

January 2021 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	14,787	16,684	8,015	4,629	14,307	387
Visitors	10,848	5,239	2,256	3,576	4,621	111
Computer Sessions	54,765	16,548	27,345	10,807	13,310	3,686
AWE Computer Sessions	N/A	168	N/A	186	N/A	N/A
Programming Virtual, Onsite, In-Community, and Schools	Events: 10 Attendance: 78	Events: 6 Attendance: 53	Events: 9 Attendance: 34	Events: 2 Attendance: 27	Events: 3 Attendance: 51	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 22,254 checkouts or sessions, 38% increase over 2019
- Patrons used study rooms 320 times
- Staff performed 21 notary services
- 9,159 in person and virtual Reference questions were answered
- 48 volunteers donated 130 hours of service
- Staff completed 21 requests for 3D printed items
- 428 persons registered for full-service Library cards and 167 registered for eCards
- 7,904 holds were placed on Library materials
- Staff facilitated 282 Curbside Pickups
- Call Center received 3,591 phone calls
- Patrons use of checkout stations totaled 12,836 , accounting for 22% of checkout interactions
- Total circulation for January was 81,063

Highlights

New York Times and Flipster

The Osceola Library System improved its digital newspaper offerings with the additions of *The New York Times* and Flipster. Flipster provides an easy-to-use app and improved access to more diverse titles. Patrons were asked for their recommendation for an online newspaper subscription and *The New York Times* returned by patron demand replacing the *Washington Post*, now including convenient app access and the crossword via web browser.

Sidewalk Chalk Fun

The West Osceola Library created a fun sidewalk obstacle course for patrons of all ages. Staff designed the chalk challenge of walking like an elephant, following the twirling line, and counting by 10s on their way to visit the Library. Local Scholastic author and illustrator Peter Raymundo (*Third Grade Mermaid* series) and his elementary educator wife videoed themselves completing the challenge, which was posted to Facebook to encourage students and families to accept the fun challenge and post their own experiences using the hashtag #olschalk. More sidewalk challenges are planned at other branches over the next few months.

Hart Memorial Library staff worked diligently creating a beautiful sidewalk chalk experience, Four Elements Adventure, which challenged families to brave fire, water, earth, and air on an adventure quest for magical secrets. Sadly, the water element won the challenge; a weekend rainstorm washed the chalk away after only one day. Staff are determined to regroup better than before and brave the elements once more and design a new quest in the coming months.

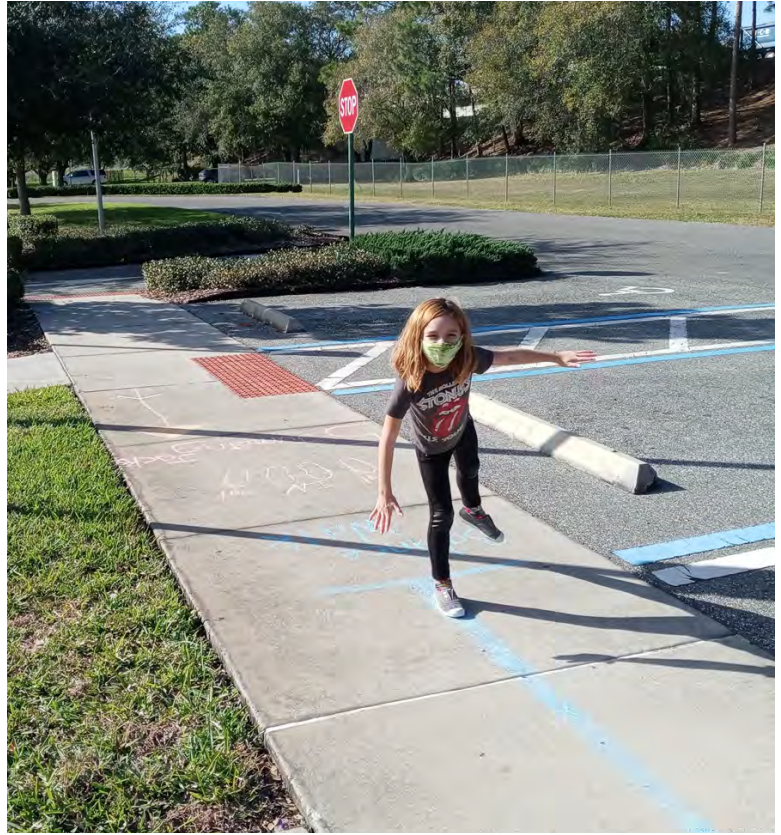
Weather Awareness Week Art Contest

In partnership with Osceola County Emergency Management, the Library launched its 2nd Severe Weather Awareness Week contest. Young artists in Kindergarten to 5th grade were encouraged to submit through the Library's BiblioBoard digital publishing website original works of art highlighting the importance of staying safe during extreme weather such as lightning, rip currents, wildfires, and hurricanes accompanied by a written safety message. The winner will be selected in February with a recognition by the Board of County Commissioners and their art will be shared by Emergency Management.

Art in Public Places

Osceola Arts and the Library continue their partnership with public exhibitions of curated works by important Florida artists, enriching the experience of Library patrons as they are exposed to new and exciting displays of artistic talent. This month exhibitions featured photographs by Laura Garza, watercolors from Emmanuel de Guzman, and paintings by Edmundo Lopez.

Gallery



The West Osceola Library launched our series of Sidewalk Chalk Challenges with their obstacle course.

ABOVE-LEFT: Kindergarten teacher Mrs. Raymundo and Scholastic author and illustrator Peter Raymundo filmed themselves completing the challenge and shared their video with us to share on social media.

LEFT and ABOVE-RIGHT: Staff and patrons took on challenges to complete the obstacle course.



Hart Memorial Library's Four Elements sidewalk challenge was a great hit, even if short-lived.

ABOVE-LEFT and ABOVE-RIGHT: Before a weekend storm washed it away, children and adults enjoyed jumping their way through the clues to solve the puzzles. **LEFT:** Staff worked hard on creating the dynamic patterns and challenges, and are looking forward to bringing the challenge back again in the future.



We partnered with Osceola County Emergency Management again to hold the Severe Weather Awareness Week Art Contest.

Students in grades K-5 submitted their works through our online publishing platform, BiblioBoard. Winners will be announced in February and their work recognized across the county!

February 2021 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	14,908	17,116	8,347	4,678	13,776	267
Visitors	11,148	5,775	2,503	4,358	5,170	101
Computer Sessions	57,618	14,095	30,812	13,048	13,783	4,076
AWE Computer Sessions	N/A	127	N/A	323	N/A	N/A
Programming Virtual, Onsite, In-Community, and Schools	Events: 6 Attendance: 26	Events: 7 Attendance: 171	Events: 10 Attendance: 58	Events: 4 Attendance: 11	Events: 4 Attendance: 187	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 16,457 checkouts or sessions
- Patrons used study rooms 309 times
- Staff performed 19 notary services
- 8,368 in person and virtual Reference questions were answered
- 139 volunteers donated 149 hours of service
- Staff completed 46 requests for 3D printed items
- 318 persons registered for full-service Library cards and 118 registered for eCards
- 6,582 holds were placed on Library materials
- Staff facilitated 238 Curbside Pickups
- Call Center received 3,274 phone calls
- Patrons use of checkout stations totaled 11,804, accounting for 20% of checkout interactions
- Total circulation for February was 82,184

Highlights

Black History Month: Take and Make Success

The Library has provided Take and Make crafts along with YouTube videos for instruction as a way to continue our high quality programming but do it safely and conveniently for our patrons during the COVID-19 pandemic. February 2021 saw our most popular Take and Make to date – Wood Bead Bracelets in celebration of Black History Month. The program premiered on February 10 and by the 28th received 438 views. 93 Take and Make kits were distributed to patrons that featured beads, thread, and printed instructions for creating the beautiful traditional jewelry.

Honoring Black Achievement and Culture

In February, we highlighted the achievements, culture, and contributions of Black Americans to our community and nation. Our webpage Highlight Article focused on exploring great information on the web and in our collection to learn more about and create a deeper understanding of Black Americans' contribution to science, the arts, education, and more, and the enduring struggles for equality, justice, and freedom. Program highlights included learning about Black Inventors Around the World, following the Florida Civil Rights Trail, a presentation by Ida White who brought the story of Sojourner Truth to life, and a storytime featuring the art of Garrett Morgan who patented the 3-color stoplight.

Lit Mag

Submissions opened for our 4th annual literary magazine, Lit Mag. Young writers and artists ages 8-17 were invited to explore the theme "The Ways of Love" and submit their short stories, poems, and artwork for the possibility of publication in our print and digital magazine. The Library used BiblioBoard to accept submissions, which will allow all eligible submissions to be viewable digitally in the BiblioBoard platform. Staff will review entries for consideration, then submit to the published authors who are acting as our guest judges. These authors will select the winning entries for print and online publication in the Lit Mag. A virtual reception will be held via Zoom along with a live reading of the winning works.

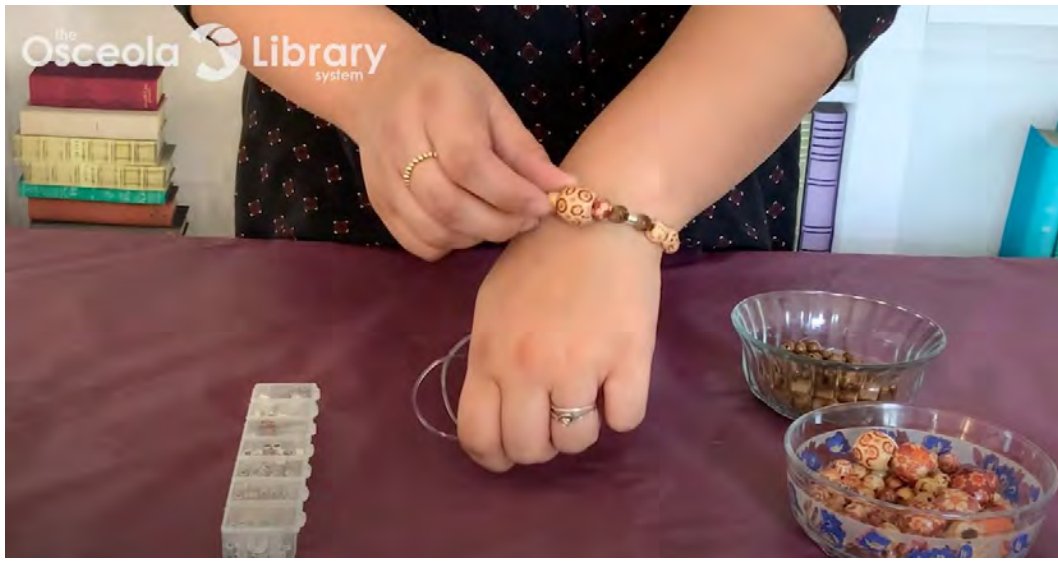
Cornell Fine Arts Museum Art Kits

The Osceola Library System has become a distribution site for the Rollins College Cornell Fine Arts Museum's CFAM @ Home program. The art kits are available for pick up at the Poinciana, Hart Memorial, and West Osceola Libraries and correspond with the CFAMily Saturday videos available on the museum's YouTube channel. Osceola patrons can pick up the kits and then art and museum educators lead families through "virtual art making experiences" inspired by the Cornell collection. The Library's logo and name are featured in many media outlets such as Orlando Family Magazine, Playground Magazine and the museum's social media channels.

PBS Kids' Kindness Month

The Osceola Library System partners with local PBS affiliate WUCF to present PBS KIDS Time, a live virtual event airing one Thursday each month. February was Kindness Month and kids tuned in February 11 to explore activities focused on how to “Be My Neighbor” with Daniel Tiger. 141 people attended virtually. To promote Kindness Month, PBS provided 250 Kindness Kits to distribute across the branches. The lime green backpacks came with storytime activities stickers, magnets, postcards, and dance party drum kit to help celebrate the importance of treating all our “neighbors” with kindness.

Gallery



Celebrating Black History Month
February 2021

February is Black History Month, a time to celebrate and honor the rich, diverse culture of African Americans and the contributions they have made in American history and in their struggles to attain freedom and equality. Black History Month has its origins in 1915 when historian and author Dr. Carter G. Woodson founded the Association for the Study of Negro Life and History. Dr. Woodson and the organization, now known as the Association for the Study of African American Life and History (ASALH), initiated the first Negro History Week in February 1926 and selected the week to coincide with the birthdays of President Abraham Lincoln and abolitionist Frederick Douglass. In 1976, President Gerald Ford and the ASALH formally designated February as Black History Month and in 1986, Congress passed Public Law 99-248 which declared that the “observance of Black (African American) History Month provides opportunities for our Nation’s public schools, institutions of higher learning, and the public to gain a deeper understanding and knowledge of the many contributions of Black Americans to our country and the world.”

For more information on Black History Month, please visit these sites:

- Association for the Study of African American Life and History
- Library of Congress African American History Month
- African American History Month
- A collaborative project of the Library of Congress and the National Endowment for the Humanities, National Gallery of Art, National Park Service, Smithsonian Institution, United States Holocaust Memorial Museum and U.S. National Archives and Records Administration.

Remember all library materials and resources are available free with your library card. If you don't have a library card with us yet, find out how to sign up for a library card or eCard!

Library Programs Celebrating Black History Month

Black Authors Youth Fic

American Street
Zoboi, Ibi
author

Antiracist Baby
Kendi, Ibram X.
author

Antiracist Baby
Kendi, Ibram X.
author

The Black Burden
Atta, Debi
author

Black girl
unleashed: The remarkable
story of ...
Brown, Echo
author

Black is a
rainbow color
Joy, Angela
1975-
author

The
See

Anti-Racism

Are There
Disorders?
Davis, Angela
Y.

The Black and
the Blue A Cop
Reveals the
Crimes...
Harris, Matthew

The Black and
the Blue: a cop
reveals the
crim...
Harris, Matthew

Blood at the
root: a racial
cleansing in
America
Phillips, Patrick, 1930

Castle
The
Origins of Our
Discontents
Wilkinson, Isabel

Castle
The
Origins of Our
Discontents
Wilkinson, Isabel

See
di
di
di
See

Black Authors Adult Fic

February was Black History Month and we celebrated with online programs and articles.

ABOVE: Our February Take and Make program was especially successful as Alejandra instructed how to make your own wooded bead bracelet. The video was viewed over 400 times before the month’s end.

LEFT: Our Highlight Article on the main page of our website compiled everything our patrons could need to celebrate and educate themselves on Black History Month. Included in the available resources were links to organizations, events, and articles covering significant events and contributions by Black Americans.



the Osceola Library system

The Ways of Love
Lit MAG!

2021 Literary Contest

Submit your short pieces of fiction/nonfiction/poetry/artwork for the opportunity to be published in the fourth issue of the Osceola Library's Literary Magazine.

This year's theme is *The Ways of Love*. Make our hearts melt with your tales of friendship, family bonds, secret crushes, or beautiful illustrations of what Love means to you for a chance to be on the cover of this year's magazine!

For more information visit osceolalibrary.org/litmag2021



February was also a great month for the arts thanks to our literary magazine opportunity and our partnership with Rollins College Cornell Fine Arts Museum.

ABOVE-LEFT: We accepted submissions from the young writers and artists in our community for the opportunity to be published in our annual literary magazine, Lit Mag. The announcement went up on our social media channels and was shared by the community and local schools.

ABOVE-RIGHT and LEFT: A new partnership with the Cornell Fine Arts Museum allowed our patrons access to their take-home Art Kits that accompanied their weekly online family programs. It was a great way to bring patrons to our Libraries as well as encourage children to explore art.

March 2021 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	16,763	18,059	8,792	5,621	15,811	269
Visitors	12,360	5,923	2,851	4,634	5,473	114
Computer Sessions	58,165	12,339	31,525	13,190	13,761	3,788
AWE Computer Sessions	N/A	100	N/A	283	N/A	N/A
Programming Virtual, Onsite, In-Community, and Schools	Events: 11 Attendance: 71	Events: 17 Attendance: 336	Events: 15 Attendance: 133	Events: Attendance:	Events: 10 Attendance: 254	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled checkouts or sessions 17,028
- Patrons used study rooms 443 times
- Staff performed 37 notary services
- in person and virtual Reference questions were answered
- 39 volunteers donated 139 hours of service
- Staff completed 34 requests for 3D printed items
- 571 persons registered for full-service Library cards and 134 registered for eCards
- 7,717 holds were placed on Library materials
- Staff facilitated 234 Curbside Pickups
- Call Center received 3,475 phone calls
- Patrons use of checkout stations totaled 15,024, accounting for 23% of checkout interactions
- Total circulation for March was 89,802

Highlights

In-Person Programming

The Osceola Library System resumed limited in-person programming in March. Rhythm, Rhyme, & Storytime debuted at the West Osceola and BVL Libraries with caps on attendance based on room size. An afternoon homeschool program also debuted at the St. Cloud Library. All programs were very well received, so much so that we had to add second programs either right after or on a following day to accommodate all who were interested. Staff were excited to see our littlest patrons back in the Library! These in person programs were accompanied by the Osceola School District's READ Bus which paid visits to most of the Libraries and is equipped with a scaled-down Pre-K classroom to engage preschoolers, toddlers, and their grownups with early literacy activities.

Book Bundles

As a fun way to encourage checkouts, Osceola Library System staff developed themed Book Bundles. The bundles consist of 5-6 items tied up and displayed creatively with props and cards announcing the theme. The bundles have proved to be a popular way to move larger numbers of books, an easy way for patrons to grab and go items of interest, and an excellent creative outlet for staff to flex their readers' advisory muscle. Topics explore adult themes (Book/movie combos, "Learn Something New!", or Staycation), teen interests (Marvel/DC or "Explore Your Backyard!") and of course, kid-centric subjects (123s, Outer Space, Fairy Tales, etc.).

In addition to grab-and-go bundles for adults and kids, the Library developed a program to encourage participation in the 1000 Books Before Kindergarten initiative. This initiative improves early literacy skills and creates a strong family bond over the shared joy of reading. In the online catalog, there are records for the type of books that align with their appropriate age level – Board books for pre-readers, Easy or Picture books for sharing with a grownup, and Beginner books for kids just starting to read on their own. When a hold is placed for a particular type of book, knowledgeable staff will pull together a fun and interesting assortment of titles, place the titles on hold and then the patron can pick up the items when they receive the notice they're ready. Once a child has read 1000 books, they can place their handprint on our Trees of Literacy hanging in the Libraries.

VITA – Volunteer Income Tax Assistance

Tax Day was postponed this year until May 15, which was good news for those who needed a little extra time. Also good news was the availability of VITA (Volunteer Income Tax Assistance) at the Hart Memorial Library taking appointments on Wednesday and Saturdays through April to provide valuable free tax assistance in English and Spanish, which is especially beneficial this year with many assistance programs to navigate.

Gallery



March brought the return of in-person programming at the Libraries. Kiddos got to see their favorite Youth Team for in person Rhythm, Rhyme, & Storytimes (**ABOVE-LEFT**) and homeschoolers practiced STEAM activities at the St. Cloud Library in our Homeschool Libratory program (**ABOVE-RIGHT**).



We implemented a new program where our online catalog now includes records of book types by age group.

When a parent or child places a hold on a particular type of book, our staff gathers an assortment of titles that would best fit the request. **This new program was created to support the 1000 Books Before Kindergarten initiative,** and to help families find the books needed for their child to reach their goal and get their handprint on our Tree of Literacy (**LEFT**).



Book bundles are now available at the Libraries!

Perfect for finding new authors or interests on the go, staff have gathered titles together that share a common theme to create Kids Book Bundles (**LEFT**) and Adult Book Bundles (**BELOW**).

The Book Bundles have been very popular already and are a great way for patrons to find more of what they'd love.



April 2021 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	15,018	16,925	7,889	5,578	13,757	255
Visitors	11,533	5,983	2,235	4,647	5,617	88
Computer Sessions	59,850	13,576	34,251	14,571	17,705	3,895
AWE Computer Sessions	N/A	146	N/A	423	N/A	N/A
Programming Virtual, Onsite, In-Community, and Schools	Events: 23 Attendance: 205	Events: 26 Attendance: 630	Events: 24 Attendance: 202	Events: 25 Attendance: 278	Events: 19 Attendance: 197	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 16,405 checkouts or sessions
- Patrons used study rooms 633 times
- Staff performed 39 notary services
- 13,090 in person and 165 virtual Reference questions were answered
- 47 volunteers donated 236 hours of service
- Staff completed 34 requests for 3D printed items
- 586 persons registered for full-service Library cards and 107 registered for eCards
- 7,657 holds were placed on Library materials
- Staff facilitated 126 Curbside Pickups
- Call Center received 3,140 phone calls
- Patrons use of checkout stations totaled 14,591, accounting for 44% of in-library checkouts
- Total circulation for April was 75,827

Highlights

Full Service Hours Resume

The Osceola Library System resumed full hours of operation on Monday, April 5. The current schedule is Monday to Thursday, 9am to 9pm; Friday and Saturday, 9am to 6pm; and Sunday, 12pm to 6pm. The Kenansville Library resumed full service hours in September 2020. The Library reopened May 8, 2020, with limited hours after a 7-week closure, increasing to offer Saturday hours in September 2020, and now in April is at its pre-pandemic operating schedule. In-person programming has resumed at all Libraries, including Storytime at the Park located at the Lakefront Park in partnership with the City of Kissimmee, English as a Second Language for Beginners, regular storytimes, and computer classes in English and Spanish.

TechCentral Opening

The much-anticipated opening of the Osceola Library System's creative space, TechCentral, finally arrived on Saturday, April 17. The space features VR stations, a Mac lab, sewing studio, photography studio, video equipment, and a sound recording room all designed to support collaborative use, individual study, and Library programming focusing on introductory skill building and personal development for ages 12 and up. It is available for personal reservations by Library cardholders. Classes and workshops will be scheduled to help patrons explore their creative passions with talented and creative staff leading the way.

Storytime at the Park Launch and the Expansion of Limited In-Person Programming

The Library leaped back into in-person programming with a partnership for Storytime at the Park at the Lakefront Park. In partnership with the City of Kissimmee, children and their grownups brought their blankets and towels to bask in the spring sunshine, listening to stories and shaking their sillies out with fun movement exercises. The Ready to Work series was revived for in-person engagement, as was English as a Second Language for beginning learners, Citizenship prep, and introductory computer classes in Microsoft Word in English and Spanish. TechCentral featured workshops in Photo Editing and Photography basics.

One Book, One Community Outreach

Visitors to the Downtown St. Cloud Monthly Market were invited to immerse themselves in this year's featured One Book, One Community Program book, *Home Sweet Motel* by Chris Grabenstein. Library staff dressed as tacky tourists and invited people to take a moment to escape in our tropical photo booth. They shared information about Florida tourism and Library services offered by Osceola Library System. To promote our on-demand 3D printing, staff gave away 3D printed "old fashioned" hotel keychains embossed with the Library's logo.

Staff spoke with 250 people and issued 19 new Library cards. Fifty-four children took home a copy of *Home Sweet Motel*, compliments of the Orlando Sentinel, and a kit to create their own leis. In addition to the book, children were given a hotel room keycard, which they are able to bring to their Library branch for a chance to win a Summer Fun Pool Prize.

Girl Scouts' Library Love Patch

The Girl Scouts of Citrus Council recognized National Library Week by developing a new Patch program. The Library Love patch is designed to educate Girl Scouts about all the services and resources the local Library provides to the community. Activities to earn the Library Love patch is based on the age levels within the Girl Scouts program and includes getting a Library card, learning about the different collections and services, practicing research skills, and reading about important women through the Library's biography collection. The Library has enjoyed a wonderful partnership with the Girl Scouts in support of girls and young women finding empowerment through knowledge and service.

Lit Mag Winners' Reception

The Library feted the winners of the Lit Mag writing contest whose works appear in both a published and BiblioBoard collection. The Zoom reception featured the teen and tween winners reading their works aloud and the reception was opened by guest judges and local authors Vivi Barnes and Nina Moreno discussing how to be an effective creative writer. Before the Zoom reception began, the kids had a great dialogue about the books they have been reading and were supportive of each other's writing, giving praise in the chat box about how much they liked each other's work. Lit Mag continues to delight and surprise each year with the contributions of such talented and inspirational teens and tweens.

Gallery



ABOVE: TechCentral had its Grand Opening ceremony on April 17. LS&S CEO Todd Frager, Chief Library Officer Jennifer Giltrop, Osceola Commissioner Chairman Brandon Arrington, Osceola County Commissioner Cheryl Grieb, Osceola County Commissioner Viviana Janer, and the members of the Library Advisory Board also attended the opening.



ABOVE LEFT: In-person programming slowly returns to the Libraries, beginning with a partnership with the City of Kissimmee to provide Storytime at the Park.

Staff dressed up as tourists at the One Book One Community Outreach (BELOW RIGHT) and gave out exclusive Osceola Library hotel keychains (**BELOW LEFT**) inspired by the program's chosen book, *Home Sweet Motel* by Chris Grabenstein. Children who completed an Osceola Library Hotel Room Card and brought it to their local branch were able to enter for a chance to win summer-themed prizes (**ABOVE RIGHT**).



May 2021 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	16,380	17,559	8,136	5,522	13,658	220
Visitors	12,034	6,063	2,343	4,628	6,133	119
Computer Sessions	65,400	13,770	31,811	15,418	18,134	3,438
AWE Computer Sessions	N/A	226	N/A	408	N/A	N/A
Programming Virtual, Onsite, In-Community, and Schools	Events: 39 Attendance: 364	Events:37 Attendance: 785	Events: 37 Attendance: 230	Events: 21 Attendance: 292	Events: 18 Attendance: 228	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 16,956 checkouts or sessions
- Patrons used study rooms 610 times
- Staff performed 23 notary services
- 13,016 in person and 129 virtual Reference questions were answered
- 39 volunteers donated 319 hours of service
- Staff completed requests for 19 3D printed items
- 549 persons registered for full-service Library cards and 115 registered for eCards
- 6,991 holds were placed on Library materials
- Staff facilitated 92 Curbside Pickups
- Call Center received 3,200 phone calls
- Patrons use of checkout stations totaled 14,434, accounting for 44% of in-library checkouts
- Total circulation for May was 78,431

Highlights

Spot the Book

The Osceola Library System launched a countywide reading initiative called Spot the Book, similar to the One Book, One Community concept. The Library asked kids and grownups to read *City Spies* by James Ponti, featured in last year's Sunshine State Young Readers program, then answer trivia questions, attend virtual programs, and complete a scavenger hunt for a chance to earn tickets toward prize drawings in conjunction with a live author chat with James Ponti on June 12. Featured programs included Spy School 101 with the International Spy Museum and a how-to magic workshop. To promote, we created a fun video and a photo series of staff and local VIPs unable to put *City Spies* down!

Partner in Education Award

Osceola School District presented the Osceola Library System an award for being an excellent Partner in Education. The Library and School District have deepened their connection through the regular scheduling of the District's READ Bus, which supports early literacy for kids 0-4, and continuing to host the in-person Learn 2 Read program, designed to teach literacy skills to parents and young children.

International Conference Presentation

Library staff presented at the Surrey (Canada) Teacher Association Conference on how to keep kids engaged in reading and on grade level during the Pandemic. Lisa Jones, West Osceola Youth Librarian, was joined by author Sarah Scheerger (Sunshine State Reader *Operation Frog Effect*) and school librarian Chardae Duffy in a presentation entitled "Keeping Kids Reading: Social-Emotional Learning in Classrooms and Libraries" to 70 virtual attendees. Lisa promoted Library resources as a pathway to improve engagement, citing services such as Book Bundles, eCards, Teen READBox, and virtual programming as lifelines to make reading accessible and fun. Lisa was invited to present at the STAC conference based on a similar presentation in February to the California School Librarian Association conference.

Career Online High School Launch

The Library launched the Career Online High School (COHS) program on May 17. The program offers an accredited high school diploma and career certificate for Osceola residents 19 years and older who have some high school courses completed. The program is funded through CARES Act dollars provided by Osceola County BoCC as has the necessary technology – hotspots and Chromebooks -- for any COHS student. In the first week of its launch, 9 students had already enrolled in the prerequisite review part of the COHS admission process.

Gallery



To launch our countywide reading challenge, **Spot the Book**, Library staff created a promo video and took photos of different officials in the county and local schools who also couldn't put the book down. These officials included but weren't limited to Dr. Chundra Evens, Assistant Superintendent for High School Curriculum (**ABOVE LEFT**); Community Relations staff (**ABOVE RIGHT**); Ms. Terry Castillo, School Board Member for District 1 (**BOTTOM LEFT**); and Mr. Julius Melendez, School Board Member for District 2 (**BOTTOM RIGHT**).





LEFT and BELOW: Osceola School District presented the Osceola Library System an award for being an excellent Partner in Education. Our Youth Librarian from the West Osceola Library, Lisa Jones, accepted the award on the Library's behalf.



careeronline HIGH SCHOOL



LEFT: The Library partnered again with Career Online High School (COHS) to offer patrons the opportunity to earn an accredited high school diploma online. The program launched May 17 and nearly immediately had 9 students working on their prerequisite requirements for the process.

June 2021 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	18,943	22,364	9,844	6,188	15,068	227
Visitors	13,093	7,886	2,607	5,245	9,433	88
Computer Sessions	58,072	14,446	30,843	13,001	13,787	4,056
AWE Computer Sessions	N/A	318	N/A	456	N/A	N/A
Programming	Events: 43	Events: 56	Events: 44	Events: 27	Events: 21	Events: n/a
Virtual, Onsite, In-Community, and Schools	Attendance: 645	Attendance: 918	Attendance: 280	Attendance: 435	Attendance: 321	Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 15,467 checkouts or sessions
- Patrons used study rooms 750 times and made 91 room reservations
- Staff performed 41 notary services
- 16,537 in-person and 232 virtual Reference questions were answered
- 48 volunteers donated 290 hours of service
- Staff completed 62 requests for 3D printed items
- 899 persons registered for full-service Library cards and 120 registered for eCards, a 75% increase over June 2020
- 7,721 holds were placed on Library materials
- Staff facilitated 90 Curbside Pickups
- Call Center received 3,392 phone calls
- Patrons use of checkout stations totaled 18,144, accounting for % of in-library checkouts
- Total circulation for June was 88,101, up 9% over June 2020

Highlights

Summer Learning

Summer Learning launched with events and classes for kids, families, and adults. The staff have put together a compelling line up that features something for everyone, online and in-person.

Our Youth kickoff featured a Zoom program with Wildlife Encounters of Nebraska and an introduction to the Beanstack summer learning challenge where attendance earns tickets and tickets mean prizes! Other programs included an art illustration workshop for young adults with Goliath Art Studio (61 online attendees!); several fun “readers’ theater” centered on this year’s theme of Tails and Tales featuring animal themes; and the wrap up of our Spot the Book reading program with a live James Ponti Q&A, author of City Spies. James Ponti was so thrilled with the response from our patrons that he is planning a return, in-person visit in the near future.

On the Adult side we offered more “wild” in-person adventures, such as Beginning Guitar workshops, nature exploration walks among Florida’s native plants with the Pine Lily Chapter of the Florida Native Plant Society, Messy Media activities like pendulum painting and splatter art, and up close encounters with K9 working dogs. Attendees of the Beginning Guitar class were so thrilled with their experience that they left a thank you card with a bunch of positive comments about the teacher (Easah Rahman) and enthusiasm for the experience. The response to our return to in person programming has been reassuring that our patrons are looking for quality classes and events to beat the summer heat and learn something new. And our online offerings continue to engage those who enjoy programs conveniently on their time.

Regular programming such as take and makes, storytime, computer classes and English language learning, continues throughout the summer.

Book Club Kits

The Library launched Book Club Kits to check out featuring popular titles that are often part of the middle grade reading curriculum. Passing reading assessment scores for 8th graders in Osceola County have dipped three percentage points over the last two years and the Library is offering tools such as Book Club Kits to encourage reading and critical thinking and to make it as convenient as possible for kids to access the titles they enjoy. Kits feature 10 copies of a title, include helpful pointers on how to start a run a book club, and author information. The Kits check out for 3 weeks and can be placed on hold to pick up a preferred branch.

Vaccination Buses

The Florida Department of Emergency Management coordinated with the Library to schedule stops of their mobile vaccination busses at each branch ahead of planned full-service reopening of the Library. Working with partners to serve community needs, utilizing the Library’s convenient locations and resources, is one of the essential roles the Library plays in supporting a thriving and healthy Osceola. First visits were scheduled in May with follow up visits in June with an average of 20 people receiving vaccines at each stop.

Gallery



The Hart Memorial Library launched our beginning guitar workshops being a great hit for everybody.

ABOVE: Teacher (Easah Rahman) and his students having a great time while they learn.

LEFT: The Florida Department of Emergency Management at our branches offering their vaccination services.



LEFT: We launched our new book club kits encouraging reading and critical thinking.

Each Kit comes complete with ten copies of the book, discussion questions, instructions on how to perform the book club, and activities inspired by the book.

July 2021 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	17,477	22,998	9,750	5,726	14,826	222
Visitors	11,364	7,233	3,008	4,463	8,687	76
Computer Sessions	51,123	11,367	25,125	421	13,473	2,809
AWE Computer Sessions	N/A	392	N/A	13,487	N/A	N/A
Programming Virtual, Onsite, In-Community, and Schools	Events: 41 Attendance: 372	Events: 42 Attendance: 732	Events: 38 Attendance: 163	Events:26 Attendance: 57	Events:28 Attendance: 474	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 12,741 checkouts or sessions
- Patrons used study rooms 653 times and made 112 room reservations
- Staff performed 49 notary services
- 13,830 in-person and 197 virtual Reference questions were answered
- 35 volunteers donated 261 hours of service
- Staff completed 10 requests for 3D printed items
- 796 persons registered for full-service Library cards and 135 registered for eCards, 61% increase over July 2020
- 7,037 holds were placed on Library materials
- Staff facilitated 79 Curbside Pickups
- Call Center received 3,272 phone calls
- Patrons use of checkout stations totaled 24,842, accounting for 58% of in-library checkouts
- Total circulation for July was 83,740

Highlights

Summer Learning Wrap-Up

Summer Learning wrapped up at the end of the month and it was a great success for both in person and online programming. Highlights included a restful Nature Walk along Shingle Creek presented by the Pine Lily Chapter of the Florida Native Plant Society, a live online author chat with Sarah McGuire and Animal Tales: Monkey Madness featuring the play “The Monkey and the Mango” by Janea Dahl which had 63 attendees!

Other youth programming continued throughout the summer including storytime for preschoolers, STEAM programming with VEX Robots and experiments, and PBS Kids storytime online in a continued partnership with WUCF. Teens and tweens enjoyed an improv class, tutorial for easy-sew plushies, and Sketching with JJ. For adults, the Library presented ESOL workshops in person and online, gatherings for puzzle and game enthusiasts, and Podcasting 101, among many awesome events for all ages.

Courier Van Logos

The Osceola Library System’s Courier vans travel over 70 miles daily between our 5 full-service libraries, delivering new materials, filling hold requests, providing staff with supplies and resources, and picking up materials to bring to other libraries and organizations. The Courier vans also travel to nursing homes, School District offices, the Kenansville Library, and partner agencies in all corners of the County. Recognizing that these vans, with their countywide visibility, present an important marketing avenue, the Library designed new decals featuring our marketing slogan, “Books are just the beginning” coupled with our website and phone number, printed and applied by the Osceola County sign shop. As staff traverse the county, the decals will remind citizens and visitors of this important community resource to encourage engagement with, and support for, their local library.

Paint Night

Paint Night: Peacock Tails was a great success. The after-hours adult Summer Learning program fit the theme of “Tales and Tails.” The St. Cloud Library program featured guest presenter Juliana Davidson, who provided easels and paints, guiding budding artists through creating their own impression on a peacock-inspired painting. The branch closed at 6pm and then reopened at 7pm for the registration-only program. Thirty-seven people attended. The Library is eager to add more of these artistic programs, such as Paint and Sip at the Poinciana Library, Sketching with JJ and Beginning Guitar at the Hart Memorial Library. While they are very fun and engaging, they also present an opportunity for those who may not be able to afford classes or the workshops presented by area businesses. The introductory nature of the programs allows attendees to explore their creativity in a safe and encouraging environment.

Teen READBOX

A new program to engage teen readers launched in July. READBOX is a personalized package similar to familiar products like LootCrate or Birchbox, filled with library books, activities, treats, and fun surprises. A questionnaire to gauge reading interests is available on the Library’s event calendar for the first 2 weeks of each month. Librarians select titles, pack up the books and goodies, check the books out to the teen’s account, and the books are available for pickup on the first of each month.

Summer Book Club Kits

The Library launched book club kits for middle grades as a fun way to encourage reading over the summer and beyond, and to reinforce how group discussions with peer support can engage reluctant readers. The kits feature 10 copies of favorite titles available in a clear tote to check out and share with friends. Included in the bags are author bios, activities and tips on how to run a successful book club.



Left: Art enthusiasts show off their own spin on instructor Juliana Davidson's colorful peacock at St. Cloud Library's after hours Paint Night, part of this year's adult Summer Learning program.

Osceola Library system May 2021

READBOX

Check out great books, get cool stuff!

It's easy to sign up for our book subscription box! Simply scan the QR codes below and answer a questionnaire of what books you like, review your book, and fill out a comment card to help us better understand your needs!

Be sure to use #olsReadbox to show your book love on social media!

NEW BOOK RELEASES!

OSCEOLA.LIBRARY.ORG

Osceola Library system

READBOX

How to Make a Ninja Stress Ball

Supplies: 2 balloons (1 is yellow), water beads, empty water bottle, marker, scissors

Directions:

1. Soak water beads in a bowl of water for 6 hours.
2. Drain beads and put into an empty water bottle.
3. Put the yellow balloon over opening of water bottle.
4. Squeeze beads into the balloon.
5. Pull balloon off water bottle, remove excess air and tie balloon. Cut off end of balloon near knot.
6. Cut off blowing end of other balloon.
7. Cut a small opening for ninja face (remember it will expand as it stretches, you can always cut more off later).
8. Stretch the balloon over tied end of yellow balloon.
9. Add eyes and eyebrows to make a face.

Caution: May be Ninjas in Area

Looking for something just for you?

ASK OUR STAFF ABOUT A TEEN READBOX

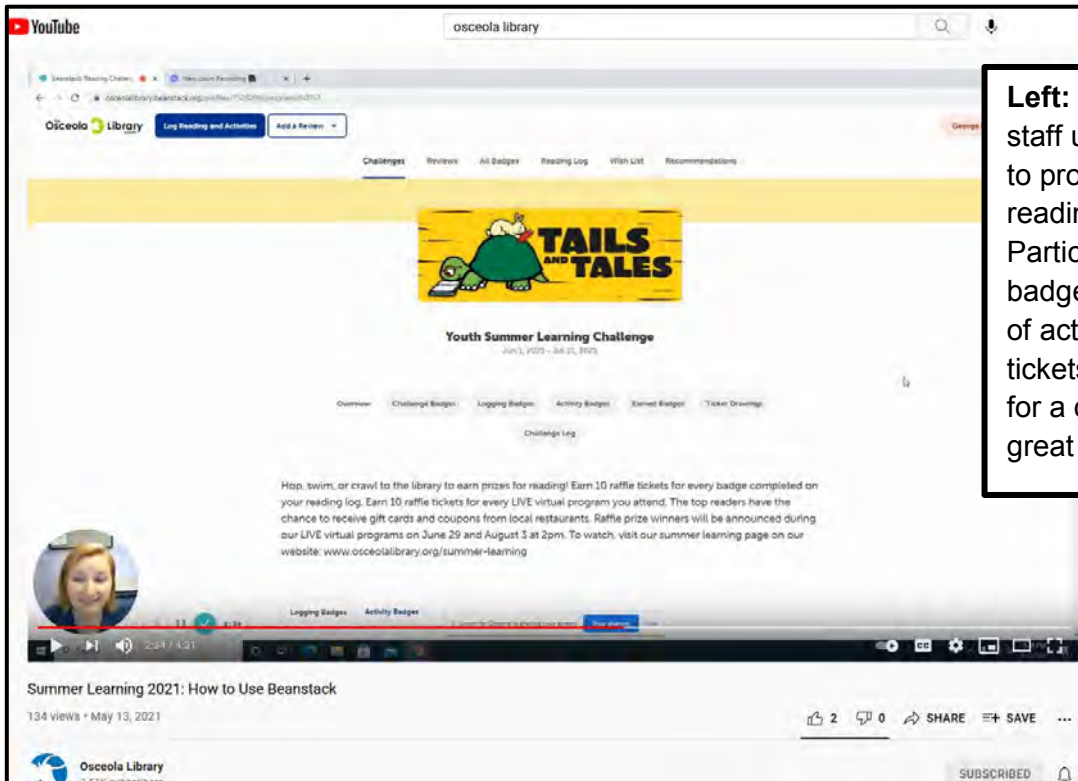
Our free book subscription box

#olsReadbox

Left and Above: Inserts for the Teen READBOX feature craft instructions and recommended reads. Promotional materials are on display in each library.



Above: The Library added new eye-catching decals to its courier vans to encourage greater community visibility of Library services. The courier vans travel about 70 miles across Osceola County each day.



Left: Youth and Adult staff utilized Beanstack to promote learning and reading challenges. Participants earned badges from a variety of activities and raffle tickets were awarded for a chance to win great prizes.

August 2021 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	17,180	21,748	9,609	5,511	14,984	199
Visitors	11,113	7,170	2,803	5,375	8,784	80
Computer Sessions	44,580	11,450	22,628	10,984	11,851	2,098
AWE Computer Sessions	N/A	316	N/A	665	N/A	N/A
Programming Virtual, Onsite, In-Community, and Schools	Events: 37 Attendance: 348	Events: 51 Attendance: 646	Events:34 Attendance: 192	Events: 26 Attendance: 136	Events:30 Attendance: 288	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 75,340 checkouts or sessions, a 26% improvement over August 2020
- Patrons used study rooms 580 times and made 131 room reservations
- Staff performed 64 notary services
- 13,884 in-person and 226 virtual Reference questions were answered
- 35 volunteers donated 201 hours of service
- 852 persons registered for full-service Library cards and 153 registered for eCards, a 117% increase over August 2020
- 7,624 holds were placed on Library materials
- Staff facilitated 83 Curbside Pickups
- Call Center received 3,194 phone calls
- Patron use of checkout stations totaled 23,622, accounting for 64% of in-library checkouts
- Total circulation for August was 92,439

Highlights

LSTA grant award for “Smart” Remote Lockers

The Osceola Library System received a Library Services and Technology Act (LSTA) grant award from the State Library of Florida for \$69,137. The funds are supporting the grant project entitled “Extending Library Access in Osceola County” and will facilitate the purchase and installation of two sets of “smart” lockers on the west and east ends of Osceola County. Currently, there are no library facilities conveniently located in these growing areas of the County. Installation of the lockers is planned for two County-owned locations – Fire Station 73 in Reunion and the Narcoossee Community Center. Each location will provide Internet/network access and convenient, well-lit outdoor access to the lockers. Patrons can return checked out books, movies and CDs or securely pick up held items with a scan of their Library card. The Library will offer programming, tech help for adults, and storytime for kids and families at each location. The Library will promote the stations’ locations and how to use this new service. The Library is soliciting bids for vendors and the purchasing process will begin soon.

TALK IT UP! Life, Liberty + Libraries Programming

As part of the Life, Liberty + Libraries grant from the Florida Humanities Council and PBS Books, the Library had the opportunity to create fun and informative programs about the importance of engaging in and learning about the essential right to vote and how elections work. One in-person and one virtual program for teens was held this month. A part of the program aimed to educate kids and adults about the voting process with special guests from the Supervisor of Elections office. For the in-person event, SOE staff brought out actual voting machines so that any attendees could practice the act of voting by participating in a mock election and gain a better understanding of how the machines tabulated and reported votes. Local elected officials lent their support by sharing stories of civic involvement and encouraged teens in the online program to find their voice and get involved in the process. The programs entertained and informed 34 participants.

Digital Local History Collection in BiblioBoard

Osceola County has grown 45% over the past decade and the physical landscape has seen dramatic changes as well. As the County moves away from its rural past into a more urban and suburban future, it is important to document the people, places, and events that have shaped this County. The Library launched a Local History collection in the digital publishing platform, BiblioBoard, accessible through our website. The new collection invites the sharing of photographs that highlight Osceola County’s daily life, traditions, and vestiges of history up until 1975 when Disney had gained a major and transformative foothold in the Osceola community. Also welcome are veterans’ photos to help create a special collection honoring the bravery and sacrifice of those who served.

Stand Out Programs

Library programming staff continue to serve up an impressive array of innovative and creative offerings. Highlights include:

Tips for Professional Looking Headshots – a TechCentral program featuring partner LaVell D. Monger with RTW Photography

Online Poetry Extravaganza – a virtual program that invited poets to share their works and interact with established and renowned local poets

Comic Mania – a family program that celebrated your favorite superheroes with crafts, games, photos and face painting

C3 (Cubing Club in Celebration) – a kids program that teaches the secrets and strategies to concurring the Rubik's cube puzzle.

Spanish for Beginners – back by popular demand, this class introduces the Spanish language to English speakers and helps bridge communication divides within the community, sponsored by the St. Cloud Friends of the Library.

Gallery



Left: Supervisor of Elections staff guide teens through a mock election using real voting equipment as part of the Life, Liberties & Libraries grant.

Below: Instructor Ivonne Sanchez teaches Spanish to beginning learners at the St. Cloud Library in this Friends' sponsored evening program.





Above: Grant-funded “smart” lockers at two convenient community locations, the Reunion Fire Station on Osceola Polk Line Road and the Narcoossee Community Center located 1 mile off of Narcoossee Road, will offer material pick up and return options to growing parts of Osceola County lacking neighborhood library services.



Right: Youth Services staff summon their super powers as they set up for Comic Mania, a family program at the Hart Memorial Library where attendees created their own comics, dressed up like their favorite heroes, won at games and left with creative crafts.

September 2021 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	16,925	21,670	9,689	5,722	14,258	210
Visitors	11,698	8,315	3,196	5,025	9,184	92
Computer Sessions	68,167	16,587	33,618	14,481	18,109	3,059
AWE Computer Sessions	N/A	244	N/A	333	N/A	N/A
Programming Virtual, Onsite, In-Community, and Schools	Events: 36 Attendance: 475	Events: 61 Attendance: 951	Events:41 Attendance: 255	Events: 28 Attendance: 464	Events: 37 Attendance: 528	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 16,657 checkouts or sessions
- Patrons used study rooms 712 times and made 448 room reservations
- Staff performed 22 notary services
- 12,284 in-person and 194 virtual Reference questions were answered
- 59 volunteers donated 241 hours of service
- 904 persons registered for full-service Library cards and 153 registered for eCards, a 49% increase over September 2020
- 7,498 holds were placed on Library materials
- Staff facilitated 81 Curbside Pickups
- Call Center received 3,785 phone calls
- Patron use of checkout stations totaled 16,057, accounting for 42% of in-library checkouts
- Total circulation for September was 85,131

Highlights

TechCentral receives Beautification and Innovation award

We can officially add “award-winning” to TechCentral’s name! The Osceola Library System’s makerspace at the Hart Memorial Library was the recipient of the Beautification and Innovation Award from the Osceola Chamber of Commerce’s Downtown Kissimmee Area Council (DKAC). DKAC is comprised of business and community members representing the interests of the downtown Kissimmee area. The award recognizes those who have invested in their community by improving their space to be more inviting, making better use of space or technology or providing a new and important service. Commissioner and DKAC board member Cheryl Grieb was on hand to present the award as TechCentral staff and management highlighted all the creative space had to offer via a live stream with local media group, Positively Osceola. An A-Frame spotlighting the award will be displayed in Hart Memorial’s lobby for up to two months.

Show Your Card, Osceola!

Show Your Card, Osceola! launched in September in celebration of National Library Card Sign Up Month. The program connected the Library with area businesses in a push for community exposure and economic development during this important month designated by the American Library Association. Staff outreached to the community to enlist businesses to provide incentives to customers who produced their Library card when making a purchase. Cardholders received percentages off purchases or free items at a wide-array of local businesses, such as Bonnie Lee’s Fried Chicken in St. Cloud and Upper Crust Pizza in Celebration. Overall, the Library issued nearly 100 more library cards in September than the previous month.

Wild About Reading at Wild Florida

Wild Florida, an excellent partner who has supported several Library outreach events, gave free admission one Saturday during the month in conjunction with National Library Card Sign Up Month. The Library hosted the Wild About Reading outreach program filled with activities, prizes and Library information. Staff created a Library BINGO scavenger hunt that highlighted both Library services and Wild Florida’s many fun activities for a chance to win raffle prizes. Guests could have their face painted to transform into all kinds of wild creatures, an animal bottle cap necklace was a popular take and make craft and nearly 150 people presented their Library card to receive free Wild Florida admission.

El Festival de Frida

Latin American artist Frida Kahlo was the muse and inspiration for El Festival de Frida at the BVL Library. In celebration of Hispanic Heritage Month, staff transformed the branch into a walking exhibit of bold colors, music, arts and crafts and dance. Participants fashioned their version of Kahlo’s signature flower headband. Tissue paper was the medium used to create a delicate and vibrant flower mural. Kahlo’s iconic self-portraits were inspiration for DIY jewelry projects and guests were treated to a traditional Mexican musical and spoken word performance. The event was sponsored by the Kissimmee Utility Authority and was a huge draw with over 230 attendees.

Voices! Hispanic Heritage Collection on BiblioBoard

The diversity of Hispanic culture was the featured topic of Voices, a community collection in the digital publishing platform BiblioBoard. The collection seeks input from the community to build a digital library of stories, mementos and artifacts of Hispanic culture. Through creative expression like song or story, photos of special jewelry or clothes, and even a recipe, we can learn so much about what it means to be Hispanic in Florida and across the nation. To kick off the project, Library staff filmed their own stories about their family heritage, representing the countries of Puerto Rico, Nicaragua and Colombia. The video is available on YouTube and the BiblioBoard page continues to accept submissions to build this important community collection.

Other outstanding programs or events:

Chess Club at the Poinciana Library – Put the boards out and let the games begin!

Paint and Sip at the Poinciana Library – Step-by-step creative instruction paired with a refreshing beverage, what could be better?

Fandom Kissimmee outreach at the Kissimmee Civic Center – Library staff were on hand to demonstrate Virtual Reality headsets and issue cards to reading superheroes.

Storytime in the Park at the Lakefront Park in Kissimmee – As long as there is sunshine and fresh air, this program is going strong.

Book Wyrms: Dungeons & Dragons online from the St. Cloud Library – All Tiefling Warlocks and High Elf Fighters welcome in this online gaming program. Coming in October to the BVL Library!

Harry Potter display window at Hart Memorial – Library staff staged an amazing window display to support the Main Street Kissimmee's Wizarding World of Kissimmee after-hours program

Gallery



Left: TechCentral received the Beautification and Innovation award from the Downtown Kissimmee Area Council. Commissioner Cheryl Grieb was on hand along with Positively Osceola and other DKAC members to present the award to Library staff.



Top and Right: Mexican painter Frida Kahlo was the inspiration for an afternoon brimming with original art work, crafts, music and costumes at the BVL Library.



the **Osceola**  **Library**
system

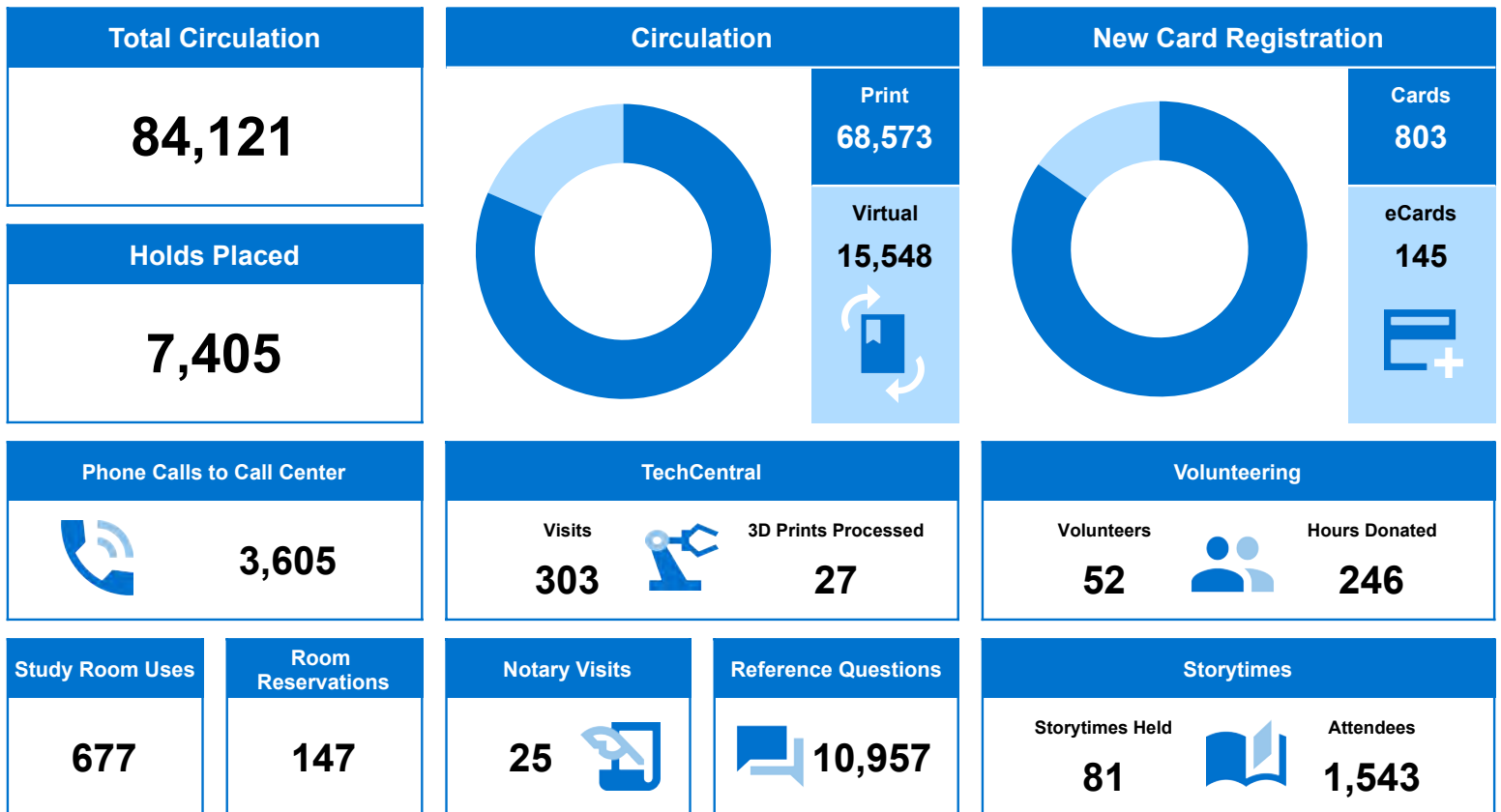
Left: Staff assembled a fun window display as part of Kissimmee Main Street's Wizarding World of Kissimmee event. **Top:** The Show Your Card, Osceola! website featured all the participating businesses, who also displayed the logo to signal their partnership with the Library.

Monthly Review October 2021

Fiscal Year Oct. 2021 - Sept. 2022

Location	Print Circulation	Visitors	Computer Sessions (including WiFi)	Programming
Hart Memorial	17,677	12,005	62,652	45 Events & Activities, 658 Participants
St. Cloud	20,876	4,922	15,492	54 Events & Activities, 1,268 Participants
Poinciana	9,953	3,400	30,210	51 Events & Activities, 896 Participants
Buenaventura Lakes	6,259	5,390	15,752	42 Events & Activities, 641 Participants
West Osceola	13,674	10,191	20,550	49 Events & Activities, 1,002 Participants
Kenansville	134	89	3,056	N/A

System Stats at a Glance



OLL Access Passes



The Library and the School District of Osceola collaborated to offer a new way for Osceola students to access library resources. The OLL (Osceola Library Link) Access Pass launched October 18 with all students in grades Kindergarten through 12 gaining unlimited access to Osceola Library eResources and up to three print items. Students can use the letter S followed by their 7 digit student number to place holds, check out items, download or stream eResources and all materials are free of late fines. Books and DVDs can be returned to their school media center and the Library will arrange for pickup. Over 56,000 students now have a free library pass with new students added and accounts updated every month.

ARPA Funding Awards

The Library received \$187,633 in American Rescue Plan funds administered by the State Library of Florida. The funds will be used on projects that will help Osceola citizens recover from the effects of the COVID-19 Pandemic that has affected education, housing, employment and other critical aspects of daily life. Some of the funds will purchase materials designed to help slow the documented learning losses because of disruptions to the



educational system for many Osceola students. Literacy workstations, STEAM kits, and pre-loaded tablets with learning games and read-aloud stories will be available in every branch library. The remaining funds will support the temporary hiring of a Licensed Clinical Social Worker who will visit library branches to connect patrons with the vast resources available for rehousing and rental assistance, health care, loan easing programs, and much more. Activity should begin in early 2022.

Chromebooks Available for Checkout

The Library purchased Chromebooks for use with the Career Online High School Program. The Chromebooks also provide convenient and accessible technology to those who need the convenient use of a laptop on the go. Chromebooks are now reservable through the Library's catalog and can be checked out for up to 14 days at a time. Chromebooks are easy way to access the Internet and the Google suite of products such as Google Sheets and Google Docs, can be used for everything from games to videoconferencing, and is safe and reliable with built-in identify and virus protection. Chromebooks are free to checkout to patrons with a library card in good standing.

Spooktacular Events



There were thrills and chills aplenty as the Osceola Library System celebrated Halloween with parties, outreaches, storytimes, displays, crafts, escape rooms and more. Themed events were planned at every library. Outdoor fun was had at the Spooky Spectacular at the Park, the Halloween-themed version of Storytime in the Park at the Kissimmee Lakefront Park, and storytellers told not-so-scary tales during the Boo on Broadway event in downtown

Kissimmee in partnership with the Early Learning Coalition. The yummy side of Halloween was featured in the Spooktacular Desserts programs at the West Osceola and BVL Libraries. Patrons could create a creepy craft with Haunted Wine Bottle Art or a Monster Planter. A favorite family program, the Spooky Spooktacular, returned with haunting activities, costumes, trick or treating and much more. Halloween is the perfect time for creative and immersive programs and the Hansel & Gretel: Escape the GRIMM Kitchen and Escape the Wizard Library escape rooms challenged our adult patrons to use their imagination and team work to solve the puzzles and avoid being cursed or on the menu for dinner! In addition, everyone's favorite board game came to life in Clue: Live at the Library and Unsolved Case Files challenged patrons to solve a "cold case" through innovative gameplay. Finally, a mock campsite was designed for S'mores & Lore where patrons gathered round the fire to share spooky stories and nosh on s'mores.



Left: St. Cloud Library's meeting room is transformed into a haunted kitchen for Hansel & Gretel: Escape the GRIMM Kitchen escape room program for adults.



Above: Families gather for a storytime at the Poinciana Library's Spooky Spooktacular that drew an exciting crowd of over 300 people.

Hispanic Heritage Month

The celebration of Hispanic/Latinx Heritage continued in the first half of October.

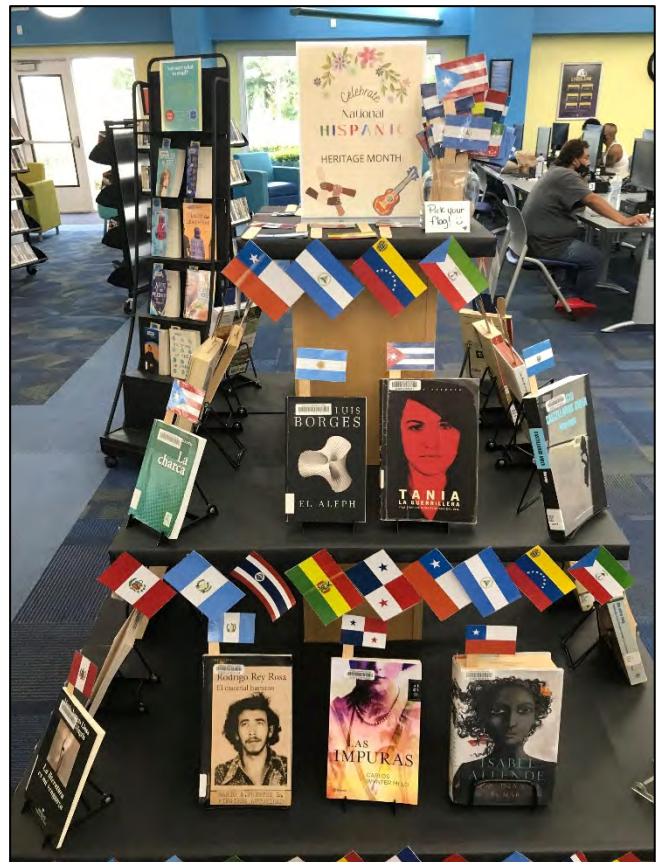
Featured programs included:

- *Loteria Game Night* – Learn to play this Mexican bingo-style game, plus a gift box set giveaway (Poinciana)
- *Que Bonita Bandera* – Craft a color flag while learning special fluid art techniques with artist Carlos Colon (BVL)
- *Hispanic Movie Matinee* – Explore Hispanic heritage through film (Poinciana)
- *Beatriz Andrekevich/Latin Art Exhibit* – The works of many Latin artists are on display courtesy of CABETCAL Casa de Artes y Cultura (Hart Memorial)
- *Herencia en Colores* – Interactive dance and painting exhibition (Hart Memorial)
- *Rhythm, Rhyme & Storytime* – Presenting stories and authors from Hispanic backgrounds



Above: Patrons created colorful flags at the BVL Library's Que Bonita Bandera program featuring local artist Carlos Colon.

Right: Pick the flag of your Hispanic Heritage on Poinciana Library's Hispanic Heritage Book display.

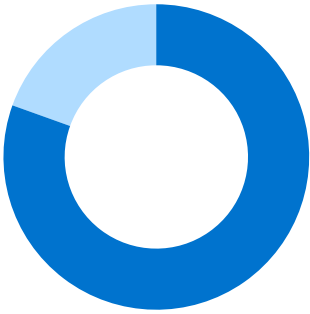

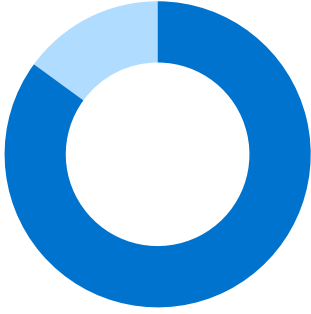







Monthly Review November 2021

Fiscal Year Oct. 2021 - Sept. 2022

Location	Print Circulation	Visitors	Computer Sessions (including WiFi)	Programming
Hart Memorial	16,533	10,642	55,680	38 Events & Activities, 821 Participants
St. Cloud	19,789	6,883	12,414	52 Events & Activities, 764 Participants
Poinciana	8,989	2,352	26,219	44 Events & Activities, 459 Participants
Buenaventura Lakes	5,899	4,778	12,744	39 Events & Activities, 531 Participants
West Osceola	12,360	9,233	16,958	33 Events & Activities, 629 Participants
Kenansville	138	76	2,922	N/A

System Stats at a Glance

Total Circulation 79,051	Circulation  <div style="display: flex; flex-direction: column; align-items: center;"> <div style="background-color: #0072bc; color: white; padding: 5px; text-align: center;">Print 63,258</div> <div style="background-color: #0072bc; color: white; padding: 5px; text-align: center;">Virtual 15,343</div>  </div>	New Card Registration  <div style="display: flex; flex-direction: column; align-items: center;"> <div style="background-color: #0072bc; color: white; padding: 5px; text-align: center;">Cards 664</div> <div style="background-color: #0072bc; color: white; padding: 5px; text-align: center;">eCards 117</div>  </div>
Holds Placed 5,971		Phone Calls to Call Center  3,379
Study Room Uses 641	Room Reservations 126	Volunteering <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Volunteers 55 </div> <div style="text-align: center;">  Hours Donated 179 </div> </div>
Notary Visits 23	Reference Questions  10,650	Storytimes <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Storytimes Held 70 </div> <div style="text-align: center;">  Attendees 1,193 </div> </div>

English for Families grant award

The Osceola Library System was one of only 6 public libraries in Florida to be awarded the English for Families grant from the Florida Humanities Council. The program, developed by Orange County Library System for the National Endowment for the Humanities, provides funds to assist libraries present workshops and training for non-native English speaking children and families who want to improve their reading proficiency. The grant will fund evening programs at two branches where there is a high Spanish-speaking population and support a robust collection of materials for checkout and use with the program. The Library previously offered the successful Prime Time Family Reading program, another grant from the Florida Humanities Council, where Library storytellers gathered with families over food and books to reinforce the importance of reading together as a family to build the foundations of literacy.

Launching Britannica Library

The Encyclopedia Britannica has long been a staple of public library Reference collections, used by schools and researchers alike. The digital version of the Encyclopedia Britannica, Britannica Library, is now available on our website free with an Osceola Library card. Britannica Library tailors its website to meet the specific needs of students with information available by reading level, plus offering deep content for those looking past Wikipedia and wanting authoritative information on a world full of subjects. Images, video clips, maps, articles, magazines and important primary sources are available along the Merriam-Webster's Dictionary and Thesaurus.

Happy Birthday, Mickey Mouse!

The West Osceola Library has the distinction of being located in Celebration, a town built in the 1990s in conjunction with the Walt Disney Company and part of Walt Disney's original vision of EPCOT: Experimental Prototype Community of Tomorrow. While no longer affiliated with Disney, Celebration's location on the border of Disney property and with many residents employed by Disney or frequent park visitors, programming focusing Walt Disney's history is a big draw. Mickey Mouse's 93rd Birthday was a hit with adults and kids alike as they decorated mouse ears and noshed on treats like Oreo cookies decorated to look like an edible Mickey. Tables full of ribbon, pompoms and feathers turned into cute creations to wear and enjoy.

Other November activities:

Installation of new traffic counters: The Library installed SenSource traffic counters on all branch entrances/exits to gain a better understanding of how and when patrons visit libraries. Data collected will help with operational areas such as staffing and program planning for peak times.

Special Election: The St. Cloud Library hosted the Supervisor of Elections team for a Special Election to fill a vacancy on the St. Cloud City Council. Library locations are frequent voting sites in Osceola County.

Books, Balls & Blocks: Library staff collaborated with Help Me Grow Florida to provide a free developmental screening program for kids age 0-5. Parents completed a survey while kids played, and information gathered is used to provide referral for behavioral and health services.

Florida Kids and Family Expo: Staged at the Orange County Convention Center, this weekend-long event brings kids and families together with organizations, schools, service providers, business, etc. under one roof filled with activities and information. Library staff were on hand for library card sign ups and gathering contacts for partnerships and programs while chatting with at least 360 people about Library services.

Highlighted Programs/Activities include:

- *OsceoWriMo*, a BiblioBoard program in recognition of National Novel Writing Month
- *Electrifying Introduction to Arduinos*, a TechCentral program teaching the basics of electronics
- *Dream Interpretation with Mitchell Osborne* brings back a favorite program to the St. Cloud Library
- *An Evening with the Artist: Josh Hayes* mixes art with inspiration at the BVL Library
- *Paint and Sip* unlocks creativity with local artist Melissa Gomez while enjoying a refreshing beverage at the Poinciana Library



Above/Right: Celebrating Mickey's 93rd birthday with DIY Mickey ears and cookies at the West Osceola Library. **Below:** Patrons show off their artistic creations at Poinciana Library's Paint & Sip program.





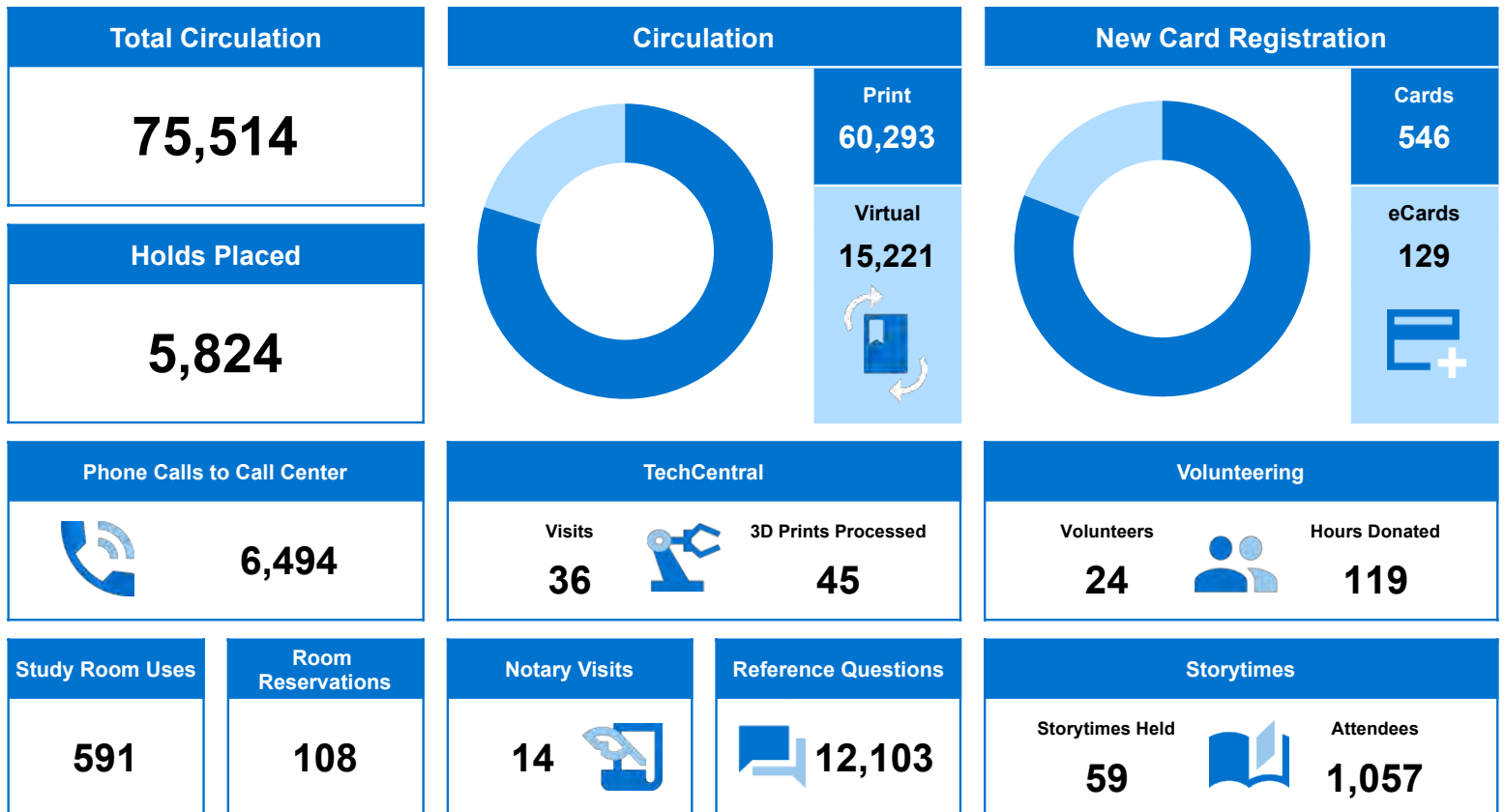
Above: Kids at the West Osceola Library play with developmentally-appropriate toys and games while engaging in screening by representatives of Help Me Grow, an organization that helps families connect with behavioral and health services.

Monthly Report December 2021

Fiscal Year Oct. 2021 - Sept. 2022

Location	Print Circulation	Visitors	Computer Sessions (including WiFi)	Programming
Hart Memorial	15,843	11,311	64,279	35 Events & Activities, 467 Participants
St. Cloud	18,237	6,798	13,780	57 Events & Activities, 1,249 Participants
Poinciana	8,342	6,676	26,694	30 Events & Activities, 549 Participants
Buenaventura Lakes	5,390	4,148	13,065	36 Events & Activities, 511 Participants
West Osceola	12,372	8,322	17,091	36 Events & Activities, 682 Participants
Kenansville	109	72	2,976	N/A

System Stats at a Glance



Letters to Santa

The Osceola Library System's Youth Team doubled as Santa's special helpers this December. Each branch set up a table with stationery and asked children to write down their wish list for Santa Claus. To make sure that Santa knew the perfect gift to give, parents provided information about what makes their child special and other fun facts to share with Santa. Both letters were dropped into a special mailbox at the branch. Santa's helpers (also known as the Youth Team) gathered up all the letters to prepare for delivery.

After reviewing the letters in the mailbox, the Youth Staff, being the clever and kind elves that they are, penned a special, personalized response to every child who wrote a letter to Santa so that each child would receive a letter back in time for Christmas.

Even though Florida is a tropical paradise, it is also home to "Christmas" - Christmas, Florida, that is! Youth staff drove to this tiny town just north of Orlando to post-mark all the response letters as "Christmas, Florida" for an extra dose of holiday cheer. 325 children participated in this month-long program.

COVID testing

In partnership with the Emergency Management department of Osceola County, three library branches have hosted COVID testing in their parking lots since September 2021. Libraries hosting the testing in the communities of Poinciana, West Osceola and St. Cloud saw a tremendous uptick activity outside their branches as the omicron variant surged through Central Florida and people needed accessible testing due to school, work and travel requirements. With the libraries discoverable online as testing locations through Google searches, there was great demand on Library staff to provide reliable information and referral for COVID testing resources. The Library's Call Center, which answers phone calls for all Library branches, answered nearly 6,500 phone calls in December, many of them related to COVID testing. This is nearly double the number of typical monthly calls. Staff referred callers to Osceola County's COVID-19 testing website and the sign up site of the Emergency Management health care contractor, Nomi Health. Through these types of community-focused partnerships, the Library demonstrates its commitment to ensuring a healthy and well-informed Osceola County.

Contract renewal for Library operation

The Osceola Board of County Commissioners signed a new 5-year contract with Library Systems & Services (LS&S) for continued management of library operations. The initial partnership with LS&S began in 2012 and this new contract will cover library operations until 2027.

Other December activities:

- **Junior Escape Room: Santa's Lost Luggage:** Held at all full-service branches, participants searched for a vacationing Santa's missing suitcase in this youth-oriented escape game.
- **Find Frosty:** At the Buenaventura Lakes Library throughout December, patrons combed through library for the hidden 3D printed figure for a chance to pick out a free book.
- **Jolly Holiday parties:** At the St. Cloud and Buenaventura Lakes Libraries, families had an elf of a time sharing tales of the North Pole and enjoying refreshments.
- **Wickful Winter Candle Making:** Attendees at this Poinciana Library event created hand-made soy candles with festive scents.
- **Bedtime Storytime:** Little ones donned their jammies, sang songs and listened to stories before saying goodnight at this Poinciana Library program.
- **E.S.O.L. classes:** Offered online and in person, these recurring conversational programs enable participants to become more comfortable with their conversation skills in a supportive and safe environment.
- **Book Wyrms: Dungeons & Dragons:** Available as both an online and in person program at the Buenaventura Lakes Library, anyone from newbies to experienced gamers can join in to use their creativity and problem-solving skills in this role-playing game.
- **Rental Assistance Navigation Event:** Through a partnership with groups like housd and Bright Community Trust, those struggling with housing costs due to COVID met with navigators to sign up for benefits such as help with utilities and rent.



Left: Santa's Elves, aka the Youth Team, prepare to post response letters from the Christmas, Florida post office.

Below: Our youngest patrons are donned their jammies for some stories and songs at the Poinciana Library before bedtime.





Top Right: Holiday book bundles at the Poinciana Library

Left: Making gingerbread people at the Buenaventura Lakes Library Jolly Holiday party

Below: Dungeons & Dragons drama at the Buenaventura Lakes Library

