

Chief Executive Officer's Report

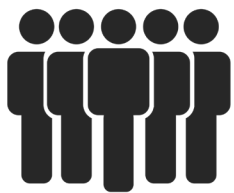
June 2020

	PAGE NO.
Overview	2
Finance	3
Grant Management	6
Public Services	7
Programming & Events	11
The American Place	15
Hartford History Center	21
Communications	23
Development	25
Park Library Project	26
Human Resources	27
Statistics	28
Security Incident Reporting	33



JANUARY-MARCH 2020

at a glance



174,585

TOTAL VISITS



421

TEEN PROGRAM PARTICIPANTS



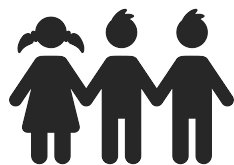
56,810

TOTAL CIRCULATION



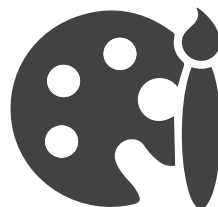
2,762

STUDENTS ATTENDED TAP CLASSES



8,851

YOUTH PROGRAM PARTICIPANTS



75+

ATTENDED ARTWALK OPENING RECEPTION



138

CITIZENSHIP APPLICATIONS SUBMITTED



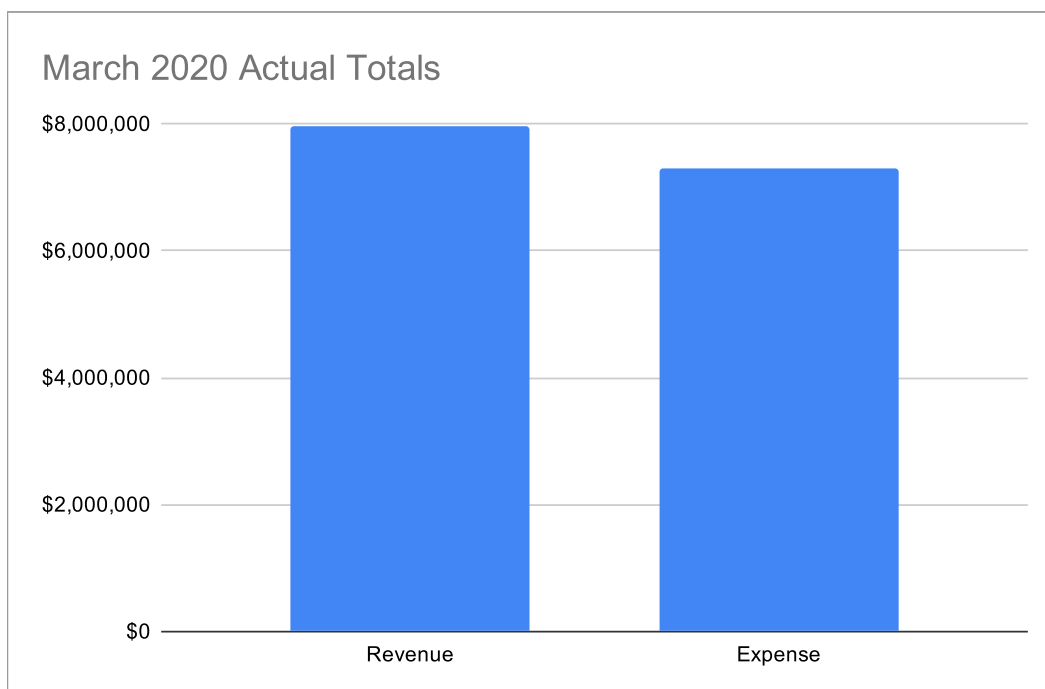
17,269

PROGRAM PARTICIPANTS

**Fiscal Year 2020–Operating Budget Summary
As of March 31, 2020–75% through Fiscal Year**

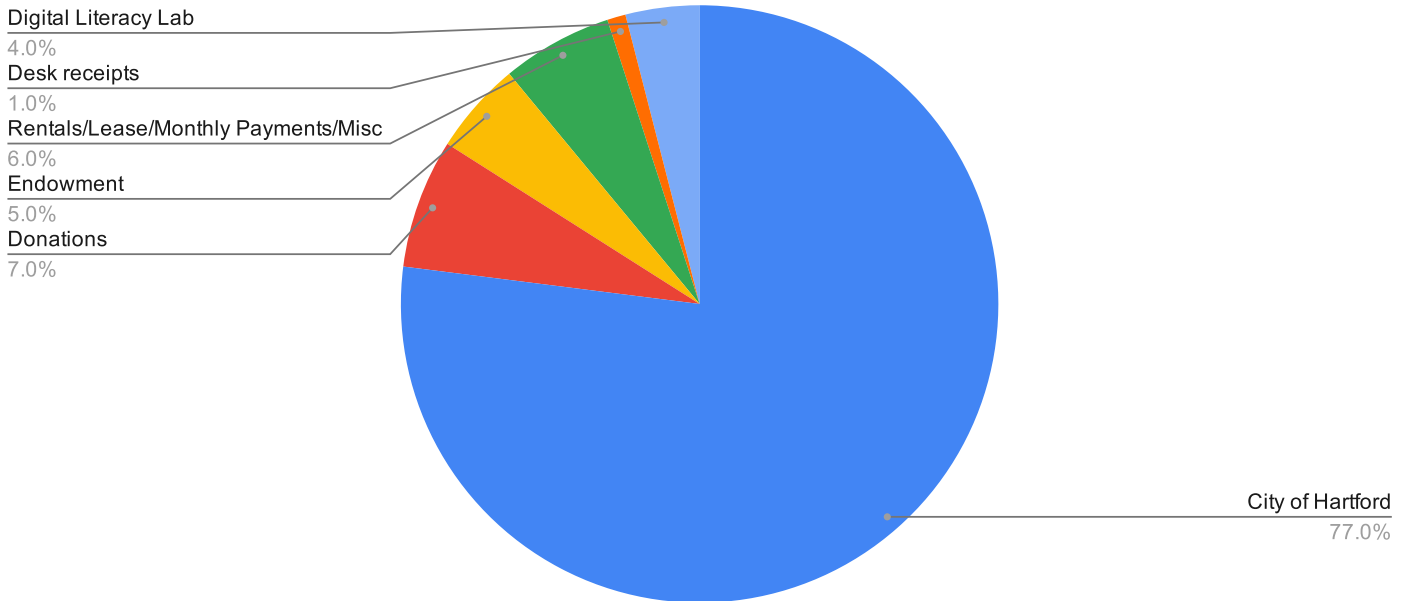
For the period ending 3/31/20, Hartford Public Library has expended an estimated total of \$7,310,021 which represents 73.6% of the revised operating budget of \$9,928,406. The Library has also collected an estimated \$7,972,826 in operating funds, or 80.3% of the Fiscal Year 2020 budget.

	FY20 Budget	FY20 Actual	Variance	%
Revenue	\$ 9,928,406	\$ 7,972,826	\$ 1,955,580	80.3%
Expense	\$ 9,928,406	\$ 7,310,021	\$ 2,618,385	73.6%
Variance		\$ 662,805.49	\$ (662,805.49)	



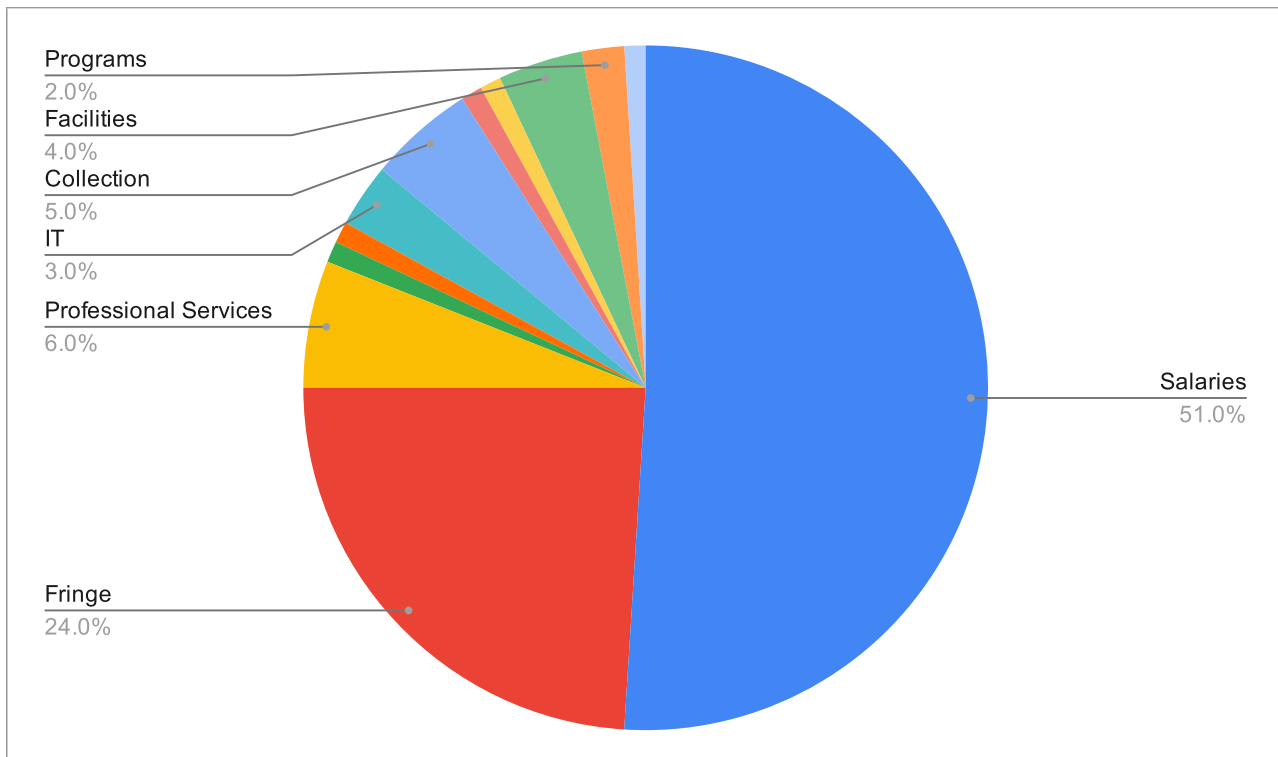
finance (revenue)

Revenue	FY20 Budget	FY20 Actual	Variance	%
City of Hartford	\$8,201,317	\$6,150,987	\$2,050,330	75.0%
Donations	\$515,000	\$525,719	-\$10,719	102.1%
Endowment	\$706,843	\$374,296	\$332,547	53.0%
Rentals/Lease/Monthly Payments/Misc	\$352,246	\$489,442	-\$137,196	138.9%
Desk Receipts	\$78,000	\$85,001	-\$7,001	109.0%
Passports/Immigration	\$75,000	\$42,261	\$32,739	56.3%
Digital Literacy Lab	\$0	\$305,120	-\$305,120	100.0%
Total	\$9,928,406	\$7,972,826	\$1,955,580	80.3%



finance (expense)

Expense	Budget	Actual	Variance	%
Salaries	\$5,621,236	\$3,631,266	\$1,989,970	64.6%
Fringe	\$2,163,362	\$1,727,595	\$435,767	79.9%
Professional Services	\$645,772	\$467,135	\$178,637	72.3%
Staff Training	\$68,775	\$48,631	\$20,144	70.7%
Supplies	\$73,600	\$67,398	\$6,202	91.6%
IT	\$155,979	\$211,233	-\$55,254	135.4%
Collection	\$531,825	\$357,171	\$174,654	67.2%
Utilities	\$67,150	\$45,553	\$21,597	67.8%
Rent	\$66,174	\$48,146	\$18,028	72.8%
Facilities	\$320,016	\$314,398	\$5,618	98.2%
Programs	\$131,200	\$124,198	\$7,002	94.7%
Other	\$27,317	\$3,685	\$23,632	13.5%
Contingency	\$56,000	\$42,015	\$13,985	75.0%
Digital Literacy Lab	\$0	\$221,597	-\$221,597	100.0%
Total	\$9,928,406	\$7,310,021	\$2,618,385	73.6%

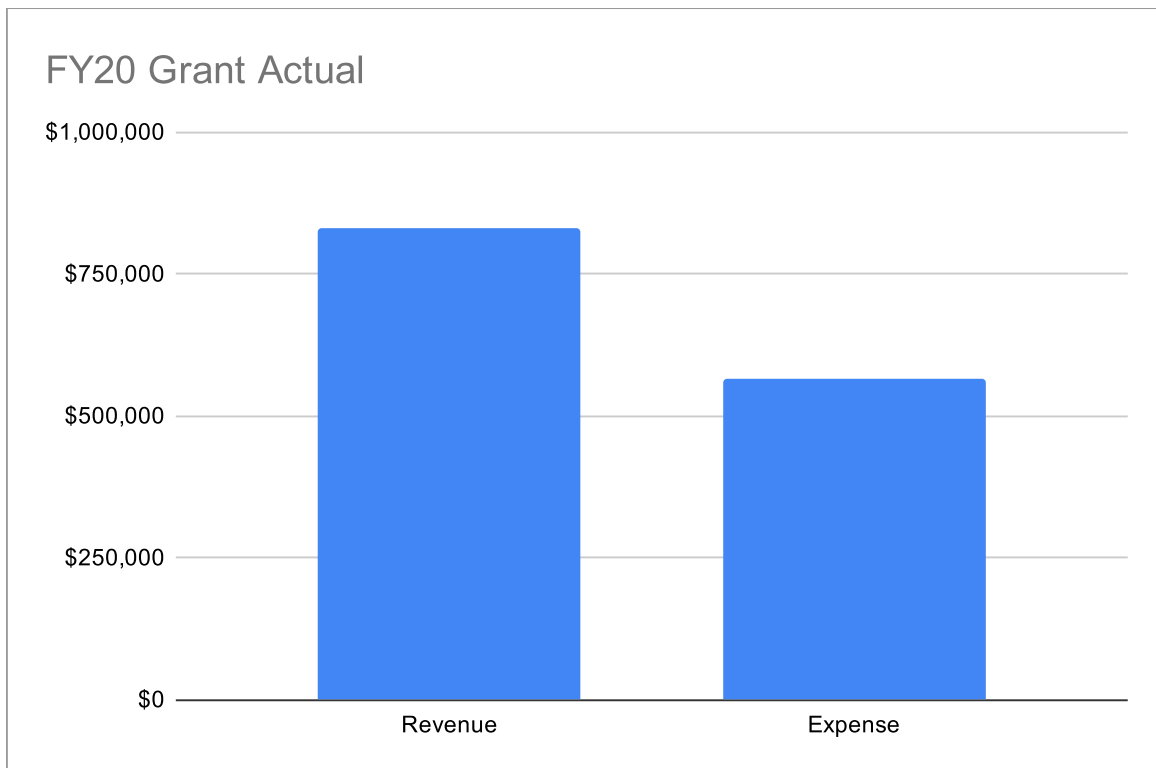


Fiscal Year 2020–Grant Budget Summary As of March 31, 2020 - 75% through Fiscal Year

	FY20 Budget	FY20 Actual	Variance	%
Revenue	\$ 2,131,799	\$ 830,020	\$ 1,301,779	38.9%
Expense	\$ 2,131,799	\$ 565,371	\$ 1,566,428	26.5%
Variance		\$ 264,649.00	\$ (264,649.00)	

Grant Activity for 3rd QT (January–March 2020)

	AWARDED		PENDING		DECLINED	
	NUMBER	AMOUNT	NUMBER	AMOUNT	NUMBER	AMOUNT
Government	1	\$5,000	1	\$41,304		
Foundations	3	\$180,829	2	\$61,092	3	\$32,300
Corporation	2	\$130,000	1	\$10,000	1	\$10,000
TOTAL	6	\$315,829	4	\$112,396	4	\$42,300



Access to Information and Services that Contribute to Well-Being

- » Census 2020—39 people attended the Census Job Fair at the Barbour Library on January 23rd. Park Library also held a census “Lunch & Learn” in February where participants could ask questions about the census and apply for census jobs. A census representative familiar with the Camp Field neighborhood held four tabling events to recruit residents for census jobs. The Ropkins’ staff went out into the community to promote participation in the census. They visited five different locations in the Clay Arsenal neighborhood and spoke to people about being aware of the importance of participating. Despite working remotely, our staff continue to field questions via phone and email to help customers complete the census form.
- » The New Beginnings Health and Wellness Fair at the Camp Field Library was held on Jan. 29, 11-1 PM. Sixteen local participating providers, including the American Lung Association and Charter Oak Health Center, tabled information on health and wellness programs and service offerings. Customers had the opportunity to sign up for free mammograms, sample a nutritious snack, and learn about many free programs and services available in the community to improve their health and well-being. Free items including tote bags, were distributed.
- » The Introductory Yoga Series planned for the Barbour Library was postponed due to the Covid-19 pandemic. When one of the community people called to sign up for the six-week yoga class series taught by Mike Riley, she made the comment that this neighborhood doesn’t usually get the opportunity for such a nice program and was excited to participate. Mike has expressed commitment in offering this class series in the future and even recorded a class for our virtual programming series.

Increase Engagement with the Arts and Access to Exposure

- » 422 museum passes were checked out this quarter. This includes 156 passes (312 tickets) Hartford Stage’s *Pike St.* in January and 170 passes (340 tickets) for *Jane Eyre* in February/March.



Supportive Community for Youth and Adult Learning

- » In February, Park Library celebrated Dominican Republic's Culture and History during the week of its Independence Day (Feb 27). The event brought new faces into the branch, and everyone enjoyed a dish called "Mangu", which is a staple of Dominican cuisine. 30 participants talked about how the country gained its independence and listened to some Dominican music as well.
- » Take Your Child to the Library Day was celebrated in the Downtown Children's Department on Saturday, February 1st and at the branches during the week. Several activities were planned for the day: A library scavenger hunt was a popular activity and many adults mentioned they learned something new about the Children's Department, family story time, Read with Gizmo the Library Reading Dog, book give-a-ways, and slime making.



- » Youth and Family Services and Teen Services partnered with Connecticut Children's Medical Center to bring Storytime as well as other programming to the Family Resource Center at the Hospital. With Dr. Seuss' birthday being celebrated during this quarter, they read Dr. Seuss stories, crafted, and gave free Dr. Seuss books to families. 16 children stopped by to participate and they also received information about HPL children's programming and calendars. This is a partnership HPL continues to build.
- » The Downtown Display Team started to work collectively on an ongoing, year-long "Women of Color" (WOC) book display/reading challenge. It challenges readers to explore dozens of books that will be published throughout the upcoming year. Other books by WOC from the collection will also be featured. The team created posters and bookmarks listing the suggested titles in a checklist format that people could use to keep track of the books read. While not a formal reading challenge, the goal is to encourage readers to discover new authors and promote the diversity of HPL's collections.

Youth and Family Services: Readiness for School Success and Literacy

- » This quarter, the Camp Field Library began offering bilingual English/Spanish story times to meet the demand at the branch and in the Hartford community. There has been an increase in families with young children meeting up for playgroups or visiting regularly to expose their children to the English language. With this new programming, the bilingual story time families realize that they can communicate in their preferred language around their children's learning. Jaciel, age 4, only spoke in Spanish when he started visiting the Camp Field Library with his mother and little brother. After several weeks, his English-speaking skills greatly improved and he makes a point of practicing speaking English with library staff.
- » The children's section of the Albany Library got a makeover complete with new tables and reconfigured shelving. This allows the younger children to have more of their own space to play and learn in. Everyone is excited to welcome the community back to the refreshed space when the Library re-opens.



public services (continued)

» The Boundless Library @ Rawson and Camp Field Libraries were able to take advantage of an exciting opportunity to partner with the Connecticut Science Center for their First Lego League Jr Boomtown Build Challenge. The Science Center promotes this activity as an outreach for girls to encourage them to explore STEM. Each location created a team. Their work included engineering design, building models, exploring environmental design, and creating accessible spaces. The sponsorship of HPL teams through the Science Center, allowed to connect more girls in the community to current and future STEM learning. The culmination of the project was to present at the Science Center, which has been impacted by closures. HPL will be sure to recognize the hard work of each team even if the event with the Science Center cannot be rescheduled.



Youth and Family Services: Boundless



» Youth and Outreach Services Librarian Bonnie Solberg began an after-school book club at Betances School with about a dozen 3rd and 4th grade participants. Bonnie reports, “The students come bouncing into the room for our gathering. Each time we meet, they discuss the book, participate in an activity and receive a new book to keep and read.” This is one more opportunity for HPL to add to children’s home libraries and combat book deserts.



» The \$40,000 grant received from First Book for Boundless @ Home, an initiative to help HPL students build home libraries, was largely implemented this quarter. Studies show, having books in the home contributes to scholastic success. Teachers at nine Boundless Partner schools were provided with gift certificates of approximately \$9.00 per student to purchase books for each of them on their level of reading to take home and keep. This was a great success, with excited teachers and children receiving these lovely new, current, diverse books! Extra books not distributed will be given to the Hartford Public Schools meal sites so families can pick up a book when they pick up a meal.

Teen Services

- » This quarter, YOUmedia mentor Eli Williams organized the return of the popular Producer Showcase, held in the CCC in February. Over 40 participants attended which showcased their engineered instrumentals and songs. Eli's network drew in several high-profile Connecticut producers, including Chill Shump, 2wo4our, and Freddy Duko. They helped promote the showcase as well as promote the teens who participated through their own social media networks. At the showcase, there was also a Q&A session for teens to ask about how to market their beats and their brand. In addition, certain legal issues were raised and discussed that new artists may not be aware of, such as copyright infringement and how to avoid it. This program will continue to run quarterly with increased efforts to draw in high profile producers.
- » On February 19, "Hartford Riots: A Conversation Between Generations," program was produced collaboratively between the Hartford History Center's Education and Community Outreach Manager, Jasmin Agosto, and YOUmedia's Program Coordinator, Nygel White. The purpose was to inform the younger generations and community members of Hartford's Upper Albany and Clay Arsenal communities about the history of injustice, unrest, and activism that took place in the city's North end during the 1960s. Nygel and Jasmin saw the need for the youth of Hartford to know the city's history, and how it has impacted the Hartford that today's youth now know. The program was part of a series planned on organizing as a way to deepen our understanding of the photo exhibit "Hartford '67 / Detroit '67", which was produced by Hartford Stage in collaboration with HPL's Hartford History Center. The Hartford photos featured are from the Hartford History Center's *Hartford Times* collection. During the program, teens from YOUmedia moderated the discussion, showing historic 1969 Hartford video clips from the Butch Lewis Collection, which is held at the Hartford History Center and available on the CT Digital Archive, and asking questions of the panel of elders, in front of an audience of about 80 attendees. This event proved to be highly anticipated and greatly received by regular attendees of the Albany Library, and North End community members of all ages. The program was also attended by library staff which included President and CEO Bridget Quinn-Carey, and Mayor Luke Bronin. Some attendees gave feedback including, "Great program, it reinforced the importance of cross generational dialogue." "The program was excellent. I learned about Hartford in the early years. I am not from Hartford but I have been here for 30 years." "Hearing from North End elders left a real impression on me, and I couldn't stop thinking about the program for the rest of the night." Leslie Mayes of NBC-CT also attended the event, covering the story in a segment on the 11 o'clock news that evening.
- » Due to the overwhelming demand for gaming at the Albany Library, Teen Librarian Eric Ong piloted the inaugural Madden NFL Esports League on console. Twelve kids competed weekly for a chance to play in the playoffs and ultimately win an official personalized jersey and bragging rights until next quarter. The success of this pilot encouraged the expansion of Esports at Albany, with new hardware being installed in the near future. In addition to an NFL league, we are looking to incorporate an NBA league and also an FPS league on PC. These programs encourage adherence to attendance and behavior expectations at school and are anticipated to serve 50 teens at capacity.

Programming Highlights

3,676 customers attended programs
53 intergenerational programs were held

Film Screenings

- » In our continuous work to develop spaces and opportunities for diversity and inclusion, a collaboration with Center Without Walls led to screening *Window Horses: The Poetic Persian Epiphany of Rosie Ming*, an animated film about a young Canadian poet delving into her Iranian ancestry at a poetry festival in Iran.

Baby Grand Jazz

- » The 17th season of Baby Grand Jazz saw the largest audiences to date. Due to the global COVID-19 pandemic, all performances March 15 and after were postponed, for a total of 10 hosted performances. Despite the disruption in the season, many of the individual 2020 performances saw record number audiences (360 attendees at the season opener), requiring the library to offer overflow rooms where the performance was livestreamed. For the third year, the jazz series was livestreamed via “Facebook Live,” and reached a wide audience at an average of 675 views per video. Total audience for 2020 Baby Grand Jazz was 9,367 for the 10 performances hosted.

- » Comments from surveyed audience members:

- “Great kick off! Best band in a long while and I come to many every year! I love how it draws people in!!”
- “The jazz concerts held throughout the year in Hartford are one of the best times for our community in that people come together from every neighborhood, and all walks of life to promote these talented musicians who give us, their audience, HOPE for the FUTURE”
- “This series is excellent! May you continue to provide top quality music for many years to come!”
- “Great time every time, every year! You’re the ‘best-est”
- “I love this entertainment something very pleasant to looking forward to every Sunday. Thank you!”
- “Continue what you’ve been doing. It’s been terrific!”
- “This is a fabulous series!”

- » Rey Bermudez of The New Narrative LLC hosted “Sizzlin’ Winter! Salsa Dancing Night,” a night of beginner salsa dance lessons and open salsa dancing with live music. Photo (below): Salsa Band Agua Pa Chocolate and dance teacher.



programming (continued)



To date, HPL has engaged with over 4,252 residents around the CENSUS through outreach, reference work and public service



Increasing Levels of Civic Engagement

- » A partnership with Hartford City Councilman TJ Clarke led to a widely attended Mental Health Pre-Screening Day in the Atrium, hosting mental health professional screenings and inspirational speakers.
- » HPL hosted “How Should We Vote? Perspectives on Electoral Reform,” a panel discussion on efforts to change how voting and elections takes place in Hartford and Connecticut. Panelists covered topics from increasing voter access through non-citizen voting and restoration of voting rights for people on parole, as well as changing the way we vote with a multi-party system and ranked choice voting. Moderated by Bilal Sekou (UHart Political Science), and featuring panelists Oz Griebel (SAM CT), Charles Venator (UConn Political Science), James Jeter (Full Citizens Coalition to Unlock the Vote), Jonathan Perloe (Voter Choice CT), and Janet Bauer (Trinity College International Studies).
- » Monthly Wellness Nights of Sound Healing and Joyful Collage were widely attended and provided valuable space for UConn students and customers alike for self-care and relaxation.

Inclusive and Supportive Community for Learning

- » Alongside the Baby Grand Jazz series, The Hartford Jazz Society and HPL planned to partner to present Jazz 201, an 8-week course designed to pick up from last year’s Jazz 101 series as an intermediate review of the sounds of Jazz music, and the history and culture surrounding it. Unfortunately, this series was also postponed.

Library on Wheels Highlights

- » 121 programs hosted with a total attendance of 1,769 youth and adults
- » 29 outreach stops reaching 664 attendees
- » LOW Regular Stops:
 - The Right Place Daycare Center
 - The Little Owls
 - Asylum Hill Early Learning Center
 - Horace Bushnell Congregate Homes
 - Immanuel House Apartments
 - Betty Knox Apartments
 - North End Senior Center
 - Metzner Early Learning Center
 - Women’s League Day Care Center
 - The Growing Tree Day Care Center
 - CRT Douglas Street Day Care
 - CRT Laurel Street Day Care
 - CRT Job Corp Early Learning Center
 - Woodland House Apartments
- » LOW staff manage the re-allocation of deaccessioned Library books. Community Collection sites are in the various neighborhoods and the shelves are replenished on a monthly basis.
- » Community Collection Sites: (Community Collection books are distributed at all public events)

programming (continued)

- Norris Barber Shop
- Your Local Laundromat
- Mothers Against Violence Office
- Union Baptist Church
- Betty Knox Apartments
- Mary Sheppard Place
- Percival Smith Towers
- HUD Offices (Downtown)
- Hartford Public High School (Main Office)
- Urban League of Greater Hartford
- Little Library @Shiloh Baptist Church
- Little Library on Vine Street in Hartford
- North End Senior Center
- Parker Memorial Center
- Arroyo Center @Pope Park
- Horace Bushnell Congregate Homes

Readiness for School Success and Literacy

- » LOW Outreach Team has expanded adding two additional staff members and allowing for additional LOW stops throughout the city on a weekly basis.
- » LOW staff visited The Little Owls daycare center on a bi-weekly schedule. Additional Toddler Classrooms at CRT Laurel Street and Asylum Hill Early Learning Center were added to the schedule in February. LOW staff provided story time for the toddler classes at Women's League Day Care Center, and provided story-time, literacy support for the afterschool program located at SAND School managed by the Village. In March, LOW staff started visiting Metzner Early Learning Center for bi-weekly visits, a center managed by the City of Hartford.

Supportive Community for Learning

- » LOW Outreach Team visited Food Share sites in the North End and the South End of the city.
- » During the visits, residents signed up for library cards and all of the residents received information on the 2020 Census. LOW staff collaborated with North End Senior Center and the Hartford History Center to create a Black History Photography Exhibit featuring prominent iconic leaders from Hartford.
- » The LOW Outreach Team Manager was invited by to speak about the role of the public library in the Hartford community during a special program. LOW staff created a display table with books by various authors and invited the guests to take them for their personal libraries.
- » The LOW Outreach team attended an event hosted by The Center for Human Development to talk to the program participants about the resources and services available at the public library. Attendees received free books and Census 2020 information.
- » Due to the global COVID-19 pandemic, regular LOW service was disrupted starting on March 9th. LOW staff continued to distribute free books and resources on COVID-19, the Census, and HPL e-resources to families at Hartford Public School meal distribution sites across the city.



- » LOW Outreach staff attended the Resettlement/Welcome program for convicted felons who are re-entering the community. Participants received information on HPL programs, resources and free books. LOW Outreach is collaborating with South Park Inn Shelter to provide support for the adult guests. In March, LOW Outreach provided the shelter with 150 community collection books.

Technical Services Highlights

- » Census advertising added to self-checkouts at all locations
- » New Collection Development Policy completed and approved
- » 30% increase of eBook use
- » 2180 new library card holders added
- » Added two new online resources:
 - Kanopy: Over 90 videos watched in the first month of launch
 - Included over 15,000 films to the streaming video collection
- » Genealogy Resources: Ancestry Library Edition, Fold3, Heritage Quest

Highest Circulating Databases:

Freegal Streams	10,166
RB Digital	2,519
Axis360	2,259
Magazines	1,942
Acron Views	1,897
Museum Passes	1,382

	DEVICES	LAUNCHES	NEW DEVICES
Jan 2020	151	510	62
Feb 2020	148	454	60
Mar 2020	172	498	69
TOTAL	327	1462	191

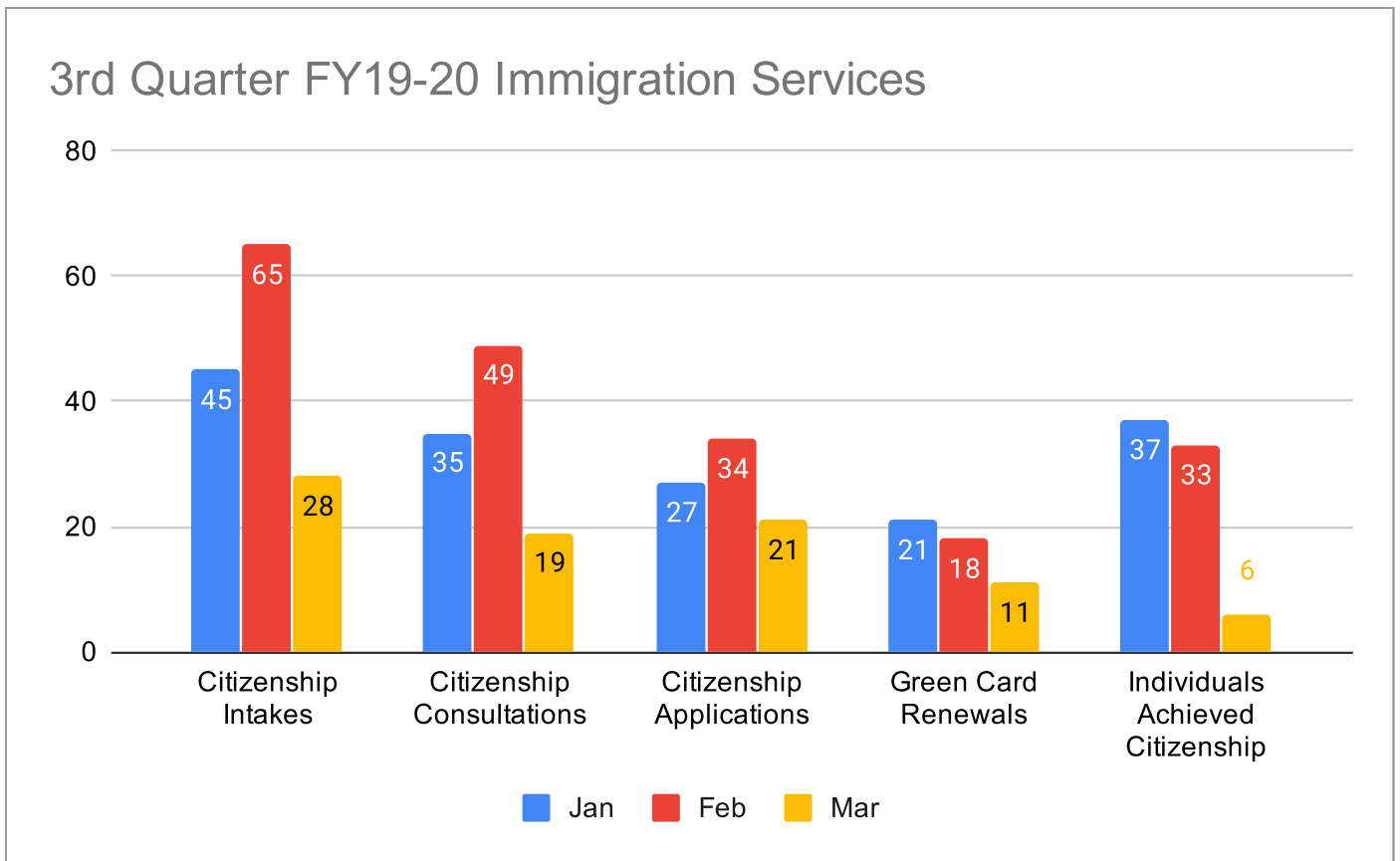
Boundless collaboration HPS and HPL Technical Services

- » Worked with HPS to convert student ID numbers to library card barcode for students to easily access e-resources. As a result, we have experienced an increase in e-resource usage through student ID number.
- » Worked with HPS to provide COVID19 resources through the HPS OPAC page

3rd Quarter 2019-2020 Statistics

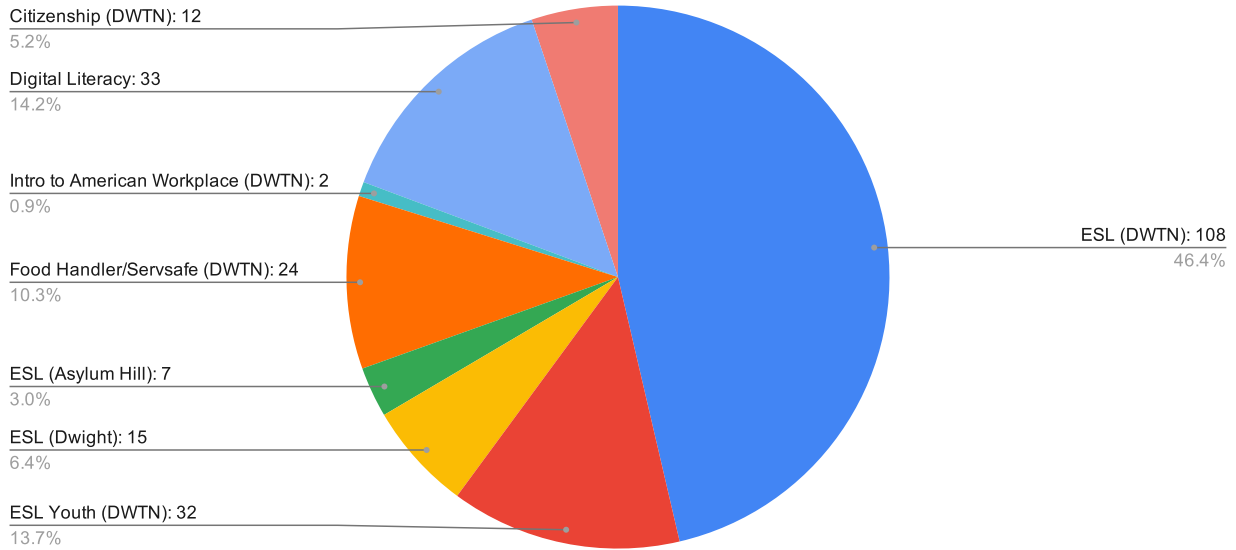
Highlights:

- » 2,762 students attended TAP classes
- » 233 classes held
- » 68 volunteers worked 292.5 hours
- » 32 proctored GED tests administered
- » 138 citizenship intakes completed
- » 103 citizenship consultations conducted
- » 82 citizenship applications prepared and submitted
- » 50 green card renewal prepared and submitted
- » 76 individuals assisted by TAP achieved U.S. Citizenship
- » 380 American Job Center customers served with 625 services
- » 67 youth participated in ESL programs for immigrant youth, representing 22 different countries and Puerto Rico
- » 66 proctored digital literacy assessments administered, with 79% demonstrating gains in digital literacy
- » Approximately 220 wellness checks conducted

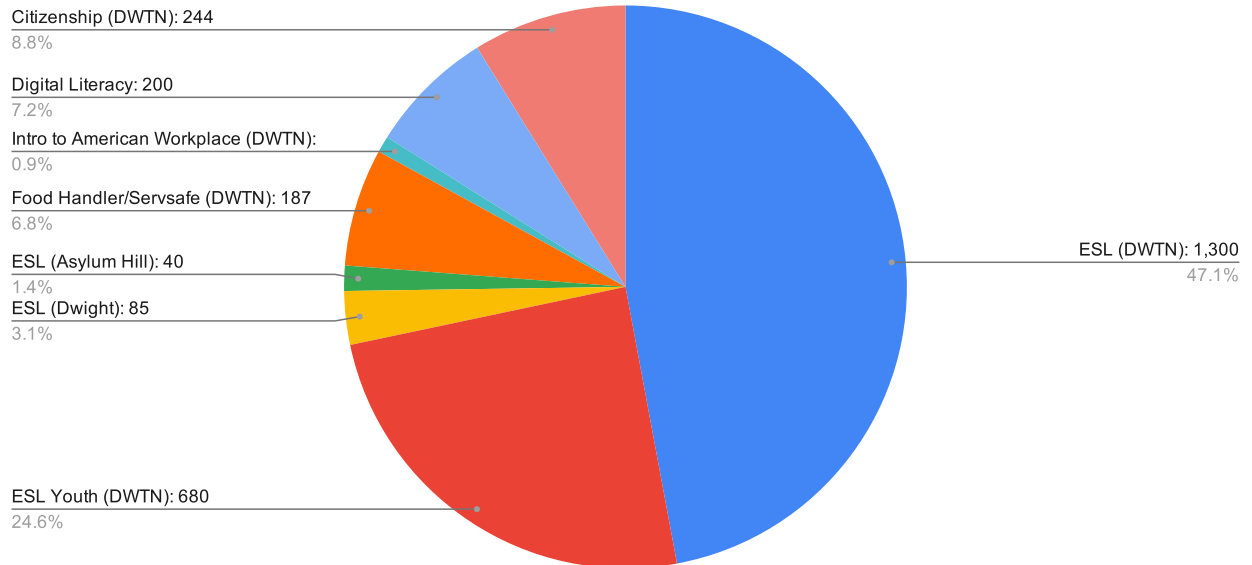


The American Place (continued)

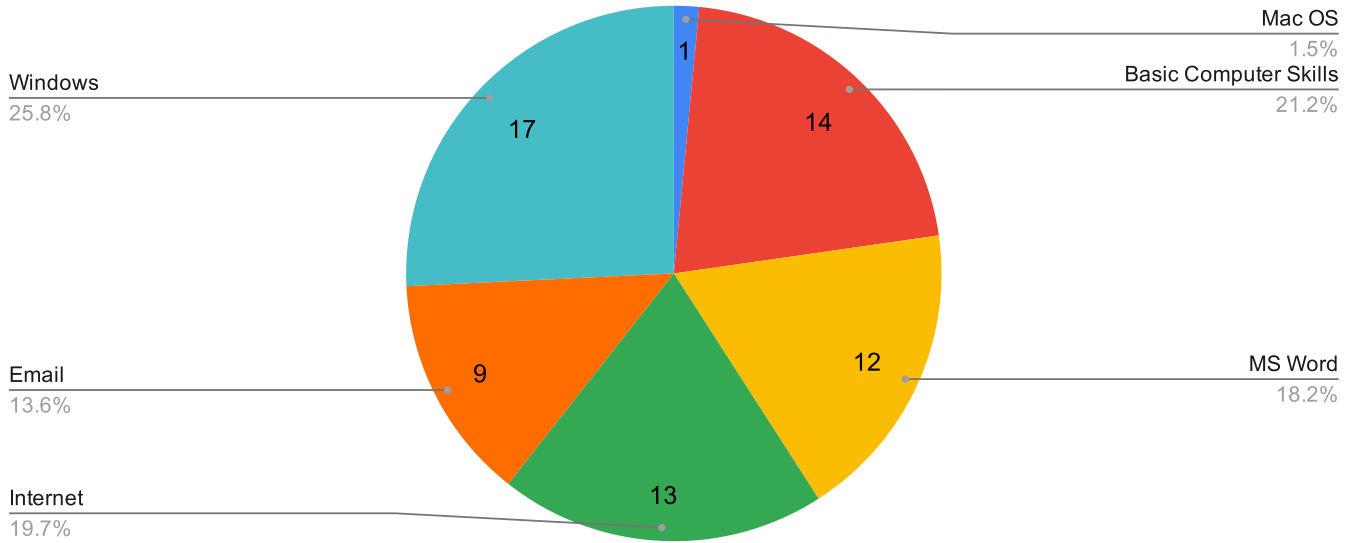
3rd Quarter FY19-20: Number of Classes Held



3rd Quarter GY19-20: Class Attendance

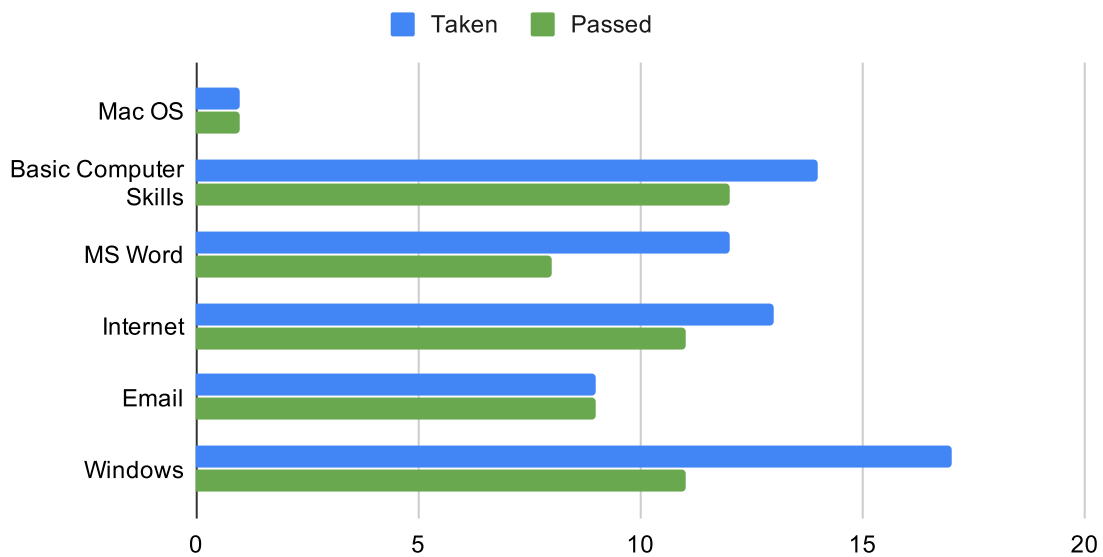


66 Total Proctored Digital Literacy Assessments Administered

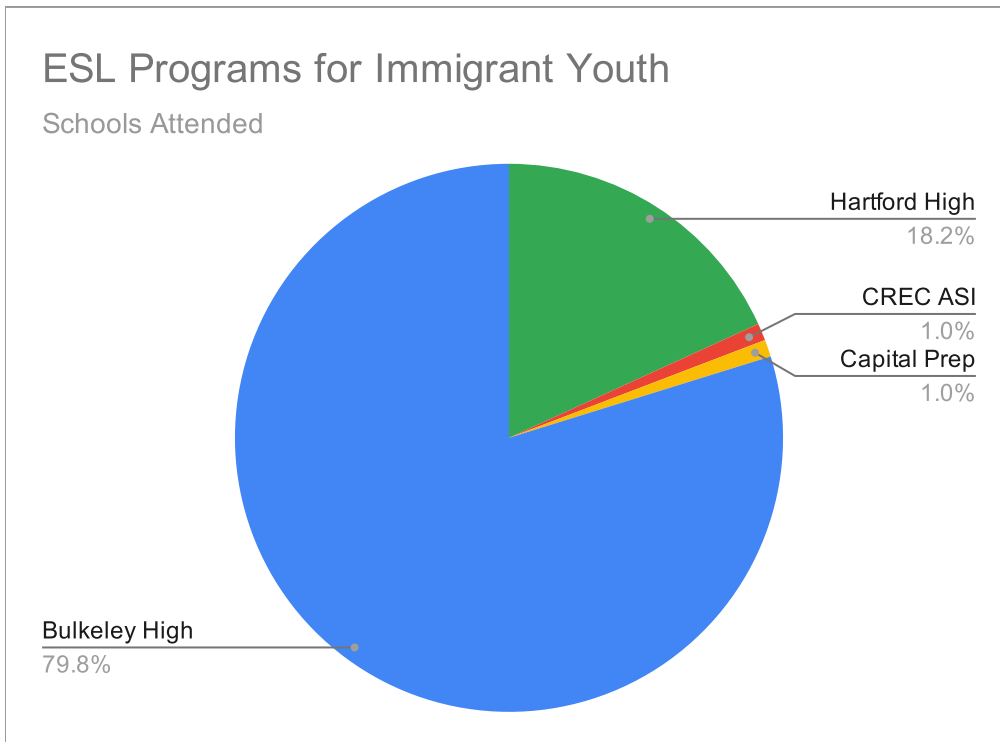
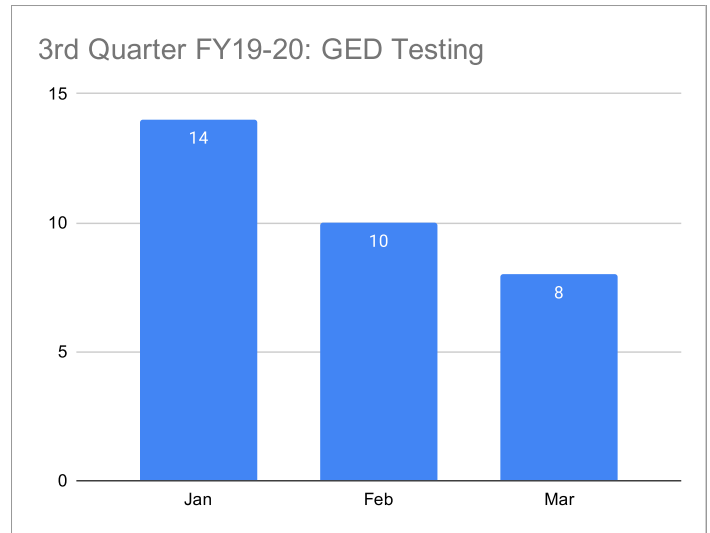
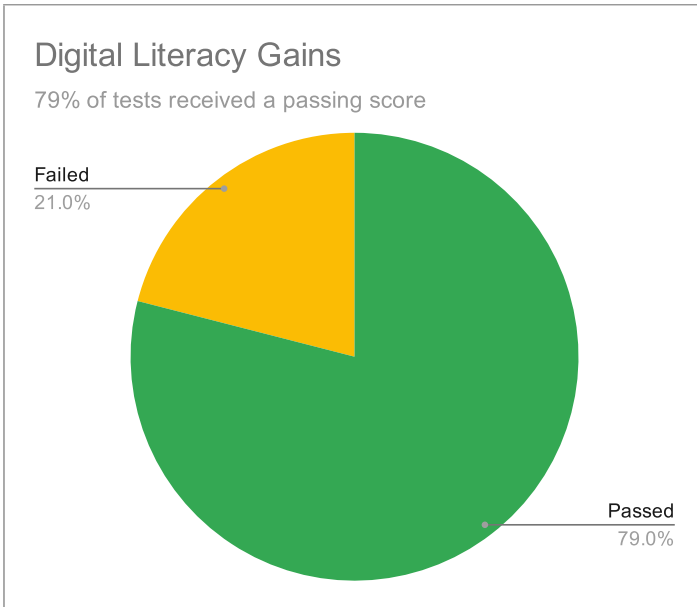


3rd Quarter FY19-20: Proctored Digital Literacy Assessments

Taken vs # Passed

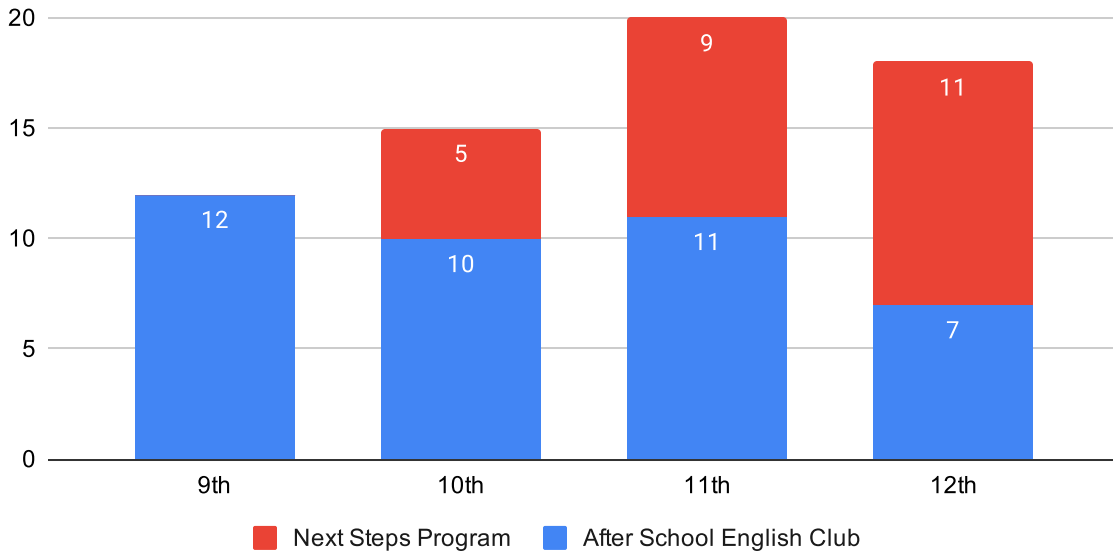


The American Place (continued)



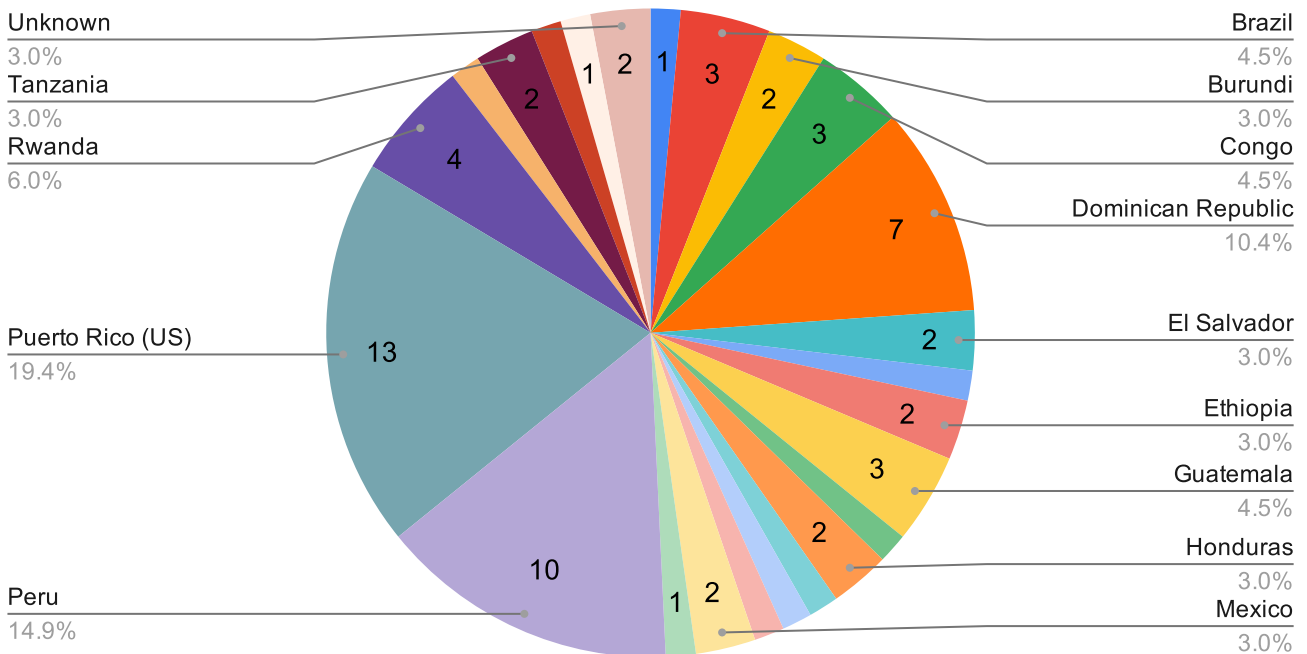
ESL Programs for Immigrant Youth

Grade Levels

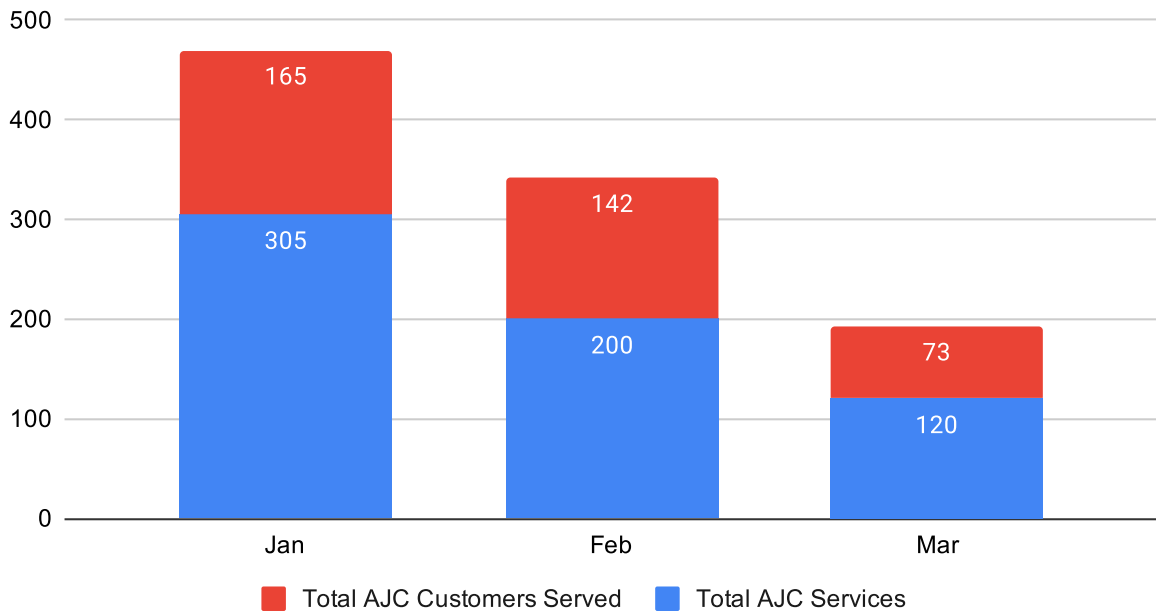


ESL Programs for Immigrant Youth

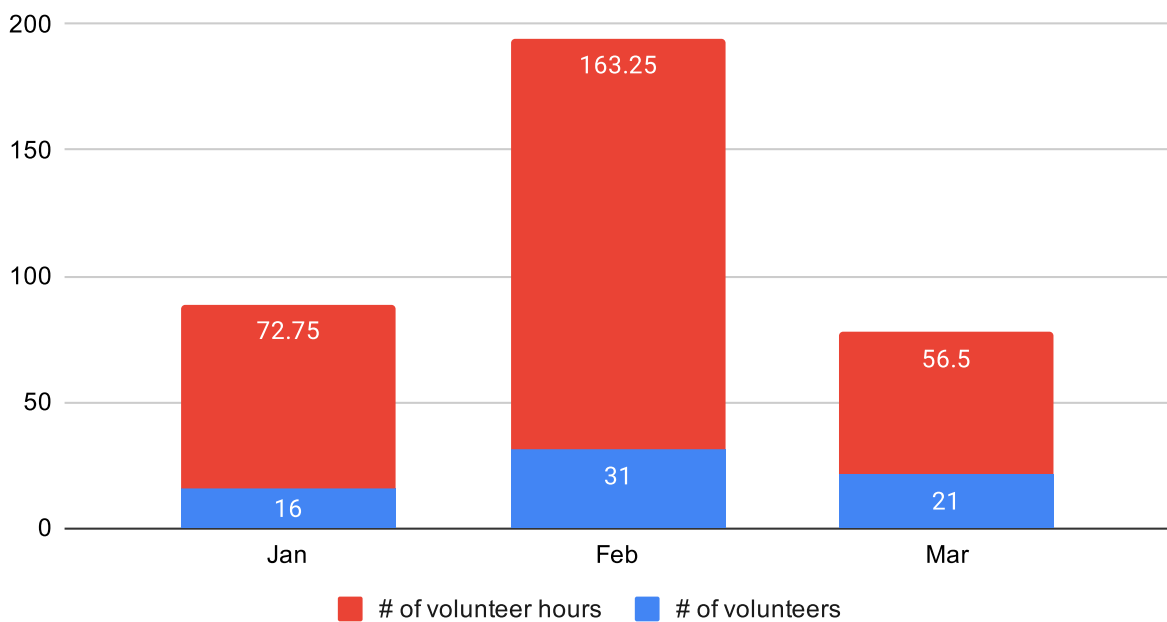
Countries of Origin



3rd Quarter FY19-20: American Job Center Services



3rd Quarter FY19-20: TAP Volunteers



Stronger relationships among community organizations

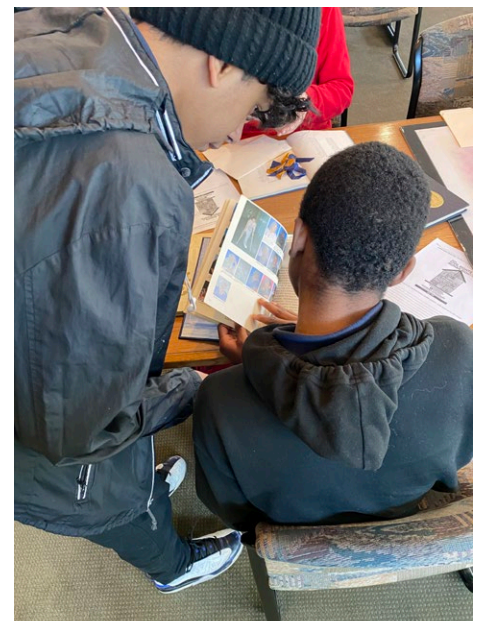
- » The Hartford History Center and Hartford Stage's partnership continued to strengthen as we worked together to present an upper lobby exhibit illuminating the cultural, industrial, and neighborhood life of the Puerto Rican community in Hartford during the 1950s, '60s and '70s. Curated by the Hartford History Center team, the exhibit featured a selection of photographs from the HHC's Hartford Times photograph collection. This exhibit complemented the intergenerational Puerto Rican family unit portrayed in *Pike St.*, written and performed by Nilaja Sun, which ran at Hartford Stage January 9 – February 2, 2020. The exhibit will become part of the Library's exhibit collection, to be featured at the new Park Library.

Increased engagement with the arts and humanities through access and exposure

- » HHC kicked off 2020 with an ArtWalk opening on January 10, of large-scale quilt light boxes, which made the ArtWalk glow at night. The opening reception attracted about 75 ArtWalk visitors new and old, including TheaterWorks staff, as artist Alexandra Wahl works there. She also had about 20 people attend her artist talk on February 8.
- » Selections from the beloved 2017 Hartford History Makers exhibit featuring portraits of African American change-makers from Hartford was featured at Dwight Library from January 22 through February, with an

opening including participating Hartford artists on January 23.

- » On February 13, the Hartford History Center held a program on Barbershops in Hartford, which included story sharing by longtime Hartford resident and collector, Willie Mann; and, owner of the 25-year-old "It's a Gee Thang" barbershop, Leibert Fitzgerald Lester, Jr. The program included a viewing of Mann's collection on his father's 1950s-founded barbershop on Albany Avenue.
- » The "Hartford '67 / Detroit '67" exhibit was installed at the Albany Library on January 27. The exhibit was produced by Hartford Stage in collaboration with the Hartford History Center and featured photographs from the Hartford History Center's Hartford Times collection. *(For further information, please see Teen Services in this report.)*
- » The Hartford History Center's "Hartford Women in Business" exhibit, which features photographs and short stories of 5 contemporary women business owners was installed at the Dwight Library the first week of March.
- » The "Hartford Women Leading the Way" exhibit, which features a total of 18 Hartford Times photographs of women breaking barriers across disciplines, was installed across the branches by the second week in March.
- » 1970s Frog Hollow photographs by Bob Pawlowski were featured at Park Library for the Love Your Block city grant information event on March 11.
- » On February 7, Prof. Bob Fisher's UCONN social work graduate class came to visit the Hartford History Center to get an introduction to the archive and explore a wide array of materials on social work, homelessness, mental health, juvenile delinquency, and activism from our collections.



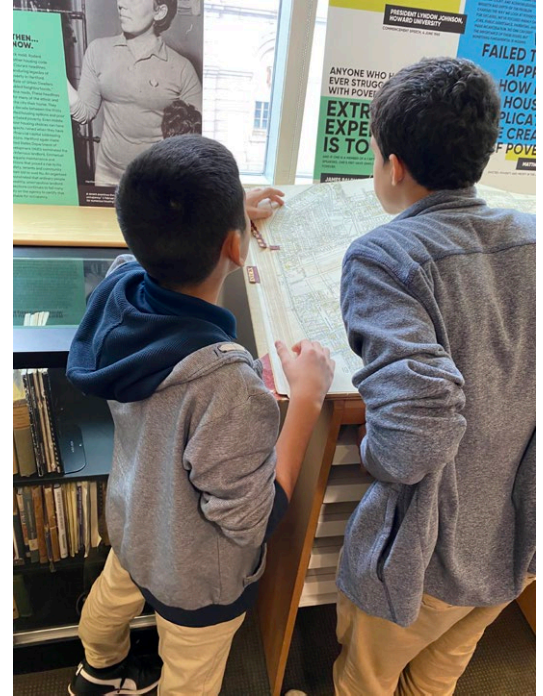
- » On January 28, a group of one hundred 11th graders from English classes at the Greater Hartford Academy of the Arts and on February 27, a group of fifty 9th graders from Civics classes at Hartford Public High School came to visit the Hartford History Center and YOUmedia to view the Hartford Housing exhibit and accompanying collection materials.

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

- » The Liberal Arts Action Lab, which is a collaboration between Capital Community College and Trinity College, formed a group of four college students from both institutions to research and develop an online exhibition for the early history of Hartford's first Black congregational church, Talcott Street Congregational Church. Students came to the Hartford History Center several times to review materials and met with elders from the church we had previously developed relationships with. This student project can now be viewed on: <https://action-lab.org/black-heritage/about-2/>
- » Exhibits in the HHC research room, for the 3rd Q, included: "MLK Visits to Hartford" featuring The Hartford Times coverage of MLK's six visits to Hartford; Black History Month – highlighted Hartford authors James Pennington, Lucy Cooper Summers and Chuck Stone, highlighted materials showing Hartford's role in the Underground Railroad and other collection materials illuminating Hartford's Black community; "Black Hartford Firsts" exhibit featuring the North End Agent's Black History Month issue from 1982 featuring a list of Black Hartford Firsts; "Valentines" from the Caroline Hewins Holiday Card Collection; and for Women's History Month, an exhibit of Hartford Times photographs of Hartford women who broke barriers. A small display of historic Census materials was also on display.

Preserving history of Hartford for future generations

- » The StoryCorps Justice Project (8 audio interviews of individuals who have experienced the criminal justice system) and Hartford NAACP Project (8 video interviews with former Hartford NAACP presidents) have been added to the CT Digital Archive. The HHC is working on the Hartford Women in Business collection (5 audio interviews with contemporary Hartford women entrepreneurs).
- » Three additional research guides were added to the HHC collection: Suffrage, Women's History and Hartford Poetry.
- » This winter, the HHC posted a very popular image to its Facebook page of an African American girl sitting on the lap of an African American Santa Claus. It was taken in the 1970s by Hartford Times photographer Ed Lescoe. It was a pleasure to contact Mr. Lescoe early in January. He doesn't remember the names or location of the photograph – not at all surprising since it's been 40 years since the photograph was taken, but as perhaps one of the few remaining Times' photographer alive whose images we hold, it was a delight and honor for HHC staff to speak with him.
- » HHC has a new finding aid platform, ArchivesSpace (<http://hhc2.hplct.org/>) up and running. Currently 13 finding aids are viewable.
- » Over 1600 voter registration cards were scanned, as the HHC continues to prepare for our October 1920 women's suffrage exhibit this fall.



FACEBOOK

7.8 K FANS
81 POSTS
5.2 K ENGAGEMENTS

*OF THOSE ENGAGEMENTS:
3.9K REACTIONS (EMOJIS);
800 SHARES;
482 COMMENTS*

TWITTER

5K FOLLOWERS
29 TWEETS
242 ENGAGEMENTS
2 CLICKS

INSTAGRAM

1.8K FOLLOWERS
27 POSTS
743 ENGAGEMENTS

In the 3rd Q, Steve Scarpa joined the communications' team as HPL's Communications and Public Relations Manager. Steve has extensive experience in marketing and communications, most notably at the Long Wharf Theater, and also in journalism. We are thrilled to have him as part of our team.

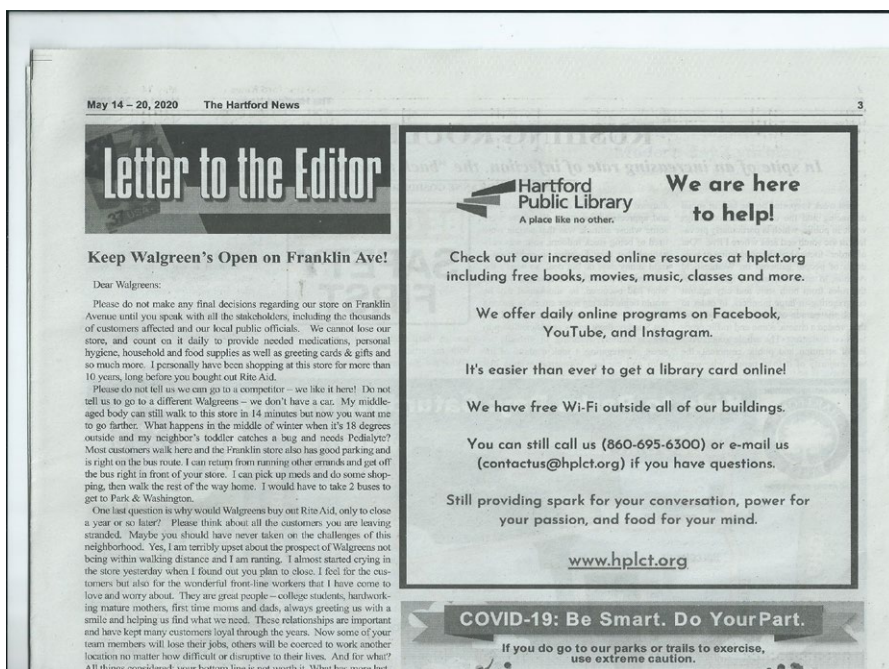
Steve is particularly focused on creating more content for the HPL weekly e-news, which includes links to stories on the HPL blog. Additionally, he prepared and disseminated 7 press releases, in the 3rd Q, to local and national media, including news of our COVID19 closure.

Interesting to note, online activity has substantially increased on the Boundless website compared to the Q3 2019 numbers. Data from Google Analytics indicates we have a 158% increase in users, 168% increase in new users and a 131% increase in number of sessions from Q3 2019 vs Q3 2020. The Boundless initiative was highlighted in local and national news recently, including The School Library Journal. Additionally, First Book, a Boundless program, has garnered strong media interest.

Communications / Covid19

In the lead up to the Library's closure, we found that our Communications Plan, developed in Spring 2019, works. Decisions were made in a strategic manner, which were then released to staff and our various constituencies in a clear and systematic way.

- » The Communications department was able to be nimble. In just a few days we released multiple statements. With the situation changing in real time, we were forced to work fast and accurately across a variety of platforms. With our social media consultant Stephen Pauley, we worked beautifully as a team, moving information through the Library system and out to targeted audiences.



<http://blogs.hplct.org/?m=202002>

HPL Recognizes Digital Learning Day

Published February 28, 2020 | By Steve Scarpa



"With the support of the Library, it is like coming out of the dark." — Calvin Hood

Digital Learning Day, recognized nationwide on February 27, is a reminder that the "digital divide" is not just an alliterative phrase but a reality that exists in many of our Hartford neighborhoods.

In our city, only about 57 percent of households have internet access – there are 20,000 homes with no access at all. The impact is serious. As everything from job applications to government information and services migrate online, digital inclusion is becoming synonymous with economic inclusion.

"There's still just way too many families that don't have regular access," said Bridget Quinn-Carey, Hartford Public Library's chief executive officer. "There are information have and have nots."

Through Hartford Public Library's (HPL's) Crossroads to Connectivity (C2C) initiative, the Library is taking a two pronged approach to deal bridge the digital divide. "Our digital literacy goal is to help people be successful and to connect them to the resources they need," Quinn-Carey said.

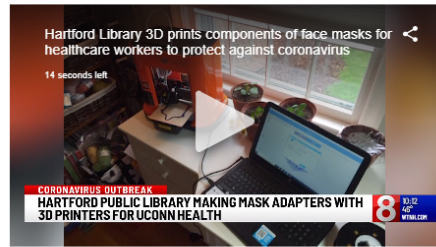
Step one is the thoughtful distribution of laptops and Wi-Fi hotspots to qualified individuals who are working towards educational and career goals. Many of the successful candidates are negotiating re-entry to society after serving time in prison. Still others have a financial need and additional training would help them improve their circumstances. About 25 people are currently active the Library's Crossroads to Connectivity initiative and there is the hope that over 100 people will benefit from the program.

"We are looking for people who want to go in a positive direction in life," said Julie Redding, HPL's Crossroads to Connectivity coordinator.

The second step, which is still in the planning phases, is the utilization of white space technology – the unused channels between television broadcasts – to provide broadband access to an underserved part of Hartford's North End.

communications (continued)

HARTFORD Hartford Public Library 3D printing face mask adapters for health workers on frontlines of pandemic



by: WTNH Staff
Posted: Apr 8, 2020 / 10:41 PM EDT / Updated: Apr 8, 2020 / 10:41 PM EDT

HARTFORD, Conn. (WTNH) — Hartford Public Library is helping those on the front lines of the COVID-19 pandemic. The library is making mask adapters with its 3D printers.

A mask adapter is a plastic frame that fits around the nose and mouth; it will allow healthcare workers to adapt its current stock of masks to be more effective in preventing the virus.

The masks will be given to UConn Health.

- » After the Library's closure, Communications was able to work with Programming to launch what we have come to think of as a small television network, and it is doing very well.
- » We are seeing strong engagement from audiences and we are in the process of thinking of new ways to make content and to engage our customers. That's a process that's always ongoing, but the COVID19 closure has served to speed up that collaboration in a way that is beneficial.

Social media was the real communications star in all of this, working to pivot to our online programming, while using each of our respective platforms in a manner that maximized their impact.

Hartford Public Library
Published by Stephen Pauley [?] · March 26 ·

Meet Leo Laffite, one of Hartford Public Library's most dedicated germ warriors! #ILoveHPLCT

AFSCME.ORG
Germ Warrior at Your Service at Hartford Public Library
Fighting germs and getting Hartford Public Library ready for a sanitary...

484 People Reached 87 Engagements [Boost Post](#)

32 1 Comment 3 Shares

Like Comment Share

Most Relevant

Hartford Public Library
Published by Stephen Pauley [?] · April 6 ·

We are delighted to announce that Hartford Public Library President and CEO Bridget Quinn-Carey was one of 15 women honored by the Hartford Business Journal with it's 2020 Women in Business Award! The award recognizes outstanding women who are senior level executives, CEOs, and entrepreneurs who have mastered their industries. The list of honorees, selected from over 100 reader nominations, was published in the April 6, 2020 digital edition of the Hartford Business Journal.

"I am proud to be recognized for my work in libraries and the non-profit sector, where the challenges of leading an organization mirror those in the for-profit corporate sector. We may measure success differently, but have similar goals of strengthening our gratitude organizations and creating a positive impact for our customers, employees and the communities we serve." - Bridget Quinn-Carey

HARTFORDBUSINESS.COM
Quinn-Carey brings innovation, revenue-generating ideas to Hartford Public Library

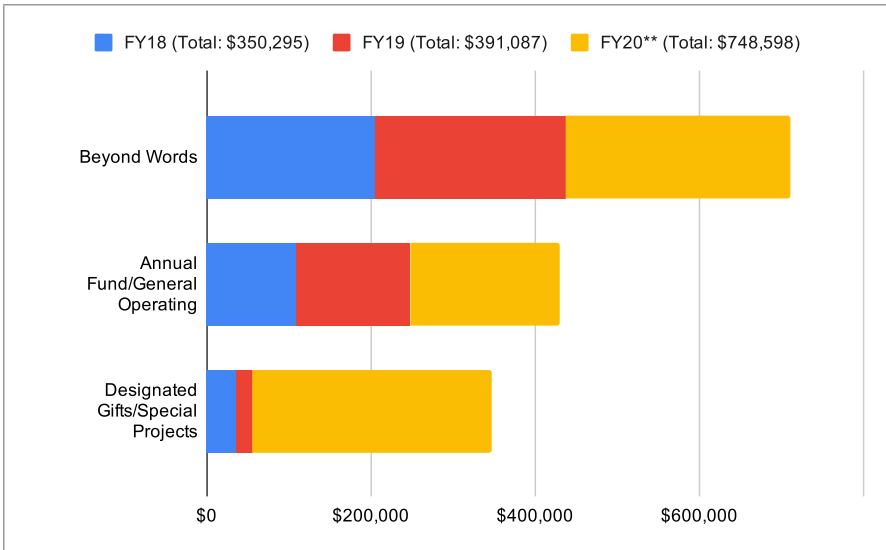
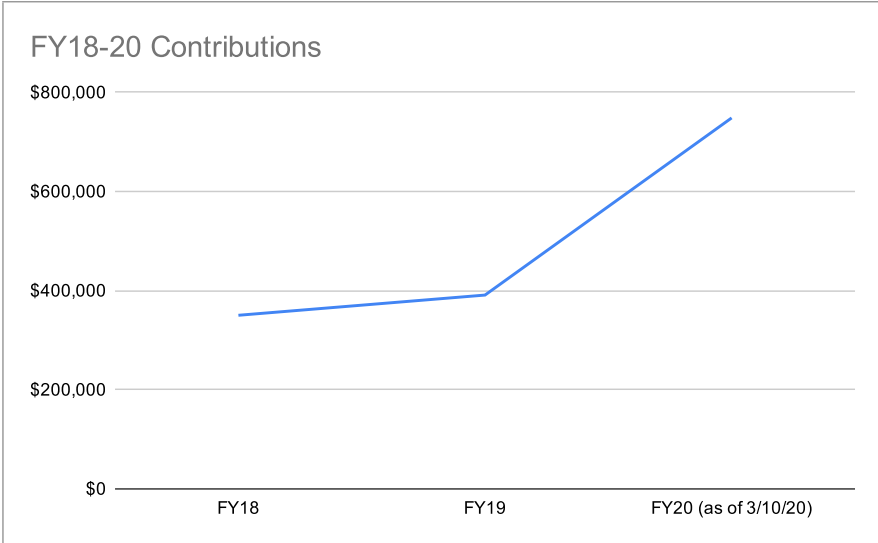
Hartford Public Library
Published by Stephen Pauley [?] · April 14 ·

The #Boundless partnership between Hartford Public Library and Hartford Public Schools was recently featured in the School Library Journal. We are proud to be in the company of other school districts and libraries that are strengthening partnerships to support their students and communities. #access #opportunity #boundlesspotential #ILoveHPLCT

SCHOOLLIBRARYJOURNAL.COM
Two Libraries In One: When Schools and Public Libraries Share Space, All Users Benefit

1,164 People Reached 165 Engagements [Boost Post](#)

27 1 Comment 9 Shares



**Beyond Words Gross Revenue*

***For FY20, some contributions that were previously considered grants have been re-categorized as "Designated Gifts/Special Projects."*

For the month of April, we celebrated our many generous volunteers in honor of National Volunteer Appreciation Month. Some of the volunteers we highlighted are shown below.



Bradley Harper, an immigration attorney at Shipman & Goodwin who volunteers at the American Place.



Barbara Ng'ongolo (pictured middle), a volunteer and for the IMLS grant After-School English Program for Immigrant and Refugee teens.



Beyond Words Committee 2019

LEFT: Bradley Harper, an immigration attorney at Shipman & Goodwin who volunteers at the American Place. CENTER: Barbara Ng'ongolo (pictured middle), a volunteer and for the IMLS grant After-School English Program for Immigrant and Refugee teens. RIGHT: Beyond Words Committee 2019.

Park Library Project

The new Park Library construction restarted in the beginning of the 3rd quarter. The project's major demolition process was temporarily on hold as a result of an injunction filed by the property owner who was requested to allow an easement on a portion of property to allow for the demolition of the building. The issue was resolved and the project restarted in January.

During the demolition process several site environmental issues were identified and resolved which extended the project timeline. Steps are being taken to reduce the extended timeline to the extent possible.

Towards the end of the 3rd quarter, the COVID-19 pandemic situation arose. Given that construction was considered essential and the project did continue with additional safety measures implemented on the site.



human resources

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

Talent Acquisitions

2 new hires, 4 internal promotions, 9 separations

New Hires

Eli Hernandez, *Security, Dwight Library*
Stephen Scarpa, *Communications and Public Relations Manager*

Internal Promotions

Lizandra Matias-Gonzalez, *Manager, Dwight Library*
Jose Ortiz, *YOUmedia Mentor*
Bonnie Solberg, *Coordinator of Branch Services*
Shannon Strickland, *Library Assistant*

Separations

Shantel Isaacs, *Library Assistant*
Augusta Joseph, *Boundless Opportunities Program Coordinator*
Nancy Kumar, *Adult Site Coordinator, TAP*
Joseph Lieb, *Security Manager*
Augustus Pope, *Security, Albany Library*
Danielle Scott, *Branch Manager, Dwight Library*
Oscar Tellez, *YOUmedia Mentor*
Lamont Thornton, *Security, Barbour Library*
Sonya Williams, *Library Assistant*

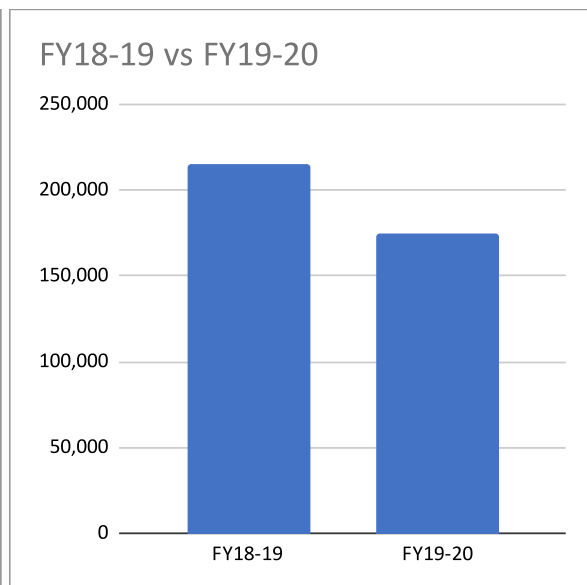
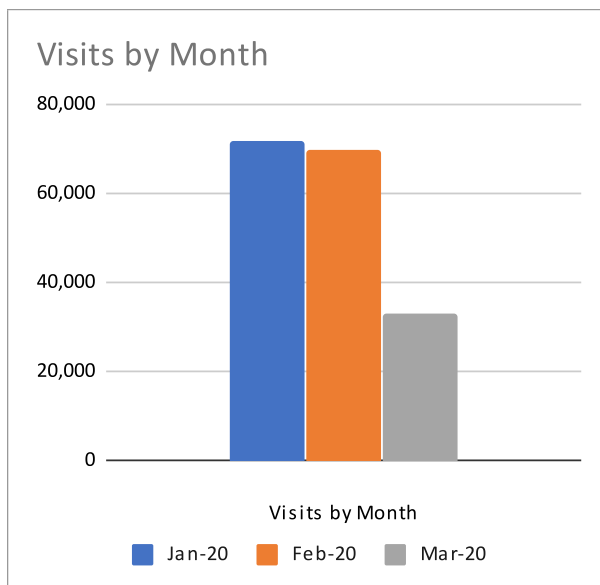
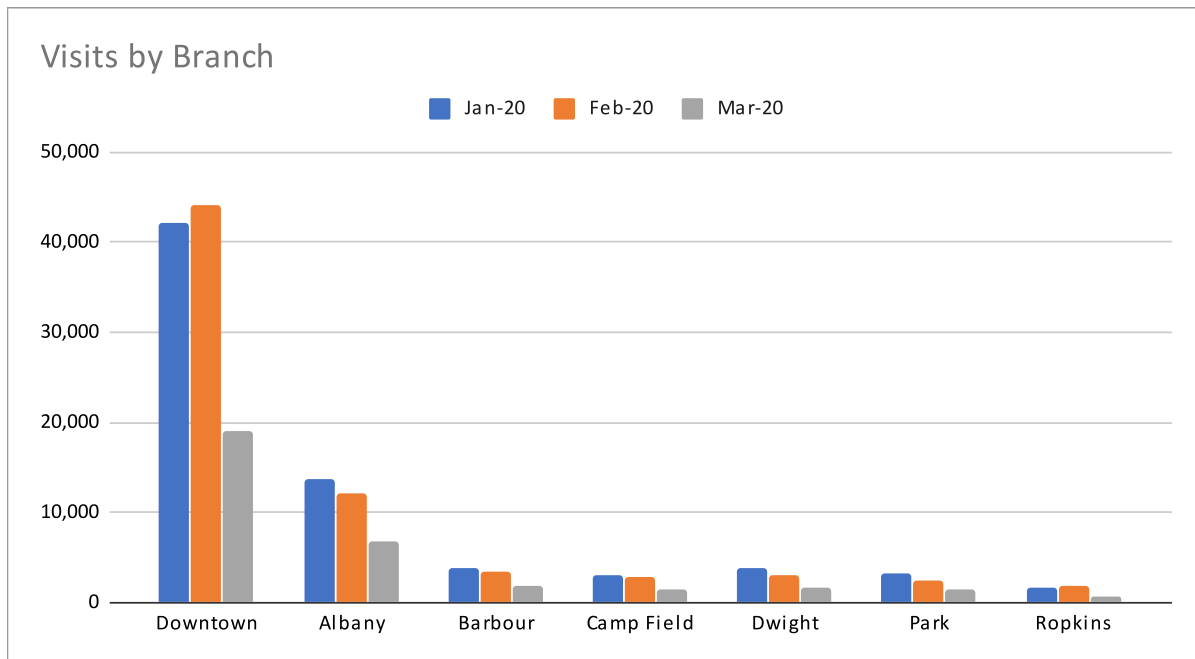
Human Resource Administration

- » Mobile Timekeeping - Implemented geo-mapping for employees to accurately record time using mobile app from any job location
- » COVID-19 – Implemented pay codes to track and report on COVID-19 related wage & benefit hours

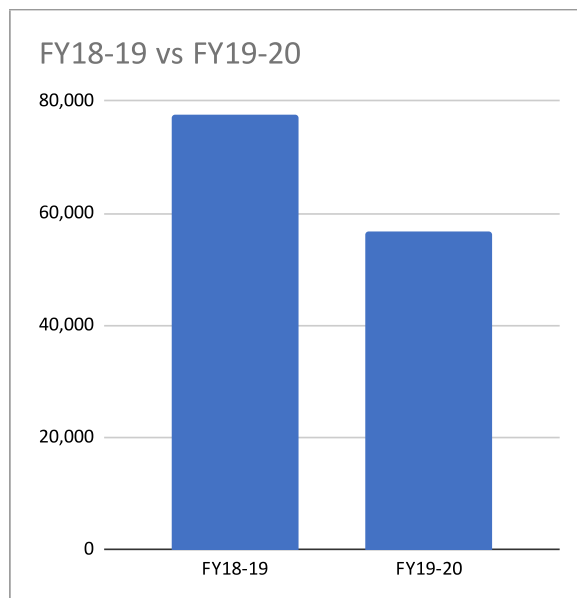
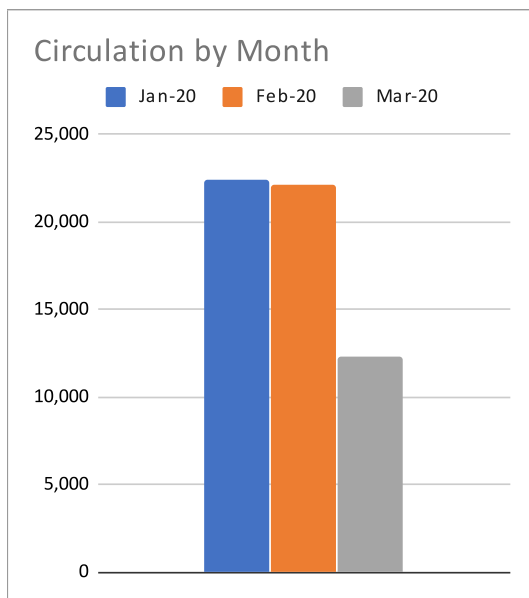
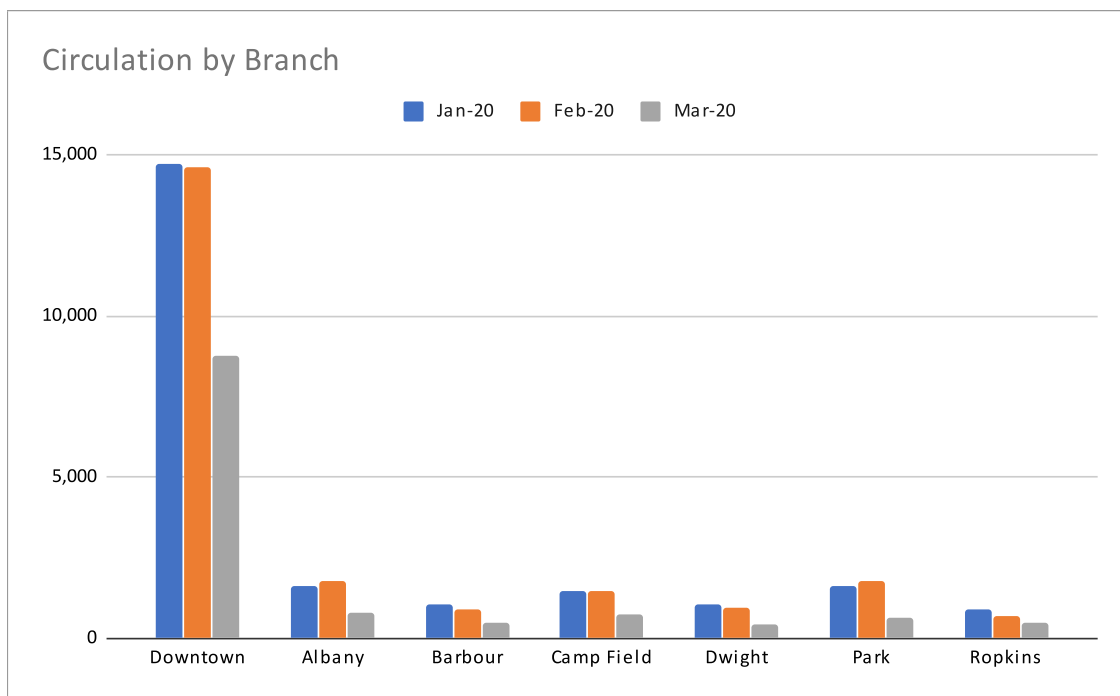
Staff Staying Safe During COVID-19



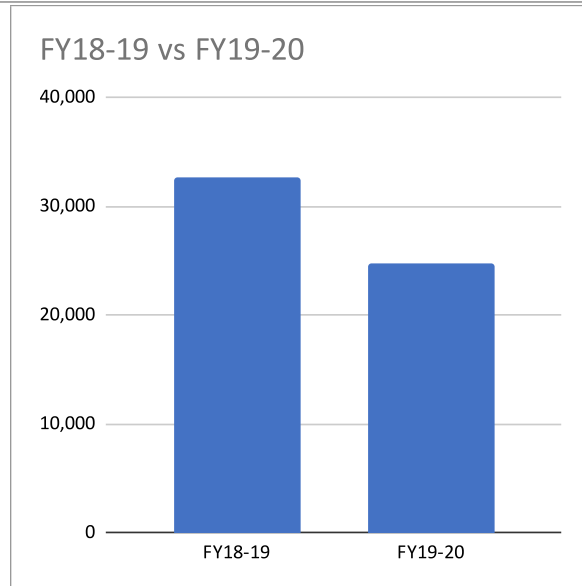
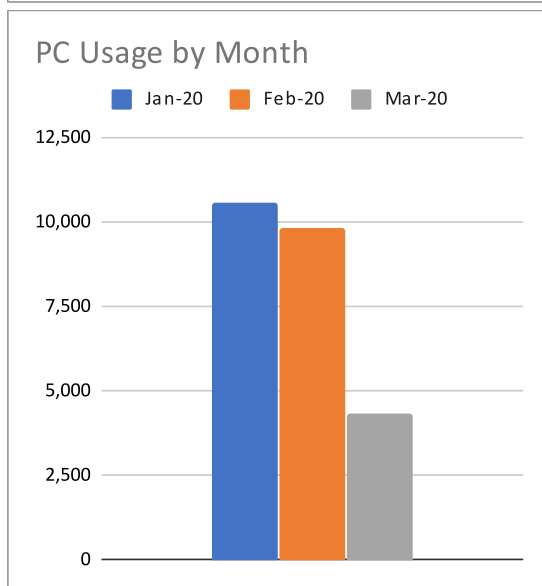
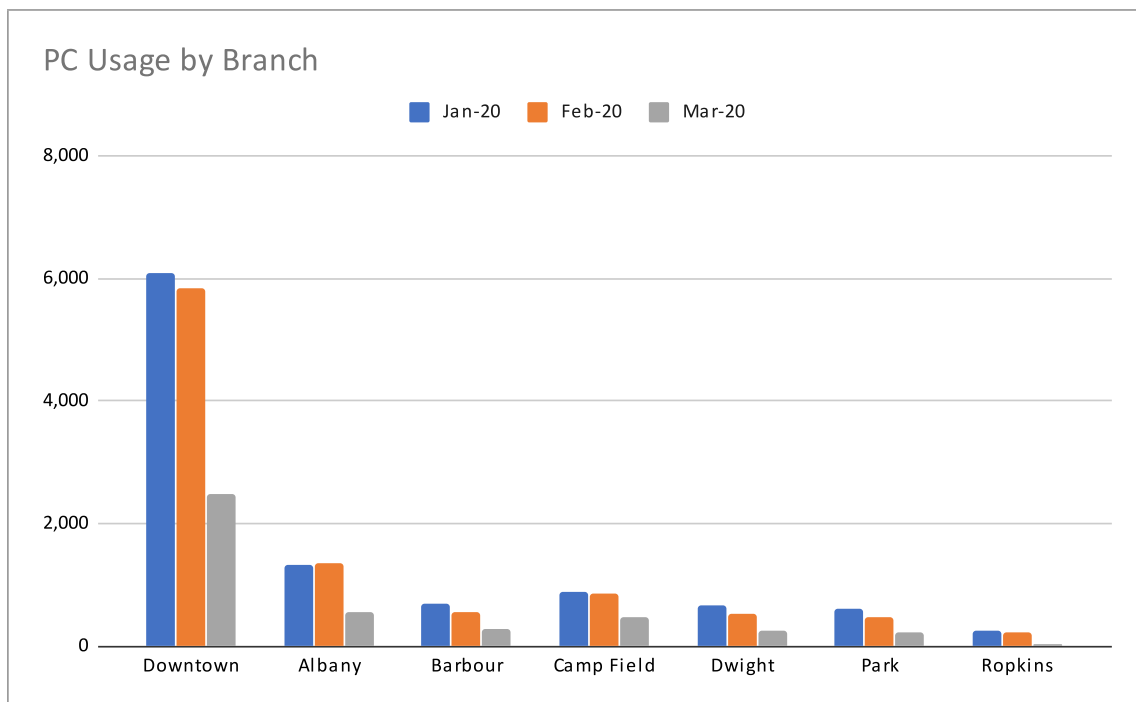
VISITS 3rd QUARTER FY 2019-2020							
Branch	Jan-20	Feb-20	Mar-20	3Q 2019-20 Totals	3Q 2018-19 Totals	Difference	%
Downtown	42,247	44,186	19,122	105,555	121,012	-15,457	-13%
Albany	13,645	12,097	6,776	32,518	44,405	-11,887	-27%
Barbour	3,834	3,400	1,820	9,054	13,012	-3,958	-30%
Camp Field	3,105	2,877	1,528	7,510	9,130	-1,620	-18%
Dwight	3,842	3,038	1,621	8,501	10,830	-2,329	-22%
Park	3,321	2,523	1,410	7,254	10,704	-3,450	-32%
Ropkins	1,740	1,794	659	4,193	6,419	-2,226	-35%
Totals	71,734	69,915	32,936	174,585	215,512	-40,927	-19%



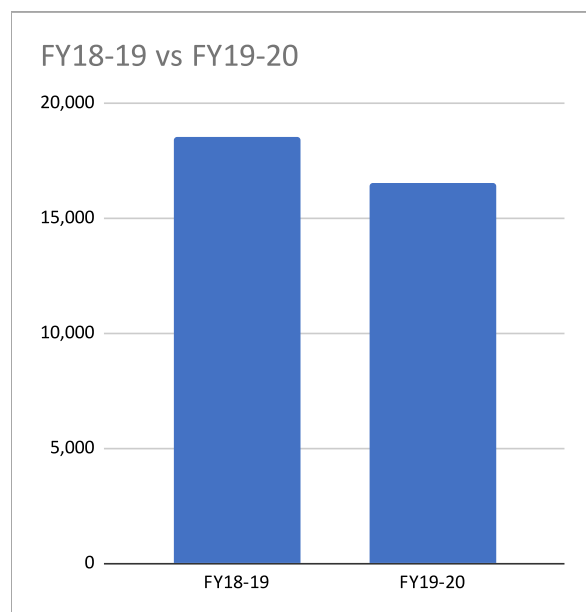
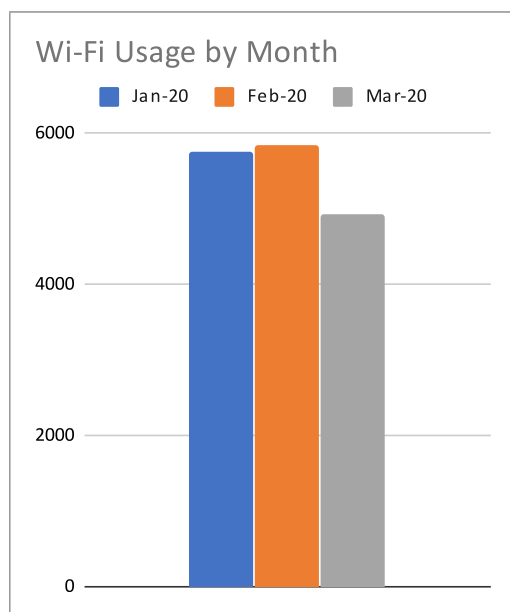
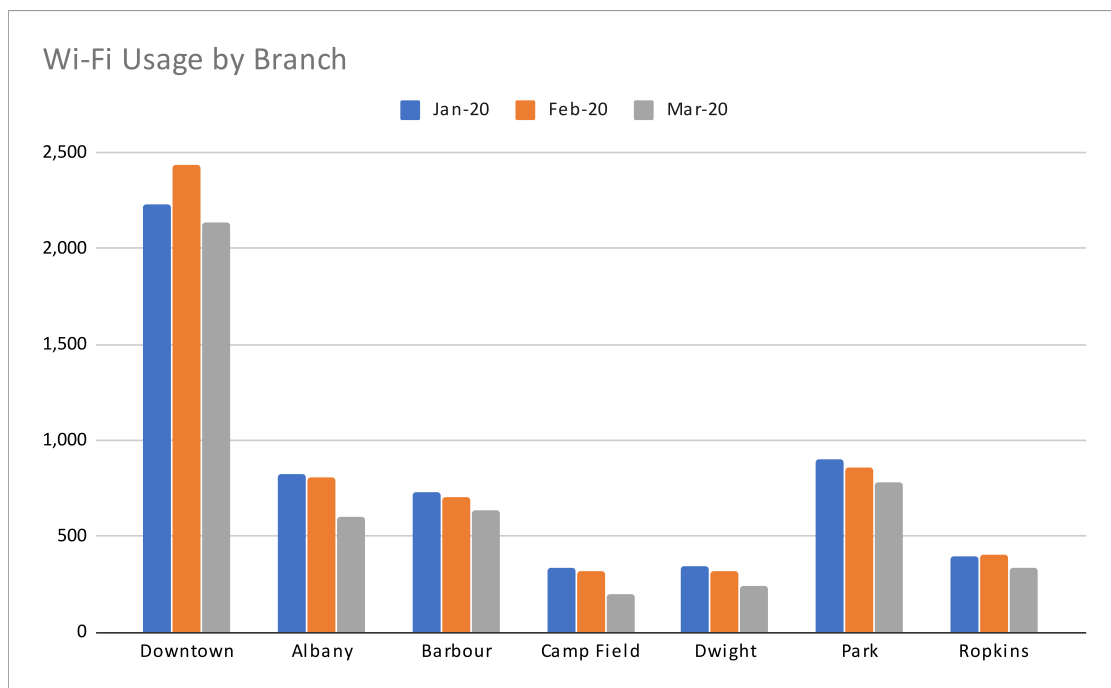
CIRCULATION 3rd QUARTER FY 2019-2020							
Branch	Jan-20	Feb-20	Mar-20	3Q 2019-20 Totals	3Q 2018-19 Totals	Difference	%
Downtown	14,708	14,599	8,761	38,068	50,059	-11,991	-24%
Albany	1,627	1,749	778	4,154	5,045	-891	-18%
Barbour	1,067	876	495	2,438	4,542	-2,104	-46%
Camp Field	1,487	1,463	719	3,669	4,844	-1,175	-24%
Dwight	1,046	947	446	2,439	4,745	-2,306	-49%
Park	1,593	1,786	642	4,021	5,941	-1,920	-32%
Ropkins	883	673	465	2,021	2,315	-294	-13%
Total	22,411	22,093	12,306	56,810	77,491	-20,681	-27%



PC USAGE 3rd QUARTER FY 2019-2020							
Branch	Jan-20	Feb-20	Mar-20	3Q 2019-20 Totals	3Q 2018-19 Totals	Difference	%
Downtown	6,101	5,846	2,494	14,441	18,484	-4,043	-22%
Albany	1,327	1,342	560	3,229	4,191	-962	-23%
Barbour	702	568	285	1,555	2,166	-611	-28%
Camp Field	892	866	472	2,230	2,699	-469	-17%
Dwight	678	523	266	1,467	1,741	-274	-16%
Park	621	462	239	1,322	2,517	-1,195	-47%
Ropkins	260	231	44	535	794	-259	-33%
Total	10,581	9,838	4,360	24,779	32,592	-7,813	-24%



Wi-Fi USAGE 3rd QUARTER FY 2019-2020							
Branch	Jan-20	Feb-20	Mar-20	3Q 2019-20 Totals	3Q 2018-19 Totals	Difference	%
Downtown	2,235	2,433	2,137	6,805	7,815	-1,010	-13%
Albany	825	807	603	2,235	2,637	-402	-15%
Barbour	726	707	635	2,068	2,095	-27	-1%
Camp Field	333	320	199	852	981	-129	-13%
Dwight	348	321	238	907	1,122	-215	-19%
Park	904	857	786	2,547	2,691	-144	-5%
Ropkins	395	403	333	1,131	1,211	-80	-7%
Total	5,766	5,848	4,931	16,545	18,552	-2,007	-11%



3rd QUARTER PROGRAMMING January - March, 2020 FY 2018-2019 vs FY 2019-2020

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

FY 2019-2020		
Downtown	Programs	Attendance
American Place	225	2,732
Hartford History Center	11	389
Programming	50	3,456
YOUmedia	55	421
Youth Department	75	1,229
Totals	416	8,227

Branches	Programs	Attendance
Albany Adult	12	430
Albany Youth	162	3,358
Barbour Adult	30	375
Barbour Youth	61	520
Camp Field Adult	9	49
Camp Field Youth	79	1,680
Dwight Adult	22	193
Dwight Youth	71	833
Park Adult	5	27
Park Youth	101	1,610
Ropkins Adult	0	0
Ropkins Youth	84	1,645
Library on Wheels	0	0
Totals	636	10,720

Branches	Programs	Attendance
Albany Adult	11	316
Albany Youth	95	1,209
Barbour Adult	7	69
Barbour Youth	73	680
Camp Field Adult	13	101
Camp Field Youth	70	814
Dwight Adult	37	248
Dwight Youth	57	746
Park Adult	24	170
Park Youth	16	151
Ropkins Adult	0	0
Ropkins Youth	75	2,253
Library on Wheels	121	1,769
Totals	599	8,526

Pilot & Other Programs	Programs	Attendance
Rawson	15	263
OWL - HPHS	0	0

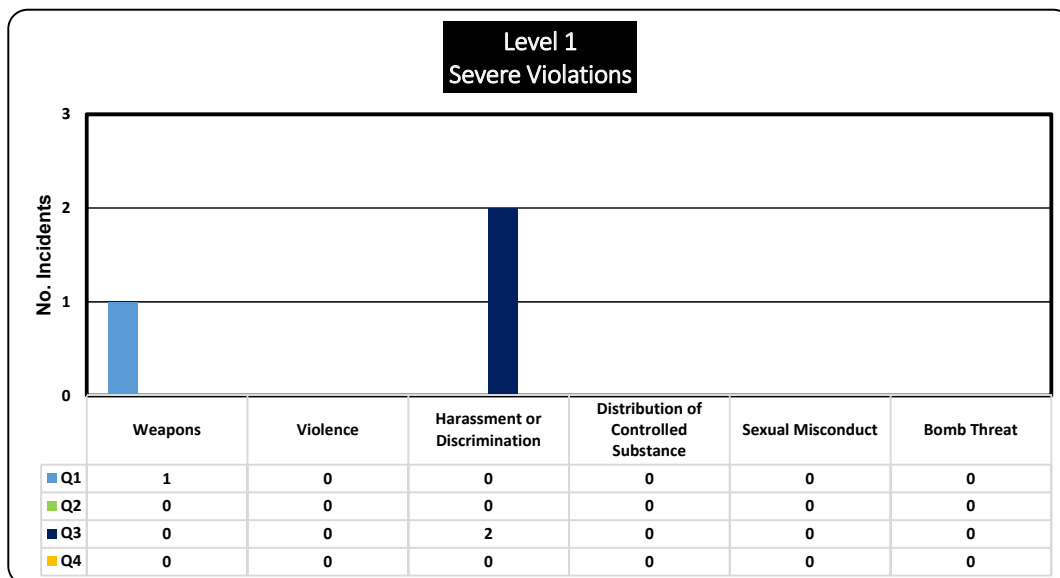
Pilot & Other Programs	Programs	Attendance
Rawson	21	387
OWL - HPHS	49	129

HARTFORD PUBLIC LIBRARY 3rd Quarter Programming Totals

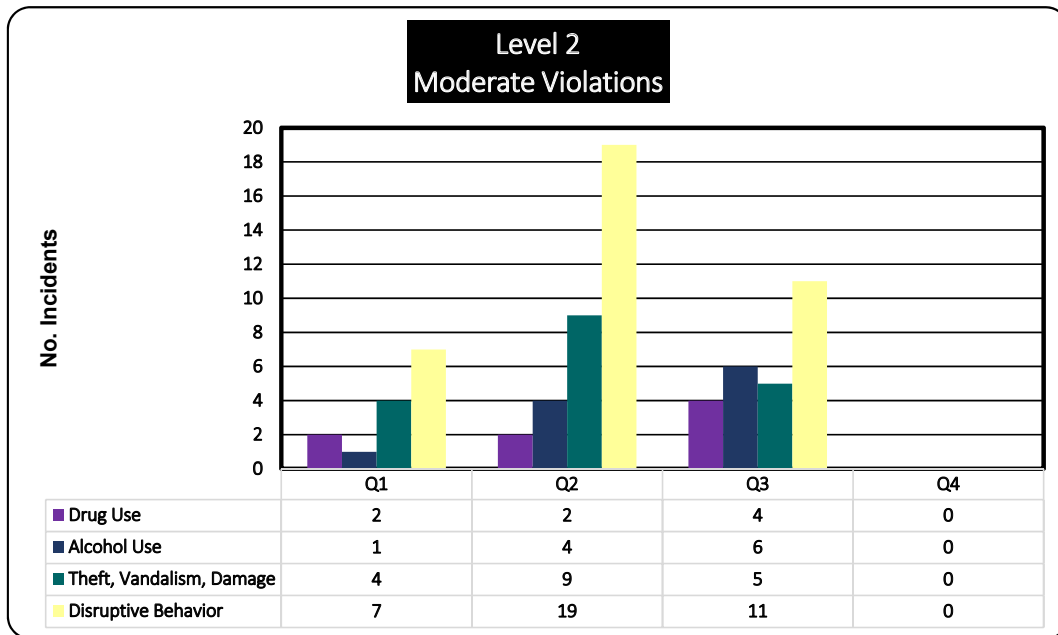
FY 2018-2019	
Programs	1,197
Attendance	22,549

FY 2019-2020	
Programs	1,085
Attendance	17,269

security incident reporting



In the 1st quarter the weapons incident was at the Barbour Branch where an individual entered the library and was attempting to sell a stun gun to customers. Security resolved with individual being removed from the premises. There were two incidents of harassment at the Downtown Library. One incident involved an individual making inappropriate comments to a patron while making inappropriate gestures. One incident involved an individual making inappropriate comments to a female employee of CWP and making inappropriate gestures. Both individuals were removed from the premises.



There were two drug incidents which were related to Opioid use at the Downtown Library location. In both incidents medical emergency responders were notified. In one incident, Narcan was administered. The one drug incident at the Albany Library did not require medical emergency assistance and the individual was able to leave the premises on their own. There were two separate non-drug related incidents at the Campfield Library, and in both cases medical emergency assistance was notified.