

A year like no other.

2011
ANNUAL
REPORT





The Hartford Public Library's new brand identity defines it as a traditionally-rooted yet progressive organization that offers tools and inspiration for growth and development.

The staircase imagery in the logo and the A Place Like No Other tagline represent a pathway to discovery, a window to knowledge and understanding of the world.

The new brand identity embodies the library's unique mix of enriching resources that are helping both its customers and the Greater Hartford region define a prosperous social, cultural, financial and educational future.



MATTHEW K. POLAND
CEO
HARTFORD PUBLIC LIBRARY

It has been a year like no other. “One for the books,” as they say. Many changes, transitions, new buildings, new people, new challenges, new friends, new achievements, and an abiding belief that we helped transform lives.

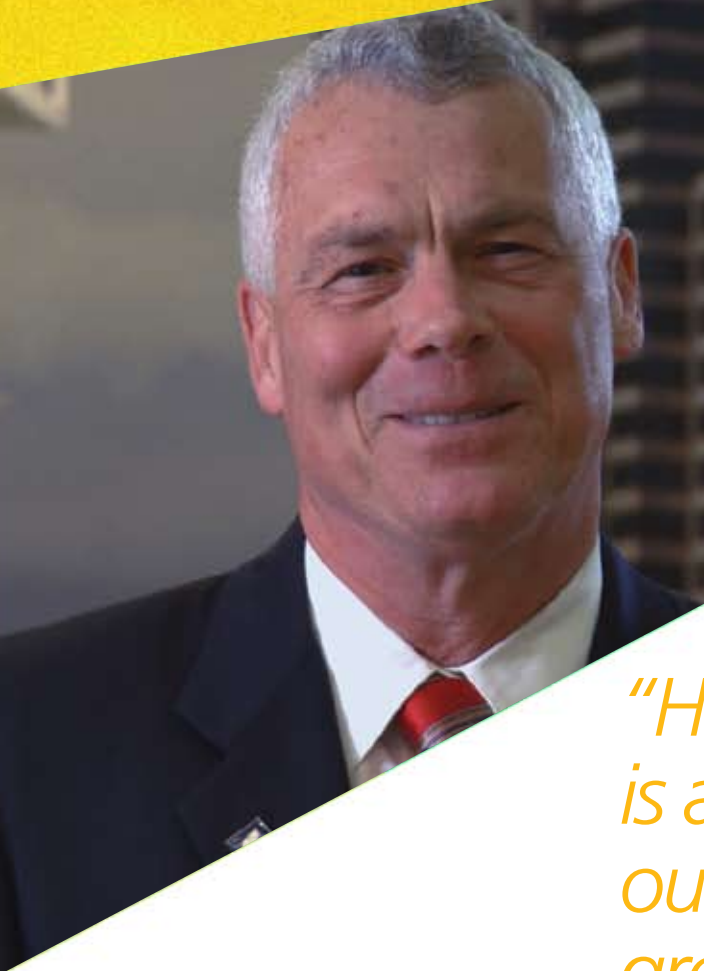
Our core purpose “to provide free resources that inspire reading, guide learning, and encourage individual exploration” focuses on providing responsive and innovative services to meet the changing needs of our community, developing and growing new revenue streams in order to continue to provide excellent services and resources, and enabling people to experience the Library as a place like no other, an indispensable part of their lives.

People of all ages come to the Library to be connected to their community. To learn, to read, to sort out issues, to look for a job, and to connect with others. And at this special place like no other lives are changed every day.

The work of the Library is made possible by our supportive Board of Directors; our creative and responsive staff, led by a dedicated senior management team; deeply committed elected officials at the City, State, and Federal levels; and our extraordinarily generous private-sector donors — individuals, foundations, and corporations. They all have been instrumental in making the last year a highly successful one for the Library, despite the economic downturn in our country.

Our Library *is* a place like no other because of *your* support and I am forever grateful.

Onward.



“Hartford Public Library is a place that helps build our economy and keeps it growing.”

OZ GRIEBEL, CEO, METROHARTFORD ALLIANCE

A place for finding work.

The Job and Career Center helped more than 30,000 job seekers gain valuable skills in their search for new jobs in a competitive and depressed market. The Library provided free access to career counselors for personal consultation. We also conducted workshops on resume writing, looking for a job online, networking, developing interview skill, and general career planning. Many services were also available online 24/7.



*“Hartford Public Library
is a place for lifelong learning...
and having a little fun while
you’re at it.”*

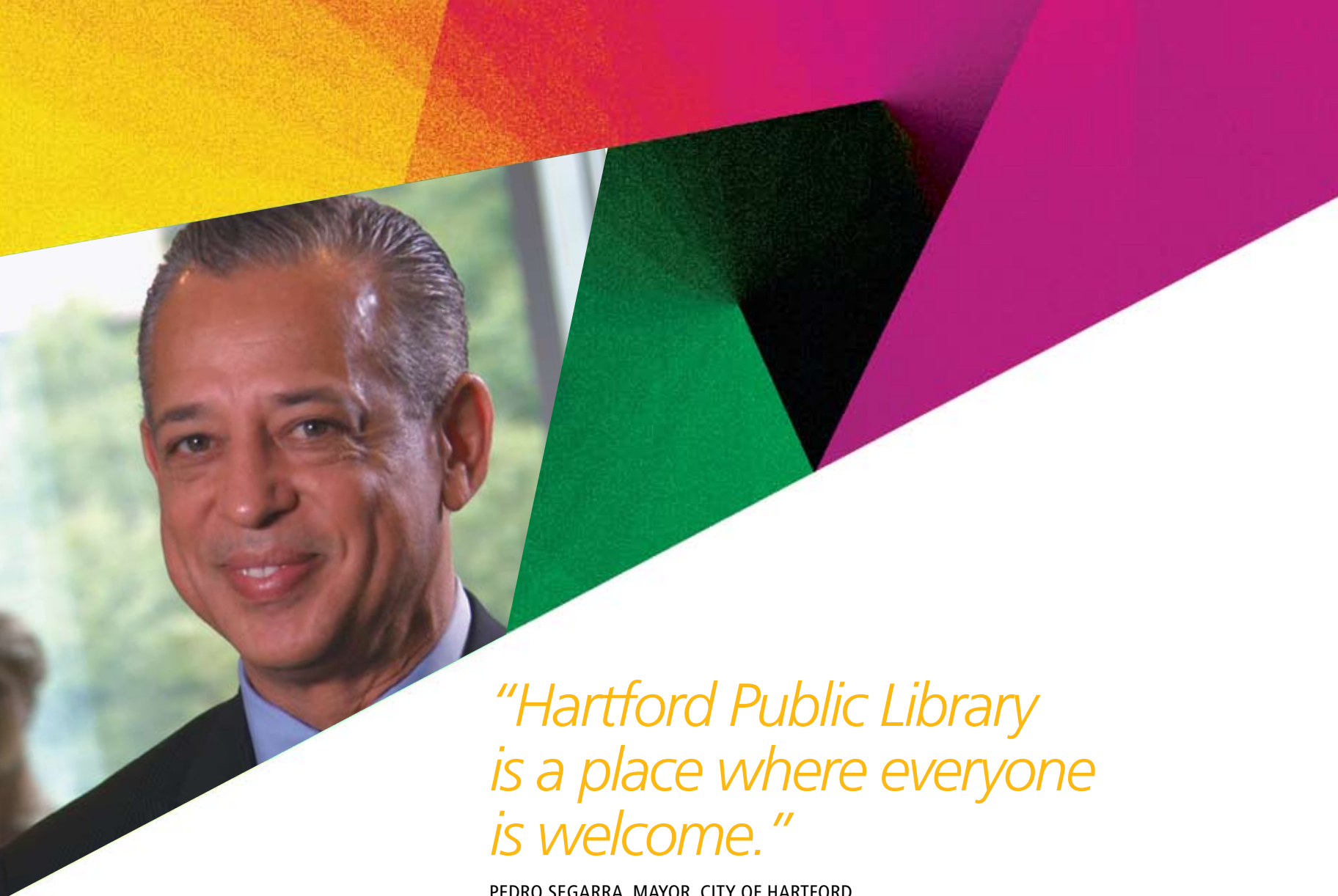
CHRISTINA KISHIMOTO, HARTFORD PUBLIC SCHOOLS SUPERINTENDENT

A place for learning and growing.

More than 12,000 students attended after school and weekend programs at the Library, where many youngsters participated in Homework Clubs, which were made possible by the McPhee Foundation. These programs provide a positive learning environment designed to help students acquire lifelong skills.

More than 2,783 children, teens and adults participated in our summer reading and enrichment programs. Twenty-six teens participated in The Teen Leader Program, a youth development and employment initiative sponsored by Travelers Foundation and Wells Fargo.





*“Hartford Public Library
is a place where everyone
is welcome.”*

PEDRO SEGARRA, MAYOR, CITY OF HARTFORD

A place for everyone.

In-person visits reached 860,926 still at record high levels. Online visits increased by an astonishing 10%. New Americans continue to be drawn to the Library where we help them acclimate to the American culture and feel welcomed in their new community in Hartford. The Library received nearly \$800,000 in federal funding this year in support of our work with the immigrant community. The Library has also become a one-stop passport center, from processing to photo services – we do it all.



*“Hartford Public Library
is a place for listening to
the music of your soul.”*

MAURICE ROBERTSON, HARTFORD JAZZ SOCIETY
HOST, ACCENT ON JAZZ WITH MAURICE ROBERTSON

A place for singing, dancing and joyful noise.

One thousand nine hundred fifty-six people attended this year’s Baby Grand Jazz series that featured 16 performances. All previous attendance records were shattered. This year we collaborated with the Greater Hartford Jazz Society to create a richer experience for our guests.

The **ArtWalk** produced six successful exhibitions over the year. With each opening we have developed many new friends. More than 1,000 people participated in the opening night celebrations alone.

Two hundred multicultural celebrations and events were held throughout the system in celebration of the great diversity within our City.





*“Hartford Public Library
is a place to set the stage for
your dreams.”*

MICHAEL STOTTS, MANAGING DIRECTOR, HARTFORD STAGE

A place for planning and taking hold of your life.

The Volunteer Income Tax Assistance (VITA) program prepared and transmitted 766 returns, an increase of 9% over 2010. The Library was the top producer again this year among all the agencies who participated.

The Library produced or sponsored 55 public forums and dialogues with a wide range of partners. More than 3,280 attended all the events.

Hartford Public Library is a vital community technology hub that tens of thousands of residents rely on as their first, and generally only, choice for access to computers and the Internet. Library customers logged 262,900 sessions on our public computers.





*“Hartford Public Library
is a place that helps our
neighborhoods thrive.”*

HYACINTH YENNIE, CHAIR, MARG NEIGHBORHOOD REVITALIZATION ZONE

A place for building community.

Out from the center, a world of activity.

Our nine branches enliven neighborhoods and provide access to people of all ages close to where they live. Last year visits to the branches increased by 8% and computer use rose by 16%. Adult lending was up by 18%. English as a Second Language programming increased by 557% (from 7 to 46 programs) and as a result attendance was up 341% (from 29 to 128). Literary programs increased twofold, attended by 421 people. And more than 700 people attended 33 exhibits displayed in the library branches.

The Barbour Street library was renovated, a new Albany Avenue library is under construction, the Mark Twain library will move to Hartford Public High School, and the Dwight library will undergo renovation and expansion later in 2011.

A year like no other.



Masters of Ceremonies Gerry Brooks and Duby McDowell interview featured guests Mika Brzezinski and Joe Scarborough from *MSNBC's Morning Joe* at One Big Summer Night.



One Big Summer Night

Nearly 750 of its supporters, including State and local government leaders, business executives, media and literary celebrities, came together for the Library's spectacular annual gala, **One fabulous Big Summer Night** at the Connecticut Convention Center, June 22, 2011. The event, sponsored by Connecticut Light & Power and chaired by **Governor Dannel P. Malloy** and his wife **Cathy**, also featured **Joe Scarborough** and **Mika Brzezinski**, *New York Times* bestselling authors and hosts of *MSNBC's Morning Joe*. The

A "stomp" of approval. ▶



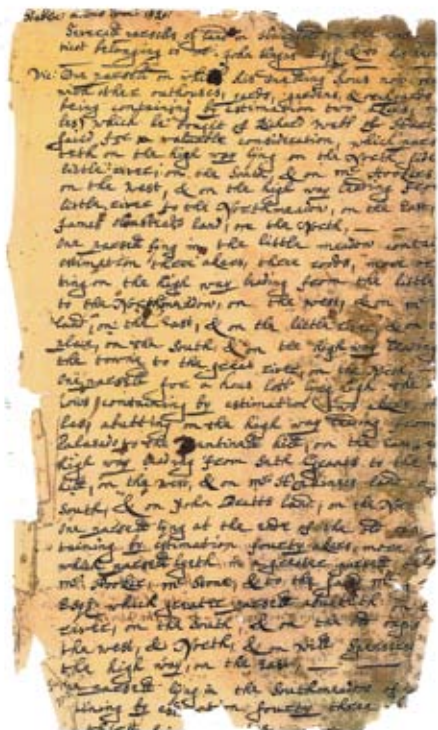
Library's new logo and brand identity were launched with a video premiere at the gala. The event was also the kick-off for a new bookmobile campaign, raising nearly \$25,000 towards the goal of \$150,000. Thanks to the generosity of many, the Library's fundraiser increased its net revenue by 104% over last year.



Hartford History Center

City Papers ▶

The Hartford City and Town Clerk Collection was transferred to the Hartford History Center in November. **Mayor Pedro Segarra** announced the transfer.



▲ Flag Day Procession

An original piece of the American Flag that flew over Fort Sumter at the start of the Civil War, an artifact housed in the library's Hartford History Center, made an appearance at the city's Flag Day ceremonies in June.

◀ 17th Century City Records

The City and Town Clerk Collection dates back to the 17th century. Pictured here is a 1639 record from the collection.

Arts and Archives ▶

The image of the book and hand: Hartford History Center's "Arts and Archives: Master Classes in the Arts and Humanities for Older Adults" provided hands-on instruction by master artists. The year-long series culminated in an exhibition on the ArtWalk.



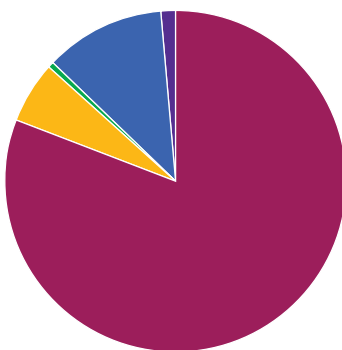


By the Numbers

Library visits	860,926
Items circulated	525,970
Database searches	411,822
Public computer sessions	262,900
Hours of public Wi-Fi use	151,371
Youth homework assistance sessions	28,389
Youth and parents/caregivers participating in literacy programs	23,353
Computer/technology classes attended by 2,736 students	519
ESOL classes were offered, attended by 840 students representing approximately 48 countries	500
Cultural programs (arts, literature and performing arts) attended by 8,975 people	213
Job and career workshops attended by 1,094 people	170
Immigration classes attended by 2,120 students	146
Community events, meetings and forums attended by 4,096 people	72

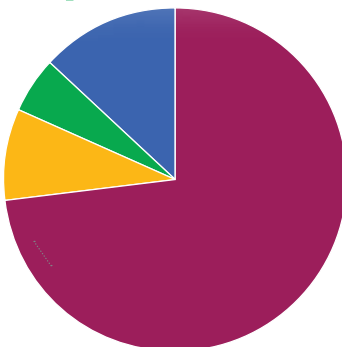
2010-2011 FINANCIALS

Revenues




City Contribution	7,915,000
Endowment Income	548,065
Fees Income	76,818
Grants	1,102,411
Gifts	119,878
TOTAL	9,762,172

Expenditures



Personnel Costs	7,148,539
Library Materials	835,869
Plant Operations & Maintenance	504,493
Other Operating Expenditures*	1,273,271
TOTAL	9,762,172

* Programs, Technical Services, Professional Development and other System-Wide Services



GREGORY C. DAVIS
PRESIDENT
BOARD OF DIRECTORS

When I look back at everything that was accomplished last year I am pleased to report that the Library continues to be one of Hartford's most valuable anchor institutions.

Across the country, libraries have been forced to close or are experiencing deep revenue shortfalls, but not here in Hartford because of strong support from our government leaders, foundations, corporations, and thousands of individual supporters.

Much has changed in library service and in Hartford in the last decade and we want Hartford Public Library to remain an important and valuable destination in the City. We are committed to being at the center of Hartford's revitalization and, as you read in this report, many initiatives are underway to prepare our children, our workers and our community to compete successfully in a global economy.

We salute and applaud our enthusiastic chief executive officer, Matt Poland, who has the vision to guide our Library into new areas of service, as well as the ability to draw out the best in the people who work with him and around him. We are also thankful for our many ongoing partnerships and collaborations with schools, community groups and funders that enable us to serve the community better. Most importantly, however, are the dedicated staff members who make Hartford Public Library an essential part of people's lives.

As the president of the Library Board, I want to thank my fellow directors for their vision, energy and dedication to our community. On their behalf, I feel confident saying that Hartford Public Library is well positioned to be one of the best urban libraries in the country, a place like no other.



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