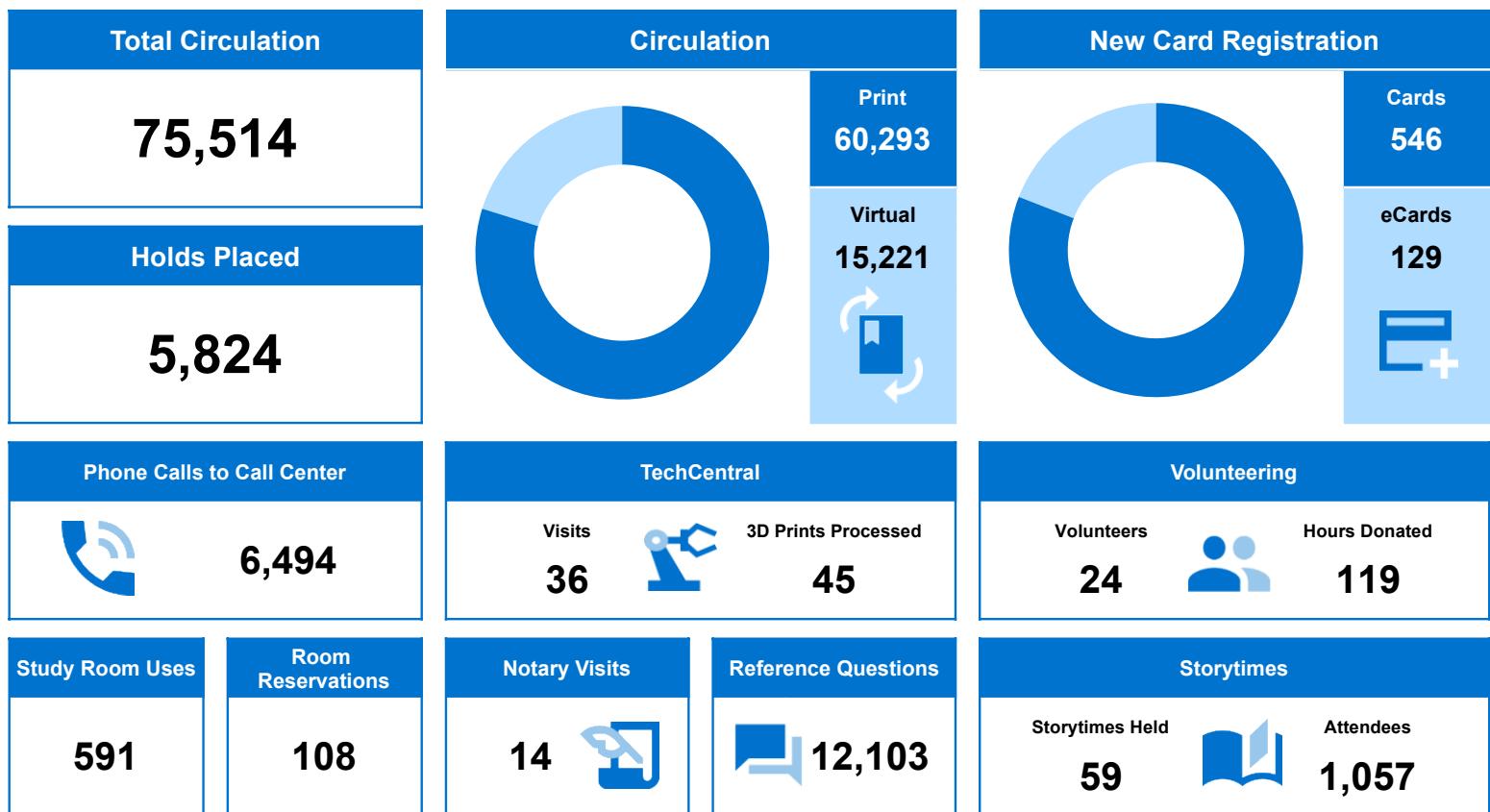


Monthly Report December 2021

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

