

Chief Executive Officer's Report

December 2017

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July, August, September

at a **glance**

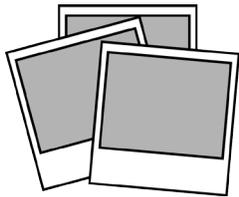
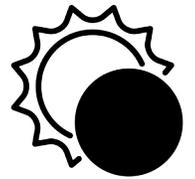


8,620

*books read as part of
Summer Learning*

1,000

*eclipse glasses
distributed*



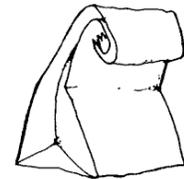
21,164

*visits to the digital
repository*



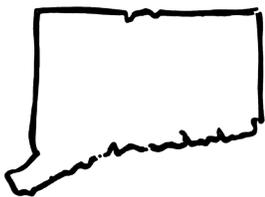
3,966

*adult program
attendees*



8,144

*lunches served
to youth*



751

*municipal IDs
processed*



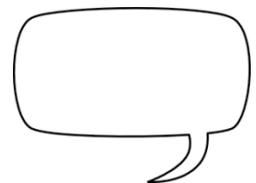
786

*youth received
homework help*



446

*passports
processed*



926

*English language
learners*

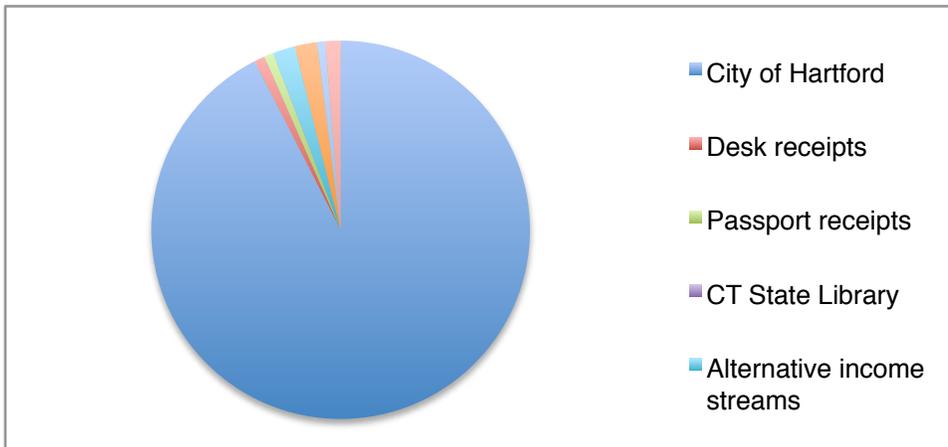
OPERATING BUDGET SUMMARY 9/30/17

25% THROUGH FISCAL YEAR

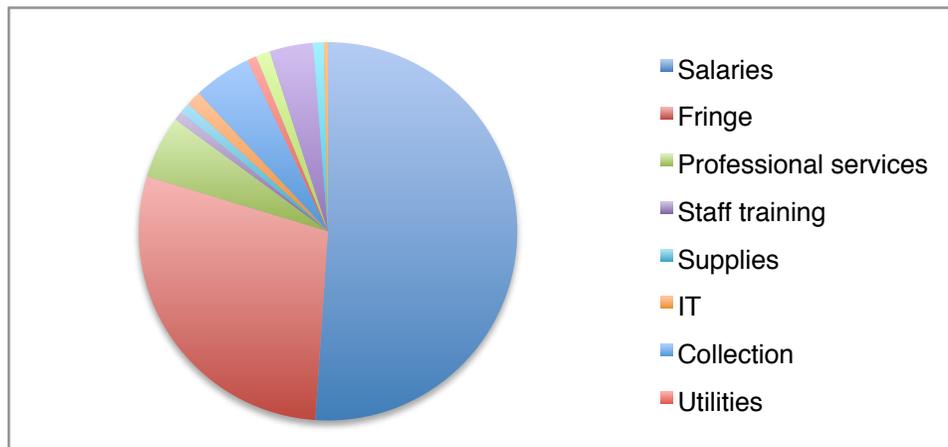
For the period ending 9/30/2017, the Hartford Public Library has expended a total of **\$2,078,759** which represents 22.1% of the revised operating budget of **\$9,400,427**. The Library has also collected **\$2,188,193** in operating funds, or 23.3% of the Fiscal Year 2018 budget.

	REVISED BUDGET	ACTUAL/COMMITTED	VARIANCE	% REVENUE & EXPENDITURE
Revenue	\$9,400,000	\$2,188,193	\$7,212,234	22.3%
Expense	\$9,400,000	\$2,078,759	\$7,321,669	22.1%
Projected balance	\$0	\$109,435	-\$109,435	

REVENUE



EXPENSE



FY18 OPERATING BUDGET DETAIL (AS OF 9/30/2017)

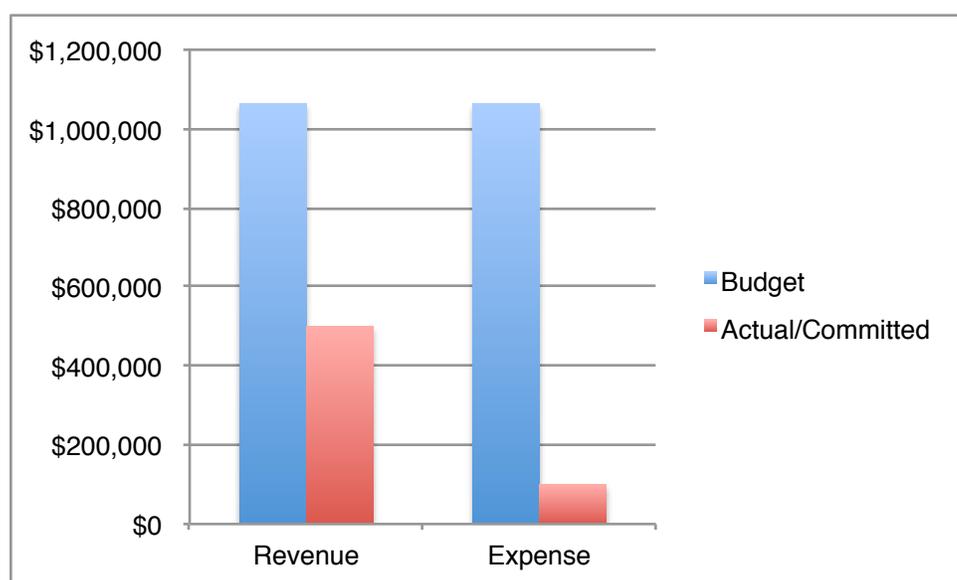
REVENUE				
	BUDGET	ACTUAL REVENUE	VARIANCE	% COLLECTED
City of Hartford	\$8,100,000	\$2,025,000	\$6,075,000	25.0%
Desk receipts	\$75,000	\$20,033	\$54,967	25.7%
Passport receipts	\$45,000	\$17,588	\$27,412	39.1%
CT State Library	\$6,000	\$0	\$6,000	0.0%
Alternative income streams	\$200,617	\$41,090	\$159,528	20.5%
Donations & contributions	\$300,000	\$41,665	\$258,335	13.9%
Misc revenue	\$14,500	\$14,714	-\$214	101.5%
Endowment	\$659,310	\$28,103	\$631,207	4.3%
Total revenue	\$9,400,427	\$2,188,193	\$7,212,234	23.3%

EXPENSE				
	BUDGET	ACTUAL EXPENSE/COMMITTED	VARIANCE	% EXPENDED
Salaries	\$5,290,180	\$1,061,454	\$4,228,726	20.1%
Fringe	\$2,118,030	\$595,016	\$1,523,014	28.1%
Professional services	\$507,938	\$111,861	\$396,077	22.0%
Staff training	\$64,482	\$15,850	\$48,632	24.6%
Supplies	\$76,850	\$19,804	\$57,046	25.8%
IT	\$224,158	\$26,277	\$197,880	11.7%
Collection	\$571,823	\$103,094	\$468,729	18.0%
Utilities	\$76,092	\$16,703	\$59,389	22.0%
Rent	\$107,625	\$25,238	\$82,387	23.4%
Facilities	\$251,550	\$76,932	\$174,618	30.6%
Programs	\$71,700	\$19,309	\$52,391	26.9%
Contingency	\$40,000	\$7,221	\$32,779	18.1%
Total expense	\$9,400,428	\$2,078,759	\$7,321,669	22.1%

FY18 GRANT BUDGET SUMMARY (AS OF 9/30/2017 — 25% THROUGH FISCAL YEAR)

	BUDGET	ACTUAL/COMMITTED	VARIANCE	% COLLECTED/COMMITTED
Revenue	\$1,063,828	\$499,845	\$563,983	47.0%
Expense	\$1,063,828	\$100,985	\$962,843	9.5%
Variance	\$0	\$398,860	-\$398,860	

TOTAL GRANT BUDGET



GRANT ACTIVITY FOR JULY–SEPTEMBER 2017

AWARDED			PENDING			DECLINED		
	NO. OF GRANTS	GRANT AMOUNT		NO. OF GRANTS	GRANT AMOUNT		NO. OF GRANTS	GRANT AMOUNT
Government	5	\$485,564	Government	1	\$471,750	Government	1	\$30,000
Foundations	7	\$265,325	Foundations	3	\$53,340	Foundations	0	\$0
Corporation	2	\$85,000	Corporation	2	\$18,500	Corporation	3	\$218,270
Total	14	\$835,889	Total	6	\$543,590	Total	4	\$248,270

public services

100+

EMPLOYMENT REFERRALS

751

MUNICIPAL IDS PROCESSED

1,000

ECLIPSE GLASSES DISTRIBUTED

SYSTEMWIDE PUBLIC SERVICES & PARTNERSHIPS

In September, the Hartford Public Library began its new public service model, extending service hours at 6 locations throughout the city to include Saturday hours at Albany and Park with a net gain of 67 hours system wide. As a result, there has been an overall increase system wide in library visits and PC use.

The library's outreach has expanded through the following efforts:

To date, we have processed 751 Municipal ID's. Hours for municipal ID service have expanded from 3 days at Central to five days. Throughout our branches we have made over 100 employment referrals. Community Collections were set up in 15 locations throughout the north end of Hartford providing ongoing local literacy access with at least 50 books and a reading seat at each location. Materials are primarily targeted to school-aged youth, but sites also have selections for adults. Through a Healthy Hartford Initiative, bike-fixing kits and instructions were made available at every branch. In September, bike tours along routes between branches were led by BiciCo.

Increase in staff and programming at the branches has allowed us to expand services to include a system wide Open House during Library Card sign up month that featured music and activities and replica DivEdCo posters (Division of Community Education of Puerto Rico), on loan from the Holyoke Public Library, exhibiting the heritage of graphic art pieces produced in Puerto Rico after WWII for over four decades. Poster making workshops throughout the branches supported a citywide poster contest on what the library means to the community, resulting in two winners whose work was on display at the Downtown Library throughout the summer.

Other expanded services and programs included Greater Hartford Legal Aide services at Park and Camp Field, distribution of 1,000 solar eclipse glasses to support programming, and our new on-line museum pass. This service gives our customers access to free or discounted admission at 20 museums and attractions (with more to be added soon) around Connecticut and Massachusetts and the ability to reserve on-line and print the pass from home.

Collaboration with the Children's Museum in West Hartford resulted in offering weeklong summer family science camps at three branches. Each branch had 4 days of programs, followed by a special trip to the museum on the Friday of that week. At Ropkins, 46 youth and 17 adults participated. Downtown had a total of 147 adults and children participate. The Park Branch had a total of 48 adults and children participate.



HPL staff safely view the eclipse.



Dominoes sets were available during the HPL Open House.



Poster contest winner Hannah Morrison.

adult programs

LIFELONG LEARNING

The Hartford Public Library offers programming that increase engagement with the arts (literary, visual, and performing), history, education and community.

During the first quarter of 2017, HPL offered 32 intergenerational programs with a total audience of 3,966. During that same time period, 84 groups used HPL as a community space to gather and share ideas. We featured 8 World of Sounds concerts averaging between 75-150 people in attendance per concert. Programming included the conclusion of the “Collage Remix” class, part of a series of Lifelong Learning workshops held at HPL branches over two years. The final workshop of this two year grant entailed field trips to visit art throughout Hartford.

September kicked off HPL’s weekly Hartford Open Mic Event (H.O.M.E.) and a commemoration of 9/11 with the Judy Dworin Performance Project on the importance of dance and the arts in the world as a healing force. Dancers from the Ballet Theatre company in West Hartford and the Hartt School performed a duet with a theme of memory of love, loss and recovery. This complemented the photographic touring exhibition of Connecticut Dances: A Visual History, celebrating dance and the pioneers, innovators, teachers, performers, creative artists and important historical events that have transformed the cultural landscape of Connecticut. HPL’s partnership with the Connecticut Poetry Society continued in the fall, featuring a program on Lorine Niedecker (1903-1970), presented by Jim Finnegan, a former poet laureate of West Hartford.

32

PROGRAMS

3,966

ATTENDEES

CIVIC ENGAGEMENT

HPL offered 45 are civic engagement programs, meetings, and/or events, with an estimated attendance of 2,511. These include participation in National Disability Voter Registration Week and National Voter Registration Day. Alongside volunteers, HPL staff assisted anyone who wanted to register to vote. In partnership with the Hartford Votes~Hartford Vota Coalition, HPL held community dialogues based around the upcoming election in Hartford to educate voters.

A partnership with WNPR resulted in hosting a Health Equity and Access Forum to discuss structural bias and stereotyping in the health care system. Other great partnerships included the Greater Hartford Harm Reduction Coalition workshops for National Opioid Overdose Awareness and with the Governor’s Prevention Partnership, hosted by HPL, which encouraged parents to talk to their children about drug and alcohol use and connect the community to services and providers to create a framework that seeks to prevent early substance abuse.



The People of Goodwill and the Funky Dawgz Brass Band perform during the Summer Learning Program.

youth & family services

OVERVIEW

8,620

BOOKS READ AS PART
OF SUMMER LEARNING

Summer Learning emphasized a family approach, to reinforce that reading and learning is for all ages, not just children. 1,215 participants enrolled in HPL's SLP. 737 logged at least one book, event, or learning moment, and 658 completed the program resulting in a 61% increase in completion rate compared to last year. They combined to read 8,620 books, attended 785 events, and completed 599 learning moments. In partnership with the Hartford Public Schools, the Hartford Public Library served 8,144 lunches.

8,144

LUNCHES SERVED WITH
HARTFORD PUBLIC SCHOOLS

Hartford Public Library's Summer Literacy Support Program (SLSP) was designed to address the literacy and summer reading needs of youth and families. This program was part of a seamless effort with the citywide Hartford Campaign for Grade Level Reading (HCGLR) and the Hartford Public Schools (HPS) Equity Indicator of Third Grade reading proficiency to provide uninterrupted learning opportunities for at-risk and low-income youth in order to prevent summer learning loss.

95% of groups in the summer literacy support program participated in one event that was offered by the Hartford Public Library. These events included One Camp, One Book, double dutch, marble mazes, Radiant Child, arts and crafts, literacy, library tours and taking our library cards.

95% of parents surveyed after the two Family Literacy Parties reported they were leaving with an increased awareness of the literacy activities they can implement at home.

786

YOUTH RECEIVED
HOMEWORK HELP

The Boundless expansion into 7 zones in the city positions HPL to deliver literacy services city wide to include class visits to the library, librarians attending Open Houses at the Schools, librarians visiting classrooms, and after school homework help at the branches. This quarter, 786 youth received homework help complementing the circulation of highest circulating material (2,514 beginning reading books). The Library on Wheels expanded outreach to Marshall House, Hyland Learning Center resulted in literacy services rendered to 1,590 people with over 600 check outs. Services will soon be expanded to the Blue Hills Neighborhood.

1,590

PEOPLE RECEIVED LIBRARY ON
WHEELS LITERARY SERVICES

Leap into Learning (LiL) successfully engaged 10 providers and 50 parents with information and education in early literacy. Home-Based Child Care (HBCC) providers worked together in pairs, with library support, to develop and facilitate 4 two-hour long parent education workshops, passing on the knowledge they gained during Phase 1 of the LiL program. Over fifty parents (52) registered and explored key strategies necessary for developing pre-reading skills using five practices parents can understand and use no matter their first language or education background. Each workshop provided practical knowledge on the ECCR2 – talking, reading, writing, singing, and playing, understanding letters and words, and fun with math and science. The program culminated with approximately 150 families attending the family literacy celebration and Downtown StoryWalk®. Over 100 children received backpacks filled with school supplies.

61%

INCREASE IN SUMMER
LEARNING COMPLETION

Readers to GO, bags of books sorted by reading level using the system HPS employs, launched at Downtown, Albany and Ropkins. We are well under way to circulating 20 bags per location each month for a total of 1,200 checkouts in the first year.

Teen services

OVERVIEW

Partnerships with Our Piece of the Pie, Center for Latino Progress, Capital Workforce Partners, and Blue Hills Civic Association resulted in summer coding internships for 16 participants who logged in an average of 135 hours each between July and September on building technical, knowledge, and behavioral skills in computer science; a professional computer science network that spans peers, educators, and local companies; and earning youth college acceptance or entry-level job placements in a computer science field. The work culminated in a poster competition in the library's atrium with visits from Connecticut Technology Council and Quinnipiac University, among others. This partnership resulted in internships.

The purchase of supplies supported by grants allowed for the expansion of YOUmedia services into classrooms and library

branches. This enabled significantly more youth to access technology. System wide, we experienced a 26% increase in laptop checkouts, a 152% increase in headphone checkouts, and a 48.5% increase in teen program attendance.

Other support services include: employment assistance with resumes and job referrals captured at 1-2 per month or 1-2 per day during the summer. Three 1:1 sessions for scholarship referrals were captured with a 1 group session that yielded 6 participants. 12 work referrals or recommendations resulted in paid positions. A total of 66 referrals to community based organizations for housing, family and pregnancy support, mobile services with the Center for Children's Advocacy, the American Place, Wheeler Clinic & Preventive Suicide CT and the Board of Education.



Volunteers lift the American flag at the last Yardgoats game of the season, as part of HPL's Summer Learning finale.

hartford history center

21,164

TOTAL VISITS TO THE
DIGITAL REPOSITORY

	JUL 2017	AUG 2017	SEP 2017
Visits—online	7,870	7,315	5,979
Visits—physical	652	833	1,275
Reference questions	158	212	242
Programs	7	6	12
Program attendance	290	105	243

INCREASED ENGAGEMENT WITH THE ARTS THROUGH ACCESS AND EXPOSURE

Approximately 40 people came to meet the artisans featured in HHC’s summer Hartford Artisan Weavers’ exhibit, “Time to Try Tied Weaves.” The Hartford Artisan Weaving Center preserves, promotes, and teaches the craft of hand-weaving. The artisan program also teaches weaving to the blind and visually-impaired, and anyone 55 and older.

Over 60 people came to this season’s opening ArtWalk show, The Memories Between, Women of Nobility by Afarin Rahmanifar. This was the first Iranian artist featured on the ArtWalk, bringing in more of the area Iranian community to our premier gallery and in discussions around the evolving role of women and women’s characters in Eastern and Western worlds.

BETTER QUALITY OF LIFE THROUGH ENGAGEMENT WITH INTERESTS AND PASSIONS

After an overwhelmingly positive response by Hartford area artists of all ages in portraying and telling the stories of our Hartford History Makers (significant African American community change makers), we brought a selection of Hartford History-Makers to the Barbour Branch Library, sparking conversations, particularly with the older adult population in the neighborhood, about people who they recognized and knew to make huge impacts on their lives and for the life of the neighborhood.

A number of Trinity College students who are part of Temple of Hip Hop, a student organization that organizes the Trinity International Hip Hop Festival, are filming and editing digital stories of Hartford hip hop pioneers, which will be featured in the Hartford History Center’s growing Hartford hip hop digital collection.

This semester, we kicked off our partnership with CREC’s new pilot program, IMPACT YEAR, where six high school students who were identified as potentially dropping out of school have been given the opportunity to self-design their own education for a year, with the hopes of reengaging students to complete high school. They have started to be introduced to the Hartford History Center’s collection and will be designing their own history projects based off of their own interests and passions.

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

About 50 people came to Barbara J. Beeching’s July book talk, Hopes and Expectations: The Origins of the Black Middle Class in Hartford. Among those who came were descendants of the Primus family, a family she featured in her book. This family, who had done extensive research on other ancestors of theirs, had no idea about this part of their family and in sharing their story made the evening a more rich experience for audience members.

About 30 people came to Martin Podskoch's talk on Connecticut's Civilian Conservation Corps. A gentleman who was 98 years old came and shared his story as a young man living on Barbour Street in Hartford who was able to support his family through the depression. This gave audience members a strong connection to the past and how a larger national project impacted the lives of community members in our own city. The Garden Club of Hartford in concert with the City of Hartford's Public Works Department has been conducting research on Keney Park at the Hartford History Center this summer and fall. The HHC has provided them with images of important figures in the creation and maintenance of Keney Park that will be made into displays at Keney Park for residents to connect the park to its deep history.

A researcher has been conducting research throughout the summer on Bob Steele, WTIC radio personality, from Hartford. He is diving further into the Bob Steele diaries and letters, held by the Hartford History Center, in order to write a more in-depth biography on Steele as a man, not just as the character he created for himself on air. This kind of research and story development, once shared with the community, offers a more nuanced, dynamic, and humanizing perspective on figures in Hartford history. As the Robinson+Cole law firm turns 150 years old in 2018, current employees have been conducting research on the family and the firm in the Hartford History Center. They hope to highlight the human efforts behind the law practice in their anniversary celebration. The HHC holds the Robinson Family Papers, a gift from Kate Robinson, that span three centuries, beginning in the 1700s. The Hartford NAACP celebrated 100 years this September. The Hartford History Center interviewed eight of the eleven living past and current presidents about the impact the organization had on the Hartford community and on their own lives. Oral histories will soon

be made available in the HHC's digital repository. A video short was also created and is now available at this link: <http://hhc.hplct.org/hartford-naacp-100-years-video-teaser/>

HIGHER LEVELS OF CIVIC ENGAGEMENT

Over 30 people attended Encounters: Voting Rights Act, where small groups discussed the act in the context of its history and the significance of the act today. Discussions took place in the galleries of The Amistad Center for Art & Culture, where folks were surrounded by 30 by 30, which featured 30 episodes, objects, or realities that pushed African Americans to make choices which ultimately transformed the country. Structured small group discussions enabled each individual to speak their mind on the topic and be heard by everyone else at the table, challenging participants to learn how to speak and listen to each other in a civil way. This is a partnership program between the HHC, UConn Public Humanities Institute, the Wadsworth Atheneum and The Amistad Center for Art & Culture.

PRESERVING THE HISTORY OF HARTFORD FOR FUTURE GENERATIONS

This July, Hartford native photographer Carla Ten Eyck gifted the Hartford History Center the Mayor Mike Portrait digital collection, which features 45 people in Hartford from a myriad of fields who have made important contributions to the city. These portraits were featured in the beloved Mayor Mike's restaurant in 2008 and 2009. This fall, Ferne Ware donated the Ware Family Collection of more than 1,000 negatives and 35 mm slides of neighborhood life in Hartford. The collection spans the years 1954 to the 1990s and is particularly strong on images in Hartford's north end neighborhoods, as well as community life in our city parks.

An electronic finding aid to the HHC map collection is now available online at <http://hhc2.hplct.org/maps.html>. Maps in the HHC cover the period from the seventeenth-century through the 2000s. Most are based on research and surveys done by William S. Porter in 1838. Porter's map of Hartford in 1640 was frequently reprinted and republished well into the twentieth century. Important nineteenth century maps include Marcus Smith's 1850 Map of the City of Hartford and city atlases published by Baker & Tilden in 1869, by G. M. Hopkins in 1880, and by L. J. Richards in 1896. Twentieth-century maps include additional city atlases and maps produced by the City of Hartford Department of Engineering and the Metropolitan District Commission.

The collection of important politician, teacher, and housing activist Boyd Hinds has been processed over the past couple of months by a PhD candidate in history thanks to Connecticut Fair Housing for supporting the project. This collection is significant for its materials on housing discrimination and redlining as well as the ways in which a 1970s activist research group combated these issues.

STRONGER RELATIONSHIPS AMONG COMMUNITY ORGANIZATIONS

The HHC mounted "Get with The Times: The Newspaper and the City" this summer on the ArtWalk. This exhibition welcomed UConn's Hartford Campus to downtown Hartford and celebrated the Hartford Times building and its place in the fabric of the city and the role of the newspaper in Hartford's history. The exhibition featured an early hand press to highlight Hartford's importance as a center of printing and publishing in the nineteenth century and illustrated changes in technology and how they affect the way we get our news. Related public programming included a Hartford Times Reunion among former Hartford Times staff as well as a shared opening

reception with the UConn Foundation. The Hartford History Center supported the writing and image curation of an article written on the history of Real Art Ways in CT Explored. This article was featured in the 15 year anniversary issue of CT Explored. The Hartford History Center then co-hosted CT Explored's 15 year anniversary at Real Art Way's Creative Cocktail Hour, featuring images from the Real Art Ways collection at the Hartford History Center, Hartford Public Library.

As we continue to develop the Hartford hip hop digital archive, we have formed a stronger relationship with Professor Seth Markle and Trinity College, as the partnership has brought over \$3,000 to support the digital storytelling project conducted by Trinity students with Hartford hip hop pioneers.

CREC's Social Studies coordinator has partnered with the Hartford History Center to support self-designed student research on Hartford history in a pilot program called IMPACT Year, which intends to re-engage students who are on track to drop out of high school.

With UConn Hartford campus opening this semester, the Hartford History Center was able to connect with UConn's First Year Experience seminar in order to offer students and introduction to our collections and how to conduct research with us.

This September the Hartford History Center has continued its relationship with UConn's Public Humanities Institute, Wadsworth Atheneum, and The Amistad Center for Art & Culture in our Encounters programming, a series focused on encouraging informed and informal conversations about issues that affect our lives to strengthen our ability to know ourselves, and to develop a forum for respectful and challenging dialogue. CT Fair Housing funded the Hartford History Center in processing the Boyd Hinds collection.

ECONOMIC DEVELOPMENT

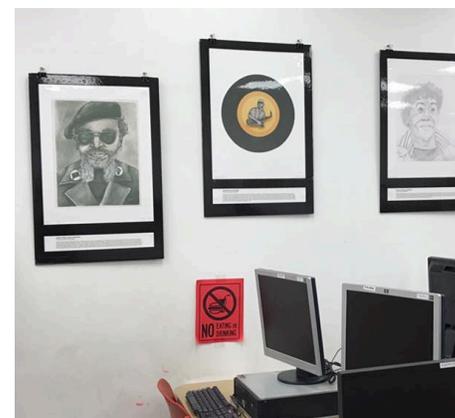
Our historical photographic exhibit on Frog Hollow showed how new communities, in this case the Puerto Rican community, can bring life back into a neighborhood that has gone through economic recession (ie. The loss of manufacturing jobs) through new economies. The talk also brought in new audiences to the downtown library with possibility of audiences also supporting other downtown businesses such as restaurants.

All of our ArtWalk exhibits, including Afarin Rahmanifar's opening, bring in new audiences to the library who then support other downtown businesses such as restaurants. Audiences may also purchase art from the artist, for which a percentage comes back to the library.

All of our author talks in the past few months have allowed for authors to sell their books and 20% of their sales come back to the library.

INCLUSIVE AND SUPPORTIVE COMMUNITY FOR CHILD AND ADULT LEARNING

For the Hartford Public Library Open House on September 15, the HHC designed and printed a self-guided Art Tour for the downtown Library, featuring our permanent collection in a fun and easy to read way. In addition to the print tour, there is an audio version of the tour, narrated by former CPTV arts and cultural commentator Nancy Savin. On Saturday, November 18, we will be hosting an Oral History Workshop with Williams College professor Dr. Annie Valk. Dr. Valk is author of *Radical Sisters: Second-Wave Feminism and Black Liberation in Washington, D.C.* (University of Illinois Press, 2008), which won the Richard Wentworth Prize; and, *Living with Jim Crow: African American and Memories of the Segregated South* (Palgrave, 2010), a collection of oral history interviews edited with Professor Leslie Brown and winner of the annual book award issued by the Oral History Association. An expert in the field, she will guide a wide range of community members on how to conduct oral histories in their neighborhoods, utilizing the most up-to-date best practices.



Get With the Times! reunion; antique printing press now resides in the egg lobby; Hartford History-Makers exhibition travels to Barbour Branch.

the american place

STATISTICS

	APR	MAY	JUN
Spanish classes at Mark Twain			2
Spanish attendance at Mark Twain			15
ESL classes CTRL youth	12	8	2
ESL attendees CTRL youth	212	47	48
ESL classes CTRL	15		27
ESL attendees CTRL	220		399
GED classes at Barbour	14		15
GED attendees at Barbour	36		105
GED testing	26	35	15
Job services	267	277	602
Job seekers served	103	120	186
Citizenship classes at CTRL	10	8	8
Citizenship attendance at CTRL	192	166	212
Citizenship screenings			*99
Citizenship apps. prepared & submitted			*75
Individuals passed the citizenship test			*40
Individuals achieved citizenship			*25
Passport apps prepared & submitted	105	195	146
No. of volunteers	5	3	5
No. of tutees	10	8	10
No. of volunteer hours	44	20	42
Photos	54	52	66
Translations	16	21	9
Translation fees	\$80.00	\$105.00	\$405.00
Passport fees	\$2,341.80	\$4,700.00	\$3,372.95
Photos fees	\$540.00	\$520.00	\$650.00
Immigration fees	\$1,500.00	\$1,350.00	\$2,250.00
NCS Pearson GED fees	\$205.00	\$307.50	\$380.00

*indicates quarterly figure

HIGHLIGHTS

An intern for CLINIC, Chidinma Onuoha, produced an article/blog on Enhancing the Community Fabric: Hartford Public Library's Journey as an Immigration Legal Services Provider. CLINIC distributed the article widely at the American Library Association's Annual conference.

The American Place contributed significantly to Citizenship Strategies to Create Welcoming Communities, a joint toolkit released in September by Welcoming America and the New Americans Campaign and disseminated broadly.

H. Naficy was featured in the Who is Who in the World's First Cricket Hall of Fame Volume 2.

H. Naficy and N. Caddigan co-facilitated the session, How to Identify, Educate, and Empower Those at Highest Risk at the Cross-cultural Symposium sponsored by the CT Commission on Consumer Affairs held at the Convention Center on June 29.

July 18, 2017, H. Naficy presented at the webinar Overview of the Department of Justice Recognition and Accreditation Program sponsored by USCIS and IMLS.

July 26, 2017, H. Naficy and N. Caddigan presented at the webinar: *Increasing Access: Naturalization & Citizenship*, sponsored by Welcoming America.

446

PASSPORTS PROCESSED

409

JOB SEEKERS SERVED

926

ESL STUDENTS

CITIZENSHIP

Despite TAP's vigorous immigration legal services, we still cannot meet demand which continues to rise exponentially; in fact, our next available appointments are not until January. A further strain on capacity is the provision of services to the homebound, such as the 21-year old quadriplegic living with his single, unemployed and non-literate mother – in neither English or her native language. State caseworkers are referring such customers periodically to us since they have no other recourse. Conversations are currently underway with UCONN's School of Medicine, Physicians for Human Rights chapter to streamline Citizenship services for those who may qualify for the disability waiver.

Initiated by TAP early this year, the CT Peer Libraries Citizenship Coalition is now well established. With the goal of sharing best practices and through collective impact, there has been an increased visibility of libraries as an institutional gateway for newcomers. To this end, a series of Naturalization Ceremonies are being planned for National Library Week at each of the 10 partner libraries in spring of 2018.

Two grants (by invitation only) for immigration assistance were submitted this quarter, one to the Hartford Foundation for Public Giving and the other to the Fish Family Foundation, Project Citizenship. The later announced its award to us early November. The award offers \$150 for each Naturalization Application submitted (January – December 31, 2018) not to exceed \$15,000.

ENGLISH AS A SECOND LANGUAGE

The fall ESL classes were launched successfully with enrollments at maximum in each of the five class sections now offered; three on Saturday co-sponsored by HPS Department of

Adult Education and two during the week. The weekday classes are funded through the Workforce Innovation and Opportunity Act (WIOA) Title II, Adult Education and Family Literacy Act (AEFLA). Three proposals were submitted for FY 2018 in the following categories: Corrections Education and Other Institutionalized Individuals or Special Populations; Workforce Readiness; and, English Language Acquisition and Integrated English Literacy and Civics Education (IEL/ Civics). We were awarded funds for Workforce Readiness \$40K and IEL/ Civics \$43K. Our proposal for Special populations was declined.

To supplement class instruction and offer options for individuals who cannot attend class, licenses for three state-of-the art software programs were added to our online offerings. English Discoveries <https://www.edusoftlearning.com>, Burlington English <https://www.burlingtonenglish.com> and Pronunciator <https://www.pronunciator.com>
NOTE: Pronunciator offers instruction in over 80 languages.

IMMIGRANT CAREER PATHWAY INITIATIVE

TAP's new CPI Coordinator hit the ground running. Two classes were launched this fall for the Food Handler Certificate and Servsafe Manger Certificate trainings. A Digital Literacy class was added to prepare participants with basic computer workplace skills. HFPG has selected this initiative to videotape and highlight for its upcoming annual report.

VOLUNTEERING

A partnership between CCSU's TESOL graduate program is funneling much needed tutoring support to our ESL students. An added benefit of this partnership is that it will afford TAP staff the opportunity to interact with future

instructors to enrich our candidate pool of professionals to teach our ESL class sections. Recently, across Hartford-area Adult Education programs in general - there has been a scarcity of dynamic and experienced adult ESL educators available for part-time teaching positions.

GED

GED Classes resumed at the Barbour Branch on September 5, 2017 maintaining the 4-day-a-week schedule. Although registrations have been strong with an enrollment of 30 students, attendance and retention remain a challenge for this non-traditional population with an average daily attendance rate of 8 students. After almost a year hiatus due to facility reconstruction, GED testing resumed at the Downtown Branch on Mondays from 2 – 7 PM.

READ TO SUCCEED

The library has hosted the Read to Succeed (R2S) program offering literacy skills to reading-challenged adults since Spring of 2016 when the GHYMCA could no longer support the program. Initially, they were set-up downtown, but were later moved to Mark Twain while the Library underwent construction. Teachers and others volunteered their services while HPL actively investigated and pursued possible funding sources. While a small amount of funding from Bank of America, was allocated to the program through the end of September, R2S decided to relocate from Mark Twain Branch to the Central Baptist Church on Main Street. Challenges at Mark Twain included sustaining appropriate space for the largely 1-to-1 stationary instructor-student sessions that dominated the program. HPL is pursuing the offering of an alternative literacy program to provide training in a small group format and will continue collaborating with Read to Succeed.

BRIDGING THE DIGITAL DIVIDE

A three-year proposal was submitted to HFPG for the Crossroads to Connectivity (C2C) initiative designed to reduce the digital divide in Hartford. Based on the results of a planning grant, C2C will implement two strategies to achieve this goal. Careful thought was given to the audiences that would benefit most from these funds. Strategy 1 involves the distribution of laptops and Wi-Fi hotspots to adults 24 years and older with family incomes under \$25,000 and enrolled in a high school diploma or career training certificate program. The laptops will be loaded with curated content in support of the identified educational program and frequently accessed online health and human services. Strategy 2 involves utilizing white space technology to provide broadband access to a strip of businesses serving Hartford's northend community that currently relies on copper-based DSL and dial-up access only. Reliable and consistent Internet service should allow them to improve the quality and consistency of services they provide to the community and their business output.

IMMIGRANT YOUTH INITIATIVE

This fall's afterschool class was launched on September 26th.

A total of 25 new and returning students are enrolled in the afterschool enrichment sessions on Tuesdays and Thursdays from 3 to 5:30 PM. Students hail from Puerto Rico and countries such as Haiti, Togo, the Congo, Rwanda, Tanzania, the Dominican Republic, Argentina and Peru.

A TAP partnership with Wadsworth Atheneum Museum of Art trains immigrant students to serve as Museum Ambassadors on Community Days. Four students participated in the Fall Community Day where they got to practice their English with visitors and welcomed them to the various museum events taking place that day.

PASSPORTS

Since offering passports at the Federal Building, our application rates have increased significantly and supplemented

by regular invitations from USDOS to assist in Passport Fairs. These sites included: Hartford Courant Travel Show, Bradley International Airport, and the Transitions Expo in Rocky Hill.

PROFESSIONAL DEVELOPMENT

A. Harris, Adult Learning Manager, represented HPL at the Urban Libraries Council Annual Forum October 11–13. The theme for the sessions was "Leading in a Democracy." The racial equity statement signed by 129 urban libraries was centered at each table and speakers from across the country addressed experiences and efforts underway aligned with the statement goals.

B. Redd, Career Pathways Coordinator and N. Caddigan attended the 2-day State Department of Education's Summer Training Institute for Adult Educators held at University of New Haven in August.



HPL patrons visit the Hartford Symphony Orchestra to witness conductor Carolyn Kuan and 10 others become U.S. citizens, October 7.

marketing & communications

OVERVIEW

Marketing & Communications has enhanced its ability to handle the increasing amount of work coming through Creative Services with the addition of Mackenzie Callahan, Administrative Assistant for Marketing & Communications and Donor Relations. As her title indicates, Mackenzie splits her time between the two HPL departments. In addition to admin support, Mackenzie provides back-up support for Kenyon Grant on website and social media work.

ONGOING PROJECTS

Branding initiatives

- *Brand platform:* Positioning and Identity – in development as part of the website redesign
- *Website redesign:* a new user friendly design template has been created. *Brand playbook:* development of a graphics standard manual for all promotional materials

Creative Services work process

- Implementation of a more effective process for the development of branch-wide marketing communications and promotion

Major initiatives

- *Beyond Words:* Production of 5 minute video: six compelling stories that portray how the men and women of HPL “bridge the gap between looking and finding”
- *'Boundless' program:* Promotion of the partnership between HPL and Hartford Public Schools
- *HPL Magazine/ Winter Issue:* Stories in development

6,181

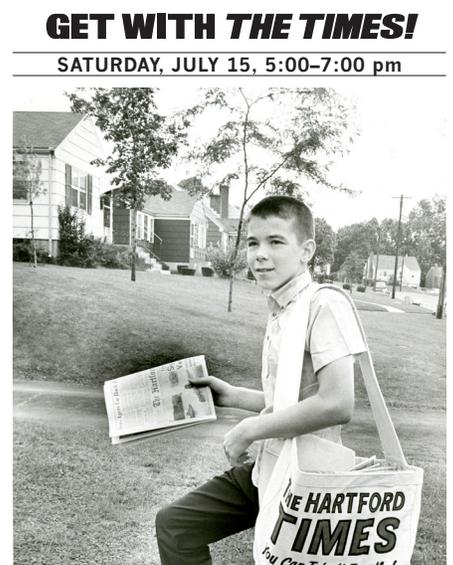
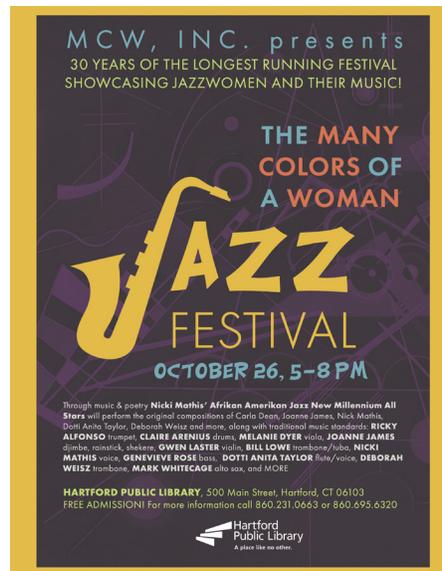
FACEBOOK FOLLOWERS

6,306

E-NEWSLETTER CIRCULATION

157,702

WEBSITE PAGEVIEWS



Design projects.

development

BEYOND WORDS

The Board Development Committee has worked hard as a committee on the Beyond Words event sponsorships and corporate giving to the Library in the past six months. We have been working with board members to join staff when we schedule Library solicitations for all corporate giving. This is in line with having the board more actively involved in the Library's fundraising efforts. The Corporate Support Strategy was developed to have a strong prospect list of tier one companies that represent companies being approached first and tier two companies that we are working to support stronger relationships with the support of board members and some HPL corporators.

The event exceeded the Travelers Challenge to raise an additional \$15,000 in sponsorships and donations for this year's Beyond Words. To date we have raised over \$40,000 in additional sponsorships. Marlene Ibsen, Beyond

Words honorary chair, plans on announcing this from the stage the night of the event and encouraging those in the audience to respond to the challenge also by giving generously. The goal for this year's Beyond Words is to net \$120,000 in unrestricted dollars for the Library. Our sponsorship total as of 11/15/17 is \$97,000. The board has stepped up to help us raise this impressive amount. There has also been a strong volunteer committee of corporators, friends, and staff who are working hard to make this year's event a night to remember. What we all want to remember is that these events are much more than raising dollars; it is an opportunity to raise awareness and create lasting relationships with new friends in attendance.

ANNUAL GIVING

The Development Committee is working with Bridget and Gilda to develop a board giving pledge form that will guide board members in their annual giving.

CORPORATORS

The HPL development team is working closely with Cate D'Italia, chair of the HPL corporators and Gerri Sullivan, board liaison to the HPL corporators to engage HPL corporators. Many are working on the event and/or serving as table captains. A new list of potential corporators has been presented to the governance committee and a new class of corporators will be presented to the full board in December.

The Development department is working with the Development Committee to formalize a planned giving campaign here at the Library. We have one board member who has offered to tell her story of her planned legacy, which will be a good launching point for the campaign.

capital projects

PARK BRANCH LIBRARY

The planning for the Park Branch Library is well underway. Approvals were received by the State Office of Historic Preservation and the Historic Preservation Commission allowing the library to proceed with the project as presented. The design of the Park Branch Library was presented to Hartford Zoning Board of appeals October 1st they have requested slight adjustments to the exterior design of the building for aesthetic purposes which have been submitted. We are presently in the process of reviewing and finalizing a contract with the state for the funding project.

A Resolution was approved by the Hartford City Council on November 13, 2017 to accept the \$10,700,000 in Grant funds from the State of Connecticut awarded for the construction of the Park Branch Library.

staff updates

NEW HIRES



FABIAN ARROYO
Maintainer I



MACKENZIE CALLAHAN
Administrative Assistant



MARIE CANCELLERI
Early Literacy Coordinator



JENIFFER PEREZ CARABALLO
School Choice Coordinator



ELIZABETH CASTLE
Programming Assistant



KAITLIN CLARK
Passport Coordinator



ALICIA HALL
Adult Education Site Coordinator



ALPHA NICHOLSON
Immigration Counselor



BEVERLY REDD
Immigrant Career Pathways Project Coordinator



STEPHANIE TURNER
Maintainer I

ROBERT WRIGHT
Security Guard

LAUREN CIUKSZA
Library Assistant

CAROLINA VICENS-CARDONA
Library Assistant

PROMOTIONS



KATHERINE TROUERN-TREND
Youth Services Librarian



YULIANNA RIVERA
Library Assistant

RETIRED

AUDEN DI-CORCIA D'AMATO retired after fifteen years of service to the library.
