

January 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	23,611	25,851	13,802	8,553	16,482	319
Visitors	23,452	12,987	14,483	8,203	14,961	143
Computer Sessions	57,187	22,727	32,992	19,437	23,790	2,041
AWE Computer Sessions	n/a	1,092	n/a	1,167	n/a	n/a
Programming Onsite, In-Community, and Schools	Events: 57 Attendance: 942	Events: 75 Attendance: 1,533	Events: 60 Attendance: 876	Events: 59 Attendance: 679	Events: 36 Attendance: 1,015	Events: n/a Attendance: n/a

*Does not include virtual circulation

System Stats at a Glance

- Virtual Circulation was 11,721 checkouts or sessions
- Visitors to the Libraries in January totaled 74,229
- The Library held 287 events attended by 5,045 persons
- Patrons booked the meeting rooms 207 times and used study rooms 983 times
- 64 volunteers donated 238 hours of service
- Staff provided free notary service to 40 people
- Computer sessions at the networked public computers numbered 17,018
- Wi-Fi sessions totaled sessions 121,236, a 47% increase over January 2019
- 1,224 persons registered for full-service Library cards and 135 registered for eCards, an 18% increase in total Library cards given over January 2019
- 9,855 holds were placed on Library materials
- Total circulation for January was 100,279

Highlights

KultureCity® and Sensory Inclusion

On January 6, the Osceola Library System became the first public library system in Florida to be certified as

sensory-friendly by KultureCity®, a nonprofit that works to find solutions for those with sensory processing issues to have positive experiences while visiting popular destinations like sports arenas, restaurants, and zoos. Library staff received training on how to support those with sensory issues and kits were purchased that contain resources such as noise-canceling headphones and weighted lap pads. These resources can be used by visitors of all ages with autism, post-traumatic stress, or other sensory disorders in order to have an enjoyable Library experience. Signs are posted in each Library that designate areas as Quiet or “Headphone Zones,” and details about the Osceola Library System are featured on KultureCity®’s app so that people can plan their visit with as much information about each Library as possible. A sensory friendly space, sponsored by the St. Cloud Friends of the Library, is in the works at the St. Cloud Library to provide additional support to visitors who may need a moment to step away from noisy or challenging activities in a busy library. The Osceola Library System is committed to being a welcoming space for all visitors and ensuring that we are convenient and accessible for our diverse and vibrant community.

Survey for Strategic Plan

For the month of January, the Library surveyed citizens of Osceola County and patrons of the Osceola Library System for their ideas, comments, and suggestions to help shape our upcoming Strategic Plan. The survey was presented in English and Spanish both online and in paper formats. Notice was sent to the community far and wide, through social media, flyers to a variety of partners and County government, images to share in other groups’ communications, and through our online newsletter. It was an excellent exercise in the power of partnerships and to determine the scope of our online reach. By the end of January, we had received 1,193 English responses and 75 Spanish responses. The overwhelming response was positive or very positive for most categories, with high marks given to staff, our book selection, and events and classes. Some suggestions for improvement or addition to our offerings included more classes to learn Spanish and English, evening programs, and homeschool resources. Responses also highlighted the need/dilemma for promoting what we already feature that is desired by our patrons that they might not be aware is available and when/where.

Awesome Outreaches



One of the best ways we market ourselves and our great services and resources to the community is through strategic outreaches. Just in January, we reached over 500 people while “out and about” and made what we hope is a lasting impression on them and sparking their interest to join the Library with a card or make the trip to a branch. We were “Wild About Reading” again as staff visited with patrons at the Wild Florida Adventure Park. We talked up our databases and gave out lots of Library cards at several Adult Learning Center outreach events where participants were invited to play ALCO Bingo, which encourages use of the Library and its services and resources using a bingo card full of activities as an incentive. We also paid a visit to Chestnut Avenue Elementary in support of their “Celebrate Literacy Week, Florida!” events. Hundreds of citizens who may not have otherwise known what wonderful things the Library offers had a chance to chat with Library staff as they promoted the amazing services and programs their local Library offers.

Gallery



This January we became the first public Library System in Florida to be KultureCity®-certified as **sensory inclusive**. This new partnership allows for Sensory Friendly Bags to now be available for checkout to our patrons for their visit **(ABOVE)**. Inside the bags are tools to help meet sensory needs such as fidget tools, noise-cancelling headphones, and cue cards for non-verbal patrons **(BELOW-LEFT)**. Signs have been posted in all Libraries indicating which areas tend to have higher noise levels as “Headphone Zones,” and which are areas where patrons can go if they need to step away as “Quiet Areas” **(BELOW-RIGHT)**. Photos taken at the Hart Memorial and St. Cloud Libraries.





**We Need
Your
Input!**

Shape the future of the Osceola Library System by anonymously answering questions about your experiences and expectations.

What do YOU want from your Library?
osceolalibrary.org/survey
Make your voice heard!

To help shape our upcoming Strategic Plan, we surveyed the community for feedback on what they would like to see from their Library System.

The survey was available both online and in print in English and Spanish. We reached out to the community through our online newsletter, social media (**LEFT**), and through our partnerships.

By the end of the month, we had over 1,200 responses total in English and Spanish combined.

February 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	24,453	24,456	13,507	8,520	16,974	299
Visitors	23,396	13,834	13,894	8,649	15,377	139
Computer Sessions	57,599	27,651	34,809	19,775	27,828	1,868
AWE Computer Sessions	n/a	980	n/a	707	n/a	n/a
Programming Onsite, In-Community, and Schools	Events: 92 Attendance: 1,376	Events: 78 Attendance: 1,352	Events: 66 Attendance: 949	Events: 61 Attendance: 811	Events: 40 Attendance: 959	Events: n/a Attendance: n/a

*Does not include virtual circulation

System Stats at a Glance

- Virtual Circulation was 15,830 checkouts or sessions, an increase of 32% over February 2019
- Visitors to the Libraries in February totaled 75,289
- The Library held 337 events attended by 5,447 persons, a 14% increase from February 2019
- Patrons booked the meeting rooms 222 times and used study rooms 974 times
- 59 volunteers donated 257 hours of service
- Staff provided free notary service to 14 people
- Computer sessions at the networked public computers numbered 14,636
- Wi-Fi sessions totaled 154,894, an 87% increase over February 2019
- 919 persons registered for full-service Library cards and 122 registered for eCards
- 10,623 holds were placed on Library materials
- Total circulation for February was 104,979

Highlights

Hotspots are Here!

The Osceola Library System debuted hotspot checkouts on February 3. 33 devices are available for circulation for a duration of 14 days with a full-service Library card. One hotspot can connect up to 10 devices (like

laptops, tablets, printers, and phones) to high-speed Internet. Internet access is critical in today's hyper-connected world and by checking out hotspots, patrons can apply for jobs, complete homework, fill out essential paperwork, submit for government services, take the Internet on vacation, and so much more. When 19 million US residents still lack sufficient Internet access, the Library can step in and provide this much needed service. In order to be certain we are reaching non-Library visitors, we put out targeted promotional material to partners such as the Adult Learning Center and Goodwill in addition to social media posts by the Library and County Commissioners. The service grew in popularity, resulting in 41 checkouts for the kickoff month alone.

Black History Month Celebrations

Through storytelling, crafts, and literature, the Osceola Library System celebrated the significant contributions and rich cultural heritage of Black people from many nations. Renowned Black authors took center stage at our storytimes where we read some of our favorite stories like *Hair Love* by Matthew Cherry. One of our favorite local storytellers, Willie Mae, delighted audiences with tales of growing up in Osceola County. And the Orlando Chapter of the Buffalo Soldiers Motorcycle Club presented the history of their organization and the contributions of minorities in military history, followed by an opportunity to check out some cool motorcycles! Nearly 300 people attended programs honoring Black History Month across our Libraries.

Strategic Plan Survey Results

The Library conducted a survey of Osceola County residents during the month of January, with results tabulated and reported in February. We received over 1,200 English language and 75 Spanish language respondents who provided valuable data on how they use the Library System, what services and resources they value most, and what areas of improvement or emphasis are important to them. Most respondents had visited an Osceola Library at least once or twice a month, so the majority of responses were positive and encouraging of current services and resources, with eResources, Wi-Fi/computers, children's books, and study spaces being some of our most popular offerings. Staff were tops with our patrons and our online calendar of events our most useful communication tool. Respondents are interested in seeing more language classes of all kinds, homeschooling programs and resources added, events for later school-aged children, and lots more print books and eResources. The survey results will be used to help shape the Library's upcoming Strategic Plan that will provide goals and focus points for the Library over the next three years.

Antiques and Collectibles with Dr. Lori

The St. Cloud Friends of the Library sponsored TV show personality and antiques expert Dr. Lori in a unique and interactive program. Dr. Lori provided on-the-spot appraisals to waiting patrons who brought their most interesting possessions with the hope of hearing more about their worth. Dr. Lori provided valuable education on how to know what's worth selling and what people are willing to pay in the antiques and collectible marketplace. 91 patrons enjoyed the presentation.

Gallery



LEFT: Mobile Hotspots are now available for checkout at the Libraries! These hotspots provide reliable 4G Internet access for up to 10 devices at once.

Hotspots checkout for 14 days and do not accrue late fees. Instead, the WiFi service turns off after the 14th day until the device is returned.



ABOVE LEFT and ABOVE RIGHT: The Libraries celebrated Black History Month with events and crafts for all ages. **At the West Osceola Library, kiddos decorated their own tribal masks** after learning about African tribes in history.



ABOVE and BELOW: Antiques expert and TV personality, Dr. Lori visited the St. Cloud Library and delighted new and long-time fans alike with her knowledge and expertise. She appraised items from the crowd and revealed how to determine the history and worth of an item.



March 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	16,661	19,612	9,002	5,872	12,765	166
Visitors	15,488	8,292	8,197	5,117	10,791	85
Computer Sessions	51,300	19,989	24,839	14,466	16,942	2,270
AWE Computer Sessions	n/a	798	n/a	407	n/a	n/a
Programming Onsite, In-Community, and Schools	Events: 28 Attendance: 377	Events: 44 Attendance: 698	Events: 37 Attendance: 309	Events: 32 Attendance: 343	Events: 17 Attendance: 275	Events: n/a Attendance: n/a

*Does not include virtual circulation

System Stats at a Glance

- Virtual Circulation was 19,992 checkouts or sessions, an increase of 74% over March 2019
- Visitors to the Libraries in totaled 47,970 people
- The Library held 158 events attended by 2,002 people
- Patrons booked the meeting rooms 98 times and used study rooms 519 times
- 27 volunteers donated 57 hours of service
- Staff provided free notary service to 17 people
- Computer sessions at the networked public computers numbered 9,972
- Wi-Fi sessions totaled 119,834, a 35% increase over March 2019
- 537 persons registered for full-service Library cards and 377 registered for eCards
- 7,195 holds were placed on Library materials
- Total circulation for February was 84,010

Highlights

Online Resources

Due to the Osceola Library System's closure mid-month, the outstanding areas of innovation and service have been in our online presence. We have seen interest in our eResources skyrocket, attention to online content blossom, and an innovative and energetic response from staff to meet the demand for developing and enhancing our virtual Library offerings.

The Library provides eCards as an alternative to traditional full-service cards. The eCards are created through the Public Access Catalog and auto-generate a unique number that can be used with all our eResources. In March, eCard creation more than doubled over the previous month, from 135 in February to 377 this month, and we expect that to grow during the duration of our closure.

eResource use is on the upswing, with hoopla checkouts doubling and cloudLibrary growing by over 2,000 checkouts. Overall we saw a 74% growth in online resource use over this time last year.

Our Storytime Online library grows, along with our other virtual content. Mr. Jonathan's March 17 storytime, for instance, had garnered nearly 1,500 views on YouTube by March 31.

We will continue to promote our online services through social media, our website, partner agencies, and newsletters. In addition, we are providing telephone and email support for patron questions, with 5,200 phone calls received in March, up over 1,300 calls from the previous month.

TechCentral

Prior to closure, the Library was working toward an April opening date for the TechCentral makerspace, with previews available to key community members in the areas of education, business, and government in the weeks preceding. The Library continues to work toward TechCentral's eventual opening and staff are developing classes, tutorials and training, and using the spaces resources to create virtual programming during the closure.

Early Voting

Hart Memorial Library and the West Osceola Library were hosts to Early Voting, which closed on March 15. The West Osceola Library was the busiest location in the County with 20% of all in-person voting and the Hart Memorial Library seeing 15% of in-person voting.

Programming

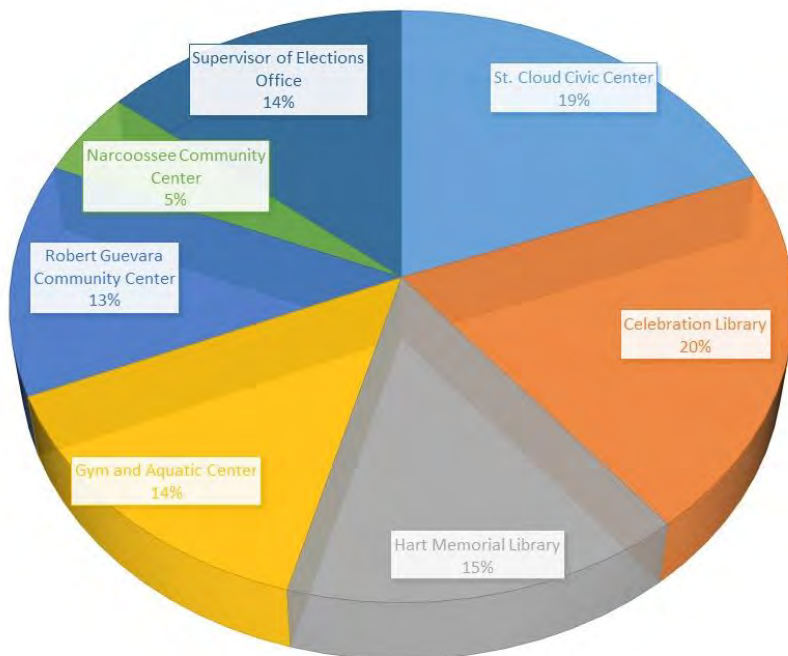
March's programming was off to a great start. Kids and families at the Hart Memorial Library enjoyed dancing and reading with their favorite PBS characters as they learned about Women's History Month with special guests from WUCF. Our storytellers and their best friends celebrated Dr. Seuss' birthday at West Osceola Library during Great Beginnings Storytime. And we said "Bienvenido!" and "Hello!" at our Mother Goose y Amigos bilingual storytime at the Buenaventura Lakes Library.

For adults, we held regular Citizenship Classes to help our patrons discover and prepare for the process of becoming a U.S. citizen. We shared a love of writing at our Word by Word writing group. And relaxation was the key for the Tai Chi Fitness workshops where we stretched and breathed our way to “serenity now.”

Gallery



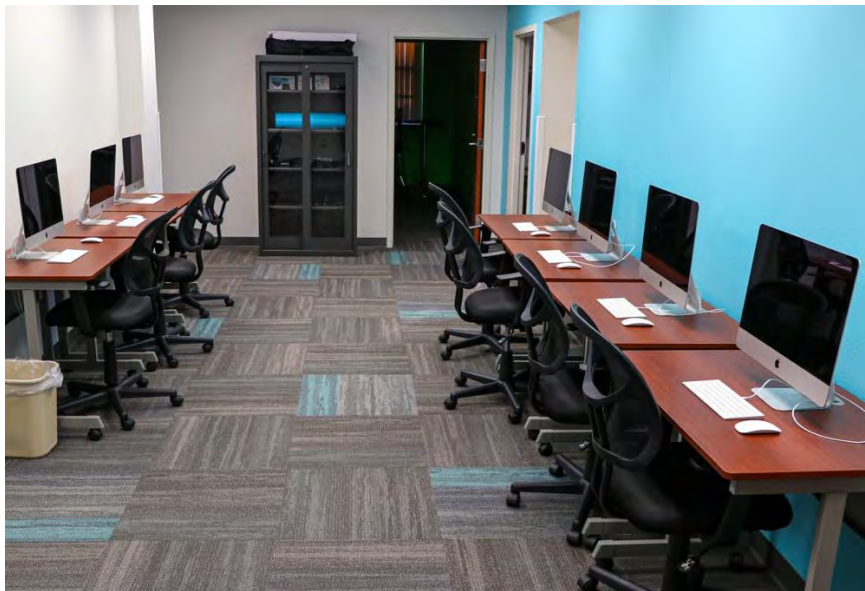
EARLY VOTING TURNOUT BY LOCATION



ABOVE: Online resources grew in both content and popularity after our closure in mid-March. Among our growing online content is our Storytimes Online videos.

Jonathan’s storytime video with snail-themed stories kicked off our growth and quickly reached over a thousand views in the few weeks after its launch on our YouTube.

LEFT: The West Osceola Library was the site of the most voting activity in Osceola County. With the Hart Memorial Library following not far behind in third. Graph provided by Osceola County Supervisor of Elections.



ABOVE and LEFT: Our new makerspace, TechCentral, was set to open April 1 but had to be postponed when the Libraries closed due to the pandemic. While the space's grand opening was canceled, its resources still played an important role in staff's development of future tutorials, programs, and virtual content during our closure.



ABOVE: Prior to closing, the Libraries hosted programs for all age groups featuring special events and themed celebrations. **One themed storytime was in celebration of Dr. Seuss' birthday, where the West Osceola Library had a special guest read Dr. Seuss books for families.** While we are not able to provide such programs in person during our closure, our staff dedicated themselves to creating the same magic in their online storytimes, videos, and activities for families to still feel connected to the Library throughout the closure.

April 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	155	60	17	53	104	0
Visitors	0	0	0	0	0	0
Computer Sessions	21,418	5,383	8,998	4,241	3,661	1,694
AWE Computer Sessions	n/a	0	n/a	0	n/a	n/a
Virtual Programming Onsite, In-Community, and Schools	Events: 3 Attendance: 98	Events: 0 Attendance: 0	Events: 0 Attendance: 0	Events: 0 Attendance: 0	Events: 0 Attendance: 0	Events: n/a Attendance: n/a

*Does not include virtual circulation

System Stats at a Glance

- Virtual Circulation was 24,281 checkouts or sessions, an increase of 117% over 2019
- The Library held 3 virtual events attended by 98 people online
- Wi-Fi sessions totaled 45,391
- 376 people registered for eCards, an increase of 348% over 2019
- 1,688 holds were placed on Library materials
- 264 chat or email Reference questions were answered, a 134% increase over 2019
- Patrons performed 36,771 database searches, up 249% from 2019
- Total circulation for April was 24,670

Highlights

With the March 20 closure of all 6 branches, the Library System focused on what could be offered virtually or contactless while still providing stellar service and valuable resources to the community.

We transitioned into exclusively online programming for storytime with our Youth team sharing fun and memorable stories and activities with their favorite kids and grownups posted to our YouTube channel and promoted via social media and a newly designed webpage called Library@Home.

The Library@Home website organizes all of our virtual offerings, from book clubs to Digital Escape Rooms to Beanstack challenges, in a single convenient access point. Anything produced virtually and shared through other mediums (newsletters, social media, Beanstack) will have a link on this page for future reference.
<https://www.osceolalibrary.org/virtual-programs>

cloudLibrary and other eContent posted its highest usage ever in April, with almost 15,000 checkouts for adult and youth eBooks and eAudiobooks. Patrons also streamed movies on Kanopy and read digital magazines through RBDigital in record numbers. Interest in eResources was aided by a decision to increase checkout limits across all platforms to make these resources more accessible when print materials were off limits.

The Library offers eCards for those who are primarily interested in electronic materials such as research databases and eBooks. eCards are virtual Library cards for eResource access only and this became a very popular option for Osceola residents without a full-service Library card to enjoy quarantine with a great book and kept the Library within reach during these unusual times. Almost 400 patrons registered for eCards in April, a 348% increase over this time last year.

Chat service was implemented at the end of April as an additional method to reach Library staff for help with information or research requests. The Ask A Librarian service is available during all Library open hours and staffed by librarians across the system. This service was added to email and Call Center service as ways the public could access the Library during closure.

TechCentral, the Library's new creative space at the Hart Memorial Library, was due to launch at the beginning of April with tours, classes, and self-directed use before its grand opening had to be postponed. The space features Virtual Reality, a recording studio, a Mac Lab and much more. Although the space was not available to the public, it was put to good use. Skillful staff began sewing masks for Joann Fabric's Make-to-Give program and also for Osceola County workers and the Children's Medical Services group in Orlando. A partnership was also formed with AdventHealth in Celebration to use the Library's MakerBot 3D printers to fabricate headbands for face shields, a much-needed component to the Personal Protective Equipment used by the hospital during the coronavirus pandemic.

Gallery



After the Libraries closed in late March, programming became virtual as our Youth and Adult staff took their magic to the internet. Kiddos connected to their favorite Youth staff from the comfort of their homes and enjoyed videos on crafts (**ABOVE**), history (**BELOW LEFT**), and science (**BELOW RIGHT**) in addition to storytimes.

BELOW RIGHT: In one of our Simple Science videos, Ms. Lisa released the butterflies the kiddos at West Osceola Library helped raise from caterpillars – sharing a long-awaited moment that would have otherwise been missed due to our closure.



the Osceola Library system

VIRTUAL ESCAPE ROOM

Hansel & Gretel: Kitchen Countdown

Hansel and Gretel have been locked in the witch's kitchen and need your help to solve the puzzles and break free before they're the next meal...

Intended for adults, teens, and tweens.

Can be completed individually or in a group.

<https://bit.ly/olsescape-hg>

As the quarantine went into effect, adult programming went digital to provide entertainment, challenges, literacy, and more from home.

Our Library@Home page quickly filled with diverse programming including virtual escape rooms (**LEFT**), Beanstack and social media challenges (**BELOW LEFT**), as well as activities that brought popular Library programs (such as our Kitchen Reader book club) to one's home (**BELOW RIGHT**).

the Osceola Library system

Adult Beanstack Challenge



Celebrate National Poetry Month

*No Library card needed! Challenge ends April 30, 2020

osceolalibrary.beanstack.org

Express your love of poetry online through the month of April. You can share your favorite poem, read your own original poetry, or even create a poem using the text on book spines and share the photo with #olsbookspine!

All creations are welcome, including song lyrics, sonnets, haikus, or limericks. Tag us on social media and use #olsbeanstack and/or #olspoetry!

  @osceolalibrary  @Osceola Library System

the Osceola Library system #olsKitchenReader

Kitchen Reader Favorites!

Quick recipes chosen by members of our Kitchen Reader Club

Gingersnap Peach Crumble

Chosen by Sandra B.

Ingredients

- 6 peaches, pitted and sliced
- 20 to 24 gingersnap cookies, crushed
- 4 tablespoons unsalted butter, cut into 4 pieces

Directions

1. Preheat the oven to 400F.
2. Place the peach slices in the bottom of a pie dish or baking dish.
3. In a food processor, process the cookies for 3 seconds, then add the butter pieces and process for 3 seconds, or until a crumbly mixture forms.
4. Sprinkle the gingersnap cookie crumbs over the peaches.
5. Bake for 20 minutes. Remove from the oven, allow to cool for a few minutes, then serve.



Fast & Easy Five-Ingredient Recipes:
A Cookbook for Busy People by Philia Kelnhofer

For more fast & easy recipes, check out the author's blog! sweetphi.com

What You Can Do with Your Library Card AT HOME!

Stream Movies & TV Shows
 kanopy
 hoopla

Download eBooks, Audiobooks, & Magazines
 CL hoopla
 ODILO rb digital

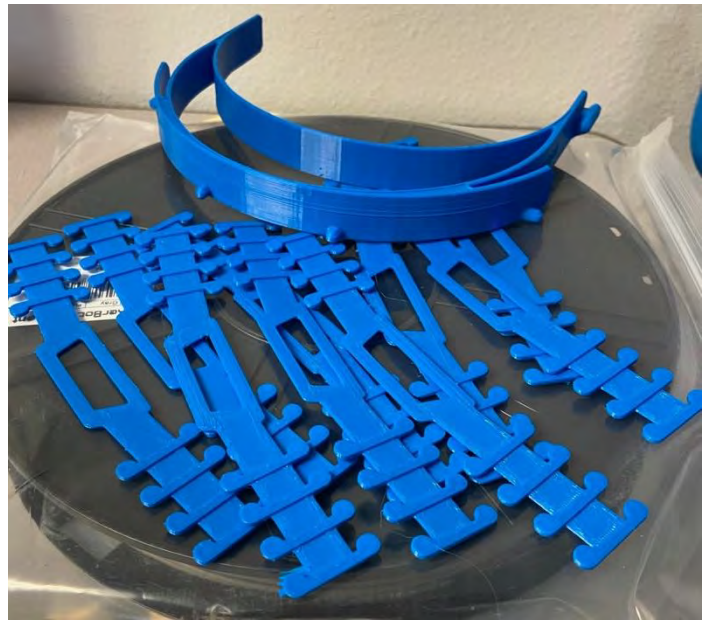
Complete Reading Challenges
 Beanstack

Learn Something New
 MANGO LANGUAGES
 Lynda.com FROM LINKEDIN
 Tumble MATH
 Universal

Read eBooks & Audiobooks Online (Plus Read-Alongs for Kids!)
 SONNETS BOOK LIBRARY
 AudioBookCloud
 TEEN BOOKCLOUD
 Romance BOOKCLOUD

Read the Latest News
 top OS rb digital
 NewsBank a wonder information

Find all of these **FREE RESOURCES** and more at osceolalibrary.org/databases



It was more important than ever for our patrons to know the resources at their disposal to access Library materials at home. To help spread the word, we featured different databases and what they offered on our social media (**ABOVE LEFT**) and newsletter. As a result, eCard signups and use of eResources soared in April, especially in cloudLibrary, Kanopy, and RB Digital.

While our new creative space, TechCentral, had to postpone its opening, it still served the community. Staff utilized the Sewing Studio and 3D printers to create nearly 300 masks (**BELOW**) and 136 face shield headbands (**ABOVE RIGHT**) for Osceola County workers via JOANN Fabrics' Make-to-Give program and to AdventHealth Celebration.



May 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	8,911	11,699	5,349	3,949	8,497	85
Visitors	5,151	2,235	2,327	1,727	1,298	24
Computer Sessions	32,801	8,914	14,699	8,463	6,481	2,695
AWE Computer Sessions	n/a	19	n/a	14	n/a	n/a
Virtual Programming Onsite, In-Community, and Schools	Events: 4 Attendance: 4	Events: 3 Attendance: 26	Events: 0 Attendance: 0	Events: 0 Attendance: 0	Events: 0 Attendance: 0	Events: n/a Attendance: n/a

*Does not include virtual circulation

System Stats at a Glance

- Virtual Circulation totaled 18,918 checkouts or sessions, a 53% increase over May 2019
- Databases were searched 20,654 times, a 152% increase over May 2019
- Patrons used study rooms 93 times
- 6,723 Reference questions were answered
- 10 volunteers donated 34 hours of service
- Staff provided 6 free notary sessions
- 147 persons registered for full-service Library cards and 233 registered for eCards
- 9,785 holds were placed on Library materials
- Staff facilitated 726 Curbside Pickups and 54 Personal Shopping experiences
- Call Center staff received 6,913 phone calls, a 118% increase over May 2019
- Total circulation for May was 57,498

Highlights

The Osceola Library System reopened in May after being shuttered for nearly 7 weeks due to the coronavirus pandemic. Libraries closed on March 20, but continued to provide virtual/online programming, patron assistance via chat, phone and email, and a wide array of digital services and resources.

The bookdrops reopened to receiving returned resources on May 6 with a protocol that all returned items will be quarantined for 72 hours which follows library industry best practices in the management of surfaces.

On May 8, the Hart Memorial and Buenaventura Lakes Libraries reopened allowing 25% capacity in the buildings with limited hours, social distancing, and mandatory face coverings for staff and patrons, while providing much needed access to computers and Internet, table seating, Curbside Pickup and Personal Shopping by staff. Curbside and Personal Shopping also began May 8 at the four additional Libraries of the Osceola Library System. These Libraries reopened their doors May 15 joining the entire system at 50% capacity and stacks browsable by the patrons.

Curbside Pickup and Personal Shopping services were implemented for those who do not wish to enter libraries due to convenience or safety reasons.

With Curbside Pickup, patrons can place an item on hold, select the preferred branch pick up location, and when the title is ready for pickup, visit the branch Library, park in a designated parking spot, call the Library, and a staff member will bring the item to the patron in a secure fashion (on a book cart or placed on a table) already checked out on the patron's account. This gives those patrons who choose not to enter Library facilities a safe and secure option to still enjoy the collection.

The Library also launched the Personal Shopper program which combines Reader's Advisory service with the Curbside Pickup service. If a patron does not have a particular title in mind and wants the staff to "go shopping" for them using general guidance or reading interests, staff will pull materials, place them on hold, and check them out when the patron arrives to the Curbside pickup spot.

Patrons using the Library were encouraged to check out at the new MK Solutions checkout stations that also accept cash, credit, and debit payments for account transactions. These stations were configured and tested during the Library's closure and were ready to be newly implemented upon reopening. These stations provide a method of safe, contact-less service in addition to making the Library checkout experience fast and efficient.

For continued exemplary in-building service with safety in mind, Osceola County Maintenance provided plexiglass shields for the service desks and custom crafted hand sanitizer stations for Library lobbies. Also provided for patron and staff safety is day porter service at each location.

Gallery



the Osceola Library system

PERSONAL SHOPPER



*Need help choosing items?
We'll find some for you!*

How it works:

- Call, email, or chat with us
 - 407.742.8888
 - thelibrary@osceolalibrary.org
 - osceolalibrary.org
- Let us know what you're looking for. (For example, "10 children's books about trucks.")
- Pick up your items through Curbside Pickup

*Necesita ayuda escogiendo materiales?
¡Encontraremos algo para usted!*

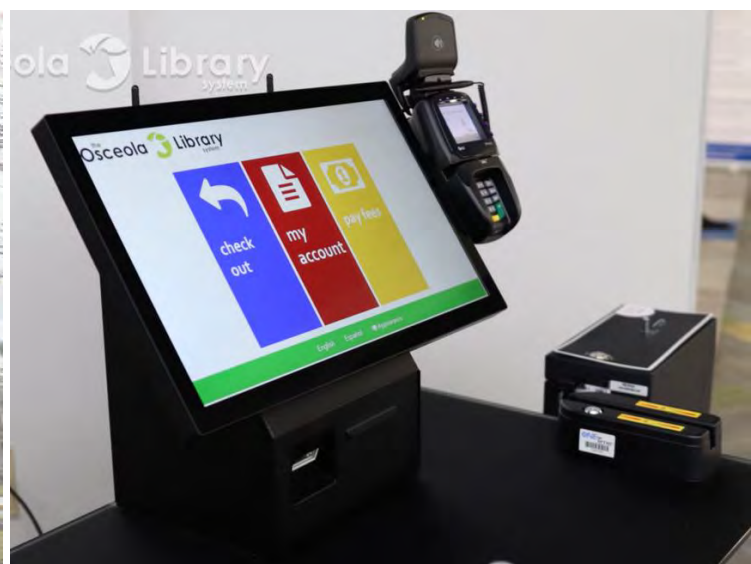
Así trabaja:

- Llame, correo electrónico, o chat con nosotros
 - 407.742.8888
 - thelibrary@osceolalibrary.org
 - osceolalibrary.org
- Déjenos saber que busca. (Ejemplo, 10 libros de niños de carritos.)
- Recoja sus materiales usando nuestro servicio de recojido

osceolalibrary.org/curbside-pickup

When the Library closed, new services were implemented so our patrons could still enjoy the collection in a safe manner. Curbside Pickup (TOP LEFT) allows for contactless retrieval of Library materials while the Personal Shopper service (TOP RIGHT) allowed for staff to serve our patrons by gathering materials that meet their interests when requests didn't include specific titles and browsing the shelves were not available.

Libraries reopened with reduced hours (BELOW LEFT) and new checkout stations (BELOW RIGHT), with the safety of the public and our staff in mind. The checkout stations allow for fast, contactless service and are cleaned regularly.





Online programming continued past re-openings of the buildings to allow for virtual presentations patrons could still enjoy from the safety of home. ABOVE: Storytime videos were uploaded daily featuring different members of the Youth staff, and special bilingual storytimes were added to the schedule so children could listen to stories and learn some of their favorite songs in both English and Spanish. Some songs also featured simple phrases of American Sign Language.

Kiddos were also able to do simple crafts with materials they often could find at home such as cut sponges for water balloon fights (**BELOW LEFT**), or recipes inspired by history lessons such as our “cake in a cup” inspired by the history of the cakewalk (**BELOW RIGHT**). This ensured that the educational and fun aspects of Library programming still reached the kiddos at home.



June 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	13,594	17,500	8,390	5,694	12,616	136
Visitors	9,306	5,182	6,200	3,492	4,332	67
Computer Sessions	44,400	12,948	20,829	13,376	9,202	3,200
AWE Computer Sessions	n/a	141	n/a	189	n/a	n/a
Virtual Programming Onsite, In-Community, and Schools	Events: 4 Attendance: 156	Events: 3 Attendance: 235	Events: 6 Attendance: 229	Events: 2 Attendance: 180	Events: 4 Attendance: 157	Events: n/a Attendance: n/a

***Does not include virtual circulation**

System Stats at a Glance

- Virtual Circulation totaled 22,949 checkouts or sessions, an 87% increase over June 2019
- Database searches totaled 9,256, up 57% over June 2019
- Patrons used study rooms 236 times
- 16,641 in person and virtual Reference questions were answered
- 15 volunteers donated 52 hours of service
- Staff 3D printed 170 items for patrons
- 416 persons registered for full-service Library cards and 165 registered for eCards
- 9,944 holds were placed on Library materials
- Staff facilitated 883 Curbside Pickups and 50 Personal Shopping experiences
- Call Center staff received 6,449 phone calls, a 98% increase over June 2019
- Total circulation for June was 80,879

Highlights

Summer Learning kicked off with live virtual programming and engaging self-directed activities. A convenient landing page on the Library's website was created where patrons could find links to all upcoming events for Adults and Kids, including live storytimes, special presenters, scavenger hunts, escape rooms, and Summer Learning programs exploring this year's theme of Imagine Your Story.

Youth Storytellers brought to life Beauty and the Beast, Hansel and Gretel, Medusa, and the Princess and the Pea. Staff used YouTube Live to create real-time experiences for kids and families to join in and engage with staff during the presentation. Activity packs paired to each week's Summer Learning program were available for pick up at each Library. The Activity Packs contained information and some supplies needed to participate in Summer Learning activities from home. At the end of the YouTube Live programs, storytellers gave out a "secret code" that gave kids 10 points to add to their Beanstack account, the online reading log where kids and parents earned points for tracking their summer reading. Those with the most points earned prizes!

Adult programming also went virtual with YouTube live sessions where we made creatures with needle felting or created a beautiful magical garden made with pebbles, soil, and mini terrariums. The two-part digital escape room, Asylum Breakout, and fun trivia games on ancient mythology, real fairy tale castles, and more used Google Docs as a creative platform for an exciting virtual adventure through time, space, and history. Beanstack was used to track adult reading and to encourage program attendance, with the live programs on YouTube providing more "secret codes" for adults to earn prizes as well.

Special guests joined us in the virtual festivities as well. DoDad's Lab told "Tales of Chemistry," Mitchel Osborn presented a guide to interpreting dreams via Zoom, and St. Cloud staff joined together to "Make It in Minutes," showcasing quick recipes that can be shared with the whole family. The online book club "Cover Talk" rounded out the month with a rousing conversation on the timely *Epstein* by Dylan Howard.

The Library celebrated Juneteenth on June 19, which commemorates the abolition of slavery in the United States in 1865, when the enslaved people of Texas were finally notified of President Lincoln issuing the Emancipation Proclamation and the end of the Civil War. To provide education and context, the Library created posters with the text of the Emancipation Proclamation and the 13th Amendment, a pathfinder with web and Library resources and creative resource displays that promoted the importance of listening to Black voices, their stories, history and perspective, in an effort to encourage patrons to become more informed and connected. This was particularly timely as during June (and continuing today), the country has grappled with issues of systemic racism, police brutality toward minorities, and civil unrest people across the nation took to the streets and supported groups such as the Black Lives Matter movement to demand immediate and sustained change in practices and culture.

Gallery



Youth and Adult Programs went virtual with live events.

For families, the Youth Team explored different fairy tales each week and accompanied their story with a themed craft, experiment, or recipe.

ABOVE: Ms. Crystal shared a recipe to make your own "gray stuff" for her Beauty and the Beast program.

LEFT: Mr. Jonathan taught families how to make their own crown of snakes like the gorgon Medusa.



ABOVE: Hansel and Gretel week brought a hilarious puppet show that left those in the live chat laughing along with the Youth team.

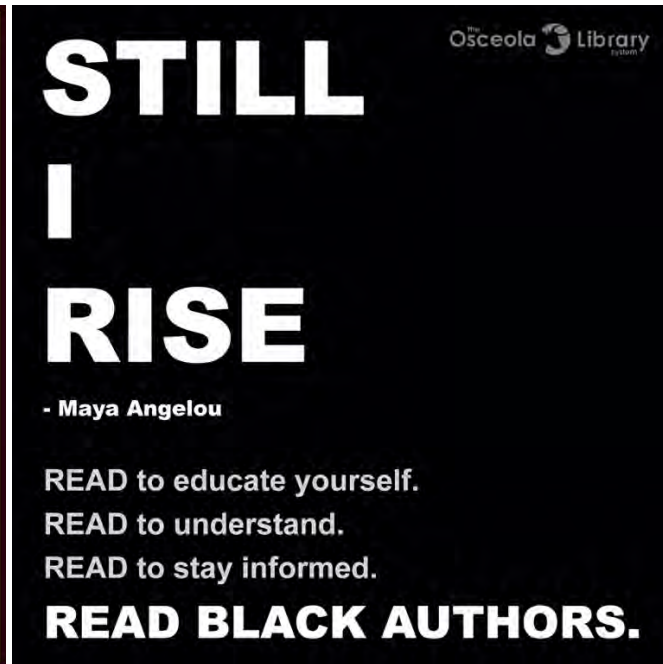
Each live program revealed a Beanstack “secret code” for those that tuned in to the live broadcast. The code gave the child or adult an extra 10 points to their Beanstack account, with **the highest earners the winners of our weekly prize bundles of books (BELOW – LEFT and RIGHT).**





The live **Adult programs** featured more intricate crafts adults and teens could do from home such as making owls with needle felting (**ABOVE**) or a beautiful fairy garden terrarium (**BELOW-LEFT**). The live programs sometimes featured special guest presenters, such as Intuitive Soul Coach Mitchell Osborn, who presented an introduction to dream interpretation (**BELOW-RIGHT**). These were often recorded live via zoom, with the video later being uploaded to our YouTube channel for future viewing and enjoyment.





As the country has grappled with issues of systemic racism and police brutality toward minorities, people across the nation rose and took to the streets demanding immediate and sustained change. To bring that context and conversation into the Libraries, **we arranged book displays featuring Black authors to bring awareness to these issues and struggles**, encouraging the action to read to self-educate and become informed in the matters our country was facing and the fight Blacks and other minorities have fought so long (**ABOVE-RIGHT**).

For Juneteenth (June 19), additional displays were created at the Libraries to educate the public on the historical significance of the holiday. Posters were created with the full text of the Emancipation Proclamation and the 13th Amendment, and social media featured succinct reminders of the significance (**ABOVE-LEFT**).

July 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	14,805	18,548	8,049	5,300	12,895	164
Visitors	10,102	5,038	5,836	3,846	3,893	67
Computer Sessions	45,025	11,677	22,044	13,005	9,445	3,184
AWE Computer Sessions	N/A	59	N/A	159	N/A	N/A
Virtual Programming Onsite, In-Community, and Schools	Events: 12 Attendance: 637	Events: 3 Attendance: 48	Events: 4 Attendance: 73	Events: 1 Attendance: 11	Events: 2 Attendance: 35	Events: n/a Attendance: n/a

***Does not include virtual circulation**

System Stats at a Glance

- Virtual Circulation totaled 22,981 checkouts or sessions, an 82% increase over July 2019
- Database searches totaled 9,256, a 10% increase over July 2019
- Patrons used study rooms 294 times
- 13,933 in person and virtual Reference questions were answered
- 17 volunteers donated 98 hours of service
- Staff 3D printed 119 items for patrons
- 376 persons registered for full-service Library cards and 202 registered for eCards
- 9,197 holds were placed on Library materials
- Staff facilitated 676 Curbside Pickups and Personal Shopping experiences
- Call Center staff received 5,335 phone calls, a 54% increase over July 2019
- Total circulation for July was 82,742

Highlights

Drive-Thru Backpack Events

The Library participated in two back to school events sponsored and promoted by members of the Osceola County Board of County Commissioners. Both events were focused on safety so they were held entirely outdoors.

At the Hart Memorial Library, families snaked through the parking lot on Saturday, July 25, pulling up to the front of the Library where helpful County and Library staff led by Commissioner Cheryl Grieb delivered backpacks full of supplies to waiting students in their cars. 250 backpacks were distributed, along with donations by the Mercy Foundation who loaded attendees' trunks with 150 boxes of fresh food.

At Archie Gordon Park in Buenaventura Lakes, Commissioner Janer hosted a drive-thru Back to School event, providing 500 backpacks filled with supplies to 500 students and families while they stayed safe in their vehicles. Library staff were on hand at the July 29th evening event, travelling over from next door at the Buenaventura Lakes Library. The Mercy Foundation was also on hand to distribute food.

Summer Learning Continues

The Youth and Adult Services team continued producing high quality and engaging virtual programs through the month of July. Adult live programming highlights included DIY "Mer-Made" spa essentials using natural food items like avocado and honey, and creating your own fancy stained glass goblets fit for a king or queen. Stand out live youth programs included "Rapunzel," featuring a Mr. Jonathan wearing a lot of cake batter, and the "Three Billy Goats Gruff" with Ms. Crystal reenacting the story with Trolls dolls.

In addition to our staff-run live programming, we invited special guests such as ScienceTellers to present "Dragons: Return of the Ice Sorceress," the PBS KIDS Time team from WUCF and their Super Powers of Science program, and Rick Chamberlain and his Virtual Tai Chi Fitness program. We offered "passive" programming in the form of the digital escape room, "Asylum Breakout Part 2" which challenges you to solve the puzzle to free your character from unknown forces. And we created a special series of informative programs for teens called "Teen Quest," featuring a new program each week such as healthy relationships and how to stop bullying. Summer Learning wrapped up during the first week of August.

Regular storytimes continued throughout the summer in addition to Summer Learning, with a different storytime and storyteller each week. We even had a visit from a local VIU (Very Important Unicorn) when Commissioner Grieb joined Ms. Crystal for a magical-themed storytime. All of our live events found a home for future enjoyment on our YouTube channel where our programs can be accessed around the clock and for years to come.

Osceola Reads Station at Poinciana Library

The Library received a generous donation of an Osceola Reads station at the Poinciana Library. This station is sponsored by Commissioner Arrington and joins stations already in place at the St. Cloud and Hart Memorial Libraries. Commissioner Arrington was on hand with Osceola Reads and Library staff to christen the stations on July 23. The stations are designed to enhance early literacy skills in young children and feature two iPads programmed with the Osceola Reads Footsteps 2 Brilliance software. The Osceola Library System is an Osceola Reads Community Partner.

Gallery



The Library participated in two back to school events sponsored and promoted by members of the Osceola County Board of County Commissioners.

ABOVE and LEFT: At Hart Memorial Library Commissioner Cheryl Grieb distributed backpacks and food to families in a drive-thru style.



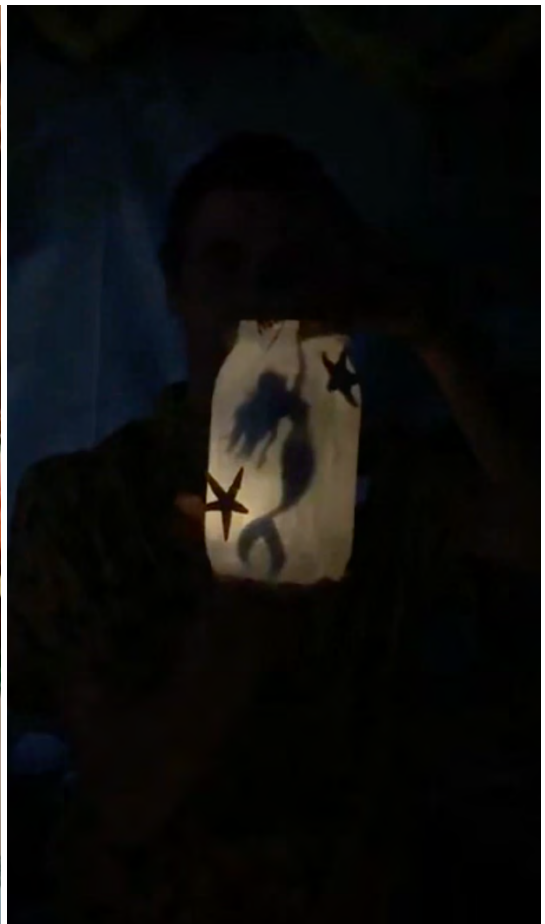
LEFT: Next door to the Buenaventura Lakes Library, our staff assisted Commissioner Viviana Janer in the distribution of backpacks and school supplies in a back to school drive-thru event.

BELOW: Commissioner Brandon Arrington donated an Osceola Reads station to the Poinciana Library. Osceola Reads stations are designed to enhance early literacy skills in young children with the help of two iPads programmed with the Osceola Reads Footsteps 2 Brilliance software.





Adult Virtual Summer Programming continued with unique crafts such as creating DIY body scrubs (ABOVE) and “magical” jars that would hold your favorite creatures (BELOW LEFT and BELOW RIGHT).





Children's and Family Virtual Summer Programming delivered laughs and wonder. The Library Youth Team held nothing back, going so far as using real pancake batter during a special presentation of "Rapunzel" wherein Rapunzel mishears a request for a "ladder" **(LEFT)**.

Special guest presenters, including ScienceTellers (ABOVE), entertained families at home with exclusive videos and Zoom events.

August 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	15,515	18,355	8,820	5,857	13,024	231
Visitors	11,347	5,981	3,264	4,366	4,548	91
Computer Sessions	45,186	12,485	22,685	12,445	12,210	2,904
AWE Computer Sessions	N/A	162	N/A	158	N/A	N/A
Virtual Programming Onsite, In-Community, and Schools	Events: 8 Attendance: 88	Events: 4 Attendance: 45	Events: 9 Attendance: 59	Events: 2 Attendance: 49	Events: 2 Attendance: 47	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 22,633 checkouts or sessions, a 73% increase over 2019
- Database searches totaled, a % increase over 2019
- Patrons used study rooms 274 times
- 13,035 in person and virtual Reference questions were answered
- 12 volunteers donated 56 hours of service
- Staff 3D printed 61 items for patrons
- 392 persons registered for full-service Library cards and 232 registered for eCards
- 8,993 holds were placed on Library materials
- Staff facilitated 412 Curbside Pickups and 8 Personal Shopping experiences
- Call Center staff received 4,170 phone calls, a 7% increase over 2019
- Total circulation for August was 83,026

Highlights

August wrapped up an eventual but very different type of summer. We continued our innovative virtual programming, wrapping up Summer Learning with the ever popular Sleeping Beauty and Cinderella fairy tales for children and a Florida Folklore presentation and International Festival for families and adults.

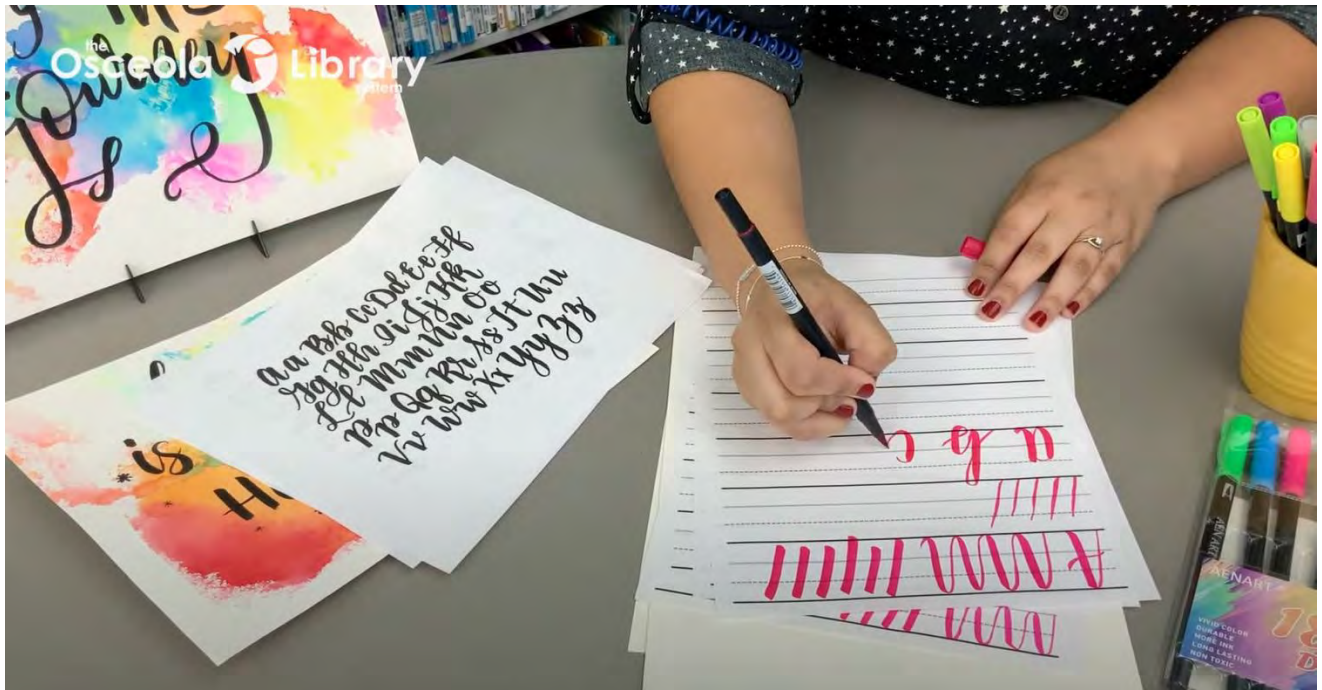
Other outstanding virtual programming included Live Hand Lettering for Beginners, Cover Talk book club discussion of James Patterson's works, a women's suffrage trivia game, and storytimes with all our favorite youth storytellers. Even though we miss the energy and interaction of in-person programming, the quality and engaging content continues online.

Several staff have provided over 5 months of service in support of the Emergency Management's COVID-19 operations. Duties include assisting Emergency Management planners to prepare the daily Situation Report that tracks all aspects (from hospitals to the business community) and answering citizen phone calls about local ordinances, testing sites, health services and more related to the COVID-19 pandemic.

The Library applied for nearly \$50,000 in funding from the State Library of Florida that was administering federal CARES Act dollars in support of libraries and communities whose economies have been affected by the COVID-19 pandemic. The Library requested funds to purchase Chromebooks and hotspots to connect citizens to reliable Internet and access to technology. The Library would provide skill training through training databases like Lynda.com and Universal Class, plus access points to community and state resources for workforce development and education. Decisions are due mid-October 2020.

The Library celebrated the graduates of the Career Online High School program with a wonderful video montage that features photos of program participants and quotes about how the COHS program set them on a better life course. COHS is an accredited private online high school that provides adults the opportunity to earn an official high school diploma recognized by the State of Florida and layer in career/job skills and certificates on top of the diploma, making them workforce ready at the time of graduation. Some of the graduates started families early and needed to leave school to enter the job market and some were forced out of traditional schooling due to health or personal reasons. With a COHS diploma, they gained confidence, skills and brighter future.

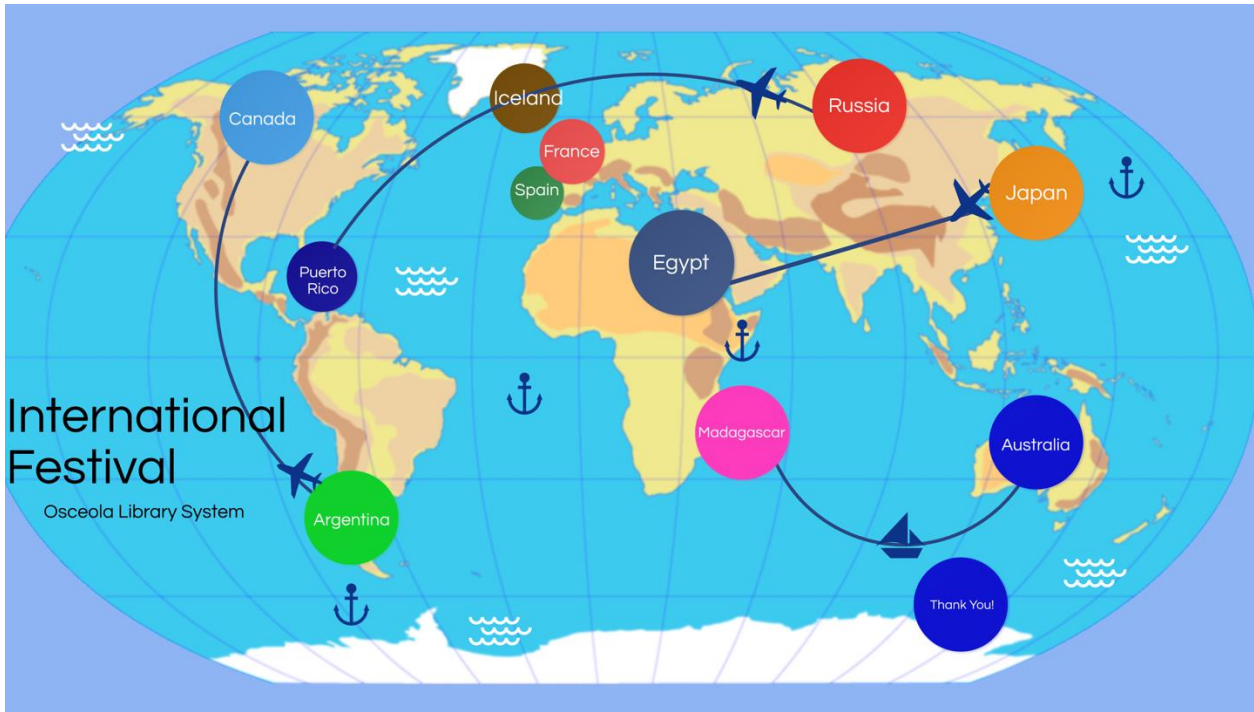
Gallery




Online programming continued with storytimes, crafts, and activities for all ages.

LEFT: One special storytime featured Ms. Michelle reading a story both audibly and with American Sign Language.

ABOVE: Alejandra led a tutorial online on Hand Lettering for Beginners, demonstrating how one could easily transform their journals or writings into works of art.



France



France, in Western Europe, encompasses medieval cities, alpine villages and Mediterranean beaches. Paris, its capital, is famed for its fashion houses, classical art museums including the Louvre, and monuments like the Eiffel Tower. The country is also renowned for its wines and sophisticated cuisine. Lascaux's ancient cave drawings, Lyon's Roman theater and the vast Palace of Versailles attest to its rich history.

- Introducing France
- Map & More
- Culture
- Top 10 Landmarks & Destinations
- Festivals

Our International Festival lived on thanks to virtual Prezi presentations.

ABOVE AND LEFT: Patrons got to travel the globe from the safety of their homes by “visiting” each country in this interactive presentation. Each country had an immersive experience into its history and culture through photos, videos, music, and information.

I had to leave my regular school due to health problems. Now that I graduated, I feel like I've accomplished a significant milestone and I plan to go to college to get my nursing degree. This program has taught me a lot, and I will always be grateful.

- Maritza Navarro



I wanted to be able to be a role model for my daughter as well as get a better job to help support my family. Now I am exploring jobs with better job security, insurance, and retirement.

- Kevin Anthony Nazario



I gained confidence, learned skills on professionalism in the workplace, and most importantly I learned that I am capable of doing anything that I set my mind to.

- Yarilys Coburn



Congratulations to our graduates from the Career Online High School (COHS) program!

In lieu of an in-person ceremony due to health concerns surrounding public gatherings, we celebrated our graduates with a dedicated video honoring their hard work and dedication.

LEFT (ALL): Maritza, Kevin, and Yarilys are just a few of our COHS graduates featured in the video. Each graduate shared a few words about how COHS has changed their lives and what the program meant to them.

The full video can be viewed on our YouTube Channel:

<http://ow.ly/ZilH50C4kUP>

September 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	15,515	18,355	8,820	5,857	13,024	231
Visitors	11,347	5,981	3,264	4,366	4,548	91
Computer Sessions	45,186	13,690	22,685	12,445	12,210	2,927
AWE Computer Sessions	N/A	162	N/A	158	N/A	N/A
Virtual Programming Onsite, In-Community, and Schools	Events: 8 Attendance: 88	Events: 4 Attendance: 45	Events: 9 Attendance: 59	Events: 2 Attendance: 49	Events: 2 Attendance: 47	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 22,362 checkouts or sessions, a 85% increase over 2019
- Database searches totaled 27,985
- Patrons used study rooms 494 times
- 13,341 in person and virtual Reference questions were answered
- 26 volunteers donated 56 hours of service
- Staff 3D printed 68 items for patrons
- 513 persons registered for full-service Library cards and 196 registered for eCards
- 8,984 holds were placed on Library materials
- Staff facilitated 374 Curbside Pickups and 9 Personal Shopping experiences
- Call Center staff received 4,247 phone calls, a 18% increase over 2019
- Total circulation for August was 84,164

Highlights

Library Card Sign Up Month

September is National Library Card Sign Up Month and the Osceola Library System explored some new ways to encourage people to get their very own Library card. Looking to the Internet and social media as great communication tools, the Library boosted posts on Facebook and Instagram using the American Library Association's themed graphics featuring Wonder Woman. The posts were viewable by Osceola residents and visitors accessing Facebook and Instagram within a 24 mile radius from Kissimmee and approximately 2 million to 3 million people could have been reached in the 20 days the posts were boosted. The Library also purchased Google Ads. When a Google searcher input terms such as Osceola Library or eBooks, they might see the Library's Google advertisement first on their selection results. The Library partnered with Wild Florida to Show Your Card and get \$2 off lunch at their café. Approximately 19,000 patrons whose cards expired or will expire in 2020 were automatically renewed. These patrons were sent an email message if they had opted into Library communications to let them know that it's a great time to visit the Library even virtually with their card and showcased all the wonderful, free services the Library has to offer. Efforts to promote Library card sign ups was successful, with nearly 100 more people registering for cards and circulation increasing by over 1,000 checkouts.

New ILL system

A new Interlibrary Loan (ILL) database was launched in September. FLIN SHAREit is sponsored by the State Library of Florida and creates a network of libraries across Florida committed to lending and receiving all kinds of resources. Patrons search a the FLIN SHAREit website that connects to our catalog and also features the catalogs of participating libraries, so patrons can see in real time what is available to request. Available material types to lend and borrow expanded to include DVDs, Books on CD, copies of articles, and games if available. September already saw an increase in ILL use – items borrowed by our patrons (borrowed from other libraries) was up 39% but the lending of our resources to other libraries was up a whopping 477% over this time last year.

FamilySearch Affiliate Library

The Library became an affiliate library of the FamilySearch genealogy program. FamilySearch libraries receive access to additional historical and genealogical records available digitally, access to the latest tips and tricks for genealogy research, and other special benefits only available to FamilySearch libraries. FamilySearch is provided by the Church of Jesus Christ of Latter-day Saints who operate physical facilities and online resources for people to research their personal histories.

Gallery



We celebrated Library Card Sign-Up Month far and wide online. We boosted promotions on Instagram, Google, and Facebook using the ALA provided graphic (**ABOVE-LEFT**); partnered with Wild Florida for a special podcast episode of NonFiction Friends as well as a special episode of Storytime Friends with the Youth Team at the park (**ABOVE-RIGHT**), and promoted a discount at their café for patrons that showed their Osceola Library card; and we created a special trivia game to show just how easy it is to get a Library card with us (**BELOW**).



Promotions for Library card sign ups were successful, with an increase in both card registrations and checkouts!



FLIN SHAREit

The FamilySearch logo features a stylized tree with green squares as leaves, positioned to the left of the text "FamilySearch" in a green, sans-serif font. Below the logo, the text reads: "The world's largest genealogy organization with over 300 million FREE genealogical records and images added online per year!". A bulleted list follows: "• Access millions of family history records at home", "• Access additional family history records available only when logged in within the Osceola Library branches", and "• Create your family tree with the option to attach it to a family member's to combine your research". The phrase "All FREE!" is centered below the list. At the bottom, the website "osceolalibrary.org/familysearch" and the "Osceola Library" logo are displayed.

FamilySearch

The world's largest genealogy organization with over 300 million FREE genealogical records and images added online per year!

- Access millions of family history records at home
- Access additional family history records available only when logged in within the Osceola Library branches
- Create your family tree with the option to attach it to a family member's to combine your research

All FREE!

osceolalibrary.org/familysearch 

We launched our new InterLibrary Loan (ILL) platform, FLIN SHAREit (**ABOVE-LEFT**), which grants patrons direct power over their ILL requests and searches. We also became an affiliate library with FamilySearch, the world's largest genealogy organization with countless resources for family history research (**ABOVE-RIGHT**). With both new resources, patrons have gained access to invaluable materials to complete their genealogical research as well as access materials not already owned by our Library.

October 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	16,170	20,409	9,420	5,756	14,368	228
Visitors	9,714	6,519	5,063	5,004	5,445	89
Computer Sessions	57,298	16,360	29,816	13,894	16,060	3,681
AWE Computer Sessions	N/A	245	N/A	227	N/A	N/A
Virtual Programming Onsite, In-Community, and Schools	Events: 13 Attendance: 39	Events: 7 Attendance: 60	Events: 13 Attendance: 91	Events: 2 Attendance: 63	Events: 5 Attendance: 73	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 22,918 checkouts or sessions, a 82% increase over October 2019
- Database searches totaled 26,433
- Patrons used study rooms 471 times
- 10,742 in person and virtual Reference questions were answered
- 36 volunteers donated 164 hours of service
- Staff 3D printed 44 items for patrons
- 679 persons registered for full-service Library cards and 157 registered for eCards
- 8,484 holds were placed on Library materials
- Staff facilitated 306 Curbside Pickups and 11 Personal Shopping experiences
- Call Center staff received 4,676 phone calls, a 30% increase over 2019
- Total circulation for October was 89,269

Highlights

Grant Award

The Library is the proud recipient of the Life, Liberty + Libraries grant sponsored by the Florida Humanities Council, PBS Books, and the National Endowment for the Humanities. The \$2,500 grant will go toward supporting a collection development in the area of civic engagement and aid in the development of programming to educate youth and families about democracy and civics in America.

Spooky Adventures

Our Nonfiction Friends podcast team went on the road to Boggy Creek Airboats for a spooky adventure. Armed with a 5% merchandise discount for Library card holders, the team experienced Boggy Creek Airboats' Scream n' Stream Halloween event and chronicled the visit in their weekly podcast available for subscription and download. The event highlights how the Library is utilizing its social media and Internet platforms to support local industry during the pandemic and educate the public about fun yet safe ways to move about the County.

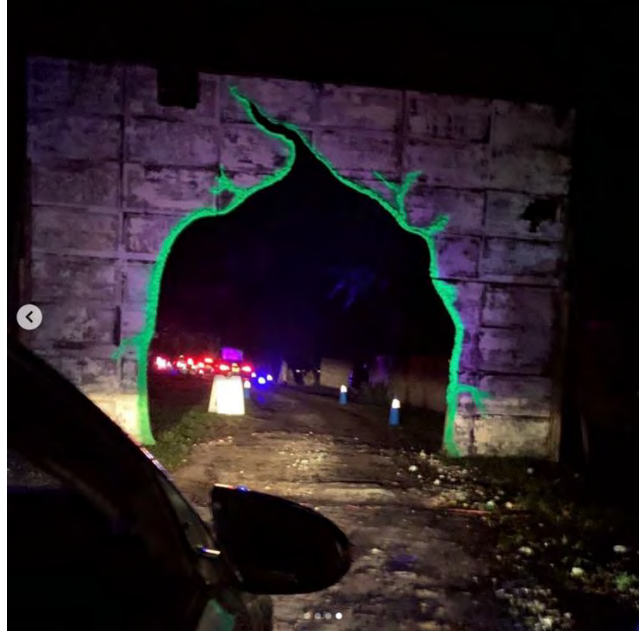
YouTube Engagements

As the Library switched from delivering programming primarily in person to exclusively online, our patrons followed us to the new format. YouTube became the go-to library of programming as any events that were aired live eventually found a home on the streaming on-demand channel. From 2018-2019, our YouTube channel actually lost 75 subscribers and saw only 196 hours of total watch time. But up to the end of the fiscal year 2020, the Library increased subscribers by 270 and viewers watched over 1,700 hours of Library content. Online events will continue at least through mid-2021 at which time in-person events will hopefully make a gradual comeback.

Historical Halloween

The Library partnered with the Orange County Regional History Center to provide Trick or Treat Safe Zone bags at all branch Libraries. The bags, stuffed with candy and Library information, feed the tummy and the brain in an effort for our patrons to enjoy Halloween treats safely. The History Center has partnered with the Library in the past, using branches as distribution points for their Time Travelers' Gazette.

Gallery



Halloween festivities continued amidst the pandemic thanks to partnerships with local businesses for safe and socially distant activities. **ABOVE and BELOW-LEFT:** The hosts of our Library podcast, Nonfiction Friends, experienced Boggy Creek Airboats' Scream n' Stream Halloween event. Patrons received a 5% merchandise discount when they presented their Library card. **BELOW-RIGHT:** The little ones practiced safe trick-or-treating at our branches thanks to Safe Zone Bags provided by the Orange County Regional History Center.



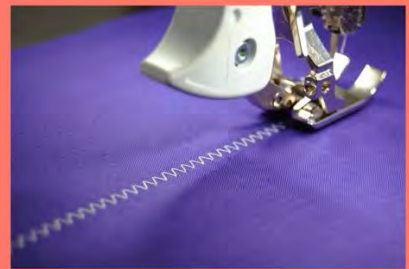


With our programs becoming exclusively virtual, the Library YouTube channel flourished with new subscribers and over a thousand hours of monthly views. Library storytimes were brought into the homes of both local and distant families (**ABOVE**); easy-to-follow tutorials of beautiful DIY projects delighted adults, teens, and families alike (**BELOW-LEFT**); and many learned basic technological skills such as how to perform different kinds of stitches thanks to Tech Tips from TechCentral (**BELOW-RIGHT**).



ZigZag Stitch

- Stops raw edges from fraying
- Finishing raw edges (use a wide zig-zag of width 4.0 and length 3.0, right on the edge of the fabric)
- Sewing knits without a serger
 - Knits on the seams
 - Knit hems
- Sewing elastic
- Applique (a common setting is length 0.5 and width 4.0)



November 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	15,754	18,567	8,488	5,245	13,797	278
Visitors	9,714	5,314	2,117	3,669	4,146	75
Computer Sessions	52,505	15,174	26,223	11,898	11,533	3,442
AWE Computer Sessions	N/A	205	N/A	183	N/A	N/A
Virtual Programming Onsite, In-Community, and Schools	Events: Attendance:	Events: Attendance:	Events: 5 Attendance: 36	Events: 1 Attendance: 39	Events: 4 Attendance: 21	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 21,043 checkouts or sessions, a 59 % increase over November 2019
- Database searches totaled 41,354
- Patrons used study rooms 360 times
- 9,242 in person and virtual Reference questions were answered
- 46 volunteers donated 210 hours of service
- Staff 3D printed 54 items for patrons
- 398 persons registered for full-service Library cards and 131 registered for eCards
- 7,248 holds were placed on Library materials
- Staff facilitated 237 Curbside Pickups and 9 Personal Shopping experiences
- Call Center staff received 3,304 phone calls
- Total circulation for November was 83,172

Highlights

Video Marketing

On Friday, November 11, the Osceola Library System was invited to participate in a marketing campaign sponsored by the Downtown Kissimmee Area Council (DKAC), part of the Osceola County Chamber of Commerce. The campaign was designed to “lift up and support downtown businesses and organizations through the holiday season.” Library staff kicked off the campaign by filming a promotional spot at the Hart Memorial Library with Positively Osceola, a social media marketing group. The spot aired live on Facebook where it was viewed 643 times and on Instagram 387 times. Topics discussed included the reading app Beanstack and the 1000 Books Before Kindergarten program, and the OsceoWriMo writing challenge using the online creative platform BiblioBoard.

Biblioboard Launch with OsceoWriMo

The Library launched BiblioBoard this month, providing a robust digital publishing tool that can be used by both patrons and Library staff to create dynamic collections. Patrons can publish eBooks using the Pressbooks Public site. Those eBooks could find their way into a statewide collection or even reach a national audience. The Library can use BiblioBoard to curate specific collections of historical or artistic artifacts and make them browsable and available for research. BiblioBoard launched with the OsceolaWriMo writing contest that challenged the community to create a short story using prompts provided. The challenge received 52 entries and a grand prize winner will be announced in December. Plans are underway for a variety of new collections. The full scope of BiblioBoard is just waiting to be discovered!

Happy Meals and Literacy

The Library teamed up with McDonald’s of Celebration to promote children’s literacy. Each branch was given 25 coupons for either free dessert or a free Happy Meal. The goal was to check out 10 children’s books and then receive a coupon as a reward. Children’s resources have seen the sharpest decline in use so this was an excellent way to utilize partnerships and community support to increase the use of the Library’s vast collection of children’s print titles.

Gallery



November saw many events and promotions that brought the community together. ABOVE: The Downtown Kissimmee Area Council (DKAC)'s marketing campaign kicked off at Hart Memorial Library with Positively Osceola where we promoted online contests and programs available to the county. **BELOW-LEFT:** Our first writing contest on BiblioBoard was a success with 52 participants, forming our first community collection. **BELOW-RIGHT:** Circulation of children's print books received a needed boost thanks to our partnership with McDonald's that rewarded families with coupons for every 10 children's books that were checked out.



Participate in our first Community Collection in our new BiblioBoard platform!

Throughout **November 2020**, create your own short story using a pre-selected writing prompt in your genre of choice for your **chance to win a \$25 gift card!**
View full submission guidelines and get started here:
osceolalibrary.librariesshare.com/osceowrimo/

Learn more about BiblioBoard and how this contest is possible:
osceolalibrary.org/biblioboard



GIVE
thanks

The Osceola Library System is partnering with the McDonalds of Celebration to give thanks for our patrons!



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December 2020 Monthly Review

	Hart	St Cloud	Poinciana	BVL	West Osceola	Kenansville
Circulation	14,988	17,724	8,560	5,136	13,983	278
Visitors	10,737	4,902	2,304	3,356	3,760	75
Computer Sessions	52,655	15,428	27,526	11,512	11,229	3,442
AWE Computer Sessions	N/A	125	N/A	145	N/A	N/A
Programming Virtual, Onsite, In-Community, and Schools	Events: 11 Attendance: 53	Events: 4 Attendance: 67	Events: 8 Attendance: 54	Events: 2 Attendance: 21	Events: 2 Attendance: 21	Events: n/a Attendance: n/a

System Stats at a Glance

- Virtual Circulation totaled 21,494 checkouts or sessions, 48% increase over 2019
- Patrons used study rooms 440 times
- Staff performed notary services 29 times
- 8,638 in person and virtual Reference questions were answered
- 44 volunteers donated 160 hours of service
- Staff completed 85 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 phone calls 3,274
- Patrons use of checkout stations totaled 17,444, accounting for 29% of checkout interactions
- Total circulation for December was 82,184

Highlights

CARES Act and Career Online High School set to change lives

The Osceola Library System is receiving over \$100,000 in CARES Act funds from the Osceola County Board of County Commissioners to award 50 scholarships to Career Online High School. In addition to the COHS scholarships, the Library will provide Chromebooks and hotspots to all students who need this technology to complete their studies. If COHS students have their own technology, the Library will work with Osceola County Human Services and other local nonprofits to administer the technology to those most in need of improving their connectivity in order to explore employment opportunities or job skills.

The Library previously awarded 20 scholarships to COHS starting in 2018 via a program funded by the State Library. This new venture will help continue on that path to transform the employment potential of 50 adults who abandoned their traditional high school education due to economic hardships, health concerns, family obligations and other personal reasons.

COHS is a lifeline to a better future, and especially valuable to the Osceola community that has been one of the nation's hardest hit economically with record job loss. COHS will provide successful students with a Florida-accredited high school diploma in addition to mentoring and academic coaching and access to credentialed certificates in career areas as office management, home health care and commercial driving. COHS is completely free to the student and will require students to be active Osceola Library card holders in good standing.

The generous funding from Osceola County and the CARES Act helps the Library to realize three of its Strategic Planning Goals: Economic Resilience, Virtual Innovation and Community Visibility and to truly live the values and fulfill the new mission set forth in the Strategic Plan. By offering programs like Career Online High School, the Library is providing a unique and transformative opportunity to its patrons, free of charge, enriching their future and bridging digital divides.

Winter rewards featuring 3D printed ornaments

The TechCentral staff launched a system-wide reading initiative using their 3D printing capabilities as an incentive. Snowflake ornaments featuring the Osceola Library System logo were printed and distributed to each branch library. If patrons checked out at least 10 books or books-on-CD between December 14 and 23, they could receive a lovely snowflake ornament designed and printed by the TechCentral staff. 85 ornaments were given away during this holiday promotion.

Nonfiction Friends reaches milestone

The Nonfiction Friends podcast reached an important milestone at the end of December. They have enjoyed 10,000 plays of their informational and entertaining podcast that highlights the best and weirdest of our nonfiction collection, along with fun outings promoting the community and engaging banter between the hosts and their guests. Well done!

Gallery



Our Nonfiction Friends ended the year with a podcast milestone and brought us holiday cheer with fun and engaging episodes (**ABOVE**). The 3D printed ornaments featured our cow logo in the center and was a big hit with patrons (**BELOW LEFT**). We also had another amazing reader finish our 1,000 Books Before Kindergarten reading incentive (**BELOW RIGHT**). Ryan is the West Osceola Library's second handprint to make it onto their Tree of Literacy.

