# Monthly Report  December 2023

Fiscal Year Oct. 2023 - Sept. 2024

<table>
<thead>
<tr>
<th>Location</th>
<th>Print Circulation</th>
<th>Visitors</th>
<th>Computer Sessions (including WiFi)</th>
<th>Programming</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hart Memorial</td>
<td>15,615</td>
<td>14,621</td>
<td>71,667</td>
<td>47 Events &amp; Activities, 686 Participants</td>
</tr>
<tr>
<td>St. Cloud</td>
<td>20,288</td>
<td>8,048</td>
<td>17,609</td>
<td>48 Events &amp; Activities, 1,158 Participants</td>
</tr>
<tr>
<td>Poinciana</td>
<td>8,214</td>
<td>7,769</td>
<td>28,629</td>
<td>36 Events &amp; Activities, 790 Participants</td>
</tr>
<tr>
<td>Buenaventura Lakes</td>
<td>4,565</td>
<td>4,519</td>
<td>17,329</td>
<td>30 Events &amp; Activities, 792 Participants</td>
</tr>
<tr>
<td>West Osceola</td>
<td>12,372</td>
<td>8,200</td>
<td>20,610</td>
<td>45 Events &amp; Activities, 869 Participants</td>
</tr>
<tr>
<td>Kenansville</td>
<td>116</td>
<td>73</td>
<td>3,271</td>
<td>N/A</td>
</tr>
<tr>
<td>Narccossee</td>
<td>130</td>
<td>12</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Reunion</td>
<td>78</td>
<td>13</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

## System Stats at a Glance

### Total Circulation

- **Print Cards**: 61,378
- **Virtual eCards**: 18,907
- **Total Circulation**: 80,285

### Holds Placed

- **Total**: 5,880

### Phone Calls to Call Center

- **Total**: 1,985

### Study Room Uses

- **Total**: 738

### Room Reservations

- **Total**: 263

### Notary Visits

- **Total**: 28

### Reference Questions

- **Total**: 8,776

### TechCentral

- **Visits**: 182
- **3D Prints Processed**: 132

### Volunteering

- **Volunteers**: 61
- **Hours Donated**: 264

### Storytimes

- **Storytimes Held**: 52
- **Attendees**: 978
Libraries with Heart Initiative

The Osceola Library System is the latest public library to implement the American Heart Association’s Libraries with Heart Initiative. Thirty blood pressure kits are now available to check out at the Poinciana and Hart Memorial Libraries as part of the Unique Items collection which also includes STEAM Kits, HotSpots, and Chromebooks. Staff were trained in the kit’s use by AMA representatives and a medical doctor. Included in each kit are a monitor and cuff, AMA handouts featuring instructions for blood pressure monitoring at home, how to interpret results, and a list of local healthcare agencies and providers. The initiative seeks to make healthcare more accessible through community partnerships. Heart disease is the number one killer of residents of Osceola County, so providing safe and affordable healthcare devices through the convenience of the public library can make a positive impact on reducing this statistic.

Letters to Santa

The Youth Services team was very busy this holiday season helping kids get their Christmas letters to Santa. Special holiday stationery was placed out in the Children’s areas of each library for our youngest patrons to take and write down their holiday wish lists. Parents were asked to fill out and submit along with their child’s list an additional form that let Santa’s helpers know a little bit more to help customize the experience. Once the lists were turned in, the Youth team created personalized responses to every letter, then stamped with a postmark from Christmas, Florida, and mailed to the children (and some adults, too!) The Youth team heard stories from parents of their children checking the mailbox every day and even doing tests to make sure that the letters were really from Santa. 183 letters were sent out as part of this heart-warming holiday tradition.

Annual Report for 2023

The Library’s annual report reflecting on the activities and successes of the 2023 fiscal year was published this month. Highlights for 2023 included over one million checkouts, new study spaces and outdoor Internet at the Buenaventura Lakes Library, and the launching of a redesigned website and new event and meeting room calendar.
Other December Activities:

UCF-CARD outreach: Library staff traveled to Orlando to partner in an outreach to families with the Center for Autism and Related Disabilities, speaking to 200 participants about library services.

City of Kissimmee Christmas Parade: Zone Manager Candice Shields emceed the event on behalf of the Library and the Downtown Kissimmee Council of the Chamber of Commerce where she is serving as Vice President.

Gingerbread House Decorating Contest: 32 people participated in this contest to design and decorate a delicious creation to be judged on social media.

Flex Your Fingers Holiday Celebration: At this Poinciana Library program, children practiced fine motor skills like working with Play-Doh, painting, and writing.

Polar Party: Winter got STEAM-y at the BVL Library with science activities for 42 attendees, which was followed by a special viewing of the Polar Express.

Ukulele Basics: 17 people attended this beginner class, the first in a four-part series.

Jane Austen Birthday Tea: (Left) Trivia and tea created a winning pair for 16 attendees at the Hart Memorial Library as they learned about the enduring author’s life and legacy. Participants came dressed in period costumes.
Above: Youth Specialist Liz promotes library services at the UCF-CARD Festival of Holidays Around the World outreach in Orlando. Below: Junior artists expertly illustrate their letters to Santa.
Above and Left: Poinciana Library hosts a holiday-themed Flex Your Fingers fine-motor skill workshop.

Right: The Libraries with Heart Initiative with the American Heart Association makes critical healthcare more accessible. Blood Pressure Kits are available for checkout at the Poinciana and Hart Memorial Libraries.