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## 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 Library Director

As we reflect on an extraordinary year, I am reminded of the important and unique place the Osceola Library System occupies in our community. The Library is welcoming, free and accessible, a place where everyone should and can find themselves represented in the collections, spaces and programs. The Library is also a place to gather over shared interests or for individual quiet study, staffed by knowledgeable and friendly people who connect the community to powerful resources. Libraries are pure magic with the awesome power to transform lives through the connections we foster, the ideas we share and the diversity we embrace.

Throughout the COVID-19 pandemic, Osceola Library System staff have gone above and beyond to provide excellent service both in person and virtually, ensuring that quality programming and access to essential services never cease. After limited hours of operation during the past year, the Library's hours steadily increased until April 2021 when we resumed our pre-pandemic schedule of meetings, events and full use by the community. I am deeply appreciative of the staff's dedication and creativity as they moved the Library System forward with new ways to serve the community safely during uncertain times. Their ingenuity and positivity led to a daily reimagining of services. From curbside pickup and live programs offered via Zoom to "take and make" kits and online chat research help, staff met patrons' needs safely with stellar results.

For many, engaging with the Library is part of the fabric of everyday life. Storytime is part of a morning routine, a visit to check the New Release shelf is part of lunchtime and studying in a quiet space is part of Sunday afternoon. For others, using free Library resources and services can determine future success. Applying for jobs, completing financial aid applications and filling out government forms are life-altering activities made possible by free Internet access. And with more than 2 million titles available free to stream or download as well as 250,000 print resources, the Library saves money and unlocks a world of information and entertainment. Books are just the beginning of all the wonderful things the Osceola Library System has to offer!



The coming year is full of promise. With the grant-funded installation of Smart Lockers for item pickup and return in the Reunion and Narcoossee communities, we embark on a much-needed expansion to underserved parts of the County. Other grants will fund new literacy collections, English as a Second programs and the presence of a social worker in the branches. A new website will make connecting with Library events, services and collections easier and more accessible.

Thank you to our Friends of the Library whose generous support continues and to our many partners who enable us to reach out into all corners of the community. We are more effective due to the relationships we build and foster.

We can't wait to share with you all we have to offer now and in the future!

Sincerely,

**Amy Jones | Library Director**



# OSCEOLA BY THE NUMBERS



**6 LOCATIONS**

NEARLY 95,000 SQUARE FEET OF LIBRARY SPACE



SERVICE AREA

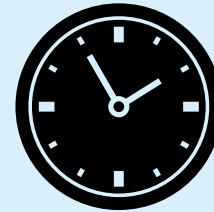
**1,506**

SQUARE MILES



**388,656**

RESIDENTS SERVED



**17,039**

HOURS OF PUBLIC SERVICE



**379,998**

VISITORS



**9,178**

NEW LIBRARY CARDS ISSUED



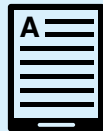
**145,228**

REFERENCE QUESTIONS ANSWERED



**1,475,521**

WIRELESS USE SESSIONS



**1,428,848** EBOOKS AVAILABLE

**82,233** EBOOKS CHECKED OUT

**76**

HOTSPOTS

**40**

CHROMEBOOKS



**576,421** EAUDIOBOOKS AVAILABLE

**52,125** EAUDIOBOOKS CHECKED OUT



**45,560** EFILMS AVAILABLE

**13,878** EFILMS WATCHED

**49**

DIGITAL MAGAZINES AVAILABLE



**215,863**

PHYSICAL ITEMS AVAILABLE FOR CHECKOUT

NEARLY **1 MILLION**

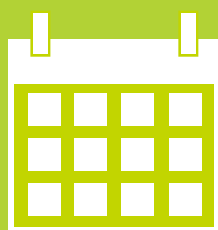
**954,559** CHECKOUTS

**512**

VOLUNTEERS

**2,456**

VOLUNTEER HOURS DONATED



**1,222** LIVE PROGRAMS AND EVENTS

**14,697** LIVE PROGRAM ATTENDANCE

**1,541** SELF-DIRECTED PROGRAMS & EVENTS

**29,241** SELF-DIRECTED PROGRAMS & EVENTS USE

# Strategic Plan Goals

The Library continues to meet the goals and objectives outlined in the Osceola Library System Strategic Plan 2021-2024.

## ECONOMIC RESILIENCE

Changing lives through targeted resources:

### ***CARES Act and Career Online High School***

The Osceola Library System received \$108,145 in CARES Act funds from the Osceola County Board of County Commissioners to fund Career Online High School (COHS) for residents.

COHS provides a convenient online pathway for successful students to achieve a Florida-accredited high school diploma. The program also provides 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 applicants who are active Osceola Library cardholders in good standing and 50 scholarships are available to be distributed by Library staff. The Library also provides Chromebooks and hotspots to all students who need this technology to complete their studies.

Giving patrons the tools to succeed:

### ***In-Person and Online Workshops***



The service and hospitality industries are major employers in Osceola County. When the COVID-19 pandemic restricted tourism and brought economic uncertainty, patrons looked to the Library as a free and accessible resource to update resumes and learn to pandemic-proof their job skills. The Library offered options for both online and in person learning:

- Citizenship workshops
- English as a Second Language classes
- Technology Training
- Ready to Work - Job Skills Series

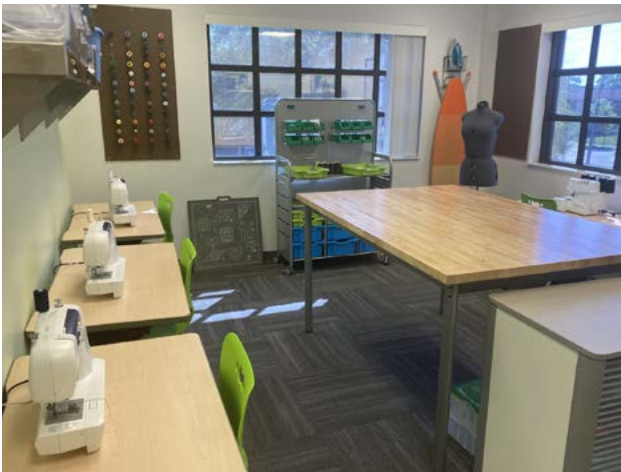
# VIRTUAL INNOVATION

Create your future:

**TechCentral's Grand Opening**



**Beginning Guitar at Hart Memorial Library.**



**Sewing Studio at TechCentral.**



**SEWING FOR BEGINNERS**

**FRIDAY, MAY 21**  
**2 PM**

Learn to sew on the Brother sewing machines found in TechCentral. In this hands-on class, we'll review the basics of what you need to get started. There is limited space available. The first 4 people to arrive will be accepted.



**Board Commissioner Cheryl Grieb learning how to use Virtual Reality in TechCentral with Bryant Vargas, Digital and Graphics Specialist.**



**Chairperson Brandon Arrington and Vice Chairwoman Viviana Janer with Library Advisory Board member Noah Ziegler in the Recording Studio.**

TechCentral, the Library's makerspace, made its debut this year. Located on the second floor of the Hart Memorial Library, TechCentral is a brand new creative space providing access to tools and technologies to help the community gain the necessary skills to make their dreams a reality.

TechCentral is a state-of-the-art facility offering:

- Recording Studio
- Sewing Studio
- iMac Lab with Adobe Creative Suite
- Virtual Reality
- Robotics for Kids
- Photography/Video Studio
- 3D Printing On Demand

Meeting patrons safely:

***Virtual, Outdoor and Self-Directed Programs***

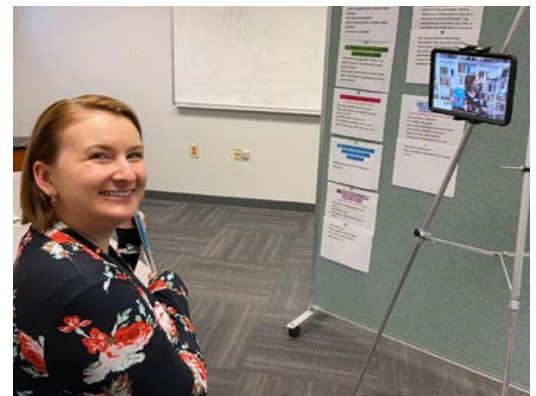
Entertaining and informative events, classes and programs happen every day at the Osceola Library System. During the pandemic, options were offered to ensure the community could enjoy all that the Library has to offer in safe, new and convenient ways. Live Zoom programs connected storytellers with happy and engaged families. The fun and learning was enjoyed outdoors when the weather allowed.

Featured Youth programs included:

- Weekly Storytime Friends featuring the Youth Services team
- Mother Goose y Amigos presenting stories in English and Spanish.
- The Summer Learning program exploring the Tales and Tails theme
- PBS KIDS Time joining families with their favorite PBS KIDS characters to explore a different theme each month
- Storytime in the Park offering families a safe and breezy option for storytime.



**Storytime in the Park at the Kissimmee Lakefront Park.**



**Youth Librarian Delaney Daly recording a virtual storytime in TechCentral.**



**Storytime in the Park at the Kissimmee Lakefront Park.**



**Storytime Take Out kits bridged the gap between online and in-person programs.**

Kits were assembled each week based on Storytime Friends themes and made available for pick up in the libraries. Kits included guided activities, supplies and reading lists.

In addition to live online skill training, the Adult Services team reached patrons in new ways with informational and entertaining content. Online trivia through Google, Digital Escape Rooms and Prezi presentations explored a variety of themed topics such as Black History and Hispanic Heritage. Content was available 24/7 through the Library’s website and event calendar.

Live and recorded programs presented a variety of craft tutorials. Take and Make kits included supplies and instructions so patrons could follow along at home. Book Clubs were enhanced by authors joining the discussion via Zoom. Outside the Library walls, nature walks engaged and informed all ages of patrons and each branch featured a special Obstacle Course to get patrons laughing and moving.



**Paintings from a Messy Media craft program at the Poinciana Library.**



**Zoom author visit with M.O Walsh at St. Cloud Library’s Book Club.**



**Children enjoying the Sidewalk Art obstacle course at Hart Memorial Library.**



**Nature walk at St. Cloud Lakefront.**

## COMMUNITY VISIBILITY

Bringing the community together through reading:

### ***Spot the Book***



The Osceola Library System launched a countywide reading initiative called Spot the Book. The Library encouraged kids and adults to read *City Spies* by James Ponti, a book that was featured in the Sunshine State Young Readers program. Participants answered trivia questions, attended virtual programs and completed a scavenger hunt for a chance to earn prizes in conjunction with a live chat with James Ponti. Featured programs included *Spy School 101* with the International Spy Museum and a how-to magic workshop with Glenn Foster.

**Julius Melendez, School Board  
Member for District 2**



The most powerful card in your wallet:

### ***Show Your Card, Osceola!***



Show Your Card, Osceola! started up in September in celebration of National Library Card Sign Up Month. The program connected the Library with area businesses to support economic development in Osceola County. Local businesses provided incentives to customers who produced their Library card when making a purchase. Cardholders received discounts or free items at a variety of local businesses.

Wild Florida, a valued Library partner, provided one day of free admission in conjunction with the Show Your Card, Osceola! initiative. The Library hosted a Wild About Reading program filled with activities, prizes and Library information. A BINGO scavenger hunt highlighted Library services and Wild Florida's many fun activities for a chance to win raffle prizes. Face painting was available to transform patrons 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.

## CULTURAL CONNECTOR

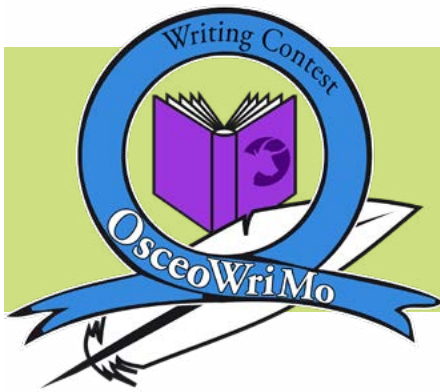
Reflecting the community in our collections:

### ***BiblioBoard Launch***



The Library acquired BiblioBoard, a digital publishing platform that provides an online space for cardholders to publish original works, contribute to multimedia collections and browse, share and download content.

The Library launched BiblioBoard's community collections with OsceoWriMo, a writing challenge for National Novel Writing Month, and continued with Osceola County Cuisine, Local History, Tales of Triumph (sharing pandemic experiences) and Voices for Hispanic Heritage Month. The public was encouraged to submit works of art, commentary, writing, photographs and other media to create collections for public enjoyment and community connection.



Language as a tool for access:

### ***Library Programs and Communication en Español***

Osceola County is a diverse community with 56 percent of residents of Hispanic origins and 51 percent speaking a language other than English at home. To welcome and provide excellent service to everyone, the Library created robust programming presented in Spanish or bilingually in English and Spanish for children and adults.

Featured programs included:

- The Art Time/Hora de Arte crafting and arts presentation each month
- Mother Goose y Amigos for bilingual storytime
- Technology instruction in Spanish
- Resume workshops and research resources
- Art displays and receptions
- Introduction to Spanish for those wishing to better communicate with their neighbors

- El Festival de Frida celebrating the life and work of Mexican painter Frida Kahlo
- Newsletters fully translated into Spanish
- Bilingual Library directional signage
- Spanish language social media posts



**Frida impersonators at the Buenaventura Lakes Library Library's El Festival de Frida Kahlo in celebration of Hispanic Heritage Month.**



**Mother Goose Y Amigos storytime available on the Osceola Library System's YouTube channel.**



# Collection Highlights

The Library's print collection grew in key areas and staff displayed and promoted resources in creative ways:

## Book Bundles

Grab and go books and DVDs are bundled together by reading interests and themed topics, for adults and children.

## Hi/Lo Readers, Choose Your Own Adventure, Light Novels

Special collections were created to target reluctant readers with engaging content and compelling plots at less strenuous reading levels.

## LitMag

This year's theme was The Ways of Love and teen and tween writers and illustrators were encouraged to submit their works for judging and inclusion in a digital and print magazine.

## Kids' Book Club Kits

Children can start a book club with friends using these kits filled with 10 copies of a popular middle-grade title, discussion questions, suggested activities and an author bio.

## 1000 Books Before Kindergarten

This reading challenge uses the Beanstack app to track reading progress while increasing literacy skills and family bonding.

## Teen READBox

Themed boxes are packed with a variety of books, activities and gifts, mimicking popular subscription boxes such as LootCrate and Birchbox. Teens sign up through the event calendar and a new themed box is assembled for pick up and checkout.

## Flipster and New York Times

New offerings in popular magazines and a newspaper of record were added to the digital collection.





West Osceola Library

"I really love this library! I come here like 3 times a week for studying."

- Stephanie F.



Buenaventura Lakes Library

"Great staff and very friendly - love the service."

- John T.

Hart Memorial Library

"Such a variety of materials!"

- Marva R.

# Grants

Project Funded	Funder	Grant Amount
Career Online High School Scholarships, Hotspots, Chromebooks	Osceola County, CARES Act	\$108,145
Civic Literacy: Books and eBooks Programming	Florida Humanities Council PBS Books	\$2,500
Smart Lockers for Reunion and Narcoossee Communities	State Library of Florida, Library Services and Technology Act	\$69,137



Supervisor of Elections staff demonstrating how voting machines work.



School District of Osceola visiting the St. Cloud Library with their READ Bus.

# Awards



## **Downtown Beautification and Innovation Award**

Kissimmee/Osceola Chamber of Commerce awarded to TechCentral, Hart Memorial Library



## **Outstanding Dedication to the Educational Needs of Students, Teachers and Staff**

School District of Osceola County



## **Serving the Members of the Deaf and Hard of Hearing Communities**

The Communication Center for the Deaf and Hard of Hearing, Inc. and ASL Services, Inc.

# Partners

The School District of Osceola County, Florida  
Osceola County Department of Emergency Management  
Florida Department of Emergency Management  
Osceola Arts  
Cornell Fine Arts Museum (now Rollins Museum of Art)  
Florida Department of Health  
City of Kissimmee, Florida  
Kissimmee/Osceola County Chamber of Commerce  
Kissimmee Main Street  
St. Cloud Main Street  
Poinciana Area Council  
Downtown Kissimmee Area Council  
Osceola County Clerk of Courts  
Lavell D. Monger, RTW Photography  
Love Makes Me Grow, Inc  
SunRail  
MetroPlan Orlando  
Wild Florida  
Florida Native Plant Society, Pine Lily Chapter  
Girl Scouts of Citrus Council  
American Sewing Guild South Orlando Neighborhood Group  
Osceola County Supervisor of Elections  
Central Florida Regional Housing Trust  
Community Legal Services of Mid-Florida