

## July 2021 Monthly Review

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

### System Stats at a Glance

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

## Highlights

### Summer Learning Wrap-Up

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

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

### Courier Van Logos

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

### Paint Night

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

### Teen READBOX

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

## Summer Book Club Kits

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



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

May 2021

**Osceola Library**

# READBOX

Check out great books, get cool stuff!

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

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

**NEW BOOK RELEASES!**

OSCEOLA.LIBRARY.ORG

**Osceola Library**

# READBOX

How to Make a Ninja Stress Ball

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

**Directions:**

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

Caution: May be Ninjas in Area

Looking for something just for you?

# ASK OUR STAFF ABOUT A TEEN READBOX

Our free book subscription box

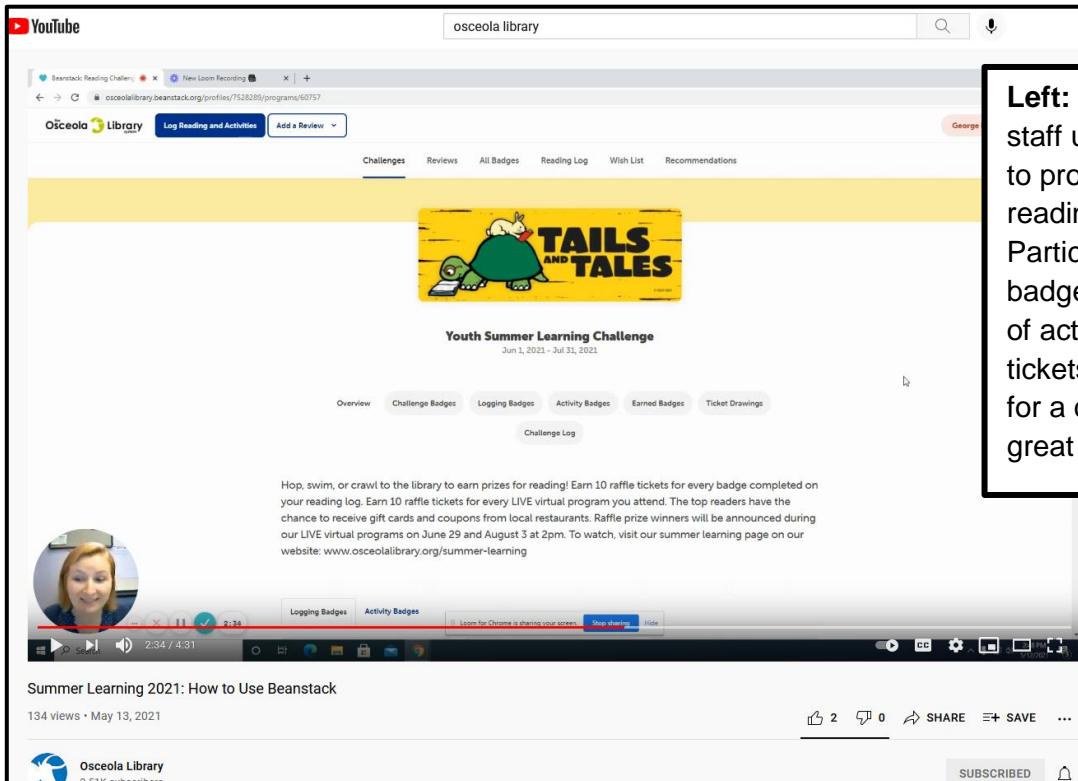
#olsReadbox

Osceola Library

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



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



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

## August 2021 Monthly Review

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

### System Stats at a Glance

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

## Highlights

### LSTA grant award for “Smart” Remote Lockers

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

### TALK IT UP! Life, Liberty + Libraries Programming

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

### Digital Local History Collection in BiblioBoard

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

### Stand Out Programs

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

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

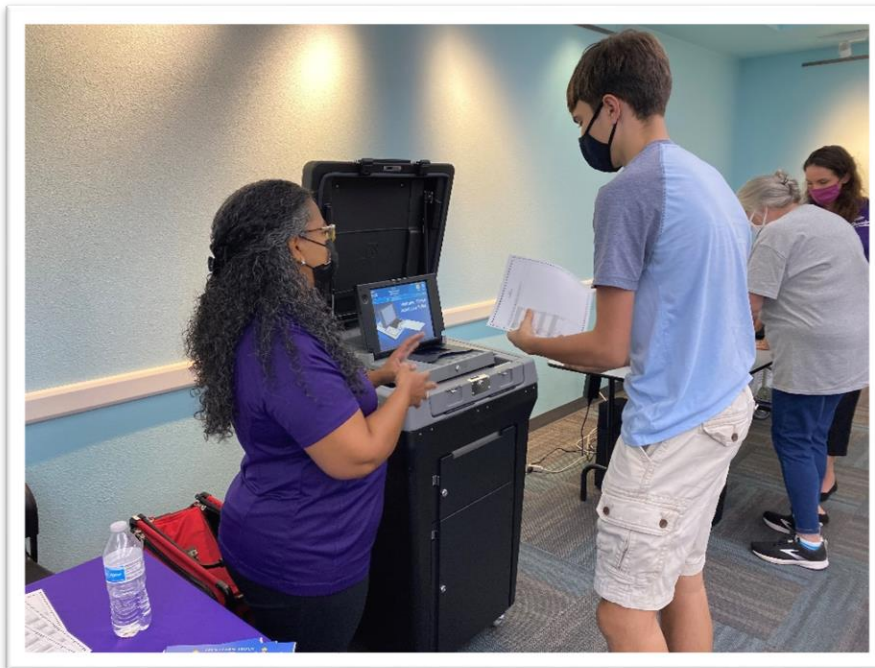
Online Poetry Extravaganza – a virtual program that invited poets to share their works and interact with established and renowned local poets

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

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

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

## Gallery



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

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





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



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



## September 2021 Monthly Review

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

### System Stats at a Glance

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

## Highlights

### TechCentral receives Beautification and Innovation award

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

### Show Your Card, Osceola!

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

### Wild About Reading at Wild Florida

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

### El Festival de Frida

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

## Voices! Hispanic Heritage Collection on BiblioBoard

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

### Other outstanding programs or events:

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

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

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

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

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

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

## Gallery



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



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



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

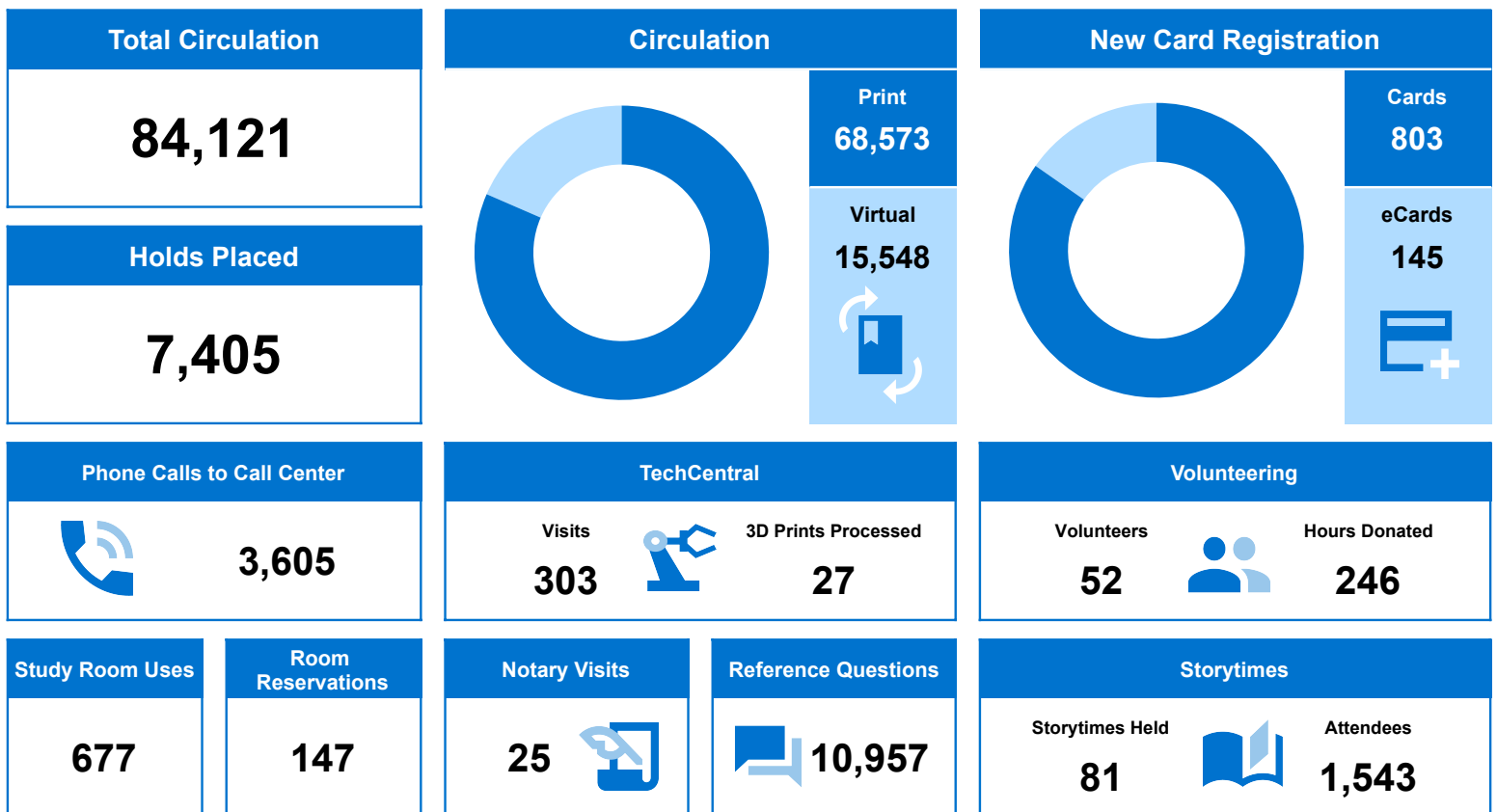
**Left:** Staff assembled a fun window display as part of Kissimmee Main Street's Wizarding World of Kissimmee event. **Top:** The Show Your Card, Osceola! website featured all the participating businesses, who also displayed the logo to signal their partnership with the Library.

## Monthly Review October 2021

Fiscal Year Oct. 2021 - Sept. 2022

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

## System Stats at a Glance



## OLL Access Passes



The Library and the School District of Osceola collaborated to offer a new way for Osceola students to access library resources. The OLL (Osceola Library Link) Access Pass launched October 18 with all students in grades Kindergarten through 12 gaining unlimited access to Osceola Library eResources and up to three print items. Students can use the letter S followed by their 7 digit student number to place holds, check out items,

download or stream eResources and all materials are free of late fines. Books and DVDs can be returned to their school media center and the Library will arrange for pickup. Over 56,000 students now have a free library pass with new students added and accounts updated every month.

## ARPA Funding Awards

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



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

## Chromebooks Available for Checkout

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

## Spooktacular Events



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

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



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



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



## Hispanic Heritage Month

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

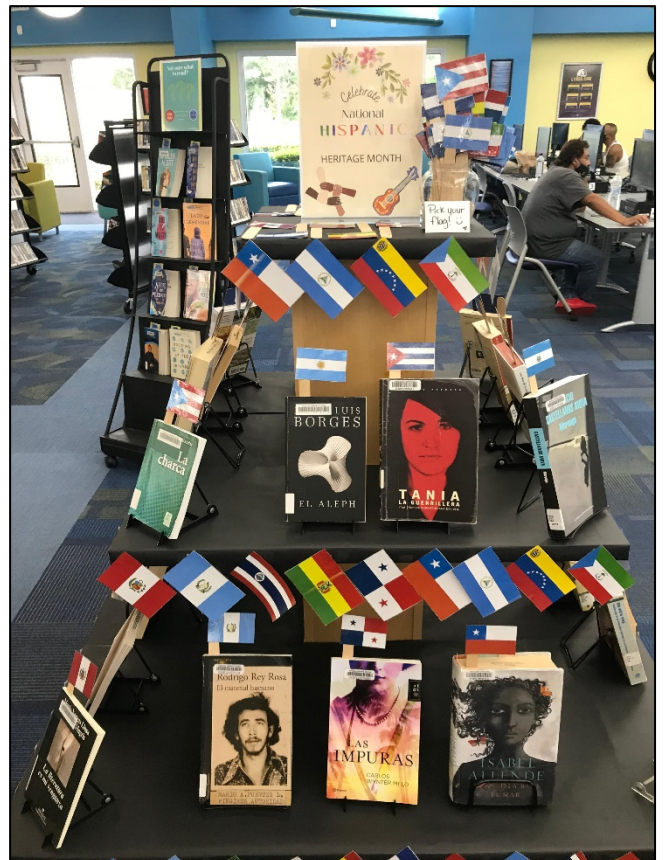
Featured programs included:

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



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

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

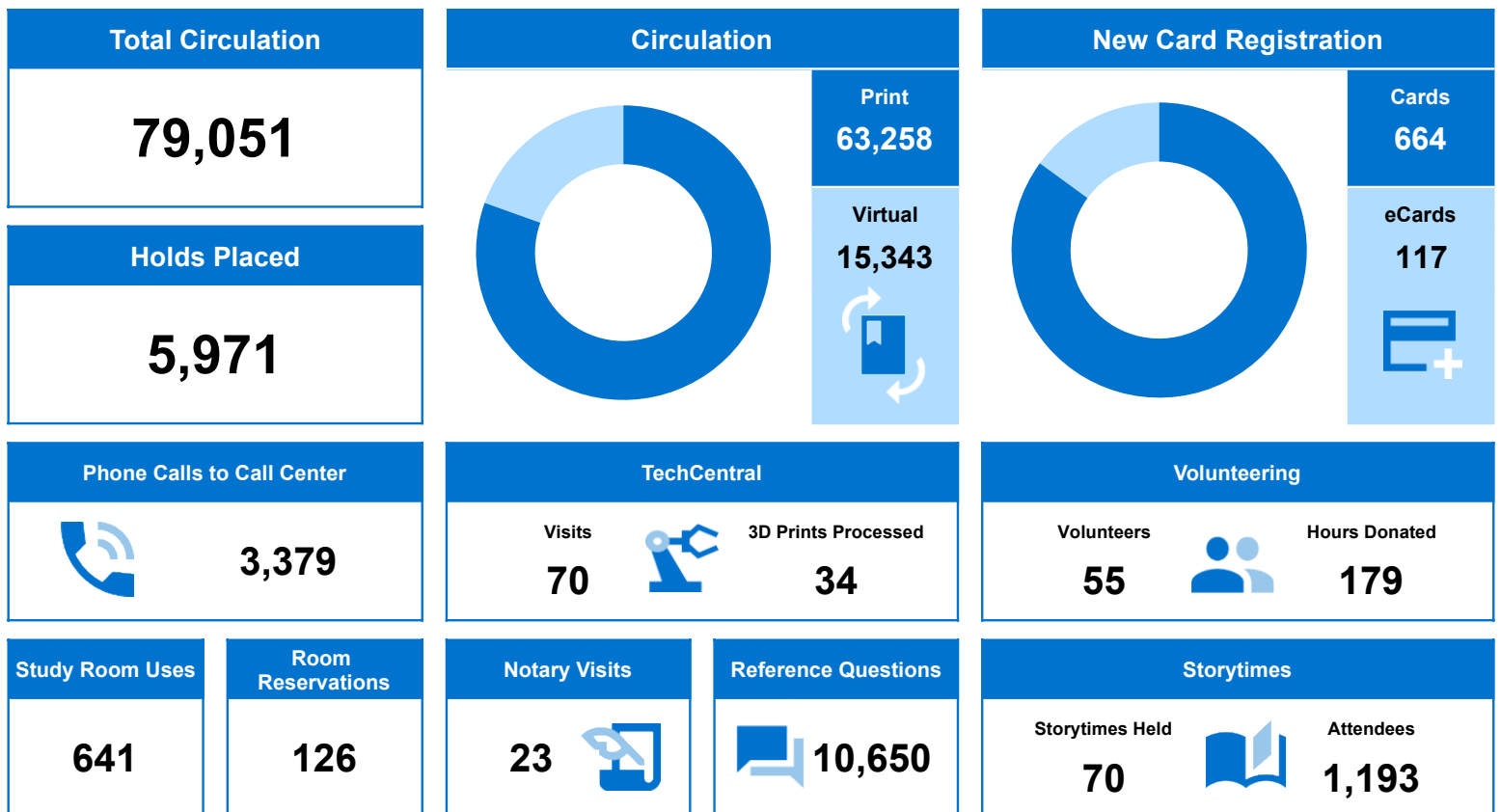


## Monthly Review November 2021

Fiscal Year Oct. 2021 - Sept. 2022

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

## System Stats at a Glance



## English for Families grant award

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

## Launching Britannica Library

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

## Happy Birthday, Mickey Mouse!

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

## Other November activities:

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

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

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

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

## Highlighted Programs/Activities include:

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



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





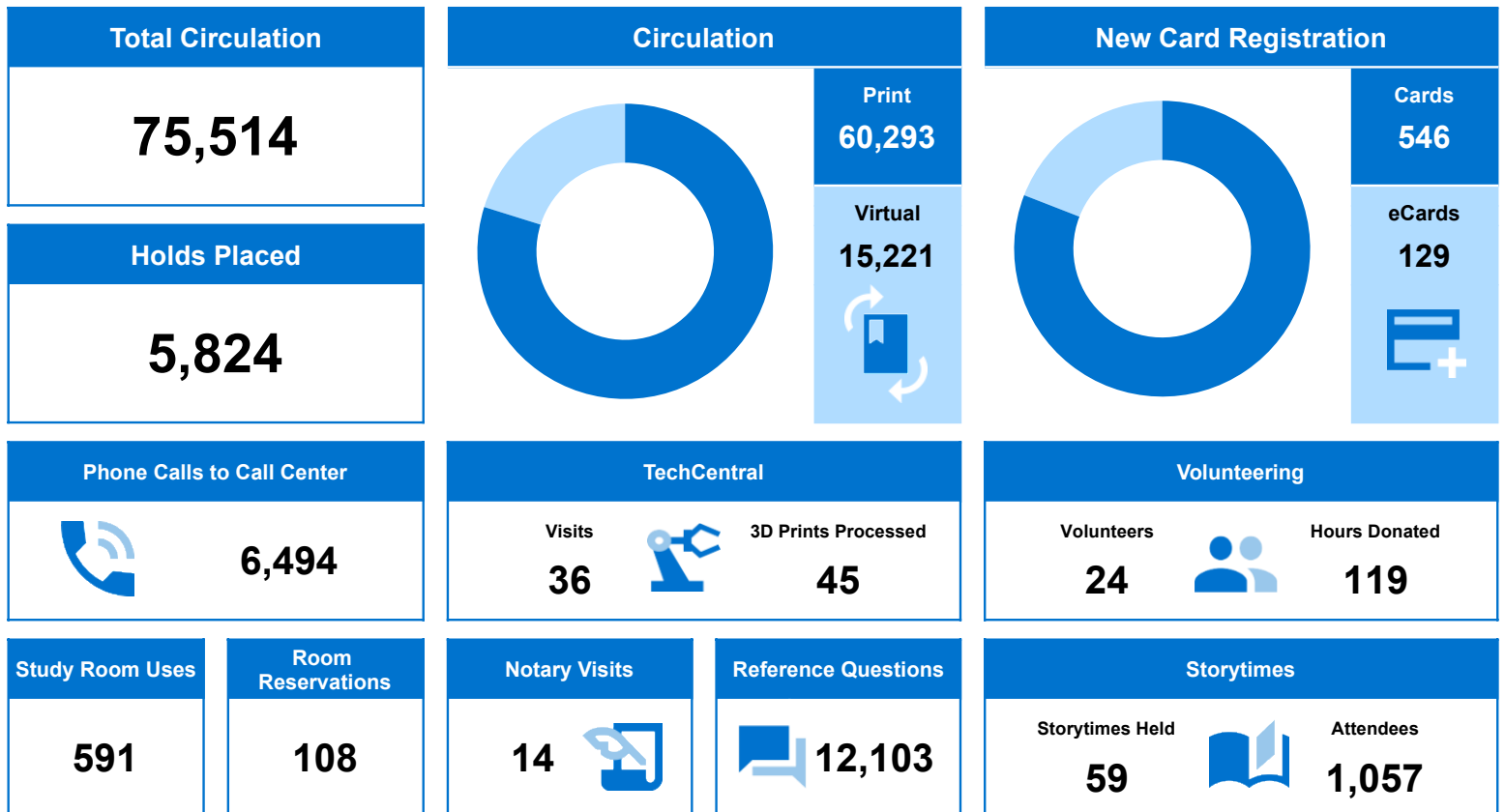
**Above:** Kids at the West Osceola Library play with developmentally-appropriate toys and games while engaging in screening by representatives of Help Me Grow, an organization that helps families connect with behavioral and health services.

## Monthly Report December 2021

Fiscal Year Oct. 2021 - Sept. 2022

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

### System Stats at a Glance



## Letters to Santa

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

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

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

## COVID testing

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

## Contract renewal for Library operation

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



## Other December activities:

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



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

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





**Top Right:** Holiday book bundles at the Poinciana Library

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

**Below:** Dungeons & Dragons drama at the Buenaventura Lakes Library

