

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

**Board Packet for July 2023**



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

July 7, 2023

To: Crockett Bohannon, President  
Nicole Benjamin, Vice President  
Lizannette Tam, Trustee  
Sharon Smoley, 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 Stephanie Herdocia, 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 July 13, 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**

**July 13 2023 ~ 6:00 p.m.**

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

- 23-079 I. **Call to Order**
- 23-080 II. **Public Comment Policy & Procedures**
- 23-081 III. **Approval of Minutes: Library Board of Trustees Meeting – June 8, 2023**
- 23-082 IV. **Staff Presentation: Battle Bots ~ Josh Murdock & Vanya Walker**
- 23-083 V. **Financial Statements and Summaries: June 2023 Reports**
- 23-084 VI. **Dashboard – June 2023: Bethany Stone**
- 23-085 VII. **Action Items:**
  - 23-086 **Request to Serve Alcohol: Danielle King**
  - 23-087 **Server Room A/C Replacement: Kris Shoemaker**
  - 23-088 **Main HVAC Controls: Kris Shoemaker**
- 23-089 VIII. **Discussion and Possible Action Items**
- 23-090 IX. **Information**
  - 23-091 **Director’s Goals – FY 2023 3<sup>rd</sup> Quarter Update**
  - 23-092 **Strategic Plan – FY 2023 3<sup>rd</sup> Quarter Update**
  - 23-093 **Director’s Report**
  - 23-094 **Public Comment: Non-Agenda Items**
- X. **Adjournment**

**Next Meeting Dates:**

**August 10, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- September 14, 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  
July 13, 2023**

**Call to Order**

# Orange County Library System Board of Trustees Meeting July 13, 2022

## 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  
July 13, 2023**

**Approval of Minutes: Library  
Board of Trustees Meeting  
June 8, 2023**



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

**June 8, 2023 ~ 6:00 p.m.**

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

Library Board Present: Crockett Bohannon (6/0); Nicole Benjamin (9/0 – City);  
Lizannette Tam (6/1); Sharon Smoley (6-1)

Administration Present: Bethany Stone; Kris Shoemaker; Yvonne Hartley; Danielle King;  
Erin Sullivan; Lynette Schimpf; Sara Gonzalez; Leasha Tavernier;  
Erica Grant; Milinda Neusaenger

Administration Absent: Steve Powell

- 23-067 I. **Call to Order**  
President Bohannon called the meeting to order at 6:04 p.m.
- 23-068 II. **Public Comment Policy & Procedures**
- 23-069 III. **Approval of Minutes: Library Board of Trustees Meeting – May 11, 2023**  
Vice President Benjamin, seconded by Trustee Tan, moved to approve the minutes for the May 11, 2023 Library Board of Trustees Meeting. Motion carried 4-0.
- 23-070 IV. **Staff Presentation: Orlando Book Festival: Christine Lindler**
- 23-071 V. **Financial Statements and Summaries: May 2023 Reports**  
CFO Shoemaker reported that the Windermere expansion project was completed on time and under budget. He also reviewed the monthly reports for the Board.
- 23-072 VI. **Dashboard – May 2023: Danielle King**  
CBO King shared some highlights from the dashboard. This month there was a 31% increase in door count, 12% increase in physical items checked out, and an 18% increase of digital checkouts, which is an average of 8,443 items per day. Notably, digital products went up 206%. Digital products include our videos, various content on social media, and OCLS created digital products. Fifty-five percent of the digital products total was due to the views from the “Wi-Fi Hotspots Available for Check Out” promotional video. She shared that all our hotspots are currently checked out, with a waiting list.

In addition, event attendance went up 58% and technology class attendance went up 28%. Out of those attendance numbers, 28,066 were for in-person events and 3,116 were events hosted offsite.

Compared to 2019, OCLS is doing pretty good. The event numbers have increased by 8%, and class numbers are still below pre-COVID level. But overall, the numbers are 3.5% higher than 2019.

She also highlighted the West Oaks Native Flower garden. Staff members from the West Oaks location are partnering with the City of Ocoee to offer on-going children’s programs pertaining to Florida gardening at the City of Ocoee’s Florida Friendly Demonstration Garden. After staff met with them to work out the partnership plans, Ocoee’s Utilities Department stopped by the branch and dropped off a card with a beautiful hibiscus plant for the West Oak’s flower garden. The card read: “In honor of our partnership and first of many events, the City of Ocoee’s Utilities Department would like to give the West Oaks

Library this hibiscus. Yes, the hibiscus leans, which makes it a perfect physical metaphor for how the library can lean and rely on the City. Our gardens will now have fraternal twin hibiscuses, similar to the resolute desks in Washington D.C. and London, joining our gardens for all time. While also being forever connected in their shared purpose to promote a more environmentally conscious area for all creatures, great and small.”

The West Oaks garden is gaining more recognition. West Oaks has officially received certification from the National Wildlife Federation. To qualify for this certification, staff had to make sure that all the elements required were installed in the garden, which included food habitat (butterfly plants, bird feeder), water (bird bath), wildlife shelter (wooded area), and that sustainable practices such as drip hose irrigation, eliminate chemical pesticides and the planting of native plants were used.

The last story she shared was from the Alafaya location. This month when staff hosted the virtual Sesame Street Storytime, she noticed that a little girl and her sister were watching from the hospital. The child looked so happy during the program, dancing along with the other participants. When the doctor returned to the room, he participated in the sign language portion along with the child. The presenter expressed, “I’m grateful I was able to provide her entertainment, grateful she thought to bring me along, and really hope she’s okay.” At OCLS, “We change lives” is not a cliché!

The Board asked for an update regarding the Horizon West project and Ms. King stated that several meetings have been held with the architects and interior designers and that the project is moving forward at a good pace.

23-073 VII. **Action Item: None**

23-074 VIII. **Discussion and Possible Action Items**

23-075 **FY 2024 Budget Update: Bethany Stone**

COO Stone gave the Board an overview of the updates to the proposed FY 2024 Budget. The Board gave the okay to proceed with distributing and presenting the Budget to the Library Governing Board.

She also gave an update regarding the Lake Nona project and stated there was a meeting with the City of Orlando staff and they are working on the site plan.

23-076 IX. **Information**

23-077 **Director’s Report**

Assistant Director Stone congratulated the newest member of the Admin Team, Erica Grant, who has accepted the role of Chief Branch Officer. Erica, was previously the manager of the South Creek Branch, and she joins the other Chief Branch Officers, Danielle King and Leasha Tavernier, in overseeing the work of branch services. Erica will be in charge of the Alafaya, Southeast, Chickasaw, Eatonville, Fairview Shores and North Orange branches.

During the month of May, the Southeast Branch celebrated Asian-American Pacific Islander Heritage Month with a display of Asian Fighter Kites. Many countries around the world have kite-fighting festivals, but the events are especially popular in Asian countries such as India, Afghanistan, Pakistan and Korea. The main aim of kite fighting is to cut the opponent’s line, setting their kite free, and the player who cuts the line of a kite can claim it as their own. The branch held a contest that allowed customers to guess how many kites were on display. Customers who entered a guess were eligible to win one of five big kites on display. During the month of June, any customer interested in the kites hanging from the ceiling may request one of their choice, while supplies last.

ESL Specialist Lyndsay Amiro from the Chickasaw Branch attended the Florida Literacy Conference, which took place May 10-12, and hosted a presentation about OCLS' English for Families series. Developed in partnership with Florida Humanities, English for Families is a series of interactive classes for parents and children (ages 6-12) that focuses on developing English vocabulary and literacy skills through strategic and fun story reading. Currently, four libraries across the state are using OCLS curriculum to offer this program. OCLS is working with Florida Humanities to select additional libraries interested in helping expand the program.

On May 17, South Trail Branch Outreach Specialist, Arthur Ugalde hosted an Introduction to Email class at the L. Claudia Allen Senior Center. Arthur had originally planned to show a group of 52 seniors how to open an email account and then touch upon fraudulent email. Once the program started, though, Arthur quickly realized he needed to change his presentation. Many in the group seemed to be having regular email conversations with a prince from another country who was asking them to share their banking information. Arthur quickly explained this scam and others, and he showed the group how to identify fraudulent emails.

On May 20, OCLS accepted the Exemplary Instructional Program Award at the Florida Library Association's Annual Conference. The award recognized us for BizKids Club, a youth entrepreneurship program for students ages 9-14. Survey results indicated that the experience helped participating youth learn math, improve their knowledge and passion for business, increase their confidence and taught them responsibility, focus, marketing and sales. The program also gave kids experience in running a business and interacting with the public, and it provided opportunities for kids to reflect on how to improve their products.

23-078

**Public Comment: Non-Agenda Items**

X. **Adjournment**

Vice President Benjamin, seconded by Trustee Tam, moved to adjourn the meeting. Motion carried. President Bohannon adjourned the meeting at 6:53 p.m.

**Next Meeting Dates:**

**July 13, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- August 10, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801**

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**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Staff Presentation: Battle Bots ~  
Josh Murdock & Vanya Walker**

**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Financials Statements &  
Summaries: June 2023**

Orange County Library System  
FY 2022-23 Financial Statement Highlights  
Nine Months Ended June 30, 2023

**Project Summaries:**

**Windermere Branch Expansion:** The design and permitting portion of the project is complete. The construction portion began January 4, 2023, and was completed by June 1, 2023, within budget.

**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 \$58,843,027 or 96.7% 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 for State and Federal Grants in FY 2022-23, based on anticipated funding from the various agencies. We have received \$791,105 which is 100.8% of the combined budget, which is \$198,386 behind where we were as of June 2022, but is what we budgeted for.

*Fee Cards:*

The Library budgeted \$20,000 for Fee Card revenues for FY 2022-23. Through June, we received \$108,495 or 542.5% 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 June, we received \$34,557 or 115.2% of budgeted revenues and is \$22,665 more than we received at this point in FY 2021-22.

*Faxes and Scans:*

Revenues from Faxes and Scans are \$16,935 and \$6,166, respectively. These revenues are lower than the 5-year average dollar-wise and are lower than what we anticipated to receive so far this fiscal year. We project to receive approximately \$25,000, or 53.9% from combined Faxes and Scans revenues in FY 2022-23.

*Copy and Prints:*

The Library budgeted \$150,000 for these services in FY 2022-23. We received \$133,350 or 88.9% of budget thru June which is what we anticipated so far this year.

Passport Facility & Photo Fees:

The Library budgeted \$12,000 for passport facility and photo revenues for FY 2022-23. Through June, we received \$20,463 or 170.5% of budgeted revenues.

Fines, Fees and Lost Materials:

Revenues from Fines, Fees and Lost Materials thru June are \$48,604 or 15.2% 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 increased 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 June 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 June we have received \$161,254 or 1,151.8% of the budget. The Sorosis of Orlando Woman's Club donated \$100,000 to re-establish the Library's mobile services and we received a \$50,000 donation from Window World to support the 2023 Summer At Your Library Program.

Internet Rebate:

Through June 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 the return of prior year excess fees 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. In FY 2022-23 we have received \$73,918 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 \$880,000 or 50.3% 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 \$105,253 or 105.3% of budget as these payments are paid quarterly in advance.

Unemployment Compensation:

The Unemployment Compensation Expenditures are at \$1,083 or 2.7% of budget.

Delivery & Postage:

The Delivery and Postage Expenditures are at 70.4% of the budget, which is in line for the FY allocation.

Repairs & Maintenance/Leasehold Improvements:

The Repairs & Maintenance/Leasehold Improvements are at 115.5% of the budget, which includes the re-classification of the Windermere Project cost from Building & Improvement line.

Insurance:

The Insurance Expenditures are at 79.4% 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 116.4% 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 \$636,821 is the final cost for FY 2022-23, as the final payment has been made.

Supplies Hardware Software:

The expenditures in this category are at 11.3% 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 \$165,802. This account is for any supplies used for programming, mainly Summer At Your Library Program. This account is a sub-set of the Supplies Account. Combined expenditures are \$562,479 or 62.5% of the budget.

Building Improvements Expense:

The Library budgeted \$2,350,000 for various building improvement projects such as the North Orange Roof Replacement, Windermere Expansion, Photo Lab Enhancements and Melrose Stage as well as other major maintenance items such as HVAC replacement/repairs. The \$703,608 expended so far is primarily related to the North Orange Roof, Photo Lab Enhancement and Melrose Stage projects. (Note: The Windermere Expansion Project expenditures for FY 2021-22 and FY 2022-23 have been reclassified to Leasehold Improvements and thus no longer recorded in this category.)



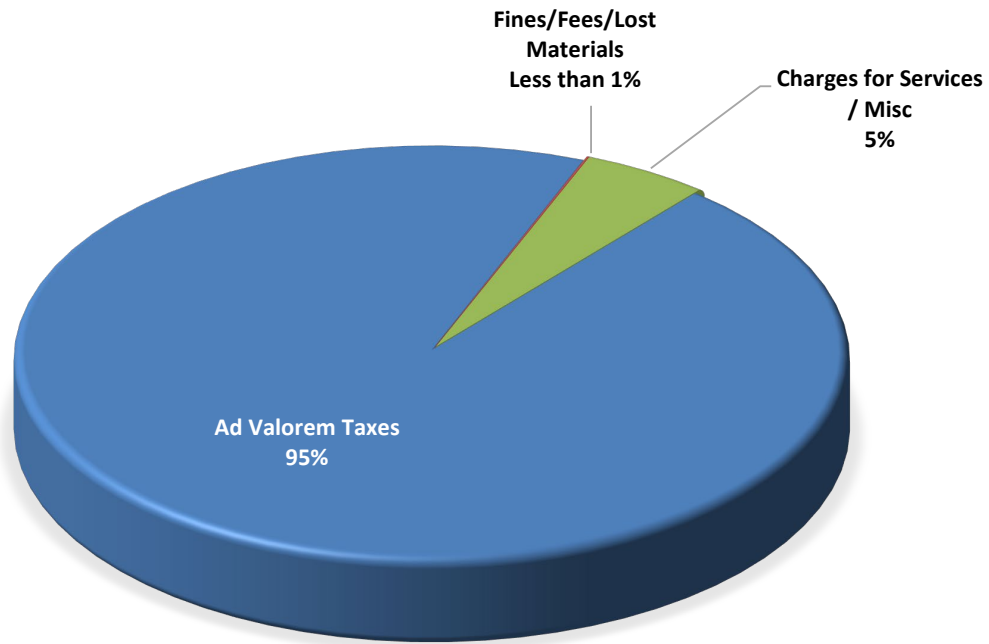
## OCLS Windermere Branch Addition Project Budget

### Expenditures As of 6-30-2023

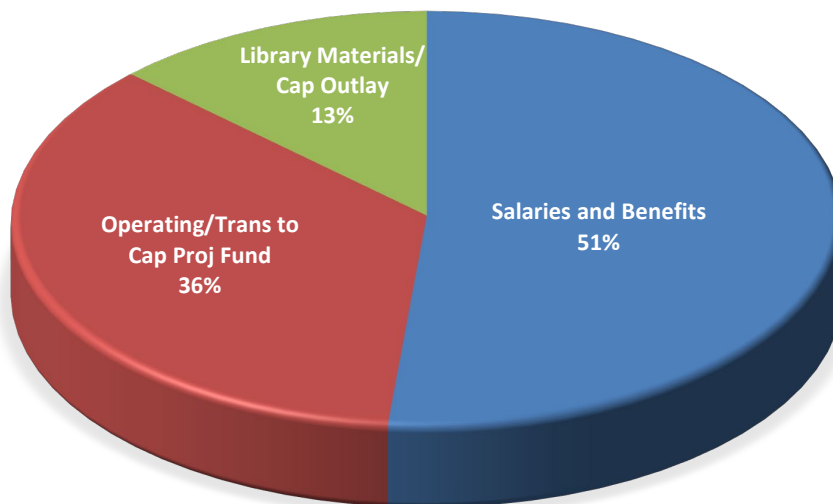
	<u>Original Budget</u>	<u>Change Order</u>	<u>Revised Budget</u>	<u>FY 23 Actual</u>	<u>Variance</u>
<u>Project Code 22-001</u>					
Gomez Construction	\$753,547	\$0	\$753,547	\$826,862	\$73,315
Ruby Builders	44,606	0	44,606	0	(44,606)
Architectural Fees	110,000	0	110,000	28,052	(81,948)
Engineering/Surveying Costs	25,000	0	25,000	2,776	(22,224)
Owner Provided Materials	65,000	0	65,000	65,918	918
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>\$923,608</b>	<b>(\$176,392)</b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**Operating Fund**  
**Nine Months Ended June 30, 2023**

**REVENUES**



**EXPENDITURES**



**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
Nine Months Ended June 30, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(9 months= 75.0%)</b>
<b>AD VALOREM TAXES</b>	60,850,000	58,843,027	96.7%
<b>INTERGOVERNMENTAL</b>			
State & Federal Grant	635,000	109,128	17.2%
State Aid	150,000	681,977	454.7%
<b>CHARGES FOR SERVICES</b>			
Fee Cards	20,000	108,495	542.5%
PC Pass (\$10 for 7 days)	1,500	973	64.8%
PC Express (\$5 for 1 hour)	2,000	579	29.0%
Classes	3,000	820	27.3%
Meeting Rooms	30,000	34,557	115.2%
Faxes	35,000	16,935	48.4%
Scans	11,400	6,166	54.1%
Ear Buds, Jump Drives, Masks	1,600	2,318	144.9%
Bag Sales	1,500	3,276	218.4%
Library Card Replacement	7,000	1,741	24.9%
Copy & Prints	150,000	133,350	88.9%
Passport Facility & Photo Fees	12,000	20,463	170.5%
Other	500	345	69.0%
	<u>275,500</u>	<u>330,018</u>	<u>119.8%</u>
<b>FINES, FEES &amp; LOST MATERIALS</b>	320,000	48,604	15.2%
<b>MISCELLANEOUS</b>			
Investment Earnings	125,000	1,534,143	1227.3%
Investment Fair Value	-	14,836	-
Sales of Surplus Property	5,000	5,486	109.7%
Contributions - Friends of Library	35,000	64,868	185.3%
Contributions - Others	14,000	161,254	1151.8%
Internet Rebate	75,000	0	0.0%
Grants & Awards	25,000	37,576	150.3%
Miscellaneous	50,000	85,004	170.0%
	<u>329,000</u>	<u>1,903,167</u>	<u>578.5%</u>
<b>TRANSFER FR PROP APPRAISER</b>	25,000	73,918	295.7%
<b>TRANSFER FR TAX COLLECTOR</b>	470,000	0	0.0%
<b>TOTAL REVENUES</b>	<u><u>63,054,500</u></u>	<u><u>61,989,839</u></u>	<u><u>98.3%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND EXPENDITURE SUMMARY**

**Nine Months Ended June 30, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(9 months= 75.0%)</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	21,866,000	14,605,315	66.8%
Medicare Taxes	310,000	208,037	67.1%
Defined Contribution Pension Plan	1,600,000	1,095,421	68.5%
Defined Benefit Pension Plan	1,750,000	880,000	50.3%
Money Purchase Pension Plan	1,250,000	830,121	66.4%
Life and Health Insurance (Employees)	3,775,000	2,248,006	59.5%
Retiree Health Care (OPEB)	500,000	204,578	40.9%
Worker's Compensation	100,000	105,253	105.3%
Unemployment Compensation	40,000	1,083	2.7%
Parking & Bus Passes	225,000	167,352	74.4%
	<u>31,416,000</u>	<u>20,345,166</u>	<u>64.8%</u>
<b>OPERATING</b>			
Professional Services	280,000	269,666	96.3%
Other Contractual Services	2,005,000	1,209,678	60.3%
Other Contract. Serv.- Janitorial	400,500	290,367	72.5%
Training and Travel	90,000	53,528	59.5%
Telecommunication	255,000	145,357	57.0%
Delivery and Postage	1,347,000	948,863	70.4%
Utilities	960,000	636,328	66.3%
Rentals and Leases	1,295,000	988,543	76.3%
Insurance	600,000	476,281	79.4%
Repairs and Maintenance/Leasehold Improvements	1,587,000	1,832,400	115.5%
IT Subscriptions/Maintenance Contracts	1,522,000	961,664	63.2%
Copying/Printing	341,000	183,236	53.7%
Promotional Activities	425,000	288,575	67.9%
Property Appraiser's Fee	547,000	636,821	116.4%
Tax Collector's Fee	1,215,000	1,176,907	96.9%
Supplies	900,000	396,677	44.1%
Supplies-Hardware/Software	600,000	67,812	11.3%
Supplies-Programming	-	165,802	-
Memberships	15,000	9,748	65.0%
	<u>14,384,500</u>	<u>10,738,253</u>	<u>74.7%</u>
<b>CAPITAL OUTLAY</b>			
Building and Improvements	2,350,000	703,608	29.9%
Equipment and Furniture	350,000	129,639	37.0%
Hardware/Software	1,225,000	241,460	19.7%
	<u>3,925,000</u>	<u>1,074,707</u>	<u>27.4%</u>
<b>LIBRARY MATERIALS</b>			
Materials - Restricted Contributions	14,000	5,708	40.8%
Materials - Other	4,600,000	3,881,252	84.4%
	<u>4,614,000</u>	<u>3,886,960</u>	<u>84.2%</u>
<b>TRANSFER TO CAPITAL PROJECTS FUND</b>	4,000,000	3,000,000	75.0%
<b>TRANSFER TO SINKING/EARR FUND</b>	500,000	375,000	75.0%
<b>TOTAL EXPENDITURES</b>	<u><b>58,839,500</b></u>	<u><b>39,420,086</b></u>	<u><b>67.0%</b></u>

**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Nine Months Ended June 30, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(9 months= 75.0%)</b>
<b>REVENUES</b>			
Investment Earnings	58,000	908,132	1565.7%
Investment Fair Value	-	12,161	-
Transfer from Operating Fund	4,000,000	3,000,000	75.0%
Reserves	27,170,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>31,228,000</b>	<b>3,920,293</b>	<b>12.6%</b>
<b>EXPENDITURES</b>			
New Branch	6,145,000	301,574	4.9%
Reserves	25,083,000	3,618,719	14.4%
<b>TOTAL EXPENDITURES</b>	<b>31,228,000</b>	<b>3,920,293</b>	<b>12.6%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
SINKING FUND  
Nine Months Ended June 30, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(9 months= 75.0%)</b>
<b>REVENUES</b>			
Investment Earnings	10,000	121,834	1218.3%
Investment Fair Value	-	1,631	-
Transfer from Operating Fund	500,000	375,000	75.0%
Reserves	3,520,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>4,030,000</b>	<b>498,465</b>	<b>12.4%</b>
<b>EXPENDITURES</b>			
Reserves-Building and Improvements	2,530,000	312,933	12.4%
Reserves - Horizon West Contract	1,000,000	123,688	12.4%
Reserves - Technology	500,000	61,844	12.4%
<b>TOTAL EXPENDITURES</b>	<b>4,030,000</b>	<b>498,465</b>	<b>12.4%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
PERMANENT FUND  
Nine Months Ended June 30, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(9 months= 75.0%)</b>
<b>REVENUES</b>			
Investment Earnings	20,000	21,392	107.0%
Investment Fair Value	-	127,881	-
Reserves	1,448,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>1,468,000</b>	<b>149,273</b>	<b>10.2%</b>
<b>EXPENDITURES</b>			
Equipment	125,000	2,030	1.6%
Reserves	1,343,000	147,243	11.0%
<b>TOTAL EXPENDITURES</b>	<b>1,468,000</b>	<b>149,273</b>	<b>10.2%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND  
BALANCE SHEET - ASSETS  
June 30, 2023**

**ASSETS**

Cash on Hand	20,079
Equity in Pooled Cash	2,195,117
Equity in Pooled Investments	51,175,011
Accounts Receivable	1,085
Inventory	132,454
Prepays	193,292
Other Assets - Deposits	<u>8,440</u>
<b>TOTAL ASSETS</b>	<b><u><u>53,725,478</u></u></b>



**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND**  
**BALANCE SHEET - LIABILITIES & FUND BALANCE**  
**June 30, 2023**

**LIABILITIES**

Accounts Payable	421,830
Retainage Payable	40,574
Accrued Wages Payable	775,291
Accrued Sales Tax	479
Accrued Fax Tax	62
Due To Friends of the Library	1,523
Employee Payroll Deductions:	
Optional Life	2,321
Vision Plan	(669)
Weight Watchers	516
Short Term Disability	1,570
Staff Association	14,051
<b>TOTAL LIABILITIES</b>	<b>1,257,548</b>

**FUND BALANCE**

Nonspendable:	
Inventory	132,454
Prepaid Items and Deposits	201,732
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	24,597,646
Current Year Expenditures over Revenue	22,569,753
<b>TOTAL FUND BALANCE</b>	<b>52,467,930</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>53,725,478</b>

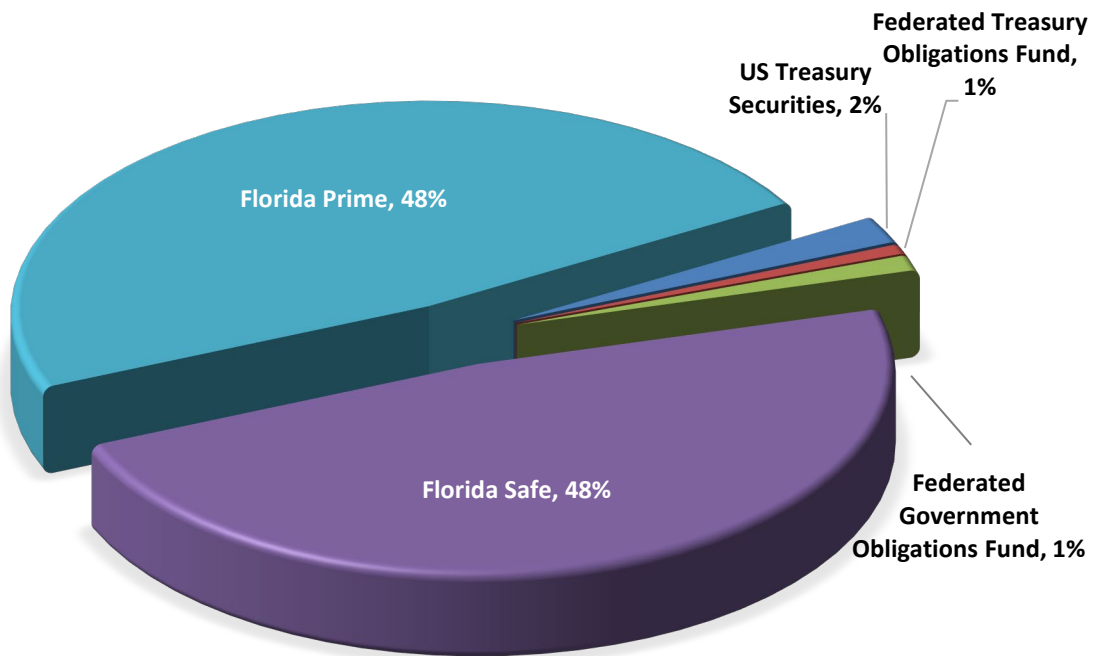
**ORANGE COUNTY LIBRARY DISTRICT  
MONTHLY ROLLOVER  
June 30, 2023**

	<b>BALANCE 05/31/23</b>	<b>RECEIPTS</b>	<b>DISBURSE</b>	<b>BALANCE 06/30/23</b>
<b>OPERATING</b>				
Equity in Pooled Cash	1,591,639	5,041,938	4,438,460	2,195,117
Equity in Pooled Investments	54,015,078	534,933	3,375,000	51,175,011
	<b>55,606,717</b>	<b>5,576,871</b>	<b>7,813,460</b>	<b>53,370,128</b>
<b>CAPITAL PROJECTS</b>				
Equity in Pooled Investments	<b>33,331,424</b>	<b>477,082</b>	<b>300,000</b>	<b>33,508,506</b>
<b>SINKING</b>				
Equity in Pooled Investments	<b>4,459,955</b>	<b>60,907</b>	-	<b>4,520,862</b>
<b>SELF FUNDED HEALTH</b>				
Equity in Pooled Cash	2,282,109	257,722	344,608	2,195,223
Claims Payment Checking Account	73,000	286,189	286,189	73,000
Equity in Pooled Investments	4,443,822	19,261	-	4,463,083
	<b>6,798,931</b>	<b>563,172</b>	<b>630,797</b>	<b>6,731,306</b>

# ORANGE COUNTY LIBRARY DISTRICT GENERAL POOLED INVESTMENTS

June 30, 2023

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>
<b>US TREASURY SECURITIES</b>	1,973,672
<b>MONEY MARKET FUNDS</b>	
Federated Treasury Obligations Fund	703,443
Federated Government Obligations Fund	1,130,705
<b>LOCAL GOVERNMENT INVESTMENT POOLS</b>	
Florida Safe	44,867,362
Florida Prime (SBA)	44,992,280
<b>TOTAL</b>	93,667,462

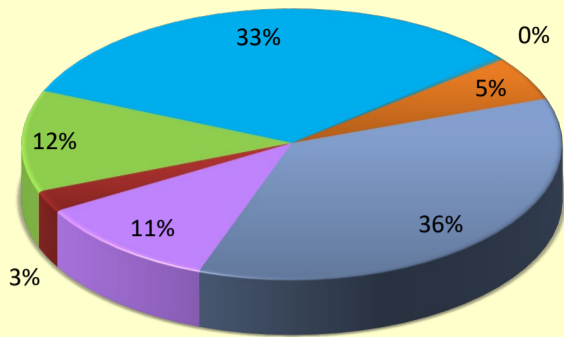


**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Dashboard: June 2023**

# Monthly Report for June 2023

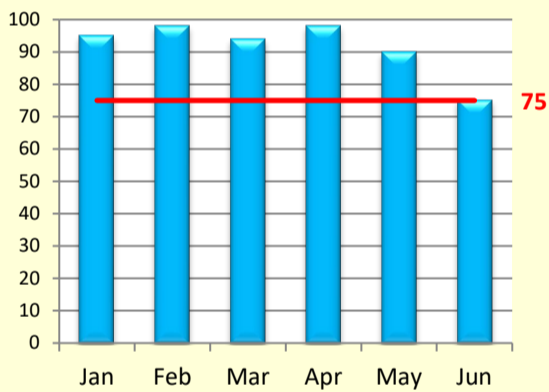
## Contacts



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

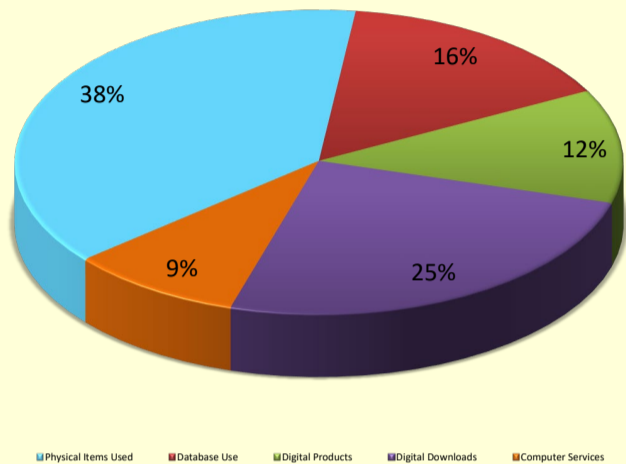
	2023	2022	% change
Door count	159,543	133,340	19.65%
MAYL Packages	36,153	36,311	-0.44%
External Web Visits	173,844	161,587	7.59%
Catalog Searches	468,222	474,819	-1.39%
Questline Calls	5,752	5,871	-2.03%
Social Media	76,358	68,360	11.70%
Electronic Contacts	515,011	457,502	12.57%
TOTAL	1,434,883	1,337,790	7.26%

## Net Promoter Score



## Resources Accessed

	2023	2022	% Change
Physical Items Used	394,096	381,378	3.33%
Database Use	159,490	156,453	1.94%
Digital Products	125,188	413,156	-69.70%
Digital Downloads	261,109	221,845	17.70%
Computer Services	95,403	44,814	112.89%
TOTAL	1,035,286	1,217,646	-14.98%

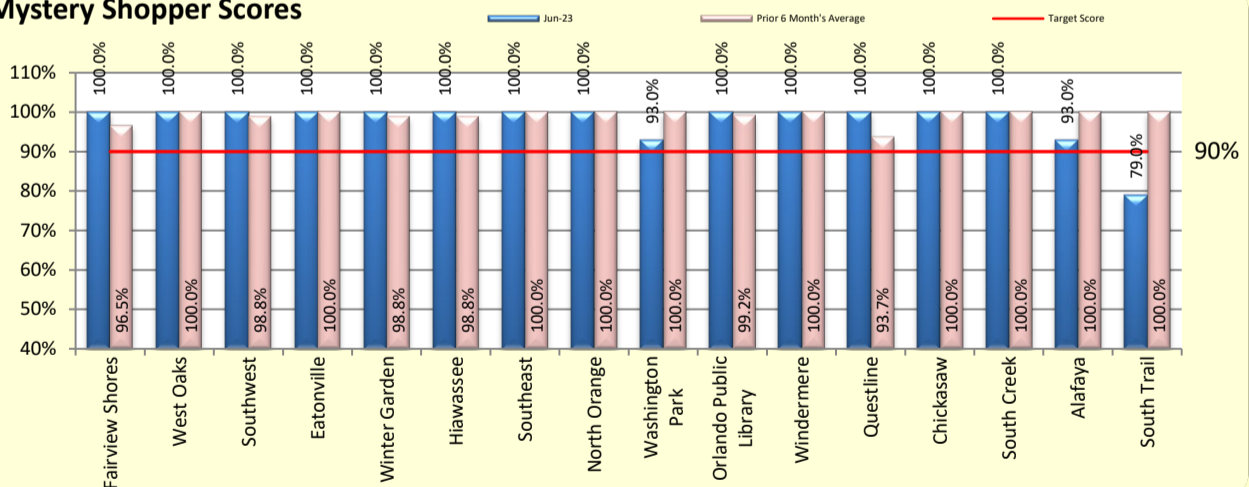


■ Physical Items Used ■ Database Use ■ Digital Products ■ Digital Downloads ■ Computer Services

## Users

	2023	2022	% Change
Active Cards	335,791	344,618	-2.56%
New Registrations	6,629	5,690	16.50%
VLC Registrations	256,018	220,408	16.16%
Transactions	82,974	70,722	17.32%

## Mystery Shopper Scores



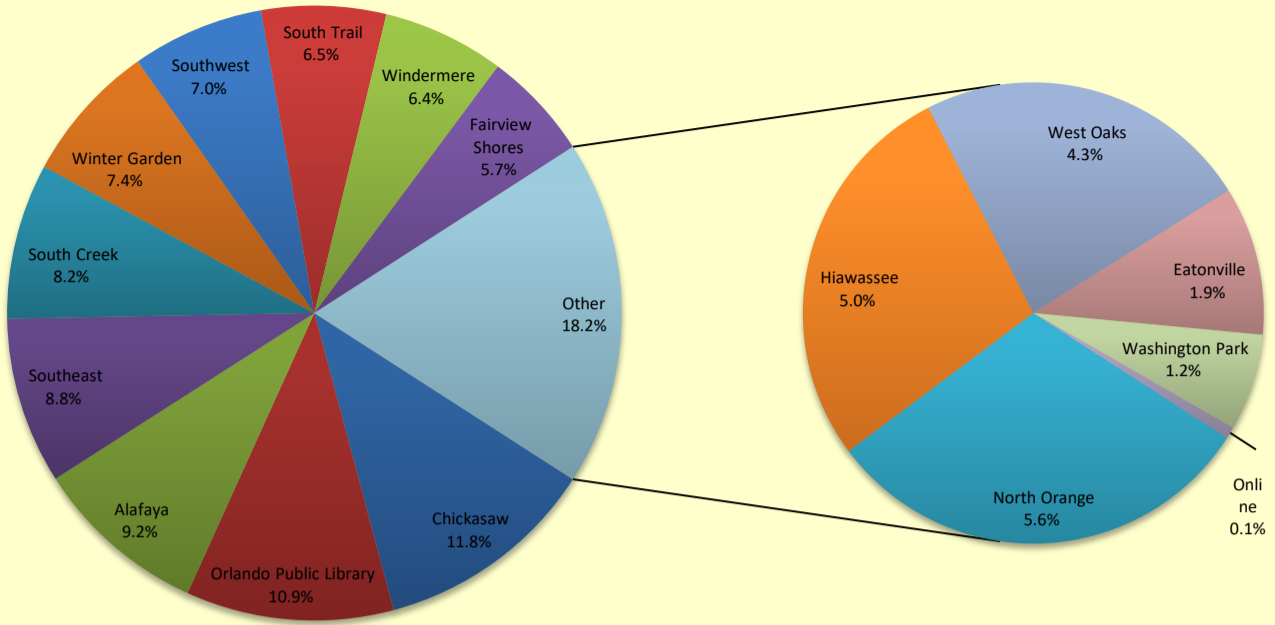
Physical item circulation for June 2023 was 394,096 including renewals. Checkouts for easy books were 28.30% or 50,711 items, juvenile fiction, juvenile non-fiction, and young adult totaled 26% or 46,589 items, and adult fiction, non-fiction, and large print combined for 20.6% or 36,780 items. DVDs equaled 10.3% with 18,390 items circulated.

The June 2023 digital checkouts were 261,109 which is an average of 8,704 per day. This was 18% higher than June 2022 when the digital checkouts totaled 221,850.

There were 173,844 visits to [www.ocls.info](http://www.ocls.info) last month. Mobile devices accounted for 64%, or 111,019 visits, while desktops had the remaining 36% or 62,825 visits.

The book drop returns for June 2023 were 2,528 from Lake Nona and 3,491 items from Horizon West.

## Events & Classes by Location



	Event Attendance			Class Attendance		
	2023	2022	% Change	2023	2022	% Change
Chickasaw	6,941	4,161	66.8%	216	213	1.4%
Orlando Public Library	5,499	6,548	-16.0%	1,159	1,155	0.3%
Alafaya	5,414	4,967	9.0%	169	245	-31.0%
Southeast	4,865	3,105	56.7%	471	401	17.5%
South Creek	4,721	3,734	26.4%	271	185	46.5%
Winter Garden	4,054	4,161	-2.6%	428	372	15.1%
Southwest	3,931	1,655	137.5%	308	270	14.1%
South Trail	3,736	2,842	31.5%	252	388	-35.1%
Windermere	3,549	2,758	28.7%	364	229	59.0%
Fairview Shores	3,258	3,110	4.8%	223	432	-48.4%
North Orange	3,238	3,130	3.5%	162	171	-5.3%
Hiawassee	2,975	2,209	34.7%	91	114	-20.2%
West Oaks	2,359	1,971	19.7%	254	287	-11.5%
Eatonville	1,028	810	26.9%	127	49	159.2%
Washington Park	651	584	11.5%	101	153	-34.0%
Online	-	-	0.0%	88	107	-17.8%
<b>TOTAL</b>	<b>56,219</b>	<b>45,745</b>	<b>22.9%</b>	<b>4,684</b>	<b>4,771</b>	<b>-1.8%</b>

In June 2023, we offered 1,438 Events with an attendance of 54,555. Last year, the Library offered 1,295 events with an attendance of 44,821.

Summer at Your Library is off to a great start! During the month of June, the Youth Services Department offered the very popular "Spheres Bubble Show" at 14 locations throughout the system, with a total attendance of 2,654. On 16 June, 359 attendees met rare, threatened, and endangered species during "Amazing Animals" at the Chickasaw Branch. On 10 June, 302 customers attended the "Melrose Pop Festival," which featured seven musical acts performed on the Melrose Center Stage.

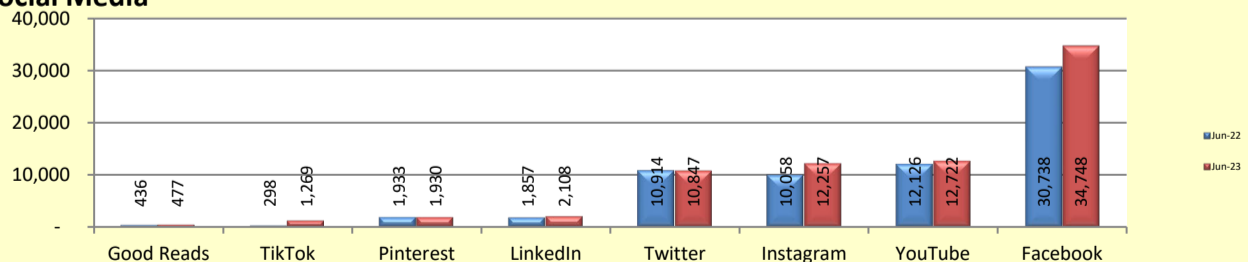
Throughout the month of June, Orange County Public Schools Food & Nutrition Services offered free grab-and-go meals to children and young adults under 18. The events were offered at the following OCLS branches: Chickasaw, Fairview Shores, Hiawassee, North Orange, South Creek, and South Trail with a total attendance for the month of 6,301.

In June 2023, we offered 1,006 Classes with an attendance of 4,684. Last year we offered 1,122 Classes with an attendance of 4,771. Also last month, we presented 127 Offsite Events

## Events/Class Attendance

	2023	2022	% Change
Community Events	1,664	924	80.09%
Events - Adult	19,977	13,093	52.58%
Events - Teen	1,004	790	27.09%
Events - Children	33,574	30,938	8.52%
Technology Classes	4,684	4,771	-1.82%
<b>TOTAL</b>	<b>60,903</b>	<b>50,516</b>	<b>20.56%</b>

## Social Media



Social media statistics for June 2023 saw an 11.70% increase in growth.

"In June, we published 33 Summer At Your Library-related posts across Instagram, Facebook and Twitter. This campaign will continue through July to help promote the unique events and programs across the system and remind followers to log their reading for the youth and adult summer reading challenges. This media-rich campaign features recap photos and videos taken at branch events and promo videos set to trending sounds from TikTok and Instagram.

This month we also announced our Signature Author Event: [Neil Gaiman in Conversation with Art Spiegelman](#) - presented as part of the library's 100-year celebration. The response was overwhelmingly positive, with followers with over 400 likes, 200 shares, and nearly 60 comments on Instagram and Facebook. One commenter wrote, "OMG! Yes!!! Thank you very much for bringing us this amazing event, especially now!!!"

**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Action Items**

**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Request to Serve Alcohol**



**REQUEST TO SERVE ALCOHOLIC BEVERAGES**  
**ROMANCE, WINE & CHOCOLATE 2023**

**I. ISSUE STATEMENT**

Library Board approval is needed to serve alcoholic beverages on September 8, 2023 during the Romance, Wine & Chocolate event at the Chickasaw Branch Library.

**II. BACKGROUND & SUMMARY**

On Friday, September 8, 2023 the Chickasaw Branch will host an after-hours author event entitled Romance, Wine & Chocolate. The Library hosted its first Romance, Wine & Chocolate event in 2016 at the Alafaya Branch and in 2019, it moved to the Chickasaw Branch. The event is popular amongst romance readers and has a history of success. The Library would like to serve wine at this event. As stated in the adopted Alcoholic Beverage Policy (please see below), Board approval is required to serve alcoholic beverages.

*Library Alcoholic Beverage Policy* (Revised and Approved by the Library Board of Trustees 8/12/04)

Alcoholic beverages may be served for the purpose of fundraising and various Library sponsored development and promotions projects or approved events, when the following requirements are met:

- ❖ The event is sponsored by the Library or Library approved
- ❖ The Library Board of Trustees has approved alcoholic beverages to be served, and
- ❖ A licensed bartender, caterer, or other entity which provides liquor liability insurance coverage, is engaged to serve beverages, and
- ❖ The bartender, caterer, or other entity executes an agreement which shall:

1. Hold the Library harmless and indemnify the Library against liability arising from alcoholic beverages willfully and unlawfully served to a person who is not of lawful drinking age or knowingly served to a person habitually addicted to the use of any or all alcoholic beverages; and

2. Require the bartender, caterer, or other entity to comply with all County, State, and Federal laws governing the service of alcoholic beverages

**III. CONSIDERATION**

The library is asking the library board to approve the serving of alcoholic beverages in accordance with the Board-approved policy at the Romance, Wine & Chocolate event at the Chicksaw Branch Library.

**IV. RECOMMENDATION**

Library staff recommends that the library board approve the serving of alcoholic beverages in accordance with the Board-approved policy at the Romance, Wine & Chocolate event at the Chicksaw Branch Library.

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 23-086**

**REQUEST TO SERVE ALCOHOLIC BEVERAGES  
ROMANCE, WINE & CHOCOLATE 2023**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 13th day of July, 2023, at 6:00 pm, prevailing Eastern Daylight Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the serving of alcoholic beverages in accordance with the Board-approved policy at the author event on September 8, 2023, at the Chickasaw Branch Library.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

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Secretary

**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Server Room A/C Replacement**

# **OCLS SERVER ROOM HVAC REPLACEMENT PROJECT**

## **I. ISSUE STATEMENT**

Library Board approval is needed to replace the library's server room air conditioning system.

## **II. BACKGROUND & SUMMARY**

The library's server room is currently cooled by two (2) Liebert HVAC units to keep the library's computer systems operational. These units are specially designed to provide cooling from the floor up, which is commonplace in server rooms. At the time the Liebert units were installed the library's server room had almost three times the number of servers generating a tremendous amount of heat. Since that time, we have migrated to more cloud-based services, and the servers we have are smaller and generate less heat, thus the room can be cooled by more conventional-style units. Additionally, one of the units has failed and the other is near its end of useful life. The repair cost for the one failed Liebert unit is approximately \$112,000 and the lead time is quite long as the units come from overseas.

The library hired TLC Engineering to evaluate and design an alternative cooling system for the server room. TLC Engineering designed a system using conventional components which could be replaced easier, faster, and less costly.

The library reached out to its three HVAC providers, Trane USA, EMCOR Services MSI – Mechanical Services (EMCOR), and Greens Energy Services. Trane USA and Greens Energy Services declined to quote on the project. EMCOR provided a quote of \$147,511.00 (attached) to completely remove the Liebert systems and replace them with the conventional style units, including new condensers, air handlers, air handler cabinets, drain pans, transformers, cabling, and controllers. Staff training is also included in the quote. Once the parts are on-hand the project will take approximately 4 weeks to complete.

The estimated project cost is \$185,000, which includes \$147,511 for EMCOR to remove and replace the system; \$12,500 for TLC's design services, and \$24,989 in contingency.

The FY2022-23 Building and Improvement account has sufficient funding to pay for this project.

## **III. CONSIDERATION**

The library is requesting the library board to 1) approve the project, 2) approve the project's not-to-exceed budget of \$185,000, and 3) authorize staff to issue a purchase order for the project to EMCOR.

## **IV. RECOMMENDATION**

Staff recommends that the library board 1) approve the project, 2) approve the project's not-to-exceed budget of \$185,000, and 3) authorize staff to issue a purchase order for the project to EMCOR.

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 23-087**

**OCLS SERVER ROOM HVAC REPLACEMENT PROJECT**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 13th of July 2023, at 6:00 pm, prevailing Eastern Daylight Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the OCLS Server Room HVAC Replacement Project.
2. To approve a not-to-exceed budget of \$185,000.
3. To authorize staff to issue a purchase order to EMCOR for the project.
4. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

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Secretary

**OCLS Main Library**

Contact: Brian Dornbush

Site Address: 101 E. Central Blvd, Orlando, FL 32801

Email: Dornbush.brian@ocls.info

Date: 6/12/2023

MSI - Mechanical Services

Contact: Wilfredo Maldonado

9820 Satellite Blvd.

Orlando, FL 32837

Phone: 1 (407) 978-8026

Email: [wmaldonado@msifla.com](mailto:wmaldonado@msifla.com)

Web: <http://msifla.com>

Quote number: 007350

**Job Description: OCLS Main Library Server Room**

Mr. Dornbush,

We appreciate the opportunity to submit this proposal on the HVAC work for the above referenced project and look forward to working with you. Please review the following information:

**Scope of Work**

- Sign in and check in with facilities
- Lockout / Tagout (2) existing Liebert split systems
  - One unit to be removed at a time
- Disconnect existing electrical and whip
- Disconnect existing low voltage control wires
- Demo and haul away (2) existing Liebert split systems and all associated refrigerant line sets
- Furnish and install (2) 5-ton Trane straight cool DX split systems
  - 5-ton nominal cooling capacity
  - 460-volt 3 phase 60 hertz
  - Multi-purpose 4-way
  - Best, Comm/24V variable speed
  - V2, high efficiency, variable, 2 nom. Tons
  - 5.0-ton airflow
  - 208-230/1/60
  - Dual (24VAC / CLII 1.8 VDC) & epoxy coil
  - Low ambient control
  - Anti-short cycle timer
  - 1-year parts and labor warranty included
- Furnish and install air handling unit support structures
- Furnish and install (2) 3" tall stainless steel drain pans
- Furnish and install water moisture indicators
- Furnish and install interconnecting pipe and fittings from air handling unit to the condensing unit
- Furnish and install refrigerant accessories
- Furnish and install (2) condensate pumps
- Furnish and install (2) low leakage dampers with motorized control actuators
- Furnish and install hurricane tie downs
- Furnish and install insulation on suction line of refrigerant circuit
- Furnish and install insulation on supply and return where removed from remote evaporator to the pump



## MSI-Mechanical Services

- Furnish and install (2) Trane UC600 unit controllers
- Furnish and install (1) new 24" enclosure for the new controls
- Furnish, install and program (2) Trane UC600 unit controllers
- Furnish and install (1) new 24vac power supply
- Furnish and install all end devices as requested based on TLC scope letter
- Includes (1) Device Application License for new devices to be added to Tracer Synchrony
- Furnish new unit graphics
- 4-hours of owner training included
- Furnish and install (1) 150 amp 277/480v 3P 4W N1 ckt panel with new breakers
- Furnish and install (1) new 20-amp 480 volt circuit from the new 480 volt panel "DPC" out to (3) new 5kva 480V 208v single phase transformers
- Furnish and install new conduit, wire, disconnects from secondary side of transformer to new ahu
- Furnish grounding of the transformers, and final connections to the air handling units
- Furnish and install Unistrut racking for new transformers and disconnects
- Furnish and install a junction box on the existing conduit and run new conduit over to 2<sup>nd</sup> unit typical of (2)
- Furnish and install (2) new 20 amp 3-pole breakers in "DPC"
- Furnish and install new conduit and wiring to (2) receptacles for condensation pumps to plug into
- Furnish core drilling to route refrigerant lines outdoors
- Furnish crane and rigging to remove the condensers
- Warranty and permits included
- Proposal based on industry standard materials and methods
- All work performed on a regular time bases of 7 am – 3:30 pm

### Scope Exclusions

- Any work not listed above
- Patching, repair or painting of any walls
- Engineering of any kind
- Structural engineering
- Concrete hurricane pads
- Any type of Asbestos testing or abatement
- Temp facilities or utilities of any kind

Any item or service that is not listed above is not included, premium labor unless specified, fire/smoke/building management controls, life safety/fire alarm interface, any electrical modifications and or upgrades, any low voltage modifications and or upgrades, any structural modifications and or upgrades (outside of scope above), any roofing modifications and or upgrades (outside of scope above), any ductwork modifications and or upgrades (outside of scope above), any building code upgrades that may be required, bonding, patching/plastering/painting, plumbing, general contracting services, hazardous material mitigation, lighting protection, temporary cooling, ASHRAE Standard 15 upgrades, certified air/water test and balance services, any site specific required safety training or badging.



**Warranty**

Manufacturer provides (1) year parts and labor warranty. MSI will provide 90 days labor warranty on all workmanship inclusive of this contract and does not apply to any other part of the system.

**Sales Price**

Purchase: Total price for the above (including applicable taxes): **\$ 147,511.00**

This price will only be valid for thirty days from the proposed date.

Payment terms to be made as follows:

- 50% Upon Acceptance
- Remainder to be progressed billed (Net 30 Days)

This quotation is provided subject to MSI’s standard Terms and conditions which can be reviewed upon request. These conditions apply to this quotation and any subsequent order notwithstanding anything to the contrary contained in or incorporated into any document from or oral statement made by you, the customer. No variation or amendment to the conditions shall be of any effect unless expressly agreed, in writing, by a person authorized to sign on behalf of MSI. By accepting this quotation, I confirm that I have read and I accept the conditions and I am authorized to enter into a contract on behalf of the customer.

**Authorized Customer Signature:** \_\_\_\_\_

**Name (Please Print):** \_\_\_\_\_

**Date:** \_\_\_\_\_



**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Main HVAC Controls**

# OCLS HVAC CONTROLS REPLACEMENT PROJECT

## **I. ISSUE STATEMENT**

Library Board approval is needed to replace the Main Library's HVAC control system and upgrade four branches to the new controls platform.

## **II. BACKGROUND & SUMMARY**

The library's HVAC control system is a mixture of pneumatic and digital components with the digital components controlled by Trane Tracer Summit which is no longer supported by Trane. The pneumatic controls date back when the 1966 and 1985 buildings were constructed and parts of the system were updated during construction projects.

Staffs' plan is to replace the system in two steps. This first step is to update the controls on 13 air handling units from pneumatic to digital, update the Main Library's building control units, and create a new "central plant" using Trane Tracer SC+ & Synchrony Control System. Also, as part of this step the building control units at the West Oaks, Alafaya, Winter Garden and South Creek branches will be upgraded allowing those systems to connect to the central plant. The second step will be proposed in FY2025-26 and FY2026-27 to upgrade the air conditioning distribution systems to digital controls.

By upgrading the controls, the facilities and operations staff will be able to better manage energy and provide an immediate response to any issues. The central plant allows staff a secure connection to the system via a laptop or cell phone versus having to go to the location.

The library hired C&S Companies, a nationwide engineering, architecture, planning, environmental, and construction services firm, to evaluate and design the new control system under a continuing services contract agreement. C&S Companies designed the 5th floor HVAC system and controls and are very familiar with the systems at Main.

Library staff reached out to its three HVAC providers, Trane USA, EMCOR Services MSI – Mechanical Services, and Greens Energy Services, only to learn that Trane USA was the sole source to provide this service (letter attached). Trane USA provided a quote of \$421,266 (attached), which is less than the estimated \$700,000 allocated in the FY2023-24 budget.

Florida Procurement Laws require that we post an "Intent to Sole Source" notice on our website for a minimum of 15 days. The notice was posted for 19 days from June 16, 2023 through July 5, 2023, without any responses (attached).

Once the parts are on-hand the project will take approximately six weeks to complete.

The estimated project cost is \$490,000, which includes \$421,266 for Trane USA to remove and replace the system, \$15,000 for C&S Companies design services, and \$53,734 in contingency.

The FY2023-24 Building and Improvement account has sufficient funding to pay for this project.

## **III. CONSIDERATION**

The library is requesting the library board to 1) approve the project, 2) approve the project not-to-exceed budget of \$490,000.00 and 3) authorize staff to issue a purchase order to Trane USA for the project.

## **IV. RECOMMENDATION**

Library staff recommends that the library board 1) approve the project, 2) approve the project not-to-exceed budget of \$490,000.00 and 3) authorize staff to issue a purchase order to Trane USA for the project.

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 23-088**

**OCLS HVAC CONTROLS REPLACEMENT PROJECT**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 13th of July 2023, at 6:00 pm, prevailing Eastern Daylight Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the OCLS HVAC Controls Replacement Project.
2. To approve a not-to-exceed budget of \$490,000.
3. To authorize staff to issue purchase order to Trane USA for the project.
4. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

Resolution declared adopted:

Secretary

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# Single/Sole Source Justification

Vendor: Trane USA, Inc  
Commodity/Service: HVAC Controls Replacement

Estimated expenditure for the current term of contract or annually,  
whichever is greater, for the above Commodity/Service: \$ 421,266

Initial the entry below that applies to the proposed purchase:

SINGLE SOURCE REQUEST is for: licensed, patented goods/services, the original manufacturer, for existing equipment, software, or is required from this source to permit standardization.

**SOLE SOURCE REQUEST** is for: the only qualified supplier possessing the unique and singular available capability to meet the requirements of the department. Please obtain and include a letter from manufacturer regarding the product or service.

\*\*\* Single & Sole sources are required to be publicly posted by the Organization for a minimum of 15 days prior to approval. \*\*\*

In all cases, negotiations have been performed in order for the Organization to receive the best value.

The undersigned requests that competitive procurement be waived and that the vendor identified as the supplier of the service or material described in this single/sole source justification be authorized as a single source for the service or material.

Brian Dornbush 407-835-7618 [Signature] 06-16-2023  
Requisitioned by: Telephone Signature: Department Director/Designee Date

Facilities & Operations Kristopher Shoemaker  
Department Department Director/Designee

(Organization Management Division Use Only)

Single/Sole Source No. OCLS-SS-2023-001 Received Date: 06/16/2023

Posted Date(s) From 06/16/2023 To 07/05/2023 ( Minimum 15 days )

Approved  Disapproved [Signature] 06/16/2023  
Signature of Director/Designee Date

Reason For Disapproval: \_\_\_\_\_

# Single/Sole Source Justification

Amount: \$421,266

Vendor: Trane USA, Inc

Single/Sole Source No: OCLS-SS-2023-001

1) **Detailed Description of Services and/or items: Describe the product/service you are requesting and its function:**

See Attached Scope Of Work From Trane USA, Inc. ... Replace the HVAC Controls and update graphics at Main, West Oaks, South Creek, Alafaya and Winter Garden locations.

2) **Justification for Single/Sole Source/Special Circumstances: Explain why this vendor is the only source from which to obtain this product or service:**

Per Trane Letter, only authorized vendor to work on Trane Controls in the Central Florida Area is Trane USA. Note: MSI is an authorized Trane vendor to work on Trane equipment, but not on the controls.

3) **Efforts to Identify Other Vendors: Describe the steps taken to make this determination, vendors contacted, etc.**

Per Trane Letter, only authorized vendor to work on Trane Controls in the Central Florida Area is Trane USA. Note: MSI is an authorized Tran vendor to work on Trane equipment, but not on the controls.

4) **If required by the Director, attach a letter from the vendor declaring sole source.**

See Attached Letter From Trane USA, Inc.

5) **Funding Source:** Library District Ad Valorem Taxes Identify if State, Federal, or other outside County Funding.

Revised: 08/18/2022

Page 2 of 2

*Pursuant to Section 838.22(2), Florida Statutes. It is unlawful for a public servant, with corrupt intent to obtain a benefit for any person or to cause unlawful harm to another, to circumvent a competitive bidding process required by law or rule by using a sole-source contract for commodities or services. Any person who violates this section commits a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.*



WE MAKE BUILDINGS WORK BETTER FOR LIFE.™



Trane U.S. Inc.  
2301 Lucien Way, Suite 430  
Maitland, FL 32751  
Phone: (407) 660-1111  
Fax: (407) 660-0303

June 9, 2023

Attention:  
**Brian Dornbush**  
**Facilities & Operations Manager**  
**Orange County Library System**

**Re: Trane Building Automation System Services Sole Source Justification**

Dear Brian:

Thank you for the opportunity to discuss the Trane Building Automation Systems (BAS) located throughout many of Orange County Library System's facilities. In reference to Trane control systems, both hardware and software, I would like to submit the following:

The Trane Tracer family of products and associated field level controllers and system software are products produced by Trane U.S., Inc. Trane products are a restricted product line and are only authorized to be sold by certified installers. Trane is the original equipment manufacturer (OEM) and the only authorized distributor for Trane products. With the continuous evolvement of this products software and hardware it is highly recommended that factory authorized personnel work on the above systems mentioned. The Trane Company is the sole source to supply Trane technicians that are factory certified to work on these products.

Thank you for this opportunity to be of service. If you have any questions or need any additional information, I can be reached by cell phone at (321) 831-7535.

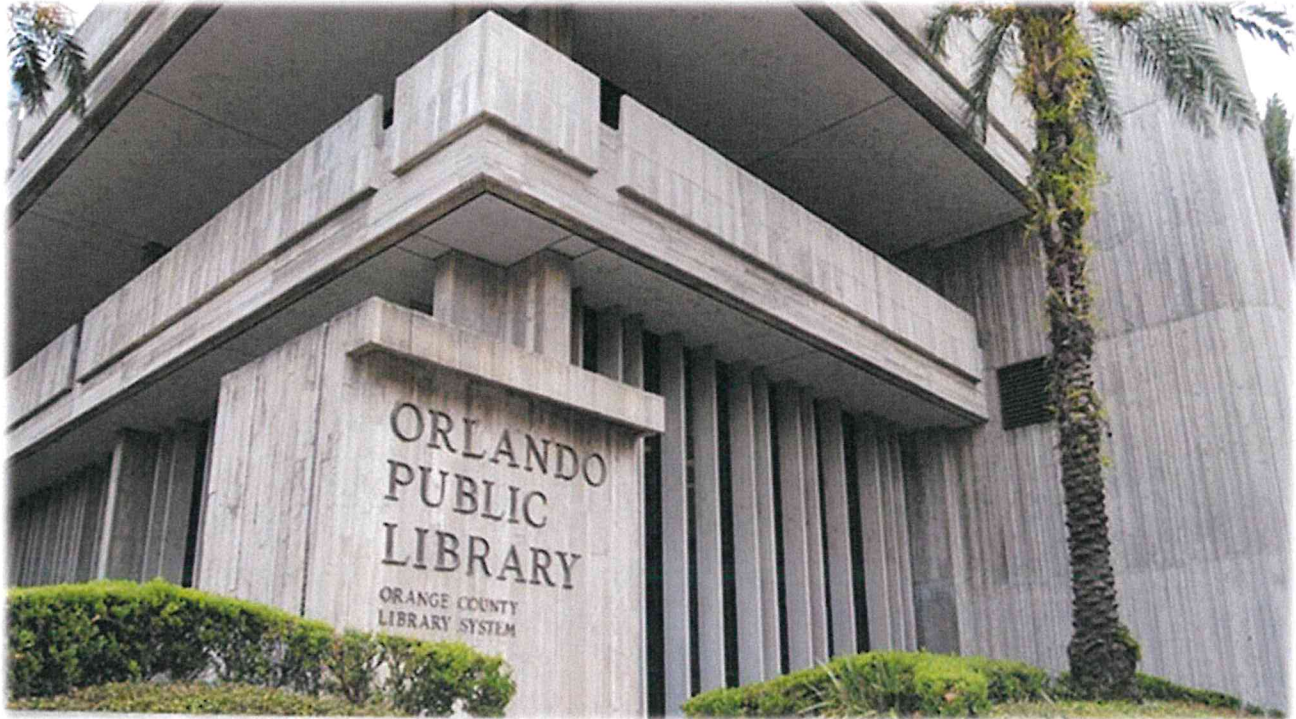
Very truly yours,

A handwritten signature in black ink, appearing to read "D. Dial".

Doug Dial  
Account Manager  
**Trane U.S. Inc.**



# Trane Controls Proposal



**Controls Proposal For:**

Brian Dornbush  
Facilities & Operations Manager  
101 E Central Blvd

**Local Trane Office:**

Trane U.S. Inc.  
2301 Lucien Way, Suite 430  
Maitland, FL 32751

**Local Trane Representative:**

Doug Dial  
Account Manager  
Office: (407) 660-1111  
Cell: (321) 831-7535

**Job Name:**

OCLS EMS System Upgrade 2023

**Date:**

June 9, 2023



# Scope of Work

"Scope of Work" and notations within are based on C&S Companies project documents dated 10/5/2022 and site surveys conducted in May 2023.

## Base Bid – Orlando Public Library

### System Control General Overview

- Provide a Trane Tracer® SC+ & Synchrony™ Control System based Building Automation System (BAS) complete with SC+ software licenses for control and monitoring of the scope of work below. System interface to be web based with user access via any standard internet browser.
- Remove the obsoleted Tracer® Summit™ BCU and return it to the Owner.
- Provide and install the following:
  - One (1) Trane Tracer® SC+ Building Controller to serve as the building wide interface.
  - One (1) LON™ module to interface to the legacy LON™ controllers remaining on the site.
- (1) Local Area Network Drop (LAN) for the SC+ controller is necessary and to be provided by owner
- Provide updated 3D graphic floor plans and equipment graphics representative of installed equipment and building layout:







## Central Energy Plant

- Decommission and remove (1) existing Building Control Unit (BCU)
- Reuse and terminate the existing communications link to the new Tracer SC+
- Provide the following:
  - One (1) BACnet® MS/TP communication interface to (2) chillers integral UC800 microprocessor controls.
  - Decommission the existing Comm 4 cards in the chiller control panels.
- Integrate the following devices into the newly installed SC+:
  - CHW Plant Controller
  - CW Plant Controller
  - (2) Trane Chillers
- Existing control sensors, end devices, and wiring to be reused
- Implementation of Trane Chiller Plant Control (CPC)

## (12) CHW Air Handling Units (AHU-2 ~ AHU-9, AHU-11 ~ AHU-13, AHU-15)

- Provide and install the following:
  - One (1) BACnet® Advanced Application Controller and enclosure as needed to control the air handling system.
  - New Belimo chilled water control valves
  - New airflow measuring stations for outdoor air measurement
  - Relays, current sensors, pressure transmitters, damper actuators, and temperature sensors.
  - Remove face and bypass damper actuator and mechanically lock the bypass damper to full closed and the face damper to full open.
- Demo and remove all air tubing to the air handlers and associated damper and valve actuators.
  - All main air lines to be plugged with approved brass plugs.

## (3) CHW Air Handling Units (AHU-1, AHU-10, AHU-14)

- Provide and install the following:
  - One (1) BACnet® Advanced Application Controller Expansion Module as needed to control the air handling system.
  - New airflow measuring stations for outdoor air measurement
  - New averaging leaving air temperature sensors

## (7) Exhaust Fans

- Provide and install the following:
  - One (1) current sensing relay for start/stop and status.
- Software interlock as needed.

## Add Option – Indoor Air Quality Improvements

- Provide and install two (2) Carbon Monoxide duct mounted sensors to be located in the outside air intakes located in the loading dock area.
- Provide programming to close OA dampers of AHUs in central hallway mechanical rooms in the event of high levels of CO
- Provide scissor lift to clean the 3 outside air intake louvers mesh screen for proper airflow in loading dock area. (Will clean mesh in place without removing louvers using vacuum and steel brush)



- Install a new access door in each mechanical room that has outside air intake ductwork up high (NW Corner mechanical rooms) that is accessible to outside air louvers metal mesh screen only. Will clean mesh from inside of duct where new access door was installed. The outside air duct that is in mechanical room and located close to the ground (SW Corner mechanical rooms) we will remove a piece of ductwork to access outside air metal mesh screen. Note: If louvers metal mesh is clogged beyond cleaning, we will cut out metal mesh screen and install a similar metal mesh screen from the inside of duct access door. No removing of wall louvers from outside of building is included

### Add Option – Premium Time AHU Shutdown

- Work associated with control valve installation that will require a shutdown of the air handler will be performed on Premium Time (Nights or Weekends)

### West Oaks Branch

#### **System Control General Overview**

- Decommission and remove (1) existing Building Control Units (BCUs)
- Provide and install one (1) BACnet Tracer SC+ building controller and one (1) BMTB communications bridge with associated enclosure in place of BCU1
  - (2) Local Area Network (LAN) drops and Static IP addresses for Tracer SC+ and comm bridge to be provided by owner
  - Existing communication links to equipment controllers to be re-terminated to newly installed communications bridges and all existing equipment level controllers are existing to remain
- Control system programming associated with migration of BAS database to new Tracer SC+ system
- Verification of communication to existing equipment controllers
- Trend log and alarming set up for Tracer SC+ system
- Web enabled user friendly interface accessible from any authorized computer, cell phone, or tablet
- Provide updated 3D graphics floor plans and equipment graphics representative of installed equipment and building layout
- Provide Tracer® Ensemble™ Enterprise Building Management System software to facilitate system wide communication interface and a unified log in to manage all systems from one user interface. Tracer Ensemble software to be installed on an OCLS managed server.

### South Creek Branch

#### **System Control General Overview**

- Decommission and remove (1) existing Building Control Units (BCUs)
- Provide and install one (1) BACnet Tracer SC+ building controller and one (1) BMTB communications bridge with associated enclosure in place of BCU1
  - (2) Local Area Network (LAN) drops and Static IP addresses for Tracer SC+ and comm bridge to be provided by owner
  - Existing communication links to equipment controllers to be re-terminated to newly installed communications bridges and all existing equipment level controllers are existing to remain
- Control system programming associated with migration of BAS database to new Tracer SC+ system
- Verification of communication to existing equipment controllers
- Trend log and alarming set up for Tracer SC+ system
- Web enabled user friendly interface accessible from any authorized computer, cell phone, or tablet
- Provide updated 3D graphics floor plans and equipment graphics representative of installed equipment and building layout
- Provide Tracer® Ensemble™ licensing to tie into OCLS Tracer Ensemble server



## Alafaya Branch

### **System Control General Overview**

- Decommission and remove (1) existing Building Control Units (BCUs)
- Provide and install one (1) BACnet Tracer SC+ building controller and one (1) BMTB communications bridge with associated enclosure in place of BCU1
  - (2) Local Area Network (LAN) drops and Static IP addresses for Tracer SC+ and comm bridge to be provided by owner
  - Existing communication links to equipment controllers to be re-terminated to newly installed communications bridges and all existing equipment level controllers are existing to remain
- Control system programming associated with migration of BAS database to new Tracer SC+ system
- Verification of communication to existing equipment controllers
- Trend log and alarming set up for Tracer SC+ system
- Web enabled user friendly interface accessible from any authorized computer, cell phone, or tablet
- Provide updated 3D graphics floor plans and equipment graphics representative of installed equipment and building layout
- Provide Tracer® Ensemble™ licensing to tie into OCLS Tracer Ensemble server

## Winter Garden Branch

### **System Control General Overview**

- Decommission and remove (1) existing Building Control Units (BCUs)
- Provide and install one (1) BACnet Tracer SC+ building controller and one (1) BMTB communications bridge with associated enclosure in place of BCU1
  - (2) Local Area Network (LAN) drops and Static IP addresses for Tracer SC+ and comm bridge to be provided by owner
  - Existing communication links to equipment controllers to be re-terminated to newly installed communications bridges and all existing equipment level controllers are existing to remain
- Control system programming associated with migration of BAS database to new Tracer SC+ system
- Verification of communication to existing equipment controllers
- Trend log and alarming set up for Tracer SC+ system
- Web enabled user friendly interface accessible from any authorized computer, cell phone, or tablet
- Provide updated 3D graphics floor plans and equipment graphics representative of installed equipment and building layout
- Provide Tracer® Ensemble™ licensing to tie into OCLS Tracer Ensemble server

### Controls Services Included:

- Trane Project Management.
- Record Control Submittal.
- Control System Programming.
- Tracer® SC+ Graphics to represent the installed equipment, including control /monitoring points for operator viewing and editing.
- Control System Operations Verification.



### Clarifications:

- Floor plan CAD / PDF files to be provided by the Owner.
- Building LAN drops for the BAS system are necessary and provided by others.
- Installation based on plenum rated cable. Conduit where required by code only. Excludes special provisions of any kind to accommodate wiring located in inaccessible locations.
- Company may invoice Customer for all equipment or material furnished, whether delivered to the installation site or to an off-site storage facility and for all Work performed on-site or off-site.
- Reuse of existing 110/120-volt circuits for the controls enclosures.

### Services Not Included:

- Furnishing, installing, or power wiring of VFDs and starters.
- Control work of any kind related to the stairwell pressurization system or smoke purge panel
- All new wiring circuits at or above 110/120 volts.
- Labor or material associated with correction of existing control communication issues to existing Tracer Summit devices (any pre-existing issues will be identified and brought to owner's attention at start of the project)
- Provision and or programming of computer hardware of any kind. System interface to be achieved through standard internet browser on owner provided equipment.
- Repair or replacement of any reused existing devices or equipment being controlled.
- Furnishing, installing, controlling, or wiring of smoke dampers, combination fire/smoke dampers, reset stations, duct detectors, smoke detectors, or other fire alarm system devices.
- Installation of control dampers, valve bodies, flow sensors, flow meters, wells, gauges, or pressure taps.
- **All work to be performed during normal business hours (8am to 5pm, M-F) –Proposal does not include "Premium Time" unless that add option is selected**
- Equipment Order Release and Services rendered are dependent on receipt of PO/Subcontract and credit approval.
- Controls for any systems not listed above are excluded.
- Trane will not perform any work if working conditions could endanger or put at risk the safety of our employees or subcontractors.



# Pricing and Acceptance

Attention:  
**Brian Dornbush**  
OCLS

<u>Orlando Public Library</u>	
<b>Base Bid Total Investment</b> .....	<b>\$328,594</b>
<b>Add Option – Indoor Air Quality Improvements</b> .....	<b>\$21,128</b>
<b>Add Option – Premium Time for AHU Shutdowns</b> .....	<b>\$16,043</b>
<u>West Oaks Branch</u>	
<b>Total Investment</b> .....	<b>\$27,677</b>
<u>South Creek Branch</u>	
<b>Total Investment</b> .....	<b>\$21,665</b>
<u>Alafaya Branch</u>	
<b>Total Investment</b> .....	<b>\$21,665</b>
<u>Winter Garden Branch</u>	
<b>Total Investment</b> .....	<b>\$21,665</b>

**Financial items not included**

- Liquidated and consequential damages
- Payment and Performance Bond
- Guarantee of any energy, operational, or other savings

Respectfully submitted,

Doug Dial  
Account Manager  
Trane U.S. Inc.  
(321) 831-7535



**COVID-19 NATIONAL EMERGENCY CLAUSE**

The parties agree that they are entering into this Agreement while the nation is in the midst of a national emergency due to the Covid-19 pandemic ("Covid-19 Pandemic"). With the continued existence of Covid-19 Pandemic and the evolving guidelines and executive orders, it is difficult to determine the impact of the Covid-19 Pandemic on Trane's performance under this Agreement. Consequently, the parties agree as follows:

1. Each party shall use commercially reasonable efforts to perform its obligations under the Agreement and to meet the schedule and completion dates, subject to provisions below.
2. Each party will abide by any federal, state (US), provincial (Canada) or local orders, directives, or advisories regarding the Covid-19 Pandemic with respect to its performance of its obligations under this Agreement and each shall have the sole discretion in determining the appropriate and responsible actions such party shall undertake to so abide or to safeguard its employees, subcontractors, agents and suppliers.
3. Each party shall use commercially reasonable efforts to keep the other party informed of pertinent updates or developments regarding its obligations as the Covid-19 Pandemic situation evolves; and
4. If Trane's performance is delayed or suspended as a result of the Covid-19 Pandemic, Trane shall be entitled to an equitable adjustment to the project schedule and/or the contract price.

Submitted By: <b>Doug Dial</b>  <hr/>	Cell: (321) 831-7535 Office: (407) 660-1111 Proposal Date: June 9, 2023
<b>CUSTOMER ACCEPTANCE</b> <b>OCLS</b>	<b>TRANE ACCEPTANCE</b> <b>Trane U.S. Inc.</b>
Authorized Representative	Authorized Representative
Printed Name	Printed Name
Title	Title
Purchase Order  Acceptance Date:	Signature Date

**This proposal is subject to Customer's acceptance of the attached Trane Terms and Conditions.  
 Proposal is valid for 30 days from June 9, 2023**



#### TERMS AND CONDITIONS – COMMERCIAL INSTALLATION

“Company” shall mean Trane U.S. Inc. for Work performed in the United States or Trane Canada ULC for Work performed in Canada.

- 1. Acceptance; Agreement.** These terms and conditions are an integral part of Company’s offer and form the basis of any agreement (the “Agreement”) resulting from Company’s proposal (the “Proposal”) for the commercial goods and/or services described (the “Work”). COMPANY’S TERMS AND CONDITIONS AND EQUIPMENT PRICES ARE SUBJECT TO PERIODIC CHANGE OR AMENDMENT. The Proposal is subject to acceptance in writing by the party to whom this offer is made or an authorized agent (“Customer”) delivered to Company within 30 days from the date of the Proposal. Prices in the Proposal are subject to change at any time upon notice to Customer. If Customer accepts the Proposal by placing an order, without the addition of any other terms and conditions of sale or any other modification, Customer’s order shall be deemed acceptance of the Proposal subject to Company’s terms and conditions. If Customer’s order is expressly conditioned upon Company’s acceptance or assent to terms and/or conditions other than those expressed herein, return of such order by Company with Company’s terms and conditions attached or referenced serves as Company’s notice of objection to Customer’s terms and as Company’s counteroffer to provide Work in accordance with the Proposal and the Company terms and conditions. If Customer does not reject or object in writing to Company within 10 days, Company’s counteroffer will be deemed accepted. Notwithstanding anything to the contrary herein, Customer’s acceptance of the Work by Company will in any event constitute an acceptance by Customer of Company’s terms and conditions. This Agreement is subject to credit approval by Company. Upon disapproval of credit, Company may delay or suspend performance or, at its option, renegotiate prices and/or terms and conditions with Customer. If Company and Customer are unable to agree on such revisions, this Agreement shall be cancelled without any liability, other than Customer’s obligation to pay for Work rendered by Company to the date of cancellation.
- 2. Connected Services.** In addition to these terms and conditions, the Connected Services Terms of Service (“Connected Services Terms”), available at <https://www.trane.com/TraneConnectedServicesTerms>, as updated from time to time, are incorporated herein by reference and shall apply to the extent that Company provides Customer with Connected Services, as defined in the Connected Services Terms.
- 3. Title and Risk of Loss.** All Equipment sales with destinations to Canada or the U.S. shall be made as follows: FOB Company’s U.S. manufacturing facility or warehouse (full freight allowed). Title and risk of loss or damage to Equipment will pass to Customer upon tender of delivery of such to carrier at Company’s U.S. manufacturing facility or warehouse.
- 4. Pricing and Taxes.** Unless otherwise noted, the price in the Proposal includes standard ground transportation and, if required by law, all sales, consumer, use and similar taxes legally enacted as of the date hereof for equipment and material installed by Company. Tax exemption is contingent upon Customer furnishing appropriate certificates evidencing Customer’s tax-exempt status. Company shall charge Customer additional costs for bonds agreed to be provided. Equipment sold on an uninstalled basis and any taxable labor/labour do not include sales tax and taxes will be added. Within thirty (30) days following Customer acceptance of the Proposal without addition of any other terms and conditions of sale or any modification, Customer shall provide notification of release for immediate production at Company’s factory. Prices for Work are subject to change at any time prior to shipment to reflect any cost increases related to the manufacture, supply, and shipping of goods. This includes, but is not limited to, cost increases in raw materials, supplier components, labor, utilities, freight, logistics, wages and benefits, regulatory compliance, or any other event beyond Company’s control. If such release is not received within 6 months after date of order receipt, Company reserves the right to cancel any order. If shipment is delayed due to Customer’s actions, Company may also charge Customer storage fees. Company shall be entitled to equitable adjustments in the contract price to reflect any cost increases as set forth above and will provide notice to Customer prior to the date for which the increased price is to be in effect for the applicable customer contract. In no event will prices be decreased.
- 5. Exclusions from Work.** Company’s obligation is limited to the Work as defined and does not include any modifications to the Work site under the Americans With Disabilities Act or any other law or building code(s). In no event shall Company be required to perform work Company reasonably believes is outside of the defined Work without a written change order signed by Customer and Company.
- 6. Performance.** Company shall perform the Work in accordance with industry standards generally applicable in the area under similar circumstances as of the time Company performs the Work. Company may refuse to perform any Work where working conditions could endanger property or put at risk the safety of persons. Unless otherwise agreed to by Customer and Company, at Customer’s expense and before the Work begins, Customer will provide any necessary access platforms, catwalks to safely perform the Work in compliance with OSHA or state industrial safety regulations.
- 7. Payment.** Customer shall pay Company’s invoices within net 30 days of invoice date. Company may invoice Customer for all equipment or material furnished, whether delivered to the installation site or to an off-site storage facility and for all Work performed on-site or off-site. No retention shall be withheld from any payments except as expressly agreed in writing by Company, in which case retention shall be reduced per the contract documents and released no later than the date of substantial completion. Under no circumstances shall any retention be withheld for the equipment portion of the order. If payment is not received as required, Company may suspend performance and the time for completion shall be extended for a reasonable period of time not less than the period of suspension. Customer shall be liable to Company for all reasonable shutdown, standby and start-up costs as a result of the suspension. Company reserves the right to add to any account outstanding for more than 30 days a service charge equal to 1.5% of the principal amount due at the end of each month. Customer shall pay all costs (including attorneys’ fees) incurred by Company in attempting to collect amounts due and otherwise enforcing these terms and conditions. If requested, Company will provide appropriate lien waivers upon receipt of payment. Customer agrees that, unless Customer makes payment in advance, Company will have a purchase money security interest in all equipment from Company to secure payment in full of all amounts due Company and its order for the equipment, together with these terms and conditions, form a security agreement. Customer shall keep the equipment free of all taxes and encumbrances, shall not remove the equipment from its original installation point and shall not assign or transfer any interest in the equipment until all payments due Company have been made.
- 8. Time for Completion.** Except to the extent otherwise expressly agreed in writing signed by an authorized representative of Company, all dates provided by Company or its representatives for commencement, progress or completion are estimates only. While Company shall use commercially reasonable efforts to meet such estimated dates, Company shall not be responsible for any damages for its failure to do so. Delivery dates are approximate and not guaranteed. Company will use commercially reasonable efforts to deliver the Equipment on or before the estimated delivery date, will notify Customer if the estimated delivery dates cannot be honored, and will deliver the Equipment and services as soon as practicable thereafter. In no event will Company be liable for any damages or expenses caused by delays in delivery.
- 9. Access.** Company and its subcontractors shall be provided access to the Work site during regular business hours, or such other hours as may be requested by Company and acceptable to the Work site’ owner or tenant for the performance of the Work, including sufficient areas for staging, mobilization, and storage. Company’s access to correct any emergency condition shall not be restricted. Customer grants to Company the right to remotely connect (via phone modem, internet or other agreed upon means) to Customer’s building automation system (BAS) and/or HVAC equipment to view, extract, or otherwise collect and retain data from the BAS, HVAC equipment, or other building systems, and to diagnose and remotely make repairs at Customer’s request.
- 10. Completion.** Notwithstanding any other term or condition herein, when Company informs Customer that the Work has been completed, Customer shall inspect the Work in the presence of Company’s representative, and Customer shall either (a) accept the Work in its entirety in writing, or (b) accept the Work in part and specifically identify, in writing, any exception items. Customer agrees to re-inspect any and all excepted items as soon as Company informs Customer that all such excepted items have been completed. The initial acceptance inspection shall take place within ten (10) days from the date when Company informs Customer that the Work has been completed. Any subsequent re-inspection of excepted items shall take place within five (5) days from the date when Company informs Customer that the excepted items have been completed. Customer’s failure to cooperate and complete any of said inspections within the required time limits shall constitute complete acceptance of the Work as of ten (10) days from date when Company informs Customer that the Work, or the excepted items, if applicable, has/have been completed.
- 11. Permits and Governmental Fees.** Company shall secure (with Customer’s assistance) and pay for building and other permits and governmental fees, licenses, and inspections necessary for proper performance and completion of the Work which are legally required when bids from Company’s subcontractors are received, negotiations thereon concluded, or the effective date of a relevant Change Order, whichever is later. Customer is responsible for necessary approvals, easements, assessments and charges for construction, use or occupancy of permanent structures or for permanent changes to existing facilities. If the cost of such permits, fees, licenses and inspections are not included in the Proposal, Company will invoice Customer for such costs.



**12. Utilities During Construction.** Customer shall provide without charge to Company all water, heat, and utilities required for performance of the Work.

**13. Concealed or Unknown Conditions.** In the performance of the Work, if Company encounters conditions at the Work site that are (i) subsurface or otherwise concealed physical conditions that differ materially from those indicated on drawings expressly incorporated herein or (ii) unknown physical conditions of an unusual nature that differ materially from those conditions ordinarily found to exist and generally recognized as inherent in construction activities of the type and character as the Work, Company shall notify Customer of such conditions promptly, prior to significantly disturbing same. If such conditions differ materially and cause an increase in Company's cost of, or time required for, performance of any part of the Work, Company shall be entitled to, and Customer shall consent by Change Order to, an equitable adjustment in the Contract Price, contract time, or both.

**14. Pre-Existing Conditions.** Company is not liable for any claims, damages, losses, or expenses, arising from or related to conditions that existed in, on, or upon the Work site before the Commencement Date of this Agreement ("Pre-Existing Conditions"), including, without limitation, damages, losses, or expenses involving Pre-Existing Conditions of building envelope issues, mechanical issues, plumbing issues, and/or indoor air quality issues involving mold/mould and/or fungi. Company also is not liable for any claims, damages, losses, or expenses, arising from or related to work done by or services provided by individuals or entities that are not employed by or hired by Company.

**15. Asbestos and Hazardous Materials.** Company's Work and other services in connection with this Agreement expressly excludes any identification, abatement, cleanup, control, disposal, removal or other work connected with asbestos, polychlorinated biphenyl ("PCB"), or other hazardous materials (hereinafter, collectively, "Hazardous Materials"). Customer warrants and represents that, except as set forth in a writing signed by Company, there are no Hazardous Materials on the Work site that will in any way affect Company's Work and Customer has disclosed to Company the existence and location of any Hazardous Materials in all areas within which Company will be performing the Work. Should Company become aware of or suspect the presence of Hazardous Materials, Company may immediately stop work in the affected area and shall notify Customer. Customer will be exclusively responsible for taking any and all action necessary to correct the condition in accordance with all applicable laws and regulations. Customer shall be exclusively responsible for and, to the fullest extent permitted by law, shall indemnify and hold harmless Company (including its employees, agents and subcontractors) from and against any loss, claim, liability, fees, penalties, injury (including death) or liability of any nature, and the payment thereof arising out of or relating to any Hazardous Materials on or about the Work site, not brought onto the Work site by Company. Company shall be required to resume performance of the Work in the affected area only in the absence of Hazardous Materials or when the affected area has been rendered harmless. In no event shall Company be obligated to transport or handle Hazardous Materials, provide any notices to any governmental agency, or examine the Work site for the presence of Hazardous Materials.

**16. Force Majeure.** Company's duty to perform under this Agreement is contingent upon the non-occurrence of an Event of Force Majeure. If Company shall be unable to carry out any material obligation under this Agreement due to an Event of Force Majeure, this Agreement shall at Company's election (i) remain in effect but Company's obligations shall be suspended until the uncontrollable event terminates or (ii) be terminated upon 10 days' notice to Customer, in which event Customer shall pay Company for all parts of the Work furnished to the date of termination. An "Event of Force Majeure" shall mean any cause or event beyond the control of Company. Without limiting the foregoing, "Event of Force Majeure" includes: acts of God; acts of terrorism, war or the public enemy; flood; earthquake; tornado; storm; fire; civil disobedience; pandemic insurrections; riots; labor/labour disputes; labor/labour or material shortages; sabotage; restraint by court order or public authority (whether valid or invalid), and action or non-action by or inability to obtain or keep in force the necessary governmental authorizations, permits, licenses, certificates or approvals if not caused by Company; and the requirements of any applicable government in any manner that diverts either the material or the finished product to the direct or indirect benefit of the government.

**17. Customer's Breach.** Each of the following events or conditions shall constitute a breach by Customer and shall give Company the right, without an election of remedies, to terminate this Agreement or suspend performance by delivery of written notice: (1) Any failure by Customer to pay amounts when due; or (2) any general assignment by Customer for the benefit of its creditors, or if Customer becomes bankrupt or insolvent or takes the benefit of any statute for bankrupt or insolvent debtors, or makes or proposes to make any proposal or arrangement with creditors, or if any steps are taken for the winding up or other termination of Customer or the liquidation of its assets, or if a trustee, receiver, or similar person is appointed over any of the assets or interests of Customer; (3) Any representation or warranty furnished by Customer in this Agreement is false or misleading in any material respect when made; or (4) Any failure by Customer to perform or comply with any material provision of this Agreement. Customer shall be liable to Company for all Work furnished to date and all damages sustained by Company (including lost profit and overhead)

**18. Indemnity.** To the fullest extent permitted by law, Company and Customer shall indemnify, defend and hold harmless each other from any and all claims, actions, costs, expenses, damages and liabilities, including reasonable attorneys' fees, resulting from death or bodily injury or damage to real or tangible personal property, to the extent caused by the negligence or misconduct of their respective employees or other authorized agents in connection with their activities within the scope of this Agreement. Neither party shall indemnify the other against claims, damages, expenses or liabilities to the extent attributable to the acts or omissions of the other party. If the parties are both at fault, the obligation to indemnify shall be proportional to their relative fault. The duty to indemnify will continue in full force and effect, notwithstanding the expiration or early termination hereof, with respect to any claims based on facts or conditions that occurred prior to expiration or termination.

**19. Limitation of Liability.** NOTWITHSTANDING ANYTHING TO THE CONTRARY, IN NO EVENT SHALL COMPANY BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT CONSEQUENTIAL, OR PUNITIVE OR EXEMPLARY DAMAGES (INCLUDING WITHOUT LIMITATION BUSINESS INTERRUPTION, LOST DATA, LOST REVENUE, LOST PROFITS, LOST DOLLAR SAVINGS, OR LOST ENERGY USE SAVINGS, INCLUDING CONTAMINANTS LIABILITIES, EVEN IF A PARTY HAS BEEN ADVISED OF SUCH POSSIBLE DAMAGES OR IF SAME WERE REASONABLY FORESEEABLE AND REGARDLESS OF WHETHER THE CAUSE OF ACTION IS FRAMED IN CONTRACT, NEGLIGENCE, ANY OTHER TORT, WARRANTY, STRICT LIABILITY, OR PRODUCT LIABILITY). In no event will Company's liability in connection with the provision of products or services or otherwise under this Agreement exceed the entire amount paid to Company by Customer under this Agreement.

**20. CONTAMINANTS LIABILITY**

The transmission of COVID-19 may occur in a variety of ways and circumstances, many of the aspects of which are currently not known. HVAC systems, products, services and other offerings have not been tested for their effectiveness in reducing the spread of COVID-19, including through the air in closed environments. **IN NO EVENT WILL COMPANY BE LIABLE UNDER THIS AGREEMENT OR OTHERWISE FOR ANY INDEMNIFICATION, ACTION OR CLAIM, WHETHER BASED ON WARRANTY, CONTRACT, TORT OR OTHERWISE, FOR ANY BODILY INJURY (INCLUDING DEATH), DAMAGE TO PROPERTY, OR ANY OTHER LIABILITIES, DAMAGES OR COSTS RELATED TO CONTAMINANTS (INCLUDING THE SPREAD, TRANSMISSION, MITIGATION, ELIMINATION, OR CONTAMINATION THEREOF) (COLLECTIVELY, "CONTAMINANT LIABILITIES") AND CUSTOMER HEREBY EXPRESSLY RELEASES COMPANY FROM ANY SUCH CONTAMINANTS LIABILITIES.**

**21. Patent Indemnity.** Company shall protect and indemnify Customer from and against all claims, damages, judgments and loss arising from infringement or alleged infringement of any United States patent by any of the goods manufactured by Company and delivered hereunder, provided that in the event of suit or threat of suit for patent infringement, Company shall promptly be notified and given full opportunity to negotiate a settlement. Company does not warrant against infringement by reason of Customer's design of the articles or the use thereof in combination with other materials or in the operation of any process. In the event of litigation, Customer agrees to reasonably cooperate with Company. In connection with any proceeding under the provisions of this Section, all parties concerned shall be entitled to be represented by counsel at their own expense.

**22. Limited Warranty.** Company warrants for a period of 12 months from the date of substantial completion ("Warranty Period") commercial equipment manufactured and installed by Company against failure due to defects in material and manufacture and that the labor/labour furnished is warranted to have been properly performed (the "Limited Warranty"). Trane equipment sold on an uninstalled basis is warranted in accordance with Company's standard warranty for supplied equipment. **Product manufactured by Company that includes required startup and is sold in North America will not be warranted by Company unless Company performs the product start-up.** Substantial completion shall be the earlier of the date that the Work is sufficiently complete so that the Work can be utilized for its intended use or the date that Customer receives beneficial use of the Work. If such defect is discovered within the Warranty Period, Company will correct the defect or furnish replacement equipment (or, at its option, parts therefor) and, if said equipment was installed pursuant hereto, labor/labour associated with the replacement of parts or equipment not conforming to this Limited Warranty. Defects must be reported to Company within the Warranty Period.





Exclusions from this Limited Warranty include damage or failure arising from: wear and tear, corrosion, erosion, deterioration; Customer's failure to follow the Company-provided maintenance plan; refrigerant not supplied by Company; and modifications made by others to Company's equipment. Company shall not be obligated to pay for the cost of lost refrigerant. Notwithstanding the foregoing, all warranties provided herein terminate upon termination or cancellation of this Agreement. No warranty liability whatsoever shall attach to Company until the Work has been paid for in full and then said liability shall be limited to the lesser of Company's cost to correct the defective Work and/or the purchase price of the equipment shown to be defective. Equipment, material and/or parts that are not manufactured by Company ("Third-Party Product(s)") are not warranted by Company and have such warranties as may be extended by the respective manufacturer. **CUSTOMER UNDERSTANDS THAT COMPANY IS NOT THE MANUFACTURER OF ANY THIRD-PARTY PRODUCT(S) AND ANY WARRANTIES, CLAIMS, STATEMENTS, REPRESENTATIONS, OR SPECIFICATIONS ARE THOSE OF THE THIRD-PARTY MANUFACTURER, NOT COMPANY AND CUSTOMER IS NOT RELYING ON ANY WARRANTIES, CLAIMS, STATEMENTS, REPRESENTATIONS, OR SPECIFICATIONS REGARDING THE THIRD-PARTY PRODUCT THAT MAY BE PROVIDED BY COMPANY OR ITS AFFILIATES, WHETHER ORAL OR WRITTEN. THE WARRANTY AND LIABILITY SET FORTH IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES AND LIABILITIES, WHETHER IN CONTRACT OR IN NEGLIGENCE, EXPRESS OR IMPLIED, IN LAW OR IN FACT, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND/OR OTHERS ARISING FROM COURSE OF DEALING OR TRADE. COMPANY MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, INCLUDING WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. ADDITIONALLY, COMPANY MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND REGARDING PREVENTING, ELIMINATING, REDUCING OR INHIBITING ANY MOLD, FUNGUS, BACTERIA, VIRUS, MICROBIAL GROWTH, OR ANY OTHER CONTAMINANTS (INCLUDING COVID-19 OR ANY SIMILAR VIRUS) (COLLECTIVELY, "CONTAMINANTS"), WHETHER INVOLVING OR IN CONNECTION WITH EQUIPMENT, ANY COMPONENT THEREOF, SERVICES OR OTHERWISE. IN NO EVENT SHALL COMPANY HAVE ANY LIABILITY FOR THE PREVENTION, ELIMINATION, REDUCTION OR INHIBITION OF THE GROWTH OR SPREAD OF SUCH CONTAMINANTS INVOLVING OR IN CONNECTION WITH ANY EQUIPMENT, THIRD-PARTY PRODUCT, OR ANY COMPONENT THEREOF, SERVICES OR OTHERWISE AND CUSTOMER HEREBY SPECIFICALLY ACKNOWLEDGES AND AGREES THERETO.**

**23. Insurance.** Company agrees to maintain the following insurance while the Work is being performed with limits not less than shown below and will, upon request from Customer, provide a Certificate of evidencing the following coverage:

Commercial General Liability	\$2,000,000 per occurrence
Automobile Liability	\$2,000,000 CSL
Workers Compensation	Statutory Limits

If Customer has requested to be named as an additional insured under Company's insurance policy, Company will do so but only subject to Company's manuscript additional insured endorsement under its primary Commercial General Liability policies. In no event does Company waive its right of subrogation.

**24. Commencement of Statutory Limitation Period.** Except as to warranty claims, as may be applicable, any applicable statutes of limitation for acts or failures to act shall commence to run, and any alleged cause of action stemming therefrom shall be deemed to have accrued, in any and all events not later than the last date that Company or its subcontractors physically performed work on the project site.

**25. General.** Except as provided below, to the maximum extent provided by law, this Agreement is made and shall be interpreted and enforced in accordance with the laws of the state or province in which the Work is performed, without regard to choice of law principles which might otherwise call for the application of a different state's or province's law. Any dispute arising under or relating to this Agreement that is not disposed of by agreement shall be decided by litigation in a court of competent jurisdiction located in the state or province in which the Work is performed. Any action or suit arising out of or related to this Agreement must be commenced within one year after the cause of action has accrued. To the extent the Work site is owned and/or operated by any agency of the Federal Government, determination of any substantive issue of law shall be according to the Federal common law of Government contracts as enunciated and applied by Federal judicial bodies and boards of contract appeals of the Federal Government. This Agreement contains all of the agreements, representations and understandings of the parties and supersedes all previous understandings, commitments or agreements, oral or written, related to the subject matter hereof. This Agreement may not be amended, modified or terminated except by a writing signed by the parties hereto. No documents shall be incorporated herein by reference except to the extent Company is a signatory thereon. If any term or condition of this Agreement is invalid, illegal or incapable of being enforced by any rule of law, all other terms and conditions of this Agreement will nevertheless remain in full force and effect as long as the economic or legal substance of the transaction contemplated hereby is not affected in a manner adverse to any party hereto. Customer may not assign, transfer, or convey this Agreement, or any part hereof, or its right, title or interest herein, without the written consent of the Company. Subject to the foregoing, this Agreement shall be binding upon and inure to the benefit of Customer's permitted successors and assigns. This Agreement may be executed in several counterparts, each of which when executed shall be deemed to be an original, but all together shall constitute but one and the same Agreement. A fully executed facsimile copy hereof or the several counterparts shall suffice as an original.

**26. Equal Employment Opportunity/Affirmative Action Clause.** Company is a federal contractor that complies fully with Executive Order 11246, as amended, and the applicable regulations contained in 41 C.F.R. Parts 60-1 through 60-60, 29 U.S.C. Section 793 and the applicable regulations contained in 41 C.F.R. Part 60-741; and 38 U.S.C. Section 4212 and the applicable regulations contained in 41 C.F.R. Part 60-250 Executive Order 13496 and Section 29 CFR 471, appendix A to subpart A, regarding the notice of employee rights in the United States and with Canadian Charter of Rights and Freedoms Schedule B to the Canada Act 1982 (U.K.) 1982, c. 11 and applicable Provincial Human Rights Codes and employment law in Canada.

**27. U.S. Government Work.**

The following provision applies only to direct sales by Company to the US Government. The Parties acknowledge that all items or services ordered and delivered under this Agreement are Commercial Items as defined under Part 12 of the Federal Acquisition Regulation (FAR). In particular, Company agrees to be bound only by those Federal contracting clauses that apply to "commercial" suppliers and that are contained in FAR 52.212-5(e)(1). Company complies with 52.219-8 or 52.219-9 in its service and installation contracting business.

The following provision applies only to indirect sales by Company to the US Government. As a Commercial Item Subcontractor, Company accepts only the following mandatory flow down provisions in effect as of the date of this subcontract: 52.203-19; 52.204-21; 52.204-23; 52.219-8; 52.222-21; 52.222-26; 52.222-35; 52.222-36; 52.222-50; 52.225-26; 52.247-64. If the Work is in connection with a U.S. Government contract, Customer certifies that it has provided and will provide current, accurate, and complete information, representations and certifications to all government officials, including but not limited to the contracting officer and officials of the Small Business Administration, on all matters related to the prime contract, including but not limited to all aspects of its ownership, eligibility, and performance. Anything herein notwithstanding, Company will have no obligations to Customer unless and until Customer provides Company with a true, correct and complete executed copy of the prime contract. Upon request, Customer will provide copies to Company of all requested written communications with any government official related to the prime contract prior to or concurrent with the execution thereof, including but not limited to any communications related to Customer's ownership, eligibility or performance of the prime contract. Customer will obtain written authorization and approval from Company prior to providing any government official any information about Company's performance of the work that is the subject of the Proposal or this Agreement, other than the Proposal or this Agreement.

**28. Limited Waiver of Sovereign Immunity.** If Customer is an Indian tribe (in the U.S.) or a First Nation or Band Council (in Canada), Customer, whether acting in its capacity as a government, governmental entity, a duly organized corporate entity or otherwise, for itself and for its agents, successors, and assigns: (1) hereby provides this limited waiver of its sovereign immunity as to any damages, claims, lawsuit, or cause of action (herein "Action") brought against Customer by Company and arising or alleged to arise out of the furnishing by Company of any product or service under this Agreement, whether such Action is based in contract, tort, strict liability, civil liability or any other legal theory; (2) agrees that jurisdiction and venue for any such Action shall be proper and valid (a) if Customer is in the U.S., in any state or United States court located in the state in which Company is performing this Agreement or (b) if Customer is in Canada, in the superior court of the province or territory in which the work was performed; (3) expressly consents to such Action, and waives any objection to jurisdiction or venue; (4) waives any requirement of exhaustion of tribal court or administrative remedies for any Action arising out of or related to this Agreement; and (5) expressly acknowledges and agrees that Company is not subject to the jurisdiction of Customer's tribal court or any similar tribal forum, that Customer will not bring any action against Company in tribal court, and that Customer will not avail itself of any ruling or direction of the tribal court permitting or directing it to suspend its



payment or other obligations under this Agreement. The individual signing on behalf of Customer warrants and represents that such individual is duly authorized to provide this waiver and enter into this Agreement and that this Agreement constitutes the valid and legally binding obligation of Customer, enforceable in accordance with its terms.

**29. Building Automation Systems and Network Security.** Customer and Trane acknowledge that Building Automation System (BAS) and connected networks security requires Customer and Trane to maintain certain cybersecurity obligations. Customer acknowledges that upon completion of installation and configuration of the BAS, the Customer maintains ownership of the BAS and the connected network equipment. Except for any applicable warranty obligations, Customer is solely responsible for the maintenance and security of the BAS and related networks and systems. In the event there is a service agreement between Trane and Customer, Trane will provide the services as set forth in the service agreement.

In order to maintain a minimum level of security for the BAS, associated networks, network equipment and systems, Customer's cybersecurity responsibilities include without limitation:

1. Ensure that the BAS, networks, and network equipment are physically secure and not accessible to unauthorized personnel.
2. Ensure the BAS remains behind a secure firewall and properly segmented from all other customer networks and systems, especially those with sensitive information.
3. Keep all Inbound ports closed to any IP Addresses in the BAS.
4. Remove all forwarded inbound ports and IP Addresses to the BAS.
5. Maintain user login credentials and unique passwords, including the use of strong passwords and the removal of access for users who no longer require access.
6. Where remote access is desired, utilize a secure method such as Trane Connect Secure Remote Access or your own VPN.
7. For any Trane services requiring remote data transfer and/or remote user access, configure the BAS and related firewall(s) per instructions provided by Trane. This typically includes configuring Port 443 and associated firewall(s) for Outbound only.
8. Perform regular system maintenance to ensure that your BAS is properly secured, including regular software updates to your BAS and related network equipment (i.e., firewalls).

Any and all claims, actions, losses, expenses, costs, damages, or liabilities of any nature due to Customer's failure to maintain BAS security responsibilities and/or industry standards for cybersecurity are the sole responsibility of the Customer.

1-26.251-10(0123)  
Supersedes 1-26.251-10(1221)

**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Discussion & Possible Action Items**

**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Information**

**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Director's Goals – FY 2023  
3<sup>rd</sup> Quarter Update**

## DIRECTORS GOALS FY 2022-2023 – 3rd Quarter Update

### **MISSION and STRATEGIC PLANNING**

Defines the mission of the Library System and communicates concepts and objectives to the Board of Trustees. Plans long and short-term strategies, programs, and systems for implementation and communication to staff and the public and directs and motivates the efforts of immediate staff to ensure that activities are targeted toward the realization and fulfillment of the established mission.

#### **Notable Performance:**

##### **1st Quarter**

- FY2022-2023 strategic plan updated.
- Identified a project to develop a new short and long-term strategic plan. This project might also include a new mission, vision, and values statements.

##### **2nd Quarter**

- FY2022-2023 strategic plan updated.
- The Strategic Plan Project continues to move forward. CPO Lynette Schimpf is leading this effort and based on an initial estimate from a consultant, is writing a Request for Proposal that will go out for solicitation within the next 45 days.

##### **3rd Quarter**

- FY2022-2023 strategic plan updated.
- An RFP for Strategic Plan Consultants was issued on May 9, 2023, and four firms provided submissions before the June 26, 2023 deadline. The responses are currently being reviewed by members of the administration.

### **PUBLIC RELATIONS, FUNDRAISING, and LIBRARY PERSPECTIVE**

Plans and implements public relations activities to ensure that the Library, its services, and its mission are effectively represented to the public. Represents and directs representation of librarianship and the Library System to the public through media communications, appearances at selected events, speaking engagements, membership and participation in community service, civic and professional organizations and other similar activities. Develops and directs fundraising activities that support the Library mission and strategic goals. Maintains current awareness of library science and emerging issues affecting libraries and public access to information, including related perspectives, pending legislation, as well as the public's perception of libraries and their roles. Participates and develops an active presence in the Florida Library Association, American Library Association, and subsidiary or affiliated organizations to represent the System and influence others engaged in or interested in matters affecting libraries.

#### **Notable Performance:**

##### **1st Quarter**

- Staff finalized preparation for the 100 Year Celebration Kick-off scheduled for January 7, 2023.
- Participated with MPR staff in meeting with Sorosis of Orland Women's Club to propose mobile services to which the group donated \$100,000 to implement book bikes and start the fund for a bookmobile.
- Planning to participate with OPCS Superintendent Dr. Maria Vasquez in "Mondays with Maria."
- Attended the Florida Public Library Directors Conference in December 2022 with COO Stone.
- An initial discussion about creating a foundation took place but no actionable items were established.

## 2nd Quarter

- Participated in [video segment](#) with OCPS Superintendent Dr. Maria Vazquez on the OCPS Slice: Mondays With Maria on February 9, 2023.
- Erin Sullivan, Chief of Marketing and Public Relations, Mike Donohue, Friends of the Library member, and I actively participated in Library Legislative Day in Tallahassee on March 22, 2023. We spoke with nine State representatives and left information for three others that have representation from parts of the Library District.
- The new OCLS organizational chart includes the creation of a Development Department within the Marketing and Public Relations Department. The initial goal is that they would oversee the Friends of the Library, evaluate OCLS fund-raising, and investigate the formation of an OCLS Foundation.

## 3rd Quarter

- The library received two mentions in Mayor Demings' State of the County address on June 9, 2023. First, he recognized us as a partner in the MLK Initiative and there was a slide for recognizing the 100 Year Celebration, which received audience applause.
- In the June issue of *Orlando Family Magazine*, I was featured as one of their eight 2023 Men of the Year Honorees for making outstanding contributions in the local community.
- On June 26, 2023, Chief Marketing and Public Relations Officer Erin Sullivan and I were invited to participate in the kickoff for OUC's 100<sup>th</sup> anniversary at City Hall. We have been working with OUC to build a partnership to highlight our mutual anniversaries, and OUC has agreed to sponsor one of our EV book bikes as part of the agreement. During the City Hall kickoff, OCLS was recognized in remarks by OUC executives for its 100 years of service to the community.
- Chief Marketing and Public Relations Officer Erin Sullivan and I met with the trustees of the Roger Pharr Estate on June 28, 2023, to discuss the utilization of their donation to the Friend of the Library. The trustees agreed that establishing an author series in the name of Roger's mother, Lillian Louise Pharr would be a fitting honor and appropriate way to use the \$1,067,792 endowment.
- Public libraries continue to support social programs, especially programs that support food insecurity. Beginning on April 25, 2023, the Fairview Shores and Chickasaw Branch began distributing shelf-stable food boxes provided by Second Harvest Food Bank of Central Florida. Each location gave out 100 boxes during its first week of distribution. The program is expected to run through July 2023.
  - On June 14, 2023, the South Trail Branch was added to the program, and distribution at all three locations is expected to last through 2023.
  - For June 2023 the three locations combined to distribute 750 boxes to families in need.

## **STEWARD OF COLLECTION**

Establishes the overall goals for the selection, control, dissemination, management, and maintenance of the Library's collection and directs the accumulation, arrangement, and disposition of materials. Ensures that the Library's practices and technology are sufficient and effective in maintaining Resource Library designation status and funding.

### **Notable Performance:**

#### **1st Quarter**

- The library's current Materials Management Policy is under staff review.
- The Executive Edge Team identified barriers to services and implement solutions to lower or remove those barriers. This included the stoppage and removal of overdue fines at the October 13, 2022 meeting. They are currently planning a presentation for the Board to summarize the project.
- A Library of Things Committee was formed to expand loanable resources.

## 2nd Quarter

- The Executive Edge Team provided a Removing Barriers update at the March 9, 2023 Board meeting.
- The Library of Things Committee is finalizing the list of items they would like to include. The next steps are to work with Technical Services to get the items cataloged and start acquiring them.
- OCLS continues to maintain one of the largest and most robust digital collections in Florida as evidenced by daily loans in March 2023 that averaged 8,060 per day.
- Since removing overdue fines in October 2022, almost 12,000 customers with newly restored accounts have started using the Library again. During that same timeframe, almost \$200,000 worth of materials have been returned to the library.

## 3rd Quarter

- OCLS continues to maintain one of the largest and most robust digital collections in Florida as evidenced by daily downloads averaging over 8,000 per day since March 2023.
- The Library of Things Committee rolled out its first thing on June 20, 2023: Blood Pressure Monitoring Kits. OCLS secured materials from the American Heart Association and the HCA Healthcare Foundation to put together the Libraries with Heart Self-Monitoring Blood Pressure Kits. Each location has 15 kits available for customers at the Hiawassee and South Trail Branches.
- Excel Adult High School is an accredited high school that offers a fully online high school diploma program, available through your public local library was added to the collection in December 2022. As of June 20, 2023, three scholarships have been awarded and four pledges to qualified recipients have been sent out.
- The Local Wanderer, the library's culture pass program, was grant funded for FY2022-2023. As part of the FY2023-2024 budget staff have allocated \$60,000 to maintain the popular program.

## **STEWARD OF CAPITAL RESOURCES**

Manages the Library's capital resources. Ensures the appropriate construction, renovation, maintenance, location, and utilization of the Library's physical facilities and equipment.

### **Notable Performance:**

#### **1st Quarter**

- Attended the Lake Nona Design Kick-off hosted by the City of Orlando staff.
- Participated in Horizon West meetings to finalize a site plan agreeable to Orange County Parks & Recreation.
- The Melrose Stage Project was completed in December 2022 for use in January 2023.
- The Windermere Addition Project construction started in December 2022.
- The North Orange Roof Replacement was completed in December 2022.

#### **2nd Quarter**

- Active participation in the Horizon West Branch Project. The project is 30% of the way through the design phase and initial rough order of magnitude budgets have it within the library's projected budget.
- Attended the Horizon West Community meeting on March 27, 2023. This meeting has generated a lot of talk in the Horizon West community and amongst staff.
- The Windermere Addition Project is on schedule to finish in May 2023 and is within budget.



- Participated in initial budget discussions to outline the Library's five-year Capital Improvements Plan.
- An e-assist book bike order was placed in March 2023 and we hope to have it up and running for summertime events.

### **3rd Quarter**

- Active participation in developing the Lake Nona Branch site plan on May 25, 2023, during a meeting at city hall.
- Active participation in the Horizon West Branch Project. The design phase is on schedule and the library received 30% construction documents on June 23, 2023.
- The Windermere Addition Project was completed on time and within budget. Staff moved into the new space at the end of May 2023 and the meeting room was available for use on June 1.
- The library's first e-assist book bike arrived on May 17, 2023, and is on display in the main library's lobby while safety and use guidelines are finalized. The book bike will make its debut in August at the 2023 Florida Kids and Family Expo at the convention center.
- The library's five-year Capital Improvements Plan and list of Capital Projects for FY2023-2024 was finalized as part of the current budget process.
- On June 8, 2023, the library opened a Mamava lactation pod at the main library outside of the children's library. The pod is for use by lactating persons (customers or staff) either for infant feeding or pumping on a first-come, first-serve basis. The pod is ADA-compliant and can accommodate a family with more than one child or a stroller.

## **TECHNOLOGY DEVELOPMENT**

Maintains current awareness of technological and managerial advances relating to library services. Develops and implements systems to update and enhance library services to the public through the utilization of technological innovations.

### **Notable Performance:**

#### **1st Quarter**

- Library staff continues to work through the implementation of Patron Point, a customer engagement platform.
- OCLS staff worked through the details to offer Wi-Fi hotspots to customers starting in January 2023.

#### **2nd Quarter**

- The library's new IT Manager, Thomas Beaver, is revamping the processes and workflows regarding how OCLS specifies, orders, and receives hundreds of public computers and staff devices. Included in this year's budget are new classroom computers that are currently being tested for performance and functionality.
- The Wi-Fi hotspots are popular with customers and over 480 of them have been checked out. They truly are impacting customers on a very personal level.

#### **3rd Quarter**

- Library staff continues to work through the implementation of Patron Point, a customer engagement platform.
- All 1,000 Wi-Fi hotspots were on loan to customers at the beginning of May.

## **FISCAL RESPONSIBILITY & STEWARDSHIP**

Manages the Library's financial resources. Examines system-wide and Division budget proposals, capital funding plans, and any related millage adjustment proposals and ensures compliance with fiscal, operating, reserve, and growth objectives. Presents or directs the presentation of budgetary issues to the Board of Trustees and responds to related inquiries. Ensures proper accounting, reporting, and auditing of the Library's financial systems and records. Presents and interprets financial statements and other financial reports to the Board of Trustees and other regulatory agencies or organizations and responds to related inquiries. Ensures that all elements of the Library's operations are in compliance with the Board of Trustees, Governing Body, State, Federal, and Local regulations, legal requirements, and mandates.

### **Notable Performance:**

#### **1st Quarter**

- The library's audit is underway with plans to be completed well within the required deadlines.
- The Finance Team was awarded a Certificate of Achievement in Financial Reporting from the Government Finance Officers Association for their FY 2020-2021 Annual Comprehensive Financial Report. It is the 19<sup>th</sup> consecutive year OCLS has received the award.
- Identified a project to create a new "Budget Presentation" for utilization during the FY2023-2024 budget cycle. This presentation will be given to the library's board by me starting in 2023.

#### **2nd Quarter**

- The library's audit was completed well within the required deadlines.
- Currently working through a project with Chief Financial Officer Kris Shoemaker and Chief of Marketing and Public Relations Erin Sullivan to revamp and create consistency across the Library's Annual Report, Budget Book, and Budget Presentation. These documents will be completed for the upcoming FY2023-2024 budget cycle.
- Participating in initial discussions with the Administrative Team regarding the FY2023-2024 budget. The conversations are moving to the forefront due to staffing needs based on the Library's new organizational chart.

#### **3rd Quarter**

- The library's Budget Book and FY2023-2024 Proposed Budget were presented to the Library Board of Trustees on May 11, 2023. They were updated on June 8, 2023, and those versions were shared with the Library Governing Board starting June 21, 2023, during virtual and in-person meetings to review the FY20023-2024 Proposed Budget.
- The library's Annual Comprehensive Financial Report and Annual Report for FY2021-2022 were finalized and published in print and on the library's website.

## **EMPLOYMENT and STAFFING**

Defines, develops, and modifies the staffing structure of the Library System including all divisions of responsibility and levels of authority. Ensures that human resource systems including policies, practices, employment, employee relations, compensation, and benefits programs are in compliance with regulatory requirements and meet sufficient competitive standards to attract and retain qualified staff. Interviews, hires, and trains immediate staff and reviews and authorizes the hiring of other Library staff. Establishes objectives and assignments, reviews and explains work, monitors work quality, and assists to resolve operating problems. Explains and enforces Library rules and regulations, interprets and clarifies policy, and maintains harmonious employee relations. Establishes standards of performance, appraises performance, and authorizes changes in employee status. Monitors and authorizes staffing plans and operating policies and procedures as appropriate within the organizational structure.

## **Notable Performance:**

### **1st Quarter**

- Identified a project to review the library's current performance evaluation process.
- Started a project to review the library's compensation plan. This project will include a review of all job descriptions.
- Started a project to review the library's organizational chart.
- The following new positions were created to meet current business needs: Branch Outreach Specialist, Chief Project Officer, DEIA Specialist, IT Support Lead Computer Equipment Technician, Melrose Center Computer Equipment Technician, Melrose Center Customer Service Lead, and Melrose Center Development & Implementation Manager.

### **2nd Quarter**

- Finalized a new organizational chart. Although just outside of the second quarter, the new structure was rolled out at an all-managers meeting on April 5, 2023. The changes to the organizational structure were based on these goals:
  - Increase the effectiveness and efficiency of delivering library services.
  - Improve departmental lines of communication internally (within a division) and externally (across the organization).
  - Address and plan for potential growing pains with new departments and branches.
  - Create new opportunities for upward mobility.
  - Solve some existing challenges that have been shared by library staff and management.

### **3rd Quarter**

- Library staff presented and the Board of Trustees approved a 4% raise for all staff effective May 21, 2023. Also included in the proposal was a 4% increase to all pay grade minimums. Library leadership firmly believes that the increased wages allow the library to attract and retain talented employees and remain competitive in a tight job market.
- The implementation of the new organizational chart is ongoing. Several positions have been filled with outstanding internal and external candidates. The new Outreach Services and Orlando Public Library Departments have department heads hired. Discussions are in the very early stages regarding realigning staff at the Main Library.
- The current budget allocated hiring one DEIA Specialist but after two strong internal candidates presented themselves, the hiring committee decided to transfer them both to the position. They will transition to their new roles on April 9, 2023.
- The Data & User Services Manager position was filled on May 21, 2023, and will head up the new Data & User Services Department.
- The Library rolled out an updated Remote Work Policy Agreement on April 11, 2023, and during May all staff working in any type of remote capacity signed the new policy.
- To support safety and security at the Main Library, two security officers were hired and started their duties on April 3, 2023. The Orlando Police Department still maintains a presence as well.

## **TRAINING**

Establish standards and goals for staff training related to professional, technical, and managerial concepts and job requirements. Authorizes implementation plans, related policies, and specific programs and monitors results. Establishes management systems and professional precepts and directs the implementation of related programs.

**Notable Performance:****1st Quarter**

- We held our annual Staff Day virtually on November 16-18, 2022.
- Identified a project to evaluate professional development needs.

**2nd Quarter**

- SumTotal, the Library's learning management software for staff, is in the midst of beta testing and user acceptability testing, with a planned end date of Sunday, April 16. The new system comes with an extensive catalog, a more user-friendly interface, an improved search function, engagement tools (badges and leaderboards), tools for managers, and back end/administration process for the Training Department. The new system will also allow for room to grow with competencies and career pathways. The tentative go-live date for the upgraded version is in May 2023.

**3rd Quarter**

- The library's learning management software, SumTotal, was upgraded and relaunched on May 18, 2023. The new version allows staff to browse thousands of learning activities, launch training courses, and track their learning history all in one place.

**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Strategic Plan – FY 2023  
3<sup>rd</sup> Quarter Update**

**Orange County Library System**  
**Strategic Plan FY 2023**

**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
<b>This project is on hold pending revisions to the Rules of Conduct.</b>	<b>Yvonne Hartley</b>	<b>7.23</b>
With potential revisions coming to the Rules of Conduct, this project is on hold and will be revisited once changes have been approved.	Yvonne Hartley	3.23
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
<b>The DEIA Specialists and training department have been working together to review current inclusiveness training options, curate additional content, and develop a systemwide inclusiveness training schedule. The DEIA committee also has sub-committees working on additional training efforts and a speaker series for staff.</b>	<b>Yvonne Hartley</b>	<b>6.23</b>
The DEIA Specialists have been selected and will start in early April. Once in place, they will review the inclusiveness training course package and work with the training department to determine the best sequence for course assignments based on current DEIA goals and strategies.	Yvonne Hartley	3.23
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
<b>The Service Story Snippet program is still in place and continues to receive positive feedback. An outline for the How You Say It scenario and script-based training has been created. The training department has also been collaborating with the DEIA Specialists to incorporate the</b>	<b>Yvonne Hartley</b>	<b>6.23</b>

Progress	Champion	Updated
<b>various talking points they have been sharing with staff into these trainings as well.</b>		

The Customer Service Champions and training and development team began the rollout of the Service Story Snippets in January 2023. Each month, a focus area of the Service Story is shared, along with activities and discussion prompts. The feedback so far has been positive.

Additional script-based training scenarios are still being developed.

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.

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

Progress	Champion	Updated
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**The creation of the monthly new hire orientation content is nearing completion, and the monthly orientation is expected to begin in September. This will feature an overview of the customer service story and expectations. Additionally, the full customer service story orientation will be incorporated into the larger full-day new-hire training that will begin sometime after the monthly orientation is successfully rolled out.**

Orientations are still under construction and therefore have not yet resumed, however, other means of customer service training are still part of the current onboarding process.

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.

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

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

Progress	Champion	Updated
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**A meeting is scheduled for September 14, 2023, to discuss the feasibility and timing of the project.**

Moving these meetings to the 3rd quarter of FY 2022-23, and will evaluate if a new firm is needed.

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>The new system is set up to allow users to create credential-based reservations. This ensures that only users who have passed the assessments are able to book the various applicable spaces in Melrose. Based on feedback we know that customers are appreciating being able to create reservations independently.</b>	<b>Bethany Stone</b>	<b>7.23</b>

Met with Jim Myers, and the issues have been resolved.	Kristopher Shoemaker	3.23
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.	Kristopher Shoemaker	12.22

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

Progress	Champion	Updated
<b>In lieu of a Cell Phone Locker, several charging stations were installed on the 3rd floor.</b>	<b>Kristopher Shoemaker</b>	<b>7.23</b>
Met with F&O and Division of Lifelong Learning staff to discuss locations. Identified a few possible locations. F&O is working with DLL to implement.	Kristopher Shoemaker	3.23
Will work with IT and F&O regarding possibilities in the 2nd quarter of the FY.	Kristopher Shoemaker	12.22

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

Progress	Champion	Updated
<b>The Mamava Nursing station was delivered and became fully operational on June 8, 2023.</b>	<b>Kristopher Shoemaker</b>	<b>7.23</b>
Met with F&O and Division of Lifelong Learning on location and the possible purchase of a portable nursing station. Ordered a nursing station and delivery is scheduled end of April 2023.	Kristopher Shoemaker	3.23
Will work with F&O and affected Main Managers for possible solutions in the 3rd Quarter of the FY.	Kristopher Shoemaker	12.22

5. Manage Design and Construction of Horizon West Branch



Progress	Champion	Updated
<p><b>The library has continued having regular meetings with architects Borrelli &amp; Partners and our construction team H. J. High to discuss the design of the Horizon West Branch. The team worked on details concerning civil engineering, architecture, structural, technology and LEED. An additional meeting was held to discuss the landscaping. The team also hosted the first meeting to discuss interior furnishings and a follow up meeting was scheduled to review revised interior plans.</b></p> <p><b>On June 23, 2023, the architect team submitted the 30% construction documents to OCLS for review. The construction team is compiling the cost estimates. OCLS will review and has sent a copy of the documents to Orange County for review. OCLS and Orange County will submit feedback to the team and the next major deadline will be the submission of the 60% construction documents in October.</b></p>	<p><b>Danielle King</b></p>	<p><b>6.23</b></p>
<p>The library has had several meetings with architects Borrelli &amp; Partners and our construction team H. J. High to discuss library programmatic requirements, design, and LEED certification. OCLS worked with Orange County Parks &amp; Recreation for approval on a site plan. The library has agreed to do the site development for the 11-acre campus which includes the signage, access roads, retention ponds, shared parking for a future recreation center, and the library building and outdoor event space. The library boundaries will be on 1.10 acres and include a 20,000 sq foot library building, and a small stage with an outdoor space to host nature events. One side of the building will focus on library functions and will include material, training rooms, study rooms, customer service desk, public computers, and the children’s area. The other side of the building will be the meeting spaces, with three large meeting rooms that can be opened into one large area or be used as three separate spaces and will have access to the outdoor area. The space in-between will be the reception area and can be closed off so the meeting rooms can be used after hours, while keeping the library area closed and secure. This will also connect to the outdoor performance area. This branch will have an outdoor stage area with a grassy seating to host large events and outdoor programming.</p> <p>The architect team submitted the schematic design, and the contractor is conducting the cost estimate. The next phase will be the design development. OCLS staff hosted the Horizon West Branch Library Community Meeting on March 27, 2023. The community had the opportunity to meet the architects and builders, and share feedback about the future branch.</p>	<p>Danielle King</p>	<p>3.23</p>

Progress	Champion	Updated
The Lease, A&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.	Kristopher Shoemaker	12.22

6. Manage Design and Construction of Lake Nona Branch

Progress	Champion	Updated
<b>The library has continued working with the City of Orlando and the architect team from Borrelli and Partners to verify the program verification document and the site plan for the campus that will house the new Lake Nona Branch and the Southeast Government Services building. A conceptual floor plan for the branch has been approved so the architectural firm is proceeding with the schematic design.</b>	<b>Bethany Stone</b>	<b>7.23</b>

The Library has worked with the City of Orlando and the architects Borrelli & Partners to finalize the Library Program Document. A final Programming meeting will be scheduled by the City and Borrelli & Partners with all necessary participants including the Library and HJ High (the construction team).

Bethany Stone

3.23

The project manager from the City will be scheduling and hosting a meeting for all City participants from a variety of departments, the design-build team, and the Library to discuss potential site plan designs.

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.

Kristopher Shoemaker

12.22

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

Progress	Champion	Updated
<b>We are continuing to evaluate possible service opportunities or changes in services for this area.</b>	<b>Bethany Stone</b>	<b>7.23</b>
Opportunities continue to be evaluated to determine if any short-term options might work prior to a future first-floor redesign.	Bethany Stone	3.23
Will work with IT and F&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.	Kristopher Shoemaker	12.22

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

#### 1. Evaluate opportunities to expand ILS services

Progress	Champion	Updated
<b>The ILS Admin team has made significant progress in utilizing and customizing various components of Patron Point. They have begun using Patron Point to send notices to library customers and new cardholders. The team is also working with the I.T. Design and Development Department to seek out opportunities to integrate Patron Point into the new website.</b>	<b>Bethany Stone</b>	<b>7.23</b>
The ILS Admin Team continues to work with key stakeholders to implement Patron Point. This process has involved working closely with various departments throughout OCLS and Sierra, the Library's ILS system.	Bethany Stone	3.23
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 retain library customers through targeted marketing and automated engagement.	Steve Powell	12.22

#### 2. Explore in-person digital library card registration

Progress	Champion	Updated
<b>The ILS Admin team continues to work with key stakeholders as they develop the process to provide in-person digital library card registration using Patron Point. This project has taken longer than anticipated due to needing to integrate with the current ILS system. This has required some workarounds and changes by the ILS provider, Innovative and Patron Point. The project is progressing and we expect to be able to offer in-person digital library card registration when we begin using the Book Bike for outreach events.</b>	<b>Bethany Stone</b>	<b>7.23</b>
The ILS Admin Team has created new online registration forms and processes that will be put into use once OCLS has gone live with Patron Point.	Bethany Stone	3.23
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><b>During the second quarter, the library continued to highlight the 100 Year Celebration in:</b></p> <p><b>Covers of each Books &amp; Beyond magazine</b></p> <p><b>Stories in each issue of Books &amp; Beyond and in the library's blog that talk about the library's history</b></p> <p><b>Billboards around the county (six digital billboard locations each month rotate to offer maximum exposure)</b></p> <p><b>Use of 100 Year inflatable at high-profile Outreach events</b></p> <p><b>In June, a partnership agreement was drafted between Orange County Library System and OUC to cross-promote and celebrate our shared 100 Year anniversaries. The library and OUC will share messages acknowledging the other's 100 Year milestone, and OUC will sponsor one EV book bike, which will bear the OUC 100 Year logo.</b></p>	Erin Sullivan	6.23
<p>On January 7, the first event surrounding the 100 Year Celebration was held. It featured a ribbon-cutting in the lobby of the Orlando Public Library, where library leadership shared a special announcement about new library services on the horizon and re-dedicated the library to the community for the next 100 years. MPR created a multi-platform public relations campaign to tap into nostalgia about the library's Proud Past and build excitement for its Bright Future.</p> <p>The team had established three goals for the kickoff event:</p> <ul style="list-style-type: none"> <li>• Attract attendance of 50-100 at the ribbon-cutting ceremony and kick-off events</li> <li>• Have at least two local elected officials, ideally our city and county mayors, participate in the ribbon-cutting ceremony</li> <li>• Generate at least two earned-media pieces about the 100 Year Celebration</li> </ul> <p>To achieve those goals, invitations were sent to the offices of Orange County Mayor Jerry Demings and City of Orlando Mayor Buddy Dyer, as well as to the offices of all city and county commissioners and members of the state's Orange County legislative delegation, inviting them to help us share some good news with the community and participate in the ribbon-cutting ceremony.</p> <p>To capture the attention of local media and organizations with goals that align with OCLS, a specially designed VIP box featuring limited-edition library promotional items was designed and assembled. Staff researched the leadership of like-minded organizations in the community and sent them the boxes, which included an invitation to the January 7 kickoff built into the box's design. Recipients were encouraged to scan a QR code to RSVP for</p>	Erin Sullivan	3.23

the event. The box included a press release about the 100 Year Celebration, to give recipients context and to provide reporters with background information about the library’s past. MPR staff sent out 150 boxes to elected officials, community organizations and members of the local media. The boxes were received by key staff of organizations like the Adult Literacy League, OUC, Florida Humanities Council, OCPS, and the Downtown Orlando Partnership, among others.

After the event was over, MPR staff found the goals were met:

- A total of 101 adults watched the ribbon-cutting ceremony and announcement in person, and 29 people used the QR code on the VIP box to submit their RSVP for the event. More than 200 people attended a musical performance that followed the ribbon cutting.
- Five local officials participated in the ribbon cutting. They included Mayor Jerry Demings, Mayor Buddy Dyer, City Commissioner Patty Sheehan, County Commissioner Nicole Wilson and state Rep. Anna Eskamani.
- The event resulted in multiple earned media stories, including two stories in Orlando Sentinel, and stories on WFTV, Orlando Weekly, Orlando Times, and Community Paper. The event was also livestreamed on Orange TV.

To measure whether there was an increase in general awareness about the library’s history after the event, a survey was sent to people who signed up for library cards in January 2023 to ask them whether they had heard about the library’s 100 Year Celebration, and 46.7 percent of respondents said that they had encountered 100 Year Celebration messages to make them aware of the milestone.

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, *Orlando Weekly*, *Community Paper*, *W. Orange Times* and Bungalower.

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

Erin Sullivan 12.22

Progress	Champion	Updated
<p>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>		
2. Evaluate multicultural marketing initiative and refine as needed		
Progress	Champion	Updated
<p><b>This quarter, the marketing campaign for the grant-funded Making Cents: Your Money in English was launched. The program, which helps people for whom English is not their first language learn to manage their finances, was marketed to people in a variety of languages.</b></p> <p><b>It was advertised in several publications that reach a multicultural audience, including <i>Somos America</i> magazine, <i>La Prensa</i> and <i>Asia Trend</i>. The ads ran in print and online, and we are already seeing some website traffic from the ads. We received 34 hits from our ad in <i>America</i>, 13 hits from our ad in <i>Asia Trend</i> and 7 hits from <i>La Prensa</i>.</b></p> <p><b>A Google Ads set was created that was served to people in English, Spanish, Portuguese, Arabic, French and Vietnamese. Making Cents is also being promoted in a TV commercial airing on Univision television and through an eblast that was sent out to Univision subscribers in March. Another eblast is scheduled to go out before the end of June.</b></p> <p><b>Other initiatives being marketed to the Univision audience include: Summer at Your Library, Wifi Hotspots, Right Service at the Right Time, and 100 Year Celebration.</b></p> <p><b>The Marketing and Public Relations Department has also been working with JVC Broadcasting's Fly 103.1 FM to reach a younger multicultural audience, as the station's target demographic includes the Gen Z and Millennial market and the ethnic profile of the listeners is 49.8 percent White, 21.2 percent Black, 19.2 percent Hispanic, 8 percent Asian and 1.7 percent who identify as something else. These were key factors that went into the decision to work with the station. In evaluating the relationship with JVC, MPR has determined that library ads perform well in their boosted social media posts. A post promoting Summer at Your Library performed particularly well, reaching 13,413 people and 606 link clicks since the start of May.</b></p>	Erin Sullivan	6.23
<p>A meeting is scheduled to review the first quarter results of our marketing campaigns with JVC media, to determine whether the campaign had an impact on our multicultural audience.</p> <p>After a pause in our advertising with Univision (formerly Entravision), we have updated our agreement to run commercials on TV stations Univision and Unimas during the morning and primetime hours. This campaign will run through the end of September 2023. So far, we have promoted WIFI Hotspots and Making Cents: Your Money in English, a program that helps people for whom English a second language learn to speak more confidently about money and finances.</p>	Erin Sullivan	3.23

Progress	Champion	Updated
<p>Making Cents: Your Money in English is also being advertised through Google Ads in multiple languages – English, Spanish, Portugese and Arabic – to ensure that we are reaching a broader cross-section of our multicultural community.</p> <p>The marketing team recently met with our Learning Central department to discuss the upcoming promotion of Right Service Right Time. We are working on an agreement with Univision to create TV commercials to promote this service to the Hispanic community.</p>		
<p>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&amp;B and 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>	Erin Sullivan	12.22
3. Evaluate marketing materials for inclusion and diversity		
Progress	Champion	Updated
<p>This quarter, staff from MPR, Learning Central and the Visual Merchandising Committee met with the DEIA specialists to discuss Monthly Displays. The process behind how the monthly themes are chosen was discussed, and a quarterly meeting was proposed to review the content, feedback received, emerging social movements and visual assets. The primary purpose is to ensure our displays are appropriately representative and up-to-date.</p> <p>The DEIA Specialists have also been added to the monthly <i>Books &amp; Beyond</i> meetings to be additional support in evaluating content. Their knowledge is a resource for MPR staff and brings heightened focus to identify potential issues when shaping the messages OCLS communicates to the public.</p>	Erin Sullivan	6.23
Target Translations has been helpful in allowing us to consistently send communications in other languages. For this quarter, we've translated and	Erin Sullivan	3.23

sent out five press releases in Spanish. We have also added Portuguese and Mandarin languages as options that can be used for translation needs. For the FINRA grant supporting Making Cents: Your Money in English, we have translated promotional content into Portuguese and Mandarin. WiFi Hotspot promotional materials are being translated into Spanish and Haitian Creole and will be sent to all library locations in the next quarter.

A distribution email is being created so managers can submit their translation requests and MPR can better manage the process. Official instructions for managers will roll out during the next quarter.

Marketing kits are now sent digitally to all library locations which include print-on-demand collateral and digital signage promoting OCLS initiatives and flagship events. Each month, MPR is updating Magic Info TVs at all library locations with marking kit content. We are exploring translating some marking kit content into Spanish and Haitian Creole to provide managers with the option to use them depending on their community demographics.

Google ads is also an avenue that has allowed us to promote programs and events in languages other than English. We are currently running a campaign for Making Cents: Your Money in English that is being shown to people browsing in English, Spanish, Portuguese, Arabic and Vietnamese. MPR is working with the Visual Merchandising team to come up with a plan to update and refine our Can't Miss book displays, which give all locations a guide to help them select displays each month that are timely, topical and reflect diversity in our community. A list of monthly displays was shared with the DEIA committee for review and discussion.

*Books and Beyond* continues to highlight diverse books, programs and events in its pages. In February, in recognition of Black History Month, it featured content included the African American Read In and a story about Eddie T. Jackson, the county's first African American librarian. In March, for Women's History Month, it highlighted Beanstack Women's History Month reading challenge for adults and a feature story about the library's first head librarian, Olive Brumbaugh. In April, it featured programs centered on Arab American Heritage and a reading list that highlighted several Arab American authors, in recognition of Arab American Heritage Month.

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.

Erin  
Sullivan

12.22

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.

## B. Leverage storytelling

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



Progress	Champion	Updated
<p><b>In May, <i>Books and Beyond</i> highlighted the library in the 1950s, with a story about the early years of the Friends of the Orange County Library System, which formed in 1949. In June, <i>Books &amp; Beyond</i> highlighted the 1960s, with a story about former Library Director Clara Wendel and the construction of the Orlando Public Library. In July, <i>Books &amp; Beyond</i> focused on the 1970s, with a story about the creation of the Books by MAYL program. On May 12, staff presented the program “100 Years of OCLS: 1923-2023” highlighting the people, events, and initiatives that shaped the story and history of OCLS.</b></p> <p><b>In the Melrose Gallery, a display was assembled featuring photos of OCLS compiled from our archives.</b></p> <p><b>On the first floor of the Orlando Public Library, installation of a timeline highlighting the library's history from founding to present began in late June. It will remain on display through the remainder of the year.</b></p>	<p><b>Erin Sullivan</b></p>	<p><b>7.23</b></p>
<p>In February, the cover of Books and Beyond looked back at OCLS in the 1920s and featured a timeline of significant events that shaped the library during that decade. The issue also featured a story about Eddie T. Jackson, the first African American librarian in Orange County, and the Booker T. Washington Branch, which was the first library to serve Orlando's African American community.</p> <p>In March, Books and Beyond focused on the 1930s and also included a timeline of events and a story about Olive Brumbaugh, the Albertson Public Library's first head librarian, who helped lead the library through trying financial times in the '30s.</p> <p>In April, Books and Beyond focused on the 1940s and featured at timeline as well a story about the library's first bookmobile, which was introduced in 1949.</p> <p>All of these stories feature archival photos and documents from the library's history and collection. The stories were also reposted as blogs, for ease of sharing on social media, and they are being compiled on the 100 Year Celebration landing page, so they will be easy to browse for anyone interested in following our story from start to finish.</p>	<p>Erin Sullivan</p>	<p>3.23</p>
<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>Erin Sullivan</p>	<p>12.22</p>

Progress	Champion	Updated
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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 webpage, and on WKMG TV and Orange TV. We also used PSAs and some paid radio advertising to promote the 100 Year Celebration.

In the January issue of Books & 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.

Beginning with the February issue of Books & 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.

Stories from Books & Beyond will also be republished on the library's blog and social media.

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.

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

Progress	Champion	Updated
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This quarter the Media Production Specialist and Digital Media Specialist focused on Summer at Your Library promotion. The campaign goal was to tell the story of Summer at Your Library through the "All Together Now" theme and encourage customers to register for events and participate in the summer reading challenge. Five videos were created and published throughout April and May to create a holistic look at what Summer at Your Library has to offer on social media and some were used as promotional collateral for partners:

- 10 second teaser trailer animated by Melrose Center staff.
- 1 minute instructional video on how to sign-up for Beanstack (additional video made specifically for OCPS students).
- 30 second general commercial showcasing a family at the library, past SAYL events and customers using the Beanstack app.
- 30 second Adult Summer Reading commercial featured library staff and was filmed at 14 library locations. We wanted to create a visual representation of the campaign theme of "All Together Now" by having friends shaking hands.
- 1 minute Summer Lunch Bus commercial featuring interviews from families who use the Lunch Bus service.

**Erin Sullivan**

**6.23**

In late January, we introduced followers to the "Waive Fines Goodbye" campaign, which featured a promo video that highlights

Erin Sullivan

3.23

Progress	Champion	Updated
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both the history of the library and the fact that 100 years after its founding, OCLS has eliminated overdue fines.

The video begins with images of the original Albertson Public Library and a voiceover stating the the library was founded in 1923, then shifts to 2023 and emphasizes that, it's time for a change." It shares information about the oldest item returned to the library at the time, as well as the estimated value of the returned overdue items, helping to establish that eliminating fines has been good for OCLS. The video has remained a pinned post on most of our platforms since January to reach new viewers who encounter OCLS' pages long after the initial post ensuring the message continues to spread.

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.

Erin Sullivan

12.22

3. Explore new trends in storytelling

Progress	Champion	Updated
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**The Digital Marketing Specialist took a brief hiatus this quarter from Cuisine Corner Jr. livestreams with the Youth Services department as the departments were short staffed, but plan to return to monthly cooking livestreams on Facebook, Instagram, YouTube and TikTok in August 2023.**

Erin Sullivan

6.23

**The Digital Marketing Specialist focused on combining trends with the promotion of Summer at Your Library, 100 year celebration, National Library Week and job opportunities at the library to create approachable and sharable content. While the videos err on the side of silly, followers consistently like and share content with their followers, increasing views and engagement across our social media platforms. As an example, in one video we introduced several of the new Branch Outreach Specialists for Library Outreach Day set to a trending Soulja Boy song remix. It accomplished applauding the individuals who will provide this essential service to the community, but in a fun way. One commenter even wrote, "Ocls making libraries cool [fire emoji]."**

Progress	Champion	Updated
<p>The Digital Marketing Specialist continues to work on expanding our Cuisine Corner Jr. Livestreams to include streaming on TikTok. In January 2023, we reached the needed number of followers to be allowed to post live videos to the platform. Our first livestream was “Broccoli Cheddar Soup,” which received 345 views. Our second video in February featured charcuterie board and received 863 views – the most livestream views on a single platform to date.</p> <p>The Media Production Specialist and Digital Marketing Specialist continue to partner with the Southwest Branch and Fiber Arts staff to create both short-form and long-form videos. We filmed a Shashiko class at the Southwest Branch, where we interviewed the instructor and a long-time student. This introduction trailer for the Shashiko class will go live in April 2023. Two short-form videos were created with the Fiber Arts team at Orlando Public Library in preparation for Big Read, focusing on mindfulness while crocheting and knitting. These videos will go live in April 2023 as well.</p>	Erin Sullivan	3.23
<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 upgoing goal with this 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>	Erin Sullivan	12.22

**C. Community outreach that builds awareness**

1. Evaluate standards for successful outreach and refine as needed

Progress	Champion	Updated
<p>This quarter the Branch Outreach Specialists and Outreach Coordinators began meeting monthly. This time is used to share announcements, keep the team on the same page regarding our services and processes, share connections we’ve made, debrief outreach experiences, and discuss any issues that have come up during work. The team has discussed different ways to generate outreach programming, and the Outreach Coordinators have arranged an upcoming training with Youth Services staff to learn strategies for identifying and reworking in-house programs for outreach.</p>	Erin Sullivan	6.23

Progress	Champion	Updated
<p>The Outreach team has also been given various opportunities to develop their professional skills and have been provided with Wi-Fi hotspot training, Pre-School Storytime training, and webinars such as How to Craft and Utilize an Elevator Speech to Prove Your Library's Value, Strategies for Outreach to Marginalized Populations, and Private Sector Lessons for Public Outreach. These building blocks are laying a foundation for successful outreach.</p>		
<p>This quarter, MPR department focused on education and training to enhance our understanding of what it takes to execute successful outreach and community engagement strategies. The Marketing Manager, Assistant Manager, Community Outreach Coordinator, and Marketing Specialist have been enrolled in the <i>Marketing and Outreach Strategies to Engage Your Community</i> workshop to learn how to more effectively communicate with customers to make them feel valued, welcomed and heard.</p> <p>The course description states, “learn how to assess who you’re not reaching with communications and services, and establish a strategy to connect with them through traditional and alternative channels, including innovative outreach and mobile programs, partnerships, PR and more.”</p> <p>By building a foundational understanding of best practices from leaders in library outreach, we hope to establish an actional and sustainable plan to build partnerships and increase OCLS community engagement at offsite events.</p>	Erin Sullivan	3.23
<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</p>	Erin Sullivan	12.22

Progress	Champion	Updated
<p>posted on the Marketing &amp; Outreach LibGuide on the Orange Peel and an all-staff announcement was made regarding its launch.</p>		
<p>2. Look for opportunities to increase number of staff to share responsibility for outreach</p>		
Progress	Champion	Updated
<p><b>As of June 2023, all 13 Branch Outreach Specialist positions have been filled. The team has received numerous training opportunities and host monthly meetings to share best practices and success stories. In addition, the new Community Engagement Department Head, Genevieve Traas, has been selected and will start in her role on July 30, 2023.</b></p>	<p><b>Danielle King</b></p>	<p><b>6.23</b></p>
<p>During this quarter, the Branch Outreach Specialist committee conducted interviews with internal and external candidates to fill the new Branch Outreach Specialist positions for the system. So far, six internal candidates have been hired and started their role on March 13, 2023. Several more external candidates are in processing status with human resources and will be starting soon. A few locations reposted the position. The new team has been scheduled for a variety of training opportunities to help them be successful in their roles. The focus of these positions is to bring library services to the community.</p>	<p>Danielle King</p>	<p>3.23</p>
<p>The Community Outreach Coordinator and Assistant Manager of Marketing &amp; Public Relations are currently creating training materials in a plan to recruit staff 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>Erin Sullivan</p>	<p>12.22</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>		
<p>3. Evaluate options for Local Wanderer program when IMLS grant funding is expended</p>		

Progress	Champion	Updated
<p><b>Since the last update, Orlando Ballet has joined the Local Wanderer, bringing us up to 12 active partner organizations in the program. This partnership is considered a donation and OCLS has not had to pay to purchase tickets. The Chief Marketing and Public Relations Officer and MPR Assistant Manager also met with a representative from Orange County Arts &amp; Cultural Affairs to brainstorm ideas about networking opportunities to help strengthen partnerships and expand funding options.</b></p>	<p><b>Erin Sullivan</b></p>	<p><b>6.23</b></p>
<p>Since the last update, two new partnerships have been created for the Local Wanderer program. The Orlando Repertory Theatre and Holocaust Memorial Resource &amp; Education Center. Both partnerships are considered a donation and OCLS has not had to pay to purchase tickets. This brings the program up to 11 partner organizations.</p> <p>The Assistant Manager will continue to evaluate partnerships and is in conversation with several other venues who have expressed interest in possibly joining Local Wanderer. The goal is to continue to expand the catalog of offerings available to library users.</p>	<p>Erin Sullivan</p>	<p>3.23</p>
<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>
<p>4. Provide and encourage photo opportunities in library locations to customers for use in social media</p>		
Progress	Champion	Updated
<p><b>Summer at Your Library cutouts are now on display at all library locations. Summer at Your Library continues through July 28.</b></p> <p><b>The 100 Year inflatable appeared at several events this quarter:</b></p>	<p><b>Erin Sullivan</b></p>	<p><b>6.23</b></p>

Progress	Champion	Updated
<ul style="list-style-type: none"> <li>•April 1-2: Spring Fiesta in the Park (Lake Eola)</li> <li>•April 22: Central Florida Earth Day (Lake Eola)</li> <li>•April 28: Southwest Author Series (Southwest Branch)</li> <li>•May 28: Staff and Family Picnic (Barnett Park)</li> </ul> <p><b>The library's first Book Bike, sponsored by the Sorosis of Orlando Woman's Club, was delivered this quarter. It was put in display in the lobby of the Orlando Public Library so customers can admire it and take photos of it while we work on training staff how to use it.</b></p>		
<p>Large 100th year library card props were sent to all library locations to be used as photo ops for staff and customers. The MPR Photographer sent an email to all managers encouraging them the use the props when customers obtain a library card, during programs, Summer at Your Library events and outreach. Instructions were provided on how to send photos to MPR for use on social media. In March, the Marketing Manager and Assistant manager came up with a plan to make the 100 Year Celebration inflatable available to other locations for use as a photo prop. During the March Managers Meeting, managers were encouraged to request the inflatable for outreach, programming and special events. A PowerPoint presentation was emailed to all managers along with instructions on how to request the inflatable. The Marking Specialist provided managers with instructions on how to send in photos taken by staff and how customers should tag photos on social media. For Summer at Your Library 2023, large photo op cutouts were designed by MPR and sent to Youth Services. These cutouts will be available at all library locations for staff and customers to take photos and share. Instructions will be sent to staff regarding this initiative once the cutouts are delivered.</p>	Erin Sullivan	3.23
<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 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</p>	Erin Sullivan	12.22



Progress	Champion	Updated
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take selfies and photos to share on social media, tagging the library and helping to spread the word about the 100 Year Celebration.

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

1. Engage all locations to participate in systemwide promotions

Progress	Champion	Updated
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**Marketing kits continue to be distributed to all branches. The Marketing and Public Relations Department and the 100 Year Celebration committee are working on a plan to get all branches to host mini-celebrations on November 8, 2023 to recognize the library's official 100th birthday date. Plans are in place to give all branches birthday cards, which they can distribute to customers to write birthday notes to OCLS. Customers who participate in the promotion will receive a 100 Year Celebration logo cookie.**

Erin Sullivan 7.23

All locations have received boxes of 100 Year Celebration coloring books and crayons to share with children to give kids a way to connect with our centennial anniversary in a way they can understand.

Erin Sullivan 3.23

In February, a large-format banner or window cling was installed at all library locations that features the Proud Past, Bright Future 100 Year Celebration design. All locations also received a 100 Year Celebration vinyl banner with a face cutout for customers to use to take selfies and photos to share on social media.

The Marketing Manager and Marketing Specialist also continue to share a marketing toolkit with all locations that features digital files for Magic Info screens that highlight systemwide promotions.

The Marketing Manager is working with the DEIA Committee and the Visual Merchandising Committee to update and refine the Can't Miss book display list, to ensure that all locations have guidance on important book displays that should be prominently featured each month.

**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.**

Yvonne Hartley 12.22

2. Explore options to recognize employees for representing OCLS

Progress	Champion	Updated
<b>A sub-committee of the DEIA committee has been formed to work with the DEIA Specialists in developing a process for fostering an environment of inclusion for employee experience and develop a recognition program to celebrate DEIA wins within the system.</b>	<b>Yvonne Hartley</b>	<b>6.23</b>
We are continuing to research recognition program options.	Yvonne Hartley	3.23
We will continue to explore options for recognizing employees who are representing OCLS.	Yvonne Hartley	12.22

### E: Create a business intelligence strategy

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

Progress	Champion	Updated
<b>Jon Crowley was promoted to the new Data and User Services Department Head on May 11th, 2023. Efforts continue to be made to assemble the team for the newly created Data and User Services Department.</b>	<b>Lynette Schimpf</b>	<b>6.23</b>
A Data and User Services Manager position was created and will oversee the newly created Data and User Services Department.	Lynette Schimpf	3.23
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.	Steve Powell	12.22

#### 2. Assess business intelligence requirements with key stakeholders

Progress	Champion	Updated
<b>The new Data and User Services Department is currently being established and will work with administrators and key stakeholders when staffed.</b>	<b>Lynette Schimpf</b>	<b>6.23</b>
The Data and User Services Manager position, when filled, will work with administrators to assess business intelligence requirements and more.	Lynette Schimpf	3.23
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.	Steve Powell	12.22

#### 3. Assess available data and needs

Progress	Champion	Updated
<b>The new Data and User Services Department Head has begun receiving all monthly data and statistics in order to start assessing needs.</b>	<b>Lynette Schimpf</b>	<b>6.23</b>
The Data and User Services Manager position, when filled, will assess available data and needs.	Lynette Schimpf	3.23

Progress	Champion	Updated
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.	Steve Powell	12.22

4. Assess and select business intelligence solutions

Progress	Champion	Updated
<b>The Chief Project Officer has discussed the need for a business intelligence solution with the new User and Data Services Manager. Potential possibilities include Power BI or Tableau but the discovery process has just started.</b>	<b>Lynette Schimpf</b>	<b>6.23</b>

The Data and User Services Manager position, when filled, will assess and select business intelligence solutions.	Lynette Schimpf	3.23
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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.	Steve Powell	12.22
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**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>The Youth Services department created an interactive display in the Clocktower/Florida Porch area of the children's department. An outdoor themed display was created and supplies for crafts, writing notes, or coloring pages were supplied for customers. The customer-created creations are then added to the larger display forming a community art project.</b>	<b>Sara Gonzalez</b>	<b>6.23</b>

We continue to work on forming a committee to evaluate this need.	Sara Gonzalez	3.23
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We are forming a committee to explore this and get community input.	Lynette Schimpf	12.22
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2. Expand and update the on-demand recordings for Kindergarten preparedness

Progress	Champion	Updated
<b>This project is currently on hold to focus on the Summer at Your Library program, but plans are being made to update additional recordings for the next quarter.</b>	<b>Sara Gonzalez</b>	<b>6.23</b>

This quarter, Noraliz Orenge, Youth Programs Specialist, partnered with Cassie Shivers, IT Design and Development Manager, to	Sara Gonzalez	3.23
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Progress	Champion	Updated
<p>prepare the content necessary for the registration process. She drafted the fields for the information necessary for the registration form and the language desired for the follow-up email to caregivers. Youth Services Clerk Emily G. and Intern Delaney B. worked on creating craft examples to provide a visual of the activities caregivers will be doing with their children at home during the series.</p>		
<p>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.</p>	Lynette Schimpf	12.22

**B. Early and family learning**

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

Progress	Champion	Updated
<p><b>A survey was sent to all branch staff to determine their level of interest in receiving an Early Learning newsletter with tips and educational resources to support them and their programming. Nearly 60 staff responded saying they would subscribe to a monthly newsletter of this kind designed specifically for staff.</b></p>	Sara Gonzalez	6.23
<p>In the second quarter, Natasha Rosa, Youth Program Specialist, met with the Youth Services Outreach Coordinator Caitlin Hill and Youth Services Reference Clerk Emily Gingras to discuss the proposal for an internal training newsletter. A poll was created to inquire about interest in an internal childhood development and family engagement newsletter. 48 staff participated with feedback on what they would like to see in these newsletters and expressed interest in this method of staff training. Natasha Rosa, Youth Program Specialist, and Emily Gingras, Youth Services Reference Clerk, decided on a general outline for the first two months' newsletters, submitting the draft to Design and development to create the internal newsletter template. The template will include general information on a monthly theme, examples of creating engagement in the library, tips on</p>	Sara Gonzalez	3.23

Progress	Champion	Updated
creating a learning environment, and asking staff to share how they have created it. This will also include articles and video training content.		
In this first quarter, Natasha Rosa, Youth Programs Specialist, met with her managers, Natalie Houston, Youth Services manager, and Matt Blood, Youth Services Assistant 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.	Lynette Schimpf	12.22
2. Explore ways to incorporate new media into services and programs for families and children		
Progress	Champion	Updated
<b>The library coordinated a teen-focused Minecraft financial literacy program with TD3 Innovative Gaming company. The first session was hosted on Thursday, June 8, 2023, and there will be 7 additional sessions hosted during the summer. Additionally, the Youth Services Assistant Manager and Youth Program Specialist scheduled a TikTok and Instagram Live program with the Digital Marketing Specialist for August, where they will be creating "Turkey Pinwheels."</b>	<b>Sara Gonzalez</b>	<b>6.23</b>
On February 23, 2023, Youth Program Specialists, Youth Programs Coordinator, and Digital Marketing Specialists hosted a live stream on four platforms, Facebook, Youtube, Instagram, and TikTok, titled "Cuisine Corner Junior: Charcuterie Board." This is the library's second TikTok Broadcast, and TikTok alone received 858 views. Together all platforms received 953 views, a record-breaking number! The library plans to host another Livestream program on all platforms on March 23, 2023, at 4 p.m. this program will be titled "Cuisine Corner Junior: Lemon Shortbread Cookies" with the Youth Services University of Central Florida Intern.	Sara Gonzalez	3.23
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	Lynette Schimpf	12.22

Progress	Champion	Updated
<p>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>		

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

1. Expand historical and cultural offerings

Progress	Champion	Updated
<p>Throughout the third quarter, OCLS offered events that celebrated the history of the Library and Orange County:</p> <ul style="list-style-type: none"> <li>• <b>A Decade in Film Series</b> <ul style="list-style-type: none"> <li>• The Orlando Public Library continued to celebrate different decades of cinematography, focusing this quarter on the 1950s-1980s.</li> <li>• <b>Sketching 101</b> <ul style="list-style-type: none"> <li>• Presented in partnership with the Central Florida Community of Arts, attendees learned the basics of sketching by creating an art project inspired by the Library's 100th anniversary.</li> </ul> </li> </ul> </li> <li>• <b>In May, OCLS offered events that celebrated Asian American Pacific Islander Heritage Month:</b> <ul style="list-style-type: none"> <li>• <b>Beginner Chinese Calligraphy</b> Artist Jojo Liu taught the art of traditional Chinese calligraphy in honor of Asian American and Pacific Islander Heritage Month.</li> <li>• <b>Chinese Painting Basics</b> Artist Jojo Liu taught the basics of Chinese painting, which included brushwork, utilizing organic materials, such as bamboo stalks and leaves, and composition.</li> <li>• <b>Halau Kaleooka'iwa Haumana Presents Hula Dancing</b> Halau Kaleooka'iwa Haumana told the stories of the land and people of Hawaii through hula to celebrate Hawaiian traditions and culture.</li> <li>• <b>Kung Fu Show- Presented by Wah Lum Kung Fu Temple</b> A diverse team of professional Wah Lum Kung Fu Temple performers presented a Lion dance, kung fu, and tai chi performance demonstration.</li> <li>• <b>A Passage to Opportunity: My Journey from Vietnam to America</b> Attendees heard a first-person account from the longtime OCLS presenter, Ha Roda, who shared her experience of being one of</li> </ul> </li> </ul>	<p><b>Leasha Tavernier</b></p>	<p><b>6.23</b></p>

Progress	Champion	Updated
<p>nearly 2 million people who fled Vietnam in the aftermath of the Vietnam War between 1975 and 1997.</p> <ul style="list-style-type: none"> <li>• <b>Music in the Library: Chinese Guzheng Performance by Ann Yao</b> Ann Yao performed cutting-edge interpretations of traditional material on the Guzheng, one of China's most ancient instruments.</li> </ul> <p>South Trail hosted the Orange County AAPI Heritage Celebration, in which five films were presented followed by a panel discussion. Southeast celebrated Asian-American Pacific Islander Heritage Month with a branch display of “Asian Fighter Kites.” Southwest Branch offered weekly “Sashiko” classes that explored this Japanese style hand sewing technique. Alafaya hosted “Arabic Storytime” where participants learned basic words in Arabic and made crafts related to the stories.</p> <p><b>In June, OCLS offered events that celebrated National Caribbean American Heritage Month:</b></p> <ul style="list-style-type: none"> <li>• <b>Cuisine Corner: Jamaican Barbecued Jerk Pork</b> Culinary expert, Dianne Morin, demonstrated how to infuse the wonderful flavors of homemade Jamaican Jerk seasoning with homemade barbecue sauce.</li> <li>• <b>Music in the Library: Ravon Rhoden</b> Attendees celebrated Caribbean American heritage and culture while enjoying a live performance by steelpan musician Ravon Rhoden.</li> </ul>		
<p>Throughout the second quarter, OCLS offered events that celebrated the history of the Library and Orange County:</p> <ul style="list-style-type: none"> <li>• Music in the Library: Z Street Speakeasy Band</li> <li>• The Library celebrated its 100th Year Anniversary with the Z Street Speakeasy Band, and Immersive musical performance inspired by the roaring 20s.</li> <li>• Past and Present: Historic Orlando</li> <li>• Author Elizabeth Randall provided a history of Orlando's historic structures and landmarks, and photographer Bob Randall presented the challenges of replicating historic photography.</li> <li>• A Decade in Film Series</li> <li>• The Orlando Public Library kicked off a year-long series that celebrates a different decade of cinematography each month, beginning with the 1920s in January, 1930s in February, and 1940s in March.</li> <li>• Gardens of the Gilded Age</li> <li>• Customers experienced a virtual tour that transported them to the Gilded Age, an era famous for its ornate mansions and grand gardens built by the Roosevelts, Vanderbilts and Carnegies.</li> </ul>	Leasha Tavernier	3.23

- OCLS also hosted events that focused on expanding cultural offerings:
  - Chinese New Year Celebration
    - Attendees explored a wide range of traditions with The Chinese School of CAACF.
    - DIY Chinese New Year Couplet Workshop
      - Attendees learned basic Chinese calligraphy and created a pair of Chinese couplets often used for decorations during Chinese New Year.
    - Music in the Library: West African Kora
      - Musician, Sean Gaskell performed traditional and original compositions on the kora, an ancient 21-stringed harp from West Africa.

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In February, OCLS offered events that celebrated Black History Month:

- African American Read-In  
The Orlando Public Library celebrated African American literature in poetry, story, and song, performed by local luminaries in conjunction with the 33rd Annual National African American Read-In.
- Rock the Wrap: Headwrap Styling Workshop  
This educational and interactive experience provided step-by-step instructions on headwrap styling techniques, along with the significance and history of head wrapping.
- How to Dutch/French Braid  
Shauna Hart, Owner of Glamour Kids Braids & Multicultural Hair-Braiding Training Center, taught attendees the art of Dutch/French braiding with accessories.
- Music in the Library: Wassalou  
The Afropop band, Wassalou, performed at the Orlando Public Library, where they blended music, colorful traditional costuming, and dance straight out of Africa.
- Music in the Library: Don Black  
Saxophonist Don Black performed blues, jazz, and pop pieces that celebrate the poetic, rhythmic, and soulful elements of these musical genres.
- Debunking Myths of Healthy Food in Southern Cuisine  
KeyVion Miller, Registered Dietician Nutritionist, discussed healthy options for traditional cultural dishes.
- Cuisine Corner: Soup Joumou (Haitian Pumpkin Soup)  
Chef Ingrid Alliance of "Pinch of my Cuisine" shared her recipe for Soup Joumou: A squash-based soup traditionally prepared for Haitian Independence Day.

In March, OCLS offered events that celebrated Women's History Month:

- In Concert with Sony & Perley  
Musicians, Sony & Perley performed interpretations of Jazz, Great American Songbook, International Cabaret, and Bossa Nova with a Salute to Female Composers.
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The Alafaya Branch began hosting Arabic Storytime once a month during this quarter. Attendees learned basic words in Arabic and made crafts together.

In February, the Eatonville Branch graced its walls with “Woven Stories of Resistance”- a quilt exhibition inspired by youth’s views of social justice in America. 130 attendees visited the library for a reception and panel discussion to learn about the historical retrospective of quilting within the African American community with Links Incorporated and Charmettes Club of Orlando. Sponsored by Delta Omicron Omega Chapter of Alpha Kappa Alpha Sorority, Inc.

All OCLS locations had events and/or displays celebrating, Martin Luther King’s Birthday, Black History Month, Women’s History Month, and the Library’s 100<sup>th</sup> Anniversary.

In September and October, OCLS offered a variety of events that celebrated Hispanic Heritage Month:

Danielle King

12.22

- **Celebrate with Dance**

Library customers enjoyed a lively performance of Flamenco dances from Spain with the *Alboreá Dances Company*.

- **Mexican Danza**

The Orlando Public Library celebrated Mexican art and culture through a folkloric dance performance 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**

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

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Progress	Champion	Updated
<p>map of the world and booklets detailing different cultural holidays.</p> <p>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.</p>		
2. Continue to explore grant/award opportunities		
Progress	Champion	Updated
<p>The library applied for the following grants/awards this quarter:</p> <ul style="list-style-type: none"> <li>Florida Division of Arts and Culture: Specific Cultural Project Grant - \$25,000 to support the expansion of the Sunshine State Author Series, which offers experiences and writing workshops for kids and teens to meet and learn from the favorite award-winning authors and illustrators.</li> <li>Penguin Young Readers Group: Jan Brett – Provide event with author/illustrator Jan Brett in 2023.</li> <li>MonarchWatch.org – Natural Resource Defense Council (NRDC): Free Milkweeds for Schools &amp; Non-Profits – This grant will provide 32 native Florida milkweed plants to support expansion of the West Oaks Wildflower Garden.</li> </ul> <p>The library was awarded the following grants this quarter:</p> <ul style="list-style-type: none"> <li>City of Orlando Mayor’s Matching Grant 2023-2024- \$6,000 to support Robot Rampage Camps and Clubs and the Sunshine State Author Series.</li> <li>Proliteracy: Mobile Learning Fund - \$3,000 to support additional EnGen licenses for supplemental ESL resources.</li> <li>South Arts, National Endowment of the Arts (NEA): Presentation Grant - \$4,500 to support a presenter to attend the 2024 ZORA! Festival Day.</li> </ul> <p>OCLS received the "FLA Exemplary Instructional Programs or Services Award" for its BizKids classes.</p> <p>OCLS received 20,000 eclipse glasses (valued at \$17,400) and 4 kits for eclipse programming (valued at \$3,400) from the Space Science Institute in preparations for the October 14, 2023 and April 8, 2024 solar eclipses.</p>	<p>Leasha Tavernier</p>	<p>6.23</p>
<p>The library applied for the following grants this quarter:</p> <ul style="list-style-type: none"> <li>South Arts, National Endowment of the Arts (NEA) - \$4,500 to support a presenter to attend the 2024 ZORA! Festival Day.</li> <li>National Endowment for the Arts: NEA Big Read 2023-2024 - \$20,000 to fund programming, keynote author event, marketing, and take home books on our selected title <i>Circe</i> by Madeline Miller for March 2024.</li> </ul>	<p>Leasha Tavernier</p>	<p>3.23</p>

Progress	Champion	Updated
<ul style="list-style-type: none"> <li>• Proliteracy: Mobile Learning Fund - \$3,000 to support obtaining additional EnGen licenses for supplemental ESL resources.</li> <li>• Reference and User Services Association (RUSA): Stephen T. Riedner Grant - \$2,500 for “Our Story Well” Senior Storytime program expansion to specifically target people living with dementia and other memory loss illnesses through interactive sessions.</li> </ul> <p>The library was awarded the following grants this quarter:</p> <ul style="list-style-type: none"> <li>• Florida Humanities: Book Festival Grant - \$10,000 to provide supplemental funding for the in-person keynote speaker author, R.L. Stine, for the Orlando Book Festival.</li> </ul> <p>The Orange Blossom Trail Development Board purchased an embroidery sewing machine and six mannequin heads with natural hair to be used in future sewing classes and hair styling events at the South Trail Branch.</p> <p>The Eatonville Branch Manager and TEC Instructional Technology Specialist prepared a nomination packet for the <b>FLA Exemplary Instructional Programs or Services Award</b> for BizKids.</p>		
<p>The library applied for the following grants this quarter:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> <p>The library was awarded the following grants this quarter:</p> <ul style="list-style-type: none"> <li>• Emergency Connectivity Fund- \$447,800 to purchase 1,000 wi-fi hot spot bundles and to enter into agreement to offer broadband services.</li> <li>• Florida Humanities: Big Read- \$2,500 to provide supplemental funding for in-person keynote author event Ross Gay for the NEA Big Read program.</li> </ul>	Danielle King	12.22
3. Evaluate services in efforts to remove barriers		
Progress	Champion	Updated
<p><b>The Library is continuing to look for opportunities to remove barriers and make library services as easy as possible for all residents to access. As a recent example, the Circulation Department has adjusted the expiration dates for cards by extending all dates to the end of the expiration</b></p>	Bethany Stone	6.23

Progress	Champion	Updated
<p><b>month. This often gives customers additional time to renew their cards and provides consistency for staff members working with customer accounts.</b></p>		
<p>The Executive Edge Committee continues to evaluate the success of barriers removed and look for additional opportunities to make access to library resources easier for users. The committee presented to the Library Board of Trustees at the March Board meeting to provide an update on how the removal of fines and other barriers has impacted library customers and staff members. Since removing overdue fines in October 2022, almost 12,000 customers with newly restored accounts have started using the Library again. During that same timeframe, almost \$200,000 worth of materials have been returned to the library.</p> <p>Beginning in January, the Library removed the \$3.00 fee for replacing a lost library card. In addition, the cost of color prints/copies was reduced to \$0.15 to match the cost of black and white prints/copies. The Library lowered the cost of faxing to \$0.50 a page to help those individuals required to submit social services paperwork via fax. Finally, the charge for scanning to a USB or email was eliminated.</p> <p>The Library has also begun allowing those not eligible for a library card to have access to 1 hour of free computer use a day, with the option to use additional time for \$1.00 per hour. The positive result of this change can already be seen in computer usage this year (5192 guest sessions) compared to last year (1790 guest sessions).</p>	<p>Bethany Stone</p>	<p>3.23</p>
<p>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.</p>	<p>Danielle King</p>	<p>12.22</p>

4. Expand financial literacy and business support offerings

Progress	Champion	Updated
<p>The Library’s Events &amp; Programming Department coordinated the following events this quarter:</p> <ul style="list-style-type: none"> <li>• <b>Pathway to Homeownership</b> This event walked attendees through the entire home-buying process to help them plan for a successful purchase.</li> <li>• <b>Keeping Seniors in the Know about Affordability</b> Seniors learned about HECM financing, Social Security, pensions and VA Benefits to help maintain financial health and affordability.</li> </ul> <p>During this quarter, both Chickasaw and Southeast held FINRA grant funded six week series, “Making Cents: Your Money in English.” South Creek continues to partner with World System Builder to host “Financial Literacy Workshops,” five sessions were hosted this quarter. In April, West Oaks partnered with Vystar Credit Union to present “It’s a Money Thing Academy” in which participants learned budgeting basics and understanding credit scores. In May, Windermere hosted a four-part financial literacy program for preschoolers, “Moneybunny,” to better understand how they can earn, spend, save, and give money. In May, Hiwassee partnered with Operation HOPE to offer their “First Time Homeownership Workshop.”</p>	<p>Leasha Tavernier</p>	<p>6.23</p>
<p>The Library’s Events &amp; Programming Department coordinated the following events this quarter:</p> <ul style="list-style-type: none"> <li>• <b>First Time Home Buyer Financing</b> Attendees were provided with information on home buyer financing options, including the Homes for Heroes program and 100% financing using Census Tract, that were presented in English with Spanish translator available.</li> <li>• <b>Financial Concepts for Senior Living</b> Financial educators provided resources for financial literacy with a focus on senior living by sharing user-friendly financial concepts.</li> </ul> <p>The South Creek Branch partnered with World System Builder to host Financial Literacy Workshops; five sessions were hosted this quarter. The Winter Garden Branch Manager, along with a group of YPS, is developing Early Learning Financial Literacy programs to be added to the systemwide event wiki. The first of the grant-funded “Making Cents: Your Money in English” series was hosted at Chickasaw.</p>	<p>Leasha Tavernier</p>	<p>3.23</p>
<p>OCLS connected Orange County elders with financial literacy opportunities through the Smarter Senior Series:</p> <p><b>Downsizing- Smarter Senior Seminar Series</b> Certified senior housing specialists walked customers through the process of downsizing belongings and living spaces to facilitate a pathway to sustainable living.</p>	<p>Danielle King</p>	<p>12.22</p>

**Progress****Champion****Updated****Senior Living Affordability**

Representatives from Advocates & Guardians for the Elderly & Disabled (AGED, Inc.) discussed how seniors could navigate the "Donut Hole" coverage gap regarding Medicare/Medicaid Plan D.

**What Matters Most in Senior Living?**

Christa Roman, Community Relations Director for North Star Senior Advisors, discussed how seniors 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

<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
<b>This project remains on hold as the Library has only recently hired a Fullstack Developer in the IT D&amp;D Department who will be starting work in July.</b>	<b>Bethany Stone</b>	<b>6.23</b>
This project remains on hold as the Library continues trying to hire a Fullstack Developer in the IT D&D Department.	Bethany Stone	3.23

Progress	Champion	Updated
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

2. Explore and implement digital services

Progress	Champion	Updated
<b>All of the library's 1,000 hotspots were checked out by May 24, 2023.</b>	<b>Steve Powell</b>	<b>6.23</b>

Since OCLS began the hotspot lending program on January 3, 2023, over 480 hotspots have been checked out to customers who do not have access to the internet at home.

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.

The hotspots were received in November, processed for distribution in December, and rolled out to the public for use on January 3.

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

Progress	Champion	Updated
<b>During this last quarter, the IT team met with multiple departments to help understand the current utilization of charging areas and the challenges that come with this. With the information gathered here the team is looking to expand the charging and bring-your-own-device areas. This next quarter will continue to focus on planning an updated public PC layout and increasing space for charging devices.</b>	<b>Steve Powell</b>	<b>6.23</b>

With the changes to the fee structure and hold limitations we still remain in the phase of allowing the changes to roll out and statistics to level off. Usage stats have already shown an increase in public PC usage, specifically guest passes, in comparison with previous years. With Summer At Your Library approaching we expect after the next quarter to be able to evaluate and determine the next steps here.

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.

4. Finalize network and network hardware replacement



Progress	Champion	Updated
<b>This quarter the Security Posture review was completed with an outside vendor. During this process the team has identified short and long terms goals to accomplish for maturing our network security. This included additional hardware recommendations to add during this network refresh project. The next quarter will consist of demoing equipment from different vendors to start determining specific equipment model outlines.</b>	<b>Steve Powell</b>	<b>6.23</b>
During the last quarter, we consulted with third parties on a network refresh plan. Working with these vendors we have determined an initial network re-mapping and looked into adding new capabilities to keep our network up to current standards for our future needs. This next quarter will consist of continued discussions on specific models of equipment and a security review of the planned network architecture to ensure this is all taken into consideration.	Steve Powell	3.23
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).	Steve Powell	12.22

#### 5. Evaluate computer specifications

Progress	Champion	Updated
<b>The test equipment was demoed with different Library departments and met the needs they outlined. With a good picture of each department's technology needs we are starting to refresh the computer equipment within the Library. This next quarter will consist of determining specific machine numbers and replacing equipment that is no longer supported or within warranty timeframes.</b>	<b>Steve Powell</b>	<b>6.23</b>
In the last quarter, the I.T. team completed the task of determining the specifications and details of the updated computer models needed. After that step, we requested and have already deployed testing models with multiple departments to confirm that these can run the desired software properly. The process of updating the Library's equipment will start once these specifications are validated to meet each department's needs.	Steve Powell	3.23
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.	Steve Powell	12.22

### E. Partner with schools

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

Progress	Champion	Updated
<p><b>Through the course of the third quarter, Liaisons continued to conduct programs with Orange County Public Schools. Many of these programs are part of the Partners in Education Menu that was created for schools. Orange County Library System professional storytellers visited three schools for five separate class sessions totaling 315 attendees. An additional three sessions are scheduled in June for a fourth school as part of summer camp programming. A StoryWalk was set up for Arbor Ridge K-8 school with 68 adults and 483 children exploring the display on the campus. During the last months of the school year, three schools took part in virtual field trips, totaling 457 attendees. The Library hosted the final Sunshine State Author Series visit for the school year, which had 92 individuals in attendance. Orlando Public Library hosted teams of high school students for Orange County Public Schools’ “Battle of the Books” event, providing space throughout the building for activities, and challenge rounds, which the Youth Service Librarian, Ann Myers, coordinated with the Instructional Technology and Library Media Department of Orange County Public Schools; there were 77 individuals in attendance. Several Library Staff Members facilitated programs and an Exhibitors Hall information table for Orange County Public Schools Parent Academy. Youth activities totaled 104 attendees during this event, and the Exhibitors Hall interacted with 143 individuals. Liaisons interacted with 1,739 Orange County Public Schools students and faculty. Overall, library staff donated 52.5 hours of their time collectively, equaling an in-kind value of \$3,580.92.</b></p>	<p>Sara Gonzalez</p>	<p>6.23</p>
<p>Orange County Library System has established a menu of services available to Orange County Public Schools. School Liaisons conducted several services throughout the Orange County school district during the second quarter. 12,095 attendees participated in liaison school visits, field trips, StoryWalks, Sunshine State Author Series Visits, and storytimes at Orange County Public Schools. These events and programs totaled 105.73 hours by library staff and equal \$2,926.70 of volunteer time to schools based on the Independent Sector’s value for volunteer time for the State of Florida. There was high participation during January 23-27, Celebrate Literacy Week Florida. During this single week, there were 47 school visits by library liaisons, 31 Storytime sessions, and four StoryWalk® with a total attendance of 7,995 participants. Library staff spent 63 hours at Orange County Public Schools during Literacy Week, thus volunteering an in-kind value of \$1,743.84, over half of the total in-kind valued time for the entire second quarter.</p>	<p>Sara Gonzalez</p>	<p>3.23</p>

Progress	Champion	Updated
<p>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 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.</p>	Bethany Stone	12.22

2. Partner with schools for the Sunshine State Author Series

Progress	Champion	Updated
<p><b>During quarter 3, Gabrielle Baco, Youth Projects Coordinator partnered with 11 OCPS schools to deliver four virtual and one in-person school visits to students in grades K-3. Across all five school visits that took place this quarter, there were 1,013 children and 89 educators who took part in this event series. Participants connected with their favorite Sunshine State award-winning authors, including Lily LaMotte, Jarrett Lerner, and Kelly J. Baptist. We successfully closed out the Sunshine State Author Series for the 2022-2023 school year in April 2023; in total, the series serviced 21 unique elementary and middle schools, 3,182 students, and 246 educators throughout all virtual and in-person OCPS visits this past school year.</b></p>	Sara Gonzalez	6.23
<p>OCLS has partnered with 15 OCPS schools to deliver four virtual and two in-person school visits to students in grades 3-8. Across all six visits between January and February 2023, 915 children and 71 educators participated in the Sunshine State Author Series and connected with their favorite award-winning authors, including Lisa</p>	Sara Gonzalez	3.23

Progress	Champion	Updated
<p>Fipps, Jack Meggitt-Phillips, Christina Diaz Gonzalez, and Jennifer L. Holm. The in-person visits were conducted with Christina Diaz Gonzalez. OCLS also distributed 160 copies of <i>Concealed</i> by Christina Diaz Gonzalez to students. Upcoming author visits are planned with Jarrett Lerner, Kelly J. Baptist, and Lily LaMotte.</p>		
<p>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.</p>	Bethany Stone	12.22
3. Expand and enhance school liaison training		
Progress	Champion	Updated
<p><b>The third quarter prioritized liaisons sharing information regarding Orange County Library System’s Summer at Your Library initiative. This included liaisons sending promotional information by email to faculty at their assigned Orange County Public Schools. Erica Black also created a PowerPoint presentation for liaisons to utilize for school visits. An End of Year survey was sent out to all liaisons to gather feedback about school interactions, templates, and future training needs. Liaisons noted that they found the email templates beneficial and that current training resources are effective. The School Partnership Program Chairs will continue to create short training videos in preparation for the beginning of the school year.</b></p>	Sara Gonzalez	6.23
<p>Library liaisons were sent a survey asking for input regarding desirable topics for future training videos. The survey asked what topics would be important to have as a video resource from a set list of topics; from the list, the topics with the highest response that liaisons noted as desirable for videos were “Outreach Essentials,” “Setting Up For a School Visit,” and “Adding Volunteer Hours to Additions.” With this feedback, Erica Black created a short training video covering logging into the Orange County Public Schools Additions volunteer site and the steps to manually log hours for school events or programs that library liaisons had completed. This was made available for liaisons to view online</p>	Sara Gonzalez	3.23
<p>Staff updated templates for liaisons in preparation for Literacy week in January. These links were also updated in the welcome email sent</p>	Bethany Stone	12.22

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

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.

**F. Foster Innovation & New Services**

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

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

**The library has made a concerted effort to bring library programming and services to the community to help reduce transportation barriers. During the third quarter, OCLS hosted 294 library events at community partner sites, reaching over 10,570 residents. Staff hosted the inaugural Mother Goose on the Loose program at Nemours Children Hospital. The literacy-rich workshop aims to benefit families with medically inclined children in the Neonatal Units and will be provided bi-monthly at Nemours. Staff formed a partnership with the City of Orlando and are presenting regularly scheduled nature themed storytimes at Bill Frederick Park. The Lake Nona and Horizon West weekly summer pop-up events have resumed and will continue all summer long. Staff continue to support the Storywalk at Shadow Bay Park and have added interactive activities such as scavenger hunts to the program. Staff continue to offer programming at a variety of offsite facilities such as: Hamlin Retirement Home, L. Claudia Allen Senior Center, South Orlando YMCA, John Bridges Community Center, Hope Community Center, Rosemont Neighborhood Center, Silver Lakes Community Center, and Gentry Park, just to name a few. Examples of programs presented were senior crafts, knitting, storytelling, technology classes, field trips, and themed educational activities. OCLS participated in 127 outreaches, reaching over 7,600 people. Staff attended several large community festivals such as “Spring Fever at the Garden,” “Fiesta in the Park,” “MAKE ‘m Smile,” “YMCA Healthy Kids Day,” “OCPS Parent Academy,” “Community Action Fair,” and “Spooky Empire.”**

**The book bike that was ordered has arrived and staff are working on developing safety procedures, training, and best practices for the service. The goal is to roll-out the book bike to the public in August. Currently, the bike is on display in the lobby at the Orlando Public Library.**

**Danielle King****6.23**

Progress	Champion	Updated
<p>The library has made a concerted effort to bring library programming and services to the community to help reduce transportation barriers. During the second quarter, OCLS hosted 256 library events at community partner sites, reaching over 11,500 residents. Staff offered regularly scheduled programming at the following offsite facilities: RCMA, Hope Community Center, Waterleigh Clubhouse, Brixton Landing Senior Center, Rosemont Neighborhood Center, Silver Lakes Community Center, Gentry Park, Madison Assisted Living, Wellington Park, Brixton Landing, South Orlando YMCA, Brooksdale Assisted Living, Lila Mitchell Head Start, and Leu Gardens. Event offerings varied based on the needs of the community. Examples of programs presented were senior crafts, knitting, storytelling, technology classes, field trips, and themed educational activities.</p> <p>OCLS participated in 85 outreaches, reaching over 6,000 people. Staff attended several large community festivals such as “Horizon West Fest,” Mayor Deming’s “Jazz in the Park,” “Paws in the Park,” “OCPS Parent Academy,” “ZORA!Fest,” and the “Mayor’s Open House and Job Fair.”</p> <p>In January 2023, the library received a \$100,000 donation from the Sorosis of Orlando Woman’s Club to support mobile services. The library plans on purchasing book bikes and a bookmobile to expand services to communities with transportation challenges.</p>	Danielle King	3.23
<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>	Danielle King	12.22

Progress	Champion	Updated
OCLS will begin offering in-classroom Middle/High School Virtual Library Card experiences in January.		
2. Evaluate Melrose content to roll out into system-wide programming		
Progress	Champion	Updated
<b>Melrose staff are working with the Chickasaw Branch to schedule photography classes in August or September. The team will be meeting to discuss potential Melrose-like elements that could be introduced to the Horizon West Branch.</b>	Danielle King	6.23
Melrose staff continue to meet semi-regularly with TEC Managers and ITS staff to share Melrose curriculum developments that they might want to consider adapting for TEC/Branch classes. Melrose offers more than 50 online classes monthly, making learning content accessible county-wide and beyond. One example, Melrose's online Advanced Photoshop Techniques class, serves as a perfect extension to the Photoshop Basics classes taught through TEC at Branches. We continue to look for opportunities to bring Melrose information and experiences to the public outside of the Center. We will be teaming with TEC to exhibit at Spooky Empire in May, to connect with and invite makers and cosplayers to foamsmithing and sewing classes.	Danielle King	3.23
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.	Danielle King	12.22
3. Explore opportunities to checkout non-traditional items		
Progress	Champion	Updated
<b>The OCLS hotspot lending program is going strong, and all 1,000 hotspots are currently checked out with a waiting list. Although the Emergency Connectivity Funds will be ending, the library has decided to continue to fund this service for the next fiscal year. The Library of Things (LOT) committee has rolled out the first thing: Blood Pressure Monitoring Kits on June 20, 2023. OCLS secured materials from the American Heart Association and the HCA Healthcare Foundation to put together the Libraries with Heart Self-Monitoring Blood Pressure Kits. The kits are available to check out at the Hiawassee and South Trail branches. The committee is working on their next project: fiber art kits, with the goal of rolling these kits out to the public in the fall.</b>	Danielle King	6.23

Progress	Champion	Updated
<p>OCLS began the hotspot lending program on January 3, 2023. Over 480 hotspots have been checked out to customers who do not have access to internet at home since the start of the program.</p> <p>The Library of Things (LOT) committee have met several times this quarter to discuss plans for this project. The team sent out a survey to all locations asking staff to provide feedback about what “things” customers request at their location. The list was categorized and sorted based on type. The team discussed the list and decided to focus on more feasible items to start with first such as fiber arts, educational kits, technology support, and health kits. Team members are researching the cost of supplies needed such as knitting/crochet kits, sewing supplies and charging cords. Staff is also meeting with the American Heart Association about the possibility of partnering with them to offer self-monitored blood pressure kits. The team has developed the LOT collection management guidelines which outlines the goals, criteria for acquiring items, collection maintenance, and donations. The next step is to develop the Terms of Use for the Library of Things and create a budget.</p>	Danielle King	3.23
<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 and services their communities need for remote learning.” The fund initially was established through American Rescue Plan Act (ARPA) to help during COVID-19.</p> <p>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.</p> <p>A Library of Things committee has been formed and will have their first meeting in January.</p>	Danielle King	12.22



**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Director's Report**

## Director's Report: July 2023

Recently, the Friends of the Orange County Library System were the recipients of an extremely generous donation from the trust of Orlando tennis legend Roger Pharr. When Pharr passed away in 2022, he left the bulk of his estate to the Friends, on the condition that they use the funds to start an endowment for the library in honor of his mother, Lillian Louise Pharr. The trustees agreed that the endowment funds could be spent to help the library establish an author series in her name. We met with the trustees recently, who presented a check for \$1,067,000 to fund the endowment. While we knew this would be a sizable donation, we did not know it would be more than a million! For those who are not familiar with Roger Pharr, he was a well-known tennis player who was active from 1955 through the 1970s. He is recognized as one of the all-time top-ranked players from Florida, and he was a regular presence on the courts at the downtown Orlando Tennis Center. He loved reading and the library, and we learned during our meeting with the trustees that some of the last times he drove his car was to visit the Orlando Public Library. We are grateful to Mr. Pharr and his family for their support of OCLS and the Friends.

On June 26, Chief Marketing and Public Relations Officer Erin Sullivan and I were invited to participate in the kickoff for OUC's 100<sup>th</sup> anniversary at City Hall. We have been working with OUC to build a partnership to highlight our mutual anniversaries, and OUC has agreed to sponsor one of our EV book bikes as part of the agreement. During the City Hall kickoff, OCLS was recognized in remarks by OUC executives for our 100 Year Celebration.

On June 2, Orange County Public Schools' McKinney-Vento Program hosted the third annual Central Florida Homeless Education Summit. OCLS was invited to attend and present information about the services we provide. Two OCLS social workers presented to 21 school staff and community members who provide support for students and families experiencing housing transition.

In June, Learning Central staff attended the Florida City and County Management Association Annual Conference and the National Association of Social Workers Annual Conference to promote Right Service at the Right Time, reaching over 250 participants.

In June, branch outreach staff hosted the inaugural Mother Goose on the Loose program at Nemours Children Hospital. The literacy-rich workshop aims to benefit families with medically inclined children in the Neonatal Units and will be provided bi-monthly at Nemours.

As we have mentioned in the past, we are working on creating a Library of Things – a collection of items that can be checked out of the library that are not books or traditional library materials. Our Library of Things Committee rolled out its first thing on June 20, 2023: Blood Pressure Monitoring Kits. OCLS secured materials from the American Heart Association and the HCA Healthcare Foundation to put together the Libraries with Heart Self-Monitoring Blood Pressure Kits. The kits are available for customers at the Hiawassee and South Trail Branches. Each location has 15 kits available for checkout.

Second Harvest Food Bank added the South Trail Branch to the locations receiving shelf-stable breakfast and lunch boxes for distribution to families. This month, Fairview Shores, Chickasaw, and South Trail branches handed out 750 boxes to families in need.

### Recent System-Wide Events

#### Melrose Center

On June 10<sup>th</sup>, we hosted the *Melrose Pop Festival*. The festival was planned as part of the Library's 100 Years celebration. With June marking the 1960s, the event was an homage to the legendary 1967 Monterey Pop Festival. The festival bill featured a stellar lineup of local favorites, including Eugene Snowden, Beth McKee, Marc With a C, Oak Hill Drifters, Hannah Stokes and Milk Carton Superstars. Marko Torres hosted the proceedings and also performed.



*Beth McKee and her Funky Time Band*

*Oak Hill Drifters*



*Eugene Snowden*

*Hannah Stokes*

The *Melrose Pop Festival* was a huge team effort, starting with the planning and execution of stage light shows for each act by Ryan Mulcahy. Ryan and colleagues Anthony Torres, Gabriel Soltren and Ashley Vazquez Colon filmed the show and numerous interviews. Michael Belancourt handled the audio board throughout the festival, Drigo Garcia-Salas served as the stage audio tech and Isra Batista engineered the audio recording. Pedro Berrios and Bre Nax took photos throughout the day. Robert Jakab's wonderful poster art for the festival was featured on signage and a slide show of artists he created for the LED Wall. Robert's design was used by Andrew Jeffries to create the special *Melrose Pop Festival* bass drumhead logo. Andi Cates and Ryan Baichan oversaw the successful concession stand along with Rueben Cortes on behalf of the Staff Association. Juan Rivera hosted a couple sessions of VR Karaoke in the Game Development Lab for festival goers. Robert, Andrew, Stephanie Lum, Frank Mackey, Alexa Murillo Gonzalez, Harold Singh and Kyle Snodgrass – along with Melissa Lawrence from Chickasaw and Christine Lindler and Silence Bourn from Events & Programs – were on hand to assist with dock parking, load in/out and escort performers to/from the Green Room (Melrose Conference Room), staff the front desk and assist with guest needs and questions. The five-hour festival drew 303 attendees. Feedback from

the audience and performers was overwhelmingly positive, including numerous inquiries about when the next *Melrose Pop Festival* will occur! (We don't know yet.)



Ryan M. and Mike B. on the boards



Peace, Love and Happiness

Marketing & Public Relations helped publicize the festival, securing billboards with Robert's design reworked by Ben Garcia, booking Jim Myers on the *A Corporate Time with Tom & Dan* show and creating a press release. Jim also appeared on WPRK's *State of the Scene* show on June 1<sup>st</sup> to promote the festival. [Orlando Weekly](#) and the [Bungalower](#) each featured articles ahead of the festival, and [Orlando Weekly](#) along with [Central Florida Lifestyle Magazine](#) wrote articles after the festival.

The next step is the creation of the *Melrose Pop Festival* concert film, as we begin sorting through 15 hours of footage from six cameras to produce a 55-minute video. We hope to have a trailer to share in the next few months.

The Melrose Center scored three nominations in *Orlando Weekly's* [2023 Best of Orlando Reader's Poll](#). They are: Best Film Festival for the *Melrose Film Festival*, Best Recording Studio for the Audio Studio, and Best Music Festival for the *Melrose Pop Festival*. (And speaking again of the Pop Festival, five of the six acts on the bill are 2023 nominees for Best of Orlando awards in their respective musical genres.)

The Audio Studio control room rebuild is nearing completion and we will welcome customers back the first week of July. The three newly installed QCon ProX controller stations, which replace the Avid C-24 board that had been in place since 2014, will give Melrose members more flexibility in recording with their preferred digital audio workstation. Drigo Garcia-Salas, Isra Batista and Mike Belancourt teamed up to execute the installation, with a big assist from Harold Singh who provided a reconstruction of the control room console to fit the new equipment.

The first Melrose Show Production classes were published to the calendar in June, with *Video Production Fundamentals*, *Introduction to LED Video Walls* and *Wireless Microphone Techniques* led by Ryan Mulcahy scheduled in July and August.

On July 17<sup>th</sup>, Frank Mackey led the Fab Lab's Family Stem Saturdays program *Design Holiday Decorations with Inkscape* for 10 attendees (five children, one teen.)

The Fab Lab offered a three-day Creature Shop Workshop on Fridays, June 9<sup>th</sup>, 16<sup>th</sup> and 23<sup>rd</sup>, as Jose Gonzalez and Andrew Jeffries led three enthusiasts in *Macabre Sitcom Props*. Attendees learned the television magic behind black and white sitcom props and were led through designing their very own props. Anthony Torres teamed with MPR's Caryn Morris to create a cool promotional video on the Library's [social media](#).

Harold Singh led *Build a Treasure Box* on June 26<sup>th</sup> for four attendees, who learned to use Moment of Inspiration 3D modeling software and our Orion laser cutter to create a unique storage box.

The Photo Team held two meetups in June. On June 1<sup>st</sup>, Pedro Berrios and Bre Nax led nine photographers on a *Film Photography Walk* downtown, followed by a discussion back in the Melrose Center about film processing options. *During Photography: Scanning* on June 22<sup>nd</sup>, Bre and Pedro led a meetup at the LED Wall for six attendees to discuss and demonstrate our new professional film scanner, covering its high optical resolution and ability to support multiple film formats.

There were 12 in attendance for the *Youngblood Improv* show on June 24<sup>th</sup>, the final day of the five-day teen workshop led by Marko Torres. Total attendance for the series was 24. Marko's seven-week *Improv 2* series concluded on June 4<sup>th</sup> for seven attendees.

Indienomicon returned to the Melrose Center for a pair of community meetups during the first weekend of June. Saturday's Game Demo Day drew eight attendees, while 21 enthusiasts attended Sunday's Video & Board Game Day. Indienomicon plans to continue these meetups in Melrose on the first weekend of ensuing months, offering guest speakers, networking opportunities and a chance to pitch all types of games from downloads and apps to consoles to board games.

The Florida Mechanical Keyboards community meetup on June 24<sup>th</sup> drew 21 hobbyists that collect mechanical keyboards, switches and artisan keycaps.

Season 4 of *Melrose in the Mix* concluded June 22<sup>nd</sup> on WUCF-TV with the session featuring local extreme metal band, [Varanger](#). The session was filmed by Ryan Mulcahy, Gabriel Soltren and Anthony Torres, with Gabriel editing the episode for broadcast. The audio was engineered by Drigo Garcia-Salas and Isra Batista. There have now been 23 episodes of *Melrose in the Mix* aired on the local PBS station since the series premiered in January 2020.

Season 4 of the *Reel to Real Podcast* continued with Episode 22, posted [across multiple platforms](#) on June 30<sup>th</sup>. Recorded in April, Ryan Mulcahy joined Bruce Hensal as co-host in welcoming Mark Mason, Darren Carter and Sean Shannon to discuss live sound production. Mason is the founder of Metrosound Productions, Carter is the production manager at The Conduit and Shannon is head audio engineer at the Dr. Phillips Center. The episode was engineered by Drigo Garcia-Salas with film production by Anthony Torres.

On June 28<sup>th</sup>, Jim Myers joined Bruce as co-host for this season's finale episode of *Reel to Real*, featuring guests Beth McKee and entertainment attorney Davey Jay. Beth talks about performing at the *Melrose Pop Festival* and her current projects. Davey answers some questions about trademarks for artists and the impact of AI on creators' rights. The episode, engineered by Isra Batista and filmed by Anthony Torres, is tentatively scheduled for release in August.

The video versions of this season's first two episodes featuring record producer [John Kurzweg](#) and the engineering team from [Phat Planet Studios](#) were also released this month.

Summer At Your Library was well-represented in Melrose during June. In addition to the previously mentioned *Youngblood Improv*, staff across the pods offered *Create a Droid with Blender* (ages 13-18) *Create Customer Pokemon Cards* (10-12), *Laugh it Up: Stand-Up Comedy Techniques* (13-17), *Cyanotype Photography for Kids* (9-12), *Animate Your Droid with Blender* (13-17) *Camera Basics for Kids* (9-12), *YouTube Live Production for Families* (9+), *Create a Spaceship LEGO Video Game* (13-17), *Character Study* (13-18) *Create a FPS Microgame* (13-17), *Create and OBBY Style Video Game* (13-17) and *Make a LEGO movie* (9+) There were 133 total attendees for these events.

Our June schedule was again filled with in-person and online classes, orientations and assessments. A breakdown:

### **Orientations and Assessments**

#### **52 Orientations: 157 Attendees**

- Audio 5-22 (online 2-8)

- Photo 3-7
- Video 5-11
- 3D Printer 4-15 (online 1-3)
- Orion Laser Cutter 3-4
- Silhouette Cameo 3-8
- Glowforge Laser Printer 2-6
- General Orientation 4-37
- Flight Orientation/Assessment 6-13
- Driving Orientation/Assessment 14-30
- VR Learning Station Orientation 3-4

**19 Assessments: 16 Attendees**

- Audio 3-3
- Photo 7-8
- Video 7-3
- Orion Laser Cutter 1-1
- Silhouette Cameo Cutter 1-1

**In-Person Classes**

**112 Classes: 351 Attendees**

- Audio 14-39
- Photo 28-95
- Video 18-36
- Fab Lab 17-53
- Performing Arts 14-55
- Game Design 18-57
- Graphic Design 3-16

**Online Classes**

**39 Classes: 96 Attendees**

- Audio 2-11
- Photo 6-11
- Video 13-42
- Graphic Design 18-32

Throughout June, Juan Rivera had 38 customers visit during 15 days of *Game Development Open Lab*. These sessions allow customers a chance to ask questions and explore the Simulators, VR Learning Stations and Game Design classes and resources.

There were 12 *Makerspace Open Labs* in May with 192 customers visiting the Fab Lab. These sessions allow credentialed Members to use the 3D printers, Orion Laser Cutter, Glowforge Laser Printer and Silhouette Cameo machines to complete projects, and provide newcomers the chance to ask Fab Lab Instructors questions about the resources and related classes.

**Studios, Spaces, Simulators**

**28 Bookings out of 34 Available Studio Sessions: 59 Attendees**

- Audio – 3 of 3 booked, 5 attendees
  - *The audio studio was shut down for refurbishment for most of the month*
- Photo – 17 of 19 booked, 32 attendees
  - *Of the 2 not booked: both were late cancellations or no shows*
- Video – 8 of 12 booked, 22 attendees
  - *Of the 4 not booked: 2 were late cancellations*

## Other Bookings:

- Sound Booths – 121
- Editing Bays – 83
- LED Wall - 16
- Driving Simulator – 40
- Flight Simulator – 32
- VR Learning Station - 11
- Glowforge Laser Printer – 1
- 3D Printer – 1
- Orion Laser Engraver – 4
- Rehearsal Space – 7
- Game Development Workstation – 1
- Simulator Development Rig - 1

We welcomed 218 new Members during June via the [OnDemand Melrose Center General Orientation](#). Combined with our in-person General Orientation attendance of 37, we gained 255 new Members for the month.

Membership for Melrose Meetup groups increased across all but one group during June:

- Orlando Audio – 1,282 (+22)
- Orlando Digital Media Design – 1,752 (-6)
- Orlando Melrose Makers – 187 (+12)
- Orlando Out Tonight Theatre – 2,859 (+45)
- Orlando Photo+Design – 3,804 (+24)
- Orlando Video & Post Production – 2,668 (+20)

## Alafaya

- On 3 June, Alafaya presented “Bluey Family Fun” where families enjoyed stories, activities, and crafts based on the Heeler family. There were 135 participants.
- On 7 June, Alafaya staff conducted “Bubble Playtime” where toddlers and preschoolers developed their motor skills in an interactive bubble class. There were 78 participants.
- On 12 June, Alafaya staff presented two sessions of “Code with Sphero” where children learned to use Sphero’s LED matrix to display animations and pictures and to design code to move their robot along paths and mazes. There was a total of 16 participants.
- On 14 June, Alafaya staff conducted “Cuisine Corner Jr: Rainbow Foods!” where children learned to make colorful snacks for the summer. There were 32 participants.
- On 15 June, Alafaya hosted “Spheres Bubble Show” where families were amazed by master bubble performer, Blaise Ryndes. There were 221 participants.
- On 17 June, Alafaya staff presented “Royal Tea Party” where princes and princesses engaged with delightful treats, regal crafts, and surprise guests from their favorite stories. There were 107 participants.
- On 20 June, Alafaya staff attended “Community Event: Tasty Tuesday” where they shared library resources with the Wedgefield community and provided a make-and-take craft for families. There were 86 participants.
- In June, Alafaya hosted “In-Person: Social Worker @ the Library” where customers met with a social worker and received assistance with social and government services. There were 41 participants.
- During June, Alafaya staff presented “English from Zero” and “English Conversation Hour” both in person and on the virtual platform, fostering the English language skills of 394 customers.
- Throughout June, Alafaya staff conducted five “Scavenger Hunt” events where children explored the library on a hunt for a variety of clues. There were 332 participants.

## **Chickasaw**

- On 7 June, Chickasaw hosted, “Bright Music in the Libraries.” A total of 168 people attended the event.
- On 9 June, “Sphere’s Bubble Show” entertained 327 attendees at the Chickasaw Branch with music, and bubble tricks with an interactive performance.
- On 14 June, Chickasaw hosted “Sing Along with Yehaa Bob” for families. There were 126 attendees that sang and laughed during the show.
- On 16 June, Chickasaw hosted “Amazing Animals” for 222 attendees. Families met rare and endangered species that can be found throughout different lands.
- On 21 June, Chickasaw hosted “Bilingual Comedy” for 193 attendees. Kids learned a few words in Spanish and enjoyed an educational magic show.
- On 28 June, Chickasaw hosted the “Comedy Maks Show” for 183 attendees. Families enjoyed watching juggling tricks and a plate-spinning grand finally.
- On 30 June, Chickasaw hosted, “DJ Renee Adams” for 155 attendees. DJ Renee Adams challenged kids with new dances and fun interactive activities.
- Throughout June, Chickasaw distributed 300 non-perishable ready-to-eat food boxes from Second Harvest to customers.
- Throughout June, Chickasaw attended 5 community events and spoke to 207 attendees about library services.
- During the month of June, Chickasaw served 2,258 lunches to children through “Summer Lunch - OCPS Mobile Lunch.”

## **Eatonville**

- On 8 June, Eatonville hosted “Cuisine Corner Junior: Fruit Wands” for 23 children who learned basic cooking techniques and made fun, tasty treats.
- On 13 June, Eatonville led 38 youth in making “Rainbow Beaded Bracelets.”
- On 15 June, Eatonville presented “Friends Forever: Animal Rescue” where 25 attendees learned about animal rescues and created a furry friend to take home with them.
- On 16 June, Eatonville celebrated Juneteenth with grammy-nominated artist “Fyutch,” who entertained 67 kids with songs about community, Black history, and culture.
- On 21 June, Eatonville presented “Ready, Set, Sail!” to 33 children who sailed through boat stories and activities.
- On 21 June, Eatonville celebrated Juneteenth with “Zora’s Garden,” an interactive story time and book signing with Scholar Rae Chesney.
- On 23 June, Eatonville hosted “Spheres Bubble Show” for 165 attendees who enjoyed a spectacular bubble and light show.
- On 27 June, Eatonville hosted “All Are Welcome” where 20 youth learned how to connect with people with different backgrounds, cultures, and nationalities.
- On 27 June, Eatonville presented “Suncatcher Craft” for 20 children gathered to create sun catchers to hang on their window to soak up the sun this summer.
- During June, program-themed “Passive Kits” were given to 128 children.

## **Fairview Shores**

- On 5 June, Fairview Shores hosted “Spheres Bubble Show” with Blaise Ryndes, master bubble performer, for 83 attendees.
- On 7 June, Fairview Shores presented “Animal Towels” and staff taught 22 attendees to make different kinds of animals using towels and decorated them with wiggle eyes and sunglasses.
- On 7, 14, and 21 June, Fairview Shores hosted “Fairy Tale STEM” and built a pulley for Rapunzel, a raft for the Billy Goat, and a parachute for Jack to escape the beanstalk. There were 55 participants.
- On 7, 14 and 28 June, Fairview Shores hosted “3D Printing and Design Camp” classes for 18 participants. Attendees built models in 3D using Tinkercad's tools and techniques and learned the process of exporting models to a slicer software for 3D printing.



- On 9, 23, and 30 June, Fairview Shores hosted “Cookies and Milk with Community Heroes” with a police officer, representative from Poverty Solutions Group, and a library worker. The 60 participants enjoyed stories and snacks and learned more about heroes and helpers in our community.
- On 22 June, Fairview Shores partnered with UF/IFAS Extension Certified Master Gardeners for the “Pollinator Gardening with Your Child.” Eight attendees participated in interactive learning about butterflies and butterfly gardens through games & arts and crafts activities.
- On 29 June, “All Aboard to Explore” entertained 15 customers through crafts, stories, and songs on an adventure to treasure island.
- In June, Fairview Shores distributed a total of 510 boxes of non-perishable foods from Second Harvest to help families in the community with food insecurities.
- In June, Fairview Shores staff hosted “Beginner’s Spanish for Kids” and “Catch up Spanish Class.” A total of 196 customers attended to learn basic Spanish while interacting with each other.
- In the month of June, Fairview Shores served 532 lunches to children and young adults through “Summer Lunch - OCPS Mobile Lunch.”

### **Hiawassee**

- On 14 June, Hiawassee hosted the “Amazing Animals” show featuring a gator and a python, of course. 173 guests were in attendance.
- On 20 June, IGNITE Martial Arts summer camp students visited Hiawassee. 48 participants enjoyed a branch tour and informational session with our Librarian.
- On 24 June, 19 Hiawassee Teen volunteers packed 65 Summer Reading program goody bags for distribution in July.
- Beginning 24 June, OCLS’s partnership with the Community Arts Summer Camp distributed 38 art kits for students. Classes are conducted virtually from June 24-July 22.
- During June, Hiawassee staff created over 19 themed passive art kits serving 550 youth.
- On 16 & 30 June, Hiawassee hosted a special “Anti-Littering Family Storytime” in partnership with the Pine Hills Community Council. 83 adults and youth attended.
- On 28 June, Hiawassee hosted “Spheres Bubble Show” with master bubble performer, Blaise Ryndes, who entertained 236 participants!
- On 9, 16, 23 & 30 June, 84 children and caregivers participated in the new “Hiawassee LEGO Club,” where youth were given challenges to use their creativity skills to build LEGO models.
- In June, Hiawassee staff conducted 24 off-site Storytime events reaching 472 participants.
- During June, Hiawassee staff conducted “English from Zero” classes serving 112 adults.

### **Main**

- On 1 June, OCLS staff promoted Right Service at the Right Time to 42 attendees of the Florida City and County Management Association Annual Conference.
- On 2 June, two OCLS social workers attended the Orange County Public Schools’ Homeless Education Summit and presented information about their services to 21 attendees.
- On 3 June, the library kicked off Summer at Your Library with PBS “Mega Wow” star Katie Nguyen, customers participated in science and learned how to experiment with colors, there were 135 attendees.
- On 5 June, the Storyteller Coordinator hosted an offsite Storytime at Leu Gardens with 130 attendees.
- On 6 June, the Orlando Public Library hosted “Spheres Bubble Show” with 114 attendees.
- On 13 June, literary agent Michael Mammay walked 77 attendees through the querying and publishing process during the virtual event “Literary Agents and the Querying Process.”
- On 13 June, an award-winning bilingual children's band “Evan and Vanessa” hosted a program and invited customers to sing along, tune in, and listen to peaceful music with 95 attendees.
- On 15 June, Learning Central Staff attended the National Association of Social Workers Annual Conference and promoted Right Service at the Right Time to 161 attendees.

- On 15 June, Steven C. Bulinski, Program Supervisor with Orange County Government Consumer Protection Office, provided 46 attendees with information on ways to protect consumers during “Protect Yourself from Fraud and Deceptive Business Practices” at the Orlando Public Library.
- On 24 June, teens learned about hip-hop, rhythm notation, chopping samples, stacking drums and recording live instruments during the program “NB Hip-hop Academy Workshop” with 19 attendees.
- On 24 June, a total of 12 customers attended the “Let’s Play Pokémon” meetup at the Orlando Public Library.
- On 27 June, author and mentor Sharon A. Thompson taught 72 attendees how to self-edit and handle feedback from critique partners during the virtual event “Revising Your Manuscript.”
- On 30 June, 95 attendees learned how to make delicious spring rolls with chef Yamira Lee Johnson via Instagram.
- During June, OCLS Social Workers aided over 350 customers at 9 locations on topics such as unemployment, SNAP benefits, and mental health assistance.
- During the month of June, we celebrated Caribbean American Heritage Month with live performances by steel pan musician Ravon Rhoden, where 166 customers attended the Chickasaw Branch performance, followed by 92 customers at the Orlando Public Library.
- During June, a total of 393 children attended Summer at Your Library classes and camps in coding, game design, and fiber arts.
- During June, a total of 265 customers enhanced their Fiber Arts skills with sewing, knitting, and crocheting by taking in-person and online classes.

### **North Orange**

- On 7 and 21 June, North Orange hosted 14 adults for the bi-weekly “Tea Social Hour,” which gives adults an opportunity to come together and chat over crafts and tea.
- On 11 and 22 June, North Orange hosted its last “Paint Party!” original programs for a total of 21 adults.
- On 14 June, North Orange offered “DIY Pride,” which invited attendees to learn about the history of the rainbow flag and put their knowledge to use by creating rainbow-themed crafts. A total of 16 attendees joined the celebration.
- On 21 June, North Orange hosted 12 attendees for “Perler Bead Art- Rainbow Pride,” a celebration of color and pride with rainbows and other beaded designs.
- In June, North Orange offered 3 sessions of “Virtual: Basic Spanish - with Ms. Wilnelia,” a popular series developed by the Branch Technology Trainer for an average of 15 students.
- In June, North Orange began offering “BizKids Club” to kids aged 9-14. An average of 3.5 students attended the first 4 sessions.

### **South Creek**

- On 16 June, “Sphere’s Bubble Show” entertained 295 attendees at the South Creek Branch with magic and bubble tricks.
- On 5, 12, and 26 June, South Creek hosted children and parents for “Storybook Fun,” “Toddler Time,” and “Tiny Tales.” There were 408 participants.
- On 5, 12, and 26 June, South Creek hosted “Storytime Craft” for families. There were 196 attendees.
- In June, South Creek hosted a three-session course of “Citizenship Inspired” for 26 attendees.
- In June, South Creek hosted four sessions of “Speaking Clearly for Beginners” for 58 attendees.
- Throughout June, South Creek hosted the following Passive Events: “Uncle Sam,” “Pride Pinwheels,” “Fish Mobile,” and “Juneteenth Flag.” We distributed 600 passive crafts for families to complete at home.
- In June, South Creek hosted three “Lake Nona Pop-Up” events for a total 302 attendees.
- Throughout June, South Creek hosted 15 additional offsite events at partner locations for 372 attendees.
- Throughout June, South Creek attended 3 community events and spoke to 319 attendees about library services.
- During the month of June, South Creek served 816 lunches to children through “Summer Lunch - OCPS Mobile Lunch.”

## **South Trail**

- In June, South Trail staff attended 7 events and spoke to 350 people about library services.
- In June, South Trail offered “Creole Connect” 3 times to a total of 78 attendees. Participants practiced their English skills and interacted with other members of the Haitian community.
- In June, South Trail offered 8 “Virtual: Citizenship Inspired” classes to a total of 104 attendees.
- In June, South Trail distributed over 1,500 craft kits and activity packs with word searches and coloring sheets.
- In June, South Trail hosted “Social Worker @ the Library” 6 times. A total of 79 customers were served.
- In June, 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 55 children and parents.
- In June, South Trail staff hosted the beginning English class, “English from Zero” 9 times in person and 4 times virtually to a total of 192 attendees.
- On 10 June, the Central Florida Zoo entertained 33 people at the South Trail location by showing animals found in the Caribbean at “Pirates of the ZOOribbean.”
- On 12 June, “Spheres Bubble Show” at the South Trail branch entertained 57 people with amazing bubble creations.
- On 26 June, “Zoom Around the World with Central Florida Zoo” presented several different animals to 58 children and their parents at the South Trail library.

## **Southeast**

- On 3, 7, 9, 14, 17, 23, and 28 of June, Southeast hosted “English Conversation Hour” where 171 students met to practice their English language skills with each other.
- On 3, 9, 17, and 23 of June, Southeast hosted, “Speaking Clearly Beginners” where 167 English learners were introduced to the basics of the sounds of English pronunciation.
- On 5, 8, 15, 22, 26, and 29 of June, Southeast hosted six “Pop-up Craft Programs” where 478 children and their families stayed behind after each SAYL show to enjoy a craft and fun art projects.
- On 5, 12, and 26 of June, Southeast hosted “Hola Amigos- Spanish from Zero for Kids” where 283 children were introduced to the basics of the Spanish language.
- On 6, 7, 13, 14, 20, 27, 28, and 29 of June, Southeast hosted “English from Zero” where 244 students discussed and learned basic English vocabulary.
- On 6, 13, 20, and 27 of June, Southeast hosted “Spanish from Zero: Basics” where 187 students were introduced to the basics of the Spanish language.
- On 8 of June, Southeast hosted “Spheres Bubble Show” where 183 children and their families enjoyed a bubble and light show with Blaise Ryndes.
- On 15 of June, Southeast hosted “Bilingual Comedy Magic Show” where 121 children and their families enjoyed learning Spanish vocabulary and magic tricks.
- On 22 of June, Southeast hosted “Amazing Animals” where 181 children and their families met and learned about rare, threatened, and endangered species.
- On 24 of June, Southeast hosted “Escape Room: Captain Albertson’s Library” where 155 participants used their critical thinking skills to solve the puzzles and escape the past.

## **Southwest**

- On 1, 8, 15, 22, and 29 June, Southwest hosted “Storytime Crafts” giving 563 children and caregivers an opportunity to drop in before or after Storytime to create a craft.
- On 3 and 7 June, Southwest staff hosted "Storytime at Bill Frederick Park" where 43 participants enjoyed nature-themed stories and crafts hosted near the playground. This event was presented through a partnership with the City of Orlando's Parks and Recreation Department.
- On 5 June, Southwest hosted "DIY Rollercoasters." 53 children and caregivers learned about the physics behind rollercoasters, and then had the opportunity to design and build their own.
- On 7 June, 269 children and caregivers enjoyed a comedic and mysterious fusion of art, science, and magic at the "Spheres Bubble Show."

- On 7, 14, 21, and 28 June, 417 children and caregivers participated in “Southwest LEGO Club,” an interactive and hands-on program where participants used their imagination to build LEGO models while practicing important skills such as communication, collaboration, critical thinking, and creativity.
- On 20 June, 51 children and caregivers participated in "A Circle is Round." Using rhymes, songs, puppets, musical instruments and more, participants will interact to help develop important pre-literacy skills for our little ones!
- On 23 June, the Southwest Branch hosted "Amazing Animals" where 209 participants interacted and learned about different animals including snakes, parrots, a tortoise, and an armadillo.
- On 26 June, Southwest hosted "Baby, Let's Eat." 42 babies and caregivers engaged their child with a Storytime while discovering new recipes to enjoy.
- Throughout June, Southwest offered eight coding and Robotics classes where 59 participants engaged with the basics of computer science by learning how to code.

### **Washington Park**

- On 8 and 15 June, 25 children enjoyed working with Dash Robots by learning to code and launching small objects across the room.
- Throughout the month of June, 42 children engaged in virtual classes at Washington Park and learned to build webpages, use HTML and CSS, and play Battleship using Excel.
- On 6, 13, 20, and 17 June, 151 children and caregivers enjoyed “Zero to Five Storytime.”
- On 8, 15, 22, and 29 June, 119 participated in staff presented programs themed for summer, “Be a Pal to Your Pet,” “DIY Pride,” “You Say Tomato, I Say Tomate,” and “Spy School.”
- On 5, 12, and 26 June, 190 children and caregivers attended the big presenter programs for summer including “Amazing Animals,” “Orisi Risi African Folklore,” and “Comedy Maks Variety Show.”
- On 13, 20, and 27 June, Washington Park staff hosted summer programs for the Boys and Girls Club’s kindergarten through second graders based on sports. 85 children came to learn about running, dance, and baseball and participated in a matching activity.
- On 21 June, Washington Park staff hosted a library card sign up event at the Boys and Girls Club and created 24 new library cards.

### **West Oaks**

- During the 8 June, “Exploring FamilySearch.org” 28 attendees learned about this free source for family history research.
- During “Amazing Animals” on 12 June, 149 attendees met rare, threatened, and endangered species and learned about conservation.
- “Tech Explorations: Community Loom” on 12 June allowed 9 participants to interact with a loom and learn about weaving as they participated in collaborative art project.
- The 14 June “Organizing Your Family History” introduced methods to help new genealogy researchers stay organized, maintain important documents, and easily find materials as they continue their research projects.
- The 13 attendees of “Caribbean Carnival at the Library” on 17 June celebrated Caribbean American Heritage month by exploring Caribbean traditions.
- On 21 June, “Art Activist Keith Haring” 13 attendees created masterpieces inspired by the artist’s work.
- “Spheres Bubble Show” on 26 June entertained 165 attendees with amazing bubble tricks, giant bubbles, and “liquid firework” displays.
- The 28 June “Crack the Code” program, 8 participants teamed up to make and break codes while learning about the life of Alana Turing.
- The two-part “Paper Mache Jellyfish” program on 29 and 30 June, showed 15 attendees how to craft a delicate jellyfish-inspired hanging sculpture.
- During the 4 “Cookies and Milk with a Cop” programs in June a total of 178 attendees listened to stories read by Ocoee Police Department officers and participated in fun activities with bubbles, pin wheels, and police hats.

## **Windermere**

- On 5, 6, and 7 June, “Robot Rampage” camp had 48 children learning to drive and customize battle LEGO bots.
- On 7 June, Windermere hosted “Amazing Animals” and there were 119 in attendance.
- On 9 June, Yehaa Bob entertained 106 attendees at his sing along show.
- On 10 June, the ever-popular program “READING Paws” was held, and 30 participants read books to the patient dogs available.
- On 21 June, “Spheres Bubble Show” captivated an audience of 144 attendees.
- On 28 June, professional dancers from Raymi Dance School taught 79 participants to get up and dance to Peruvian music.
- On 30 June, the Windermere Branch was rocking and rolling with the “Orisi Risi African Folklore” drum program. The 69 active participants clapped, danced, listened to folktales, and fun was had by all.
- Throughout June, “English from Zero” and “English Conversation Hour” continues to be a big hit and 167 adults participated in these programs.
- With the return of in-person Story Time on Thursdays, this month saw a total attendance of 486 at Windermere.
- Throughout the month Homeschool classes continued, and this month saw 129 students in attendance at the programs.

## **Winter Garden**

- On 2, 9, 16, 23, and 30 June, Winter Garden hosted “Storybook Fun,” “Toddler Time,” and “Tiny Tales” to 942 children and their caregivers.
- On 2, 9, 16, 23, and 30 June, Winter Garden hosted “Caregiver Connect: Stay and Play” to 184 children and their caregivers.
- On 3 and 10 June, 210 customers attended Library Pop-Ups at Horizon West, as part of Summer at Your Library programming.
- On 5 June, Winter Garden hosted “Mindful Start Yoga” where 58 participants practiced breathwork, mindfulness and movement.
- On 6, 8, 13, 15, 20, 22, 27, and 29 June, 117 participants explored tech resources at the library during “Tech Exploration.”
- On 7 and 26 June, Winter Garden hosted “Kind as a Capybara” for 62 participants.
- On 13 June, Winter Garden hosted “Bubble Sphere Show,” a total of 227 customers attended.
- On 24 June, Winter Garden staff hosted “Let’s Paint Fantasy Miniatures,” 22 customers participated.
- In June, 860 customers engaged with passive activities in the branch, including “June Community Kindness Board,” “June Library Friends,” and “Character Mailbox.”
- Throughout June, “Virtual Conversation Hour” and “English from Zero” had a total of 134 participants joining virtually and in-person to practice English as a Second Language.

**Orange County Library System  
Board of Trustees Meeting  
July 13, 2023**

**Public Comment:  
Non-Agenda Items**