



Interim Directors' Report

March 2009

Building a strong organization for what lies ahead

Providing stable management for the Library is crucial during this transition period, but much more is possible. As the interim leaders we are instituting changes that provide a directed segue after a long-term leader. This is a time for the Library to come to terms with its history; address any latent issues; move forward confidently; and for the staff, board members, and corporators to deal with their own sense of loss in order to embrace the future readily.

Our crucial task is to ensure that there is a solid platform for the future. One of our fundamental tasks is to help the Board take an unvarnished look at the organization—its past, its strengths, its weaknesses, its shortcomings, and its accomplishments. The Board cannot provide a “solid platform” for the future if the foundation is made wobbly by unresolved underlying problems. This means ferreting out and addressing those problems, as well as recognizing and truly appreciating the Library’s strengths and accomplishments. As we already know, among other things, the budgeting process will help facilitate change fiscally and organizationally.

We also believe that we need to make an investment in the general health of our Library by improving the functioning of the senior leadership team, and their clarification of and recommitment to the Library’s values and purpose. Developing commitment to goals, strategies, roles and responsibilities will require time and energy, but very little money. And it will yield significant returns now, and even more when the economy rebounds.

As senior leaders we will take this opportunity during economically challenging times to build greater trust and cohesiveness. A cohesive team trusts one another, engages in constructive conflict, commits to group decisions and holds one another accountable. By minimizing politics and infighting, that are common during difficult times, we will make better decisions about programs and employees. And then we will continuously align our employees by repetitively and comprehensively communicating all aspects of

our organizational clarity. All of this will allow the Library to emerge stronger than ever when the economy turns around, and with a meaningful advantage over our “competitors”.

We are also ensuring that we inspect everything that we expect others to do. We have to see things for ourselves, we have to measure things, we have to set clear expectations up front, and we have to agree on how to measure success. And as we move forward we will sustain our organizational health by establishing simple structures around the way we make decisions, evaluate job candidates; manage performance, and reward employees.

And as we work towards enhancing and strengthening the Library’s management and operating structures, we are also looking outside the organization to secure a strong future for the Library. We are meeting with government officials, the Mayor, corporate leaders, non-profit leaders, and neighborhood leaders to get acquainted with them individually and to share information about the Library and its role in building a great City. Building a strong coalition is key to the Library’s future.

A Review of the Library's Operations

Fiscal

FY 08-09 Budget at Six Months

<i>FY 08-09</i>	<i>Budget</i>	<i>Actual</i>	<i>Expended YTD</i>
<i>Personnel</i>	<i>7,152,717</i>	<i>3,072,547</i>	<i>43%</i>
<i>Non-personnel</i>	<i>2,180,603</i>	<i>692,550</i>	<i>32%</i>
<i>Total</i>	<i>9,333,320</i>	<i>3,765,097</i>	<i>40%</i>

The library ended the first half of FY 2008-2009 in a good financial position. The report for personnel is on an accrual basis. All other categorical expenses are reported by the city on a cash basis in accord with the fiscal systems of the city's finance department. *Personnel Services* are slightly less than projected due to unfilled positions and projections regarding retirements that were anticipated earlier in the fiscal year. *General Administration* is slightly less than projected. Thirty percent of the *Library Materials* budget has been spent. This amount is below projections due to the high percentage of prepublication orders outstanding and delays in invoicing. *Plant Maintenance* is slightly under projections due to contract renewals expected in the third quarter. *Plant Operation* came in as projected. *Staff Development* came in below projections. *Public Programs* came in as projected. Actual expenses for *Technical and Professional Services* are over projections due to the use of contractual workers for library programs. *Outlay* expense is below projection due to the delay in receiving grant funds. *Revenues* came in slightly under target. Revenues from federal and state grants will be received in the second half of the fiscal year. All other grant revenue will be received in the second half of the fiscal year.

FY 09-10 Budget Process

The Library submitted a balanced budget, without branch closures or staff lay-offs, based on the Mayor's target contribution (5% less than the current contribution) and projected revenue from other sources.

Capital Campaign

As of February 20, the Capital Campaign Fund had a balance of \$974,772. During the month of March, the Library will invest about \$50,000 in new security technology for the Downtown Library.

Facilities

Downtown Library

The wall murals were installed in January, the LED system has been approved and will be installed in March, code of conduct signs have been installed and the Library is considering a plan to move the public service desk to the Main Street entrance, a move strongly supported by our security consultant, James Clark.

Blue Hills

The branch has been shuttered since mid-December due to environmental issues regarding sewage and mold. The landlord will complete the cleanup and plumbing retrofits by the end of February, at which time Fuss & O'Neill will conduct a new environmental study. If this timing holds, the branch could re-open the week of March 16.

Park Street

The lease has been signed with the City and work will begin to start site improvements (HVAC, handicapped toilet facilities, and floor re-design) immediately. Work should be completed by the end of June 30.

Albany

New architectural drawings have been ordered from Seigny Associates reflecting a \$6MM budget. The Mayor's office has this project on its pending list. Meanwhile, the Library will continue to make site improvements on the existing building to improve the customer and staff experience.

Dwight

The branch located in the Parkville School is scheduled to begin expansion by September 1 pending final architectural changes, the City bonding process, and the contracting process with the State Library to receive the \$500,000 grant.

Safety and Security

Guidelines

The behavioral guidelines were distributed to all employees, in conjunction with a series of information sessions. These guidelines are now in practice throughout the Library and are posted for easy access on the employee intranet.

Library Code of Conduct

The Library code of conduct, which was completed in the fall, has been posted in the Downtown Library and at all the branches. The accompanying behavioral rules will also be distributed widely. Both documents are posted on the main website: www.hplct.org.

Internet Safety Policy

The Board approved a new policy regarding access to the Internet. This policy, which is compliant with the Children's Internet Protection Act (CIPA), clearly articulates the Library's position about the appropriate use of the Internet at the Library and the safeguards provided by filtering software and staff oversight.

Elimination of Bag Checking

Customers may now enter the Downtown Library with bags or other carrying cases. These bags may not exceed the size of standard book bags and knapsacks. Bags over this size are no longer allowed in the Downtown Library. The security staff will not

check bags that do not conform to the size limitation. This modification of a complex procedure will enhance safety for both customers and employees.

Intrusion Alarms and Video Surveillance

The intrusion alarm system and the video surveillance technology will be installed and activated in the Downtown Library starting the week of March 2.

Evacuation and Emergency Planning

The Library must develop comprehensive and realistic emergency and evacuation plans. The City's emergency preparedness office has offered to work with Library managers to develop these important plans. In the interim, the Library will use existing procedures.

Anti-theft technology

The DVD's in the media room have been tagged with security strips; CD's are nearing completion.. The security gate in that space is operational. Gates will be installed at the Main Street and Arch Street entrances by the end of March.

Security training for certification

The Library has become an institutional member of the International Foundation for Cultural Property Protection (IFCCP). The IFCCP offers professional certification for persons working in, or responsible for, cultural property protection. A two-tiered program applies to security officers, supervisors, directors, administrators, facility managers, human resources staff, and others who wish to gain crucial information and education about the latest methods available in protecting museums, libraries, historic sites, zoos, educational institutions, aquariums, botanic gardens, national parks and other public institutions. The Library will develop a certification program for staff and managers in the coming months.

Driving the Mission - Strategic Performance Report – Second Quarter FY 08-09

In the second quarter, the reduction in library hours at all branch locations, including the loss of Saturdays, negatively impacted objectives that support Hartford Public Library's mission. System wide, the Library was open a total of 113 hours week less than the previous year, and 45 hours less than when the two branches, Mark Twain and Blue Hills were closed. The library anticipates that comparable losses in service will be apparent in the third and fourth quarters this year. Electronic usage of online services is expected to remain stable. Growth has continued in selected areas.

Helping People Participate in Our Democratic Society

Voter registration (+176%) and number of people using the library as a polling place (+155%) were up for the quarter due to the high voter registration and turnout for the presidential election. Use of the passport service increased (+93%) due to more promotion, expanded hours and more naturalization ceremonies. While Neighborhood Team members continue to assist organizations to achieve their objectives (100% of the eleven community organizations surveyed can point to specific accomplishments), the number of meetings attended decreased modestly from last year (-11%). Staff layoffs have reduced the number of staff members participating in Neighborhood Teams, as well as increased public service responsibilities, which reduces the number who can attend meetings. Use of HartfordInfo.org continues to increase (+36%) as it becomes better known, as well as Hartford.gov (+25%).

Provide Free and Open Access to Information and Ideas

Visits to the library decreased system wide (-12%) due to the loss of hours at the branches. Visits to the Downtown Library since the spike in early 2008 have stabilized with little variation from quarter to quarter. All branches except Goodwin posted decreases for an overall reduction of -26% (-33% adults, -21% youth.) PC use system wide decreased (-8%) with significant losses at the branches (-37% adults, -23% youth) being offset by increases at the Downtown Library (+10% adults, +31% youth).

Promote and Support Literacy and Learning

Youth Services, Adult Learner Services and Adult Reader Services were unable to sustain the higher levels of utilization in previous quarters due to the reductions in branch hours and staff layoffs. Services to youth have been affected more than services to adult. For youth, losses are evident across the board in programs, circulation and reference and the decreases are more significant. The number of programs (-15%) and attendance at them (-38%) has also been affected by the termination of the grant-funded 21st Century Community Learning Center at Moylan School. Circulation declined in all categories (-12% overall), except for youth adult materials at the branches (+7%). Decreases in reading guidance (-16%), homework assistance (-22%), and questions asked (-36%) mirror the declines in youth visits to the branches. The impact to adults was less dramatic in circulation (-6%), programming (-13%) programs, (+1% attendance) and reference (-14%.) Spanish language circulation almost doubled (+91%) at the Downtown Library with the infusion of new and more relevant books, and adult paperback activity increased (+41%), reflecting a positive response to the new genre categorization. The stability in program attendance was due to the immigration resource fair and several, well-attended community programs related to the election. The decrease in the number of programs offered was primarily due to the loss of cultural programming following staff layoffs (-58% programs; -72% attendance).

Adult Services

Adult Learners

In January, the Library opened a Job and Career Services Center within its Adult Learner Center. Resources and expanded services include computers for use exclusively by jobseekers, practice interviews, and weekly one-hour mini clinics. Participants in a job club, forming in March, will share job-hunting experiences and exchange ideas, information, and leads. In March, customers will have the opportunity to take the Myers-Briggs Type Indicator Test to learn how to play to their strengths in the job market and in the workplace. Testing for Census 2010 jobs continues on Saturdays mornings and Monday evenings.

Even in an economic downturn, there are opportunities for small business. A business counselor from the Connecticut Community Investment Corporation (CTCIC) will discuss some of those opportunities at a March presentation. The Library and the CTCIC also will present a program on starting a childcare business. The Connecticut Small Business Development Center will repeat its four-part entrepreneurial education series beginning in April.

Approximately 275 people representing 75 organizations participated in the ten workshops, comprising the fall/winter nonprofit series. Response to Foundation Center Webinars (seminars conducted remotely and transmitted via the Web) has been excellent and the Library will continue to offer them, in addition to our own nonprofit workshops. The spring nonprofit series features a panel presentation, **Navigating the Economic Crisis: Tips for Connecticut Nonprofits**. Hartford Foundation continues to announce our programs and services in their newsletter. They have also contributed funding for the sessions presented by Martey Rhine of Management Solutions & Resources and Kathy Frederick of Frederick Consulting for 2009.

The ESOL/Civics course for Hartford's recent refugee arrivals continues to be well attended. Students and their families were invited to visit the Mashantucket Pequot Museum, a visit that left a lasting impression on everyone. One student commented that their huts in Africa were constructed better than those on display at the Museum. There is an upcoming field trip to Old Sturbridge Village. Many students joined other viewers in watching the inauguration ceremony and reporters interviewed several of them.

The Library continues to collaborate with Casey Family Services to provide **Volunteer Income Tax Assistance (VITA)**. Our site is well established with both repeat volunteers and customers. Business has been steady with 15 to 20 filers receiving assistance each evening and Saturday.

A reading and discussion series, funded by a grant from the American Library Association and the Fetzer Institute, called **Let's Talk about It: Love, Forgiveness, and Wisdom** begins in March. This scholar-led series explores the themes of love and forgiveness in everyday life through classic and contemporary literature. The five titles considered are *Sense and Sensibility* by Jane Austen, *The History of Love* by Nicole

Krauss, *The Winter's Tale* by William Shakespeare, *The Essential Rumi* by Maulan Jalal al-Din Rumi, and *Atonement* by Ian McEwan.

Youth Services

Popular recent programs for families included a **Kwanzaa Festival**, celebratory events in the Homelinks program, and winter story times. Approximately 250 people attended the variety of activities offered at the Kwanzaa Festival, which included a head wrapping workshop; participatory drumming and traditional African dancing; a “dress-up” corner with beautiful West African clothing items; a small African market; and a refreshment table serving both African and African-American specialties. The great energy of the event, about which we received excellent feedback from the community, is in part attributable to a strong contribution from recent arrivals from West Africa. The Homelinks program, through which Youth Services staff members brought literacy information to home-based day care providers, offered workshops and special story times for participants at the Downtown Library and three branches. Initial independent evaluation of the program, funded for two years by the Hartford Foundation for Public Giving, indicates that participants made very substantial gains in understanding and supporting key early literacy skills. The program will continue as a Library program, based at the Goodwin Branch. Winter story times attracted hardy parents/caregivers at all sites, but were particularly successful at the Camp Field Branch. Attendees there heard stories about winter clothing (hats and mittens), looked at pictures to compare and contrast their own winter clothing with that of children from around the world, had pictures taken of themselves outside, in the snow, and created simple scrapbooks from these pictures.

Elementary school students welcomed winter after-school programs, which focused in December on the fine illustrations in children’s books and on seasonal crafts and gifts, and in January on fantasy and science fiction as genres. For example, in December, Albany Branch offered a weekly art exploration period based on the media chosen by famous illustrators. At the Blue Hills Branch and Goodwin Branch, children used pinecones, peanut butter, birdseed, and ribbon to make treats for the birds, which they hung outside. Recently arrived Myanmar children, many of whom are acquiring English, were able to join in the jewelry-making, weaving, and collage projects at the Mark Twain Branch. All sites gave children the opportunity to make jewelry and ornaments from

jingle bells, which created a festive mood. In January, children at the Downtown Library read *Alice's Adventures in Wonderland* aloud, and then made origami teacups and animals. Children at the Goodwin Branch played games based on the Harry Potter books, and children at the Park Branch and other branches enjoyed sci fi film festivals. In addition to these thematic activities, all sites engaged students in "inauguration" discussions or celebrations on January 20th.

Middle and high school students from seven branches (about 70 students) have participated in **Visions and Voices of Hartford at Work**, a Big Read program. The students read a selection from *To Kill a Mockingbird* that described the Great Depression and its impact on Maycomb families; learned about the importance of "daily life" photography during the Depression and looked at some examples; and gone into their neighborhoods to photograph and interview area storeowners. The black-and-white photos, mounted and captioned by the students, are on display at participating branches.

Teens are also participating in the **Great Stories Club**, a twice-monthly book discussion group for young men in juvenile offenders programs. The program is funded by the American Library Association, and is offered in collaboration with Community Partners in Action. The group has had five meetings and will continue to meet twice a month throughout the spring. The first book discussed was *Black and White*, by Paul Volponi. The students took turns reading aloud and "chairing" discussion sessions, as well as participating in related activities. About the group, students have said that they "like how we all communicate together and work as a group," and that they look forward to "read[ing] some more good books together."

Popular genres and titles for both elementary school and teen readers include:

- Anything vampire-related! *Twilight*, *Vampire Academy*, *Blue Bloods*, and *Vampire Kisses* are just some of the series that flap off the shelves.
- Fantasy. The fourth book in the Inheritance series, *Brisingr*, is in high demand with teens, while younger readers enjoy graphic novels depicting superheroes and fantastical events.
- Realistic fiction. The Kimani Tru and Bluford High books circulate well to teens, as do books by authors Sharon Flake, Sharon Draper (Hazelwood High series), and Dana

Davidson. The *Diary of a Wimpy Kid* books, bestsellers across the country, are very popular with Hartford elementary school students.

Community Development and Civic Services

The Library continues to host popular community programs. On December 3, another program (**Raising the Bar: Preparing Hartford's High School Students to Succeed**) in the HartfordInfo Today series was held. HartfordInfo Today is a partnership with City Councilman Jim Boucher. On December 10, the Library presented a Charter Revision Public Forum sponsored by the Charter Revision Commission. This was the first opportunity for the public to have input in the charter revision process. On January 20, we hosted an Inauguration Watch attended by about a hundred and fifty people. On February 18, another program in the ongoing Democracy in Action series was presented: Why Don't We Vote? The program focused on why voter turnout in Hartford is consistently so poor.

A topic currently of concern to many in Hartford is the city's fiscal situation. The Library is hosting a series of programs sponsored by Hartford 2000 addressing this subject entitled **Climb Every Mountain: Hartford's Budget Challenge**. The first program, **The Big Picture**, held on February 4, addressed fiscal issues being faced by municipalities across the state. The second program, **The Local Picture**, is scheduled for February 26 and will feature Mayor Perez discussing issues related to the City budget, the expected revenue picture, and potential impact on City services. A third program in the series will take place in March and will focus on a discussion of budgetary issues being faced by the City with panelists including City Council members and other City officials.

On February 13, the Library hosted an event for over a hundred and fifty staff from various non-profit organizations in the Hartford area titled **How the Non-profit Community Can Take the Lead in Addressing the City's Basic Human Needs**. The event was the outgrowth of discussions initiated by City Councilman Jim Boucher in response to concern that an increasing number of people are not able to find food, clothing, and shelter, at the same time that resources for the organizations that provide such services are being squeezed. The meeting was a good start towards determining how best to use the resources that are available, and how non-profits can do things differently in light of changing circumstances.

The Library continues to seek ways to launch HartLine, the community indicators project conceived two years ago. Our present strategy is to collaborate with a new regional indicators project called COMPASS, being developed by the Capital Regional Partnership, of which the Library is a member. The Library hosted a focus group on February 19 to discuss COMPASS.

The Neighborhood Teams recently responded to many community needs. Some examples include: provided information on prisoner re-entry for SAND Corporation; helped Families and Friends of Forster Heights Park research questions from city council meetings; helped the MARG, Blue Hills, and Parkville NRZs update their strategic plans; and assisted SAND Corporation to apply for grants. In addition, each Neighborhood Team invited a community guest to their last meeting to learn more about the community and to share information about the library.

HartfordInfo.org has launched a pilot version of interactive mapping. Interactive mapping is a way to show data in a simple and colorful way, such as the population change of an area or the occurrence and distribution of crime in different neighborhoods. We hope to develop this capacity further in the future. HartfordInfo.org is a featured link in three recently launched web resources: www.livehartford.org (developed by the Metro Hartford Alliance), www.courant.com/cityline (a blog on the Hartford Courant web site), and citynet.hartford.gov (an internal site for City staff). That the organizations developing these web resources chose to link to HartfordInfo.org is an indication of the recognized value of the site. Among the new documents recently added to HartfordInfo.org are: Coltsville National Park Visitor Experience Study; How Is the Economy Affecting Philanthropy in Our State?; Milo Sheff, et al. v. William A. O'Neill, et al., Phase II Comprehensive Management Plan; and Hartford 3-1-1 Neighborhood Reports. Videos of several recent community programs have also been added to the site.

Readers Services

Recent focus has been on preparing the adult DVD collection for theft detection, which also has provided the opportunity for staff to shift and evaluate the items on the shelves. Currently we are generating reports by category to identify areas in need of updates and replacements, which will be an ongoing project. All materials have been returned from the Burgdorf storage facility, and we have begun the lengthy process of evaluating the

impact that nearly ten years of storage has had on the condition and relevancy of the books. At the same time we proud of the strength and depth of resources that we are fortunate to have in our collection.

Arts and Cultural Programs

The Library hosted two major programs this winter: The Baby Grand Jazz Series and The Big Read. The Baby Grand Jazz Series resumed in January to the delight of large and enthusiastic audiences who appreciate the scope and quality of the free performances.

The Big Read Kick-off 2009 took place at Hartford Stage on January 12 with a conversation between Michael Wilson and Horton Foote. Over 264 events will occur in the Capital Region, including book discussions at 25 partnering libraries and 52 public performances of the play at Hartford Stage. The Downtown Book Club hosted guest facilitator David Holdt, who guided a scholarly discussion of *To Kill a Mockingbird*.

Connecticut Center for the Book (CCB)

Beinecke Library curator Tim Young presented a talk and slide show in December, based on his *Drawn to Enchant: Original Children's Book Art in the Betsy Beinecke Shirley Collection* (Beinecke Rare Book & Manuscript Library, Yale University, 2007), winner of the 2008 Connecticut Book Award for Design. The program—at once informative and amusing, with excellent images imaginatively presented—drew twenty-two people, many of whom were book collectors. We made available brochures for other libraries in Connecticut that house prominent “kiddie lit” collections, including the Dodd Center at UConn, Connecticut Historical Society, the Shain Library at Connecticut College, and the Watkinson Library at Trinity.

The CCB Coordinator serves as liaison to the Connecticut Library Association Executive Board. In January, the CLA President made a pitch for more libraries to affiliate with the CCB; in February, Connecticut Book Award postcards were handed out, along with the latest issue of *Readings*.

World of Words has been reworked to be a more affordable CCB initiative. We will join forces with the Connecticut Immigrant and Refugee Coalition for **Connecticut Immigrant Day**, co-sponsored by the Office of the Secretary of State. In lieu of our

opening program at the Capitol followed by a catered lunch with speaker, we will contribute two elements to the program already created by CIRC/SOS: the winners of our student essay contest will be honored, and a foreign-born Connecticut author will be the keynote speaker. Roya Hakakian, winner of a Connecticut Book Award for Memoir, will speak for us on 14 April 2009.

The 2009 Connecticut Book Awards have been launched with the mailing of a postcard that gives our Web site address for an entry form. Entry fees have increased: from \$25 to \$30, from \$35 to \$40, from \$50 to \$55; the \$100 level will remain the same for this year.

Hartford History Center

Hartford History Center is joining with Connecticut History Online (CHO) and the Encyclopedia of Connecticut History Online (ECHO) to create a repository of digital images to complement and illustrate articles and entries for an online encyclopedia of state history. Intended to serve the needs of scholars, K-12 and post-secondary teachers and students, genealogists, and the general public, ECHO is captained by the Connecticut Humanities Council in collaboration with the office of the state historian and CHO. The online encyclopedia is scheduled to launch in 20 months. Hartford History Center is providing 100 images from its Hartford Times collection.

In collaboration with the Connecticut Department of Transportation, the Hartford History Center presents the “**Bulkeley Bridge 1908-2008**” exhibition through the end of February. The Hartford History Center and staff are recognized in the commemorative 2008 book *Spanning a Century, The Bulkeley Bridge, 1908-2008* for contributing information, images and counsel.

In concert with the library’s The Big Read program, the Hartford History Center mounted an exhibition on the Connecticut Federal Theatre Project, 1936-1939. The exhibition, “**Memories Turbulent or Tender,**” is on display in the 2nd floor Reading Room through the end of March. Also in conjunction with The Big Read, Hartford History Center will host author Amy Bloom on Sunday, March 29. Bloom will speak on the challenges of writing historical fiction.

Phase One of the preservation of the City Parks Collection is underway. Funded by a grant from the Descendents of the Society of the Founders of Hartford, independent

archivist Gary Wait is assessing park materials to determine the time, materials and cost necessary to arrange and preserve the entire City Parks Collection held by Hartford History Center.

Walter Wick will be photographing material objects from the Hartford Collection in March for an “I Spy” photographic centerfold to be published in the Summer 2009 issue of Hog River Journal. The summer issue will focus on age and life stages and is one component of a collaborative effort spearheaded by the Hartford History Center and the Amistad Center for Art & Culture that includes the journal, the Hill-Stead Museum Sunken Garden Poetry Festival and the Hartford Art School at the University of Hartford. Together, these organizations are preparing an intergenerational public art exhibition that will run through Summer 2009 along Main Street between the Wadsworth Atheneum and Hartford Public Library. An opening reception will be held May 14, 6:00 p.m. in the Hartford History Center with remarks by Katherine Ott, curator, Division of Medicine and Science at the Smithsonian’s National Museum of American History. Ott will address how the human aging process has been historically interpreted.

Information Technology Services

Tech Support

ITS technology projects this winter include installation of equipment and software, as well as repairs and maintenance. New equipment installations included: QuickCheck patron self check centers at the Downtown Library; a new staff server; and replacement computers at the Park Branch, funded through the Gates Foundation Opportunity Online Hardware Grant.

Software installations included: an upgrade to Microsoft Office 2007 in the Downtown Learning Lab so that computer classes can be offered in the most current version; installation of Vipre antivirus software to protect networked library computers; and Apptac software to restrict access to registered users and selected programs, launch applications and track usage in the Adult Learning Center. The Apptac software is being implemented in collaboration with Trinity College through their open source HFOSS project. Development of the SharePoint environment, to include collaborative administrative and staff functions, such as wikis and document sharing, continues. Repairs included work to the Sensource People Counters system wide to retrieve

accurate visit reports, and restoration of equipment at the Albany Branch following flooding

In collaboration with City of Hartford Department of Public Works, training was held at the Downtown Library on how to use the Recycle Bank computers donated to each library branch as part of the pilot Single Stream Recycling project. ITS staff attended Connecticut Education Network (CEN) 8e6 Internet filtering training for systems administrators.

Web Services:

In the 2nd quarter, Web Services placed special emphasis on creating online resources for the One Book for Greater Hartford 2008 program, <http://onebookforgreaterhartford.org/>, including a wiki to encourage discussion of the book and to foster a global online community. Other initiatives included attending workshops on developments in open source Integrated Library Systems, which are gaining market share rapidly; continuing SharePoint Designer training and implementation; and adding Google map mash-ups for each branch to the library web site, <http://www.hplct.org/branches/albany.shtm>.

The staff Intranet is being redesigned and additional content and administrative pages and social networking features for the library web site are also under development. The Library is also redesigning its home page at hplct.org.

Staff Activity

Recruitment - Chief Development Officer

The Library has begun a search for its first full-time development officer. The search should be completed by May 2009.

Development

Grant Status

Pending - Eight grant proposals have been submitted since mid-December with a total request amount of \$530,447, with another eight in progress for an additional \$121,787. The level of activity is due to the availability of opportunities--many grant deadlines occur at the beginning of the year—as well as a high level of motivation from staff to protect programs from further cuts in the declining economic environment.

Received - The Library received \$10,056 from the Connecticut State Library from its annual state aid program.

Universal Services Fund and Compliance Update

The Library will take full advantage of funding opportunities from the Universal Services Fund now that the Internet-access policy complies with the Children's Internet Protection Act (CIPA) requirements.

The Library did not apply for funds in 2008.

Events

Planning is underway for two events. The ArtWalk, Hartford's newest art gallery, will open on Friday, May 1 with a cultivation event for invited guests, the Board and the Library's senior leadership.

The annual summer author event will feature Wally Lamb on Friday, June 26th. The event will be a fundraiser for the Library and will be staged indoors to accommodate a larger audience and to capture the ambience of the Downtown Library's interior spaces

Individual Giving

All individual giving programs are being redesigned to raise visibility and appeal. The structure of the new programs may allow donations to be made to particular services/programs of the Library. All correspondence for development is being

revamped. In addition, low cost, attractive print and online materials will be created to raise awareness. Elements of the new programs will be launched by May 1, 2009.

Public Relations

Public and media relations increase credibility. When people read a story about the excellence of the Library in a newspaper or hear a story praising the Library on television or radio, they are much more likely to have a favorable opinion of our Library. To that end, staff is working diligently to build relationships with the media.

A public relations plan will be completed within the next 60 days.

Media Coverage

- Retirement of the Chief Librarian and the Transition Team – throughout December and January – major outlets, professional journals and online news sites.
- The American Place – The Hartford Courant published a story about immigration services at the Library based on the release of the Federal Task Force on Immigration and its endorsement of our approach as a public library.
- Inauguration Day – Coverage in The Courant and on NPR regarding live video-streaming of the inauguration of President Obama and the large audience, including participants in The American Place.
- To Kill A Mockingbird – The Courant published a photo in the A-section of students attending the youth kick-off of the BIG READ.
- Chief Librarian Search – The Courant published a story about the Board's decision to delay the formal search for a new Chief Librarian.
- The Wall Murals – The Courant published a story about the new wall murals on the north and south walls focusing on the technique employed by the photographer and the medium's designer.

- *Six-month Update with NPR* – Interview to be aired on NPR soon featuring Matt Poland on the Library since last summer and Kellie O'Donnell on job and career services.

External Staff/Organizational Recognition:

- *Rising Star Award* – the Metro Hartford Alliance gave Louise Blalock, the former Chief Librarian, this award at a Rising Star breakfast in January. The Alliance acknowledged Louise's years of service to the City of Hartford and the role that the Library plays in the success of its citizens.
- *All Connecticut Academic Team* - Denisse Burgos, Library Assistant at Goodwin, is one of fifteen students statewide who have been named to the All Connecticut Academic Team. This honor recognizes the academic accomplishments, scholarly achievements, and leadership roles of students enrolled in community, technical and junior colleges in Connecticut.