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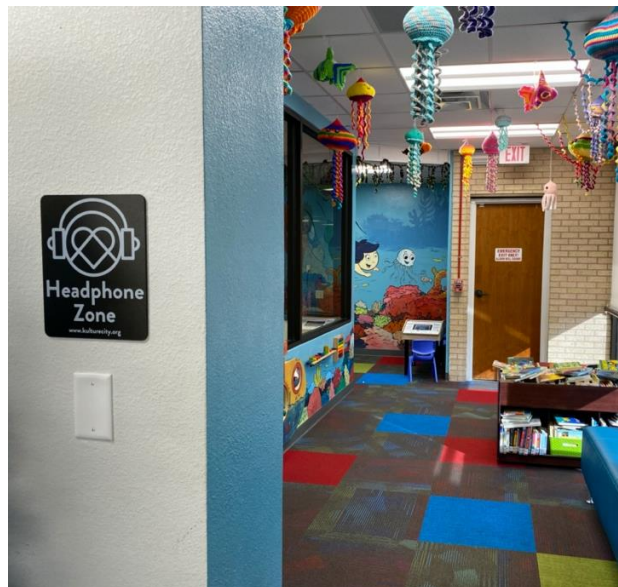
To help shape our upcoming Strategic Plan, we surveyed the community for feedback on what they would like to see from their Library System.

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.
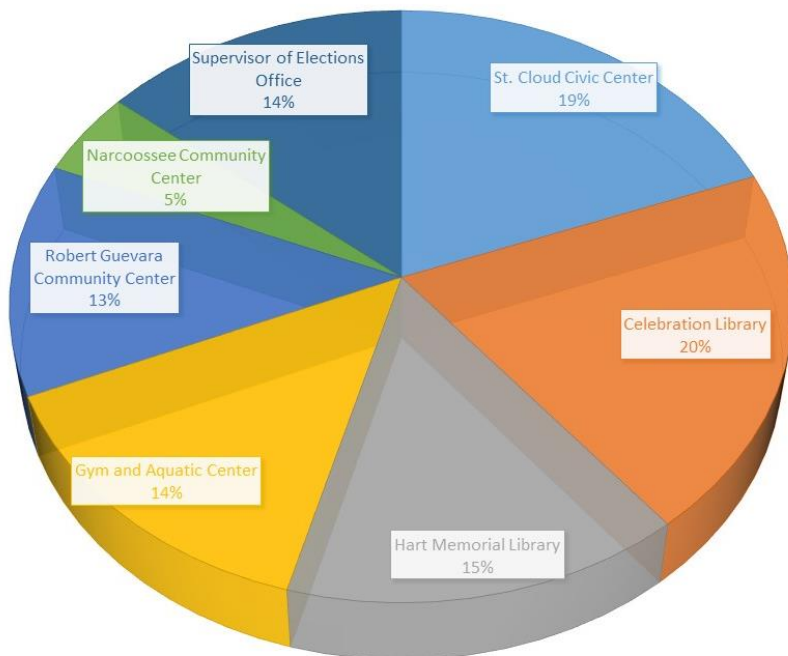
Programming

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

- Supervisor of Elections Office 14%
- Narcoossee Community Center 5%
- Robert Guevara Community Center 13%
- Gym and Aquatic Center 14%
- St. Cloud Civic Center 19%
- Celebration Library 20%
- Hart Memorial Library 15%

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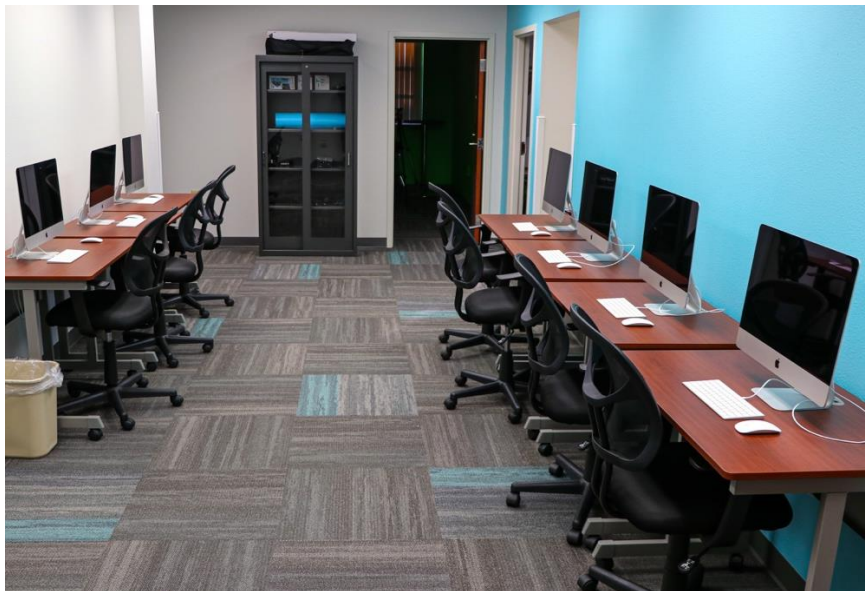
ABOVE and LEFT: Our new makerspace, TechCentral, was set to open April 1 but had to be postponed when the Libraries closed due to the pandemic. While the space's grand opening was canceled, its resources still played an important role in staff's development of future tutorials, programs, and virtual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

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)**.

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

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.
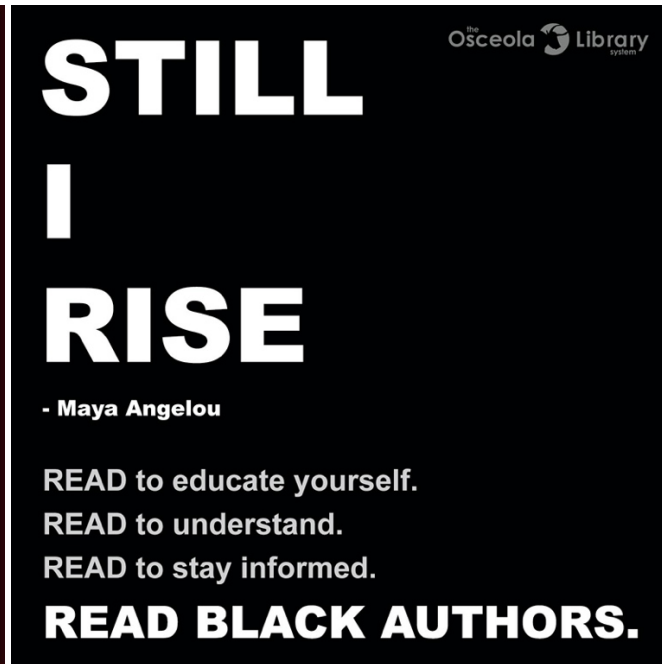
As the country has grappled with issues of systemic racism and police brutality toward minorities, people across the nation rose and took to the streets demanding immediate and sustained change. To bring that context and conversation into the Libraries, **we arranged book displays featuring Black authors 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)**.