January 2020
Monthly Review

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

*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.
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.
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.