

Chief Executive Officer's Report

AUGUST 2020

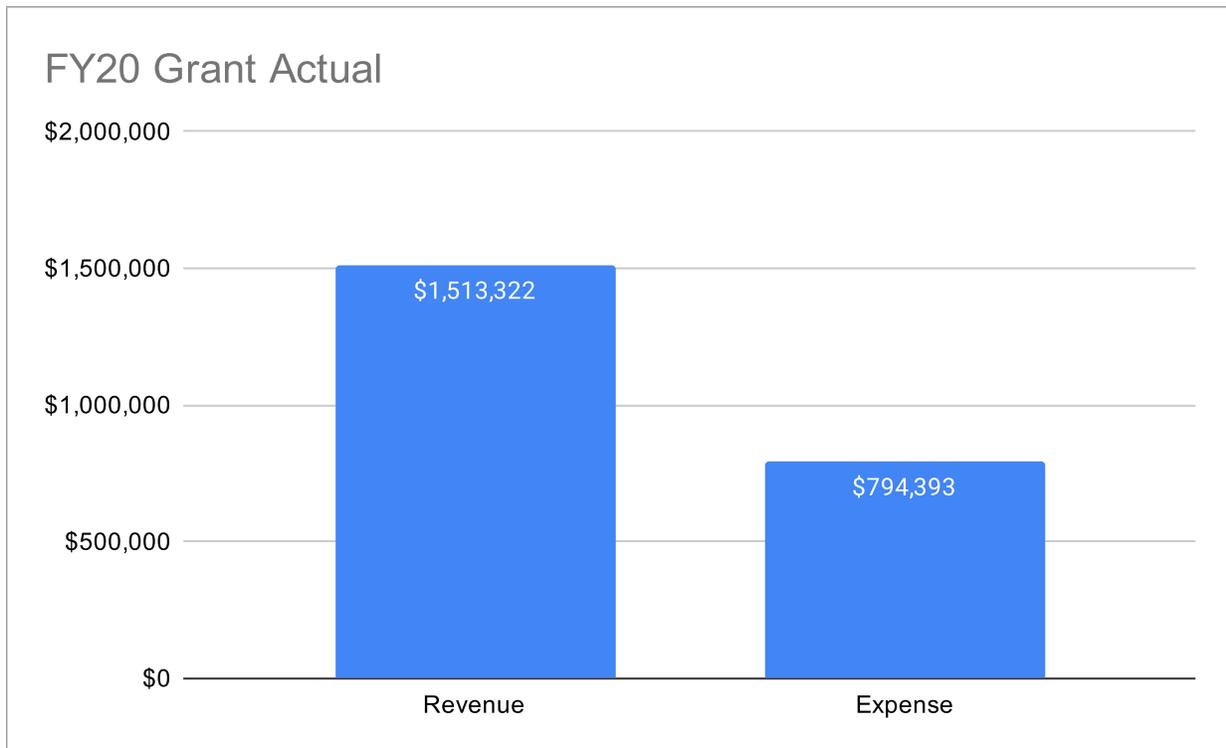
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**Fiscal Year 2020 - Grant Budget Summary
As of June 30, 2020 - 100% through Fiscal Year**

	FY20 Budget	FY20 Actual	Variance	%
Revenue	\$ 2,386,803	\$ 1,513,322	\$ 873,481	63.4%
Expense	\$ 2,386,803	\$ 794,393	\$ 1,592,410	33.3%
Variance		\$ 718,929.00	\$ (718,929.00)	

**Grant Activity for 3rd QT
(January-March 2020)**

	AWARDED		PENDING		DECLINED	
	NUMBER	AMOUNT	NUMBER	AMOUNT	NUMBER	AMOUNT
Government	1	\$15,000	2	\$289,194	1	\$165,960
Foundations	3	\$54,000	2	\$99,000	2	\$12,300
Corporation			1	\$14,810		
TOTAL	4	\$69,000.00	5	\$403,004.00	3	\$178,260.00

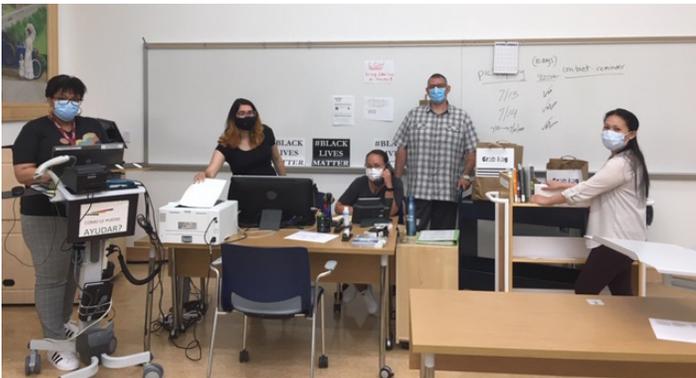


Access to Information and Services that Contribute to Well-Being

» The coronavirus pandemic forced everyone to look at services in a new way. The goal was to get as much relevant information online and to keep the lines of communication with customers as open as possible. Staff were assigned to respond to voicemail messages and continue to check emails throughout each day. Branch managers reached out to customers via telephone, email, and Facebook. New pages were created on the website with up-to-date information and resources: The Coronavirus (launched March 13); a second Coronavirus guide focusing on Hartford Public Schools (launched April 22); Boundless Resources for Students (launched March 16); the Black Lives Matter movement (launched June 3); Resources for People Experiencing Homelessness (launched April 21), and Pride Month (launched June 15). In this quarter, these guides have gotten a combined total of 6,906 views, with the Boundless Resources for Students leading the pack with 4,992.

» Contact-free materials pick up service launched on June 13th. Customers can place holds via the website or telephone and schedule a time to pick up from Downtown or the Library on Wheels. In the first three weeks of the service, HPL fulfilled 54 orders for customers. Kudos to Public Services Manager Julie Styles, Branch Coordinator Bonnie Solberg, Technical Services Manager Will Bailey, and the Downtown Public Services team for putting in a lot of work to make this happen.

» Park Library manager Graciela Rivera serves as the KNOX Affleck Street community garden coordinator. Although Park customers couldn't gather at the Park Library, they were able to come together at the garden. Park Library has been selected as one of the Love Your Block Grant recipients. Garden tools from the library's "library of things" were provided to gardeners. All 38 beds available have been assigned to a gardener. Goals for the Affleck street LYB grant are to provide access to more people in the community, beautify the garden, and increase neighborhood pride through community engagement. The gardeners are very excited with the news that the garden was selected as one of the Love Your Block Grant recipients. They will be volunteering their time to beautify the garden in the upcoming months. Programming will take place to fulfill the goals of the project for the grant awarded.



public services (continued)



» The Maple Avenue Neighborhood Clean-up took place on Saturday, June 27. Occurring months after its usual annual “Spring” cleanup in May, many residents such as the youth, MARG board members (including Camp Field Library Manager Pat Knapp), officers and cadets of the Hartford Fire and Police Departments, converged on the neighborhood with pickers, rakes and garbage bags to spruce up the neighborhood. After receiving a request for lawn care from a resident the day before, Pat reached out to Hyacinth Yennie, MARG Chairperson and organizer of the cleanup, for assistance. She offered to bring her lawnmower from home and have someone take care of it at the cleanup. The following day, as the volunteers gathered to receive instructions and gather their tools, the call for mowing a resident’s lawn was answered and completed. Photo courtesy of Andy Hart, Hartford News.

Supportive Community for Youth and Adult Learning

» The fourth quarter of fiscal year 2019-2020 continued to challenge the Youth Services Team to learn and grow to meet the needs of our children and families. Our pivot to virtual programming resulted in a 63-day period of weekdays during April, May, and June, when the Library was able to provide 57 programs with 28,224 views. This included a staff member from each branch challenging themselves to get comfortable being the star, director, and editor of their own videos. One of the consistently favorite programs aired weekly was a story time in Spanish. Graciela Rivera, Park Library Manager, recorded herself performing a Storytime in Spanish. Her contribution made it possible for children and families to be able to enjoy programming in a language other than English. Rubina Hamid, Dwight Library Librarian Trainee also provided a story time in Urdu for our Facebook audience. This story has 843 views to date! Katherine from the Camp Field Library answered a request from a home daycare provider for first responders’ children for a bilingual English/Spanish story time via the Zoom platform starting in May. She will continue this program for July and August. Vickie Palmatier, Youth Librarian from the Barbour Library, incorporated her animal family into her story times. Children and adults alike loved to see the many animals, especially when her dog Boomer “read” to them. Vickie taught herself quickly how to creatively edit her online programs and provided subtitles for her stories so families could read along from home with her. Katryna Pierce from Albany and Sara Bolton from Boundless Library @ Rawson both contributed weekly STEM programs.



OSO PANDA, OSO PANDA, ¿QUÉ VES AHÍ? by Bill Martin Jr with illustrations by Eric Carle - Read by Graciela Rivera

Hartford Public Library is feeling great.
April 20

👋👋👋 Hola mi nombre es Graciela Rivera, administro la sucursal de la Park, y hoy comparto con ustedes un libro titulado Oso panda, oso panda, ¿qué ves ahí? Escrito por Bill Martin Jr, ilustrado por el famoso autor y ilustrador Eric Carle, espero que lo disfruten! #Tampodocuentos #español #bibliotecapublica #osopandacosopandaquevesahí #pandabeapandabeavíaldoyousee #billmartinj #ericcarle #henryhotandoo #hartford #LoveHPLCT



Lava Lamp STEM Experiment with Sara Bolton

Hartford Public Library is feeling groovy.
May 21



- » The annual Summer Learning program kicked off on Monday June 29th with a virtual performance of African drumming and dancing by Friendz World Music. The theme this year is “Have an Adventure with the Hartford Public Library: Imagine YOUR Story!” The program centers around a bingo style participation game for Hartford residents’ young and old alike to play with weekly raffle prizes, and a grand prize raffle for those who complete all eight weeks of the program.

Youth and Family Services: Readiness for School Success and Literacy

- » Our contract to house the Regional School Choice Office (RSCO) at HPL continues. Our RSCO team helped 2,410 customers in fiscal year 2019-2020, with multiple requests for application assistance, parent inquiry services, community outreach, and youth events.
- » Children’s Room manager Lina Osho-Williams also spearheaded, and now co-chairs our new Dial-a-Story program, with Rubina Hamid. After attending a webinar by the Denver Public Library, Lina brought the idea to the team to incorporate at HPL. After much planning and with support from Technology Director

Kash Chaudhary, as well as guidance from the city, the program was launched. Lina describes the program: “...(with) the new HPL Dial-a-Story Program... families will be able to call the HPL Dial-a-Story phone line (anytime from anywhere) to listen to preschool/Kinderergarten stories and songs, rhymes, and fingerplays in either English, Spanish, Urdu, or Hindi. Families will also have the option to call in to leave their comments and requests.”

Youth and Family Services: Boundless

- » HPL’s Boundless Librarian at Rawson, Sara, was very busy in the fourth quarter. Sara did her best to keep the HPL staff abreast of what was occurring at HPS. Sara had this to say, “These last few months have created quite a unique challenge, but also an incredible opportunity for the Boundless Library @ Rawson, and the Boundless initiative as a whole. We had to find a way to still connect with the teachers, students and families throughout the city of Hartford. Attended regular weekly staff meetings with the Rawson staff, as well as other district meetings. Worked closely with the district literacy coaches to promote HPL’s E-resources to teachers across the district to use in their virtual classrooms. Worked closely with that same team to develop the reading list for the Superintendent’s Summer Reading Challenge. Coordinated both one on one and large group training sessions for teachers and HPS district staff in the use E-books and Boundless Libguide.” The Boundless collaboration grows stronger each year and look forward to continuing the partnership with HPS to help provide needed support and resources for the HPS community at large.

Teen Services

- » Given the current state of national affairs regarding the COVID-19 virus, the function of YOUmedia at Hartford Public Library shifted in this last quarter to focus on stream heavy programming. Teen Services launched its new Twitch channel in an effort to reach the teens where they are. Virtual programming was also created and streamed on Instagram Live. YOUmedia mentor Eli Williams created four music production tutorials to walk teens through the basics of beat-making and editing. Topics included beat-making, building a recording studio at home, and mixing and mastering in Pro Tools and FI Studio. YOUmedia mentor Jose Ortiz also created streaming tutorials focused on areas such as Photo Editing, Collage Making, Type Design Cover Art Design, and more. Many students were able to tune in to the programming by staying in touch with our social media and were able to get suggestions on some things they would like to see. There are plans to continue streaming programming content in some form to allow for inclusivity of all those who wish to be involved but cannot physically be here in person.
- » Nygel White focused on developing programs that would empower and uplift the young people of Hartford. With the Class of 2020 having their senior and graduation festivities thrown off track due to COVID-19, Nygel felt it necessary for organizations such as YOUmedia to do whatever possible to celebrate and uplift the high school graduates who had worked so hard for their glorious moment as a graduate. Nygel developed and coordinated the Class of 2020 Graduation Portrait Event. This event was also planned with the purpose of giving young developing and aspiring photographers a chance to begin building their clientele with their peers around the city. While using YOUmedia's Instagram page as the only official source of promotion, twenty-four students registered for the program within a week's time. Though only 6 of the graduates were able to make their appointments on 7/11, another handful of them connected with young photographers Javan Campbell and Madyson Frame to schedule another time/day.



Programming Highlights

38 intergenerational virtual programs were held with 36,409 total program views

Hartford Public Library brought its innovative and exciting adult programming, featuring local presenters, online! We commissioned Hartford artists, healers, authors, and musicians to virtually share their craft with our customers. Every weekday, HPL shared a pre-recorded program video on Facebook, Instagram, and YouTube. At a time when Hartford was first under quarantine with much uncertainty, HPL customers saw familiar Hartford faces leading our programming. Customers shared, interacted, and posted their own work made from attending the program.

Better quality of life through engagement with interests and passion

- » **ART INSIDE:** Every Monday, programs featured arts and crafts to try at home—from making origami cubes to painting a still life scene in your kitchen.
- » **READS FROM THE HART:** Every Tuesday, local authors read their craft—from poetry performance to sharing memoirs.
- » **WELLNESS WEDNESDAY:** Each Wednesday featured programs for being your healthiest and best you—from sound healing to zumba.
- » **HOME HACKS:** Every Thursday, Cooking, gardening and more—from Top 3 Houseplants for Beginners to Tortillas Caseras/ Homemade Tortillas.
- » **FRIDAY JAMS:** Each Friday featured local musicians—from conga drums 101 to soul music performance.
- » **SUMMER LEARNING KICKOFF:** FriendZ World Music kicked off Summer Adventures 2020, virtually!



programming (continued)



Library on Wheels

Amid the pandemic, the Library on Wheels continued to be visible and present in the community assuring residents the library is taking steps to remain connected during these uncertain times. The outreach team conducted regular check-in calls with regular outreach customers.

Marlene Hoerle, an 85-year-old resident at Immanuel House, requested audio books. With a crash course in operating the recorded book, Marlene was tickled and eager to connect to literature in a way she had not considered prior to now. This is an example of how library users learn to adapt if given the tools and opportunity to do so.

In April, the LOW was on location at the VIBZ Uptown promoting Census 2020 participation and giving away free books. The LOW staff was able to encourage residents to use our online resources to stay connected to the library.

Little Free Libraries in Hartford

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

- Shiloh Baptist Church
- Charter Oak Cultural Center
- Buckingham Street
- Vine Street
- Swift Factory on Love Lane

The LOW staff monitors the Little Free Libraries on a weekly basis. The LOW team also encourages customers who are interested in donating books to place their books in these locations instead of bringing materials to the library. The Little Free Libraries are being replenished by the public as well.

Free Food Pantry

The LOW staff has provided support for Youth and Family Services by delivering food to the Give and Take Pantry located on Laurel Street in Hartford. Residents in need of food are welcome to take non-perishable items 24 hours a day. This is also a resident driven activity to help other neighbors in need during the pandemic.

WiFi Hot Spots

The LOW was responsible for delivering 3 mobile WiFi Hotspots to community organizations in need of access. The hotspots can support 10 or more people using various devices.

Hartford Public Library provided WiFi Hot Spots in the following locations:

- Salvation Army Shelter located on South Marshall Street
- Warming Center located at Vine Street School
- Immanuel House Apartments located on Woodland Street

The LOW team is currently establishing additional Hotspots at Free Center and Keney Park Pond House.

LOW in the Community

The LOW is operating as a WiFi Hub and Outreach office in the community during the pandemic. We are providing help filling out the CENSUS 2020, giving away free books and answering traditional library questions. The public is being encouraged to practice social distancing



programming (continued)

and to wear a mask while visiting the LOW. LOW has also received free giveaways from Barnes and Noble bookstore to share with the public. They have given away magnifying glasses, book lights, books, pens, journals, art supplies and note cards.

The LOW has been setting up an “outside branch” at the 3 different locations. The staff has designed a set-up which encourages social distancing to get help with the census, taking free books and to pick up holds from the locations.

The LOW is in the process of expanding service to include computers for customer use and story time outdoors while practicing social distancing with young children.

To encourage residents to complete the Census, the LOW will have pop-up locations around the city this summer.



Technical Services Highlights

- » Tech Services is expanding access to customers amid COVID, and has made timely improvements in support of staff and customer safety and democratizing access. The HPL App, supported in 5 different languages, allows customers to access Census and voting information in addition to easier access to contact free checkout pages for Downtown and LOW. Over 1500 new titles were added to the e-Resource collection.
- » Return of Overdrive: giving customers more options and easy access to e-books
- » Launch of Blue Cloud Visibility: HPL catalog of resources now sends our catalog data to Google searches for expanded discoverability
- » Created a system-wide cart of materials for all age types (Adult, YA, and children’s) related to Black Lives Matter. Purchased ebooks and print books that focus on social justice issues involving race and equality
- » Launch of SimplyE app: Combines all e-book and e-audiobooks from HPL and the state library in one app making more eAudio and eBook titles available statewide for library card holders.



HPL/UCONN Social Work Interns

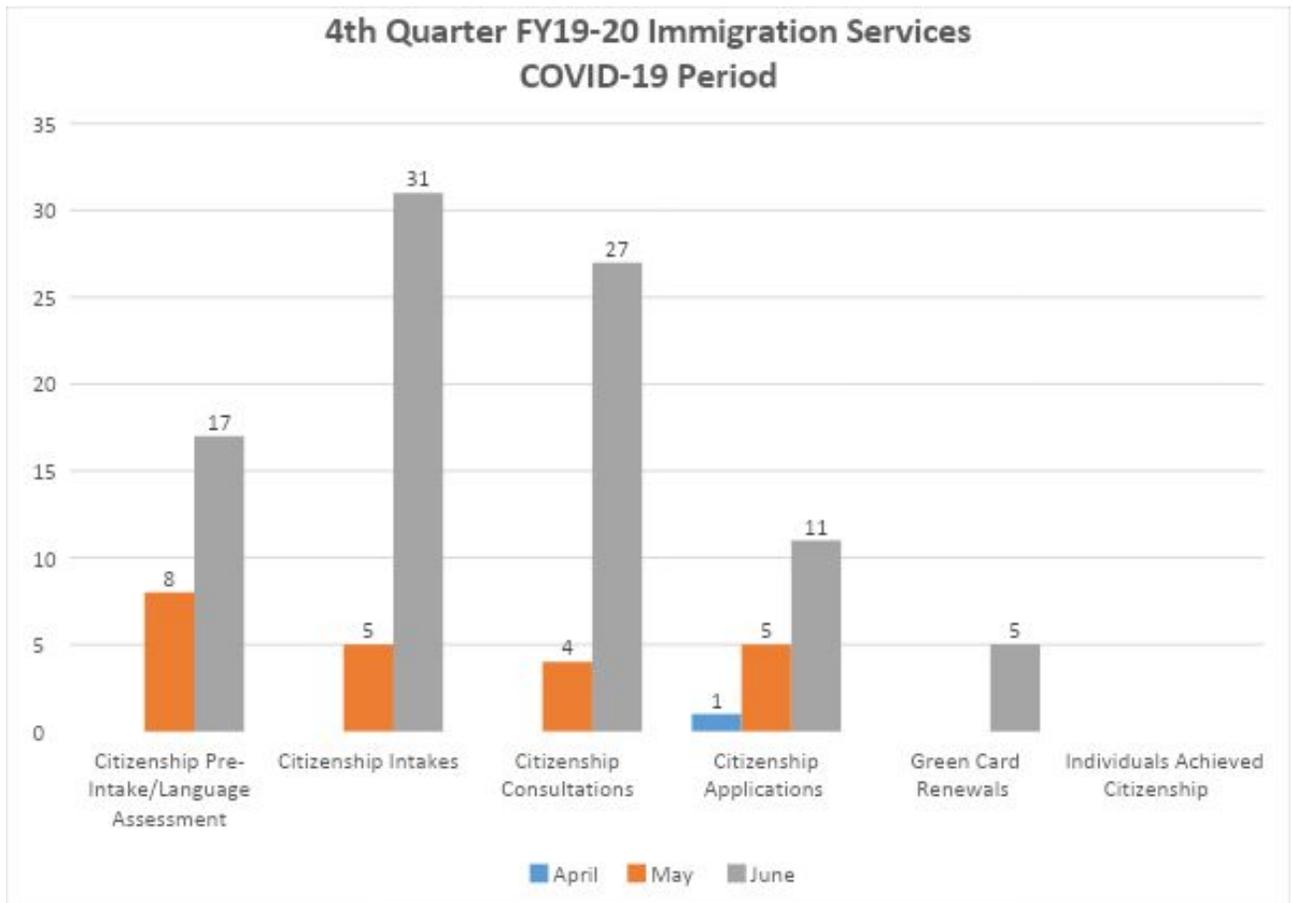
In our partnership with UCONN, HPL hosted 2 interns from the UConn School of Social Work who, together with staff, organized customer socials and separately met with customers to provide assistance ranging from helping customers fulfill needs such as: housing and food to providing brief counseling and referrals to legal services. In a 6-month period, they hosted 6 customer socials with an average of 5 customers at each. Below is the breakdown of their work between September 2019-March 2020.

Assist in State Services	3
Referral to legal supports	6
Assistance with Transportation	2
Referral to housing	12
Referral to mental health service	2
Family Support Resources	1
Educational Services	3
ID referral	2
Referral to Library service / program	3
Assistance w/ Clothing & Furniture	2
Referral to food	8
Assist w/ Phone Usage	5
Referral to Community Resources	9
Emergency/Transitional Shelters	7
Brief Counseling	16
Advocacy	9
Total Referral	90
Total Encounters	63

4th Quarter 2019-2020 Statistics

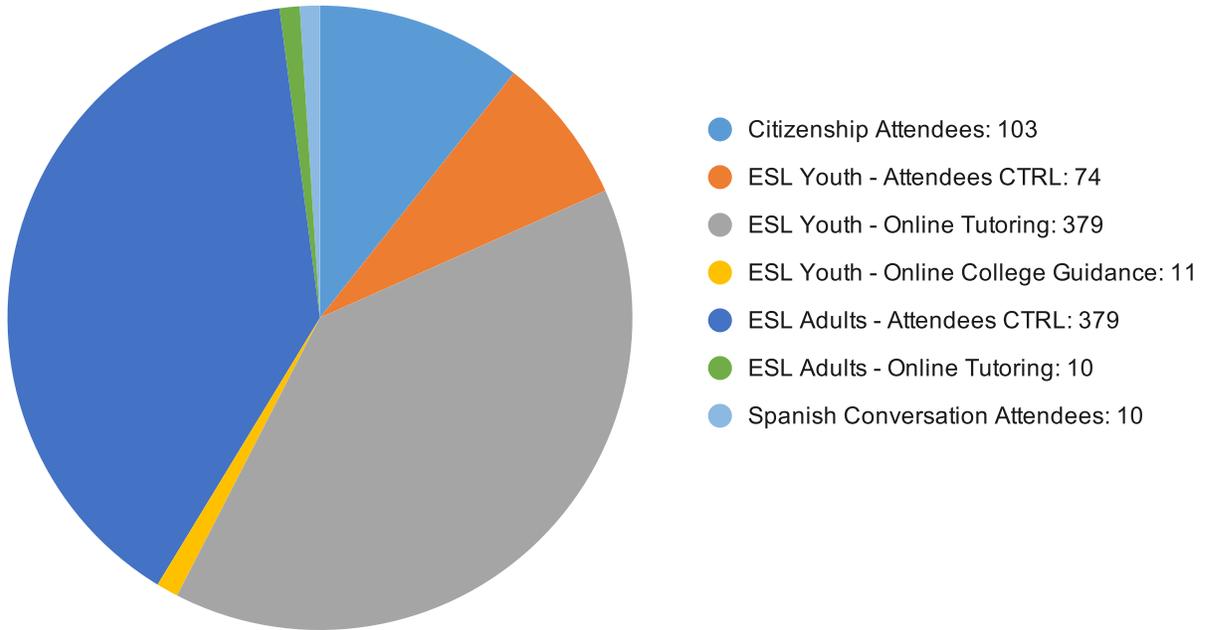
Highlights:

- » 966 students attended TAP remote online classes, tutoring and college guidance sessions
- » 135 remote classes held
- » 14 volunteers worked 96 hours remotely
- » 25 citizenship pre-intakes/language assessments completed remotely
- » 36 citizenship intakes completed remotely
- » 31 citizenship consultations conducted remotely
- » 17 citizenship applications prepared and submitted
- » 5 green card renewal prepared and submitted
- » American Job Center could not offer services due to COVID-19.
- » 30 youth participated in remote ESL programs for immigrant youth receiving tutoring and college guidance
- » 22 digital devices and hot-spots were loaned through Crossroads to Connectivity.
- » Approximately 397 wellness checks conducted.
- » The American Job Center services, GED Testing, Northstar Digital Literacy assessments, Digital Literacy classes, and USCIS Naturalization services were suspended due to COVID-19.

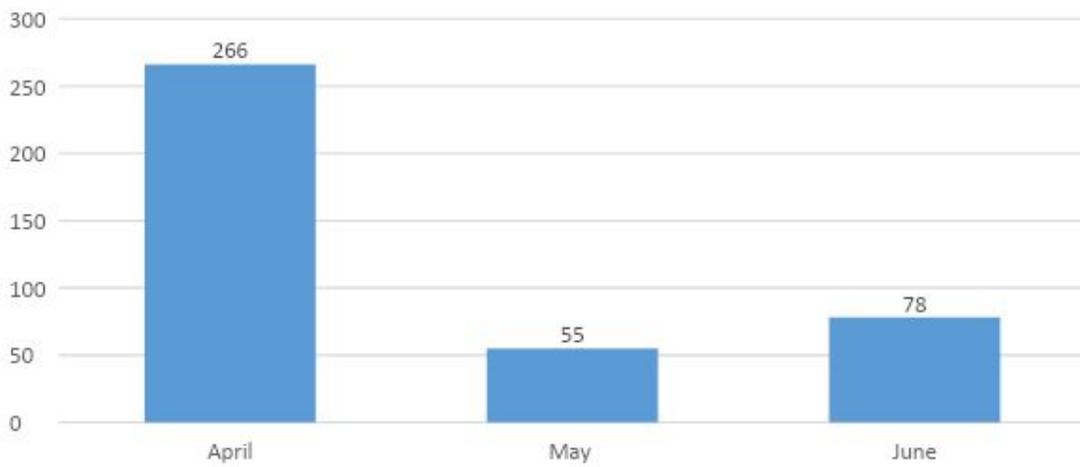


The American Place (continued)

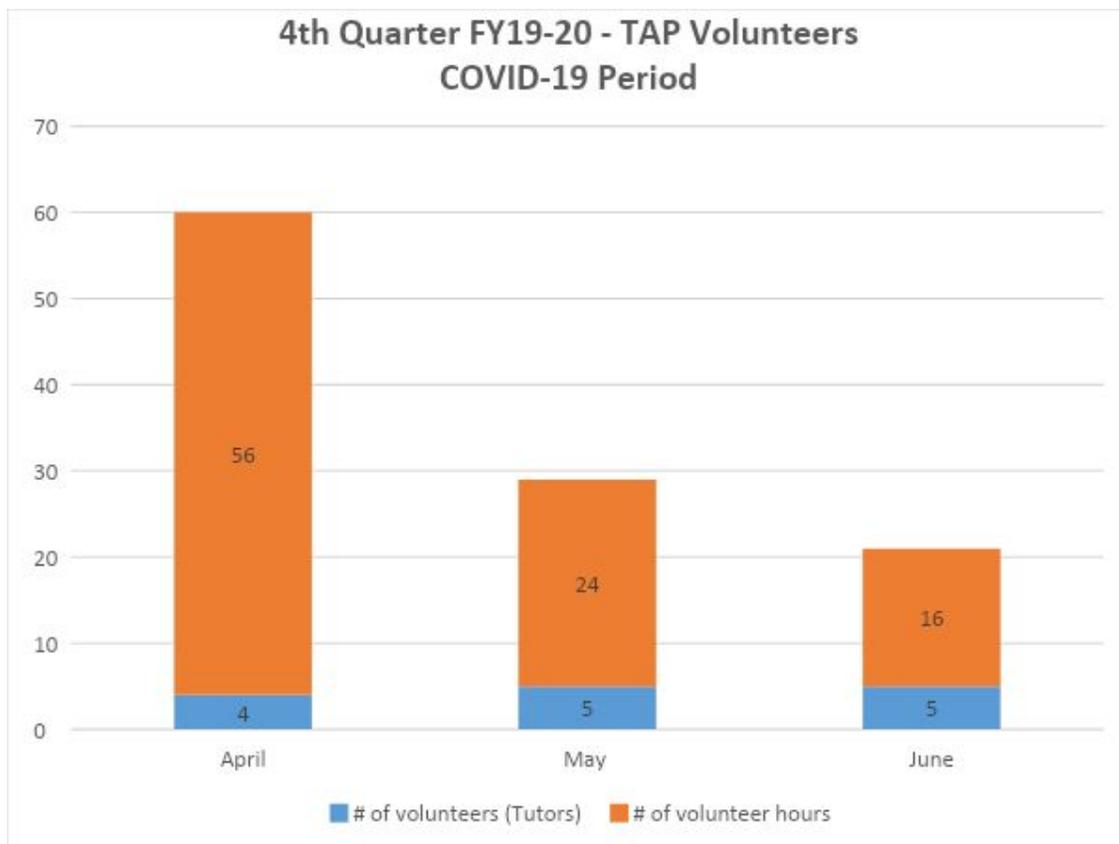
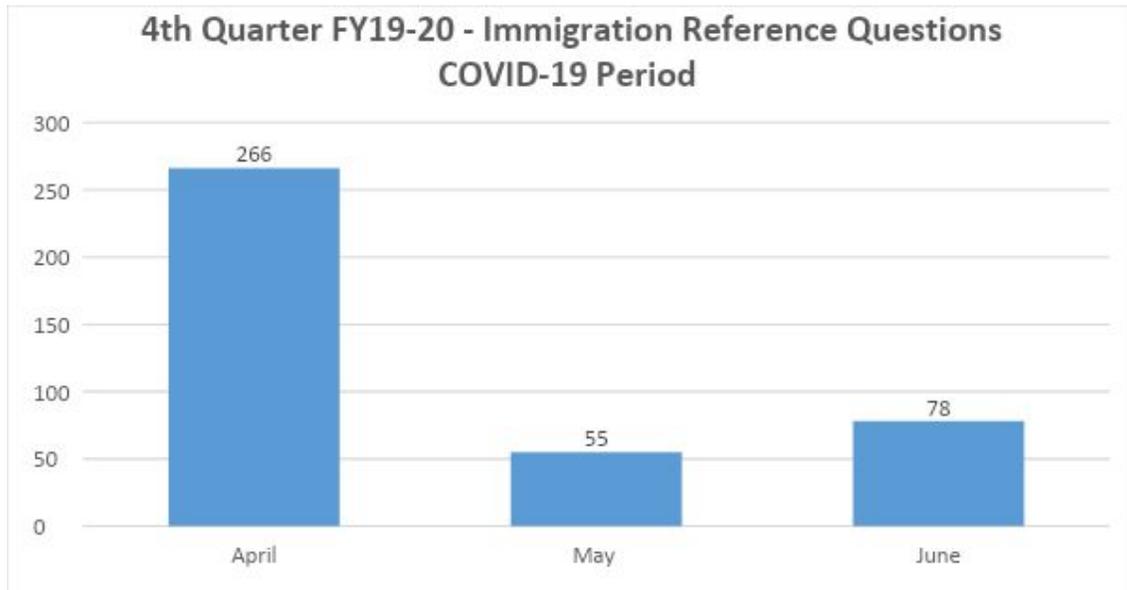
4th Quarter FY19–20: Class/Tutoring Attendance



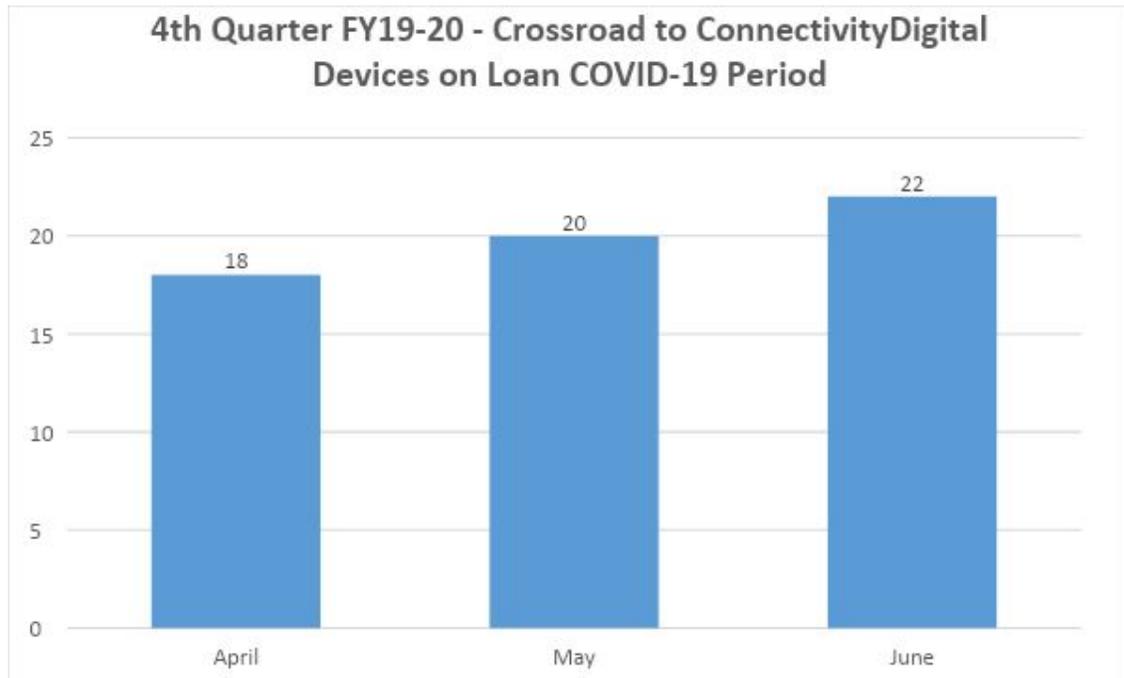
4th Quarter FY19-20 - Immigration Reference Questions COVID-19 Period



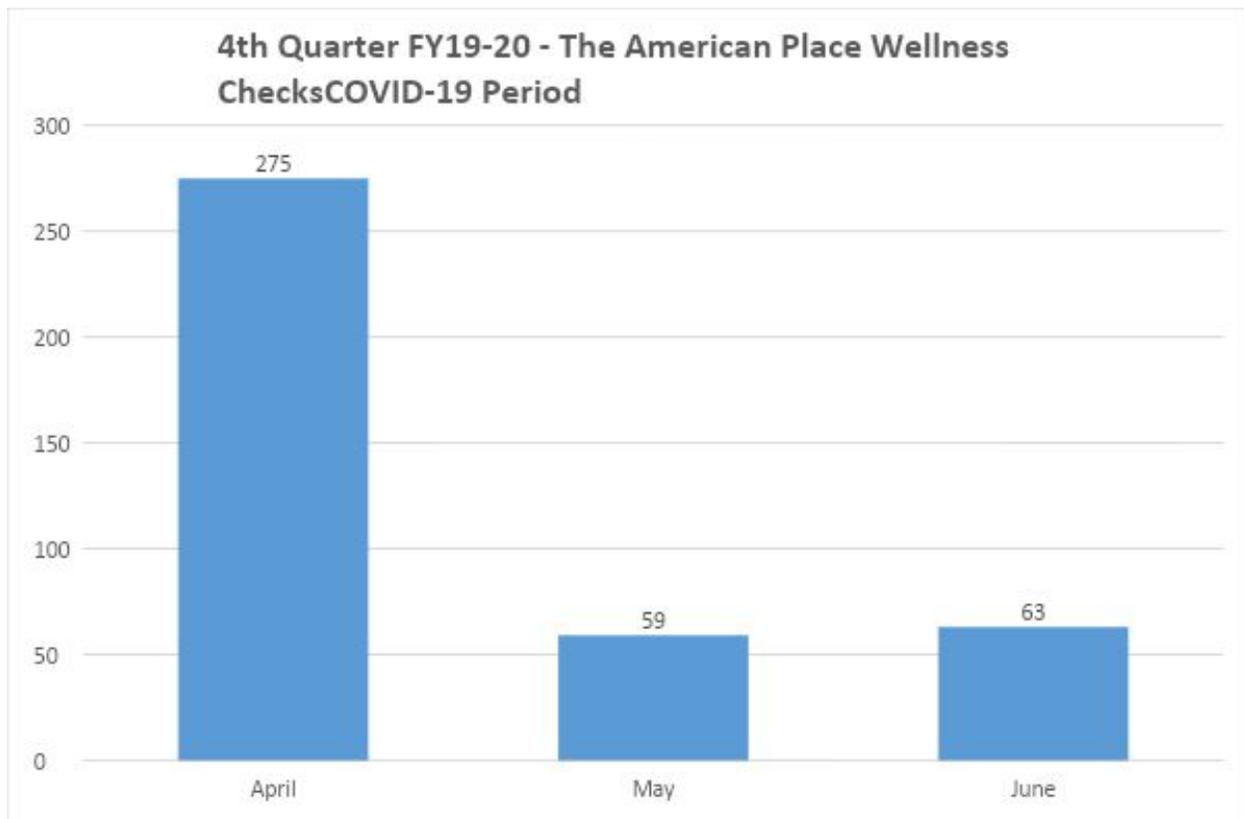
The American Place (continued)



The American Place (continued)



3



HARTFORD HISTORY CENTER

Highlights

- » This year's Connecticut History Day 2020 competition went virtual during the Covid-19 closure. Members of the Hartford History Center team typically volunteer to judge students' entries. Students in grades 6-12 compete statewide and many have used the Hartford History Center for source material. HHC Historical Research Specialist Maureen Heher was a CT History Day judge this year, serving in an online capacity.
- » Every May, the Hartford History Center awards the Outstanding Entry Related to Hartford History prize. This year, the prize for outstanding Hartford history research went to JungJoo Kim, a student at Wilbur Cross High School, New Haven. JungJoo received the award for her project, "Breaking Barriers in Deaf Education: Thomas Hopkins Gallaudet."
- » Audrey Chairvolotti, a student researcher and home schooler, received First Place for her entry, "Caroline Hewins: Opening the World of Libraries to Children School." Audrey used Hartford History Center materials extensively in creating her award-winning web site.

Stronger relationships among community organizations

- » Hartford History Center is serving as a consulting partner on UConn's "Hartford History Shapers" design project. Members of the HHC team were able to meet the chosen creative firm to review the initial draft designs and suggest which HHC collections to review for images and information about highlighted Hartford history in the UConn exhibit, planned for the Hartford campus.

Increased engagement with the arts and humanities through access and exposure

- » HHC staff conducted its first Instagram Live ArtWalk artist interview with Erik Williams on Saturday, May 23 discussing how he got into street photography, his support system along his career development journey, his methodology, what he's doing during the COVID period, and what advice he would offer to aspiring documentary photographers. Deeper understanding of self and connection to community by learning Hartford history.
- » The Hartford History Center continues to make more research guides available to help students and researchers better access HHC materials. Now available on the Hartford History Center web pages are research guides for Indigenous Peoples, Suffrage, Women's History, Housing, Caribbean Heritage, Puerto Rican/His-

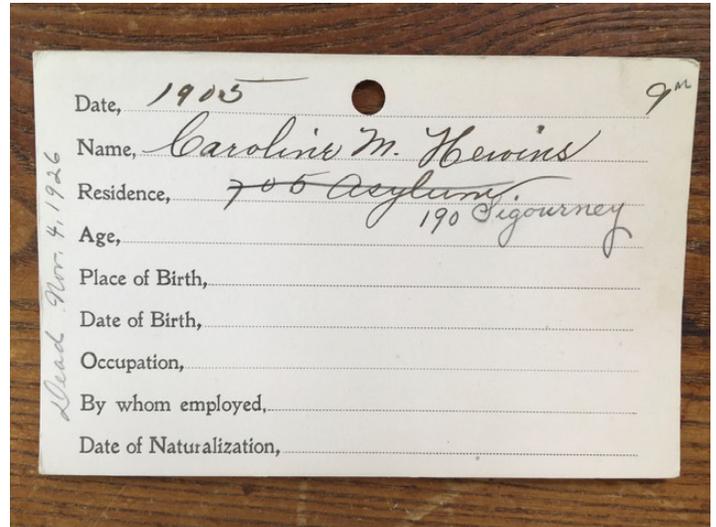
panic Genealogy, Hartford Changemakers and Hartford Poetry. A Black History subject guide is currently under construction.

- » The Hartford History Center team is currently at work on the exhibit "October 1920" that focuses on the 100th anniversary of the ratification of the 19th Amendment and the Hartford women who registered to vote. The work includes a curriculum plan on women's suffrage and barriers (historic and present day) to people being able to exercise their right to vote. Exhibition materials, digitized for online reviewing, will be available this fall and include journal and newspaper articles to develop a timeline of the suffrage movement in Connecticut, with an emphasis on Hartford; business advertisements; announcements for plays; shows and dances; and, lists of available new books at both the Library and at book stores in the 1920s.



Preserving history of Hartford for future generations

- » HHC staff worked with Trinity College students in their summer Public Humanities Collaborative to connect them with online resources as they develop their Hartford Latinx oral history online collection. They have been indexing bilingual oral histories to make it easier for researchers to understand their contents and connect to reference materials association with people and organizations mentioned by the interviewees.
- » Scanning and metadata work continues with the voter registration card project. Staff found a voter registration card for Caroline Hewins, noting her first and final addresses in Hartford. .
- » Several HHC collections were uploaded to the Connecticut Digital Archive: StoryCorps, NAACP, Hartford Prints!, and Hartford Women in Business.
- » HHC Archivist Jennifer Sharp presented at the Connecticut Digital Archive's (CTDA) annual meeting regarding the Hartford History Center's method of uploading large collections to the CTDA's preservation platform.
- » HHC will be merging its HHC Facebook page with Hartford Public Library's institutional Facebook page this summer. The HHC has over 1,200 followers on Instagram. Of the 32 HHC Instagram posts, the most popular was a glass negative of Albany Ave., including the Northwest Branch of HPL
- » The HHC team developed a strategy for reaching out to and collecting from the Hartford community things that would help the HHC preserve the City's experiences during the pandemic and particularly during the intense quarantine period. Using Creative Commons, language was developed that allows citizens to share their photographs, poems, screen shots, artwork, etc. without giving up their rights to their materials but also allowing HPL to collect and use without restrictions. Additionally, to help illustrate the intake form, HHC staff gathered headlines from the Hartford Courant during the Spanish Flu Pandemic of 1918-1920. The headlines from then and this spring were shockingly similar.



4TH QUARTER STATS

FACEBOOK

7.9K FANS
191 POSTS
12 K ENGAGEMENTS
*OF THOSE ENGAGEMENTS:
9.1 K REACTIONS (EMOJIS),
1.6 K SHARES
1K COMMENTS*

TWITTER

5K FOLLOWERS
96 TWEETS
547 ENGAGEMENTS
146 CLICKS

INSTAGRAM

1.9 K FOLLOWERS
81 POSTS
2.3 K ENGAGEMENTS

3RD QUARTER STATS

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

PRESS RELEASES—9

BLOG POSTS—32

including two series, one on our local virtual presenters, and a recipe series written by HPL's Julie Styles

E-NEWSLETTERS SENT—14

average open rate 16.9%, average click through rate 9.14%

MEDIA PLACEMENTS

RADIO

April 17—Bridget Quinn-Carey, with DJ Bigg Mann, WZMX Hot93.7

April 24—WNPR feature on our work during the closure

<https://www.wnpr.org/post/hartford-public-library-serves-community-despite-closed-doors>

PRINT

May 12—Hartford Courant – Feature on HPL's work during COVID-19 closure

<https://www.courant.com/coronavirus/hc-coronavirus-hartford-public-library-outreach-20200512-3pc5srtnj2xpwwkii-tu54d4m-story.html>

May 20—Hartford News—story about free books handed out at food distribution centers

June 17—WNPR/Connecticut Mirror—HPL mentioned in story about second phase reopening

<https://www.wnpr.org/post/second-phase-reopening-brings-connecticut-back-public-spaces>

June 22—Hartford Courant—Short announcement about contact-less service

<https://www.courant.com/ctnow/arts-theater/hc-ctnow-hartford-public-library-partially-reopening-june-22-20200612-rkknpxit-djbjpd4fmzcy2znheq-story.html#rt=chartbeat-flt>

6 identidadLatina.com NOTICIAS

Proyecto “Hartford Changemakers” en apoyo de comunidades minoritarias

La Biblioteca Pública de Hartford ha recibido fondos para crear al menos dos murales en la ciudad que muestren las contribuciones de las comunidades minoritarias. En un comunicado de prensa, HPL dijo que trabajará con los líderes y artistas locales para “actualizar” la imagen de Hartford en apoyo a las comunidades latinas, afroamericanas e indígenas. Uno de los murales será pintado en la parte Norte de Hartford (donde la mayoría es afroamericano), y el otro en el Sur (donde la mayoría de la población es latina).

La iniciativa es liderada por tres jóvenes trabajadores de la Biblioteca, la Gerente de Programación y Eventos, Liz Castle; el Coordinador de Programación en el Centro de Adolescentes, Nygel White, y la Gerente de Educación y Alcance Comunitario, Jasmin Agosto. Los murales deben ser terminados para el mes de setiembre. Habrá una ceremonia virtual para estrenar los murales. Bridget Quinn Carey, Presidente de la Biblioteca, dijo que los murales, “serán un orgullo para quienes lo crearon y para las personas que lo verán por años”.

Del 13 de julio al 21 de agosto, El Proyecto “Hartford Changemakers” tendrá un programa de verano virtual. Los temas incluirán el diseño de mural, el baile y la poesía. Para registrarse, pueden ingresar a: bit.ly/HartfordChangeMakers.

Alonso Velasquez



May 14 – 20, 2020 The Hartford News



Hartford Public Library Distributes Free Books

Despite the Coronavirus Pandemic, Hartford Public Library (HPL) and Hartford Public Schools (HPS) are continuing to help improve children's literacy in low-income neighborhoods across Hartford. Through its partnership with First Book, a nonprofit organization committed to distributing free books in low-income areas, HPL purchased over 2,000 books and has been giving them out at several of the HPS food distribution sites. With the library closed, the home of HPL Children's Librarian Denise Marsens (above) became the staging area for the packing of all those books. Once packed, Marsens and the other children's librarians picked the books up and brought them around the city. “We were really able to get quality books, diverse books – books kids want to read,” she said. Hartford has many of what have been described as “book deserts” – areas where books are rare in the home and access to purchasing them is extremely limited. A 2001 study noted that on average in a middle class community one child had access to 13 books. In poverty ridden neighborhoods similar to those found in Hartford, there was a single book for every 300 children. When the study was repeated in 2014, the results in low-income neighborhoods were even worse, with a single book being available for over 800 children, according to a 2016 article in The Atlantic. Children make the majority of their neurological connections through the age of three. Without a rich vocabulary that can only be augmented through engagement with print, children from low-income families will face another disadvantage. This book distribution is part of an ongoing effort. First Books gave HPL a grant for \$40,000 in the Fall of 2019 to be used for the purchase of new books. The library then partnered with nine Hartford schools located in low-income neighborhoods. Approximately 24,000 new books were given to Hartford schoolchildren over the course of this school year. The books were chosen by both students, looking for what they might like, and teachers trying to match the texts to a child's literacy level.



communications (continued)

NEWS 8 Hartford Public Library to increase Wi-Fi access



By: Hector Ramirez II
Posted: May 18, 2020 / 04:59 AM EDT / Updated: May 18, 2020 / 04:44 AM EDT

HARTFORD, Conn. (WTNH) — With so many of us spending more time than ever inside, the internet is more important than ever.

With that in mind, the Hartford Public Library is trying to make Wi-Fi more accessible throughout the city. The library has prioritized delivering Wi-Fi hotspots to spaces where people are homebound or to those who don't have Wi-Fi access.

Its library on wheels is a mobile Wi-Fi hotspot. They plan to use it as a mobile Wi-Fi hub throughout the city.



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Hartford Census Rates Remain Low

By Leslie Mayes · Published June 24, 2020 · Updated on June 24, 2020 at 6:42 pm



The city of Hartford has one of the lowest response rates in the Northeast and the city is trying to change that and spread the word in the community.

There's a nationwide push to get every American to complete their census form.

June 24—Hartford Courant—Census Day of Action

<https://www.courant.com/news/connecticut/hc-news-connecticut-hartford-low-census-participation-20200624-bni3rsla25a2pa2vvdkgx2uvge-story.html>

July 6—Identidad Latina story on Hartford Changemakers

July 10—CT Latino News—Hartford Changemakers

<https://ctlatinonews.com/library-to-update-hartfords-history-permanently-with-public-art/>

TELEVISION

May 16—WTNH on Wi-Fi access

<https://www.wtnh.com/news/connecticut/hartford/hartford-public-library-to-increases-wi-fi-access/>

June 24—Census Day of Action on NBC 30

<https://www.nbcconnecticut.com/news/local/hartford-census-rates-remain-low/2293222/>

June 24—Census Day of Action on WTNH

<https://www.wtnh.com/news/connecticut/hartford/hartford-leaders-push-for-residents-to-get-involved-in-census-day-of-action/>

June 26—Jasmin Agosto on NBC 30 talking about the Hartford Changemakers Program

<https://www.nbcconnecticut.com/news/local/hartford-public-library-honors-changemakers-in-hartford/2293932/>

Hartford Public Library Serves Community Despite Closed Doors

By: KIM LINDSEY · APR 23, 2020



A statue of Mark Twain stands in front of the Hartford Public Library in downtown Hartford, part of an initiative by the city's public works department to raise awareness of the state's monuments to major figures in public.

PHOTO: GABRIEL KINLEY/CONNECTICUT PUBLIC

Over the years, Hartford's downtown public library has become a welcoming place for people in immigrant communities and for those experiencing homelessness.

Since the branch had to close its doors over a month ago because of the coronavirus, the Hartford Public Library staff has been working to continue to serve those communities.



Hartford leaders push for residents to get involved in "Census Day of Action"

HARTFORD
by: Kent Pierce

Posted: Jun 24, 2020 / 05:13 AM EDT / Updated: Jun 24, 2020 / 12:48 PM EDT

HARTFORD, Conn. (WTNH) — A call to action in [Hartford](#), as volunteers are calling people up and asking them to fill out their census forms.

Staffers at Hartford Public Libraries helped out the cause Wednesday morning. Normally, they would be able to tell people about the census in person.

"Because of the pandemic, we haven't been able to do more of the one-on-one service that the Hartford Public Library does with customers," said Leticia Cotto, the Hartford Public Library Customer Experience Officer.

Instead, they had to get creative, calling up customers as part of a program named Call Five.

"We are inviting anyone in the city of Hartford to call five of their family members or neighbors or friends and invite them to complete the census," Cotto said.

The census helps determine who gets federal funding for things like schools, hospitals, housing, highways, and much more. Poor, urban communities need that money the most, and yet those are the communities that are usually under-counted.

The pandemic means people in need may be under-counted even more than usual.

The Hartford Public Library on Wheels is helping people in a different neighborhood each day, but still only 42% of Hartford residents have filled out the online form so far.

"We want our numbers to be a lot higher than that, and that's why we're inviting people and reminding people to log in, take 10 minutes to do it either online, by the phone or send it via email," said Cotto.

Pandemic or not, the 2020 census is going to happen, so you really should be counted. Remember, they only do the census every 10 years, so the numbers they gather this year will be what they use through the year 2030.

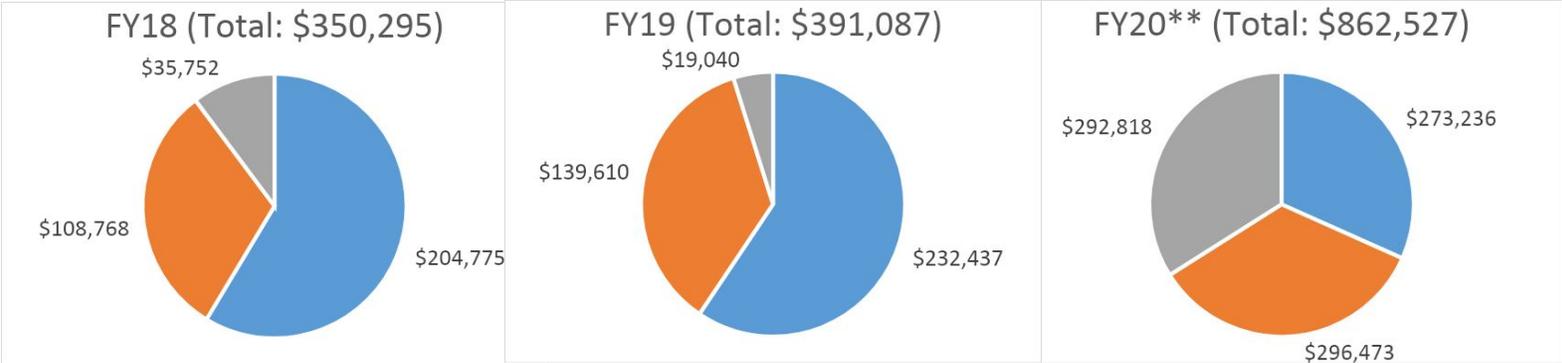
For more information, visit [this site](#).

FY 18-20 CONTRIBUTIONS



*Beyond Words Gross Revenue

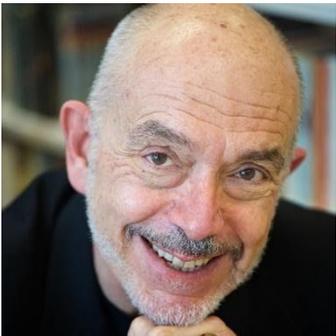
**For FY20, some contributions that were previously considered grants have been re-categorized as "Designated Gifts/Special Projects."



■ Beyond Words* ■ Annual Fund/General Operating ■ Designated Gifts/Special Projects

This quarter, HPL welcomed 22 new HPL Corporators:

Jamey Bell - Meryl Braunstein - Kristen M. Clark - Bill Costen - Ruth Fitzgerald - Brian Gallagher
 Liz Gruber - Bradley Harper - Duncan Harris - Edward Keith - Cynthia Laurencin - Joyce Mandell
 Nelba Marquez-Greene - Shannon Mumley - Cheryl A. O'Meara - Jenny Quigley - Cynthia Rider
 Constanza Segovia - John Simoneau - Timothy J. Sullivan, Jr. - Robyne Watkin-Anson - Lyle D. Wray



Award-winning author Wally Lamb will serve as the Beyond Words 2020 Honorary Chair



This year's Beyond Words will be held on December 3, 2020.

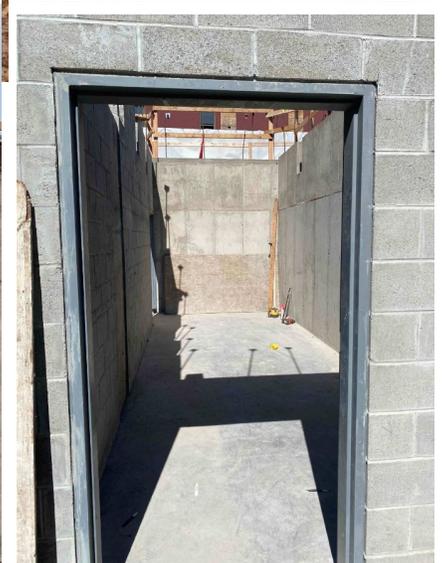


Cate D'Italia and Beth Papermaster will serve as the Beyond Words Committee Co-Chairs for the third year in a row.

Park Library Project

On March 13, 2020 due to the rapidly changing situation in the Hartford community around COVID-19, all HPL locations were temporarily closed. Construction work was deemed essential under the Governor's Executive Order thereby allowing the Park Library construction work to continue. Downes construction implemented COVID-19 appropriate safety protocols on the Park Library site.

The Park Library construction work completed at this point includes addressing environmental issues, clearing polluted soils, and excavating the library site. Foundations were poured and completed which included the basement section of the building as well as the elevator shaft. Waterproofing of the foundation was in process before the backfilling of the site where previously contaminated soils were removed. Backfilling of certain areas continues as the focus went to the street to tie in utilities and sewer a structure that MDC did not have on their plans. Requiring some investigation of the structure which impacted the construction timeline to determine if the structure was inactive and schedule removal for the tie in. During that time, the site was prepared for the steel work to begin and the large HVAC unit, hot water tank, and the completion of the 2 large pump pits in the basement were completed.



June 18, 2020, the steel erection started for the building and continues with all beams being set in place and metal decking being put in place on second floors and roof sections of the building.

A beam signing was held on June 22nd and 23rd.



BELOW ARE HIGHLIGHTS OF HUMAN RESOURCES ACTIVITIES FOR THE FOURTH QUARTER.

Talent Acquisitions

- » 3 new hires, 1 internal promotion, 2 separations

New Hires

- » Christopher Brown, *Albany Library and Community Hub Manager*
- » Nancy Mendez, Librarian Trainee, *Youth Services Park Library*
- » Kyle Devlin, *Adult Education Coordinator*

Internal Promotions

- » Lizandra Matias-Gonzalez, *Branch Manager, Dwight Library*

Separations

- » Hillary Green, *Security, Downtown Library*
- » Ron Pittman, *Security, Downtown Library*

Training & Development

- » **ALL STAFF**—Librarian's Guide to Homelessness
- » **DARE TO LEAD**—Leadership Team participated in a series of intensive workshops focused on developing daring leadership
- » **SEXUAL HARASSMENT**—employees completed state mandated training during COVID-19 quarantine.
- » **LYRISIS & NORTHSTAR**—12 modules of self-guided online training courses offered to staff including basic computer skills

Staff Engagement & Wellness Initiative

- » **TUESDAY TEAM LUNCHESES**—Staff met virtually for a weekly lunch
- » **MINDFUL MOMENTS**—Weekly telephonic self-care sessions were provided by a Cigna Health Coach
- » **DEALING WITH CORONAVIRUS STRESS**—Live virtual training & employee support group were facilitated by EAP counselor
- » **VIRTUAL STAFF BOOK CLUB**—Launched bi-weekly employee book club

Human Resource Administration: COVID-19

- » **FAMILY FIRST CORONA VIRUS RESPONSE ACT**—7 COVID-19 related expanded paid leave entitlements were processed
- » **COVID-19 HEALTH SCREENINGS**—Daily guidance and responses to employee screenings were facilitated

statistics: virtual programs

VIRTUAL PROGRAMS 4th QUARTER April - June

FY 2018-2019		
Downtown	Programs	Attendance
American Place	245	2,708
Hartford History Center	21	5,379
Programming	77	6,117
YOUmedia	95	2,765
Youth Department	111	756
Totals	549	17,725

FY 2019-2020			
Downtown	Programs	Attendance	Views
American Place	129	566	0
Hartford History Center	1	16	178
Programming	38	0	36,409
YOUmedia	16	158	308
Youth Department	21	0	9,435
Totals	205	740	46,330

Branches	Programs	Attendance
Albany Adult	13	183
Albany Youth	103	1,589
Barbour Adult	56	329
Barbour Youth	67	590
Camp Field Adult	9	74
Camp Field Youth	70	1,663
Dwight Adult	19	123
Dwight Youth	48	461
Park Adult	14	127
Park Youth	95	1,691
Ropkins Adult	0	0
Ropkins Youth	78	1,405
Library on Wheels	0	0
Totals	572	8,235

Branches	Programs	Attendance	Views
Albany Adult	0	0	0
Albany Youth	5	0	1,992
Barbour Adult	1	0	240
Barbour Youth	7	0	2,679
Camp Field Adult	0	0	0
Camp Field Youth	3	13	0
Dwight Adult	0	0	0
Dwight Youth	4	0	2,218
Park Adult	7	38	0
Park Youth	9	0	6,129
Ropkins Adult	0	0	0
Ropkins Youth	3	0	2,288
Library on Wheels	0	0	0
Totals	39	51	15,546

Pilot & Other Programs	Programs	Attendance
Rawson	6	114
OWL - HPHS	0	0

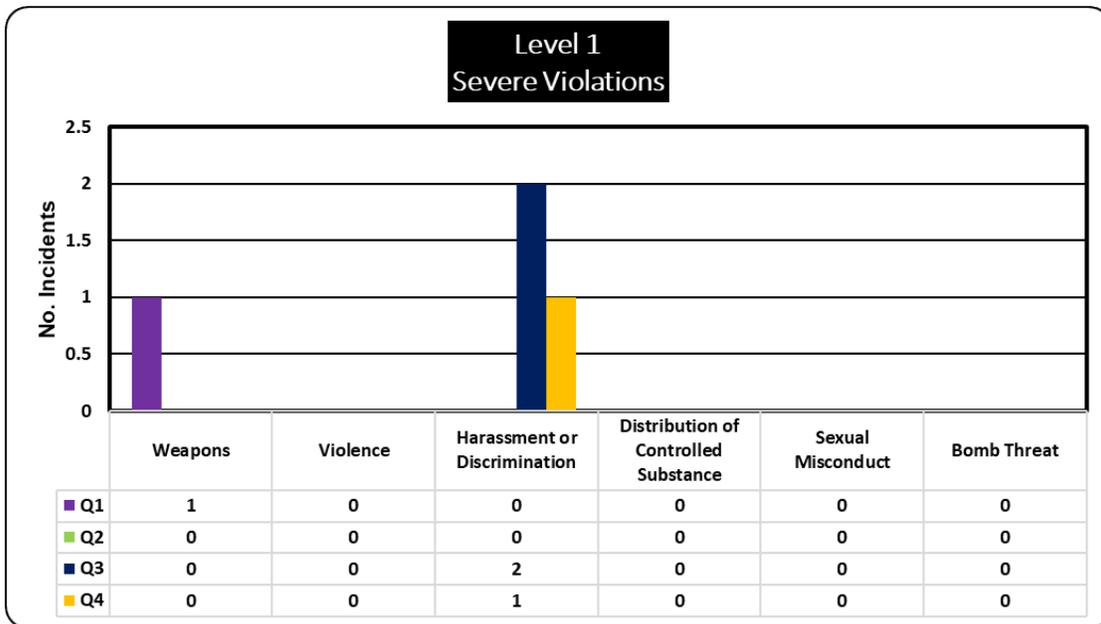
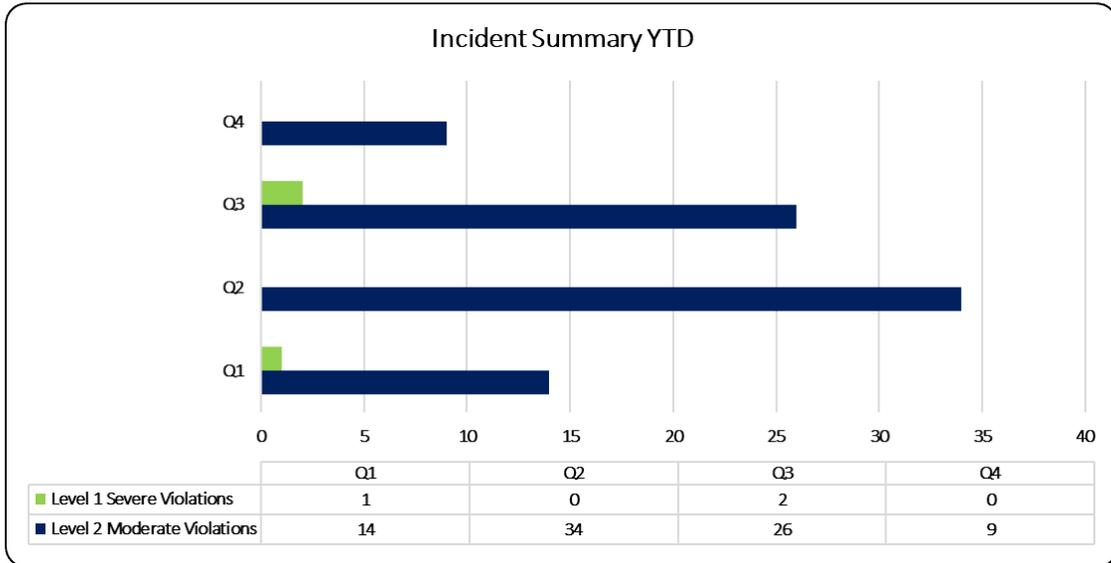
Pilot & Other Programs	Programs	Attendance	Views
Rawson	5	0	3,483
OWL - HPHS	0	0	0

HARTFORD PUBLIC LIBRARY 4th Quarter Virtual Programming Totals

FY 2018-2019	
Programs	1,127
Attendance	26,074

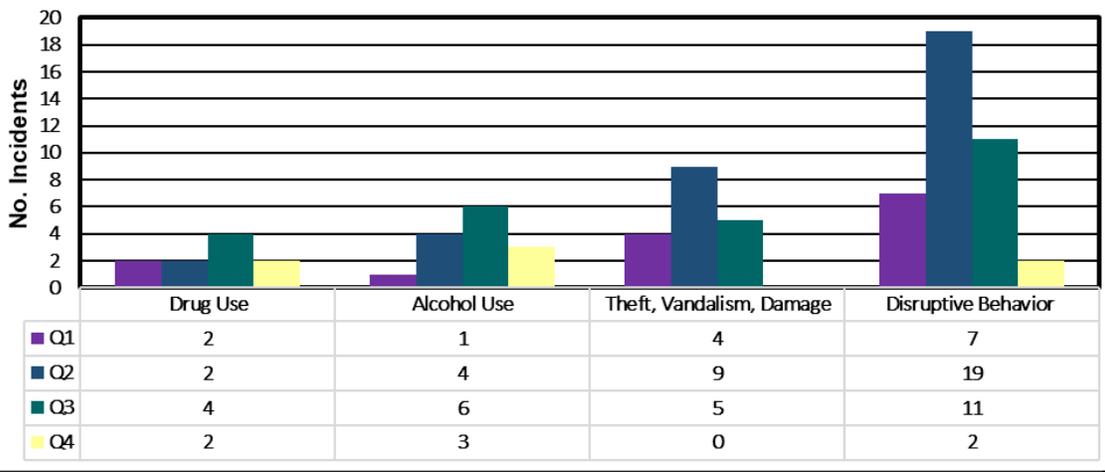
FY 2019-2020	
Live + Recorded Virtual Programs Total	249
Live Virtual Program Attendance	791
Recorded Program Views	65,359

security incident reporting



Due to the rapidly changing situation in the Hartford community around COVID-19, all HPL locations were temporarily closed to the public beginning Saturday, March 14, 2020. The Albany Library had one incident of an individual who was removed from the premises regarding drug use. The Downtown location situation regarding harassment, involved an individual making lude comments to a UConn student. The individual was removed from the premises.

Level 2 Moderate Violations



Emergency Response

