,334
WiFi sessions

10,513
computer sessions

9,711
reference questions
answered

275
municipal IDs created

213
documents notarized

- With the Downtown location in the process of **renovation**, the branches have been buzzing with activity. In 2022, prior to Downtown being closed, 686 Municipal ID applications were processed. In 2023, 1,049 applications were processed completely throughout the branches. **Passport services** have started back up with consistent appointments and inquiries, outreach at naturalization ceremonies and tabling at area colleges/universities. The **application to obtain a library card** was updated to match new branding.
- Has been an exciting time at the branches with the implementation of **health-related programming** through a grant from the National Library of Medicine. This partnership, along with Community Health Center, Inc. has enabled the Library to connect customers with the All of Us Research Program and bring creative and informative programming to communities. All of Us is a unique program that uses individual research to provide personalized recommendations helping people lead healthier lives. Over 50 programs were held at the branches through this collaboration serving 291 participants.
- The Barbour Library hosted the Creating Well-Being Together program weekly on Wednesdays. This program series did **brain re-wirement mind exercises and mindfulness** through various art activities. Throughout the month there were 35 participants. Barbour's Paint Pouring activity included a husband in the beginning stages of dementia and his wife. It was a wonderful opportunity to engage the husband in an activity and relieve her caretaking stress.
- Camp Field Library hosted several **health-related programs** during this quarter, including weekly Heart Healthy Meal Preparation workshops during the month of February, Improving Sleep Quality, and Movement and Mindfulness with Sistah Anyango. Attendees were also informed about local resources featured in HPL's Health and Wellness LibGuide and

health related materials in the collection. Participant feedback following each program demonstrated increased motivation to apply learnings to improve overall health. Youth and Family Services Librarian Miles Dalrymple recently established a partnership with Only Smiles, an agency that serves adults with developmental disabilities, ages 18-25, to coordinate regular visits to Camp Field for activities and story times. During an initial drop-in visit, Miles provided coloring sheets and crayons, gave tours around the branch and answered questions about the library.

- Dwight Library kicked off a **Senior Fitness** program in January which introduced basic fitness for older adults by a certified trainer. Every Thursday from 11am-12pm, a group of 10-12 committed participants joined the class and enjoyed working out with others. They also continued a monthly **Healthy Eating** Series, in collaboration with Shoprite of Vernon. Lindsey Kent, a registered dietitian, demonstrated healthy cooking options along with tastings for customers to try. During February, Dwight hosted their 4th Annual **Warm Hands** Event. In collaboration with Button Up Connecticut who provided the coats. 50 coats were distributed to adults and children. The coats were displayed on coat racks and the environment was very welcoming with jazz music in the background, and cookies and hot chocolate provided.
- For the second year in a row, the Park St. Library @ the Lyric received a Judicial grant that provided funding for weekly **family game nights** January through March on Thursdays from 4:00-5:30pm. Dinner was provided along with games, presentations from community partners including The Governor's Prevention Partnership, Hartford Decides, Charter Oak Health, etc. The bingo game during the last 30 minutes was a crowd favorite!
- Park Library Manager Graciela Rivera collaborated with the Colombian Consulate, headquartered in New York, to provide mobile services at the Park Library on Saturday, March 2nd. There were more than 600 visits in general that day. The visit brought in a lot of families who came to the Library for the first time, giving library staff the opportunity to share resources and services. Park also hosted a six-week **Financial Learn-**

The coats were displayed on coat racks and the environment was very welcoming with jazz music in the background, and cookies and hot chocolate provided.

ing Circle through The American Place, with more than 15 participants registered. Topics included the benefits of budgeting & savings, online banking, identifying fraud, and building credit.

- The Albany Library continues to provide a safe and positive community resource, particularly for many youth after school. There have been conversations with local stakeholders to work together for the good of the community. A weekly **food distribution**, provided through Food Rescue, has been greatly appreciated by customers, and saw increased participation during this quarter. The American Job Center team is visiting the branch monthly, providing help with resumes, application assistance and information about career training opportunities. Public service staff at Albany works diligently to provide excellent service as they address the many inquiries for assistance. Through the NNLM grant, Albany hosted Sleep Harmony: Weight, Wellness & DIY Relaxation, an AromaCraft workshop and the Serenity Stones: Mandala Dot Painting class.
- The Ropkins Library continues to build an audience for adult programming. Since it reopened one year ago, Ropkins Branch Manager Shannon Strickland has made a concerted effort to engage the community. Ropkins hosted an **Art Therapy** Series focused on mindfulness. These programs helped participants to decompress from stress and anxiety. They included Geo Art – Mandala painting on rocks and Mixed Media Art, led by artist Sonyetta Strickland. All Of Us partners tabled at these programs as well. Attendance has continued to increase with participants spreading the word to their friends and families about the branch. There is a regular group of people ranging in age from mid-twenties to early eighties. They visit the branch to update each other on what's been going on in their lives, exchange helpful information, and even meet up at other branches. Behavioral Health and the American Job Center have also been partnering during adult programming, working collaboratively to ensure that the community's needs are met.

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YOUTH AND FAMILY SERVICES

- Youth Librarians presented 372 programs including HPL 250th Neighborhood Parties, Read Across America Day, Black History month, and Women's History month. Attendance increased by 18% over this period last fiscal year with 8,090 participants.
- HPL families and staff celebrated the Library's **250th anniversary** with entertainment by Joe Young including music, dancing, magic show, balloon twisting, face painting, cupcakes, a 360-photo booth and more! The neighborhood parties were fun, and families expressed how grateful they were for the library and were excited to celebrate this milestone with HPL. Roughly 536 children and adults were in attendance.
- Youth and Family Service Librarians Lina Osho-Williams and Katherine Trouern-Trend teamed up with Hartford Public Schools (HPS) and United Way to kick-off **Read Across America**, a campaign mobilizing volunteers to read to Hartford students in their classrooms. Volunteers read the book *Opal Lee and What it Means to Be Free* by Alice Faye Duncan to third graders in 73 HPS classrooms. HPL President & CEO Bridget Quinn and Director of Public Services Marie Jarry along with three HPL Youth Librarians joined 75 volunteer readers all over Hartford visiting third grade classrooms and reading to students.
- HPL and HPS celebrated the **Grand Opening** of the Boundless Library @ West Middle. HPL President & CEO Bridget Quinn and HPS Superintendent Dr. Leslie Torres-Rodriguez cut the ribbon along with students from the school. The ceremony was highlighted on local television stations and covered by the Hartford High School student newspaper. Funding from The Hartford helped make the Boundless Library @ West Middle a reality. Boundless Librarian Denise Martens provides class visits and materials selection for all students and staff at the West Middle School. One hundred percent of classes visited the Boundless Library.
- An incredible new addition to Barbour's youth services programming in the 3rd Q was the **Smart Moves Chess Club**. Youth Librarian Felicia Gardner collaborated with Dr. Keon Berry, a teacher from Windsor, to create the program. He has volunteered his time to teach kids how to play chess at Barbour Library. A total of 25 students were registered and participated in February. Branch staff received several requests from students to have more chess days and in April an additional day was added.

8,090

youth program
participants

372

youth programs

18%

attendance increase



- The Boundless Library @ Rawson partnered with the City's Department of Health and Human Services (HHS) to host a **Black History Month** event along with the following community partners: United Way, Local Greek Organization Chapters (Delta Sigma Theta Sorority Inc., Omega Phi Beta Sorority Inc., and Iota Phi Lambda Sorority, Inc), National Association of Hispanic Nurses, local authors, and other members of the community. Mayor Arulampalam was the guest of honor for this event. HHS collected donations of over 450 black-lead books for students Rawson. Third graders enjoyed a story time, and fifth graders explored a career fair featuring health service-related jobs.

- Youth Librarian Katryna Pierce and Branch Manager Deirdre Brickhouse hosted a 3-part Black History Month Series: Learning Through Food. Students learned about **the role that food played in the civil rights movement**. Topics covered included the Black Panthers breakfast program, Georgia Gilmore & the Bus Boycott, Robert & James Paschal and their restaurant. Youth enjoyed making banana pudding, cookies, and hush puppies.
- Leap Into Learning Coordinator Nichole Hawkins arranged for a special visit for the New Beginning Early Learning Center from the **Read to Grow Bookmobile**. 44 children and 11 staff members enjoyed this magical space where the children enjoyed a read-aloud story time on cozy benches and were given free books to bring home. Through our partnership with UCONN Health, 28 families participated in a six-part literacy and nutrition series. Home daycare providers and their families received a literacy and nutrition kit with recipe cards, a themed book, and a literacy activity for their children, available in English & Spanish. The UCONN Nutritionist on staff engaged families with interactive nutrition education that is kid-friendly along with family-style meal demonstrations.
- Regional School Choice Office Coordinators worked with Youth Librarians and branch staff across the system to host **School Choice information sessions** and application assistance during the on-time application period, December 4–March 15, 2024. This year, 161 applications were completed with assistance at HPL, with an additional 153 applications that were started with the help of library staff. 379 people at-



tended RSCO programs this quarter, and 869 people received information about RSCO during branch open hours and/or regular School Choice Office Hours.

TEEN SERVICES

- Teen Services Librarian Manuel Iglesias Fernandez acquired **free seeds** from the UConn Master Gardener Program and distributed them among customers, receiving an incredibly positive response, particularly from students and teachers at Hartford High Public School. Additionally, the Teen and YA Services LibGuide received a much-needed update and expansion, ensuring that customers have access to comprehensive information.
- YOUmedia Manager Marc Pettersen collaborated with YOUmedia mentor Aza Tesaro to lead **game design and stop motion animation classes** at Mary Hooker and Belizzi Schools. They're expanding program offerings by preparing mentors and guiding students in creating games. They have also successfully introduced a VR program in high schools, engaging students in immersive experiences. Future plans include a VR boxing tournament and a cross-branch gaming tournament, showcasing students' technical skills and creativity. Aza has been assisting high school students with organizing their own esports tournaments for games like 2K, FIFA, and Gran Turismo.
- YOUmedia Mentor Silas Holmes has involved splitting his time between the Hartford Public High School and the Albany Library, where he has led **music production workshops** on Wednesdays and a **podcast production program** on Fridays. He also maintains the chess club activities at YOUmedia Albany. The transition to using BandLab for music creation has been a significant change, allowing for easier creativity and better accessibility, as it's free and supported on mobile devices. Silas is particularly proud of the recent musical achievements of students, such as one student's acceptance into a music college and another's consistent use of library music resources and high-quality vocal performances also stand out, prompting consideration



of her next steps. In Chess Club, two devoted attendees' rapid improvement has even led to Silas's own defeat, a testament to their progress.

- A notable success at YOUmedia Albany was the introduction of week-long programs, which allowed for a progressive approach to projects. This structure proved beneficial for both complex and shorter programs, offering flexibility for students who missed sessions to catch up on subsequent days. Mentor Emily Gagliardi was particularly impressed by the dedication and talent displayed by students in the **t-shirt design project**. A significant breakthrough moment occurred when Emily was assisting a student in hand-sewing a heart-shaped pillow. For Emily, watching the student's progression from basic skills like threading a needle to confidently stitching was immensely rewarding. Another highlight for Mentor Abigail Gagliardi was the increased participation of students typically more inclined towards gaming. Witnessing their transformation into active creators, displaying commendable work ethics and teamwork skills, was truly inspiring. Encouraging **creative expression** also led some students to channel their emotions into meaningful projects, such as creating memorabilia for deceased loved ones, showcasing the therapeutic power of art.
- At the Boundless Enrichment program at Hartford High, program manager Olivia Andrade maintained attendance in the early release program, increased participation in Spanish-speaking workshops, and launched a successful modeling workshop. Additionally, increased engagement in Drivers Ed and the addition of student staff members contribute to student involvement. Permit signups reached an all-time high with 15 for the quarter.



PROGRAMMING & OUTREACH



BABY GRAND JAZZ

- In January 2024, the CCC opened for programming and celebrated the 20th anniversary of the Baby Grand Jazz Series. For two decades, this iconic series has been a cornerstone of the commitment to promoting cultural enrichment and community engagement. Through the magic of **live jazz performances**, HPL brought joy, inspiration, and a sense of unity to audiences of all ages and backgrounds. Reflecting on this milestone achievement, HPL extends gratitude to the talented musicians, dedicated staff, and loyal customers who have made the Baby Grand Jazz Series a cherished tradition in the Hartford community. Here's to another 20 years of celebrating the artistry and spirit of jazz at the Hartford Public Library!
- Matt Chasen, board member of Hartford Jazz Society, once again served as an excellent host of the series and was able to share his extensive knowledge of each featured musician with the audience.
- Hartford jazz lovers were able to enjoy the sounds of artists like Nat Reeves. For more than 40 years, Nat Reeves has been one of the top bassists in jazz.
- Connecticut native Nicole Zuraitis, a Grammy Award-winning and two-time Grammy-nominated jazz singer-songwriter, pianist and arranger, also performed in March. As a recording artist, Nicole has released five albums as leader. Her sixth

30

in-person programs

2,266

program attendees

15

live virtual programs

2,859+

virtual program views

PROGRAMMING & OUTREACH continued

album *How Love Begins*, co-produced with eight-time Grammy-winner Christian McBride, released July 7th, 2023, featured all original music. The album won Best Jazz Vocal Album for the 2024 Grammy awards.



HARTFORD READS IN COLOR

- Customers dive into **vibrant discussions** and explore **diverse perspectives** with ‘Hartford Reads in Color,’ a virtual monthly book chat series at the Hartford Public Library. In the latest sessions, the group delved into two compelling reads: ‘Punished for Dreaming’ by Bettina L. Love and ‘The Sisterhood’ by Courtney Thorsson. Through these thought-provoking books, participants engaged in meaningful conversations surrounding themes of resilience, empowerment, and social justice. ‘Punished for Dreaming’ sheds light on the profound impact of literacy and education, while ‘The Sisterhood’ offers a compelling narrative of friendship, solidarity, and the resilience of women. Join us as we continue to champion inclusivity and celebrate diverse voices through ‘Hartford Reads in Color,’ fostering a community of readers who embrace the richness of a collective human experience.

JAMES BALDWIN CENTENNIAL

- As part of a commemoration of the James Baldwin Centennial, the Hartford Public Library proudly hosted a special screening of ‘The Price of the Ticket,’ a captivating documentary by filmmaker Karen Thorsen. This evocative film offered a profound exploration of **Baldwin’s life, legacy, and enduring influence on literature and social activism**. Through archival footage, intimate interviews, and Baldwin’s own powerful words, viewers were transported into the heart and mind of one of the 20th century’s most influential literary voices. The screening served as a poignant tribute to Baldwin’s unparalleled contributions to literature and his unwavering commitment to truth, justice, and human dignity. It was a fitting celebration of Baldwin’s centennial, engaging our community in reflection, dialogue, and celebration of his enduring impact.

GATHER: BEYOND THE MUSIC

- Jazz lovers were able to step into the **vibrant world of jazz** and explore its rich tapestry of themes and influences with ‘Gather: Beyond The Music,’ a dynamic series of events presented by the Hartford Public Library and supported by the Greater Hartford Arts Council. More than just a celebration of musical prowess, the group delved deep into the heart of jazz, exploring themes of migration, history, and women’s representation in the genre. Through a captivat-

PROGRAMMING & OUTREACH continued



ing blend of performances, presentations, and discussions, attendees had the opportunity to engage with influential artists, performers, and composers who are shaping the **future of jazz**. From Mimi Jones to the Young Musician Showcase with Nigel Bello and Priyanka Magavi.

HPL STUDIOS

- HPL Studios ran a successful **podcasting workshop** through PEGPETIA 2023 funding led by DJ B. Davis. This workshop filled its registration and maintained a waiting list. Students learned how to produce, write, host, and engineer a podcast, and put those skills to the test creating their own podcast show set to air at a listening party on April 14th from 10am to 12pm.
- This hands-on class offers aspiring podcasters the opportunity to learn essential skills and techniques for creating their own engaging podcasts. From developing captivating content ideas to mastering recording and editing techniques, participants will gain valuable insights and practical knowledge to kickstart their podcasting journey.
- Podcasting class feedback quotes:
 - *"I got a lot out of this class! I hope this is something HPL can continue for others in the future."*
 - *"B Davis was awesome! Sam super helpful. Hoping to be able to check out the equipment and use the podcasting studio in future"*
 - *"It was great! Please offer more like this!!"*
 - *"Working in groups was an amazing asset to share skills and knowledge."*



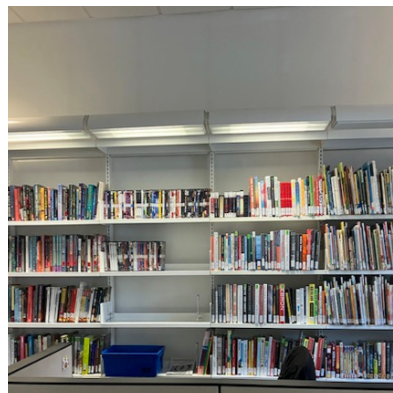
PROGRAMMING & OUTREACH continued

- Our "Learn to Podcast with B. Davis" workshop took a fieldtrip to CT Public, a new community partner. Students were able to see a live talk show set, talk with current podcast hosts and engineers, and even see a podcast voice over tracking session.
- In celebration of Hartford Public Library's 250th, HPL Studios has continued its work on the **250 Stories project**. 29 interviews with community members were conducted this quarter.
- HPL Studios in partnership with HPATV and Alonzo Beckett has coordinated a **Video Production workshop**. Registration for this course is full and has an active waiting list. Classes will begin on April 29th.
- HPL studios is in communication with community partner The Bushnell about a concert showcasing HPL's The Beat 2023 series artists this summer (schedule pending.)



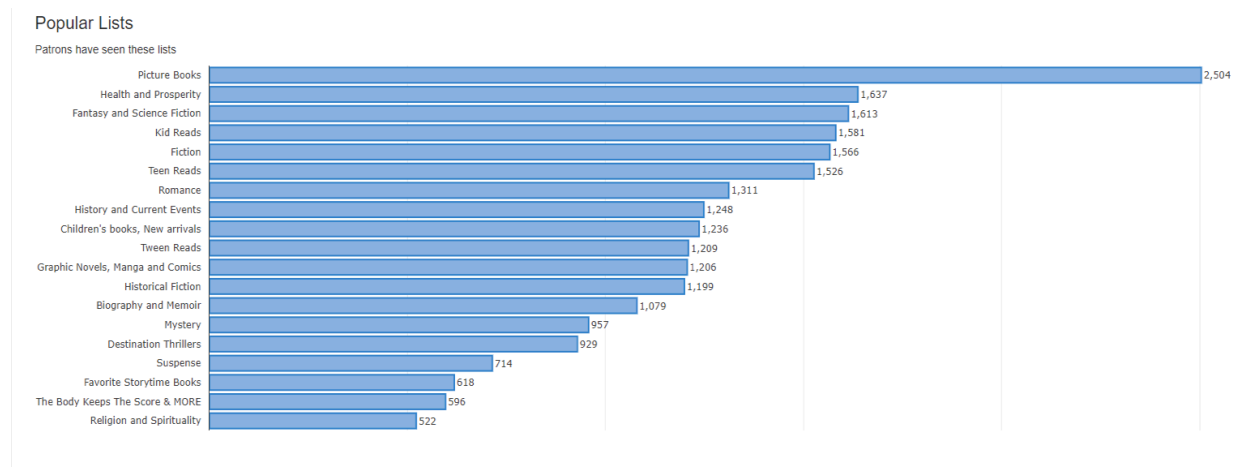
LIBRARY ON WHEELS OUTREACH

- The Library on Wheels reached 1,183 people through **outreach and community engagement** at Maple Leaf Manor, Literacy Volunteers of Greater Hartford, Foodshare sites, North and South End Senior Center, Capitol Towers, the Urban League, Charter Oak Family Health Center and the Hartford Housing Authority. LOW began the new year 2024 welcoming a new team member, Samone Jones-McCarthy. Samone brought with her valuable community experience.
- With support from a National Library of Medicine grant, the LOW distributed **Health and Wellness kits** and informed customers about HPL's Health and Wellness LibGuide to support and increase health literacy. Systemwide Outreach efforts on Health Literacy resulted in 1,306 visits to HPL's Health and Wellness LibGuide.
- LOW partnered with the City of Hartford and participated in the Children's Inaugural Day at Bushnell Park with Mayor Arulampalam.
- Through Community Engagement, the Library on Wheels participated in the "Know Thy Neighbor" monthly meeting and the Black History Month Celebration with the Urban League.
- Along with some of HPL staff, LOW successfully settled into their **new location** at the former Goodwin Library and organized the LOW's book collection.



TECHNICAL SERVICES

POPULAR CATALOG SEARCHES THIS QUARTER:



Picture books continue to be the most common genre browse with an increase in Health and Prosperity.

TOP DATABASE USED THIS QUARTER:

Database	January	February	March	Total
BookFlix	26,547	14,533	23,287	64,367
World Book	347	2,799	15,483	18,629
ScienceFlix	783	717	2,621	4,121
Brainfuse	544	927	282	1,753
Academic Search Premier	508	218	671	1,397
ProQuest Historical Newspapers: Hartford Courant (1764--1993) (Historical)	433	230	508	1,171
Tumblebooks	334	221	454	1,009

PROGRAMMING & OUTREACH continued

NUMBER OF INTERACTIONS WITH OUR CATALOG THIS QUARTER: 5,386:

Interactions include hovering on covers to read summaries, clicking “read more” to expand text, opening lightboxes, clicking within lightboxes, and clicking on “Check Availability.”

Title	Item Type	Item
Model K11 Headphones	AV-EQUIP	YOUTH
Crossroads to Connectivity Laptops	C2CLAPTOP	ADULT
Nintendo Switch	GAMEDEVICE	YOUTH
Pokémon adventures: gold & silver box set	BOOK	SCHOOL
Doctor Strange in the multiverse of madness	DVD	ADULT
GrandPad Tablets	TABLET	ADULT
Mission: impossible.	DVD	ADULT
Number 1 fan. a novel	BOOK	ADULT
Dork diaries	BOOK	SCHOOL
21 bridges	DVD	ADULT
American gangster	DVD	ADULT
Bad boys for life	DVD	ADULT
Bedtime math: A fun excuse to stay up late	KIT	YOUTH
Black Panther: Wakanda forever	DVD	ADULT
Black widow	DVD	ADULT
Creepy carrots!	BOOK	SCHOOL
Llama Llama red pajama	TALKINGBK	SCHOOL
Pete the cat: Super Pete	BEGREADER	YOUTH
Rogue	DVD	ADULT

TOP 20 CIRCULATING TITLES:

Title	Author
Model K11 Headphones	Nool Products.
Spy x family	Endo, Tatsuya,
Jujutsu Kaisen.	Akutami, Gege,
People weekly	
Sprout learning	
The Baby-sitters Club.	Cheng, Cynthia Yuan.
Us weekly	
Naruto.	Kishimoto, Masashi,
Hunter x hunter	Togashi, Yoshihiro.
Phoebe and her unicorn series	Simpson, Dana,
Crossroads to Connectivity laptops	Access Project (Boston, Mass.)
Cat Kid comic club series/	Pilkey, Dav,
Amulet	Kibuishi, Kazu,
Nintendo Switch	
Tokyo rewriters	Wakui, Ken,
Mission: impossible.	
CatStronauts : Mission Moon	Brockington, Drew.
Black Panther : Wakanda forever	
The equalizer 3	

THE AMERICAN PLACE

216

immigration reference
questions

212

ESL students

195

citizenship eligibility
screenings

62

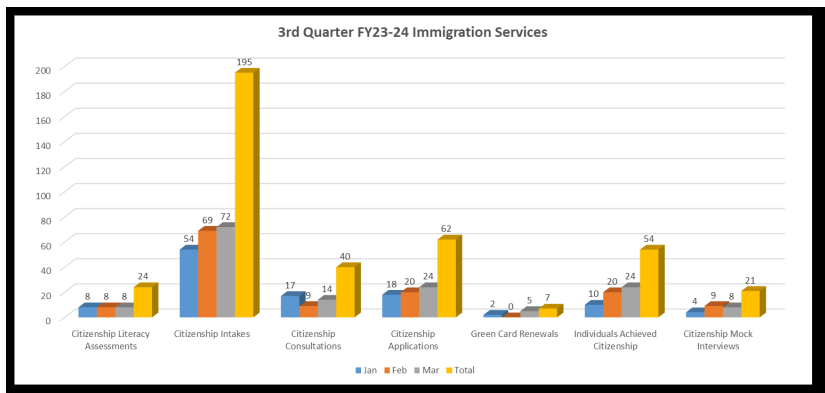
citizenship applications

54

clients achieved
citizenship

CITIZENSHIP

The American Place staff responded to 216 immigration reference questions during this quarter. 195 immigrants were screened for citizenship eligibility. Immigration counselors conducted 40 legal consultations and prepared and submitted 62 citizenship applications. Adult education staff, volunteers, and pro bono attorneys conducted 21 citizenship mock naturalization interviews. Fifty-four (54) clients achieved U.S. Citizenship.



ESL & CITIZENSHIP EDUCATION

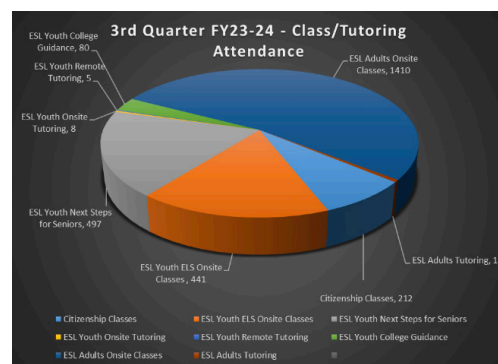
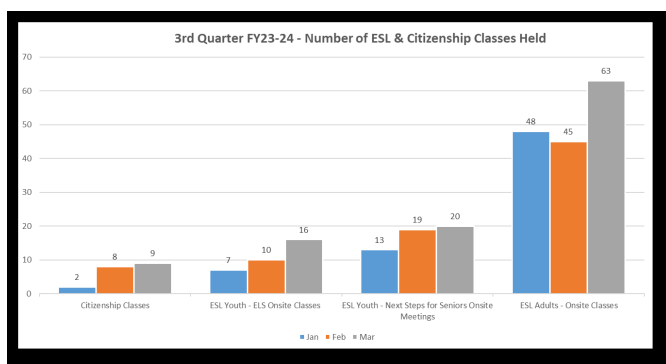
The Fall cycle of ESL classes ended in February with 36% of students achieving measurable skill gains. Spring cycle registration was a tremendous success. Over a period of three weeks, TAP's outstanding teamwork, flexibility, expertise, and empathy made for a smooth and seamless registration and testing process for over 200 new students, forcing to add two evening classes. The evening classes have proved very popular and with excellent retention rates. A total of 10 ESL classes are running weekdays, weeknights, and Saturday mornings between Downtown and West Middle; two of these classes are offered in partnership with Hartford Adult Education. Prospective students who were interested but unable to attend a registration session are being offered a blended learning course on Wednesday mornings using English Discoveries. A total of 19 citizenship classes were held with cumulative attendance of 212 students. Classes were held at UConn and Downtown.

Students enrolled in ESL youth programs, Opportunities for All and English Learner Success, had a productive 3rd quarter! In addition to participating in tutoring and ESL academic and en-

THE AMERICAN PLACE continued

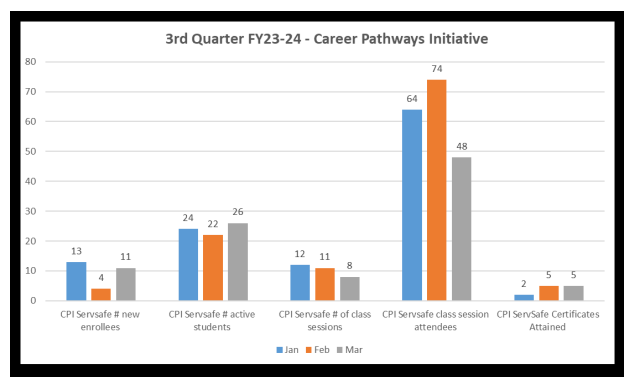


richment classes, they participated in tours of the UConn Hartford Campus and Capital Community College, as well as FAFSA Workshops. The Youth also partook in HPL's 250th Celebration, experienced Asian cultural presentations, including a Lunar New Year craft, Kung Fu Fan dance, Chinese Tea Ceremony, Wallet-making, and Ribbon Dance, and enjoyed an Easter Celebration complete with an Easter Egg Treasure Hunt. They also attended a Youth Leadership Workshop and took a trip to the Wadsworth Atheneum.



CAREER PATHWAYS INITIATIVE: SERVSAFE COURSES

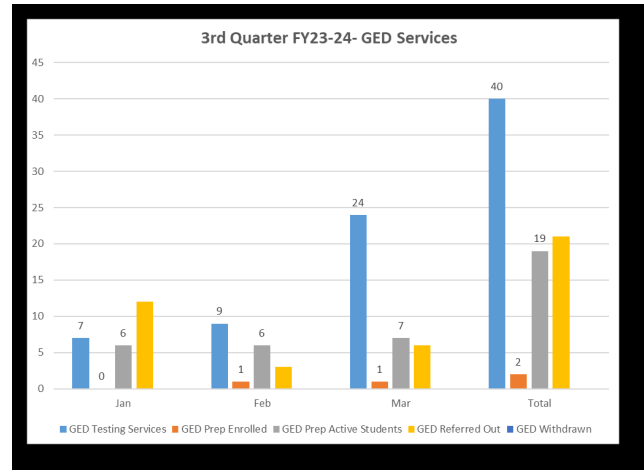
TAP is currently offering four strands of Servsafe courses, Food Handler, Food Manager, Alcohol Server, and Allergens. Programs are administered in a hybrid environment – instructional sessions are offered both onsite and remotely to meet varying childcare and work schedule needs. Students also receive 1:1 and small group coaching and wraparound services. The quarter ended with 72 active students and 12 students having completed a course, earning Servsafe certification.



icates. Earning Servsafe certificates allows students to retain employment, gain employment, and/or achieve upward mobility and growth.

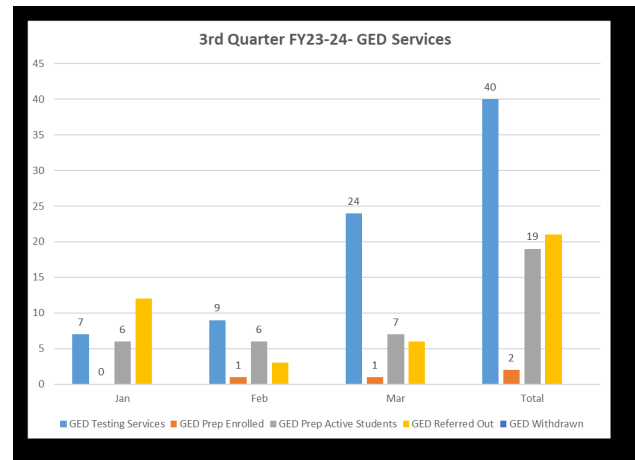
CROSSROADS TO CONNECTIVITY PROGRAM

The Crossroads to Connectivity program continues to support adults in their journey to education and training attainment. TAP continues to lend devices to students participating in TAPs various education and workforce programs. During this quarter, 22 digital devices and hot-spots were loaned through Crossroads to Connectivity.



GED PREPARATION SERVICES

GED Preparation Services were offered both onsite and remotely during the last quarter. Prospective students are oriented to the various routes to earning a high school credential and referred out if another program best suits their needs and experiences.



PEARSON VUE, GED, AND COMPREHENSIVE ADULT STUDENT ASSESSMENT SYSTEMS (CASAS) TESTING

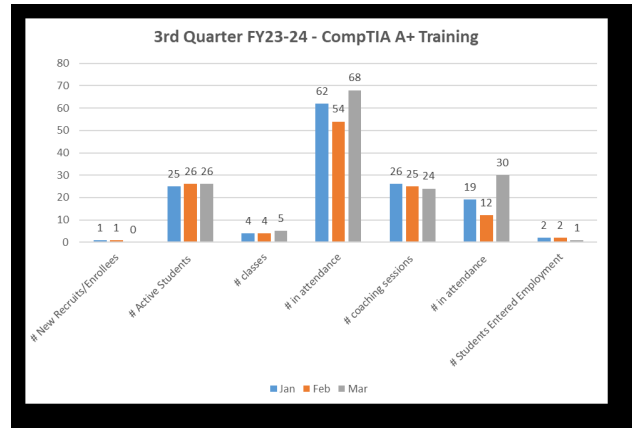
A total of 40 GED Tests and 130 IT, Insurance, and other industry certification tests were administered through Pearson Vue an international testing company, during the third quarter, and 405 CASAS reading and math assessments were administered to students enrolled in TAP's programs.

MATH TUTORING

Math tutoring was offered in small groups to youth and adults, onsite and remotely. A total of 30 tutoring sessions were held.

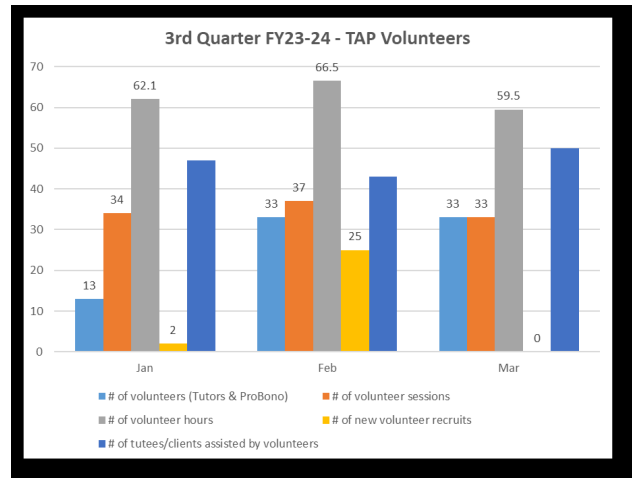
COMPTIA A+ NETWORKING ACADEMY FOR YOUTH (18 TO 24 YEARS OLD)

The program offers computer networking certificate training, job-shadowing experience, and a paid internship opportunity. Currently, there are 28 active youth enrolled in the program. Thirteen classes were held in the third quarter with an average of 15 students in attendance per session. Additionally, 75 coaching sessions were offered supporting student learning. One student passed their certification exams and earned their CompTIA A+ Certification!



VOLUNTEER SUPPORT

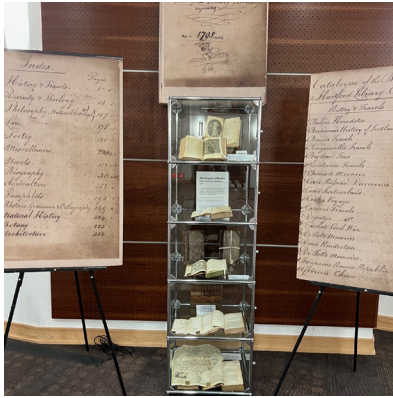
TAP has received continuous support from volunteers. During this quarter, 34 volunteers contributed 188.1 hours of volunteer support, including pro-bono attorneys. Volunteer citizenship coaches provided 39 hours of small group/individual tutoring in 26 sessions supporting 13 students. The pro-bono attorneys provided 30.5 hours over 14 sessions supporting TAP clients with application preparation, mock interviews or application review. Volunteer tutors provided 122 hours of support to ESL Youth, onsite and remotely.



FINANCIAL LITERACY CLASSES

The Financial Literacy program is offered in partnership with Bank On and Liberty Bank, and funded by an IMLS grant. Participants learn about savings, budgeting, credit-building, and finances through a 6-week course and receive financial coaching at no cost. Participants can also earn \$250 (a match by Liberty Bank) if they are able to build and maintain a savings account of \$250 over the course of a 5-month period. Recruitment and intake for financial literacy classes at the branches took place throughout the third quarter, with classes being offered at the Park Street Library on Saturday mornings (in Spanish) and at Dwight Library on Thursday afternoons (in English).

CULTURE & COMMUNICATIONS



HARTFORD HISTORY CENTER

INCREASED ENGAGEMENT WITH THE ARTS AND HUMANITIES THROUGH ACCESS AND EXPOSURE

January and February 2024 were focused on the beginning celebrations to mark Hartford Public Library's 250th year anniversary. HPL birthday parties were held at each branch location beginning on January 5th at Albany and culminating in the February 22, 2024 evening celebration in the CCC. All of the parties were a great success. The Ropkins Library party was particularly joyful and energetic with many children dancing, enjoying the magician, getting their faces painted and eating cupcakes.

The Ropkins Library party was particularly joyful and energetic with many children dancing.

In preparation for the launch of the HPL 250th website, work was completed on the Books Through Time: 250 Years of Reading timeline, on the HPL History timeline, and also on the launch of the link for HPL & You: Tell Us Your Story! All of this behind-the-scenes work was completed in advance of the February 22, 2024 evening celebration.

Additionally, small physical exhibits were put together to help promote some of the HPL 250th initiatives such as **Books Through Time: 250 Years of Reading**, **HPL & You: Tell Us Your Story!**, and the forthcoming **children's book about Caroline Hewins**. To help celebrate the longevity of the library's book collection, one exhibit focused on the earliest existing catalog from 1795 and some of the books that remain, to this day, in the library's collection. This exhibit was well visited during the event with many photos taken of the beautiful plates in the volumes from the mid-18th century. We received great feedback but one comment, in par-

ticular, stands out. HPL Assistant Director Youth and Families Services Lina Osho-Williams reported to us that one woman was very moved because “she couldn’t believe that someone like her was represented in the display” (*The History of Hindostan*, translated from the Persian by Alexander Dow, published in 1794 in Dublin.).

DEEPER UNDERSTANDING OF SELF AND CONNECTION TO COMMUNITY BY LEARNING HARTFORD HISTORY

The HHC responded to over 50 reference questions during the 3rd quarter and welcomed 20 researchers and 11 visitors to the Ropkins HHC Annex. The HHC is now collecting specific statistics on how many collection items are pulled to facilitate research and to answer reference questions. In February, 135 collection items were consulted. In March, 168 collection items were consulted. These numbers reflect how extensively HHC staff works to support the research requests of our customers.

One additionally affirming statistic is that the book timeline, *Books Through Time: 250 Years of Reading*, has been viewed 663 times from February 22 through the end of March!

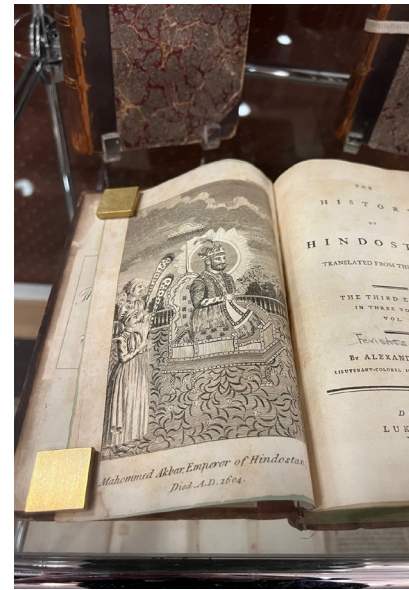
PRESERVING HARTFORD’S HISTORY FOR FUTURE GENERATIONS

Through the HHC’s online research portal ArchivesSpace, the HHC had good traffic, with our finding aids (guides to our collections) garnering 207 users, of which 167 users were new.

We uploaded 14 oral histories, with transcripts and closed captions, to the Connecticut Digital Archive. Seven are from our Hip Hop collection, five are from the Hartford ’67 series with Hartford Stage, and two others are individuals.

We pooled our resources into a **Black History Month LibGuide** and one for **Women’s History Month**. Our combined LibGuides had 2895 views during the third quarter, the vast majority (70%) were of the Hartford Changemakers.

Progress continues to be made adding the 2023 accrual of the Town and City Clerk archives to our finding aids. By publication of this report, we will have reached 170 of the 600 boxes.



The HHC is now collecting specific statistics on how many collection items are pulled to facilitate research and to answer reference questions.

CULTURE & COMMUNICATIONS continued

In accordance with our mission to collect in multiple formats, we continue to crawl Hartford-related websites using the Internet Archive's Archive-It software. This quarter we captured 54.6 GB of data.

WORK COMPLETED BY HHC'S METADATA SPECIALIST:

Digital Library Lab:

- Participated in meeting for Wadsworth executive director and followed up with suggested further contacts information regarding management of digital resources.

HHC Collections in the Connecticut Digital Archive (CTDA)

- Continued to test functionality and analyze results of uploads, edits and display in the new CTDA platform, reported on observations and issues to CTDA team via emails, one-on-one and group tutorial and as part of an ongoing Slack conversation with team and other early adopters. Continued to trouble-shoot problems with migrated items that impeded workflow and issues with new ingests via spreadsheets, engaging in back-and-forth with CTDA staff.
- In review of migrated records, discovered and reported display problem with compound objects. Investigation revealed that this resulted from an incorrect assignment of primary parent-child relationship during the migration from the old to the new CTDA system.
- Correction of this and other migration issues was a time-consuming process. Used batch edit and manual processes to correct relationships for each* of the compound objects in the Business and Professional Women, Butch Lewis, Find Your Voice, HColl, Hartford City Parks, Hartford Courant, Hartford NAACP Presidents, HPL Photographs Hartford Times, Hartford Women in Business, Hartford Changemakers, StoryCorps Justice Project, Elbert Weinberg, Hartford City and Town Clerk Archives, Manuscripts and Richard L. Mahoney collections (1,294 complex/compound objects, containing approximately 2,610 child objects, totaling over 3,900 discrete objects).
- Compiled information on missing/ inaccessible objects and sent to CTDA staff. Completed work to make these objects accessible and properly displayed once resolved by CTDA staff.
- Successfully uploaded 81 objects via spreadsheet ingest after adjustments to process per CTDA discussions.

Other:

- Maintained communication with Hartford Public High School Museum & Archives archivist regarding status of new CTDA delayed rollout.

COMMUNICATIONS

- The 3rd quarter began on January 3rd with a press event and celebration announcing a **new HPL logo** and our 250th anniversary since the Library's founding in 1774. The event was held in the Center for Contemporary Culture (CCC) and included HPL President and CEO Bridget E.

Quinn, Hartford Mayor Arunan Arulampalam and the Miranda Creative Team, who helped HPL with the logo redesign. Press coverage was impressive with the announcement picked up by 7 news outlets across the state.

- The news about HPL's **new Barbour Library** spread nationwide. Construction Equipment Guide magazine reached out to Communications for information and renderings on the new Barbour Library and an article was included in their New England guide for local readers and nationally on their website.
- News continued to buzz around **Berkins on Main** and the Café opening at the Downtown Library and articles featuring the success of the café and partnership were published in both the Hartford Courant and the Hartford Business Journal.
- Communications worked with Hartford Public Schools (HPS) to host a joint press conference announcing the opening of the **Boundless Library @ West Middle**. HPL President and CEO Bridget E. Quinn was joined by Superintendent of HPS Dr. Leslie Torres-Rodriguez, Principal of West Middle School Josh Scherer, and Deputy General Counsel at The Hartford Sarah Needham. The story was picked up by WFSB, Fox 61, and CT Insider.
- Communications worked closely with Programming to execute a communications and marketing plan for the 20th season of **Baby Grand Jazz**. This included a new logo, new banners, a commemorative 20th season booklet and a press plan. Dedicated social media posts, newsletters, and monthly press releases highlighting performers were done. Communications also worked with Great Day @ 9 on WFSB to host a live performance and interview with Haneef Nelson to promote Baby Grand Jazz.
- Communications worked with local artist Joe Young and his team as a contractor for HPL's **250th birthday parties**. Each location hosted a celebratory birthday party including music, magicians, cupcakes, and fun surprises. Joe Young and his team worked together with HPL to make these parties memorable and fun for the HPL community.
- The Communications team hosted a press conference at the Albany Library to announce the acquisition to the Hartford History Center (HHC) of the **John E. Rogers collection**, possibly the largest collection of African American materials in New England. The event was well attended by press and news was picked up by a few news outlets across the state.



Older than the country itself, Hartford Public Library marks 250 years with rebranding

Connecticut Public Radio | By Chris Polansky
Published January 9, 2024 at 9:49 PM EST

▶ LISTEN • 0:59



Hartford Public Library / Courtesy

Hartford Public Library 250th Anniversary, Hartford



The Hartford Public Library downtown branch.

The birth of the **Hartford Public Library** on Feb. 22, 1774, made front page news the following day, alongside stories of what the British Parliament might do to adequately punish the American colonies for the Tea Party thrown up the road in Boston just two months earlier. The library will be holding **birthday parties** at the city's neighborhood branches and other locations, culminating with a celebration Feb. 22 at the Downtown Library on Main Street.

500 Main St., Hartford

CULTURE & COMMUNICATIONS continued

- Highlighted across HPL's communication channels in the 3rd Q (in addition to miscellaneous smaller programs—arts, crafts, etc):

- Logo announcement video
- Baby Grand Jazz
- Berkins on Main
- 250th Birthday Celebrations
- The Beat
- John E. Rogers Collection
- Hartford Reads in Color with Hartford L.I.T.
- Hartford Stage passes
- Philanthropy Spotlight: Health and Wellness
- Take your child to the Library Day
- Boundless Library @ West Middle grand opening
- Black History Month
- Gather: Beyond the Music series
- YOUmedia hosting a VR session for 38 principles from HPS across the city
- James Baldwin film screening and Centennial Kickoff
- Mark Twain Book Talk with HPL President and CEO Bridget E. Quinn
- Philanthropy Spotlight: Aurora Women
- Health and Wellness programing
- HPL's 250th Books Through Time
- Women's History Month
- Thoughts are Things & The Right to Read film screening

- The Communications and Development teams collaborated to create a Philanthropy Spotlight feature each month in our newsletter and on social media. This quarter we highlighted Aurora Women for funding “Barriers Can’t Stop Us: Building Immigrant Women’s Success” and the National Library of Medicine for funding HPL’s Health and Wellness programing.

99

Instagram stories

88

Facebook posts

62

X/Twitter posts

57

Instagram posts

72

Facebook stories

CULTURE & COMMUNICATIONS continued

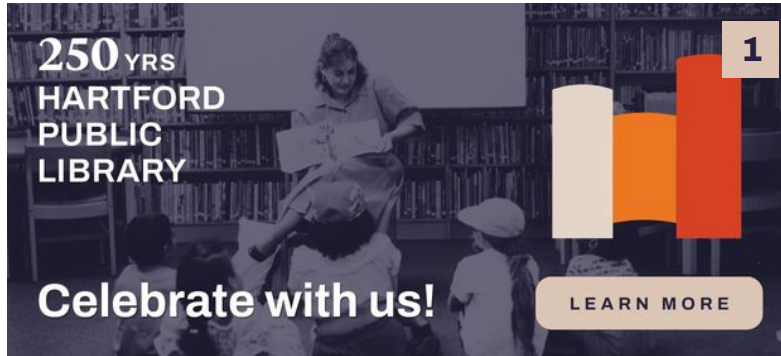
- Local NPR show Seasoned host Robyn Doyon-Aitke and Communications worked together to highlight the food programming offered at HPL, the Berkins on Main café and the Library of Things collection. The show will air in April in time for National Library Week.
- Communications is continuing to work with a third-party contractor for a standalone Digital Library Lab website and marketing plan.
- On March 11, the Culture and Communications team welcomed **Leaja Johnson** (she/her/hers) as the new Communications and Marketing Associate. Leaja holds her Bachelor's Degree in Communications from Eastern Connecticut State University and recently received her certificate in Women's Entrepreneurship from Cornell University. She joins us from the City of Hartford, where she recruited prospective childcare providers to become licensed within their homes.



SOCIAL MEDIA PLATFORMS

- Facebook: 88 posts/shares + 72 stories = 160 posts
 - 11,057 followers
- Instagram: 57 posts + 99 stories = 156 posts
 - 4,379 followers
- Twitter: 62 posts/shares
 - 5,288 followers

CREATIVE SERVICES



REFERENCE GUIDE FOR DIFFICULT CONVERSATIONS 7 STEP FORMULA

- 1 INTRODUCE THE CONVERSATION**
 - I wanted to talk with you - is now a good time?
 - I was hoping we could have a conversation - what time tomorrow works for you?
- 2 I'VE NOTICED**
 - I've noticed you are often late for work.
 - I've noticed you are not sending your weekly reports in on time.
 - I've noticed you've been unhelpful with your colleagues.
- 3 STATE THE IMPACT OF THE BEHAVIOR**
 - When you are late, others must fill in and we all get behind in our work; being on time is important since we serve the public and we cannot fully operate without you.
 - The weekly reports are a snapshot of our progress and without them I am not able to plan our workload for the upcoming week.
 - Without strong relationships at work it is hard to collaborate to get our work done.
- 4 ASK THEIR THOUGHTS**
 - What are your thoughts on this?
- 5 DEVELOP SOLUTIONS & TIMELINE**
 - I am here to support you. Let's brainstorm ideas on how to solve this.
- 6 THANK YOU**
 - I know these conversations can be hard and I appreciate that you are willing to listen and work with me.
- 7 DOCUMENT**
 - Use the guidelines from Session 2 to document these conversations.

250th HARTFORD PUBLIC LIBRARY

PERFORMANCE MANAGEMENT LEADERSHIP SERIES FEEDBACK

We have all received feedback and sometimes it might have been hard to hear. Oftentimes, however, that feedback made us think, learn and change to become more effective in our work. Think about this and please answer the following questions.

What was some feedback that made a difference for you in your career?

Why was it so impactful/important?

How did you feel getting the feedback vs. how you felt once you took it in and learned from it?

250th HARTFORD PUBLIC LIBRARY

1. 250th Anniversary webslide
2. Books Through Time bookmark & poster design
3. HPL ad placed in Bushnell Prompter
4. HR documents
5. HPL ThierStory pin

CULTURE & COMMUNICATIONS continued

DIGITAL LIBRARY LAB

Client	Project Description	Start Date	Completion Date	Invoice Date	Paid	Project Amount	Amount Paid	Note
Photographer Philip Trager	The Hartford Public Library Digital Library Lab (DLL) finished digitizing the photograph collection of Philip Trager	11/10/2022	4/10/2024	N/A	In Full	\$4,041.30	Paid \$4041.30	The Hartford Public Library Digital Library Lab (DLL) finished digitizing the photograph collection of Philip Trager. The following printed photographs were digitized: 13 published works; 36 unpublished folios and; 33 folios of proofs.
HPL General	HPL Blueprint Project 2023-2024	12/6/2023	1/30/2024	N/A	N/A	N/A	N/A	Completed the wide format digitization of 356 HPL blueprints into 43 searchable PDFs.
Hartford History Center	Historic Hartford Parks 35mm Slide Digitization	1/19/2022	1/22/2024	N/A	N/A	N/A	N/A	Digitized 83 35mm slides for Hartford History Center use.
Hartford History Center	Digitize the Hartford Times Clippings Collection	Planning started: 6/12/2023 Scanning started: 2/6/2024	Ongoing	N/A	N/A	\$38,000.00	Previous Quarter: \$38,000.00	Scanning preparation for HHC's Hartford Times Clipping Files was completed in January. Workflows were finalized for one ScannX CZUR system and one camera-based system. Digitizing began on February 6. At this writing, 6 of the clipping boxes have been digitized. Searchable PDFs have been created and saved. It is estimated that 47 staff hours are required to scan each box. Workflows have been established that will allow student interns to work on the project. Student labor can dramatically reduce the cost. However, it is estimated that 9 of the boxes can be scanned with the existing staffing and funding.
DLL Job Quote	Newport Historical Society Water Damaged Print digitization	12/1/2023	3/12/2024	N/A	N/A	Est: \$16,150	N/A	Newport Historical Society's Kaela Bleho chose another service to perform the work.
DLL Job Quote	North Haven Yearbooks	12/4/2023	ongoing			Est: \$650.00		Awaiting an update from Brittany Pearson on the status of this job.
DLL Job Quote	Knights of Columbus Supreme Council Archives	12/20/2023	Ongoing			Est: \$5060.00		Knight of Columbus' Vivian Lea Solek is expected to identify funding and begin the project in June.
DLL Job Quote	Coast Guard Academy Yearbooks	2/7/2024	Ongoing	N/A		Est: \$7425.00		Digitize the Coast Guard Academy Yearbooks, "Tide Rips," 1905-2021. CGA's Elisa Graydon expects to deliver the yearbooks next quarter.
DLL Job Quote	Document Scanning for the City of Hartford's Development Services Dept	3/5/2024	Ongoing	N/A	N/A	Est: \$151,578.00		Digitize 9 file cabinets of standard and wide format documents and designs related to Hartford planning and zoning. City staff visited the DLL on March 21. Work is expected to begin next quarter.

CULTURE & COMMUNICATIONS continued

Administration	New DLL website	7/21/2023	Ongoing	N/A	N/A	N/A	A link to the proposed new DLL website was received on March 15. It was reviewed by DLL and Communications staff and proposed changes were presented to Westland PR on March 27. A completed new website is expected during the next quarter.
Administration	DLL Assistant Manager Nara Giannella	1/16/2024	Ongoing	N/A	N/A	N/A	Nara Giannella started as the DLL Assistant Manager on January 16, 2024. Ms. Giannella's training and onboarding is ongoing.
Administration	2024-2025 DLL Price List with "Small Jobs" option	2/20/2024	2/20/2024	N/A	N/A	N/A	A DLL price list was approved. It will be used strictly as a guide to allow customers to estimate the cost of projects and will be reviewed and updated periodically as required.
Administration	Trinity College Student Internships(s)	10/10/2023	Ongoing	N/A	N/A	N/A	As part of Trinity's Kelter Scholar Program DLL has employed Kyarra Valentin as its student intern for the Spring Semester. Kyarra is working 60 hours and will be paid by Trinity College. Her internship will conclude in the fourth quarter of 2024.
Administration	CompTIA A+ Internship started	4/9/2024	Ongoing	N/A	N/A	N/A	Gerald Green started with the DLL as part of HPL's CompTIA A+ paid internship program. Gerald is scheduled work in the DLL three 7.5-hour days per week for approximately 4-weeks. This program is expected to continue with a new student starting at the DLL in the 4th quarter.

Next Quarter's Anticipated Work:

- Monitor CTDA upgrade, which is expected to be completed in 2024.
- Digitize ad hoc for HPL/HHC.
- Continue work on the Hartford Times Clippings project. A new CompTIA/Digital Navigator Intern is expected to start in May.
- As part of the Hartford Times Clippings digitization, a summary report will be completed that will highlight costs, topics scanned, and the inclusion of the Trinity Kelter Scholar Program and HPL's CompTIA A+ Internship used to assist with the project.
- Continue to monitor potential work with the Department of Development Services.
- Coast Guard Academy Yearbooks

CULTURE & COMMUNICATIONS continued

- Digitize the Klein family archives entitled the “Mermin Decagon.” 1 test notebook is being delivered to DLL in April. Upon successful scanning and OCR this will lead to an additional 10 notebooks.
- Maintain communication with potential clients who received “Job Quotes” this quarter: Development Services, North Haven Library, Knights of Columbus
- Continue to grow the DLL and its revenue generating capability, continue website and marketing planning activities and identify applicable bids for digitization services. A DLL business meeting with HPL’s Finance Department is scheduled for April 24.
- DLL’s Nara Giannella will table and present DLL information to attendees during the two-day CT Library Association Conference in Mystic. The DLL Manager will continue to work with HPL Communications and DLL Assistant Manager to create a schedule of potential attendance at additional digitization-related conferences in 2024.

The Digital Library Lab welcomed two interns in March 2024

- As part of Trinity’s Kelter Scholar Program DLL has employed Kyarra Valentin of Springfield, Massachusetts as a student intern for the Spring Semester. Kyarra, a freshman at Trinity is digitizing clippings files for 60 hours and is being paid by Trinity Kelter Program. Her internship will conclude in the fourth quarter of 2024. Kyarra has learned the ScannX CZUR system and file management as well as photography basics, Adobe Lightroom editing, and Adobe Premier Pro video editing.
- Gerald Green, a recent Hartford high school graduate, started with the DLL as part of HPL’s CompTIA A+ paid internship program. Gerald is scheduled work in the DLL three 7.5-hour days per week for approximately 4-weeks. This program is expected to continue with a new student starting at the DLL in the 4th quarter. He is enjoying learning the Adobe Creative Suite and the opportunity learn basic photography techniques.

CAPITAL PROJECTS

DOWNTOWN LIBRARY

The design documents for phase 3 of the project were completed this quarter along with preliminary cost estimates. The following items were completed:

- Public Restrooms 2nd and 3rd floor and employee restrooms **ADA work** were completed.
- **Public water fountains** were replaced on the 2nd and 3rd floor and installed water fountains with water bottle dispensers incorporated.
- Artwalk 3rd floor installed **new flooring**.
- Mailroom, repaired drywall and reinstalled and repaired cabinets new flooring installed.
- 3rd Floor IT Department, Communication and Programming and other Office space repaired and painted.
- HVAC began installation of equipment and upgrade of HVAC software.

Berkins Café opened in January and is open to the public. Design documents for security system devices completed.

Outfitted former Goodwin Library and relocated staff working Downtown to Goodwin location during construction work phase.

ALBANY LIBRARY

Community Engagement meetings were held to gain input from the community regarding the programmatic and design elements they wanted to see for the **new Albany Library**. Preliminary schematic design began to incorporate the community's input.

BARBOUR LIBRARY

Preliminary work began on site including **geotechnical and environmental testing**. Schematic design work continued working toward the completion of design documents.

HUMAN RESOURCES

RECRUITMENT AND STAFFING

During the 3rd quarter, 9 vacancies were filled for the following service area/business units:

Public Services	The American Place	Customer Experience	IT, Facilities & Finance	Development	Culture and Communication	Admin
-Library Assistant-Floater -Passport Coordinator	-US Citizenship Admin. Coordinator -College & Retainment Specialist	-Security Guard -Security Guard	-Finance Manager		-Communications Associate -Digital Library Lab Assistant Manager	
FY 23 Same Period= 1	*FY 23 Same Period= 3	FY 23 Same Period= 2	FY 23 Same Period= 1	FY 23 Same Period=0	FY 23 Same Period= 0	FY 23 Same Period=0

- For the same period in FY23, 3rd quarter, 7 vacancies were filled.
- **Notable Hires:** HPL realized two long-term hiring goals including the hiring of a Finance Manager and Digital Library Lab-Assistant Manager. Both hires are important anchors for growing a newer focus area of the Library and supporting our finance infrastructure.

TRAINING AND DEVELOPMENT

HPL managers and supervisors participated in the final session of a 3-part series on performance management. Created and presented by Senior Professional Human Resources Consultant Patricia Tourigny. HPL staff explored the topics of: Just in Time Feedback, Having Difficult Conversations, and Managing Progressive Discipline. The goal of the series was to better equip HPL leaders in the daily work of performance management, by fostering employee growth and development, promoting a culture of continuous improvement, and enhancing performance!

As part of HPL's commitment to a safe work culture, the Library provided mandatory Sexual Harassment Training for supervisors and managers. The 2-hour training presented in February 2024 was provided through our partnership with the law firm JacksonLewis. HPL is pleased to provide ongoing support in this critical area of policy education.

DIVERSITY, EQUITY, AND INCLUSION

The staff-led LEID Council and Steering Committees in partnership with Leading Cultural Solutions were hard at work. The LEID Steering Committee completed work on an updated EDI model that captures the work HPL has completed and offers future direction. It was discovered that the work has been primarily in the areas of staff connection and professional development. The model suggests other areas of focus such as universal service standards and through the

EDI lens, and community engagement and outreach. In addition to determining that other areas of focus should be considered, the committee agreed that the success of the model hinges on a working vision statement that would serve as a “north star” for this work and must be adopted.

The steering committee will present a draft of the model to the staff council for the purposes of collaborative review and potential expansion. Will also be asking the staff council to assist in the development of a vision statement. This work is the next important step in ensuring that the momentum gained is not lost.

The staff-led LEID Council has continued development of a plan to offer Spanish language courses to HPL staff. The project is a professional development opportunity for the purpose of increasing capacity to serve and connect with the public. The project is currently on hold while in search of a strong, Spanish language educator. Also, during 3rd quarter, the Human Resources staff continued the search for a Manager of Employee Engagement.

STAFF ENGAGEMENT

3rd quarter began with branch birthday party celebrations! The HPL staff played a significant role by joining other staff, and Hartford communities at each celebration. When we play together, we stay together!

The HPL leadership team delivered snack baskets and notes of thanks to our amazing staff for Employee Appreciation Month!

HPL ended 2023 with **great celebration and cheer!** A holiday gathering filled with food, fun and games gave everyone an opportunity to connect and refresh. We experienced a strong staff turnout for the evening. What a way to end the year!



STATISTICS

PROGRAMS 3rd QUARTER January - March 2024

	FY 2022-2023			FY 2023-2024		
Downtown	Programs	Attendance	Views	Programs	Attendance	Views
American Place	216	2,044	0	328	3,241	0
Development	3	97	0	2	149	0
Hartford History Center	7	110	0	0	0	0
Programming	29	2,704	5,923	43	2,755	2,859
YOUmedia	0	0	0	0	0	0
Youth Department	96	1,716	204	138	2,729	0
Totals	351	6,671	6,127	511	8,874	2,859

Branches	Programs	Attendance	Views	Programs	Attendance	Views
Albany Adult	18	211	0	34	665	0
Albany Youth/Teens	126	1,089	0	202	2,043	0
Barbour Adult	1	9	0	10	92	0
Barbour Youth	33	461	0	43	788	0
Camp Field Adult	6	56	0	11	51	0
Camp Field Youth	21	364	0	12	117	0
Dwight Adult	14	167	0	24	234	0
Dwight Youth	137	2,312	0	12	76	0
Park Adult	6	268	0	17	264	0
Park Youth	30	1,299	0	42	2,572	0
Ropkins Adult	2	12	0	9	54	0
Ropkins Youth	17	348	1,508	79	1,188	0
LOW	0	0	0	7	117	0
Totals	411	6,596	1,508	502	8,261	0

Boundless Pilot & Other Programs	Programs	Attendance	Views	Programs	Attendance	Views
Rawson - Pilot Program	50	837	0	123	1,049	0
West Middle - Pilot Program	0	0	0	92	2,301	0
Boundless Enrichment @ HPHS*	15	166	0	89	1,608	0
Totals	65	1,003	0	304	4,958	0

HARTFORD PUBLIC LIBRARY 3rd Quarter Programming Totals

	FY 2022-2023	FY 2023-2024
Total Programs	827	1,317
Total Attendance	14,270	22,093
Recorded Program Views	7,635	2,859

*Hartford Public High School