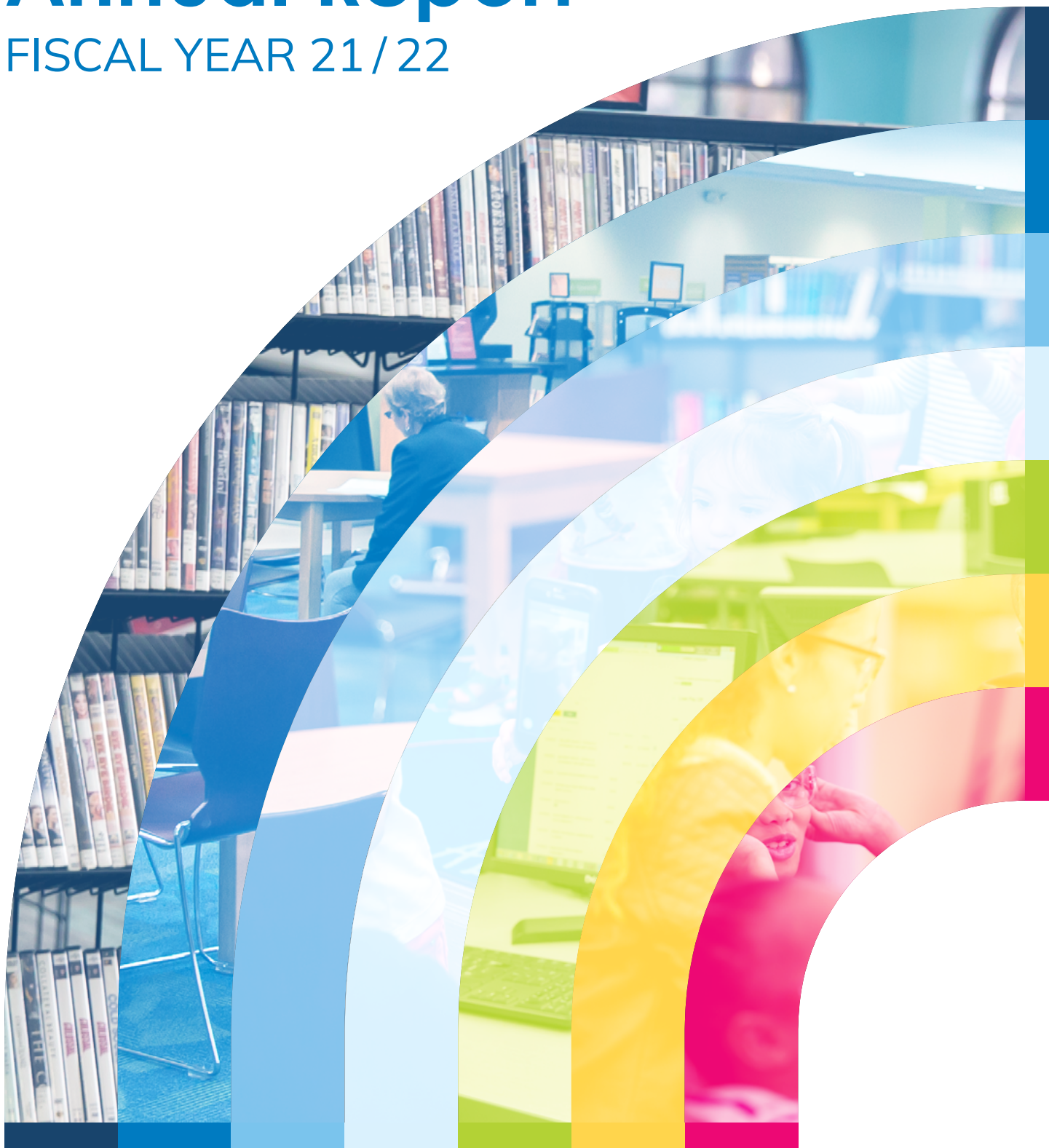


Annual Report

FISCAL YEAR 21/22



Mission

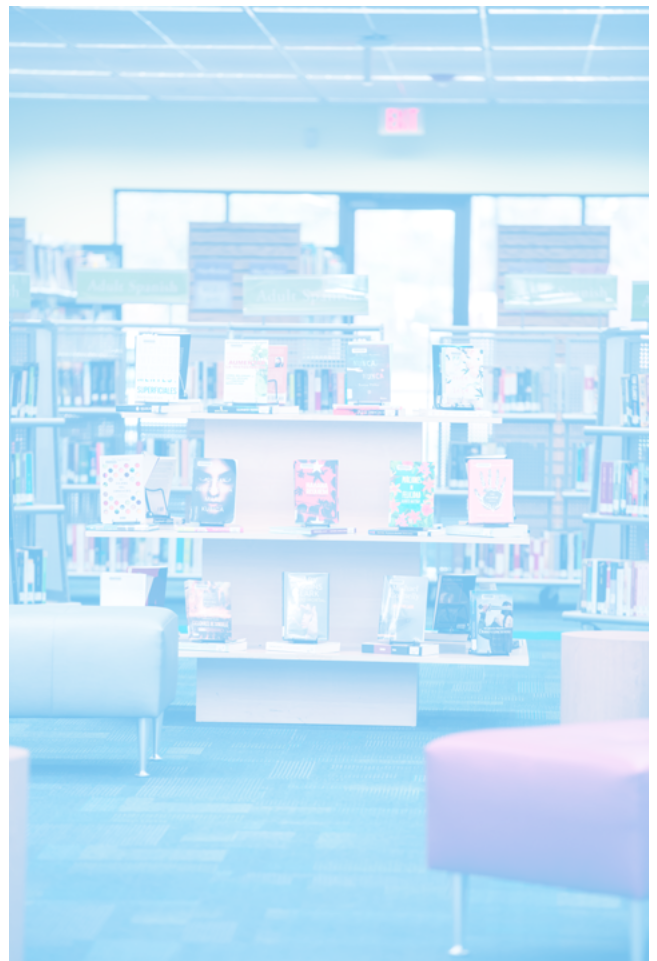
The Osceola Library System's mission is to connect people to ideas and information, celebrate our community's vibrant and diverse culture and provide opportunities for life-long learning and personal growth.

Values

- Delivering exceptional service
- Embracing diversity and inclusion
- Literacy and learning in all forms
- Innovative and enriching services and programs
- Creating useful and pleasing spaces
- Open access to information and ideas

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Letter from the Director

Getting back out into the community and welcoming our patrons into Library spaces have been the driving goals of 2022 and those goals have been well achieved.

Throughout the pandemic, Library services flexed and moved with the needs of our patrons. Programming debuted online, more electronic resources were available 24/7 and creative ways to safely get materials into the hands of readers was our priority. Our patrons continued to enjoy all the wonderful things the Library has to offer in new and exciting formats.

This year, we are excited to see a full return of Library traditions and services that make us an essential community hub of connectivity, literacy and creativity. Meeting rooms and study spaces, storytime and after school programs, TechCentral and LitMag, book sales and big events - the Library is the place for learning, building, sharing and growing.

In addition to re-establishing core Library services, we implemented game-changing services and programs that reaffirm the Library is essential, easy to use and has something for everyone. For example, Osceola K-12 students can now use their student ID numbers to check out books and access research databases and eResources - that's over 50,000 students given instant access to Library resources that can help improve test scores, give access to in demand titles and put the world of information at their fingertips.

This annual report is full of amazing services and engaging resources that only the Library can provide - free of charge, created by knowledgeable and kind staff ready to instruct and assist, and fueled by a passion and drive to develop more diverse collections, programs and services to meet the needs of a rapidly expanding county.

We hope to see you soon at the Library!

Amy Jones
Library Director



Osceola By The Numbers



6 LOCATIONS

NEARLY 95,000 SQUARE FEET OF LIBRARY SPACE



SERVICE AREA
1,506
SQUARE MILES

403,282
RESIDENTS SERVED



19,088 HOURS OF PUBLIC SERVICE
OPEN 7 DAYS/WEEK & 72 HOURS/WEEK SUNDAYS & NIGHTS

522,725
VISITORS

122,052
REFERENCE QUESTIONS ANSWERED

1,801,825
WIRELESS USE SESSIONS

11,836
NEW CARDS ISSUED
ECARDS & FULL SERVICE

PRINT COLLECTION
212,157

HOLDS PLACED
80,624



PHYSICAL CHECKOUTS
770,499



DIGITAL CHECKOUTS
195,638

EBOOKS AVAILABLE
762,501

EAUDIOBOOKS AVAILABLE
532,299

EFILMS AVAILABLE
55,531

STEAM KITS
69

PHONICS KITS
33

AWE LITERACY WORKSTATIONS
11

LAUNCHPAD TABLETS
201

VOLUNTEERS
632

VOLUNTEER HOURS DONATED
4,163



TECHNOLOGY TUTORING SESSIONS
23,682



2,446 LIVE PROGRAMS & EVENTS

41,024 LIVE PROGRAM ATTENDANCE

750 SELF-DIRECTED PROGRAMS & EVENTS

18,822 SELF-DIRECTED PROGRAMS AND EVENTS USE

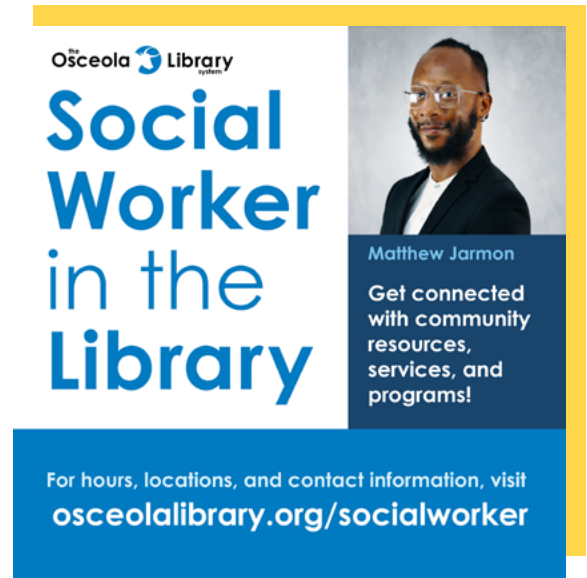
Strategic Plan Goals

Check out how the Library is meeting goals and objectives outlined in Osceola Library System Strategic Plan 2021-2024.

Economic Resilience

Social Worker in the Library Grant

With funds provided from the American Rescue Plan, the Osceola Library System became one of only a few public libraries in the nation to offer an embedded Social Worker. Beginning in March 2022, Matthew Jarmon provided one-on-one assistance at the Buenaventura Lakes (BVL) and Hart Memorial libraries in addition to reaching citizens via phone and email and through outreach and partnership events. Matthew facilitated important connections to essential services in the community such as government aid, counseling and food assistance so that their financial and personal future can be bright.



The Osceola Library System

Social Worker in the Library

Matthew Jarmon

Get connected with community resources, services, and programs!

For hours, locations, and contact information, visit osceolalibrary.org/socialworker



First Career Online High School Graduates

The Library celebrated its first graduates of the CARES Act-funded Career Online High School (COHS) program with graduation ceremonies. The first graduate, Tammy Putnam, enrolled in the program in May 2021 having dropped out of high school in the 10th grade. To be promoted in the workplace, Tammy needed to complete her high school education. She found the online COHS program to be a convenient way to achieve her diploma while maintaining her job and taking care of her family. Dressed in a cap and gown provided by the Library, Tammy received her diploma alongside her children, husband and mother-in-law as they celebrated her

accomplishment. TechCentral staff filmed a video and shot photos to aid the Library in promoting the COHS program. In the months that followed, more success stories emerged as three more students completed the COHS graduation requirements.

COVID Testing at Library Locations

In partnership with Osceola County Emergency Management, three Osceola Library branches hosted COVID testing in their parking lots during the height of the pandemic. The Poinciana, West Osceola and St. Cloud Libraries saw a tremendous uptick in activity outside their branches as the Omicron variant surged through Central Florida and people needed accessible testing due to school, work and travel requirements. The impact was felt across Library services:

- Library locations received heightened visibility due to search results for COVID testing sites.
- Demand on Library staff increased to provide reliable information and referral for COVID testing resources.
- The Library Call Center answered nearly 6,500 phone calls in December, about double the number of typical monthly calls.

Through these types of community-focused partnerships, the Library demonstrates its commitment to ensuring a healthy and well-informed Osceola County, which is essential to its economic resiliency.



Virtual Innovation

Osceola Library Link Access Pass for K-12 Osceola Students

The Library and the School District of Osceola collaborated to offer a new path for Osceola students to access Library resources. The Osceola Library Link (OLL) Access Pass launched in October 2021, giving all students from Kindergarten through grade 12 unlimited access to Osceola Library eResources and up to three print items through their virtual cards. Students use the letter S followed by their seven digit student number to place holds, check out up to three items and download or stream eResources. 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. 56,000 students received instant Library access and new students are added every month.



AWE Literacy Stations and Launchpads at all Libraries

With funds provided by the American Rescue Plan, the Library purchased 11 AWE Learning stations for all six libraries in an effort to help slow learning losses endured by students during the COVID pandemic. The workstations are designed to engage students ages two to 12 in learning activities to strengthen language, literacy, math and science skills in English, Spanish and French. The stand-alone workstations use games, music, color and fun characters with age-appropriate content to improve academic achievement and enhance school readiness.

The Launchpad collection features tablets preloaded with games and learning challenges. Students in preschool to eighth grade are the focus for this new collection available at all branch libraries with the addition of 239 tablets.



NoveList Plus and NoveList K-8

Guiding patrons toward their next favorite book is a key role of the public library. To help with that quest, the Osceola Library System added NoveList Plus and NoveList K-8. These user-friendly resources are available as a searchable database with prompts like “I’m in the mood for books that are ...” followed by terms like “Sweeping and Dramatic” or “Offbeat and Engaging” or lists of Historical Fiction, Christian Fiction or True Crime, with content and selections categorized by age levels. The databases also integrate with the online catalog: as a patron searches a title, they uncover read-alikes, Goodreads recommendations, series contents and notable awards for each title and author.



Community Visibility

Show Your Card, Osceola

The Osceola Library System’s annual “Show Your Card, Osceola!” program encourages increased Library use with improved local economic development, a key goal of our Strategic Plan. The Library partners with local businesses to provide patrons with discounted or free services when they present their Osceola Library card. In exchange, businesses receive marketing materials, online and in-Library promotion and the opportunity to gain new customers through Library exposure. Participating businesses ranged from realtors to restaurants and theme parks to music lesson instructors. Patrons could check our website to see which businesses were participating and newsletters and social media posts advertised the program throughout the month. Posters were created for and distributed to each business to promote the program at their establishment. In total, 30 businesses participated and Library card sign-ups increased eight percent over last September.



Community Shredding Event & Book Sale

The Osceola Library System celebrated Earth Day in April with a Community Shredding Event, Earth Day-themed activities and the first book sale since 2020! This weekend event at the St. Cloud Library was attended by 360 people bringing boxes and bags of items to be shredded who then left with fun crafts and “recycled” books. At least 14 bins of shredded waste were generated and the St. Cloud Friends of the Library raised over \$1200 to support Library programming and services. Other activities included a presentation by Library partner, Love Makes Me Grow, which teaches the benefits of growing your own food, along with a seed giveaway for starting personal gardens. The event was complemented by free face painting and an opportunity to learn about geocaching, which is a fun way to get out into nature. The community response was very positive and more of these events will be planned in the future.



Community Outreach

Since the resumption of community events and in-person meetings after the COVID-19 pandemic, the Library has had many new opportunities and exciting developments. Through “Out and About” interactive programming, engaging informational tabling with Library materials to give away or presentations to important stakeholders, the Library is getting the word out about the services, resources, collections and people skills that the Osceola Library System has to offer.

Highlight outreaches include:



- Experience Kissimmee Learning Center of Osceola
- PrideFest
- Fandom Kissimmee
- Osceola Hob Nob
- African American Read-In
- Card Drives at the Adult
- 21st Century Schools programming
- Leadership Osceola
- Wild About Reading at Wild Florida
- Florida Kids and Family Expo

Cultural Connector

Arts, Dance & Music

Creativity took center stage with the inclusion of dozens of art, dance and music programs. By showcasing local talent and teaching artistic skills, the Library was a place to come together for learning and sharing in new experiences.

- TechCentral's Open Mic Night encouraged performers to bring their instruments or use the Library's and debut their vocal or instrumental stylings for an approving audience.
- Paint Night at the St. Cloud and Poinciana Libraries showcased the talent of Library staff who led attendees in guided instruction to create an original masterpiece.
- Beginning Guitar provided a hands-on introduction to guitar basics, laying the foundation for building skills in finger-picking, strumming and other areas.
- Crafty Crew, Quilting in the Cloud, Prick & Stitch and Needlepoint classes provided a social and supportive environment at the St. Cloud Library for the community to share creative ideas and teach a variety of textile crafts by example.
- All branches presented a variety of cultural-themed instruction, such as African Canvas Art, Poetry Camp, Latin Dance for Beginners, Colombia Canta Y Encanta and Herencia en Colores.



Language Classes - English for Speakers of Other Languages, Spanish, American Sign Language

The Library strengthened the bonds of communication through language instruction programs offered at all libraries. English for Speakers of Other Languages (ESOL) classes helped develop and improve English language skills through conversation at the beginning and intermediate levels. American Sign Language (ASL) classes fostered a deeper commitment to engaging with the Deaf and Hard of Hearing community and creating inclusive library spaces. Teaching the essentials of Spanish Language ensured that we are able to cross cultures and blend communities in this diverse county. Partnering with the Adult Literacy League, ASL Services and local professional instructors ensured offerings were high quality and accurate. The grant-funded English for Families program taught English language vocabulary and communication skills through family storytime.



ENGLISH FOR FAMILIES

Buena Ventura Lakes Library
6pm, Mondays
March 21 - May 23
To Register: visit bit.ly/OLSEnglish

Osceola Library



American Sign Language for Beginners

6:30pm
Mondays
September 12 - October 3
St. Cloud Library

Incorporating Cultural Themes into Programming/Displays

Patrons from all walks of life can see themselves reflected in the Library programming, displays, outreaches and collections.

- Storytimes reflected national celebrations of cultural diversity such as “Over the Rainbow” storytimes in June celebrating our LGBTQ+ families and sharing the story of Día de los Muertos by creating an Ofrenda and listening to Mexican music in November.
- Presentations by experts showcased the important contributions of people throughout history, including a walk through downtown St. Cloud in honor of Civil Rights activist Diane Nash and the walking protests of 1965. Other presentations, including the Florida History Series, explored Florida from prehistory to today, providing depth and context to the community we live in.
- Some events utilized the entire Library space, like the International Festivals at the Poinciana and BVL Libraries which highlighted world cultures and Colombia Canta Y Encanta’s celebration of traditional music and dance of Colombia.
- Creatively crafted display spaces and shelf arrangements enticed patrons to seek out new reading landscapes and encouraged readers to explore their interests and passions. Banned Books Week, Hispanic Heritage Month and Pride Month were just some of the cultural inspirations that provided food for thought.
- The St. Cloud Library’s new Sensory Room paved the way for more inclusive storytimes.



Collection Highlights

A variety of materials were added to the collection to offer patrons fun and interesting ways to increase learning opportunities and expand Library use.

- **STEAM Kits:** Kits featuring science experiments, games, materials and other STEAM (Science, Technology, Engineering, Art, Math)-themed books bring bagged fun home for school-age kids up to grade eight.
- **Launchpads:** These pre-loaded tablets feature reading, science, math and language activities for preschool to middle school-aged kids.
- **Phonics Kits:** Titles designed to help parents jump-start reading in babies to preschool-aged children can check out these boxed kits.
- **Britannica:** Research everything under the sun and get authoritative and easy to understand information for kids to adults from the most trusted source in encyclopedic knowledge.
- **NoveList:** Find your next favorite book, get read-alike recommendations and see what others think make a great read in this essential database for book lovers of all ages.
- **Courtesy Collections:** No Library card? No problem! Take out a book from our courtesy collection supplied by donations and return it in your honor or keep it! Courtesy collections supported by the Osceola Library System have popped up all over the community - at the Osceola County Courthouse, Island H2O Water Park, through the FirePALS program sponsored by St. Cloud Fire Rescue and at Give Kids the World Village.
- **Real Florida Reader Park Passes:** The Florida Department of Library and Information Services and the Florida State Parks department partnered to supply public libraries with passes to Florida parks during the height of summer vacation.
- **Fold3:** Military records are available for the men and women who served in this convenient searchable database, along with stories, photos and other primary sources from various archives including the Holocaust Archives, Native American Archives and FBI Case File Archives.



Community Relationships

University of Central Florida, Materials Science & Engineering

Native Plant Society, Pine Lily Chapter

School District of Osceola County

Osceola County Emergency Management

Island H2O Water Park

Help Me Grow Florida

City of Kissimmee

Rollins Museum of Art

Adult Learning Center of Osceola

Celebration News

Positively Osceola

Peter and Dorothy Raymundo

Early Learning Coalition

Osceola Welcome Center & History Museum

Osceola County Fire Rescue & EMS

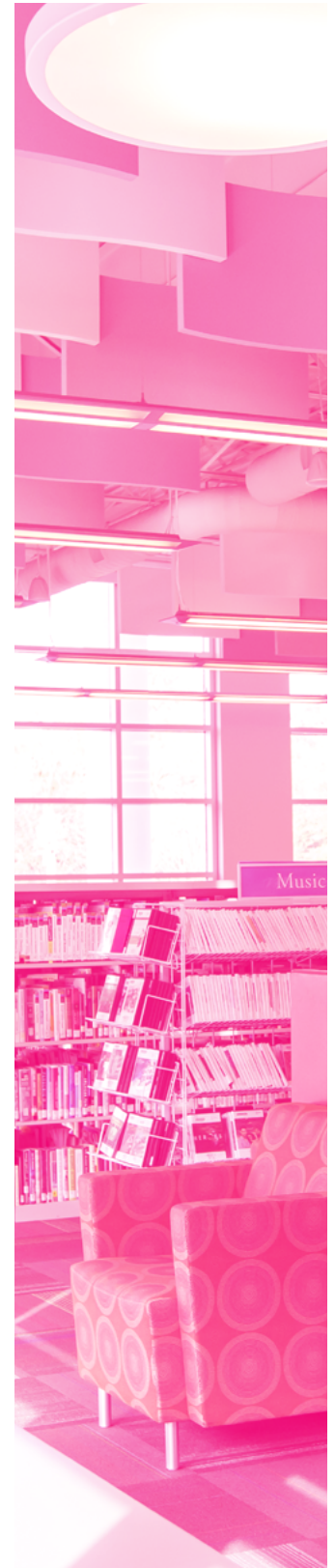
Rotary Club

Wild Florida

Osceola County Chamber of Commerce

Osceola Arts

Osceola County Supervisor of Elections



Grants

Florida Humanities Council - English for Families

- \$5000, Developing English vocabulary and reading skills through sharing stories with families
- Funds used to purchase instructor materials, dictionaries and take-home resources.

American Rescue Plan Act - Social Worker in the Library

- \$64,170, Provide a full-time social worker to connect patrons with important resources like government aid, food assistance, mental health counseling and housing.

American Rescue Plan Act - Slow the Slide: Learning Tools to Help Stop Pandemic Learning Losses

- \$123,463, Develop new collections of educational tools such as STEAM kits, Launchpad learning tablets and AWE Literacy Workstations.

KUA - cultural programming at BVL

- \$500 - Support the annual International Festival, an exploration of countries and their cultural contributions, at the BVL Library.

Awards & Recognitions

Florida Library Association Conference

- “The Walking Library,” describing how to create exciting out-and-about programming, was selected as part of Lightning Round presentations.

Leadership Osceola

- Management staff coordinated a day-long workshop for County stakeholders about the importance of Library services.

Music Stands for Beginning Guitar

- Commissioner Cheryl Grieb directed her discretionary Betterment funds to gift 12 music stands for students.

NeoCity Academy Partnership

- NeoCity Academy recognized the strong partnership between the STEM high school and Library.

Patron Testimonials

"Oh it's such a great library. I'm so blessed we have one near us. ... Very welcoming and the kids part is amazing. I always go just to get nice books for my teens. It makes me happy to go and get great books."

Sarah J. *Poinciana Library*

"The library is amazing! They have so many things that you wouldn't even think of ... Who knew they had so much more than books?"

JT *Hart Memorial Library*

"Me encanta esa biblioteca porque el personal que labora allí es amable, me ayuda siempre que necesito resolver algo con las computadoras, en fin muy organizado todo y muy limpio el lugar."

Julyce M. *Buenaventura Lakes Library*

"A+++ to Miss Sharmel and her activities for kids. Truly recommended."

Yiyi *West Osceola Library*

"Nice little library... very helpful librarian."

Jeanne K. *Kenansville Library*

"Love saint cloud library ♥ Employees always ready to help an[d] tons of access to free books, movies, internet, as well as information. If they don't have what [you] want or need they will get it an[d] fast for [you] for free. No other business offers half this assistance for everyone not just certain individuals. **LIBRARIES SHOW THE LOVE TO EVERY AN[D] ANYONE. ♥"**

Ila W. *St. Cloud Library*

"That feeling libraries give, it's just so calming and it really feels like stepping into a safe space. ... It's hard to come in and NOT check something out! Have always enjoyed and will always love coming here."

Gabriella A. *Hart Memorial Library*

"Love this place. So easy to check materials in and out. Super nice staff."

David K. *St. Cloud Library*