

FISCAL YEAR 2020
OCT. 2019 – SEPT. 2020

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.



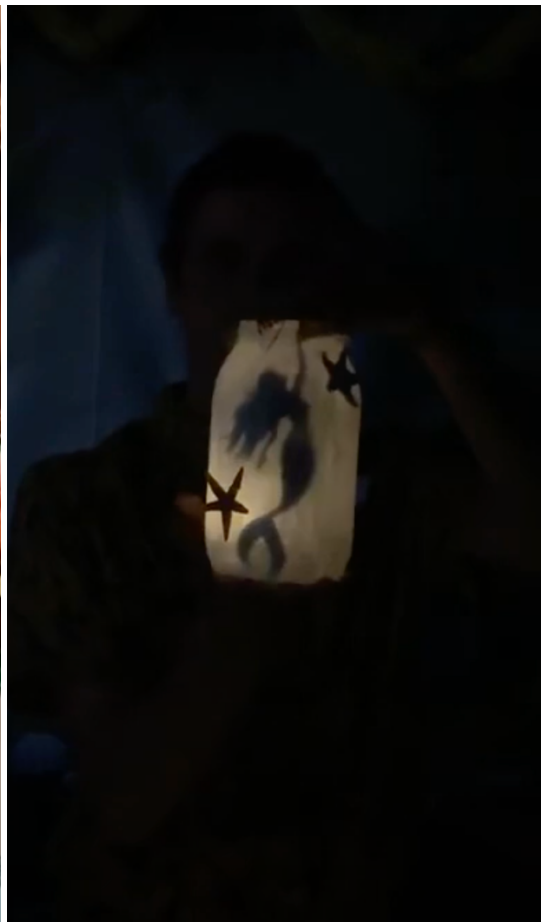
LEFT: Next door to the Buenaventura Lakes Library, our staff assisted Commissioner Viviana Janer in the distribution of backpacks and school supplies in a back to school drive-thru event.

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.

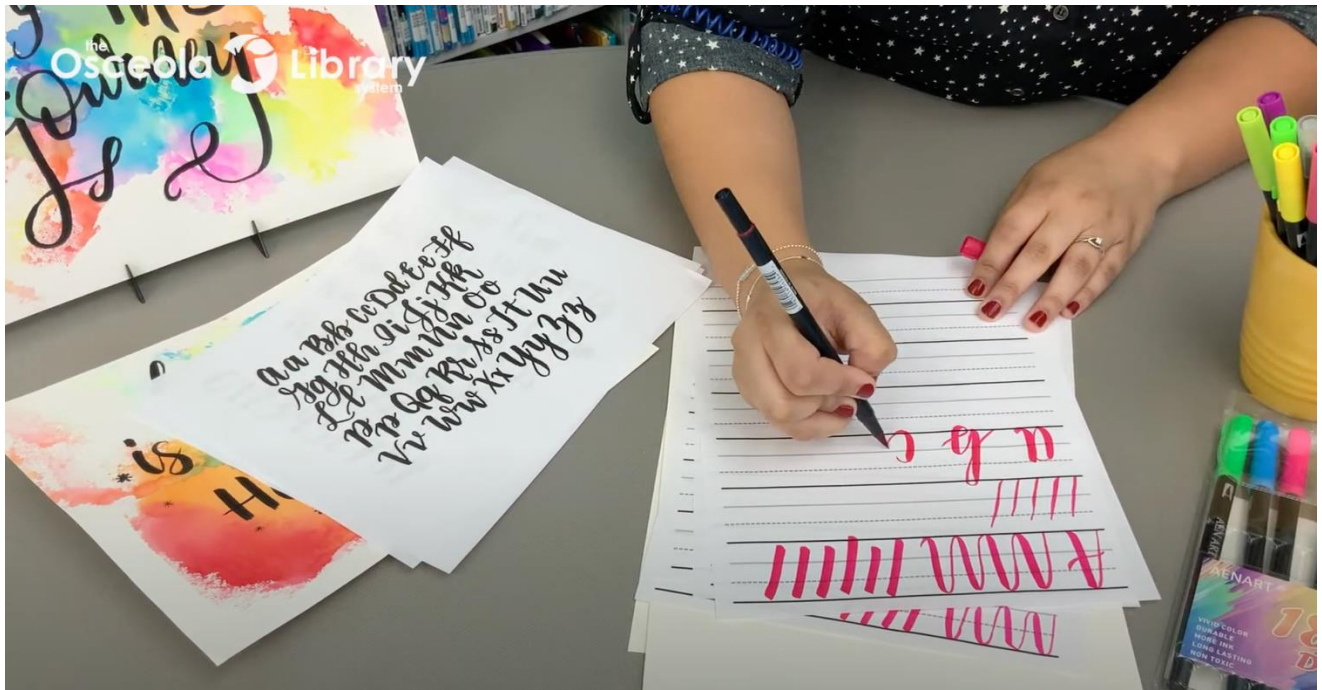
Other outstanding virtual programming included Live Hand Lettering for Beginners, Cover Talk book club discussion of James Patterson's works, a women's suffrage trivia game, and storytimes with all our favorite youth storytellers. Even though we miss the energy and interaction of in-person programming,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

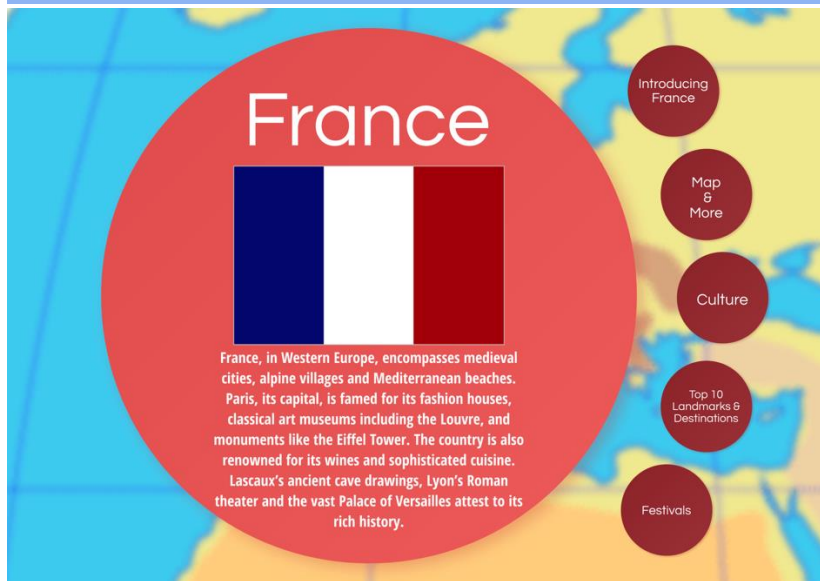
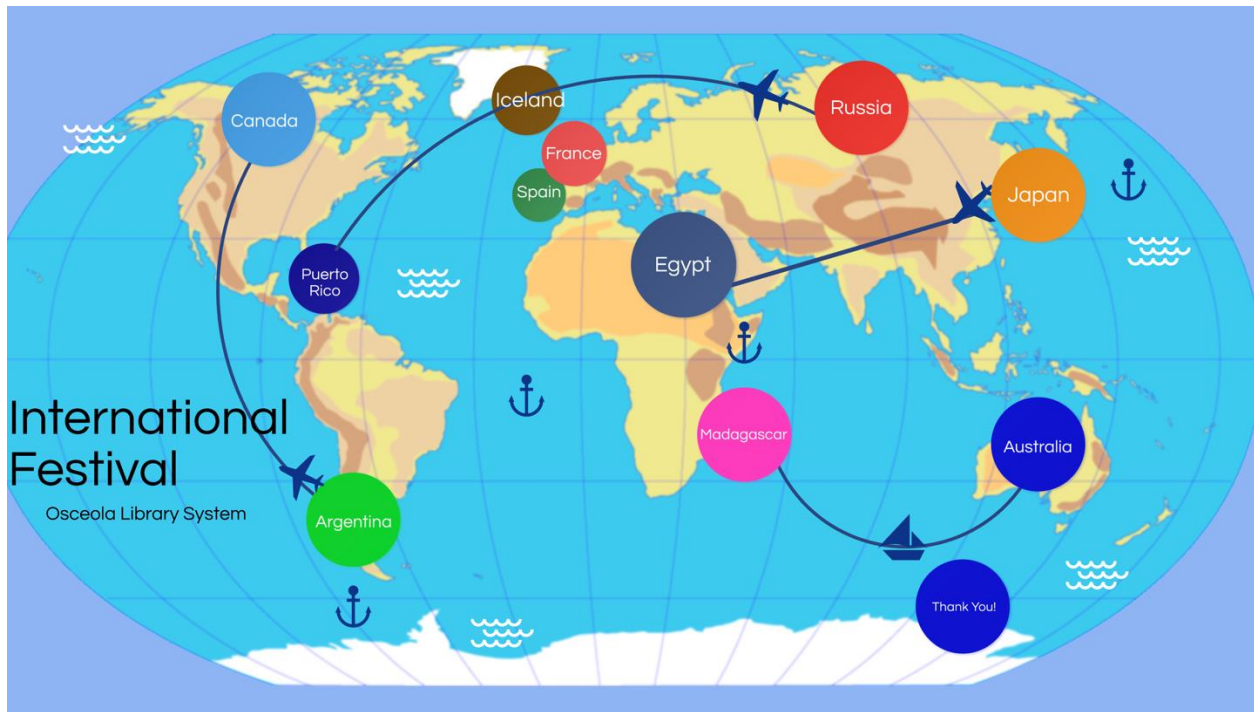
Gallery



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.



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>

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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



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.

FISCAL YEAR 2021
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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.

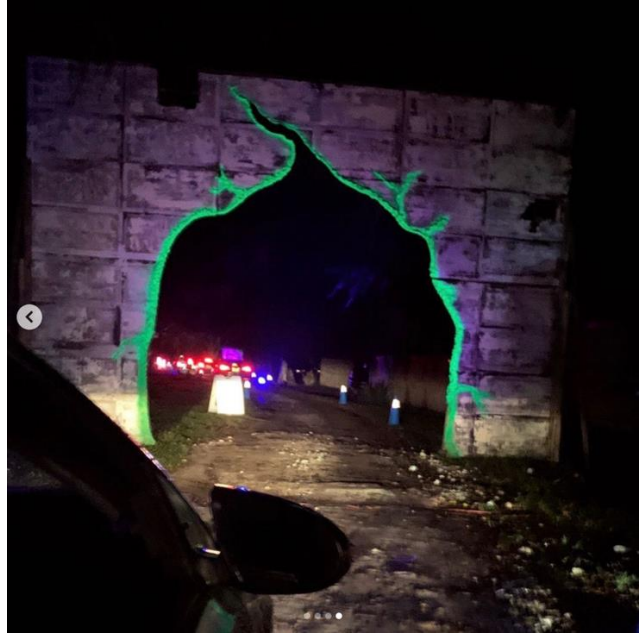
YouTube Engagements

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.

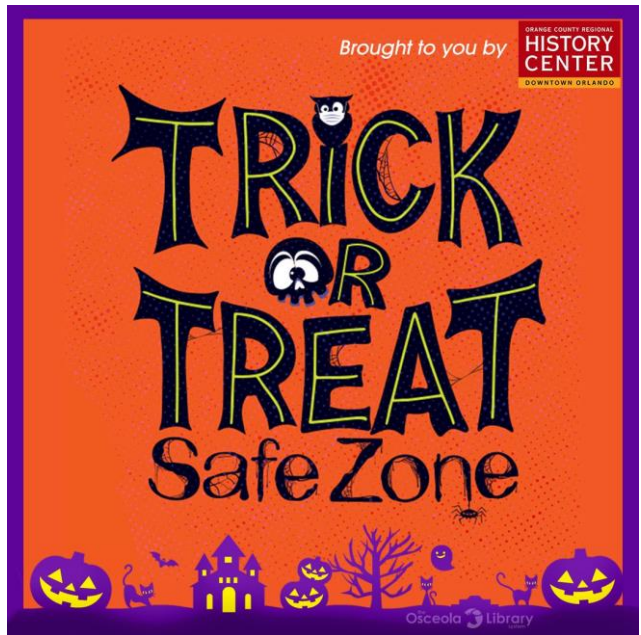
Historical Halloween

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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FISCAL YEAR 2021
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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.

