

**Orange County Library System  
Board of Trustees Meeting**

**Board Packet for January 2023**



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**STEVEN POWELL** Library Director/Chief Executive Officer

January 6, 2023

To: Crockett Bohannon, President  
Nicole Benjamin, Vice President  
Richard Maladecki, Trustee  
Danielle Levien, Trustee  
Lizannette Tam, Trustee

cc: The Library Governing Board:  
The Honorable Mayor Jerry Demings, Chairman of the Library Governing Board,  
Members of the Governing Board, Commissioners Nicole Wilson, Christine Moore,  
Mayra Uribe, Maribel Gomez Cordero, Emily Bonilla, Michael Scott, Orange County;  
and Ana Palenzuela, City of Orlando.

From: Steve Powell, Library Director / C.E.O.

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 6:00 p.m. on January 12, 2023 at the Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.

If any board member has an item to be brought up for discussion, please call Milinda Neusaenger prior to the meeting, 407.835.7611.

cc: Ashley Figueroa - Liaison, Nominating Board ~ City of Orlando

**AGENDA**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**

**January 12, 2023 ~ 6:00 p.m.**

**Orlando Public Library  
101 East Central Boulevard  
Orlando, Florida 32801**

- 23-001      I.      **Call to Order**
- 23-002                      **Oath of Office: New Board Member**
- 23-003      II.      **Public Comment Policy & Procedures**
- 23-004      III.      **Approval of Minutes: Library Board of Trustees Meeting – December 8, 2022**
- 23-005      IV.      **Staff Presentation: DEIA Committee – Yvonne Hartley**
- 23-006      V.      **Financial Statements and Summaries: December 2022**
- 23-007      VI.      **Dashboard: Danielle King**
- December 2022
  - Horizon West Branch Update
- 23-008      VII.      **Action Items:**
- 23-009                      **Director's Evaluation & Personnel Committee Meeting: Evaluation and Minutes Approval: Danielle Levien**
- 23-010      VIII.      **Discussion and Possible Action Items**
- 23-011                      **Strategic Plan FY 2023 – 1<sup>st</sup> Quarter Update**
- 23-012      IX.      **Information**
- 23-013                      **Lake Nona Branch Update: Bethany Stone**
- 23-014                      **Director's Report**
- 23-015                      **Public Comment: Non-Agenda Items**
- X.      **Adjournment**

**Next Meeting Dates:**

**February 9, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- March 9, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.**

**Florida Statutes section 286.0105: If any person desires to appeal any decision with respect to any matter considered at a Library Board of Trustees meeting, such person will need a record of the proceedings; for this purpose, such person may need to ensure that a verbatim record of the proceedings is made to include the testimony and evidence upon which the appeal is to be based.**

**In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this proceeding due to a disability as defined by ADA may arrange for reasonable accommodations by contacting the Director's Office on the fifth floor of the Main Library in person or by phone at 407.835.7611 at least two days prior to the meeting.**

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Call to Order**

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Oath of Office**

# Orange County Library System Board of Trustees Meeting January 12, 2023

## Public Comment Policy

### ORANGE COUNTY LIBRARY SYSTEM Public Comment and Conduct of Meetings Policy and Procedures

**Effective Date:** October 1, 2013 (Approved by the Board of Trustees on September 11, 2013)

**Objective:** The objective of this policy is to establish standard procedures to ensure an opportunity for broad public participation in decision-making.

**Policy Statement:** It is the intent of this policy that the deliberations and actions of the Board of Trustees of the Orange County Library System (“OCLS”) be conducted and taken openly in order that the public and relevant stakeholders may be fully informed and intelligently advised as to the conduct of public business by the Board of Trustees.

**Definitions:** For the purpose of this policy, the following definitions shall prevail:

1. A “meeting” is a gathering of a quorum of the membership of the Board of Trustees, or any board or commission of OCLS for the purpose of receiving information relating to public business, or for discussion of public business, or for official action upon a proposition related to public business.
2. A “regular meeting” is a meeting held pursuant to a schedule of such meetings as approved by a board or commission to conduct public business or otherwise discuss or act upon matters of public interest.
3. A “special meeting” is any meeting other than a regular meeting held by a board or commission. A “special meeting” is held for the purpose of addressing matters requiring the immediate attention of a board or commission or for the purpose of addressing matters which the board or commission has determined are best addressed at a special meeting. When a special meeting is called, the presiding officer of the board or commission shall specifically state the purpose of the meeting and the board or commission shall address only those matters for which the meeting was called.
4. A “board or commission” shall refer to the Board of Trustees of OCLS and any other board or commission now existing or created in the future by the Board of Trustees or OCLS.
5. The “presiding officer” shall mean, in the case of the Board of the Directors the chair and in all other cases shall be the chair of a particular OCLS board or commission.
6. “Board of Trustees” shall refer to the Board of Trustees of OCLS.

#### **Meetings:**

1. **Location.** All meetings of the Board of Trustees and any other board or commission shall be held in a suitable location and shall be open to the public as required by law. The only exception to the requirement that meetings be open to the public shall be an executive session scheduled for those purposes expressly recognized by law.
2. **Regular Meetings.** The Board of Trustees and the other boards and commissions shall hold regular monthly meetings as designated by the Board of Trustees or the other boards and commissions.

Public Notice. OCLS shall give public notice of the schedule of meetings and shall state the dates, times and places for such meetings. Public notice of any special meeting or of any reconvened meeting shall be given before such meeting. Public notice shall be given by posting the date and time of the meetings on the OCLS website, the public bulletin boards at all OCLS locations and the Orange County Administration Building. Notice will also be published in the Orlando Sentinel as required by Section 189.417 of the Florida Statutes.

### **Conduct of Meetings:**

1. The presiding officer shall preserve order and decorum at all meetings.
2. When considering matters upon which the board or commission will take action the presiding officer shall receive comments from the public.
3. During any board or commission meeting, board and commission members shall maintain order and decorum.
4. OCLS staff and citizens must be recognized by the presiding officer before speaking or asking questions. The purpose of this requirement is so that there is order and so that the recording equipment will properly record all comments made by individuals wishing to comment on a specific subject.
5. All comments must be made from the podium which is located in the OCLS meeting room or by other reasonable accommodations in any other location in which a board or commission meeting is held, and shall address the subject of the agenda item. Individuals that appear before any board or commission are required to state their legal name and their actual address for the public record. The purpose of this requirement is so that they are properly reflected in any board or commission minutes and are available for future reference.
6. As a board or commission considers consent agenda items, emergency items, items involving official acts that involve no more than a ministerial act, approval of minutes, ceremonial proclamations and other similar items, the presiding officer may, at his discretion, or at the direction of a majority of the board or commission, accept comments from those in attendance.

**Public Participation and Comment:** In order to comply with Section 286.0114 of the Florida Statutes, OCLS hereby establishes a Public Comment Policy applicable to all boards and commissions to allow members of the public an opportunity to address boards and commissions. In addition to public hearings, a special time is hereby set aside at all board and commission meetings for the purpose of receiving comments and suggestions from members of the public. All comments made during any Public Comment period shall be subject to the following procedures:

1. OCLS allocates up to 30 minutes at the end of each board or commission meeting for citizens who wish to appear before that board or commission to make a request of that board or commission, voice a complaint or concern, express an opinion, or for some other type of recognition. The presiding officer will divide the time equally between all who have signed up to speak; but in no case may a citizen speak longer than three minutes. A Public Comment period not to exceed 30 minutes will be held during any board or commission meeting. The presiding officer may permit additional time to a given speaker on a case-by-case basis.
2. Public comments of items listed on the agenda will occur just prior to the Board's discussion and action of the agenda item. Public comments of items not listed on the agenda will occur at the end of the meeting agenda.
3. When a board or commission considers matters during a public meeting upon which it will take action, no action shall be taken until the presiding officer requests and receives comments from the public.
4. Persons who wish to make a statement during the Public Comment period will register on a Notice of Intent to Speak Form which will be available 30 minutes before the start of the meeting. Information included on the Notice of Intent to Speak forms will be included in the Board Meeting Minutes and thus become public record. No one will be allowed to have his or her name placed on the list by telephone request to OCLS staff.
5. Each person who signed up to speak will have up to three minutes to make his or her statement. Speakers will be acknowledged by the presiding officer in the order which the Notice of Intent to Speak Form was received by the Board of Trustee's administrative assistant. Speakers shall address that board or commission from the podium, and

not approach that board or commission or OCLS staff. Speakers will begin their statement by first stating their legal name and actual address.

6. Statements are to be directed to the board or commission as a whole, and not to individuals. Public comment is not intended to require a board or commission to provide an answer to the speaker. Discussions between speakers and members of the audience will not be allowed.
7. Speakers will be courteous in their language and presentation.
8. Only one speaker will be acknowledged at a time. In the event a group of persons supporting or opposing the same position desires to be heard, in the interest of time, a spokesperson shall be designated to express the group's concerns. Likewise, in the event the number of persons wishing to attend the hearing exceeds the capacity of the meeting place, one or more delegates shall be selected to speak on behalf of each group. If the time period expires before all persons who have signed up get to speak, those names will be carried over to the next Public Comment period, or if the presiding officer consents, these comments can be heard at that meeting.
9. Any action on items brought up during the Public Comment period will be at the discretion of that board or commission. No board or commission will take any action on subject matter for which it has not had the opportunity to fully investigate and gather complete information.
10. These same rules shall apply to all boards and commissions.

**Decorum:** The presiding officer shall preserve strict order and decorum at all meetings.

1. In conducting business, boards and commissions are committed to the principles of civility, honor, and dignity. Individuals appearing before boards and commission are requested to observe the same principles when making comments on items and issues presented to a given board or commission for its consideration.
2. Staff members and citizens are required to use proper language when addressing a board or commission or the audience. Staff members and citizens shall not use profanity or cursing, aggressive or threatening behavior when addressing the board or commission or other participants. All comments are directed to the presiding officer and not to individual members of the board or commission or to the audience. No personal verbal attacks toward any individual will be allowed during the conduct of a board or commission meeting. The presiding officer may have individual(s) removed from the podium and/or meeting chambers if such conduct persists after a warning has been issued.
3. All members of a board or commission shall accord the utmost courtesy to each other, staff, and the public members appearing before the board or commission and shall refrain at all times from rude and derogatory remarks, reflections as to integrity, abusive comments and statements as to motives and personalities. During board or commission meetings, cell phones are to be turned off or silenced. Use of cell phones by board or commission members and staff for talking, texting, emailing or otherwise will not be allowed during meetings while at the dais, except for emergency communications, research, or during breaks.

**Waiver of Rules:** The board or commission may, at any time, waive all or a portion of these rules of procedure during the course of a meeting. Provided however, that any such waiver shall only be done upon a motion and majority approval of the waiver by members of the board or commission present and voting. Such waivers shall only be granted to insure the protection of the right of members of the public to be given a reasonable opportunity to be heard before a board or commission takes official action on a proposition.

**Training:** Periodic training for Sunshine Law requirements will be scheduled by OCLS for board and commission members.

**Penalties:** Any action taken at a meeting not open to the public, whether intentional or unintentional, is void. The law provides penalties for not complying with the Sunshine Law including criminal penalties, removal from the board position, fines up to \$500, and an award of reasonable attorney's fees against the board found to have violated the Sunshine Law.



**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Approval of Minutes: Library  
Board of Trustees Meeting  
December 8, 2022**

**MEETING MINUTES**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**

**December 8, 2022 ~ 6:00 p.m.**

**Orlando Public Library**  
**101 East Central Boulevard**  
**Orlando, Florida 32801**

Library Board Present: Crockett Bohannon (11/0); Nicole Benjamin (1/0 – City);  
Richard Maladecki (11/2); Lizannette Tam (11/1)

Library Board Absent: Danielle Levien (2/1 - City)

Administration Present: Steve Powell; Kris Shoemaker; Danielle King; Bethany Stone;  
Yvonne Hartley; Erin Sullivan; Lynette Schimpf;  
Milinda Neusaenger

- 22-163 I. **Call to Order**  
President Bohannon called the meeting to order at 6:00 p.m.
- 22-164 II. **Public Comment Policy & Procedures**
- 22-165 III. **Approval of Minutes: Library Board of Trustees Meeting – October 13, 2022**  
Vice President Benjamin, seconded by Trustee Maladecki, moved to approve the minutes for the October 13, 2022 Library Board of Trustees Meeting. Motion carried 4-0.
- 22-166 IV. **Staff Presentations:**  
➤ **OCLS Social Workers - Matthew Cavalier, Vanessa Neblett and Adrian Grant**
- 22-167 V. **Financial Statements and Summaries:**  
➤ **FY 2022 Final Financials**  
➤ **October 2022 Reports**  
➤ **November 2022 Reports**  
CFO Shoemaker reviewed the FY 2022 financial reports as well as the monthly November 2022 reports. He further reported that funds are ready for the Horizon West project.
- 22-168 VI. **Dashboard: November 2022 – Bethany Stone**  
COO Stone reported that attendance at programs and events is up. Last month, 26,646 individuals attended a program and over 1,200 took a fiber arts class. Fifty-eight children and caregivers participated in mindful yoga at Eatonville. The BattleBots event at the Main Library was a big success with 120 in attendance. She further reported that since going fine-free, there are now 32,000 cardholder accounts that were unblocked, over 7,500 have used their cards again and 583 of those users renewed their expired cards. Notices were sent out to customers with active overdue items and 696 overdue items were returned with the value of just over \$15,000.
- 22-169 VII. **Action Items:**
- 22-170 **Resolution to Honor Board Member Richard Maladecki**  
Whereas Richard Maladecki has dedicated eight years faithfully serving on the Orange County Library System Board of Trustees from January 2015 to December 2022;

Whereas Richard Maladecki served as President of the Library Board of Trustees from November 2019 to October 2020;

Whereas Richard Maladecki provided wise counsel and strong leadership as the Library System grew and developed;

Whereas Richard Maladecki strongly supported the Library System’s programs and services with ideas, suggestions and advice;

Whereas Richard Maladecki never failed to make his many decisions solely for the community’s benefit;

And whereas his legacy is one of service and commitment;

Now be it resolved that the Orange County Library System Board of Trustees publicly recognize, honor, thank and congratulate Richard Maladecki for his excellent and amazing service to the Orange County Library System. Vice President Benjamin, seconded by Trustee Tam moved to approve the resolution. Motion carried 4-0.

President Bohannon stated that OCLS is a better place because of Trustee Maladecki’s support and he hopes the rest of the Board will have the same impact that he has had on the Library. Trustee Maladecki thanked everyone and said the library has always been a part of his life, since childhood. He stated that he has watched OCLS evolve and grow into an integral community resource. He also said that he has arranged in his will for \$25,000 to be bequeathed to the Friends of the Library.

22-171 **Director's Evaluation & Personnel Committee Meeting: Evaluation and Minutes Approval: Danielle Levien**

This action item was tabled since Trustee Levien was not in attendance.

22-172 **Melrose Photo Lab: Kristopher Shoemaker**

Trustee Maladecki, seconded by Trustee Tam moved to approve the OCLS Photo Lab Enhancements Project and to approve Johnson-Laux as the vendor to perform the service with a not-to-exceed budget of \$126,000 and to authorize staff to issue purchase order for the service. Motion carried 4-0.

22-173 **Windermere Expansion: Kristopher Shoemaker**

Trustee Maladecki, seconded by Vice President Benjamin, moved to approve the OCLS Windermere Branch Addition Project and to approve Gomez Construction and Ruby Builders as the vendors to perform the service with a not-to-exceed budget of \$1,100,000 and to authorize staff to issue purchase order(s) for the service. Motion carried 4-0.

22-174 VIII. **Discussion and Possible Action Items**

22-175 **Naming Opportunity: Board of Trustees**

President Bohannon indicated that the Board would like to name something in honor of retired Director, Mary Anne Hodel. Trustee Maladecki stated that it would be fair to honor someone who served OCLS for 20 years. Director Powell said that the Friends of the Library are 100% on board with renaming the Friends Bookstore after her, as it is one of her favorite places. Trustee Maladecki stated that it would be nice to install a plaque in her honor as well, so future visitors will know about her. The Board left the naming verbiage for Staff to decide. Vice President Benjamin, seconded by Trustee Tam, moved to approve naming the Friends Bookstore after Mary Anne Hodel. Motion carried 4-0.

22-176 IX. **Information**

22-177 **Director’s Report**

I’d like to congratulate Sara Gonzalez and Leasha Tavernier on their new roles with OCLS. Leasha, who was the manager of the Washington Park Branch, has been named our new

Chief Branch Officer, filling the role vacated by Bethany Stone when she was named the library's Chief Operating Officer. Sara, who was the manager of our Southwest Branch, is our new Chief of Lifelong Learning, filling the spot vacated by Lynette Schimpf, who has recently been named our Chief Project Officer. We're looking forward to seeing the contributions Sara and Leasha will make as members of the library's Admin team.

We are in the midst of our annual appeal for the Friends of the Orange County Library System. Every year, we initiate a giving campaign to urge the community to consider making a tax-deductible donation to support the Friends. Our goal this year is to raise \$25,000, and just two weeks into the campaign, we have already raised more than \$12,000. The campaign continues through December.

COO Stone mentioned BattleBots earlier and I just want to add that this BattleBots program is made possible thanks to a grant from the city of Orlando's Mayor's Matching Grant program.

On November 5, the Orlando Public Library hosted the Asian American Heritage Council's Scholastic Award Ceremony, where 195 attendees recognized local Asian-American students for their excellence in academia, community service, and preservation of culture and language.

As part of a continued partnership between OCLS and Orange County Parks and Recreation, the Southwest Branch used Shadow Bay Park for two events for adults in October: Take a Soundwalk and Nature Walk Book Talk. Take a Soundwalk featured Eve Payor, a musician and soundscape artist working as an arts administrator for Atlantic Center for the Arts in New Smyrna Beach, and participants explored the sounds and rhythms of our urban and natural worlds by taking a silent, focused walk and then discussing their experiences with other participants afterward. During Nature Walk Book Talk, participants enjoyed a walk followed by a discussion of a book. This month the featured title was *The Island of Missing Trees*.

After months of emails and phone calls with the Orange Regional Juvenile Detention Center, a Youth Program Specialist held the first visit at the center to talk about the library and present a story from library storyteller Crystal Sullivan. She presented to 16 residents and six staff. We received excellent feedback following the visit. Detention Center staff said that they wished someone from the library could visit every week, and they were "SCREAMING" because the visit went so well. Staff will continue to look for opportunities to build this relationship that helps bring programming to this often-underserved community of children and teens.

As we near the end of the year, we are often named as one of the libraries that has made it to OverDrive's One Million Checkout Club. The ebook provider recognizes libraries that have had at least one million checkouts through their digital platform, and this year we have well surpassed the million mark. OverDrive celebrates this accomplishment with a press release recognizing all libraries that have reached the checkout milestone.

22-178

**Public Comment: Non-Agenda Items**

**X. Adjournment**

Trustee Maladecki, seconded by Vice President Benjamin, moved to adjourn the meeting. Motion carried 4-0. President Bohannon adjourned the meeting at 6:51 p.m.

**Next Meeting Dates:**

**January 12, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- February 9, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.**

**Florida Statutes section 286.0105: If any person desires to appeal any decision with respect to any matter considered at a Library Board of Trustees meeting, such person will need a record of the proceedings; for this purpose, such person may need to ensure that a verbatim record of the proceedings is made to include the testimony and evidence upon which the appeal is to be based.**

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**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Staff Presentation:  
DEIA Committee – Yvonne Hartley**

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Financial Statements &  
Summaries: December 2022**

Orange County Library System  
FY 2022-23 Financial Statement Highlights  
Three Months Ended December 31, 2022

**Project Summaries:**

**Melrose Theatrical Lighting:** This project started September 6<sup>th</sup> and was substantially completed by the end of November. A few punch list items remain outstanding.

**North Orange Roof:** This project began August 25<sup>th</sup> and was substantially completed at the end of October, just a few punch list items remaining.

**Windermere Branch Expansion:** The design and permitting portion of the project is complete. The construction portion begins January 4, 2023 and is scheduled to be completed by June 1, 2023.

**Operating Fund Revenue & Expenditure Summaries:**

**Revenues:**

*Ad Valorem Taxes:*

The Library budgeted \$60,850,000 for Ad Valorem Taxes in FY 2022-23 based on property tax values, a millage rate of 0.3748, and a 5% statutory deduction. So far this year, we have received \$15,301,184 or 25.1% of the budget, which is on target year-to-date.

*State Aid/ State and Federal Grants:*

The Library budgeted \$150,000 for State Aid Revenues and \$635,000 from State and Federal Grants in FY 2022-23, based on anticipated funding from the various agencies. We have received \$9,750 which is 1.2% of the combined budget.

*Fee Cards:*

The Library budgeted \$20,000 for Fee Card revenues for FY 2022-23. Through December, we received \$23,325 or 116.6% of budgeted revenues. The increase is due to a change in reporting as some of the revenue was previously recorded in the FEES portion of Fines, Fees & Lost Material accounting line. Thus, understating Fee Card Revenue and overstating Fines, Fees & Lost Material Revenues in the past, we have corrected the recording beginning in FY 2022-23.

*Meeting Rooms:*

The Library budgeted \$30,000 for meeting room revenues for FY 2022-23. Through December, we received \$6,625 or 22.1% of budgeted revenues.



Faxes and Scans:

Revenues from Faxes and Scans are \$6,517 and \$4,449, respectively. These revenues are lower than the 5-year average dollar-wise and are on target for what we anticipated to receive so far this fiscal year.

Copy and Prints:

The Library budgeted \$150,000 for these services in FY 2022-23. We received \$35,755 or 23.8% of budget thru December which is slightly lower than anticipated.

Passport Facility & Photo Fees:

The Library budgeted \$12,000 for passport facility and photo revenues for FY 2022-23. Through December, we received \$5,245 or 43.7% of budgeted revenues.

Fines, Fees and Lost Materials:

Revenues from Fines, Fees and Lost Materials thru December are \$17,614 or 5.5% of budget. The actual revenue is less than we expected so far this year. Note, the Board approved the waiving of late fees during the October 2022 Board Meeting, thus we will receive less than our budgeted amount for FY 2022-23. Additionally, we have re-classified some of the revenue to Fee Cards as noted above.

Investment Earnings:

The Library takes a conservative approach when budgeting for Interest Revenues as the investment markets can be, and have been, quite volatile. Our Pooled Investments are tied to the FED's Fund Rate, which has increase significantly since we established the FY2022-23 budget in the Spring of 2022. As of the time of these reports, we have not received our December interest-earning statements. We will continue to monitor the investment markets with our investment advisors to ensure the principal of our funds are safe and secure.

Investment Fair Value:

This line is an adjustment to reflect the fair market value adjustments of the Treasury investments.

Contributions-Other:

Through December we have received \$5,344 or 38.2% of the budget.

Internet Rebate:

Through December we have received \$-0- or 0.0% of the budget. This revenue is normally received in the last quarter of the fiscal year.

Transfer From Property Appraiser:

This account is used to record our revenue share from the Property Appraiser's Office. The revenue varies from year to year, so the Library typically budgets conservatively for this account. Revenues are normally received in the 1<sup>st</sup> quarter of the fiscal year. So far in FY 2022-23 we have received \$79,918 or 295.7% of the budget.

Transfer From Tax Collector:

This account is used to record our revenue share from the Tax Collector's Office. The Library typically receives this funding in the last quarter of the fiscal year. So far in FY 2022-23 we have received \$-0- or 0.00% of the budget.

**Expenses:**

Defined Benefit Pension Plan:

The Defined Benefit Pension Plan Expenditures are at \$240,000 or 13.7% of budget. The revised estimate based on the actuarial report indicates we will spend approximately \$1.4 million for the account in FY 2022-23.

Worker's Compensation:

The Worker's Compensation Expenditures are at \$52,627 or 52.6% of budget as these payments are paid quarterly in advance.

Unemployment Compensation:

The Unemployment Compensation Expenditures are at \$-0- or 0.0% of budget.

Delivery & Postage:

The Delivery and Postage Expenditures are at 24.0% of the budget, which is in line for the FY allocation.

Insurance:

The Insurance Expenditures are at 47.9% of budget, as a majority of the insurance policies renew in October and have to be pre-paid.

Property Appraiser Fees:

The expenditures in this category are at 58.2% of budget. These fees are paid quarterly in advance. The \$547,000 budget was based on FY 2021-22 estimate and the actuals vary year by year. Note, the Property Appraiser has informed us that the cost will approximately \$640,000.

Supplies Hardware Software:

The expenditures in this category are at 2.2% of budget. This account is for any electronic-related purchase with a unit cost of less than \$1,000.

Supplies – Programming:

The expenditures in this category are at \$38,861. This account is for any supplies used for programming, mainly Summer Reading Program (SRP). This account is a sub-set of the Supplies Account.

Building Improvements Expense:

The Library budgeted \$2,350,000 for various building improvement projects such as the North Orange Roof Replacement, Windermere Expansion and Melrose Stage as well as other major maintenance items such as HVAC replacement/repairs. The \$297,385 expended so far is primarily related to the North Orange Roof, Melrose Stage and Windermere Expansion projects.

## OCLS Melrose Center Stage & Theatrical Lighting Project Budget

### Expenditures As of 12-31-2022

	<u>Original Budget</u>	<u>Change Order</u>	<u>Revised Budget</u>	<u>FY 21 Actual</u>	<u>FY 22 Actual</u>	<u>FY 23 Actual</u>	<u>Variance</u>
<u>Project Code 21-007</u>							
Gomez Construction	\$418,693	\$0	\$418,693	\$0	\$246,982	\$228,078	\$56,367
Owner Provided Materials	116,307	0	116,307	0	60,938	1,629	(\$53,740)
Other (Design, Permits, Etc.)	30,000	0	30,000	17,391	2,762	0	(\$9,847)
Contingency	65,000	0	65,000	0	0	0	(65,000)
<b>Project Costs</b>	<b>\$630,000</b>	<b>\$0</b>	<b>\$630,000</b>	<b>\$17,391</b>	<b>\$310,682</b>	<b>\$229,707</b>	<b>(\$72,220)</b>

## OCLS North Orange Roof Replacement Project Budget

### Expenditures As of 12-31-2022

	<u>Original Budget</u>	<u>Change Order</u>	<u>Revised Budget</u>	<u>FY 21 Actual</u>	<u>FY 22 Actual</u>	<u>FY 23 Actual</u>	<u>Variance</u>
<u>Project Code 21-008</u>							
Sutter Roofing	\$253,224	\$0	\$253,224	\$0	\$189,474	\$21,053	(\$42,697)
Owner Provided Materials	21,776	0	21,776	0	0	0	(\$21,776)
Other (Design, Permits, Etc.)	25,000	0	25,000	16,263	5,078	0	(\$3,659)
Contingency	25,000	0	25,000	0	0	0	(25,000)
<b>Project Costs</b>	<b>\$325,000</b>	<b>\$0</b>	<b>\$325,000</b>	<b>\$16,263</b>	<b>\$194,552</b>	<b>\$21,053</b>	<b>(\$93,132)</b>

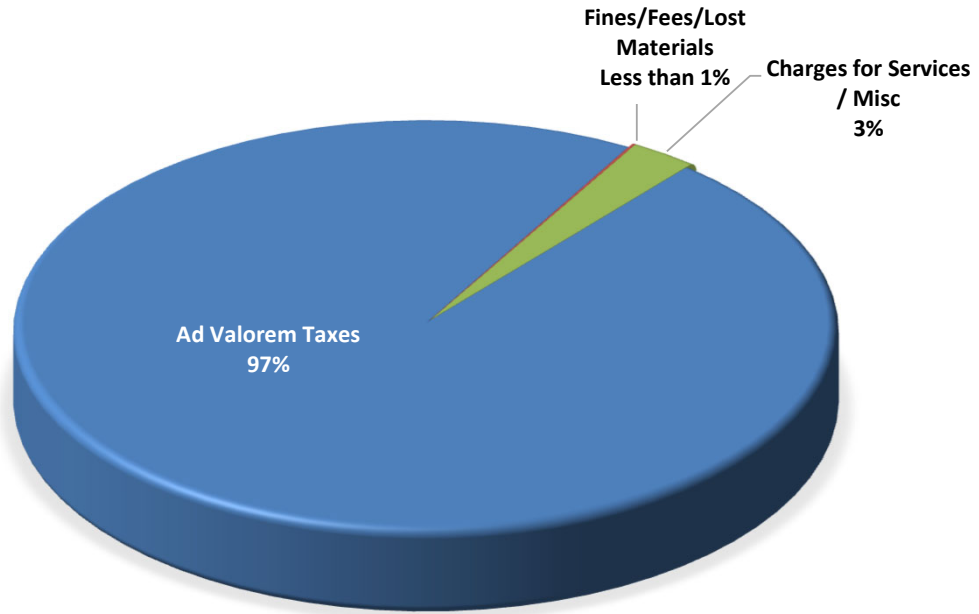
## OCLS Windermere Branch Addition Project Budget

### Expenditures As of 12-31-2022

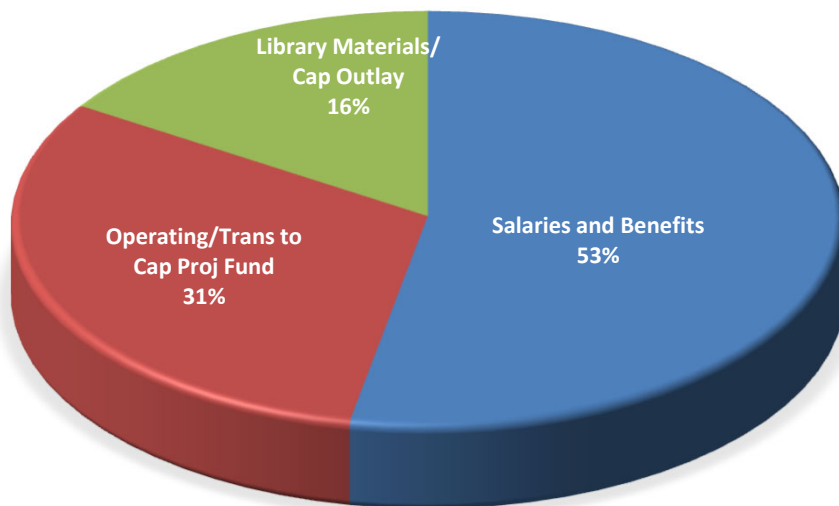
	<u>Original Budget</u>	<u>Change Order</u>	<u>Revised Budget</u>	<u>FY 23 Actual</u>	<u>Variance</u>
<u>Project Code 22-001</u>					
Gomez Construction	\$753,547	\$0	\$753,547	\$7,774	(\$745,773)
Ruby Builders	44,606	0	44,606	0	(44,606)
Architectural Fees	110,000	0	110,000	5,400	(104,600)
Engineering/Surveying Costs	25,000	0	25,000	0	(25,000)
Owner Provided Materials	65,000	0	65,000	0	(65,000)
Contingency	101,847	0	101,847	0	(101,847)
<b>Project Costs</b>	<b>\$1,100,000</b>	<b>\$0</b>	<b>\$1,100,000</b>	<b>\$13,174</b>	<b>(\$1,086,826)</b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**Operating Fund**  
**Three Months Ended December 31, 2022**

**REVENUES**



**EXPENDITURES**



**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
Three Months Ended December 31, 2022**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(3 months= 25.0%)</b>
<b>AD VALOREM TAXES</b>	60,850,000	15,301,184	25.1%
<b>INTERGOVERNMENTAL</b>			
State & Federal Grant	635,000	9,750	1.5%
State Aid	150,000	-	0.0%
<b>CHARGES FOR SERVICES</b>			
Fee Cards	20,000	23,325	116.6%
PC Pass (\$10 for 7 days)	1,500	705	47.0%
PC Express (\$5 for 1 hour)	2,000	195	9.8%
Classes	3,000	70	2.3%
Meeting Rooms	30,000	6,625	22.1%
Faxes	35,000	6,517	18.6%
Scans	11,400	4,449	39.0%
Ear Buds, Jump Drives, Masks	1,600	584	36.5%
Bag Sales	1,500	730	48.6%
Library Card Replacement	7,000	1,696	24.2%
Copy & Prints	150,000	35,755	23.8%
Passport Facility & Photo Fees	12,000	5,245	43.7%
Other	500	105	21.0%
	<u>275,500</u>	<u>86,001</u>	<u>31.2%</u>
<b>FINES, FEES &amp; LOST MATERIALS</b>	320,000	17,614	5.5%
<b>MISCELLANEOUS</b>			
Investment Earnings	125,000	161,820	129.5%
Investment Fair Value	-	570	-
Sales of Surplus Property	5,000	360	7.2%
Contributions - Friends of Library	35,000	29,008	82.9%
Contributions - Others	14,000	5,344	38.2%
Internet Rebate	75,000	-	0.0%
Grants & Awards	25,000	14,250	57.0%
Miscellaneous	50,000	43,967	87.9%
	<u>329,000</u>	<u>255,319</u>	<u>77.6%</u>
<b>TRANSFER FR PROP APPRAISER</b>	25,000	73,918	295.7%
<b>TRANSFER FR TAX COLLECTOR</b>	470,000	-	0.0%
<b>TOTAL REVENUES</b>	<u><u>63,054,500</u></u>	<u><u>15,743,786</u></u>	<u><u>25.0%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND EXPENDITURE SUMMARY  
Three Months Ended December 31, 2022**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(3 months= 25.0%)</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	21,866,000	5,017,244	22.9%
Medicare Taxes	310,000	71,879	23.2%
Defined Contribution Pension Plan	1,600,000	376,316	23.5%
Defined Benefit Pension Plan	1,750,000	240,000	13.7%
Money Purchase Pension Plan	1,250,000	264,494	21.2%
Life and Health Insurance (Employees)	3,775,000	734,639	19.5%
Retiree Health Care (OPEB)	500,000	68,193	13.6%
Worker's Compensation	100,000	52,627	52.6%
Unemployment Compensation	40,000	0	0.0%
Parking & Bus Passes	225,000	72,875	32.4%
	<u>31,416,000</u>	<u>6,898,267</u>	<u>22.0%</u>
<b>OPERATING</b>			
Professional Services	280,000	59,767	21.3%
Other Contractual Services	2,005,000	239,843	12.0%
Other Contract. Serv.- Janitorial	400,500	96,548	24.1%
Training and Travel	90,000	6,591	7.3%
Telecommunication	255,000	45,887	18.0%
Delivery and Postage	1,347,000	323,059	24.0%
Utilities	960,000	165,695	17.3%
Rentals and Leases	1,295,000	280,783	21.7%
Insurance	600,000	287,341	47.9%
Repairs and Maintenance/Leasehold Improvements	1,587,000	181,426	11.4%
IT Subscriptions/Maintenance Contracts	1,522,000	266,863	17.5%
Copying/Printing	341,000	35,446	10.4%
Promotional Activities	425,000	76,217	17.9%
Property Appraiser's Fee	547,000	318,411	58.2%
Tax Collector's Fee	1,215,000	306,070	25.2%
Supplies	900,000	137,095	15.2%
Supplies-Hardware/Software	600,000	13,015	2.2%
Supplies-Programming	-	38,861	-
Memberships	15,000	8,045	53.6%
	<u>14,384,500</u>	<u>2,886,963</u>	<u>20.1%</u>
<b>CAPITAL OUTLAY</b>			
Building and Improvements	2,350,000	297,385	12.7%
Equipment and Furniture	350,000	15,641	4.5%
Hardware/Software	1,225,000	78,899	6.4%
	<u>3,925,000</u>	<u>391,925</u>	<u>10.0%</u>
<b>LIBRARY MATERIALS</b>			
Materials - Restricted Contributions	14,000	0	0.0%
Materials - Other	4,600,000	1,624,959	35.3%
	<u>4,614,000</u>	<u>1,624,959</u>	<u>35.2%</u>
<b>TRANSFER TO CAPITAL PROJECTS FUND</b>	4,000,000	1,000,000	25.0%
<b>TRANSFER TO SINKING/EARR FUND</b>	500,000	125,000	25.0%
<b>TOTAL EXPENDITURES</b>	<u><b>58,839,500</b></u>	<u><b>12,927,114</b></u>	<u><b>22.0%</b></u>



**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Three Months Ended December 31, 2022**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(3 months= 25.0%)</b>
<b>REVENUES</b>			
Investment Earnings	58,000	166,224	286.6%
Investment Fair Value	-	777	-
Transfer from Operating Fund	4,000,000	1,000,000	25.0%
Reserves	27,170,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>31,228,000</b>	<b>1,167,001</b>	<b>3.7%</b>
<b>EXPENDITURES</b>			
New Branch	6,145,000	14,975	0.2%
Reserves	25,083,000	1,152,026	4.6%
<b>TOTAL EXPENDITURES</b>	<b>31,228,000</b>	<b>1,167,001</b>	<b>3.7%</b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**SINKING FUND**  
**Three Months Ended December 31, 2022**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(3 months= 25.0%)</b>
<b>REVENUES</b>			
Investment Earnings	10,000	22,353	223.5%
Investment Fair Value	-	104	-
Transfer from Operating Fund	500,000	125,000	25.0%
Reserves	3,520,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>4,030,000</b>	<b>147,457</b>	<b>3.7%</b>
<b>EXPENDITURES</b>			
Reserves-Building and Improvements	2,530,000	92,572	3.7%
Reserves - Horizon West Contract	1,000,000	36,590	3.7%
Reserves - Technology	500,000	18,295	3.7%
<b>TOTAL EXPENDITURES</b>	<b>4,030,000</b>	<b>147,457</b>	<b>3.7%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
PERMANENT FUND  
Three Months Ended December 31, 2022**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(3 months= 25.0%)</b>
<b>REVENUES</b>			
Investment Earnings	20,000	3,127	15.6%
Investment Fair Value	-	118,370	-
Reserves	1,448,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>1,468,000</b>	<b>121,497</b>	<b>8.3%</b>
<b>EXPENDITURES</b>			
Equipment	125,000	2,030	1.6%
Reserves	1,343,000	119,466	8.9%
<b>TOTAL EXPENDITURES</b>	<b>1,468,000</b>	<b>121,497</b>	<b>8.3%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND  
BALANCE SHEET - ASSETS  
December 31, 2022**

**ASSETS**

Cash on Hand	20,188
Equity in Pooled Cash	7,437,612
Equity in Pooled Investments	26,108,911
Accounts Receivable	88
Inventory	132,454
Prepays	93,195
Other Assets - Deposits	<u>8,440</u>

**TOTAL ASSETS** **33,800,888**

**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND**  
**BALANCE SHEET - LIABILITIES & FUND BALANCE**  
**December 31, 2022**

**LIABILITIES**

Accounts Payable	220,679
Retainage Payable	31,687
Accrued Wages Payable	782,821
Accrued Sales Tax	37,336
Accrued Fax Tax	103
Due To Friends of the Library	860
Employee Payroll Deductions:	
United Appeal	81
Dental Insurance	466
Optional Life	2,315
Vision Plan	1,249
Weight Watchers	516
Short Term Disability	1,320
Staff Association	6,606
<b>TOTAL LIABILITIES</b>	<b><u>1,086,039</u></b>

**FUND BALANCE**

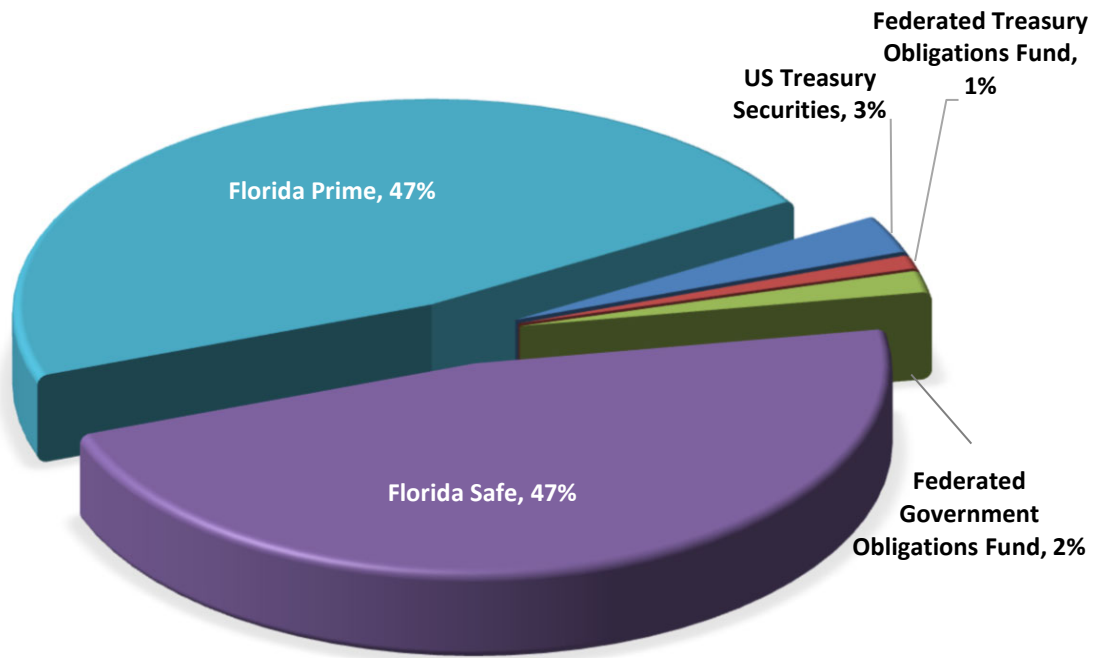
Nonspendable:	
Inventory	132,454
Prepaid Items and Deposits	101,635
Annetta O'B Walker Trust Fund	4,000
A.P. Phillips Memorial Fund	100,000
Willis H. Warner Memorial Fund	33,712
Perce C. and Mary M. Gullett Memorial Fund	19,805
Committed:	
Vivian Esch Estate Fund	44,198
Edmund L. Murray Estate Fund	724,689
Arthur Sondheim Estate Fund	39,941
Strategic Plan	4,000,000
Unassigned	24,697,743
Current Year Expenditures over Revenue	2,816,672
<b>TOTAL FUND BALANCE</b>	<b><u>32,714,849</u></b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b><u><u>33,800,888</u></u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
MONTHLY ROLLOVER  
December 31, 2022**

	<b>BALANCE</b> <b>11/30/22</b>	<b>RECEIPTS</b>	<b>DISBURSE</b>	<b>BALANCE</b> <b>12/31/22</b>
<b>OPERATING</b>				
Equity in Pooled Cash	4,251,869	12,106,114	8,920,371	7,437,612
Equity in Pooled Investments	21,413,449	5,070,462	375,000	26,108,911
	<b>25,665,318</b>	<b>17,176,576</b>	<b>9,295,371</b>	<b>33,546,523</b>
<b>CAPITAL PROJECTS</b>				
Equity in Pooled Investments	<b>30,633,932</b>	<b>426,264</b>	-	<b>31,060,196</b>
<b>SINKING</b>				
Equity in Pooled Investments	<b>4,116,379</b>	<b>54,159</b>	-	<b>4,170,538</b>
<b>SELF FUNDED HEALTH</b>				
Equity in Pooled Cash	2,064,529	343,719	311,420	2,096,828
Claims Payment Checking Account	73,000	275,455	275,455	73,000
Equity in Pooled Investments	4,347,099	13,259	-	4,360,358
	<b>6,484,628</b>	<b>632,433</b>	<b>586,875</b>	<b>6,530,186</b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**GENERAL POOLED INVESTMENTS**  
**December 31, 2022**

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>
<b>US TREASURY SECURITIES</b>	1,944,922
<b>MONEY MARKET FUNDS</b>	
Federated Treasury Obligations Fund	688,102
Federated Government Obligations Fund	1,106,230
<b>LOCAL GOVERNMENT INVESTMENT POOLS</b>	
Florida Safe	30,925,337
Florida Prime (SBA)	31,035,412
<b>TOTAL</b>	65,700,003



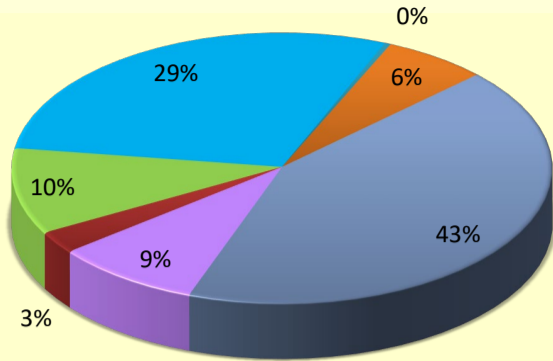
**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Dashboard: December 2022**



# Monthly Report for December 2022

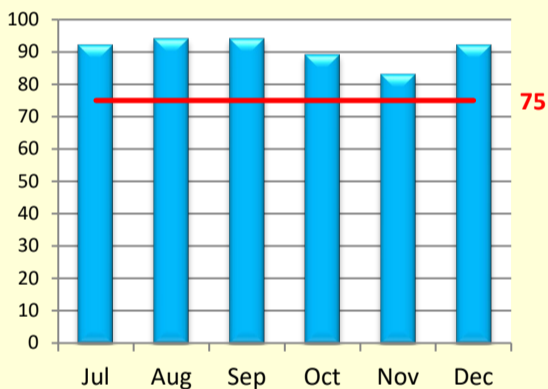
## Contacts



■ Door count ■ MAYL Packages ■ External Web Visits ■ Catalog Searches ■ Questline Calls ■ Social Media ■ Electronic Contacts

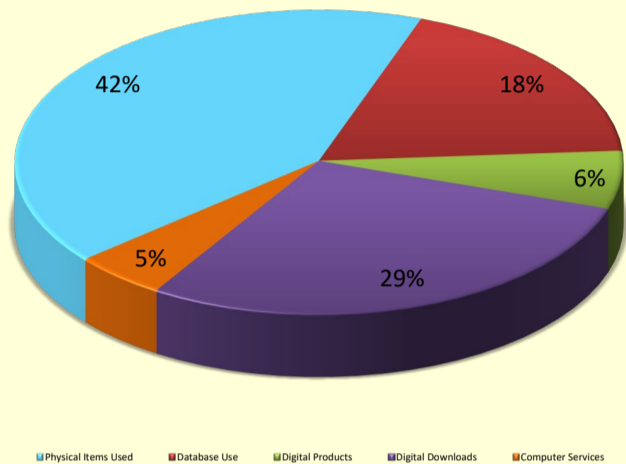
	2022	2021	% change
Door count	99,444	73,851	34.65%
MAYL Packages	30,132	31,816	-5.29%
External Web Visits	116,286	110,884	4.87%
Catalog Searches	329,885	352,669	-6.46%
Questline Calls	3,980	3,974	0.15%
Social Media	71,723	65,821	8.97%
Electronic Contacts	483,202	436,576	10.68%
TOTAL	1,134,652	1,075,591	5.49%

## Net Promoter Score



## Resources Accessed

	2022	2021	% Change
Physical Items Used	317,329	232,738	36.35%
Database Use	140,435	167,810	-16.31%
Digital Products	46,892	60,718	-22.77%
Digital Downloads	219,968	203,933	7.86%
Computer Services	37,757	25,423	48.52%
TOTAL	762,381	690,622	10.39%

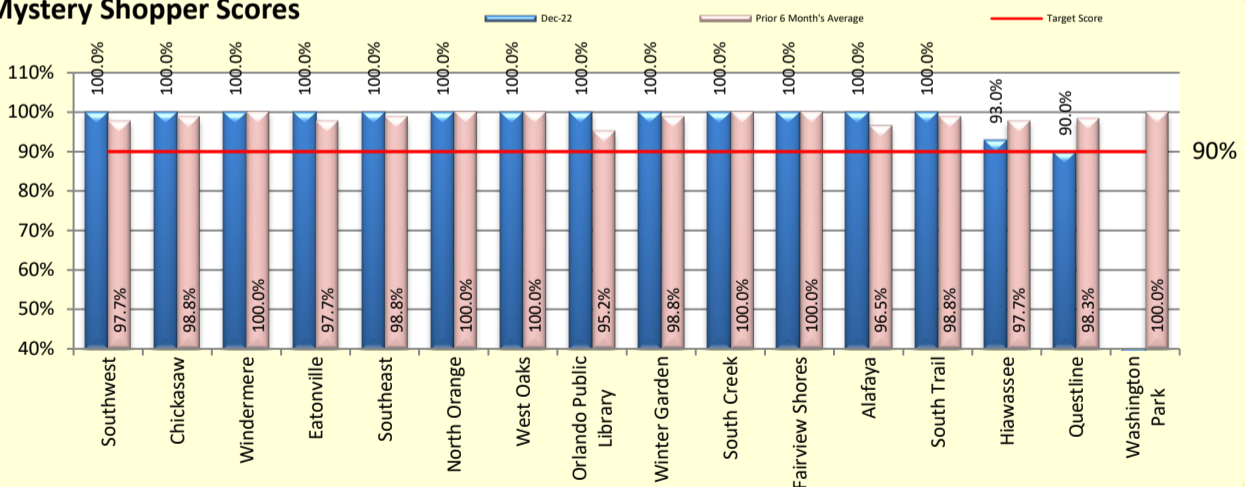


■ Physical Items Used ■ Database Use ■ Digital Products ■ Digital Downloads ■ Computer Services

## Users

	2022	2021	% Change
Active Cards	329,033	339,371	-3.05%
New Registrations	3,032	2,297	32.00%
VLC Registrations	247,511	245,925	0.64%
Transactions	71,496	59,298	20.57%

## Mystery Shopper Scores



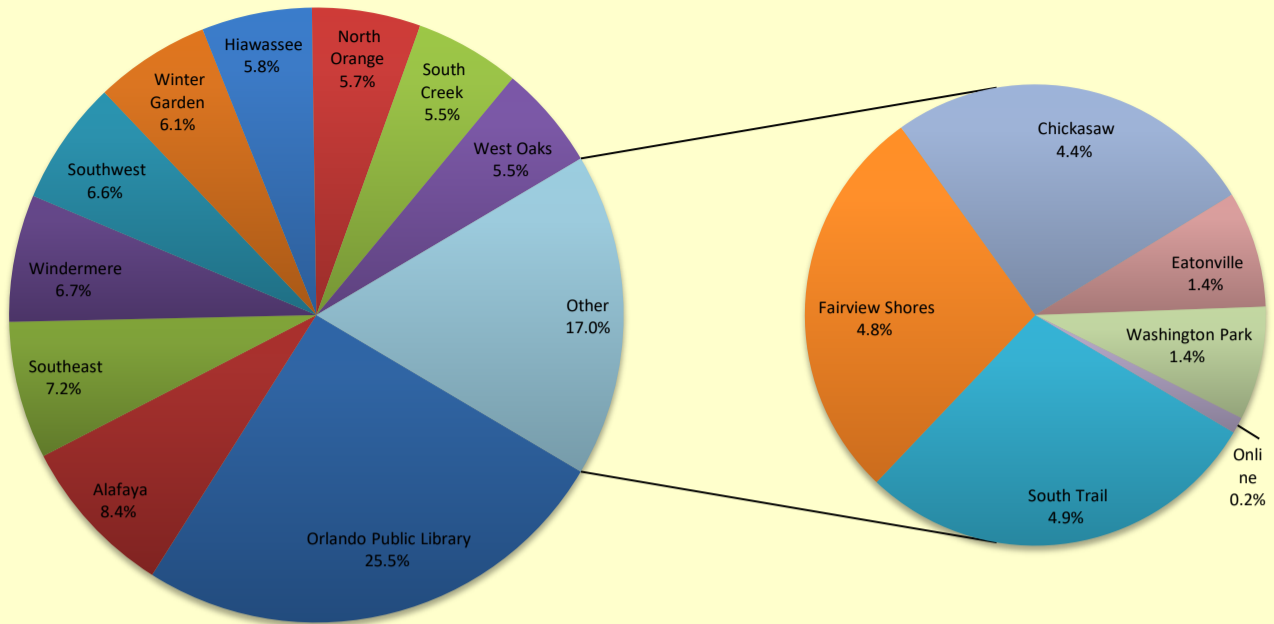
Physical item circulation for December 2022 was 317,329 including renewals. Checkouts for easy books were 25.4% or 33,746 items, juvenile fiction, juvenile non-fiction, and young adult totaled 21.5% or 26,011 items, and adult fiction, non-fiction, and large print combined for 22.6% or 27,341 items. DVDs equaled 13% with 15,825 items circulated.

The December 2022 digital checkouts were 219,968 which is an average of 7,096 per day. For comparison, in December 2021 digital checkouts were 7% lower at 206,068 averaging 6,648 per day. OverDrive circulation for the calendar year 2022 was 1,944,774, almost 92,000 more uses than last year's 1,852,963 uses.

There were 116,286 visits to [www.ocls.info](http://www.ocls.info) last month. Mobile devices accounted for 51%, or 58,829 visits, tablets 3% with 3,522 visits while desktops had the remaining 46% or 53,935 visits.

The book drop returns for December 2022 were 2,289 from Lake Nona and 2,482 items from Horizon West.

## Events & Classes by Location



	Event Attendance			Class Attendance		
	2022	2021	% Change	2022	2021	% Change
Orlando Public Library	5,149	4,326	19.0%	802	-	0.0%
Alafaya	1,774	1,562	13.6%	198	59	235.6%
Southeast	1,491	1,873	-20.4%	198	16	1137.5%
Windermere	1,463	913	60.2%	99	53	86.8%
Southwest	1,344	756	77.8%	187	88	112.5%
Winter Garden	1,374	1,163	18.1%	46	47	-2.1%
Hiawassee	1,275	140	810.7%	81	25	224.0%
North Orange	1,259	719	75.1%	76	18	322.2%
South Creek	1,257	415	202.9%	38	6	533.3%
West Oaks	1,124	636	76.7%	154	95	62.1%
South Trail	1,032	512	101.6%	104	27	285.2%
Fairview Shores	1,043	405	157.5%	70	37	89.2%
Chickasaw	806	594	35.7%	233	30	676.7%
Eatonville	285	110	159.1%	39	9	333.3%
Washington Park	265	369	-28.2%	51	89	-42.7%
Online	-	-	0.0%	45	215	-79.1%
<b>TOTAL</b>	<b>20,941</b>	<b>14,493</b>	<b>44.5%</b>	<b>2,421</b>	<b>814</b>	<b>197.4%</b>

In December 2022, we offered 970 Events with an attendance of 20,707. Last year, the Library offered 559 events with an attendance of 14,064.

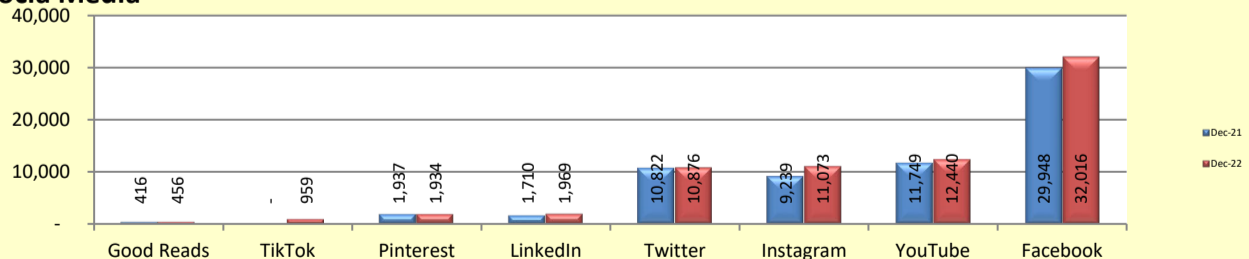
On 14 December, Orlando Mayor Buddy's Book Club celebrated the completion of their latest book, "Katie the Catsitter" by Colleen AF Venable, where 86 attendees enjoyed an author Q&A session, book signing, and more at the Orlando Public Library. On 17 December, the Southeast Branch hosted "Family Gingerbread Build-Off," where 81 attendees celebrated the season with their little ones by building their own gingerbread houses. On 8 December, during a virtual Cuisine Corner Junior, the Youth Services Department taught 76 attendees how to make flan, a rich custard dessert topped with caramel. On 20 December, 66 attendees celebrated our favorite snowy friends with stories, songs and activities during "Snowman Shuffle" at the Alafaya Branch. On 18 December, the Melrose Center partnered with the Events and Programs Department to host the OCLS Gaming Expo, where 61 attendees met with local video game studios, educators, and developers.

In December 2022, we offered 958 Classes with an attendance of 2,421. Last year we offered 375 Classes with an attendance of 814. Also last month, we presented 58 Offsite Events reaching 2,431 people and attended 10 Community Events reaching 234 people.

## Events/Class Attendance

	2022	2021	% Change
Community Events	234	429	-45.45%
Events - Adult	7,532	4,282	75.90%
Events - Teen	526	274	91.97%
Events - Children	12,649	9,508	33.04%
Technology Classes	2,421	814	197.42%
<b>TOTAL</b>	<b>23,362</b>	<b>15,307</b>	<b>52.62%</b>

## Socia Media



Social media statistics for December 2022 saw an 8.97% increase in growth.

December kicked off our annual fundraising appeal for the Friends of Orange County Library System, which included cross-posting several videos that coincided with our 2022 email campaign. We highlighted three customer stories that ranged from the Allen family's experience with [Prime Time Family Reading Time, Ira Fleckman's](#) use of the South Creek library following the loss of his wife, and how the [Walker family](#) utilizes the library for their homeschool needs. Together these videos have a combined 7,021 views and the Friends have surpassed their 2022 fundraising goal.

In December, we also launched our exclusive 100-Year Celebration merch through social media with a video that highlighted the new shirts, water bottle, tote bag, and pins. The [library merch video](#) has received over 4,500 views across several channels. Shortly after publishing, we sold out of the limited number of pins.

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Action Items**

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Director's Evaluation & Personnel  
Committee Meeting and Minutes  
Approval: Danielle Levien**

**ORANGE COUNTY LIBRARY SYSTEM  
PERSONNEL COMMITTEE MEETING AGENDA  
November 15, 2022  
Orlando Public Library  
Magnolia Room**

Personnel Committee Members Present: Danielle Levien – OCLS Board of Trustees

Library Administration Present: Steve Powell, Director/Chief Executive Officer  
Yvonne Hartley, Chief Human Resources Officer

Prior to the meeting, the following information was distributed to the Personnel Committee:

- Grants Received Report
- Director’s Evaluation Form

The purpose of the meeting was to conduct the annual performance evaluation of Director Steve Powell.

Director Powell provided Trustee Levien a summary of his performance and reviewed his achievements since his promotion from Interim Director & COO to Library Director/CEO.

Trustee Levien evaluated Director Powell's performance for each category listed on the evaluation form: Mission and Strategic Planning, Public Relations, Fundraising and Library Perspective, Steward of Collection, Steward of Capital Resources, Technology Development, Fiscal Responsibility and Stewardship, Employment and Staffing, and Training. Trustee Levien gave Director Powell an overall rating of Far Exceeds Requirements.

Trustee Levien commended Director Powell’s accomplishments during his time as Director which include: removing and lowering barriers to service and increasing accessibility, by removing overdue fines, increasing auto renewals from three to five, making DVDs available via Home Delivery, adding ways to appeal a trespass warning, creating group home cards, offering a hotspot lending program and authorizing the Farmworker’s Association membership card as proof of residency. Trustee Levin recognized these changes that have taken place under Director Powell’s leadership – without having a COO – as a breath of fresh air.

Trustee Levien commended Director Powell’s focus on finding ways to lower barriers to services for customers and how we can serve them, and his vision for building relationships outside the library’s four walls. Trustee Levien remarked that his efforts go beyond recruitment and retention; and show that Director Powell cares about the staff and is invested in their growth and overall well-being.

The recommendations of the Personnel Committee to the Library Board of Trustees are summarized as follows:

1. Rate Director Powell’s overall performance as Far Exceeds Requirements.
2. Consistent with the FY 2022 Compensation Plan for staff, award Director Powell 60 hours of PTO based on his overall Far Exceeds Requirements rating.

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Discussion & Possible Action Items**

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Strategic Plan FY 2023  
1<sup>st</sup> Quarter Update**

# Orange County Library System

## Strategic Plan FY 2023 ~ 1<sup>st</sup> Quarter Update

Improve the Customer Experience, establishing OCLS as a friendly, welcoming and community centric service.

### A. Establish an ongoing customer service training program

#### 1. Rules of Conduct staff training

Progress	Champion	Updated
A needs assessment survey was sent out to staff and managers to gather feedback so that areas of focus can be established for the training. Based on the data, the training and development team will be creating both an e-learning and an in-person workshop, and a training plan is underway.	Yvonne Hartley	12.22

#### 2. Update Inclusiveness Training for all staff

Progress	Champion	Updated
A new vendor and inclusiveness training course package has been selected. Once the DEIA Specialist position has been filled, they will work with the training department to determine the best sequence for course assignments based on current DEIA goals and strategies.	Yvonne Hartley	12.22

#### 3. Develop an in-depth scenario and script-based customer training program unique to OCLS

Progress	Champion	Updated
The Customer Service Champions have been working with the training and development team to create a monthly service focus area and activity based on the OCLS Service Story that starts in January 2023.  An outline of additional script-based service scenarios has been created and this content will be developed further in the coming quarters.	Yvonne Hartley	12.22

#### 4. Review customer service training when onboarding new staff

Progress	Champion	Updated
The OCLS Service Story e-learning is currently part of the new hire learning plan for all staff. Updates have been made to the in-person customer service orientation and these training sessions will resume shortly.	Yvonne Hartley	12.22

### B. Provide inviting facilities to fulfill community needs

#### 1. Evaluate the feasibility of the First Floor Renovation Project

Progress	Champion	Updated
We had previously issued a contract to Song & Associates before Covid for this service. Will schedule meetings with key internal staff in the 2nd quarter of the FY before re-engaging Song & Associates in the 3rd quarter of the FY.	Kristopher Shoemaker	12.22



2. Investigate unmediated reservations for the Melrose editing bays, sound booths, and creative workstations

Progress	Champion	Updated
<b>Will meet with Melrose staff to understand issues in the 2nd quarter of the FY. Based on the issues will work with staff to find potential solutions.</b>	<b>Kristopher Shoemaker</b>	<b>12.22</b>

3. Explore the possibility of a Cell Phone Locker Charging Station at Main

Progress	Champion	Updated
<b>Will work with IT and F&amp;O regarding possibilities in the 2nd quarter of the FY.</b>	<b>Kristopher Shoemaker</b>	<b>12.22</b>

4. Explore the possibility of a center for nursing mothers at Main

Progress	Champion	Updated
<b>Will work with F&amp;O and affected Main Managers for possible solutions in the 3rd Quarter of the FY.</b>	<b>Kristopher Shoemaker</b>	<b>12.22</b>

5. Manage Design and Construction of Horizon West Branch

Progress	Champion	Updated
<b>The Lease, A&amp;E Contract and CMAR Contract have been executed. Working on resolution of the Demolition Fund Escrow with Legal and the County. OCLS Team has met with the the design team regarding LEED Silver and programming. Steve and Danielle resolved site location concerns with the County's Parks Department. The design team is working on 30% Design Documents. A public workshop will be scheduled for the 2nd quarter of FY2023.</b>	<b>Kristopher Shoemaker</b>	<b>12.22</b>

6. Manage Design and Construction of Lake Nona Branch

Progress	Champion	Updated
<b>Lease with City executed over Summer of 2022. City has contracted with H.J High and Borrelli to design and build the facility. Kick off meeting scheduled for December 14, 2022.</b>	<b>Kristopher Shoemaker</b>	<b>12.22</b>

7. Evaluate the opportunity for a Main Lobby Customer Express Printing and Computer Center

Progress	Champion	Updated
<b>Will work with IT and F&amp;O on possible location and technology solution at the end of the 2nd quarter of the FY. This may become part of the 1st floor design task.</b>	<b>Kristopher Shoemaker</b>	<b>12.22</b>

### **C. Enhance the on-boarding experience for new customers**

1. Evaluate opportunities to expand ILS services

Progress	Champion	Updated
<b>The ILS Admin Team along with key stakeholders is working through the implementation of Patron Point. Patron Point is a fully-featured marketing automation platform that helps libraries really drive their digital marketing and attract, onboard, inform, engage and</b>	<b>Steve Powell</b>	<b>12.22</b>

Progress	Champion	Updated
retain library customers through targeted marketing and automated engagement.		

2. Explore in-person digital library card registration

Progress	Champion	Updated
Once Patron Point is up and running, the ILS Admin Team will create a new online form and map the data fields to the library's integrated library system, Sierra. We are hoping to have this ready before Summer at Your Library registration begins.	Steve Powell	12.22

### Increase awareness of OCLS and what is offered

#### A. Develop a strategic marketing plan

1. Create and execute plan to market library's 100th anniversary

Progress	Champion	Updated
<p>The Marketing and Public Relations Department has created a marketing plan that combines a variety of tactics to build awareness about the library's 100 Year Celebration. The campaign includes a yearlong digital billboard campaign, with messaging that can be adjusted on a monthly basis, some bus ads, partnership with Orange TV to highlight the 100 Year Celebration and paid advertisements in local media outlets, including WMFE, Fly 103.1 FM, WKMG TV, <i>Orlando Weekly</i>, <i>Community Paper</i>, <i>W. Orange Times</i> and <i>Bungalower</i>.</p> <p>We are hoping to receive earned media in local publications as well, and on January 7, we will host a media event and photo opportunity that brings local elected officials to the library for a ribbon cutting and rededication ceremony. To build interest and awareness about the event, we sent VIP invitations to 150 local partners, media outlets and elected officials. As of December 31, we had confirmations from approximately 30 people who planned to attend the ceremony.</p> <p>Downtown Orlando Partnership featured the VIP invite on an "unboxing video" they posted to their Instagram page, highlighting the event and the branded merchandise included in the VIP box.</p>	Erin Sullivan	12.22

2. Evaluate multicultural marketing initiative and refine as needed

Progress	Champion	Updated
In November, we established a new advertising partnership with JVC's Fly 103.1 FM radio station. This radio station reaches a diverse ethnic audience, including the Hispanic and Urban markets. More than 60% of the station's listeners are adults between the ages of 25 to 49, touching the Gen Z and Millennial target. The station's Top Hits format blends upbeat rhythmic, pop, hip hop, R&B and	Erin Sullivan	12.22

Progress	Champion	Updated
<p>popular urban Latin formats, and provides OCLS the ability to promote key library initiatives through weekly commercials, traffic sponsorships and online ads.</p> <p>Our advertising agreement with Entravision is currently being evaluated with a focus on using new strategies to promote OCLS content to the Hispanic community. One goal is to transition away from interview-style content and replace it with OCLS-created commercials that highlight specific initiatives we're promoting throughout the year.</p> <p>We have signed a contract with a Target Translations, a company that is able to quickly and effectively translate marketing collateral, press releases and other written communications to Spanish and Haitian Creole. We are currently using the service to translate all press releases to Spanish, to share with the Spanish-language media and community organizations that serve the Hispanic community.</p>		

3. Evaluate marketing materials for inclusion and diversity

Progress	Champion	Updated
<p>OCLS has established a partnership with Target Translations for translating OCLS content into Spanish and Haitian Creole languages. Press releases and important community announcements are being translated into Spanish and sent to our community and civic partners. Through a grant, TEC has translated several computer classes into Haitian Creole and Executive Edge has updated OCLS policies in Spanish and Haitian Creole. The Marketing Manager is working on a plan to provide access to this service to all OCLS managers.</p> <p>The Marketing Specialist is exploring options to create monthly marketing kits in a digital format. For major OCLS initiatives that will be displayed on Magic Info TVs across the system, this gives us the opportunity to easily create additional slides to also promote these initiatives in Spanish and Haitian Creole. This will be the goal once the transition is complete.</p>	<p>Erin Sullivan</p>	<p>12.22</p>

**B. Leverage storytelling**

1. Use 100th anniversary celebration as an opportunity to share library's story

Progress	Champion	Updated
<p>Every month during the year, the library will use several methods to share information about the library's history and connection to the community.</p> <p>In December, we shared a :30 video spot that promoted the fact that the library was celebrating its 100th birthday in 2023. The video aired on social media, the library's</p>	<p>Erin Sullivan</p>	<p>12.22</p>

Progress	Champion	Updated
<p>webpage, and on WKMG TV and Orange TV. We also used PSAs and some paid radio advertising to promote the 100 Year Celebration.</p> <p>In the January issue of Books &amp; Beyond, we featured a story about the library's founding and its connection to Sorosis of Orlando Women's Club. We will also host an event on January 7 to kick off the 100 Year Celebration, and we will have remarks from Mayors Demings and Dyer, Library Director/CEO Steve Powell, and Sorosis of Orlando Club President Susan Piner that highlight the library's century of service.</p> <p>Beginning with the February issue of Books &amp; Beyond, we will highlight library history by decade, beginning with the 1920s. The February issue features a timeline of significant library events from the 1920s, as well as a story about Eddie T. Jackson, the first African American librarian in Orlando.</p> <p>Stories from Books &amp; Beyond will also be republished on the library's blog and social media.</p> <p>On January 7, we will begin distributing a brief booklet highlighting the library's history that directs people to the library website to learn more. These booklets will be distributed at all library locations.</p>		

2. Explore marketing campaign focused on using social media for storytelling

Progress	Champion	Updated
<p>In the first quarter, the Digital Marketing Specialist worked with the MPR team on a fundraising campaign that focused on sharing stories about how the Friends of the Orange County Library System contribute to the library's success by supporting key library initiatives and programs. The campaign featured user stories from a family that attended Prime Time Family Reading in 2022 and a family that uses the library's home delivery services. The campaign was implemented beginning in November on social media, and it used a mix of social posts and emails to reach customers. The goal was to raise \$25,000 for the Friends, which it did before the end of December 2022.</p>	Erin Sullivan	12.22

3. Explore new trends in storytelling

Progress	Champion	Updated
<p>The Digital Media Specialist has been working with the Melrose Center to create reels/TikTok videos. This has greatly helped with promoting the Melrose Center and the services offered, and what has worked well is promoting content through trending sounds. An ongoing goal with this</p>	Erin Sullivan	12.22

Progress	Champion	Updated
<p>partnership is to create more organic content with the Melrose Center outside of what is trending.</p> <p>The Digital Media Specialist is working on expanding our Cuisine Corner Jr. Livestreams to include streaming on TikTok once we reach the necessary follower count on the platform.</p> <p>The Media Production Specialist and Digital Media Specialist are working on a partnership with the Southwest Branch and their Fiber Arts staff to create both short-form and long-form videos for several of their classes including Sashiko sewing, Semamori and macramé. Since the majority of online tutorial classes for Sashiko are taught exclusively in Japanese, OCLS entering this space with tutorials in English could open this enjoyable pastime to more of our customers.</p>		

**C. Community outreach that builds awareness**

1. Evaluate standards for successful outreach and refine as needed

Progress	Champion	Updated
<p>The Community Outreach Coordinator and Assistant Manager have begun researching different outreach definitions and approaches used by other libraries and non-profit organizations. The goal is to understand the current trends and strategies employed by peers and like-minded groups. Nathaly Ruiz virtually attended the Association of Bookmobile and Outreach Services Conference from October 4-6, 2022. She participated in sessions discussing immersive networking, personalizing services, and identifying community needs. This information is being compiled for further review to see what can (and cannot) be successfully implemented by OCLS in our community.</p> <p>To help develop standards of success at outreach events, an Experience Evaluation Form was recently re-designed to give staff a way to provide feedback about their attendance at community events when they're tabling or giving presentations. The information collected will help determine what metrics should be used to evaluate the efficacy of OCLS outreach efforts. The form has been posted on the Marketing &amp; Outreach LibGuide on the Orange Peel and an all-staff announcement was made regarding its launch.</p>	Erin Sullivan	12.22

2. Look for opportunities to increase number of staff to share responsibility for outreach

Progress	Champion	Updated
<p>The Community Outreach Coordinator and Assistant Manager of Marketing &amp; Public Relations are currently creating training materials in a plan to recruit staff</p>	Erin Sullivan	12.22

Progress	Champion	Updated
<p>members to a restructured Outreach Committee. Once completed, the Assistant Manager will present the information at an upcoming Managers' Meeting to share the vision of how the committee will function and how it can help equip and empower staff to get involved with outreach around their branch location.</p> <p>The Outreach LibGuide was updated with materials to help staff prepare for doing community outreach. A calendar of upcoming outreach events is being created for 2023 and will be added to the LibGuide. It will allow staff members systemwide to keep track of large-scale events and sign up to fill volunteer time slots after speaking with their managers.</p> <p>Additionally, the Volunteer Coordinator, Brett Van Wagner, and the Community Outreach Coordinator, Nathaly Ruiz, are collaborating on how to extend outreach opportunities to library volunteers, to assist staff at tabling events. Language is currently being drafted to help create a new volunteer brochure explaining how volunteer outreach opportunities will work.</p>		

3. Evaluate options for Local Wanderer program when IMLS grant funding is expended

Progress	Champion	Updated
<p>The popularity of Local Wanderer continues to grow with library users. The IMLS grant created opportunities for OCLS to provide the community with free access to high-quality live performances, educational programs, and cultural experiences. The increased demand for Local Wanderer offerings led OCLS to earmark funding in the library's budget to enable the purchase of tickets to local venues. While renegotiating the agreements between the library and current partner organizations, the Assistant Manager, Jenn Schock, was able to procure partial and full matches of tickets with several partners. She and MPR staff are also seeking out potential new partnerships that could be valuable additions to Local Wanderer moving forward. They are also looking to rekindle former partnerships that were suspended throughout the duration of the pandemic.</p>	<p>Erin Sullivan</p>	<p>12.22</p>

4. Provide and encourage photo opportunities in library locations to customers for use in social media

Progress	Champion	Updated
<p>In October, the Graphics team created a variety of pieces of lobby decor designed to encourage people to take photos with a variety of props and characters to share on social media in time for Halloween. The team created a giant mummy, a cat dressed as a witch and other characters people could pose with. They were positioned in various</p>	<p>Erin Sullivan</p>	<p>12.22</p>



Progress	Champion	Updated
<p>spots around the library's first floor, in coordination with the Trick or Treat Safe Zone event that draws large crowds to the library every year.</p> <p>For the 100 Year Celebration, all locations have received a 100-Year themed cutout prop for parents to take photos of their children. This kind of photo prop has proven to be very popular during Summer Reading Program.</p> <p>We have also purchased an inflatable version of our 100 Year Celebration logo, which we can deploy at events and in outdoor locations during 2023. We plan to use this to encourage people to take selfies and photos to share on social media, tagging the library and helping to spread the word about the 100 Year Celebration.</p>		

**D. Empower employees to be ambassadors for OCLS**

1. Engage all locations to participate in systemwide promotions

Progress	Champion	Updated
<p>For the 100 Year Celebration, all locations are being encouraged to participate by offering at least one 100 Year themed program each month. These events should be marketed using the 100 Year Celebration poster templates and tagged in Communico so that they appear on the 100 Year Celebration initiative webpage.</p>	Yvonne Hartley	12.22

2. Explore options to recognize employees for representing OCLS

Progress	Champion	Updated
<p>We will continue to explore options for recognizing employees who are representing OCLS.</p>	Yvonne Hartley	12.22

**E: Create a business intelligence strategy**

1. Assemble a business intelligence team and obtain data science training

Progress	Champion	Updated
<p>A group consisting of the Chief Project Officer, Chief Operating Officer, and other stakeholders is being formed to determine the best path forward for a Data and Analytics Department.</p>	Steve Powell	12.22

2. Assess business intelligence requirements with key stakeholders

Progress	Champion	Updated
<p>A group consisting of the Chief Project Officer, Chief Operating Officer, and other stakeholders is being formed to determine the best path forward for a Data and Analytics Department.</p>	Steve Powell	12.22

### 3. Assess available data and needs

Progress	Champion	Updated
<b>A group consisting of the Chief Project Officer, Chief Operating Officer, and other stakeholders is being formed to determine the best path forward for a Data and Analytics Department. A group consisting of the Chief Project Officer, Chief Operating Officer, and other stakeholders is being formed to determine the best path forward for a Data and Analytics Department.</b>	<b>Steve Powell</b>	<b>12.22</b>

### 4. Assess and select business intelligence solutions

Progress	Champion	Updated
<b>A group consisting of the Chief Project Officer, Chief Operating Officer, and other stakeholders is being formed to determine the best path forward for a Data and Analytics Department.</b>	<b>Steve Powell</b>	<b>12.22</b>

## **Deliver experiences that offer opportunities to help the community learn and grow**

### **A. Kindergarten preparedness**

#### 1. Evaluate the needs for hands-on interactive space for parent, caregiver and child

Progress	Champion	Updated
<b>We are forming a committee to explore this and get community input.</b>	<b>Lynette Schimpf</b>	<b>12.22</b>

#### 2. Expand and update the on-demand recordings for Kindergarten preparedness

Progress	Champion	Updated
<b>Noraliz Orengo, Youth Programs Specialist, met with her managers, Natalie Houston, Youth Services manager, and Matt Blood, Youth Services Assistant Manager, to discuss potential ways to promote and offer the Countdown to Kindergarten six-week series. The series consists of six videos that promote the five early literacy practices of reading, writing, singing, talking, and playing. Caregivers will finish with helpful tips and resources to continue to prepare their child for success. In search of the right platform, we spoke with Cassie Shivers, IT Design &amp; Development manager. We decided to use MailChimp, a marketing automation platform, to collect registration information of interested customers and share the content. Noraliz compiled the requested information for the form and registration confirmation language and shared it with Cassie's teams for development.</b>	<b>Lynette Schimpf</b>	<b>12.22</b>

### **B. Early and family learning**

#### 1. Offer staff training to understand child development and family engagement

Progress	Champion	Updated
<b>In this first quarter, Natasha Rosa, Youth Programs Specialist, met with her managers, Natalie Houston, Youth Services manager, and Matt Blood, Youth Services Assistant</b>	<b>Lynette Schimpf</b>	<b>12.22</b>



Progress	Champion	Updated
<p>Manager, to discuss potential ways to offer staff training to understand child development and family engagement. Staff training will increase confidence in their knowledge and expose literacy and developmental practices to caregivers for their lifelong readers. Emily Gingras, Youth Services Reference Clerk, and Caitlin Hill, Youth Program Specialist, have set up a meeting to discuss sharing continuous training opportunities outside the library and informing staff through teams with child development articles. We plan to provide staff training on overall child development and the library's role in child development. As well as exploring different child development resources staff can use to plan and execute programming.</p>		

2. Explore ways to incorporate new media into services and programs for families and children

Progress	Champion	Updated
<p>The Youth Programs Coordinator met with Digital Marketing Specialist and Videographer on Tuesday, November 29, 2022, to discuss current and new platforms for media. Currently, the library hosts live streams on YouTube, Facebook, and Instagram for families and children. To explore a new media platform for families and children, the Youth Programs Coordinator and Digital Marketing Specialist internally scheduled the library's first TikTok Broadcast titled "Cuisine Corner Junior - Broccoli Cheddar Soup" for Thursday, January 26, 2023, at 4 p.m. The Youth Programs Coordinator met with all 12 Youth Program Specialists to brainstorm ideas to engage with patrons through the platform TikTok for 1-minute videos. On Tuesday, December 6, 2022, the Youth Services Manager invited the organization "Mizzen by Mott" to demonstrate virtual and in-person programming resources. This media could allow all Youth Program Specialists to create new programs for families and children using high-quality content produced by educators.</p>	Lynette Schimpf	12.22

**C. Provide experiences to enhance life skills**

1. Expand historical and cultural offerings

Progress	Champion	Updated
<p>In September and October, OCLS offered a variety of events that celebrated Hispanic Heritage Month:</p> <ul style="list-style-type: none"> <li>• Celebrate with Dance Library customers enjoyed a lively performance of Flamenco dances from Spain with the <i>Alboreá Dances Company</i>.</li> <li>• Mexican Danza The Orlando Public Library celebrated Mexican art and culture through a folkloric dance performance</li> </ul>	Danielle King	12.22

full of colorful costumes and traditional Mexican music.

- **Music in the Library: El Mariachi Show**

Attendees experienced the rich musical traditions of various Latin countries performed by the musical quartet El Mariachi.

- **Genealogy for Hispanic Heritage Month**

The West Oaks genealogists presented “Global Genealogy: Mexico” and “Researching Your Hispanic Ancestors.” Staff also presented “Genealogia 101,” a basics genealogy class presented in Spanish.

**In November, Native American Heritage Month was highlighted:**

- **Author Talk with Nicole Eustace**

Attendees explored a moderated conversation about American History with Pulitzer Prize-winning historian Nicole Eustace as she discussed her award-winning book *Covered With Night: A Story of Murder and Indigenous Justice in Early America*.

- **Native American Heritage Month 2022 Challenge for Adults - Beanstack Challenge**

Customers celebrated the rich cultural traditions, histories, and contributions of Indigenous peoples in North America through literature, submitting book reviews, and earning digital badges in Beanstack.

- **DNA for Native American Genealogy Study Group**  
The West Oaks genealogist presented a four-week program that went over topics using the book of the same title as the study guide written by Roberta Este.

The South Creek Branch hosted “Indigenous Tales,” “Teen Art Adventure: Native American Weaving,” “ArtMazing: Native American Heritage Month,” and the take home craft “Animal Hide Art” to celebrate Native American Heritage. The Hiawassee Branch offered a Native Stick craft as their make and take kit in November.

**In December, a variety of historical and culturally focused events were offered:**

- **AAHC Scholastic Award Ceremony**

The Orlando Public Library hosted the Asian American Heritage Council's Scholastic Award Ceremony, which recognized local Asian-American students for their excellence in academia, community service, and preservation of culture and language.

- **Exploring Victorian Holiday Traditions**

**Progress****Champion****Updated**

Library customers explored how many common holiday traditions, such as decorative trees and cards, have roots in the Victorian Era.

- **Author Talk with Kate Quinn**

Customers joined historical fiction writer Kate Quinn as she discussed her newest release, *The Diamond Eye*, based on the true accounts of a World War II female Eukranian sniper.

- **Author Talk with Lisa Napoli**

Acclaimed writer, journalist, broadcaster, and speaker Lisa Napoli discussed her latest book, *Susan, Linda, Nina & Cokie: The Extraordinary Story of the Founding Mothers of NPR*, and their contributions to journalism.

- **Multicultural Hair Styling 100**

Participants learned how to braid and twist natural hair at the South Trail Branch.

During the quarter, Hiawassee staff presented four interactive virtual classes: “Passport to Morocco, Turkey, Spain, and Japan,” where participants learned about the cultures and daily life of children in those countries. The Southwest Branch offered five sessions of “Sashiko Hand Sewing,” a Japanese style hand sewing technique using the simple running stitch. The Winter Garden Branch put together a “Holidays around the World” display on a moveable wall. The interactive display featured a map of the world and booklets detailing different cultural holidays.

OCLS will be kicking off its 100-year celebration in January 2023 and every location will be offering monthly events that tie back to the celebration.

2. Continue to explore grant/award opportunities

**Progress****Champion****Updated**

The library applied for the following grants this quarter:

- **Florida Humanities Grant: Book Festival Grant** – up to \$10,000 to provide supplemental funding for the in-person keynote speaker author, R.L. Stine, for the Orlando Book Festival.
- **Panera Foundation: Youth Leadership Academy**– \$25,000 to provide bi-monthly afterschool programs for middle school youth that focus on building social-emotional skills through hands-on activities and mentors.

The library was awarded the following grants this quarter:

Danielle King

12.22

Progress	Champion	Updated
<ul style="list-style-type: none"> <li>• <b>Emergency Connectivity Fund- \$447,800 to purchase 1,000 wi-fi hot spot bundles and to enter into agreement to offer broadband services.</b></li> <li>• <b>Florida Humanities: Big Read- \$2,500 to provide supplemental funding for in-person keynote author event Ross Gay for the NEA Big Read program.</b></li> </ul>		

3. Evaluate services in efforts to remove barriers

Progress	Champion	Updated
<p><b>The Executive Edge committee evaluated the Library's practice of charging overdue fines on late materials. The group researched the impact of fines on the community and the barriers they pose to accessing library services. This included looking at recommendations from the American Library Association and the fine policies of peer libraries in Florida and across the country. In October, members of Executive Edge presented to the Library Board of Trustees and recommended OCLS discontinue charging overdue fines and waive all existing overdue fines on customer accounts. This measure was approved by the Board and went into effect on October 16, 2022. The change resulted in 32,000 cardholder accounts becoming unblocked and as of December 8, 7,461 people have resumed using their newly unlocked library cards. Executive Edge is currently looking into other fees the library charges and different procedures that might also create a barrier to library service for customers.</b></p>	<p><b>Danielle King</b></p>	<p><b>12.22</b></p>

4. Expand financial literacy and business support offerings

Progress	Champion	Updated
<p><b>OCLS connected Orange County elders with financial literacy opportunities through the Smarter Senior Series:</b></p> <p><b><i>Downsizing- Smarter Senior Seminar Series</i></b>  <b>Certified senior housing specialists walked customers through the process of downsizing belongings and living spaces to facilitate a pathway to sustainable living.</b></p> <p><b><i>Senior Living Affordability</i></b>  <b>Representatives from Advocates &amp; Guardians for the Elderly &amp; Disabled (AGED, Inc.) discussed how seniors could navigate the "Donut Hole" coverage gap regarding Medicare/Medicaid Plan D.</b></p> <p><b><i>What Matters Most in Senior Living?</i></b>  <b>Christa Roman, Community Relations Director for North Star Senior Advisors, discussed how seniors</b></p>	<p><b>Danielle King</b></p>	<p><b>12.22</b></p>

Progress	Champion	Updated
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could identify, prioritize, and advocate for the resources they need in senior living environments.

The Washington Park Youth Program Specialist started a virtual financial literacy series for teens called “Money Mondays!” This quarter she taught the following classes in the series: Money Matters: Why It Pays to Be Financially Responsible, Dream Big: Money and Goals, Road Rules: Researching and Buying a Car, and The Cost of College: Financing Your Education.

The South Creek Branch has partnered with World System Builder to host a series of Financial Literacy Workshops. The Winter Garden Branch Manager is working on developing new Financial Literacy programs and kits of non-traditional items to check out as part of her project for the Sunshine State Leadership Institute.

The Southeast Branch was awarded a grant by the FINRA Investor Education Foundation for \$49,929. Four locations were selected to host the series in 2023 which includes the Chickasaw Branch, Southeast Branch, South Creek Branch, and the Alafaya Branch. In this six-week series attendees will learn important, real world, financial vocabulary through weekly lessons with different topics. These lessons will provide attendees with the knowledge to manage your money. We will review topics such as commonly used terms and phrases, saving and spending, credit cards, budgets, renting or buying your first home, and how to save to achieve your personal financial goals. The series will begin in March 2023.

**D. Provide service delivery via technology**

1. Explore Integrating services with smart home devices

Progress	Champion	Updated
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Staff is discussing who should be the stakeholders for this project. Unfortunately, without a Fullstack Developer in the IT D&D Department, this project is on hold.	Steve Powell	12.22
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2. Explore and implement digital services

Progress	Champion	Updated
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OCLS secured funds from the Emergency Connectivity Fund (ECF) in 2022 to establish a Wi-Fi hotspot device lending program to provide wireless broadband internet to customers who do not have access to the internet and need this service to meet their educational needs. The funding allows us to purchase 1,000 Wi-Fi Hotspots from Premier Wireless and to enter into a service agreement with T-Mobile.	Steve Powell	12.22
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<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
<b>The hotspots were received in November, processed for distribution in December, and rolled out to the public for use on January 3.</b>		

3. Evaluate public PC needs to free up space for workspaces and charging areas

<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
<b>In the coming year current account holds limitations will be changed for more PC accessibility to the public. We expect this will increase usage and change the current outline of statistics for these machines. These stats will continue to be monitored to establish new baselines for expected utilization of these PCs. When this is determined to again be consistent, the numbers will be evaluated across the organization to determine next steps for these stations/services.</b>	<b>Steve Powell</b>	<b>12.22</b>

4. Finalize network and network hardware replacement

<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
<b>We are looking to start engaging vendors to begin a roadmap and establish plans for this upgrade during FY2023. The network will be audited for any changes it may require to remain on a recommended/updated architecture and future needs planned out to ensure the new architecture can support our requirements. This equipment is still supported by the vendor so plans are on track to have this replaced before End of Life (EOL).</b>	<b>Steve Powell</b>	<b>12.22</b>

5. Evaluate computer specifications

<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
<b>Planned meetings are in-progress with vendors to determine a hardware outline for the organization. The IT Division is reviewing all current workstations and public stations for viability and usability. This planned update to our machines will ensure that our equipment is kept up-to-date and in-line with what our staff and customers need for all use cases. Once determined, we will be regularly replacing equipment as the needs arise with the new hardware to keep everything fresh on a consistent basis.</b>	<b>Steve Powell</b>	<b>12.22</b>

### **E. Partner with schools**

1. Develop a menu of services for Partners in Education and quantify OCLS's in-kind contributions to schools.

<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
<b>The School Partnership Program Chairs created a list of resources for Orange County Public Schools during the last quarter. The goal of this list is to act as a menu of available resources to teachers through the partnership with the Orange County Library System. Library liaisons conducted 38 Teach-In event sessions during the week of November 14 with 2,532 attendees. The School Library Card Drive occurred throughout September. However, Tropical Storm Nicole caused schools and the library to close during the last days of the initiative. To account for lost days, the final date was extended to October 12. The results totaled 818</b>	<b>Bethany Stone</b>	<b>12.22</b>



Progress	Champion	Updated
<p><b>new library card registrations from 94 Orange County Public Schools. Storytellers led 15 Storytime programs at Orange County Public Schools during the first quarter as of December 8, totaling 433 children and 105 adults. There are five more programs scheduled through the end of December. Kindergarten and First Grade field trips were conducted for 21 school with 2,095 students and 130 teachers in attendance. Two virtual field trips were conducted for middle and high schools, with 29 students and two teachers attending. Secondary field trip materials were also shared with three teachers to conduct the escape room experience; this totaled 189 students across three Orange County Public Schools. Youth Services sent Kindergarten and First Grade crafts to teachers at no cost to the schools. The in-kind contribution for the craft materials sent to teachers for the 2,095 students equals \$356.15. The first quarter has six Author Visits with 14 Orange County Public Schools. The total cost to compensate the authors for these six programs amounts to \$4,900.</b></p>		

2. Partner with schools for the Sunshine State Author Series

Progress	Champion	Updated
<p><b>This past quarter, Gabrielle Baco, Youth Projects Coordinator, has partnered with seven OCPS schools to deliver six virtual and in-person author visits to students in grades 3-8. These author visits allow children to learn from and meet their favorite Sunshine State Award-winning authors. Across all four visits thus far with finalized attendance numbers, 438 children and 32 adults have participated in school visits with authors such as Jess Redman, Christina Diaz Gonzalez, and Gillian Goerz. In the next quarter, we will be hosting several more virtual visits with authors Lisa Fipps, Jack Meggitt-Phillips, Jennifer L. Holm, and Jarrett Lerner, as well as two in-person school visits with author Christina Diaz Gonzalez, who will be hosting a bilingual presentation program with Title I OCPS schools.</b></p>	<p><b>Bethany Stone</b></p>	<p><b>12.22</b></p>

3. Expand and enhance school liaison training

Progress	Champion	Updated
<p><b>Staff updated templates for liaisons in preparation for Literacy week in January. These links were also updated in the welcome email sent to all new liaisons as part of their liaison-onboarding resources. Liaison interviews will restart focusing on different initiatives that occur throughout the school year and highlight topics that can benefit liaisons by sharing the knowledge from seasoned liaisons that have demonstrated success with their schools.</b></p>	<p><b>Bethany Stone</b></p>	<p><b>12.22</b></p>

## F. Foster Innovation & New Services

### 1. Seek out new opportunities for delivery of library services outside library walls

Progress	Champion	Updated
<p>OCLS has been actively reaching out to community partners to host library events and offer library services outside library walls. During the first quarter, OCLS hosted 194 library events at community partner sites, reaching over 6,000 residents. In addition, OCLS participated in 103 outreaches, reaching over 9,600 people. The Library visited daycares, community centers, senior centers, schools, and community festivals. OCLS has offered regularly scheduled programs at the following offsite facilities: RCMA, Hope Community Center, Waterleigh Clubhouse, Brixton Landing senior center, South Orlando YMCA, Universal Foundation Boys &amp; Girls Club, Washington Shore Primary Learning Center, Sally Ride Elementary, Madison Assisted Living Center, and Allstars daycare, just to name a few.</p> <p>OCLS added a new partner in October. Staff visited Orange Regional Juvenile Detention Center (ORJDC), a short-term facility with an educational program. The staff engaged nine county employees and 16 students. Many students were excited to return to the library after their time at ORJDC. Staff is also exploring the possibility of getting mobile checkout services to the students of ORJDC.</p> <p>OCLS will begin offering in-classroom Middle/High School Virtual Library Card experiences in January.</p>	Danielle King	12.22

### 2. Evaluate Melrose content to roll out into system-wide programming

Progress	Champion	Updated
<p>The Melrose Center continues to examine ways to bring Melrose content to branches. In December, Melrose staff staged a Holiday Family Photos event at Chickasaw, drawing 38 attendees. Also, the Melrose Photo Instructor taught Camera Level 1 class at Chickasaw for a full class of five students.</p>	Danielle King	12.22

### 3. Explore opportunities to checkout non-traditional items

Progress	Champion	Updated
<p>OCLS received \$447,800 from the Emergency Connectivity Fund (ECF) to purchase 1,000 Wi-Fi hotspots from Premier Wireless and to enter into a service agreement with T-Mobile to offer broadband services. The hotspot lending program will be rolled out to customers on January 3, 2023. The hotspots will be available to check out to adult customers who do not have access to the internet where they reside and need this service to meet their educational needs. The ECF is a \$7.171 billion program that was established from the Federal Communications Commission (FCC) "that will help schools and libraries provide the tools</p>	Danielle King	12.22



**Progress****Champion Updated**

**and services their communities need for remote learning.” The fund initially was established through American Rescue Plan Act (ARPA) to help during COVID-19.**

**Youth Services has developed prototype Citizen Science kits for members to check out in response to a community request. They researched the catalog format other libraries use to include the Citizen Science kits in their collections. These examples have been shared with Acquisitions. Once ready for checkout, the kits, which include specialized tools for observing nature, will be available to all customers but promoted through local Boy Scouts and Girl Scout troops.**

**A Library of Things committee has been formed and will have their first meeting in January.**

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Information**

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Lake Nona Branch Update**

**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Director's Report**



DECEMBER 2022

# MARKETING SNAPSHOT

## MEDIA HIGHLIGHTS

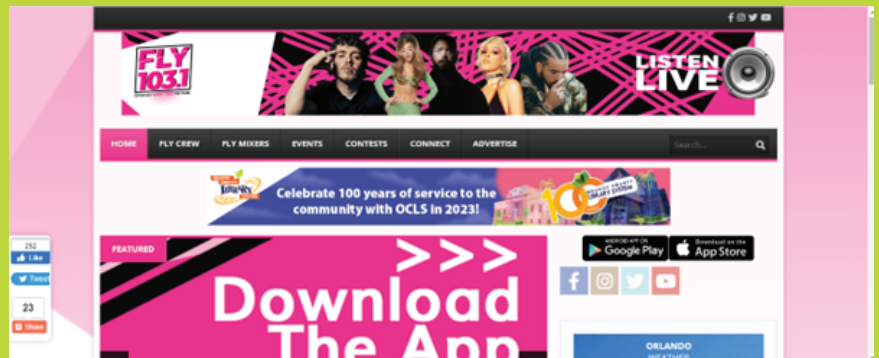
"LUNCH & LEARN: A CENTURY OF THE ORLANDO PUBLIC LIBRARY"  
VisitOrlando.com, Dec. 10

"Orange County Library System Celebrating Century + Magic Win Streak"  
Patch.com, Dec. 14

"Theodore J Maines"  
Orlando-news.com, Dec. 19

"Ted Maines Leaves Legacy of Creativity, Advocacy"  
The32789.com, Dec. 19

"Nintendo game design, Minecraft coding classes at Orlando Public Library"  
Orlando-news.com, Dec. 26



## ADVERTISING

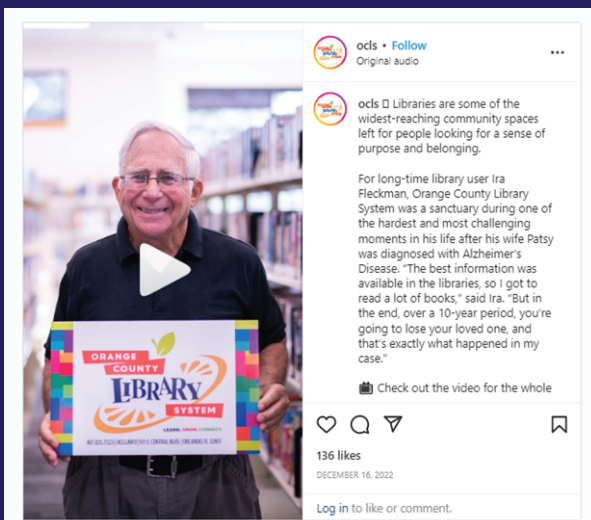
December was a big month for advertising! In addition to promoting OCLS going Fine Free with our advertising partners, we promoted the Annual Appeal with radio partners, JVC and The Wolf. Banners were placed on their websites directing visitors to the Friends' donation page, and PSAs aired over the radio to get listeners engaged with the Annual Appeal. This was the first time we promoted the Annual Appeal over radio and it helped contribute to a successful campaign!

## SOCIAL MEDIA HIGHLIGHTS

Social media statistics for December 2022 saw an 8.97% increase in growth.

December kicked off our annual fundraising appeal for the Friends of Orange County Library System, which included cross-posting several videos that coincided with our 2022 email campaign. We highlighted three customer stories that ranged from the Allen family's experience with Prime Time Family Reading Time, Ira Fleckman's use of the South Creek library following the loss of his wife, and how the Walker family utilizes the library for their homeschool needs. Together these videos have a combined 7,021 views and the Friends have surpassed their 2022 fundraising goal.

In December, we also launched our exclusive 100-Year Celebration merch through social media with a video that highlighted the new shirts, water bottle, tote bag and pins. The library merch video has received over 4,500 views across several channels. Shortly after publishing, we sold out of the limited number of pins.



## Director's Report: January 2023

We were sad to learn that former board member and longtime library supporter Ted Maines passed away on December 14. Ted served on the library Board of Trustees for 11 years and 5 months, from July 2008 through December 2019. He served as both president and vice president of the board, and he was an enthusiastic library supporter. He was also a supporter of the Friends of the Library, and he always made it a point to donate to or attend the Friends' annual Booktoberfest fundraisers. Ted was also active in multiple other organizations, including Harbor House, the Holocaust Center, the Creative City Project and the Historic Preservation Board of the City of Orlando. He will be greatly missed by this community, to which he dedicated so much of his time and energy.

During the month of December, the Sunshine State Author Series, coordinated by the library's Youth Projects Coordinator, hosted a total of five author visits, both virtually and in-person. On December 14, Colleen AF Venable, author of the juvenile graphic novel *Katie the Catsitter*, attended two in-person author presentations at Sunshine Elementary School for third and fourth grade students. In total, 451 students and educators were in attendance. Later that day, Colleen attended Mayor Buddy's Book Club End of Book Party at the Orlando Public Library, which had 86 attendees. Additionally, Gillian Goerz, author and illustrator of *Shirley and Jamila Save Their Summer*, gave two virtual author presentations. Gillian discussed the process of illustrating and creating her book to 605 Orange County Public School students and educators from nine elementary schools. The series is funded in part by the State of Florida, Department of State, Division of Arts and Culture, the Florida Council of Arts and Culture, and the National Endowment for the Arts.

In December, the Fairview Shores Branch received a donation of \$1,500 to support their "Beginner's Spanish for Kids" program. Staff member Liliana Palacio hosts a weekly class for kids ages 6-12 to learn basic Spanish vocabulary through games and activities. Liliana secured the donation from Victor Galvan, president of VMG Construction, Inc. to be used to purchase supplies and incentives for the students. Mr. Galvan attended the December 20<sup>th</sup> Spanish class and helped hand out the incentives to 46 students. He was so impressed with the difference the library is making in the community that he shared he would like to make this an annual donation to the library. Fairview Shores also hosted a Clothing Drive after recognizing the need in the community after several extended stay hotels and apartment complexes experienced flooding. Staff member Angela Kenon-Brown partnered with Florida Impact for clothing and food donations. 55 community members were served during this event.

The Hiawassee Youth Program Specialist (YPS) conducted 28 off-site "Storytime" programs at several local childcare centers, serving 425 children and adults. Of these off-site youth programs, three events took place at the Boys & Girls Club Walt Disney World Clubhouse in Pine Hills serving 71 youth. These numbers are significant for the Pine Hills Community, since the library would not reach these youth unless we visit them in their community.

On January 3, we rolled out Wi-Fi hotspots, available for adult cardholders to check out from any library location. In order to be eligible to check out a hotspot, cardholders need to have an active library card and confirm that they do not have internet access at home. Funding for the hotspots was provided by the FCC's Emergency Connectivity Fund.

On January 28 at 9 a.m., the library's first permanent StoryWalk® installation at Shadow Bay Park will have an official opening. The project is the result of a partnership between Orange County Parks and Recreation and the Orange County Library System, and it will feature large-scale reproductions of the pages of picture books installed along a one mile stretch of the park. StoryWalk® fosters literacy, connection to nature and healthy movement. The StoryWalk® Project was created by Anne Ferguson of Montpelier, Vermont, and developed in collaboration with the Kellogg-Hubbard Library.

## Recent System-Wide Events

### Melrose Center

December saw the return of our popular *Holiday Family Photos* event, where customers can come to the Photo Studio with a USB drive and receive a free holiday photo in front of a special backdrop (shown below.) Our December 10<sup>th</sup> event drew 19 adult attendees, and our December 21<sup>st</sup> event drew 13 adults and eight children. This holiday season, we took *Holiday Family Photos* on the road when we hosted an event at Chickasaw on December 3<sup>rd</sup> where 27 adults and 11 children participated in shoots. Pedro Berrios was the photographer for all these events. Pedro also travelled Chickasaw on December 10<sup>th</sup> to teach our *Photo Camera Level 1* class for a full class of five students.



The Fab Lab offered holiday-themed programming in December, highlighted by Harold Singh's *Build a Gingerwood Cottage* class (cottage picture below.) Harold offered the event on December 5<sup>th</sup>, 11<sup>th</sup> and 17<sup>th</sup> for 15 total attendees, including seven children. His December 5<sup>th</sup> class was attended by a mom and her three kids. The mother shared with Harold that they were staying at Embassy Suites while their house was under repair from hurricane damage, and that it meant a lot to them to be able to come do something for the holidays that brightened their room. In addition to the *Gingerwood* class, Jose Gonzalez offered his *Winter Wonder Lantern* class on December 10<sup>th</sup> for four attendees.





The *Second Saturday Improv* show coordinated by Marko Torres on December 10<sup>th</sup> drew 28 attendees, bringing the total number of attendees for this popular series to 159 for its first five months. The next *Second Saturday Improv* show will actually fall on the first Saturday in January, to coincide with the Library's *100 Year Kickoff Celebration*. The expectation is that this will be our first Melrose Stage event with the new stage lighting. On December 3<sup>rd</sup>, Marko welcomed local improv troupe Subject to Change for an *Improv Jam Session*. The 25 attendees were invited to join in a group warm-up followed by long form sets in teams.

On December 18<sup>th</sup>, Juan Rivera teamed with Josh Shidel from Events & Programs to help host the *OCLS Gaming Expo* in the Melrose Center. The event provided the 61 attendees the chance to talk with game studio reps, educators and developers from UCF, Theory Studio, Cat 5 Studios, Good Game Devs, Full Sail and MaoBoulve Games.

WUCF-TV aired the final 2022 *Melrose in the Mix* encore presentation on December 22<sup>nd</sup> with the [Mugs & Pockets](#) episode.

There were two community meetups in the Melrose Center during December. The Orlando Machine Learning & Data Science group drew 13 attendees to their December 3<sup>rd</sup> meetup. On December 10<sup>th</sup>, the Florida MechKeys meetup also drew 13 attendees.

Our December schedule was again filled with in-person classes, orientations and assessments, as well as online classes/events. A breakdown:

### **Orientations and Assessments**

#### **47 Orientations: 92 Attendees (including Sim Orientation/Assessments)**

- Audio 4-11 (Online 1-3)
- Photo 4-10
- Video 7-7
- 3D Printer 4-14 (Online 1-7)
- Laser Cutter 4-8
- Silhouette Cameo 2-5
- General Orientation 5-6

#### **36 Assessments: 17 Attendees**

- Audio 7-3
- Photo 7-7
- Video 14-3
- Fab Lab Combined 8-4

### **Simulator Orientations/Assessments**

- Flight 9-19 (On Demand 1-2)
- Driving 8-12 (On Demand 1-1)

### **In-Person Classes**

#### **111 Classes: 248 Attendees**

Included among the in-person class totals were our *Makerspace Open Labs*, which continue to provide an opportunity for customers to visit the Fab Lab and talk with Instructors. These sessions allow credentialed Members to use the 3D printers, Laser Cutter, CNC and Silhouette Cameo machines to complete projects. There were 11 *Makerspace Open Labs* in December, drawing 83 attendees.

### **Virtual Classes**

#### **44 Classes: 64 Attendees**

### **Studios, Spaces, Simulators**

#### **40 Bookings out of 51 Available Studio Sessions: 93 Attendees**



- Audio – 19 of 20 booked, 48 attendees
- Photo – 11 of 14 booked, 25
- Video – 10 of 17 booked, 20

#### **Other Bookings:**

- Sound Booths – 96
- Editing Bays – 40
- Flight Simulator - 25
- LED Wall – 19
- Driving Simulator – 11
- Laser Engraver – 5
- Rehearsal Space – 5
- 3D Printer – 4
- Silhouette Cameo – 2

We welcomed 127 new Members during December via the new [OnDemand Melrose Center General Orientation](#). Combined with our in-person General Orientation attendance of 6, we gained 133 new Members for the month.

Membership for Melrose Meetup groups increased overall during December:

- Orlando Audio – 1,236 (+4)
- Orlando Digital Media Design – 1,664 (+34)
- Orlando Melrose Makers – 159 (+2)
- Orlando Out Tonight Theatre – 2,643 (+22)
- Orlando Photo+Design – 3,714 (-4)
- Orlando Video & Post Production – 2,649 (0)

#### **Alafaya**

- During “LEGO One Scoop” on 3 December, 14 participants stepped up to the challenge of building greatness with one single scoop of LEGO pieces.
- “Family Art Adventures- Winter Fun” on 3 December encouraged 13 attendees to listen to a story and paint a snowy scene together.
- During “Brush Your Teeth” on 6 December presented by Winter Park Pediatric Dentistry, 17 preschoolers and their caregivers learned about the importance of dental health while listening to a story and enjoying a craft.
- “Homeschool Science Exploration” on 8 December kicked off the start of homeschool programming offered at the Alafaya Branch, with 13 attendees learning about the chemistry behind elephant toothpaste.
- A total of 11 attendees practiced their number recognition skills during the “Counting with Pikachu” program on 13 December.
- During “Pokémon Rock Painting” on 13 December, 24 attendees created Create rock art based on their favorite Pokémon.
- During “Pokémon Origami Bookmarks” on 17 December, 15 attendees crafted fun, themed bookmarks.
- During “Snowman Shuffle” on 20 December, 66 attendees celebrated snowy friends with stories, songs, games, and activities.
- “Baby’s First Ornament” on 21 December gave 24 caregivers and children the chance to create festive shrinky dink keepsakes.
- During the 21 December “Happy Habitats” program 14 attendees learned about lakes and rivers and the animals that call them home.

#### **Chickasaw**

- On 3 December, 38 attendees posed for free photos at “Holiday Family Photos”

- On 6, 13, 20, and 27 December, during “Toddler Time,” an average of 27 participants enjoyed fingerplays and flannel board stories.
- On 6, 13, 20, and 27 December, at “Storybook Fun,” the storyteller read picture books and sang songs to an average of 22 participants.
- On 14 December, Chickasaw hosted “Gingerbread House” where 31 participants decorated the sweet treats.
- On 16 December, Chickasaw hosted “Holiday DIY Crafts,” where 34 attendees created handmade decorations and simple gifts.
- On 28 December, Chickasaw hosted “Happy Noon Year” where 20 attendees made some noise, played games, and counted down to Noon.
- In December Chickasaw distributed 300 Passive Crafts including winter animal crafts, gingerbread man crafts, and winter-themed activity packets.

### **Eatonville**

- On 1 December, Eatonville partnered with Audubon Center for Birds of Prey to present “Raptors and Art” to 15 youths who learned about raptors and art through observation.
- On 1, 8, 15, 22, and 29 December, Eatonville hosted weekly “Zero to Five Storytime” for an average of 27 early learners per visit.
- On 6, 13, and 20 December, Eatonville presented “Yoga with PLAYologist Yolonda” to an average of 18 toddlers per session.
- On 13 December, Eatonville celebrated the holiday season with “What’s Your Holiday Tradition,” where 17 kids learned about various traditions and shared their own.
- On 14, and 20 December, offered “Make Pop-Up Cards” for an average of 19 youths who discovered the world of paper engineering while designing their own pop-up cards.
- On 17 December, presented “Meet the Author: Michaelle Desruisseaux” for an audience of 21 people gathered for the launch of Desruisseaux’s fourth book, “Arriving at Happy.”

### **Fairview Shores**

- In the month of December, we offered the Fairview Shores community the opportunity to “Make your own Snowflake” to decorate the branch. There were 106 participants.
- On 3 December, 55 people attended a “Free Clothing Drive” at Fairview Shores for the community, featuring clothing for women, men, and children and also included toys, shoes and school supplies.
- On 7 December, 21 seniors attended the “Rosemont Community Holiday Cookie Decorating Event” at Fairview Shores. Participants decorated sugar cookies in the shape of stockings and sweaters using food coloring frosting and candies. Each senior received a word search booklet.
- On 9 December, 20 seniors attended “Silver Lakes Village Senior Community Outreach” where they engaged in a session of snow globe crafts and discussed and received tips for their devices and computers from Fairview Shores staff.
- On 3 and 17 December, 22 people attended the “Paint Party!” at Fairview Shores where kids socialized and learned 3 new art projects to recreate with their families.
- On 22 December, 29 people attended the “Gingerbread Build-off” at Fairview Shores. Each group was given materials to build their gingerbread house and were able to take pictures of their creations at a themed photo display afterward.
- On 22 December, 27 people virtually attended “Pirates! All Aboard to Denmark” to explore the tale of the Snow Queen by Hans Christian Andersen and watch a funny puppet show featuring characters from Frozen and a squawking parrot sidekick, hilariously performed by Fairview Shores staff.
- In December, 18 different people attended “Brain Games” events at Fairview Shores and learned about Polar Bears, Penguins, and how we can make and melt snow in Florida!
- In December, Fairview Shores hosted three “Spanish for Beginners” classes with 104 total in attendance. Students learned verbs and adjectives, practiced conversations, and sang.
- During the month of December, Fairview Shores staff made and distributed 120 “Recycled Dust Jacket Bookmarks” using children's book covers.

## Hiawassee

- During December, the Hiawassee Technology trainer hosted 8 “In-person: English from Zero” classes serving a total of 103 participants. (An average attendance of 13 per class.)
- During December, Hiawassee’s youth program specialist (YPS) conducted 22 off-site “Storytime” programs at several local Child Care Centers, serving 295 children and 26 adults.
- On 7 December, Hiawassee offered a family program: “Make No Sew Scalloped Ombre Pillows” for 15 attendees.
- On 10 December, Hiawassee participated in the community-wide “Pine Hills Establishment Day Parade” at Barnett Park in west Orlando. Hiawassee’s outreach team set up an OCLS info table packed full of literature and goodies. They also distributed over 200 “Take & Make” craft kits. There was an estimated total of over 500 participants in attendance.
- On 10 December, Hiawassee’s youth program specialist, Sara Ebersole held an “In-Person: Teen Volunteer Event” with 12 teens attending.
- On 15 December, Hiawassee staff conducted the “Holiday DIY Crafts” program. 12 participants created handmade crafts and gifts for the holiday season with a Winter theme.
- On 21 December, Hiawassee staff conducted the “Winter Crafts-Paint a Gingerbread Man” event. 23 participants painted a plaster gingerbread man while enjoying a Winter themed movie.
- During the month of December, Hiawassee staff created 10 various themed “Take & Make” art activity kits serving 398 youth. Themes included: Gingerbread houses, building a Penguin, Walrus craft, Snowman, and Celebrating Snow.
- In December, Hiawassee hosted three “Zero to Five Storytimes” every Monday morning. Storytellers shared picture books and songs and presented flannel board stories to encourage early literacy skills for 22 children and adult caregivers.
- On 30 December, Hiawassee conducted a “Happy Noon Year’s Celebration” where families with children experienced games and crafts, made pretzel sparklers, and enjoyed the countdown to Noon with a balloon drop, confetti, and party favors! 49 guests attended this event.

## Main

- On 3 December, a total of 200 attendees participated in Sphero activities and learned about OCLS classes at Orange County Public School's Super STEM Saturday event.
- On 4 December, Broadway and film actor Duffy Hudson performed the seasonal favorite, "A Christmas Carol," for 41 attendees at the Orlando Public Library.
- On 5 December, Youth Services staff attended an offsite outreach at Leu Gardens. Fifty-two attendees learned about library resources and were urged to sign up for library cards.
- On 6 December, Reference Librarian Jane Tracy attended the College Park Historical Society’s meeting and shared Library resources to 21 attendees.
- On 7 December, Reference Librarian Jane Tracy participated in the “Virtual: Community Event (One Million Cups)” and shared business resources with 30 attendees at this entrepreneurial event.
- On 11 December, 37 attendees enjoyed fun and festive songs performed by the Orlando Dickens Carolers at the Orlando Public Library.
- On 14 December, chef Yamira Lee Johnson showed 48 attendees how to make Arroz con Gandules, a traditional Puerto Rican dish of rice, pigeon peas and homemade sofrito, during a virtual Cuisine Corner.
- On 14 December, Reference Librarian Jane Tracy provided outreach to the Pine Castle Women’s Club and spoke to 25 attendees about resources at the Library.
- On 16 December, author and editor Kristen Stieffel taught 40 attendees how to avoid the most common mistakes and shared tips for success during the virtual event "Writing Satisfying Endings."
- On 18 December, the Events and Programs Department partnered with the Melrose Center to host the OCLS Gaming Expo, where 61 attendees met with local video game studios, educators, and developers.
- During the month of December, the Sunshine State Author Series, coordinated by the Youth Projects Coordinator in Youth Services, hosted a total of five author visits both virtually and in-person. On

December 14, Colleen AF Venable, author of the juvenile graphic novel “Katie the Catsitter,” attended two in-person author presentations at Sunshine Elementary School for the third and fourth grade students. In total, 451 students and educators were in attendance. Later that day, Colleen attended “Mayor Buddy’s Book Club End of Book Party” at the Orlando Public Library with 86 attendees. Additionally, Gillian Goerz, author and illustrator of “Shirley and Jamila Save Their Summer,” presented at two virtual author presentations. Gillian discussed the illustration process of creating her book with 605 Orange County Public School students and educators from nine separate elementary schools. The series is funded in part by the State of Florida, Department of State, Division of Arts and Culture, the Florida Council of Arts and Culture, and the National Endowment for the Arts.

- During the month of December, Youth Services staff hosted virtual field trips for four elementary schools and one high school. In total, 320 OCPS students and educators were present and learned about library resources.
- Throughout December, Youth Services storytellers attended 35 offsite storytimes with OCPS elementary schools, Head Starts, and community organizations. In total, 1,186 customers were in attendance across these events.
- During December, a total of 21 customers attended Microsoft Office classes hosted by TEC.
- During December, 152 customers enhanced their Fiber Arts skills with sewing, knitting, and crocheting by taking TEC in-person and online classes.
- During December, 27 kids and teens took various classes and camps with TEC during the School Break.
- During December, a total of 12 customers attended Adobe Photoshop classes hosted by TEC.
- During the month of December, Social Worker Heidi Fernandez assisted 82 customers at the Orlando Public Library in finding government and social services resources.
- During the month of December, OCLS Social Workers aided over 316 customers at 9 locations on topics such as unemployment, SNAP benefits, and mental health assistance.

### **North Orange**

- On 1 and 30 December, North Orange staff reached out to the local Wellington Park Apartments, promoting library events, and classes and dropping off 108 make-and-take crafts for residents.
- On 8 December, the North Orange librarian visited “Wolf Lake Elementary” for their reading night. She read stories and promoted library resources to 120 attendees.
- On 20 December, North Orange staff hosted 31 attendees at the monthly “Bubble Playtime” event.
- On 22 December, North Orange hosted “Holiday DIY: Holiday Crafts” for children and families, welcoming 49 attendees to participate in the fun.
- In December, the North Orange Branch offered 26 in-person and virtual ESL classes to an average of 15 attendees per class.
- In December, North Orange hosted the first annual “Holiday DIY” series for adults. These 3 classes offered tutorials on how to make seasonal scrubs and resin gift tags, and how to create your own painting to 25 attendees.
- In December, North Orange offered 4 sewing classes that helped beginner customers to make their very own scarf. This was attended by an average of 3 students per class.
- In December, North Orange hosted 12 storytimes. These events, coupled with “Storytime Crafts” engaged a total of 305 customers.

### **South Creek**

- On 05, 12, and 19 December, South Creek hosted children and parents for "Storybook Fun," "Toddler Time," and "Tiny Tales." There were 208 Participants.
- Every Wednesday in December, South Creek hosts a Social Worker on site to assist with social and government services; 12 attendees took part in this service.
- In December, South Creek hosted the following passive programs: "Artmazing Jasper John," "Snowflake Lacing," "Snowman Card," "Snowflake Dolies," and "New Year's Wands." We distributed 600 passive crafts for families to complete at home.

- On 5, 13, 15, 27, and 29 December, South Creek's ESL Instructor hosted “English from Zero,” a beginner class with a focus on pronunciation. There was a total of 60 participants over the course of 5 classes.
- On 2, 7, 16, and 30 December, South Creek’s ESL Instructor hosted “Speaking Clearly for Beginners,” a beginner class with a focus on pronunciation. There was a total of 70 participants over the course of 4 classes.
- On 01 December, South Creek hosted "Winter Resin Pendant," for adults to create their own keepsake. There were 10 participants.
- On 07 December, South Creek hosted "Chilly Critters," a winter animal-themed storytime and craft event for toddlers. There were 20 participants
- On 10 December, South Creek hosted "Holiday Cookies," a cookie decorating event for adults. There were 13 participants.
- On 17 December, South Creek hosted "Gingerbread Build-Off," where adults and children were partnered to create a gingerbread village. There were 39 participants.
- On 17 to 23 December, South Creek hosted our annual "Holiday Book Sale," generating \$260.83 in revenue.

### **South Trail**

- In December, South Trail offered “Creole Connect” 3 times to a total of 26 attendees. Participants practiced their English skills and interacted with other members of the Haitian community.
- In December, South Trail offered 5 “English From Zero” classes to a total of 47 students who practiced their English.
- In December, South Trail offered 4 “Virtual: Citizenship Inspired” classes to a total of 51 attendees.
- In December South Trail distributed over 660 craft kits and packs with word searches and coloring sheets.
- In December, South Trail offered 7 technology classes on subjects such as Microsoft Excel in Haitian Creole to a total of 30 attendees.
- In December, South Trail hosted “Social Worker @ the Library” 8 times. A total of 70 customers were served.
- In December, South Trail hosted “Zero to Five Storytime” every Friday. Storytellers used nursery rhymes, picture books, songs, and flannel board stories to encourage early literacy skills in 37 children and parents
- On 1 December, the South Trail Youth Program Specialist presented an offsite storytime to 62 children at the South Orlando YMCA.
- On 15 December, the South Trail Customer Service Lead presented “Button Up” to 30 participants to a local daycare partner. Children read stories and did crafts and activities related to buttons.

### **Southeast**

- On 1, 6, 7, 8, 13, 14, 15, and 20 of December, Southeast staff hosted “English from Zero” where 90 students discussed and learned basic English vocabulary.
- On 3, 9, and 17 of December, Southeast hosted “Speaking Clearly for Beginners” where 51 students practiced their English pronunciation skills.
- On 5, 12, and 19 of December, Southeast hosted “Speaking Clearly Advanced” where 63 students learned how to improve their English speaking and presentation skills.
- On 6 and 13 of December, Southeast hosted “Spanish from Zero: Basics” where 48 beginner Spanish students learned vocabulary, pronunciation, common phrases and building sentences in Spanish.
- On 6 and 13 of December, Southeast hosted “Spanish from Zero: Intermediate” where 48 students were introduced to Spanish grammar by focusing on the parts of speech such as sentence structures, sentence intonation and listening comprehension.
- On 12 December, Southeast hosted “Caregiver Coffee and a Craft” where 20 attendees enjoyed coffee, crafts, and conversations with other caregivers.

- On 12 and 13 December, Southeast staff hosted “Penguin Party” where 47 children attended virtually and in-person to warm up with stories, math & science activities, and a craft featuring some icy friends.
- On 17 December, Southeast hosted its annual “Family Gingerbread Build-Off” where 81 families decorated gingerbread houses.
- On 19 December, Southeast hosted “Chilly Critters” where 19 toddlers discovered chilly animal friends and their snowy homes with fun stories, crafts, and activities.
- During the month December, 17 children wrote letters to their favorite character and received a response back.

### **Southwest**

- On 01, 08, 15, 22, 29 December, Southwest hosted “Storytime Crafts”, giving 311 children and caregivers an opportunity to drop in before or after Storytime to create a craft.
- On 05 December, 24 children and caregivers enjoyed "Mother Goose on the Loose". Using rhymes, songs, puppets, musical instruments and more, participants will interact together to help develop important pre-literacy skills for our littlest ones!
- On 05, 12, and 19 December, Southwest hosted “Caregiver Connect”, giving 69 children and parents the opportunity to meet & mingle while allowing little ones to explore using imaginary play with new and old friends.
- On 07 December, 17 children and caregivers participated in “Tiny House: Garage Play”. Little explorers are invited to learn, grow and play with hands-on activities inspired by using objects in your garage!
- On 21 December, 22 parents and children participated in Southwest’s “Toddler Playground,” an interactive program where toddlers use unstructured play to aid their physical and cognitive development.
- On 27 December, Southwest hosted "Colorful Chameleons". 19 children and caregivers learned how chameleons use color while strengthening early literacy skills through stories and a craft.
- Throughout December, Southwest offered 44 Technology Classes, including 19 arts & crafts-based programs where 121 participants learned how to knit, sew, and embroider different winter-inspired patterns.

### **Washington Park**

- On 1 December, Washington Park staff provided an offsite literacy activity to the second-grade group at the Universal Orlando Foundation Boys & Girls Club. Seventeen children participated in the event.
- On 9 December, Washington Park staff hosted an offsite family storytime at Washington Shores Primary Learning Center. Ninety-one attendees were in attendance to enjoy this winter-themed storytime event.
- On 14 December, Washington Park staff provided an offsite literacy activity to the kindergarten and first-grade group at the Universal Orlando Foundation Boys & Girls Club. Fifteen children participated in the event.
- On 19 December, a newly refreshed Washington Park reopened after a three-week closure. The branch refresh was very well received by both staff and the branch’s regular customers.
- In December, a total of 5 different passive programs were conducted at the branch with a total of 71 kits distributed. The take-home kits included crafts featuring a snowman, snowglobe, penguin and igloo, dog, and marionette.

### **West Oaks**

- On 1 December, West Oaks staff visited Innovation Montessori High School and presented to 38 students. The Junior class learned about library resources and databases available on the website.
- On 3, 10, and 17 December, West Oaks staff presented, “Family Fiber Arts: Beading Snowflakes”, to 17 attendees who practiced beading while creating a winter ornament.
- On 7 December, West Oaks Staff presented “Wishing for Winter” to 20 participants. The children and caregivers listened to stories about winter and created snowflake art.
- On 10 December, West Oaks staff presented “Movie and a Craft” to 11 attendees, who enjoyed watching “Rise of the Guardians” while working on crafts and coloring sheets.

- On 14 December, the West Oaks genealogy specialist presented, “Exploring FamilySearch.org”, to 17 attendees who learned how to navigate the website and how to use the information found on the site.
- On 18 December, the West Oaks staff presented, “Cuisine Corner Junior: Snowman Dessert Dip”, to 18 participants who created a delicious dip using yummy ingredients.
- On 28 December, West Oaks staff presented “Icy Science” to 32 participants who used ice to conduct fun cold experiments.
- During December, West Oaks staff presented 5 “Spanish Pronunciation” classes to 56 attendees who learned Spanish sounds, and the alphabet and practiced tricky consonant sounds.
- Throughout December, 270 take-home crafts and kits were distributed to families. The kits included Snowman wreaths, Penguin crafts, and more!
- In December, the West Oaks branch had 147 participants for the branch’s Character Mailbox. Children had the opportunity to practice their writing skilling by writing postcards to Elsa and Anna from Frozen.

### **Windermere**

- Throughout December, 684 winter-themed take-home crafts and activities were distributed to families.
- Every Thursday in December, Windermere hosted Storytime where 304 adults and children participated in our “Storybook Fun,” “Tiny Tales” and “Toddler Time”.
- Throughout the month of December, “English from Zero” and “English Conversation Hour” brought 117 adults together to learn English as a second language.
- In December, Windermere hosted 8 “Homeschool” and “Homeschool Jr.” events for 124 children including a “Winter Tech Expo” and “Craft Mania”.
- On 6 December, Windermere held an outreach event at Azpira Assisted Living facility where 12 seniors came together to make holiday crafts and cards for loved ones.
- On 10 December, 36 children and adults participated in our final “Paws to Read” program.
- On 3 December, 19 adults and children came to Windermere for “Holiday Family Photos” with a photographer and a fun, winter background.
- On 10 December, 19 kids came together to learn how to decorate cookies.
- On 12 December, 26 adults and children participated in assorted Holiday Crafts to take home fun memories and crafts in time for the holidays.
- On 21 December, 22 children learned how to make pop-up greeting cards.

### **Winter Garden**

- On 14, 21, and 28 Winter Garden Tech Trainers hosted "Tech Exploration" before the big presenters and had 26 children and caregivers engage in a variety of tech resources, such as Snap Circuits, Sphero robots, and coding games.
- Throughout the month of December "Virtual Conversation Hour" and "English From Zero" had a total of 150 participants join virtually and in person to practice English as a Second Language.
- Throughout the month of December, 181 Winter Garden customers engaged with passive activities in the branch, including the "Book Penguin Community Art Project" and Character Mailbox.
- On 2, 9, 16, 23, and 30 December, Winter Garden hosted 170 preschoolers and caregivers for "Storybook Fun," 229 toddlers and caregivers for "Toddler Time," 155 babies and caregivers for "Tiny Tales" for a total of 554 participants.
- On 17 December, Winter Garden hosted "Mindful Start Family Yoga" at the Waterleigh Clubhouse in Horizon West for 23 children and caregivers.
- On 8 December, 26 homeschooled teens and parents attended the "Homeschool Teen Board Game Meetup."
- On 17 December, Winter Garden hosted its first ever "Meet the Artist Event" for Angie Vazquez, who had several pieces of her art displayed throughout the branch. There was a total of 26 attendees.
- On 12 December, "Canine Companions" had 12 attendees learn about the largest non-profit organization that provides service dogs free of charge to children, adults, and veterans with disabilities.





**Orange County Library System  
Board of Trustees Meeting  
January 12, 2023**

**Public Comment:  
Non-Agenda Items**