

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

**Board Packet for November 2023**



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

November 3, 2023

To: Crockett Bohannon, President  
Nicole Benjamin, Vice President  
Lizannette Tam, Trustee  
Sharon Smoley, Trustee  
Ashley Cisneros Mejia, 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 November 9, 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: Racquel Asa-Ching - Liaison, Nominating Board ~ City of Orlando

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

November 9, 2023 ~ 6:00 p.m.

Orlando Public Library  
101 East Central Boulevard  
Orlando, Florida 32801

- 23-145 I. **Call to Order**
- 23-146 II. **Public Comment Policy & Procedures**
- 23-147 III. **Approval of Minutes: Library Board of Trustees Meeting – October 12, 2023**
- 23-148 IV. **Staff Presentation: DEIA Update ~ Matthew Cavalier & Ruben Cortes**
- 23-149 V. **Financial Statements and Summaries: October 2023 Reports**
- 23-150 VI. **Dashboard: Annual Statistics Review FY 2023: Bethany Stone**
- 23-151 VII. **Action Items:**
- 23-152 **Director's Evaluation & Personnel Committee Meeting: Evaluation and Minutes Approval: Crockett Bohannon**
- 22-153 **Main Library 3<sup>rd</sup> Floor Meeting Rooms Refresh: Kris Shoemaker**
- 23-154 VIII. **Discussion and Possible Action Items**
- 23-155 IX. **Information**
- 23-156 **Strategic Plan Project Update: Lynette Schimpf**
- 23-157 **Strategic Plan FY 2023 ~ 4<sup>th</sup> Quarter Update**
- 23-158 **Director's Goals FY 2023 ~ 4<sup>th</sup> Quarter Update**
- 23-159 **Removal of Fines: One Year Update**
- 23-160 **Director's Report**
- 23-161 **Public Comment: Non-Agenda Items**
- X. **Adjournment**

**Next Meeting Dates:**

**December 14, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- January 18, 2024 ~ 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  
November 9, 2023**

**Call to Order**

# Orange County Library System Board of Trustees Meeting November 9, 2023

## Public Comment Policy

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

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

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

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

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

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

#### **Meetings:**

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

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

### **Conduct of Meetings:**

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

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

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

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

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

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

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

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

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

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

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Approval of Minutes: Library  
Board of Trustees Meeting  
October 12, 2023**



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

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

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

Library Board Present: Crockett Bohannon (10/0); Lizannette Tam (10/2); Sharon Smoley (10/2); Ashley Cisneros Mejia (1/0 – City)

Library Board Absent: Nicole Benjamin (1/1 – City)

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

- 23-132 I. **Call to Order**  
 President Bohannon called the meeting to order at 6:00 p.m.
- 23-133 II. **Public Comment Policy & Procedures**
- 23-134 III. **Approval of Minutes: Library Board of Trustees Meeting – September 14, 2023**  
 Trustee Smoley, seconded by Trustee Tam, moved to approve the minutes for the September 14, 2023 Library Board of Trustees meeting. Motion carried 4-0.
- 23-135 IV. **Staff Presentation: Melrose Pop Festival: Jim Myers**
- 23-136 V. **Financial Statements and Summaries: September 2023 Reports**  
 CFO Shoemaker reviewed the September 2023 financial statements for the Board. He also reported that the Horizon West project is fully funded and that the Lake Nona project should be funded by the end of 2024.
- 23-137 VI. **Dashboard – September 2023: Erica Grant, Chief of Neighborhood Services**  
 CNS Erica Grant reported that in September, there was a 31% increase in door count, a 45% increase in new library card registrations, and a 10% increase in physical items checked out. Digital checkouts have seen a 16% increase, with an impressive daily average of 8,966 items borrowed.

Event attendance was up 65% compared to last year. Staff hosted a total of 1,201 events, attracting a total attendance of 32,819. From that total attendance, 27,688 were in-person, and 5,131 were offsite. Our newly established Community Engagement Department has been busy. They have organized and presented 154 offsite events.

In addition, technology class attendance went up 44% compared to last year. Staff offered 1,034 classes with an attendance of 3,860. Last year, we offered 852 classes with an attendance of 2,686.

Ms. Grant shared two stories this month that highlight some of the amazing work staff are doing in the community:

On September 9<sup>th</sup>, the Southwest Library partnered with Bill Frederick Park to commemorate the 35<sup>th</sup> birthday of Tsaber (Saber), the beloved horse residing at the park. Library staff hosted an enchanting “Guided StoryWalk” experience, guiding a group of 40 participants along a picturesque nature trail as they delved into the pages of Paul Goble’s

tale *The Girl Who Loved Wild Horses*. After the “Guided StoryWalk,” participants had the delightful opportunity to meet Tsaber and feed him some of his favorite birthday treats.

The next event took place on the evening of September 8<sup>th</sup>. The Chickasaw Branch orchestrated an unforgettable experience with the “Romance, Wine and Chocolate” event, boasting a sold-out crowd of 150 enthusiastic fans. The dedication and effort of the Chickasaw staff was nothing short of exceptional. They transformed the library into a realm of regency elegance, adorning themselves in exquisite gowns that perfectly complemented the theme. The dedication of the Chickasaw team did not stop at the décor and attire. They obtained several donations for the wine and chocolate for this event. Additionally, the event was supported by several vendors, who generously contributed their time and products to ensure its success. Highlighting the event was the renowned best-selling author, Julia Quinn. Julia Quinn, who is celebrated for her Bridgerton series, gave her insights into the world of romance and her latest book, “Queen Charlotte.” She shared the journey of her writing career, engaging the audience with stories of how she got started and her amazing success with the Bridgerton series on Netflix. There was an interactive question-and-answer session and an opportunity for those who attended to take photos with the author. The “Romance, Wine and Chocolate” event was a remarkable and unforgettable evening for all who attended.

23-138 VII.

### **Action Items:**

23-139

#### **Election of Board Officers and Committee Appointments**

Trustee Smoley nominated President Bohannon as President for another year, Trustee Tam seconded the nomination. Motion carried 4-0.

President Bohannon nominated Vice President Benjamin and Vice President for another year, Trustee Tam seconded the nomination. Motion carried 4-0.

Personnel Committee: President Bohannon stated he will continue to chair the Personnel Committee unless someone else would like to chair it.

The remaining committees, Finance, Marketing, Partnership and Planning, will remain vacant until further notice.

Trustee Smoley asked about the unfilled Marketing, Partnership, and Planning Committees and should the board amend them out of the by-laws. She also asked if the board should do a full review of the by-laws. Director Powell said he would review the by-laws and send them to the library’s counsel as a starting point.

23-140 VIII.

### **Discussion and Possible Action Items**

23-141 IX.

### **Information**

23-142

#### **Human Resources Dashboard: Yvonne Hartley, Chief Human Resources Officer**

CHRO Director Hartley reported to the Board that hiring will continue until all positions are filled and the library is fully staffed. This includes full time and part time positions. She further stated she will give this report on a quarterly basis.

23-143

#### **Director’s Report**

On September 10, the OCLS book bike made its first appearance at the Lake Eola Farmer’s Market. Staff registered attendees for cards and passed out free books, courtesy of the Friends of the Library. A total of 167 people interacted with staff and learned more about the library's mobile future.

Recently, the library's second book bike was delivered and is now on display in the lobby at Orlando Public Library. The second bike was funded by OUC, which is also celebrating 100 years of service. We partnered with OUC to cross-promote our 100<sup>th</sup> anniversaries, which has resulted in a partnership that has brought us a book bike wrapped with OUC and OCLS 100 Year logos and an OUC-themed book display at Main that features titles on water conservation, utilities, STEM careers, science and energy. The bike and book display will be in the lobby through December 31, and OUC has highlighted the partnership on collateral being distributed at some of its OUC100 events. The company will host a public unveiling of the book bike at the OUC Half Marathon on December 2.

*Healthiest Employers* is a trusted awards program that recognizes people-first organizations taking a more proactive approach to employee health. OCLS has been honored with a 2<sup>nd</sup> place finish for central Florida and an astounding 60<sup>th</sup> place rank amongst the 2023 Healthiest 100 Workplaces in America. To put our efforts into perspective, OCLS moved up 30 spots from 90<sup>th</sup> place last year.

This year, we partner with Orange County on the annual Orange County Mayor's Toy Drive, an initiative that collects and distributes toys to Orange County youth and family agencies, supporting residents in need during the holiday season. From November 6 through December 11, people can drop off new, unwrapped toys at drop boxes located in our branches, and staff will deliver these to the county's distribution warehouse. We're excited to contribute to the success of the mayor's holiday initiative.

On September 18, the North Orange Branch Technology Trainer introduced the BizKids program at the HOPE CommUnity Center in Apopka. The trainer worked with HOPE CommUnity Center's "Adelante Caminantes" program, a remarkable initiative that provides support to teenagers who escaped poverty and violence in their home countries and arrived in the United States without an adult caregiver. Recognizing the unique needs of the teens in the program, the trainer tailored the BizKids curriculum to support their needs. The trainer also translated the entire program into Spanish, ensuring that language would not hinder knowledge and empowerment. Named "Emprendedores" (Spanish for entrepreneurs), this program promises to be an enriching experience that will empower these teens with entrepreneurship, marketing, and public speaking skills.

The Branch Outreach Specialist for the Fairview Shores and Eatonville branches has been visiting Seniors First to host various classes. Here are some excerpts from a thank you letter received at the branch.

*I am writing you in regard to Ahmad Muhammad, your Branch Outreach Specialist. He has been presenting classes to our clients as part of our pilot project, Project Connect, where we supply tablets to our senior clients in order to encourage socialization and fight isolation... Our clients LOVE these classes. We have a great turnout for his class, and they ask me about when the next one will happen! ...We at Seniors First really appreciate the services, classes and opportunities the Orange County Public Library offers. We also appreciate Ahmad Muhammad and him sharing his time and knowledge. We hope that this partnership can continue to grow and flourish!*

Every September, the School Partnership Program actively promotes student participation in the library's School Library Card Drive. Representatives from the School Partnership Program, known as library liaisons, set forth a challenge to all Orange County schools, spanning elementary, middle and high school levels. Their challenge is to encourage students to obtain library cards between September 1<sup>st</sup> and 30<sup>th</sup>, coinciding with National Library Card Sign-Up Month. Each school is provided with a personalized registration link for library card sign-ups. The results for 2023 are impressive, with 1,099 new card registrations coming in from 76 different participating schools.

The Washington Park Branch Outreach Specialist and Assistant Manager visited Valencia College to meet about discussing a partnership. They were able to connect with the West Campus librarian and will begin to distribute OCLS marketing materials across their system. In addition, this has yielded tabling opportunities at their new student orientations and has also helped to promote the Melrose Center.

The Southeast Branch has seen a recent influx of well-overdue materials since going fine free. One item, an old VHS tape (The Empty House with Sherlock Holmes), was returned to the outside book drop on Saturday, September 30<sup>th</sup>. Southeast hasn't had VHS in its collection since the early 2000s!

I also want to share that there is a of a very detailed letter included in the Director's Report. A South Trail customer, Elida, gained her citizenship due the teaching and caring by staff members Niurka Olivera De Ojeda and Sharon Peyton. This from the letter, "*...So, I applied, and in a period of four months and 25 days, the whole process was completed. Last week, dear Niurka, I went to the interview and passed it. That achievement is not individual. And is there one that is? Your classes, your close but very respectful and considerate treatment, the systematization and enrichment of the course at every opportunity, my insistence on obtaining knowledge and correcting pronunciation, the appointments with the USCIS Officer in your classes, the answer to all questions we asked, your words of optimism, accompanied by the great collaboration of Sharon, all that, together with the discipline of the study that has characterized me and being examined on the day of the interview by an officer of great treatment and professionalism, were the perfect combination for the achievement. Thank you Niurka, extended to Sharon and to the Orange County Library System. Thank you for the support and trust in each session, thank you for the commitment and dedication you bring to Citizenship Inspired.*"

Director Powell encouraged everyone to read the letter.

23-144

### **Public Comment: Non-Agenda Items**

#### **X. Adjournment**

Trustee Smoley, seconded by Trustee Tam, moved to adjourn the meeting. Motion carried 4-0.

President Bohannon adjourned the meeting at 6:39 p.m.

#### **Next Meeting Dates:**

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

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**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Staff Presentation: DEIA Update  
Matthew Cavalier & Ruben Cortes**

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Financial Statements & Summaries:  
October 2023**

Orange County Library System  
FY 2023-24 Financial Statement Highlights  
One Month Ended October 31, 2023

**Operating Fund Revenue & Expenditure Summaries:**

**Revenues:**

*Ad Valorem Taxes:*

The Library budgeted \$68,400,000 for Ad Valorem Taxes in FY 2023-24 based on property tax values, a millage rate of 0.3748, and a 5% statutory deduction. So far this year, we have received \$96,077 or 0.1% of the budget, which is what we anticipated year-to-date as most taxpayers pay between November and March.

*State Aid/ State and Federal Grants:*

The Library budgeted \$200,000 for State Aid Revenues and \$675,000 from State and Federal Grants in FY 2023-24, based on anticipated funding from the various agencies. We have received \$0 which is 0.0% of the budget.

*Fee Cards:*

The Library budgeted \$75,000 for Fee Card revenues for FY 2023-24. Through October, we received \$1,285 or 1.7% of budgeted revenue. This is slightly lower than the five (5) year average.

*Meeting Rooms:*

The Library budgeted \$30,000 for meeting room revenues for FY 2023-24. Through October, we received \$291 or 1.0% of budgeted revenues.

*Faxes:*

The Library budgeted \$10,000 for fax revenues and have received \$705 or 7.0% year-to-date.

*Passport Facility & Photo Fees:*

The Library budgeted \$12,000 for passport facility and photo revenues for FY 2023-24. Through October, we received \$964 or 8.0% of budgeted revenues.

*Copy and Prints:*

The Library budgeted \$75,000 for these services in FY 2023-24. We received \$8,224 or 11.0% of budget thru October which are slightly higher than anticipated.

*Fees and Lost Materials:*

Revenues from Fees and Lost Materials thru October are \$2,154 or 8.6% of budget.

*Investment Earnings:*

The Library takes a conservative approach when budgeting for Interest Revenues as the investment markets can be, and have been, quite volatile. As of the time of these reports, we have not received our October 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. We anticipate interest earnings to remain low in the current interest rate environment.

*Contributions-Other:*

Through October we have received \$1,165 or 2.3% of the budget.

Internet Rebate:

Through October 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 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 2023-24 we have received \$-0- or 0.00% of the budget.

**Expenses:**

Defined Benefit Pension Plan:

The Defined Benefit Pension Plan Expenditures are at \$80,000 or 4.2% of budget. The revised estimate based on the actuarial report indicates we will spend approximately than \$1.5 million for the account in FY 2023-24.

Worker's Compensation:

The Worker's Compensation Expenditures are at \$30,998 or 23.8% of budget as these payments are paid quarterly in advance.

Unemployment Compensation:

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

Delivery & Postage:

The Delivery and Postage Expenditures are at 7.0% of the budget, which is in line for the FY allocation.

Insurance:

The Insurance Expenditures are at 32.3% 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 0.0% of budget. The first quarterly payment of these fees was made on November 1, 2023.

Supplies Hardware Software:

The expenditures in this category are at 0.0% 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 \$113. This account is for any supplies used for programming, mainly Summer Reading Program (SRP). This account is a sub-set of the Supplies Account. The combined expenditure of Supplies and Supplies-Programing are 1.3% of the budget.

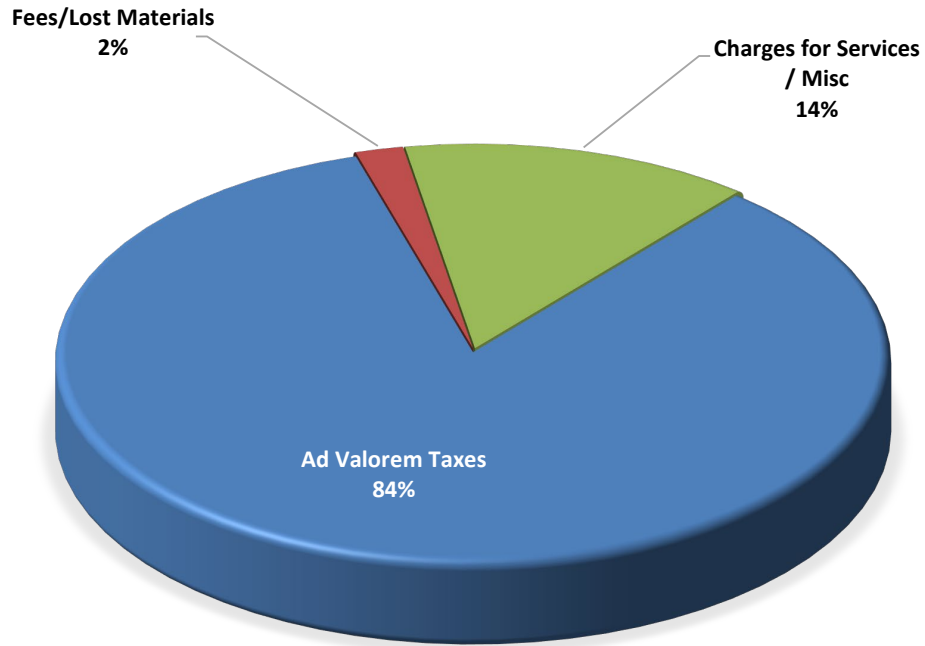
Building Improvements Expense:

The Library budgeted \$3,250,000 for various building improvement projects such as the Materials for Main's Roof Replacement, Upgrade of Main's HVAC Controls, Third Floor Meeting Room Refresh, Main Outdoor Lighting and Southwest HVAC Replacement. The \$120,000 expended so far is primarily related to the HVAC Controls and Third Floor Meeting Room projects.

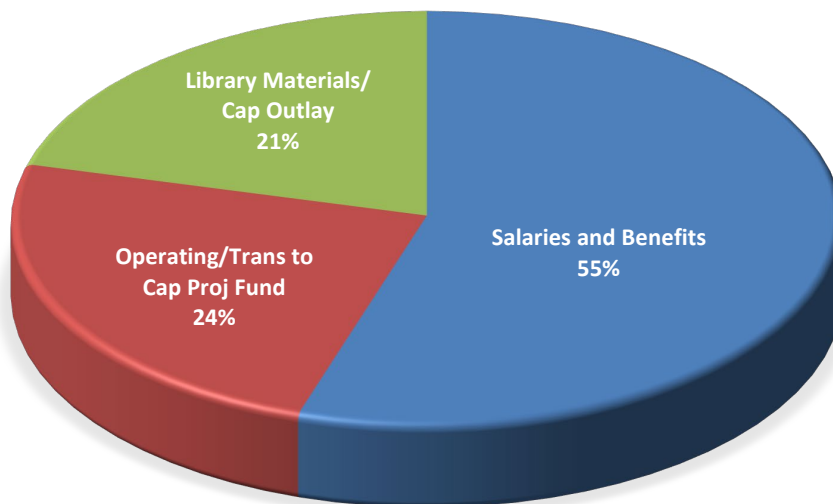


**ORANGE COUNTY LIBRARY DISTRICT**  
**Operating Fund**  
**One Month Ended October 31, 2023**

**REVENUES**



**EXPENDITURES**



**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
One Month Ended October 31, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>AD VALOREM TAXES</b>	68,400,000	96,077	0.1%
<b>INTERGOVERNMENTAL</b>			
State & Federal Grant	675,000	-	0.0%
State Aid	200,000	-	0.0%
<b>CHARGES FOR SERVICES</b>			
Fee Cards	75,000	1,285	1.7%
PC Pass (\$10 for 7 days)	1,000	-	0.0%
PC Express (\$5 for 1 hour)	500	109	21.8%
Classes	1,000	10	1.0%
Meeting Rooms	30,000	291	1.0%
Faxes	10,000	705	7.0%
Ear Buds, Jump Drives, Masks	1,500	193	12.8%
Bag Sales	1,000	267	26.7%
Copy & Prints	75,000	8,224	11.0%
Passport Facility & Photo Fees	12,000	964	8.0%
Other	500	20	4.0%
	<u>207,500</u>	<u>12,068</u>	<u>5.8%</u>
<b>FEES &amp; LOST MATERIALS</b>	25,000	2,154	8.6%
<b>MISCELLANEOUS</b>			
Investment Earnings	163,000	-	0.0%
Sales of Surplus Property	2,000	2,500	125.0%
Contributions - Friends of Library	85,000	-	0.0%
Contributions - Others	50,000	1,165	2.3%
Internet Rebate	75,000	-	0.0%
Grants & Awards	20,000	-	0.0%
Miscellaneous	75,000	53	0.1%
	<u>470,000</u>	<u>3,718</u>	<u>0.8%</u>
<b>TRANSFER FR PROP APPRAISER</b>	32,000	-	0.0%
<b>TRANSFER FR TAX COLLECTOR</b>	546,500	-	0.0%
<b>TOTAL REVENUES</b>	<u><u>70,556,000</u></u>	<u><u>114,017</u></u>	<u><u>0.2%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND EXPENDITURE SUMMARY  
One Month Ended October 31, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	26,175,000	1,956,356	7.5%
Medicare Taxes	400,000	27,938	7.0%
Defined Contribution Pension Plan	1,975,000	146,727	7.4%
Defined Benefit Pension Plan	1,925,000	80,000	4.2%
Money Purchase Pension Plan	1,675,000	103,904	6.2%
Life and Health Insurance (Employees)	4,350,000	258,560	5.9%
Worker's Compensation	130,000	30,998	23.8%
Unemployment Compensation	50,000	-	0.0%
Retiree Health Care (OPEB)	675,000	25,900	3.8%
Parking & Bus Passes	275,000	18,590	6.8%
	<u>37,630,000</u>	<u>2,648,973</u>	<u>7.0%</u>
<b>OPERATING</b>			
Professional Services	450,000	5,120	1.1%
Other Contractual Services	2,585,700	132,716	5.1%
Other Contract. Serv.- Janitorial	460,000	13,809	3.0%
Training and Travel	150,000	1,783	1.2%
Telecommunication	612,800	14,696	2.4%
Delivery and Postage	1,500,000	104,924	7.0%
Utilities	1,050,000	12,939	1.2%
Rentals and Leases	1,570,000	97,032	6.2%
Insurance	750,000	242,422	32.3%
Repairs and Maintenance/Leasehold Improvements	1,775,000	40,244	2.3%
IT Subscriptions/Maintenance Contracts	1,625,000	68,606	4.2%
Copying/Printing	355,000	8,435	2.4%
Promotional Activities	500,000	13,530	2.7%
Property Appraiser's Fee	715,000	-	0.0%
Tax Collector's Fee	1,380,000	1,954	0.1%
Supplies	1,246,500	17,144	1.4%
Supplies-Hardware/Software	700,000	-	0.0%
Supplies-Programming	-	113	-
Memberships	17,500	2,888	16.5%
	<u>17,442,500</u>	<u>778,355</u>	<u>4.5%</u>
<b>CAPITAL OUTLAY</b>			
Building and Improvements	3,250,000	120,000	3.7%
Equipment and Furniture	844,500	21,065	2.5%
Hardware/Software	1,275,000	-	0.0%
	<u>5,369,500</u>	<u>141,065</u>	<u>2.6%</u>
<b>LIBRARY MATERIALS</b>			
Materials - Restricted Contributions	14,000	-	0.0%
Materials - Other	5,100,000	867,710	17.0%
	<u>5,114,000</u>	<u>867,710</u>	<u>17.0%</u>
<b>TRANSFER TO CAPITAL PROJECTS FUND</b>	4,500,000	375,000	8.3%
<b>TRANSFER TO SINKING/EARR FUND</b>	500,000	41,667	8.3%
<b>TOTAL EXPENDITURES</b>	<u><u>70,556,000</u></u>	<u><u>4,852,770</u></u>	<u><u>6.9%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
One Month Ended October 31, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>REVENUES</b>			
Investment Earnings	75,000	-	0.0%
Transfer from Operating Fund	4,500,000	375,000	8.3%
Reserves	35,250,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>39,825,000</b>	<b>375,000</b>	<b>0.9%</b>
<b>EXPENDITURES</b>			
New Branch	12,500,000	-	0.0%
New Branch FFE	1,000,000	-	0.0%
New Branch Materials	1,000,000	-	0.0%
Reserves	25,325,000	375,000	1.5%
<b>TOTAL EXPENDITURES</b>	<b>39,825,000</b>	<b>375,000</b>	<b>0.9%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
SINKING FUND  
One Month Ended October 31, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>REVENUES</b>			
Investment Earnings	25,000	-	0.0%
Transfer from Operating Fund	500,000	41,667	8.3%
Reserves	4,607,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>5,132,000</b>	<b>41,667</b>	<b>0.8%</b>
<b>EXPENDITURES</b>			
Reserves-Building and Improvements	3,382,000	27,459	0.8%
Reserves-Horizon West Contract	1,000,000	8,119	0.8%
Reserves-Horizon West Demo	250,000	2,030	0.8%
Reserves-Technology	500,000	4,059	0.8%
<b>TOTAL EXPENDITURES</b>	<b>5,132,000</b>	<b>41,667</b>	<b>0.8%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
PERMANENT FUND  
One Month Ended October 31, 2023**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>REVENUES</b>			
Investment Earnings	20,000	-	0.0%
Investment Fair Value	-	-	-
Reserves	1,076,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>1,096,000</b>	<b>-</b>	<b>0.0%</b>
<b>EXPENDITURES</b>			
Equipment	75,000	-	0.0%
Reserves	1,021,000	-	0.0%
<b>TOTAL EXPENDITURES</b>	<b>1,096,000</b>	<b>-</b>	<b>0.0%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND  
BALANCE SHEET - ASSETS  
October 31, 2023**

**ASSETS**

Cash on Hand	15,662
Equity in Pooled Cash	610,464
Equity in Pooled Investments	34,210,935
Accounts Receivable	984
Inventory	132,454
Prepays	346,856
Other Assets - Deposits	<u>8,440</u>
<b>TOTAL ASSETS</b>	<b><u><u>35,325,795</u></u></b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND**  
**BALANCE SHEET - LIABILITIES & FUND BALANCE**  
**October 31, 2023**

**LIABILITIES**

Accounts Payable	609,232
Accrued Wages Payable	630,168
Accrued Sales Tax	585
Accrued Fax Tax	92
Due To Friends of the Library	2,062
Employee Payroll Deductions:	
Dental Insurance	2,022
Optional Life	2,222
Vision Plan	1,432
Weight Watchers	516
Short Term Disability	1,734
Staff Association	6,217
<b>TOTAL LIABILITIES</b>	<b>1,256,282</b>

**FUND BALANCE**

Nonspendable:	
Inventory	132,454
Prepaid Items and Deposits	355,296
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	33,354,171
Current Year Expenditures over Revenue	(4,738,753)
<b>TOTAL FUND BALANCE</b>	<b>34,069,513</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>35,325,795</b>



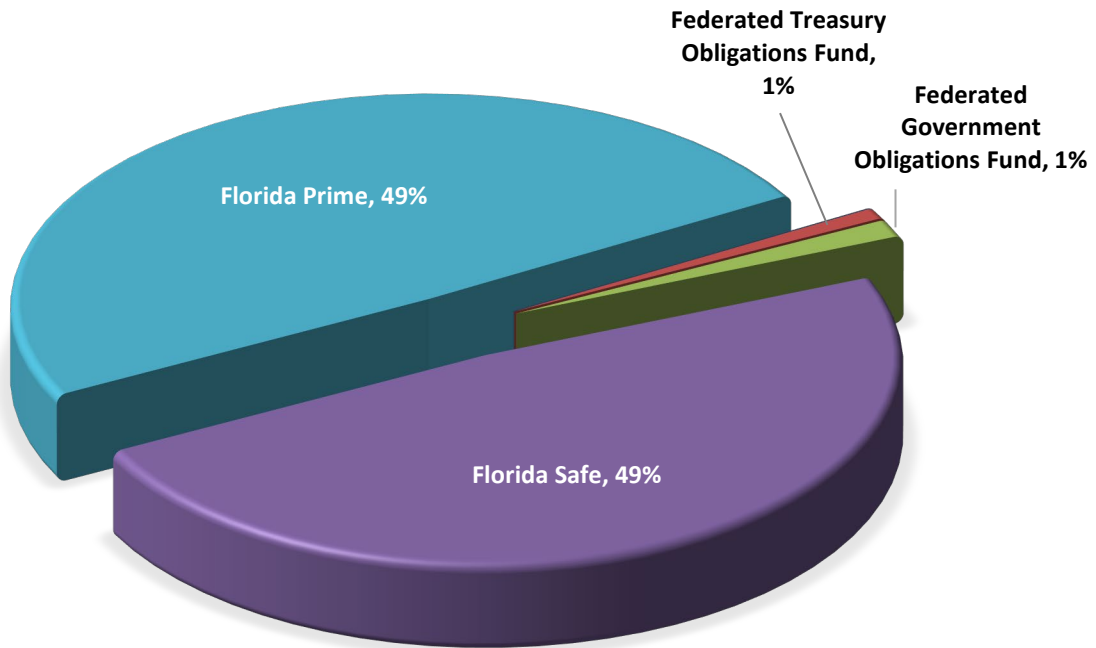
**ORANGE COUNTY LIBRARY DISTRICT**  
**MONTHLY ROLLOVER**  
**October 31, 2023**

	<b>BALANCE</b> <b>09/30/23</b>	<b>RECEIPTS</b>	<b>DISBURSE</b>	<b>BALANCE</b> <b>10/31/23</b>
<b>OPERATING</b>				
Equity in Pooled Cash	4,012,518	845,554	4,247,608	610,464
Equity in Pooled Investments	35,603,453	174,148	1,566,666	34,210,935
	<b>39,615,971</b>	<b>1,019,702</b>	<b>5,814,274</b>	<b>34,821,399</b>
<b>CAPITAL PROJECTS</b>				
Equity in Pooled Investments	<b>38,575,430</b>	<b>1,693,940</b>	-	<b>40,269,370</b>
<b>SINKING</b>				
Equity in Pooled Investments	<b>5,208,791</b>	<b>64,476</b>	-	<b>5,273,267</b>
<b>SELF FUNDED HEALTH</b>				
Equity in Pooled Cash	2,274,324	293,096	543,003	2,024,417
Claims Payment Checking Account	73,000	508,358	508,358	73,000
Equity in Pooled Investments	4,523,372	20,211	-	4,543,583
	<b>6,870,696</b>	<b>821,665</b>	<b>1,051,361</b>	<b>6,641,000</b>

# ORANGE COUNTY LIBRARY DISTRICT GENERAL POOLED INVESTMENTS

October 31, 2023

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>
<b>MONEY MARKET FUNDS</b>	
Federated Treasury Obligations Fund	715,473
Federated Government Obligations Fund	1,149,957
<b>LOCAL GOVERNMENT INVESTMENT POOLS</b>	
Florida Safe	40,892,863
Florida Prime (SBA)-HW Demo Fund	250,753
Florida Prime (SBA)	41,288,109
<b>TOTAL</b>	84,297,155



**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Dashboard: October 2023**

**Orange County Library System**  
**Circulation Statistics by Location - With Databases**

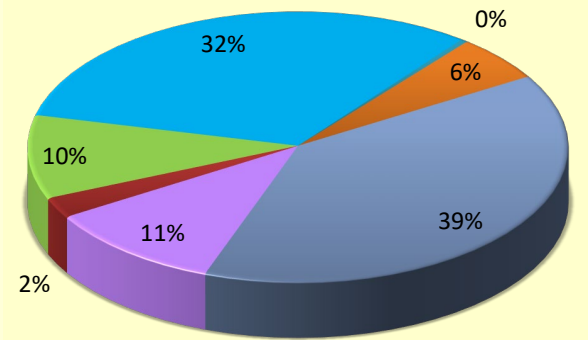
FY 2023

October 1, 2022 - September 30, 2023

Location	Days Open	Circulation Total	% of Total	Year Ago	Gain (Loss)	% Gain - Loss	Drive Up Window Visits	Walk In Visits	Total Visits	Drive Up Window Visits Previous Year	Walk In Visits Previous Year	Visits Previous Year	Gain (Loss)	%Gain (Loss)
Main	337	2,327,657	24.75%	1,720,228	607,429	35.31%		314,336	314,336		206,879	206,879	107,457	51.94%
MAYL	248	433,915	4.61%	435,660	(1,745)	-0.40%		405,142	405,142		409,056	409,056	(3,914)	-0.96%
Databases	-	967,209	10.28%	1,079,262	(112,053)	-10.38%		-	-		-	-		
Digital Products	-	1,234,773	13.13%	1,501,815	(267,042)	-17.78%		-	-		-	-		
Digital Downloads	-	2,976,444	31.65%	2,615,228	361,216	13.81%		-	-		-	-		
Talking Books	339	57,662	0.61%	24,912	32,750	131.46%		4	4		10	10	(6)	-60.00%
Chickasaw	295	112,279	1.19%	110,890	1,389	1.25%		115,879	115,879		78,283	78,283	37,596	48.03%
West Oaks	337	78,318	0.83%	75,769	2,549	3.36%		84,666	84,666		61,792	61,792	22,874	37.02%
Alafaya	337	203,454	2.16%	213,542	(10,088)	-4.72%	58,541	140,691	199,232	57,198	110,879	168,077	31,155	18.54%
Southeast	295	143,463	1.53%	149,115	(5,652)	-3.79%		116,462	116,462		91,953	91,953	24,509	26.65%
Hiawassee	295	49,510	0.53%	51,052	(1,542)	-3.02%		92,873	92,873		65,065	65,065	27,808	42.74%
Southwest	295	152,193	1.62%	163,123	(10,930)	-6.70%		123,758	123,758		94,463	94,463	29,295	31.01%
Edgewater	295	60,642	0.64%	61,500	(858)	-1.40%		82,436	82,436		63,722	63,722	18,714	29.37%
North Orange	337	111,909	1.19%	117,653	(5,744)	-4.88%		84,124	84,124		74,313	74,313	9,811	13.20%
South Creek	337	134,940	1.43%	114,156	20,784	18.21%	9,547	106,574	116,121	9,106	79,174	88,280	27,841	31.54%
South Trail	295	39,258	0.42%	35,561	3,697	10.40%		91,737	91,737		66,540	66,540	25,197	37.87%
Winter Garden	295	170,417	1.81%	173,985	(3,568)	-2.05%	17,248	100,874	118,122	16,609	83,397	100,006	18,116	18.11%
Windermere	286	115,138	1.22%	118,842	(3,704)	-3.12%		68,500	68,500		54,989	54,989	13,511	24.57%
Washington Park	265	20,165	0.21%	21,708	(1,543)	-7.11%		46,166	46,166		38,082	38,082	8,084	21.23%
Eatonville	295	15,726	0.17%	11,029	4,697	42.59%		45,283	45,283		33,361	33,361	11,922	35.74%
<b>Totals</b>	<b>4,844</b>	<b>9,405,072</b>	<b>100.00%</b>	<b>8,795,030</b>	<b>610,042</b>	<b>6.94%</b>	<b>85,336</b>	<b>2,019,501</b>	<b>2,104,837</b>	<b>82,913</b>	<b>1,611,958</b>	<b>1,694,861</b>	<b>409,976</b>	<b>24.19%</b>

# Monthly Report for October 2023

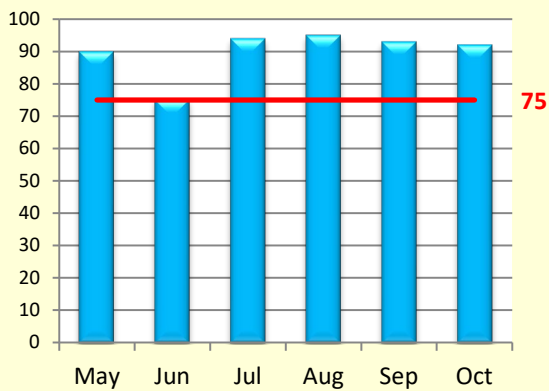
## Contacts



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

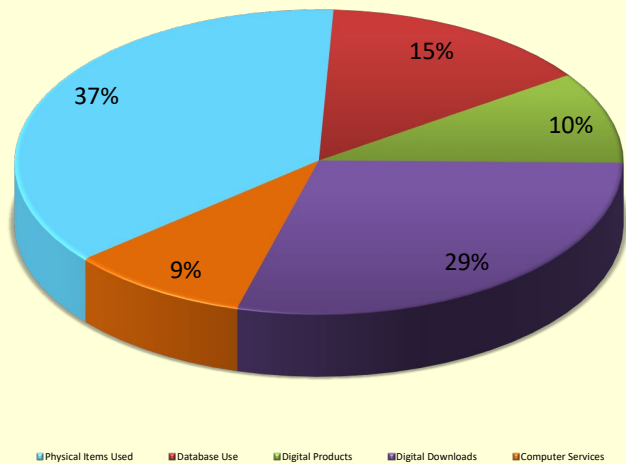
	2023	2022	% change
Door count	149,600	173,028	-13.54%
MAYL Packages	34,284	33,934	1.03%
External Web Visits	139,364	147,572	-5.56%
Catalog Searches	445,207	381,076	16.83%
Questline Calls	5,471	5,850	-6.48%
Social Media	77,317	71,317	8.41%
Electronic Contacts	547,768	476,022	15.07%
TOTAL	1,399,011	1,288,799	8.55%

## Net Promoter Score



## Resources Accessed

	2023	2022	% Change
Physical Items Used	368,726	346,622	6.38%
Database Use	146,612	137,960	6.27%
Digital Products	97,815	69,908	39.92%
Digital Downloads	290,615	228,638	27.11%
Computer Services	95,788	31,690	202.27%
TOTAL	999,556	814,818	22.67%

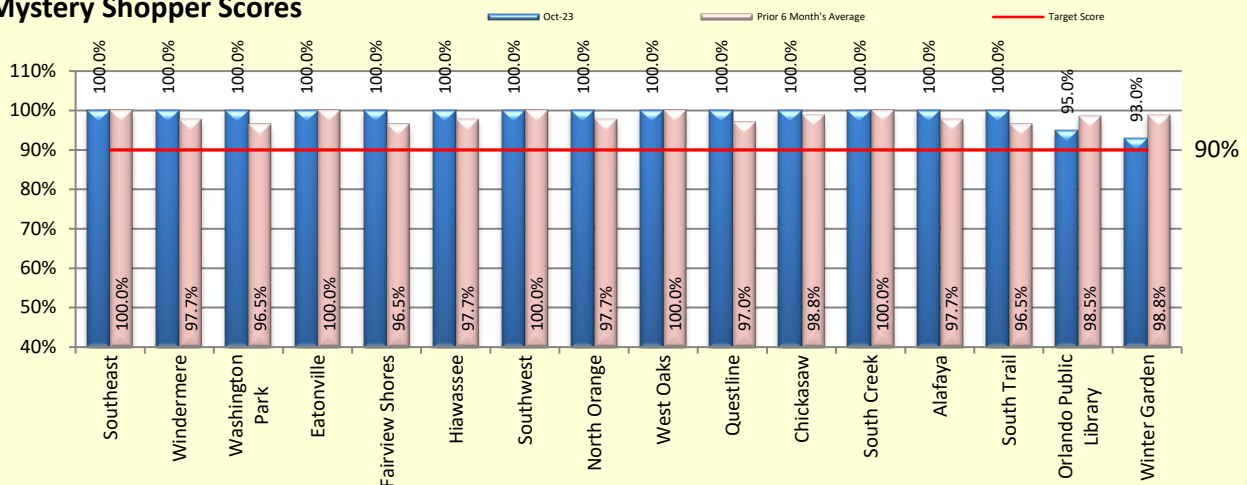


■ Physical Items Used ■ Database Use ■ Digital Products ■ Digital Downloads ■ Computer Services

## Users

	2023	2022	% Change
Active Cards	339,571	332,757	2.05%
New Registrations	5,148	4,797	7.32%
VLC Registrations	209,379	243,613	-14.05%
Transactions	86,876	76,144	14.09%

## Mystery Shopper Scores



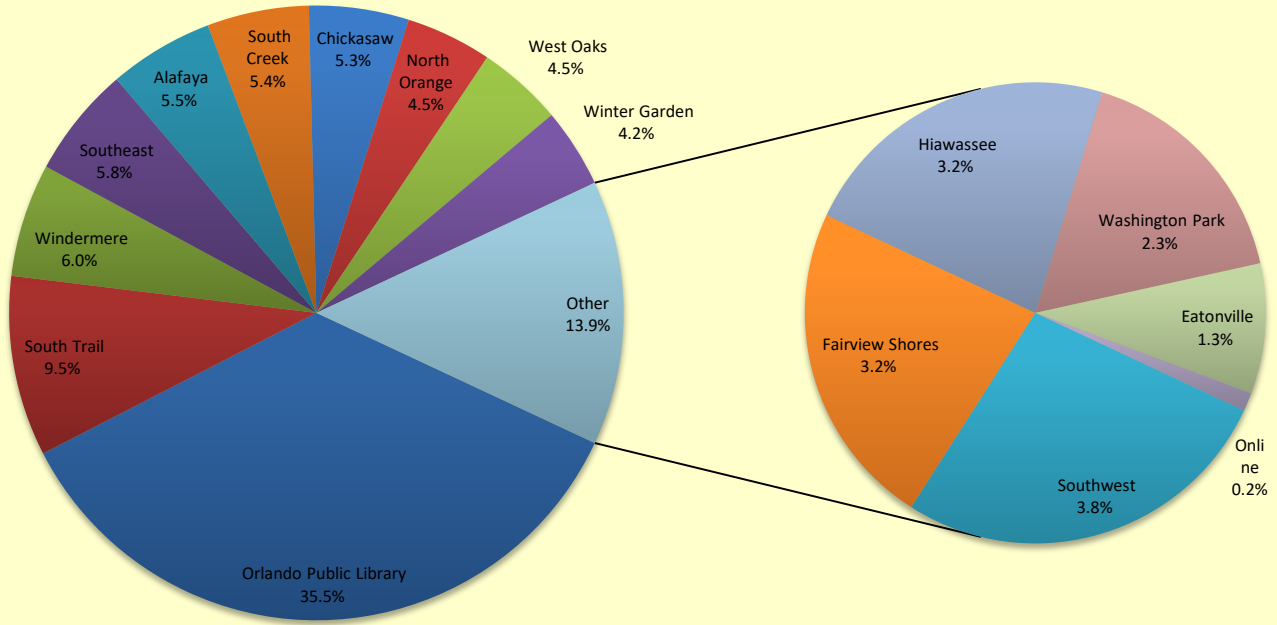
Physical item circulation for October 2023 was 368,726 including renewals. Checkouts for easy books were 29.8% or 42,511 items, juvenile fiction, juvenile non-fiction, and young adult totaled 23% or 32,730 items, and adult fiction, non-fiction, and large print combined for 20.9% or 29,773 items. DVDs equaled 10.7% with 15,304 items circulated.

The October 2023 digital checkouts reached a record-setting 290,615 checkouts which is an average of 9,375 per day. For comparison, in October 2022 digital checkouts were 27% lower at 228,638 averaging 7,375 per day. A daily usage record was set for OverDrive on 10/24/2023 with 7,930 checkouts (the previous record was 7,243). We also had strong usage of Hoopla with 32,571 checkouts, Kanopy with 4,780 checkouts, and PressReader with 4,513 issues. Overdrive continued to be the highest used resource generating 208,442 checkouts for the month.

There were 137,482 visits to [www.ocs.info](http://www.ocs.info) last month. Mobile devices accounted for 56%, or 77,401 visits, while desktops had the remaining 44%, or 60,076 visits.

The book drop returns for October 2023 were 2,641 from Lake Nona and 3,264 items from Horizon West.

## Events & Classes by Location



	Event Attendance			Class Attendance		
	2023	2022	% Change	2023	2022	% Change
Orlando Public Library	21,854	11,907	83.5%	1,203	1,769	-32.0%
South Trail	5,236	2,079	151.9%	926	215	330.7%
Windermere	3,782	2,254	67.8%	97	70	38.6%
Southeast	3,379	2,413	40.0%	415	128	224.2%
Alafaya	3,420	2,679	27.7%	168	128	31.3%
South Creek	3,347	1,996	67.7%	134	84	59.5%
Chickasaw	3,326	1,393	138.8%	86	84	2.4%
North Orange	2,813	1,294	117.4%	122	69	76.8%
West Oaks	2,766	1,171	136.2%	155	139	11.5%
Winter Garden	2,644	2,921	-9.5%	63	61	3.3%
Southwest	2,173	1,364	59.3%	277	214	29.4%
Fairview Shores	1,919	1,939	-1.0%	153	62	146.8%
Hiawassee	1,798	1,016	77.0%	258	96	168.8%
Washington Park	1,490	585	154.7%	33	87	-62.1%
Eatonville	795	599	32.7%	31	28	10.7%
Online	-	-	0.0%	116	46	152.2%
TOTAL	60,742	35,610	70.6%	4,237	3,280	29.2%

In October 2023, we offered 1,363 events with an attendance of 55,424. Last year, the Library offered 1,055 events with an attendance of 31,002.

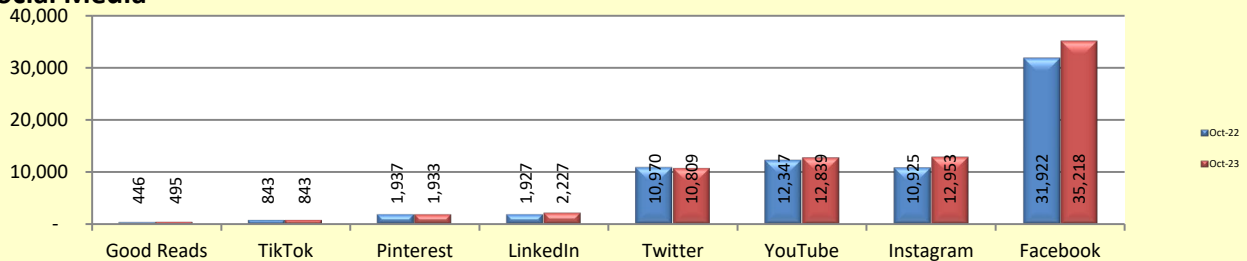
On 28 October, the Orlando Public Library hosted "Trick or Treat Safe Zone" in partnership with the Orange County Regional History Center. The event invited families to explore all areas of the library while trick or treating for candy, interacting with craft activities, and attending live shows like "Spooky Storytime" and "Spooktacular Music Band" In total, 2,510 attendees visited the library during this time. On 14 October, nine branch locations hosted an "Eclipse Viewing Party," where 1,377 attendees stepped outside to view a solar eclipse in real-time. On 7 October, the Events and Programs Department partnered with the Friends of the Library and Ivanhoe Park Brewing Co. to host the "OCLS Centennial Citrus Ale Celebration & Book Fair." The event was hosted at the Ivanhoe Park Brewing Co., where 305 attendees enjoyed a retro-styled book fair and the release of a limited-edition beer brewed to commemorate the Library's 100 years of service and raised over \$500 for the Friends of the Library. On 27 October, the Orlando Public Library hosted "Orlando Ballet Presents: The Nutcracker Storytime" where 117 attendees experienced the tale of The Nutcracker with costumed dancers from the Orlando Ballet. On 18 October, the Youth Education Specialist, in coordination with the City of Orlando, hosted the "Mayor Buddy's Book Club End of Book Party" featuring Pam Munoz Ryan, author of Solimar: The Sword of the Monarchs, with a total of 98 attendees.

In October 2023, we offered 1,097 Classes with an attendance of 4,237. Last year we offered 1,104 Classes with an attendance of 3,280. Also last month, we presented 180 Offsite Events reaching 8,146 people, and attended 56 Community Events reaching 5,318 people.

## Events/Class Attendance

	2023	2022	% Change
Community Events	5,318	4,608	15.41%
Events - Adult	27,057	11,017	145.59%
Events - Teen	935	627	49.12%
Events - Children	27,432	19,358	41.71%
Technology Classes	4,237	3,280	29.18%
TOTAL	64,979	38,890	67.08%

## Social Media



Social media statistics for October 2023 saw an 8.41% increase in growth.

The library's month-long Cuisine Corner video series celebrating Hispanic Heritage Month wrapped with two delicious recipes, including [Pinchos](#) and [Flan](#) (combined 3,097 views). Audiences on Instagram, YouTube, Facebook and TikTok loved seeing this how-to content that highlighted these yummy and cherished cultural dishes. October also brought ghoulish fun to OCLS' social channels! Our annual spooky collaboration with Orange County Regional History Center for Trick or Treat Safe Zone inspired the cross-posting of an [animated hype video](#) encouraging customers to trick or treat at the library downtown. This video totaled over 10,600 views across Facebook, Instagram and TikTok!

The [Annual Staff Pumpkin Challenge](#) on Facebook was once again a huge success, with 27 staff pumpkins entered. The competition was tough, but the Windermere Branch came out on top and was named People's Choice by OCLS followers. Pumpkin Challenge-associated posts are the most successful of the month, with engagement reaching 5,243 and 160 shares.

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Action Items**

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Director's Evaluation & Personnel  
Committee Meeting**





## ORANGE COUNTY LIBRARY SYSTEM PERSONNEL COMMITTEE MEETING AGENDA

October 25, 2023 – 1:00 PM  
Orlando Public Library  
Magnolia Room

Personnel Committee Members Present: Crockett Bohannon, OCLS Board of Trustees President  
Sharon Smoley, OCLS Board of Trustees

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

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

- Director's Goals
- Grants, Awards & Donations Spreadsheet
- Compensation memo FY22-23

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

Director Powell provided President Bohannon and Trustee Smoley a summary of his performance.

After a discussion about the new Strategic Plan, OCLS dashboard, and the Director's goals, Director Powell expressed his vision for a more concise document for the Director's annual evaluation which would include implementation of the new Strategic Plan, a new dashboard, and one or two goals.

Trustee Smoley commended Director Powell's leadership and shared that operations are running well with no cause for concern. She expressed that this is a year for Director Powell to reset and establish the strategy for the organization. Trustee Smoley gave Director Powell a Far Exceeds Requirements rating.

President Bohannon agreed with Trustee Smoley and shared that he was a major proponent for Director Powell being promoted to this role and loves that we now have the opportunity to open two new branches. He shared that Director Powell has exceeded his expectations and said, "he's made hard decisions that turned out to be the right decisions" and is excited about the new strategic plan. President Bohannon gave Director Powell a Far Exceeds Requirements rating.

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

1. Rate Director/CEO Powell's overall performance as Far Exceeds Requirements.
2. Consistent with the FY23 Compensation Plan for staff, award Director Powell 60 hours of PTO based on his overall Far Exceeds Requirements rating.

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Main Library 3<sup>rd</sup> Floor Meeting  
Rooms Refresh**

## **MAIN LIBRARY THIRD FLOOR MEETING ROOMS REFRESH**

### **I. ISSUE STATEMENT:**

Library Board approval is needed to authorize the Library's Main Library Third Floor Meeting Rooms Refresh Project.

### **II. BACKGROUND & SUMMARY:**

The Cypress, Magnolia, and Palm meeting rooms on the Library's third floor and the hallway are worn and dated. The rooms were last updated in the late 1990s. The operable wall between the Magnolia and Palm room is non-functional. The meeting rooms and the hallway need to be refreshed to enhance the customer's experience.

The changes would include removing the current coffered ceiling in the meeting rooms; installing new LED lighting, carpeting, and wall finishes in the meeting rooms and hallway; enhancing the air conditioning; replacing the operable wall between the Magnolia and Palm meeting rooms; painting of the duct work to match the ceiling; and changing the sprinklers per fire code.

Library staff reached out to one of the Continuing Services Contractors, Johnson-Laux, and they provided a quote of \$663,694 for the construction work, which is reasonable with today's market conditions (copy attached). There are architectural fees of \$65,170, and owner-provided materials/equipment of \$6,136. The Library is asking for a contingency of \$15,000 for a total not-to-exceed cost of \$750,000.

If approved, the project would begin on November 27, 2023, and take approximately 4 months to complete.

This project was part of the approved FY 2023-24 Building and Improvement account budget, and the account has sufficient funding to pay for this project.

### **III. CONSIDERATION:**

Library staff is requesting the board to approve the project not-to-exceed budget of \$750,000 and authorize staff to issue purchase orders for the project.

### **IV. RECOMMENDATION:**

Staff recommends that the board approve the project not-to-exceed budget of \$750,000 and authorize staff to issue purchase orders for the project.

September 19<sup>th</sup>, 2023

Brian Dornbush  
Facilities and Operations Manager  
Orange County Library System

RE: OCLS 3<sup>rd</sup> Floor Meeting Rooms and Corridor Renovation

Dear Mr. Dornbush,

We are pleased to provide this proposal to furnish and install all labor, material, and equipment to complete the scope of work pursuant to the plans dated: 09/01/2023. Please see the notes and clarifications listed below for the sum of:

***Six Hundred Sixty-Three Thousand Six Hundred Ninety-Four Dollars (\$663,694)***

***Notes and Clarifications:***

1. Electrical Per drawings E001, E002, E100, adhere to all general notes and specifications.
  - a. General demo note 1, per sheet E103, all light fixtures to be replaced with LED. Per note 2, projector screen removed.  
Per sheet E203, general notes, all receptacles to be replaced with gray and stainless-steel cover plates.  
Per demo note 1, cord drops to be removed. Per note 2, existing floor box cover to be replaced with carpet flange cover. (Note, the floor box is old with no catalog numbers shown. Therefore, the manufacturer is unknown and may need to replace the entire box).  
Per sheet E303, demo note 3, existing data cabinet to be removed and returned to owner. Adhere to note 6, existing camera to be removed and relocated. Adhere to notes 7&8, for voice data outlets. Adhere to plan notes 2-5.  
Per sheet E401, adhere to guideline and lighting schedules.
2. Mechanical/HVAC
  - a. Per M001, M002 & M003, adhere to all general notes.  
Per sheet M002, prior to start of demolition, all equipment included in scope to be tested and a pre-demo test report delivered to engineer.  
Per sheet M101, all existing HVAC equipment schedules are to remain.  
Per sheet M103, in the three meeting rooms, the existing return air duct to remain. Per note 4, existing insulated plumbing pipe to remain, repaired if needed and painted. Per note 7, provide new DDC/BAS for existing terminal units. Per note 2, paint inside of existing three transfer ducts black.  
Per sheet M501 & M502, adhere to all HVAC details.  
Per sheet M600 & M602, adhere to all HVAC control notes.  
Per sheet M103, demolition as shown.  
Per sheet M103, install (15) New air distribution as shown. (3) New thermostats as shown. Galvanized dual wall spiral duct as shown on drawings. Duct support hangers as required. Controls by Trane. 1st and 3rd shift labor. NEBB certified test and balance. Tab will be Pretest / Final Test / 1 day for CX support of AHU-11 only.
3. Flooring
  - a. Furnish and install, CPT-1A/-1B/-2A/-2B/-3/-4 Interface- Aerial Flying Colors Collection 25cm x 1m carpet tile planks in patterns and locations as shown on Flooring Finishes Plan page A203. Carpet tile to be installed by direct glue down method over concrete slab. Minor floor prep in the form of light skimming and sanding is included. Furnish and Install, Tarkett- Mandalay 6" x .375" millwork profile resilient base at all walls of areas receiving new carpet tile.
4. Operable Partitions
  - a. (9) Kwik-Wall, 2000 Series, 51 STC, Operable Panel Partition, Manufacturer's Standard Vinyl Installation by Factory Trained Craftsmen at (1) opening 34'2" wide x 9'0" high  
Reuse existing track.

5. Fire Protection
  - a. Follow all attachment and hanger details referred to on FP001.  
General note sheet FP001, exposed sprinkler piping to be painted.  
FP101, reference note 1 in CYPRESS ROOM – existing WS sprinklers and window FP coverage to remain.  
All main branch lines removed in Cypress, Palm & Magnolia rooms. New upright sprinklers to be installed in accordance NFPA13. All upright sprinklers to be as high as possible in all rooms.  
All shutdowns & draining all to be scheduled with Javier/Brian in advance in accordance with building.  
Adhere to all fire protection specifications listed on FP001.
6. Fire Alarm
  - a. Per sheet E303, demo notes 4&5 and plan note 1, for new combination audio visual device in same location as previously removed strobe in each meeting room.
7. Doors/Frames/Hardware
  - a. Per A201, supply & install doors, frames, and hardware per door schedule.
8. Finishes
  - a. Per sheet A201, framing & drywall included to accept new pocket doors.  
Per sheet A203, all drywall finish work to level 4 finish to accept new paint. Adhere to schedules and plan notes.  
Per sheet A204, adhere closely to all interior elevation notes for detail/flooring notes.  
Per sheet A202, note 3, supply & install (64) Acoustic panels, 48"x48"x1", Barnwood Grey from Acoustics America for all meeting rooms. GPRS scan of waffle ceiling prior to any work.  
ACT corridor repairs as needed.
9. Demolition
  - a. All corridor and meeting rooms (3) carpet flooring to be removed. Existing Terrazzo in corridors to remain.  
All tile flooring to remain.  
Remove all wall coverings and acoustic wall panels.  
Remove Mural and projector, to be returned to owner. Existing concrete columns to remain.  
Remove fabric wall surfaces in corridor. Wood pilasters to remain.  
Remove all ACT systems in all 3 meeting rooms.  
Per sheet A204, note 3, remove existing time clock & return to owner.  
Per sheet A201, existing drinking fountain to remain.
10. Permit cost allowance is included.
11. P&P bond is included.
12. Builders risk is included.
13. Temporary water/ electric provided by owner.

Sincerely,

*Mitchell Thomas*

Mitchell Thomas

*Director of Preconstruction*

[mthomas@johnson-laux.com](mailto:mthomas@johnson-laux.com)

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 23-153**

**MAIN LIBRARY THIRD FLOOR MEETING ROOMS REFRESH**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 9<sup>th</sup> of November, 2023, at 6:00 pm, prevailing Eastern Standard Time.

1. To approve a not-to-exceed budget of \$750,000.
2. To authorize staff to issue purchase orders for the project.
3. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

\_\_\_\_\_  
Secretary

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Discussion & Possible Action Items**

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Information**



**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Strategic Plan Project Update**

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Strategic Plan FY 2023  
4<sup>th</sup> Quarter Update**

**Orange County Library System**  
**Strategic Plan FY 2023 – 4<sup>th</sup> Quarter Update**

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

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

1. Rules of Conduct staff training

Progress	Champion	Updated
<b>This project is on hold pending revisions to the Rules of Conduct.</b>	<b>Yvonne Hartley</b>	<b>11.23</b>
This project is on hold pending revisions to the Rules of Conduct.	Yvonne Hartley	7.23
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 continue to review current inclusiveness training options, curate additional content, and develop a systemwide inclusiveness training schedule. With input from the DEIA Training and Outreach subcommittees, a speaker series for staff has been finalized to six times per year. The series will align with the library's current heritage and celebration focuses.</b>	<b>Yvonne Hartley</b>	<b>11.23</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.	Yvonne Hartley	6.23
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

Progress	Champion	Updated
A new vendor and inclusiveness training course package has been selected. Once the DEIA Specialist position has been filled, they will work with the training department to determine the best sequence for course assignments based on current DEIA goals and strategies.	Yvonne Hartley	12.22
3. Develop an in-depth scenario and script-based customer training program unique to OCLS		
Progress	Champion	Updated
<b>The Service Story Snippet program continues to thrive, and DEIA talking points are being incorporated into trainings.</b>	Yvonne Hartley	<b>11.23</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 various talking points they have been sharing with staff into these trainings as well.	Yvonne Hartley	6.23
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.	Yvonne Hartley	3.23
The Customer Service Champions have been working with the training and development team to create a monthly service focus area and activity based on the OCLS Service Story that starts in January 2023.  An outline of additional script-based service scenarios has been created and this content will be developed further in the coming quarters.	Yvonne Hartley	12.22
4. Review customer service training when onboarding new staff		
Progress	Champion	Updated
<b>The monthly new hire orientation content was finalized and a walkthrough for stakeholders was held in July. The monthly orientation sessions for employees and the larger full-day new hire trainings are scheduled to begin next year.</b>	Yvonne Hartley	<b>11.23</b>
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	Yvonne Hartley	6.23

Progress	Champion	Updated
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.	Yvonne Hartley	3.23
The OCLS Service Story e-learning is currently part of the new hire learning plan for all staff. Updates have been made to the in-person customer service orientation and these training sessions will resume shortly.	Yvonne Hartley	12.22

## B. Provide inviting facilities to fulfill community needs

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

Progress	Champion	Updated
<b>Members of the Admin Team, F&amp;O, and Construction met on September 14 to discuss the project. It was decided to issue an RFQ for designers in 1st quarter of FY 2023-24, followed by the RFQ for CMAR later in the fiscal year.</b>	<b>Kristopher Shoemaker</b>	<b>9.23</b>
A meeting is scheduled for September 14, 2023, to discuss the feasibility and timing of the project.	Kristopher Shoemaker	7.23
Moving these meetings to the 3rd quarter of FY 2022-23, and will evaluate if a new firm is needed.	Kristopher Shoemaker	3.23
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>To increase inclusiveness and meet increased usage of existing Melrose sound booths, we purchased two new, ADA accessible sound booths in August, including a large booth for group projects. Construction plans are in place after a walkthrough with the contractor in September. The new soundbooths will be operational by the end of the 1st quarter of FY 2023-24.</b>	<b>Kristopher Shoemaker</b>	<b>9.23</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	Bethany Stone	7.23

Progress	Champion	Updated
Melrose. Based on feedback we know that customers are appreciating being able to create reservations independently.		
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 schedule 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
<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 for the 60% construction documents. The architect team submitted the 60% construction documents to OCLS on September 22, 2023, for review. OCLS will review and has sent a copy of the documents to Orange County. OCLS and Orange County will submit feedback to the team and the next major</b>	<b>Danielle King</b>	<b>9.23</b>

Progress	Champion	Updated
<p><b>deadline will be the submission of the 90% construction documents in December. OCLS has also met with the interior designer several times to finalize the floor plan, and to share carpet, tile, paint, and furniture options.</b></p>		
<p>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.</p> <p>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.</p>	Danielle King	6.23
<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</p>	Danielle King	3.23

Progress	Champion	Updated
<p>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>The Lease, A&amp;E Contract and CMAR Contract have been executed. Working on resolution of the Demolition Fund Escrow with Legal and the County. OCLS Team has met with the 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.</p>	<p>Kristopher Shoemaker</p>	<p>12.22</p>
<p>6. Manage Design and Construction of Lake Nona Branch</p>		
Progress	Champion	Updated
<p><b>We are continuing to move forward in the design process of the new branch in Lake Nona. The city held the first LEED meeting with participants from both building projects (the Southeast Government Services Building and the library). The library and the city have approved a site plan and an exterior design concept. We are expecting to receive the schematic designs in the new fiscal year.</b></p>	<p><b>Bethany Stone</b></p>	<p><b>10.23</b></p>
<p>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 conceptional floor plan for the branch has been approved so the architectural firm is proceeding with the schematic design.</p>	<p>Bethany Stone</p>	<p>7.23</p>
<p>The Library has worked with the City of Orlando and the architects Borrelli &amp; Partners to finalize the Library Program Document. A final Programming meeting will be scheduled by the City and Borrelli &amp; Partners with all necessary participants including the Library and HJ High (the construction team).</p>	<p>Bethany Stone</p>	<p>3.23</p>
<p>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.</p>		
<p>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.</p>	<p>Kristopher Shoemaker</p>	<p>12.22</p>



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

Progress	Champion	Updated
<b>We have decided, after evaluating various opportunities, to not move forward with this project. We are looking at other options to best utilize that space in the future.</b>	<b>Bethany Stone</b>	<b>10.23</b>
We are continuing to evaluate possible service opportunities or changes in services for this area.	Bethany Stone	7.23
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>We are continuing to explore opportunities to incorporate Patron Point into our regular operations. In addition, the ILS Administrator attended the World Open Library Foundation Conference and has been sharing his findings with the Data &amp; User Services Department and library administration. He is also leading the project as the library looks for ways to expand the current ILS system or find a new ILS system.</b>	<b>Bethany Stone</b>	<b>10.23</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.	Bethany Stone	7.23
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>This project will be completed in the new fiscal year. The library is waiting on Patron Point to finalize a few processes on their end.</b>	<b>Bethany Stone</b>	<b>10.23</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.	Bethany Stone	7.23
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
<b>The Marketing and Public Relations Department has continued to put the 100 Year Celebration at the forefront of the library's marketing efforts.</b>	<b>Erin Sullivan</b>	<b>10.23</b>
<b>Each issue of Books &amp; Beyond continues to feature a 100 Year Celebration cover themed to a decade in the library's history. The issues contain a timeline of important events, a story about something significant in the library's past, and a listing of events taking place to celebrate the library's anniversary.</b>		
<b>100 Year Celebration messages continue to be featured on billboards, as well as in other media outlets. An integrated marketing campaign that launched in July focused on building awareness and interest in our 100 Year Celebration signature event, which features authors Neil Gaiman and Art Spiegelman in conversation at the Dr. Phillips Center. A social media teaser was released in early July, followed by a press release announcing the event to key media outlets, which resulted in earned media</b>		

**announcing the event. In August, a broader media announcement was made and paid advertisements were placed in a wide range of local media, including Orlando Weekly, WKMG, WMFE and on billboards around Orange County. We also used our owned media (our website, e-newsletters, Books and Beyond, posters) to share information about the event.**

**More than 1,600 tickets were sold for the event, which was sold out more than a month before it was scheduled to take place on November 6.**

**To conclude the 2023 100 Year Celebration marketing campaign, there will be an effort made to once again use integrated marketing to share our Proud Past, Bright Future messaging and encourage people to engage with the library. In early November, the city of Orlando has agreed to post street banners around the library and other areas downtown with the library's 100 Year Celebration designs. The marketing team has distributed 100 Year Happy Birthday cards to all locations, and staff are being asked to encourage customers to write a birthday card to the library to be put on display at all locations. On November 8, customers can visit any library location to receive a free 100 Year logo cookie. The Lake Eola Fountain will be lit orange on November 8, to mark the library's official 100th birthday.**

**Once November's messaging wraps up, the MPR department will gather data to measure the results of this yearlong marketing effort.**

During the second quarter, the library continued to highlight the 100 Year Celebration in:

Erin Sullivan 6.23

Covers of each Books & Beyond magazine

Stories in each issue of Books & Beyond and in the library's blog that talk about the library's history

Billboards around the county (six digital billboard locations each month rotate to offer maximum exposure)

Use of 100 Year inflatable at high-profile Outreach events

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

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

will sponsor one EV book bike, which will bear the OUC 100 Year logo.

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.

Erin  
Sullivan

3.23

The team had established three goals for the kickoff event:

- Attract attendance of 50-100 at the ribbon-cutting ceremony and kick-off events
- Have at least two local elected officials, ideally our city and county mayors, participate in the ribbon-cutting ceremony
- Generate at least two earned-media pieces about the 100 Year Celebration

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.

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 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.

Progress	Champion	Updated
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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.

Erin Sullivan 12.22

We are hoping to receive earned media in local publications as well, and on January 7, we will host a media event and photo opportunity that brings local elected officials to the library for a ribbon cutting and rededication ceremony. To build interest and awareness about the event, we sent VIP invitations to 150 local partners, media outlets and elected officials. As of December 31, we had confirmations from approximately 30 people who planned to attend the ceremony.

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.

2. Evaluate multicultural marketing initiative and refine as needed

Progress	Champion	Updated
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**The marketing of the Making Cents Your Money in English program wrapped up in October. We are awaiting stats to learn how the program performed. Our marketing of the initiative showed that our ads and promotions in smaller**

**Erin Sullivan 11.23**

**publications targeted to specific audiences was well-received. Each month, Google Analytics showed that ads in *America Magazine*, *Asia Trend* and *La Prensa* resulted in more than 100 visits to the Making Cents landing page. Of the three publications, *America* delivered the most traffic, and at least one customer named the magazine's ads and promotions as a reason they signed up for the series. The Marketing and Public Relations Department has since signed an agreement to advertise in *America* monthly, beginning in October. The magazine's owners have agreed to enhance the print and digital ads placed in the publication with periodic coverage of library events and programs in videos and promos on their social media channels. The Marketing Specialist is developing a plan for the year to organize the paid and earned media opportunities available through this relationship. The Youth Services Department is beginning work on the annual Summer at Your Library program. They plan to use multilingual marketing materials to reach speakers of Spanish, Haitian Creole and Portuguese. To date, logos for the program have been developed in each language, and reading trackers in each language will also be available when the program launches.**

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. It was advertised in several publications that reach a multicultural audience, including *Somos America* magazine, *La Prensa* and *Asia Trend*. 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 *America*, 13 hits from our ad in *Asia Trend* and 7 hits from *La Prensa*.

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. 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.

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

Erin Sullivan 6.23

**Progress****Champion Updated**

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.

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.

Erin Sullivan

3.23

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.

Making Cents: Your Money in English is also being advertised through Google Ads in multiple languages – English, Spanish, Portuguese and Arabic – to ensure that we are reaching a broader cross-section of our multicultural community.

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.

In November, we established a new advertising partnership with JVC's Fly 103.1 FM radio station. This radio station reaches a diverse ethnic audience, including the Hispanic and Urban markets. More than 60% of the station's listeners are adults between the ages of 25 to 49, touching the Gen Z and Millennial target. The station's Top Hits format blends upbeat rhythmic, pop, hip hop, R&B and popular urban Latin formats, and provides OCLS the ability to promote key library initiatives through weekly commercials, traffic sponsorships and online ads.

Erin Sullivan

12.22

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.

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.

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3. Evaluate marketing materials for inclusion and diversity



Progress	Champion	Updated
<p><b>Marketing kit materials continue to be created and distributed in English, Spanish and Haitian Creole, allowing branches to better serve their customers' needs. These materials are also shared with DEIA specialists, who review kit content and offer feedback as needed, allowing our messaging to remain inclusive to all.</b></p> <p><b>Monthly book displays continue to reflect cultural celebrations relevant to our diverse Orange County population.</b></p> <p><b>The DEIA Committee is evaluating the need for more inclusive signage at library locations.</b></p> <p><b>The Marketing and Public Relations Graphics Department has established a form that allows staff to volunteer to participate as models for photos and videos, and to share their interest in being involved in marketing for various celebrations, such as Pride, Hispanic Heritage Month, Women's History Month, etc. This form gives Marketing an opportunity to select from a more diverse and representative cross-section of staff when planning marketing collateral.</b></p>	Erin Sullivan	11.23
<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
<p>Target Translations has been helpful in allowing us to consistently send communications in other languages. For this quarter, we've translated and 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.</p> <p>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.</p>	Erin Sullivan	3.23



Progress	Champion	Updated
<p>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.</p> <p>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, Portugese, 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.</p> <p><i>Books and Beyond</i> 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.</p>		
<p>OCLS has established a partnership with Target Translations for translating OCLS content into Spanish and Haitian Creole languages. Press releases and important community announcements are being translated into Spanish and sent to our community and civic partners. Through a grant, TEC has translated several computer classes into Haitian Creole and Executive Edge has updated OCLS policies in Spanish and Haitian Creole. The Marketing Manager is working on a plan to provide access to this service to all OCLS managers.</p> <p>The Marketing Specialist is exploring options to create monthly marketing kits in a digital format. For major OCLS initiatives that will be displayed on Magic Info TVs across the system, this gives us the opportunity to easily create additional slides to also promote these initiatives in Spanish and Haitian Creole. This will be the goal once the transition is complete.</p>	Erin Sullivan	12.22
<b>B. Leverage storytelling</b>		
1. Use 100th anniversary celebration as an opportunity to share library's story		
<p><b>In July, the cover of Books and Beyond featured OCLS in the 1970s, with a story on the introduction of Home Delivery, written by Melrose Center Department Head Jim Myers.</b></p> <p><b>In August, the cover of Books and Beyond featured OCLS in the 1980s, with a story on Glenn Miller and the expansion of</b></p>	Erin Sullivan	11.23

**Orange County Library System, written by Marketing Specialist Andrea Jackson.**

**In September, the cover of Books and Beyond featured OCLS in the 1990s, with a story on the history of the library's Storytelling Troupe, written by Storyteller Coordinator Crystal Sullivan.**

**In October, the cover of Books and Beyond featured OCLS in the 2000s, featuring a story on former Library Director Mary Anne Hodel, written by Marketing and Public Relations Aide Renee Marvin.**

**In November, the cover of Books and Beyond featured OCLS in the 2010s, with a story on the opening of the Melrose Center, written by Melrose Center Department Head Jim Myers.**

**On August 13, staff presented the program 100 Years of OCLS: 1923-2023 highlighting the people, events, and initiatives that shaped the story and history of OCLS.**

**In November, stories on the history of OCLS will appear in *Orlando Sentinel* and UCF's *Knightly News*. Melrose Center Video Production Instructor Gabriel Soltren is also working to complete a narrative video that expands on the library's history, which can be shared on our owned media channels and with external media outlets that are interested in running it.**

In May, *Books and Beyond* 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.

Erin  
Sullivan

7.23

In June, *Books & Beyond* highlighted the 1960s, with a story about former Library Director Clara Wendel and the construction of the Orlando Public Library

In July, *Books & Beyond* 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.

In the Melrose Gallery, a display was assembled featuring photos of OCLS compiled from our archives.

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.

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.

Erin  
Sullivan

3.23

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.

In April, Books and Beyond focused on the 1940s and featured a timeline as well as a story about the library's first bookmobile, which was introduced in 1949.

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.

Every month during the year, the library will use several methods to share information about the library's history and connection to the community.

Erin  
Sullivan

12.22

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.

Progress	Champion	Updated
<p>Stories from Books &amp; Beyond will also be republished on the library's blog and social media.</p> <p>On January 7, we will begin distributing a brief booklet highlighting the library's history that directs people to the library website to learn more. These booklets will be distributed at all library locations.</p>		
2. Explore marketing campaign focused on using social media for storytelling		
Progress	Champion	Updated
<p>Last quarter, we published two customer interviews on social media. In late June, we uploaded a video highlighting upcoming classes for English for Families – a five-part interactive course designed to help parents and children develop English vocabulary and literacy skills through reading. The video features a family who recently moved to the United States of America, and they described the class and how they have started learning English as a family. One commenter wrote on Instagram, “This is amazing. Thank you for this wonderful resource!” The video has received over 2,000 views across platforms. In September, we published a user story video featuring a young customer named Samuel Bracho who went through the library’s BizKids program. At just 11 years old, Samuel has been flexing his baking and business management skills with his business, Samuel’s Great Desserts. Samuel notes that without BizKids, he likely wouldn’t have been able to have his business. The interactive program (designed for children ages 9-14) helped Samuel create a business plan, design marketing materials and practice pitches. The video has received over 19,000 views and 167 shares – making it the most successful video in September.</p>	Erin Sullivan	10.23
<p>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:</p> <ul style="list-style-type: none"> <li>• 10 second teaser trailer animated by Melrose Center staff.</li> <li>• 1 minute instructional video on how to sign-up for Beanstack (additional video made specifically for OCPS students).</li> <li>• 30 second general commercial showcasing a family at the library, past SAYL events and customers using the Beanstack app.</li> <li>• 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.</li> <li>• 1 minute Summer Lunch Bus commercial featuring interviews from families who use the Lunch Bus service.</li> </ul>	Erin Sullivan	6.23

Progress	Champion	Updated
<p>In late January, we introduced followers to the "Waive Fines Goodbye" campaign, which featured a promo video that highlights both the history of the library and the fact that 100 years after its founding, OCLS has eliminated overdue fines.</p> <p>The video begins with images of the original Albertson Public Library and a voiceover stating 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.</p>	Erin Sullivan	3.23
<p>In the first quarter, the Digital Marketing Specialist worked with the MPR team on a fundraising campaign that focused on sharing stories about how the Friends of the Orange County Library System contribute to the library's success by supporting key library initiatives and programs. The campaign featured user stories from a family that attended Prime Time Family Reading in 2022 and a family that uses the library's home delivery services. The campaign was implemented beginning in November on social media, and it used a mix of social posts and emails to reach customers. The goal was to raise \$25,000 for the Friends, which it did before the end of December 2022.</p>	Erin Sullivan	12.22
3. Explore new trends in storytelling		
Progress	Champion	Updated
<p>Cuisine Coner Jr. cooking livestreams returned in August 2023 with Youth Program Specialist Roxanne Neal as the new host. After looking at previous engagement on Facebook, Instagram, YouTube and TikTok, it was decided to simplify the number of broadcast channels to just include TikTok and Instagram. With these two platforms combined, they continue to outperform the previous additional channels with recipes inspired by the library's monthly themes. Trend-based posts and videos were used throughout the quarter to promote several initiatives, including Summer At Your Library, promotion for Neil Gaiman in Conversation with Art Spiegelman, Romance, Wine &amp; Chocolate, announcing the first ever Book Bike, National Library Card Sign-Up Month and more. Posts ranged from general commercials filmed by the Media Production Specialist, to event photo recaps, to staff lip syncing to trending sounds.</p> <p>An example that showcases what followers are enjoying is one of the most viewed videos of the quarter. The video starts with an OCLS staff member holding around five books with text that says, "Me thinking I have an impressive library haul!" It then transitions to that person holding a huge pile of library books quickly walking toward camera with text that says, "My friend after just a few minutes of book</p>	Erin Sullivan	10.23

Progress	Champion	Updated
<p>browsing." This video has over 20,000 views across Instagram and TikTok. The goal for this video was for it to be approachable, sharable content, which is what people are most likely to interact with. The effort was a success.</p>		
<p>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.</p>	Erin Sullivan	6.23
<p>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]."</p>		
<p><b>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.</b></p> <p><b>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.</b></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>	Erin Sullivan	12.22



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

**C. Community outreach that builds awareness**

1. Evaluate standards for successful outreach and refine as needed

Progress	Champion	Updated
<p><b>As the Community Engagement Department has come online, the new Department Head has had numerous meetings, internal and external, to discuss outreach moving forward. They also met with MPR to plan for the department to take over distributing outreach giveaways to OCLS staff.</b></p>	Erin Sullivan	11.23
<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> <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>	Erin Sullivan	6.23
<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</p>	Erin Sullivan	3.23

Progress	Champion	Updated
<p>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>		
<p>The Community Outreach Coordinator and Assistant Manager have begun researching different outreach definitions and approaches used by other libraries and non-profit organizations. The goal is to understand the current trends and strategies employed by peers and like-minded groups. Nathaly Ruiz virtually attended the Association of Bookmobile and Outreach Services Conference from October 4-6, 2022. She participated in sessions discussing immersive networking, personalizing services, and identifying community needs. This information is being compiled for further review to see what can (and cannot) be successfully implemented by OCLS in our community.</p> <p>To help develop standards of success at outreach events, an Experience Evaluation Form was recently re-designed to give staff a way to provide feedback about their attendance at community events when they’re tabling or giving presentations. The information collected will help determine what metrics should be used to evaluate the efficacy of OCLS outreach efforts. The form has been posted on the Marketing &amp; Outreach LibGuide on the Orange Peel and an all-staff announcement was made regarding its launch.</p>	Erin Sullivan	12.22
2. Look for opportunities to increase number of staff to share responsibility for outreach		
Progress	Champion	Updated
<p><b>The Community Engagement Department is being formed. The goal of this department is to provide outreach and bring library services into the community. The Community Department Head, Genevieve Traas started in her role in July, the Community Engagement Manager, Adrian Grant started in his role in September, and the Assistant Manager will start in her role in October. In October, the department will consist of the branch outreach specialists, outreach coordinators, storytellers, and social workers. In the future, the department will also have mobile services staff.</b></p>	Danielle King	9.23



Progress	Champion	Updated
<p>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.</p>	Danielle King	6.23
<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>	Danielle King	3.23
<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>	Erin Sullivan	12.22
<p>The Outreach LibGuide was updated with materials to help staff prepare for doing community outreach. A calendar of upcoming outreach events is being created for 2023 and will be added to the LibGuide. It will allow staff members systemwide to keep track of large-scale events and sign up to fill volunteer time slots after speaking with their managers.</p>		
<p>Additionally, the Volunteer Coordinator, Brett Van Wagner, and the Community Outreach Coordinator, Nathaly Ruiz, are collaborating on how to extend outreach opportunities to library volunteers, to assist staff at tabling events. Language is currently being drafted to help create a new volunteer brochure explaining how volunteer outreach opportunities will work.</p>		
3. Evaluate options for Local Wanderer program when IMLS grant funding is expended		
Progress	Champion	Updated
<p>During this quarter, the Assistant Manager of MPR met with representatives from Leu Gardens to discuss the possibility of having the venue join the Local Wanderer program. After the meeting, an MOU was drawn up and this new community partnership will be going live in November 2023.</p>	Erin Sullivan	11.23

Progress	Champion	Updated
<p>The Local Wanderer partnership with Orlando Ballet also provided a new opportunity. MPR Aide Renee Marvin hosted an OCLS info table in the ballet's lobby prior to a performance, sharing information about Local Wanderer, taking card registrations, and building awareness about our services. This is the first time the Marketing and Public Relations Department has tabled with a partner organization, and the department is looking into more opportunities for this.</p>		
<p>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.</p>	Erin Sullivan	6.23
<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. 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>	Erin Sullivan	3.23
<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>	Erin Sullivan	12.22

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

Progress	Champion	Updated
<p>The 100 Year inflatable was displayed at Main for the Summer Kickoff event on June 3. It was sent to the North Orange branch for their End of Summer Celebration on July 29.</p> <p>The Chickasaw branch set up two photo spots during the Romance, Wine and Chocolate event. The stage had a fireplace setting with chairs and tea set, and there was an elegant backdrop with themed props near the check-in area. Many staff were also dressed up in Regency-era costumes, which also added to the theming and opportunities for social photo sharing.</p>	Erin Sullivan	11.23
<p>Summer at Your Library cutouts are now on display at all library locations. Summer at Your Library continues through July 28.</p> <p>The 100 Year inflatable appeared at several events this quarter:</p> <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>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.</p>	Erin Sullivan	6.23
<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 Marketing 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</p>	Erin Sullivan	12.22

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

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

1. Engage all locations to participate in systemwide promotions

Progress	Champion	Updated
<p><b>Marketing kits continue to be sent to all locations.</b></p> <p><b>In November, all locations will participate in two systemwide initiatives.</b></p> <p><b>On November 6, the annual Orange County Mayor's Toy Drive kicks off, and all locations will host drop boxes where residents can donate new, unwrapped toys that will be distributed to families in need during the holiday season.</b></p> <p><b>On November 8, all locations will host a birthday celebration that allows staff to write a birthday card to the library and receive a free cookie. Birthday cards will be put on display at all locations for the month of November. When displays are taken down, branches will send their favorite cards to the Marketing and Public Relations Department to be scanned and shared on social media or in other marketing materials.</b></p>	<p><b>Erin Sullivan</b></p>	<p><b>11.23</b></p>
<p>Marketing kits continue to be distributed to all branches.</p> <p>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.</p>	<p>Erin Sullivan</p>	<p>7.23</p>

Progress	Champion	Updated
<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	Erin Sullivan	3.23

<p><b>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.</b></p>	Yvonne Hartley	12.22
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2. Explore options to recognize employees for representing OCLS

Progress	Champion	Updated
<p><b>The DEIA Employee Experience sub-committee continues to work on ideas to develop a recognition program to celebrate DEIA wins within the system.</b></p>	Yvonne Hartley	11.23
<p>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.</p>	Yvonne Hartley	6.23
<p>We are continuing to research recognition program options.</p>	Yvonne Hartley	3.23
<p>We will continue to explore options for recognizing employees who are representing OCLS.</p>	Yvonne Hartley	12.22

**E: Create a business intelligence strategy**

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

<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
<b>A Data Analytics Specialist was hired in October 2023 in the Data and User Services Department.</b>	<b>Lynette Schimpf</b>	<b>11.23</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.	Lynette Schimpf	6.23
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
<b>2. Assess business intelligence requirements with key stakeholders</b>		
<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
<b>The Data and User Services Department is actively meeting with the director and administrators to assess business intelligence needs.</b>	<b>Lynette Schimpf</b>	<b>11.23</b>
The new Data and User Services Department is currently being established and will work with administrators and key stakeholders when staffed.	Lynette Schimpf	6.23
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
<b>3. Assess available data and needs</b>		
<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
<b>The Data and User Services department has started assessing statistics, starting with Customer Interaction Statistics.</b>	<b>Lynette Schimpf</b>	<b>11.23</b>
The new Data and User Services Department Head has begun receiving all monthly data and statistics in order to start assessing needs.	Lynette Schimpf	6.23
The Data and User Services Manager position, when filled, will assess available data and needs.	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. A group consisting of the Chief Project Officer, Chief Operating Officer,	Steve Powell	12.22

Progress	Champion	Updated
and other stakeholders is being formed to determine the best path forward for a Data and Analytics Department.		

#### 4. Assess and select business intelligence solutions

Progress	Champion	Updated
<b>The Data and User Services Department is currently researching business intelligence and data visualization solutions to determine the best fit for the organization.</b>	<b>Lynette Schimpf</b>	<b>11.23</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.	Lynette Schimpf	6.23
The Data and User Services Manager position, when filled, will assess and select business intelligence solutions.	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

### 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>Additional review of existing spaces has continued.</b>	<b>Sara Gonzalez</b>	<b>10.23</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.	Sara Gonzalez	6.23
We continue to work on forming a committee to evaluate this need.	Sara Gonzalez	3.23
We are forming a committee to explore this and get community input.	Lynette Schimpf	12.22

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

Progress	Champion	Updated
<b>The Youth Services staff is reviewing the current videos to assess how they can be utilized.</b>	<b>Sara Gonzalez</b>	<b>10.23</b>



Progress	Champion	Updated
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.	Sara Gonzalez	6.23
This quarter, Noraliz Orengo, Youth Programs Specialist, partnered with Cassie Shivers, IT Design and Development Manager, to 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.	Sara Gonzalez	3.23
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 & 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.	Lynette Schimpf	12.22

## B. Early and family learning

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

Progress	Champion	Updated
<b>In early October, training was offered for all Youth Program Specialist and Youth Librarians in Every Child Ready to Read, Countdown to Kindergarten, and Storytime programs.</b>	Sara Gonzalez	10.23
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.	Sara Gonzalez	6.23
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	Sara Gonzalez	3.23



Progress	Champion	Updated
<p>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 creating a learning environment, and asking staff to share how they have created it. This will also include articles and video training content.</p>		
<p>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.</p>	Lynette Schimpf	12.22
2. Explore ways to incorporate new media into services and programs for families and children		
Progress	Champion	Updated
<p><b>The Youth Services Program Specialist, Youth Education Specialist, and Youth Librarian facilitated two TikTok and Instagram Live programs in collaboration with the Digital Marketing Specialist for Cuisine Corner Junior.</b></p>	Sara Gonzalez	10.23
<p>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."</p>	Sara Gonzalez	6.23
<p>On February 23, 2023, Youth Program Specialists, Youth Programs Coordinator, and Digital Marketing Specialists hosted a live stream on</p>	Sara Gonzalez	3.23

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

### C. Provide experiences to enhance life skills

#### 1. Expand historical and cultural offerings

Progress	Champion	Updated
<p><b>OCLS offered a unique Beanstack challenge for adults for the month of August celebrating Orange County:</b></p> <ul style="list-style-type: none"> <li>• <b>Explore Orange County Challenge for Adults Discover the city beautiful and everything Orange County has to offer through fun activities! Log your progress, including readings and book reviews to earn badges and enter for the chance to win a prize.</b></li> </ul> <p><b>In September, OCLS offered events that celebrated Hispanic Heritage:</b></p> <ul style="list-style-type: none"> <li>• <b>Sketching 101: In Honor of Hispanic Heritage Month</b></li> </ul> <p><b>Learn the basics of sketching through use of simple art techniques and observing the world around you.</b></p> <ul style="list-style-type: none"> <li>• <b>Music in the Library: La Calle Band</b></li> </ul> <p><b>The Latin/Pop band, La Calle Band delivers the quintessential Latin street party a seamless blend of music and dance. The energetic, up-tempo music is always sure to get a crowd moving.</b></p> <ul style="list-style-type: none"> <li>• <b>Mexican Danza</b></li> </ul>	Leasha Tavernier	10.23

Experience a live Mexican Folkloric Dance performance. Enjoy colorful costumes and traditional Mexican music.

- **Cuisine Corner: Sofrito and Adobo**

Yamira Lee Johnson, head chef and founder of Breaking Bread with Mira, will walk us through making sofrito and adobo from scratch. Learn how to incorporate these versatile flavors into your cooking.

- **Music in the Library: El Mariachi Show** Celebrate Hispanic Heritage Month with the unique sounds of El Mariachi Show. Listen as they take you on a musical journey to some of the Latin countries.

OCLS also hosted events that focused on expanding cultural offerings:

- **Thuyền Mây Productions Dance Performance –** Experience Vietnamese culture through dance. Thuyền Mây Productions, a non-profit organization engages people by bringing Vietnamese and multi-cultural dances, entertainment, education, and beyond.

- **Chinese Calligraphy Class: Mid-Autumn Festival Program**

Learn how to write Chinese Calligraphy celebration messages to celebrate the Mid-Autumn Festival, a traditional event where all families reunite and give each other presents.

- **Music in the Library: Patrick Frost**

Patrick is an accomplished Steel Pannist, Keyboardist, Trombonist who also enjoys singing and playing his 8 string Ukuleles. Amazing audiences playing melodies and Jazz improvisation on Conch Shells.

- **Cuisine Corner: Green Papaya Salad**

With culinary expert Ha Roda's guidance, we will discover the perfect balance of flavors that make green papaya salad. This popular Southeast Asian dish is refreshing and flavorful.

- **All OCLS locations had events or displays celebrating, Hispanic Heritage Month, the Library's 100<sup>th</sup> Anniversary, and the upcoming solar eclipse.**

Throughout the third quarter, OCLS offered events that celebrated the history of the Library and Orange County:

- **A Decade in Film Series**

The Orlando Public Library continued to celebrate different decades of cinematography, focusing this quarter on the 1950s-1980s.

- **Sketching 101**

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.

**In May, OCLS offered events that celebrated Asian American Pacific Islander Heritage Month:**

Leasha  
Tavernier

6.23

- **Beginner Chinese Calligraphy**

Artist Jojo Liu taught the art of traditional Chinese calligraphy in honor of Asian American and Pacific Islander Heritage Month.

- **Chinese Painting Basics**

Artist Jojo Liu taught the basics of Chinese painting, which included brushwork, utilizing organic materials, such as bamboo stalks and leaves, and composition.

- **Halau Kaleooka'iwa Haumana Presents Hula Dancing**

Halau Kaleooka'iwa Haumana told the stories of the land and people of Hawaii through hula to celebrate Hawaiian traditions and culture.

- **Kung Fu Show- Presented by Wah Lum Kung Fu Temple**

A diverse team of professional Wah Lum Kung Fu Temple performers presented a Lion dance, kung fu, and tai chi performance demonstration.

- **A Passage to Opportunity: My Journey from Vietnam to America**

Attendees heard a first-person account from the longtime OCLS presenter, Ha Roda, who shared her experience of being one of nearly 2 million people who fled Vietnam in the aftermath of the Vietnam War between 1975 and 1997.

- **Music in the Library: Chinese Guzheng Performance by Ann Yao**

Ann Yao performed cutting-edge interpretations of traditional material on the Guzheng, one of China's most ancient instruments.

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.

**In June, OCLS offered events that celebrated National Caribbean American Heritage Month:**

- **Cuisine Corner: Jamaican Barbecued Jerk Pork**

Culinary expert, Dianne Morin, demonstrated how to infuse the wonderful flavors of homemade Jamaican Jerk seasoning with homemade barbecue sauce.

- **Music in the Library: Ravon Rhoden**

Attendees celebrated Caribbean American heritage and culture while enjoying a live performance by steelpan musician Ravon Rhoden.

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Throughout the second quarter, OCLS offered events that celebrated the history of the Library and Orange County:

Leasha  
Tavernier

3.23

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- **Music in the Library: Z Street Speakeasy Band**  
The Library celebrated its 100th Year Anniversary with the Z Street Speakeasy Band, and Immersive musical performance inspired by the roaring 20s.
- **Past and Present: Historic Orlando**  
Author Elizabeth Randall provided a history of Orlando's historic structures and landmarks, and photographer Bob Randall presented the challenges of replicating historic photography.
- **A Decade in Film Series**  
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.
- **Gardens of the Gilded Age**  
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.

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.

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**
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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.

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:

- **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**

Danielle King

12.22

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 Hiawasse 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*,

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Progress	Champion	Updated
<p>based on the true accounts of a World War II female Ukrainian sniper.</p> <ul style="list-style-type: none"> <li>• <b>Author Talk with Lisa Napoli</b> Acclaimed writer, journalist, broadcaster, and speaker Lisa Napoli discussed her latest book, <i>Susan, Linda, Nina &amp; Cokie: The Extraordinary Story of the Founding Mothers of NPR</i>, and their contributions to journalism.</li> <li>• <b>Multicultural Hair Styling 100</b> Participants learned how to braid and twist natural hair at the South Trail Branch.</li> </ul>		

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

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

2. Continue to explore grant/award opportunities

Progress	Champion	Updated
<p><b>The library applied for the following grants this quarter:</b></p> <ul style="list-style-type: none"> <li>• <b>Florida Department of State-DLIS-LSTA: Right Service at the Right Time - \$61,891 for the continuation and promotion of the online platform for e-government programs for all 67 counties of Florida.</b></li> </ul> <p><b>The library was awarded the following grant this quarter:</b></p> <ul style="list-style-type: none"> <li>• <b>Florida Humanities Council: Strategic Partnership Grant - \$14,500 awarded to support English for Families and Prime Time Family Reading.</b></li> </ul>	Leasha Tavernier	10.23
<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> </ul>	Leasha Tavernier	6.23



- Penguin Young Readers Group: Jan Brett – Provide event with author/illustrator Jan Brett in 2023.
- MonarchWatch.org – Natural Resource Defense Council (NRDC): Free Milkweeds for Schools & Non-Profits – This grant will provide 32 native Florida milkweed plants to support expansion of the West Oaks Wildflower Garden.

The library was awarded the following grants this quarter:

- City of Orlando Mayor’s Matching Grant 2023-2024- \$6,000 to support Robot Rampage Camps and Clubs and the Sunshine State Author Series.
- Proliteracy: Mobile Learning Fund - \$3,000 to support additional EnGen licenses for supplemental ESL resources.
- South Arts, National Endowment of the Arts (NEA): Presentation Grant - \$4,500 to support a presenter to attend the 2024 ZORA! Festival Day.

OCLS received the "FLA Exemplary Instructional Programs or Services Award" for its BizKids classes.

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.

The library applied for the following grants this quarter:

- South Arts, National Endowment of the Arts (NEA) - \$4,500 to support a presenter to attend the 2024 ZORA! Festival Day.
- 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 *Circe* by Madeline Miller for March 2024.
- Proliteracy: Mobile Learning Fund - \$3,000 to support obtaining additional EnGen licenses for supplemental ESL resources.
- 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.

Leasha  
Tavernier

3.23

The library was awarded the following grants this quarter:

- 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.

The Orange Blossom Trail Development Board purchased an embroidery sewing machine and six mannequin heads with

Progress	Champion	Updated
<p>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 continues to look for barriers of service for customers and opportunities to reduce or remove them. As the fiscal year ends, the library is also evaluating the impact that has been experienced from the removals throughout the year. These include removing overdue fines, a free computer session for non-cardholders, lowering the price of printing and scanning, and extending due dates on library cards.</b></p>	Bethany Stone	10.23
<p>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 month. This often gives customers additional time to renew their cards and provides consistency for staff members working with customer accounts.</p>	Bethany Stone	6.23
<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</p>	Bethany Stone	3.23

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

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.

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.

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).

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.

Danielle King

12.22

## 4. Expand financial literacy and business support offerings

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

- **In July and August, South Creek offered the in-person “Making Cents: Your Money in English” program. ESOL students learned the necessary vocabulary and key financial terms to manage their money in the USA.**

Leasha Tavernier

10.23

Progress	Champion	Updated
<ul style="list-style-type: none"> <li>• In September, West Oaks offered “Emergency Fund Boot Camp It’s a Money Thing” in partnership with Vystar Credit Union.</li> <li>• In September, South Creek offered “Money Smart: Let’s Go Shopping,” a financial literacy for preschoolers that focuses on the concept of spending.</li> <li>• In September, Southeast offered the virtual “Making Cents: Your Money in English.” ESOL Students learned the necessary vocabulary and key financial terms to manage their money in the USA.</li> <li>• Throughout the quarter, South Creek partnered with World System Builder to host a series of Financial Literacy workshops on various topics (savings, building wealth, cashflow, debt management, investment, etc.)</li> </ul>		
<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, Hiawassee partnered with Operation HOPE to offer their “First Time Homeownership Workshop.”</p>	Leasha Tavernier	6.23
<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></li> </ul>	Leasha Tavernier	3.23

Financial educators provided resources for financial literacy with a focus on senior living by sharing user-friendly financial concepts.

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.

OCLS connected Orange County elders with financial literacy opportunities through the Smarter Senior Series:

Danielle King

12.22

### ***Downsizing- Smarter Senior Seminar Series***

Certified senior housing specialists walked customers through the process of downsizing belongings and living spaces to facilitate a pathway to sustainable living.

### ***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.

Progress	Champion	Updated
These lessons will provide attendees with the knowledge to manage your money. We will review topics such as commonly used terms and phrases, saving and spending, credit cards, budgets, renting or buying your first home, and how to save to achieve your personal financial goals. The series will begin in March 2023.		

#### D. Provide service delivery via technology

##### 1. Explore Integrating services with smart home devices

Progress	Champion	Updated
<b>This project will be re-evaluated to determine if the library wants to continue moving forward with it during the next fiscal year.</b>	<b>Bethany Stone</b>	<b>10.23</b>
This project remains on hold as the Library has only recently hired a Fullstack Developer in the IT D&D Department who will be starting work in July.	Bethany Stone	6.23
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
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>The library finalized a contract with T-Mobile to keep 500 hotspots in circulation for another year.</b>	<b>Steve Powell</b>	<b>10.23</b>
All of the library's 1,000 hotspots were checked out by May 24, 2023.	Steve Powell	6.23
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.	Steve Powell	3.23
OCLS secured funds from the Emergency Connectivity Fund (ECF) in 2022 to establish a Wi-Fi hotspot device lending program to provide wireless broadband internet to customers who do not have access to the internet and need this service to meet their educational needs. The funding allows us to purchase 1,000 Wi-Fi Hotspots from Premier Wireless and to enter into a service agreement with T-Mobile.	Steve Powell	12.22
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
<p><b>During this last quarter, we have planned changes to our public technology classrooms to make these spaces more flexible for our organizational and customer needs. These are finalized and implementation of these changes will begin during this upcoming quarter. Overall the evaluation and evolution of these spaces will be an ongoing project for the IT team. As we determine needs and change requirements it will be implemented across the system.</b></p>	<p><b>Steve Powell</b></p>	<p><b>10.23</b></p>
<p>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.</p>	<p>Steve Powell</p>	<p>6.23</p>
<p>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.</p>	<p>Steve Powell</p>	<p>3.23</p>
<p>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.</p>	<p>Steve Powell</p>	<p>12.22</p>

4. Finalize network and network hardware replacement

Progress	Champion	Updated
<p><b>The IT team has completed a features and assessment review from multiple hardware vendors. This has helped gauge the unique needs of the organization with the availability in the marketplace. With this in mind, the next quarter will consist of narrowing down specific models recommended and starting to begin the procurement process for our refresh to start soon.</b></p>	<p><b>Steve Powell</b></p>	<p><b>10.23</b></p>
<p>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.</p>	<p>Steve Powell</p>	<p>6.23</p>



Progress	Champion	Updated
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 new model of machines has been approved and delivered during this last quarter. These are actively being deployed and refreshed throughout the system to ensure our computer standards are keeping up with staff and customer needs. The upcoming quarter will consist of continued deployment of these machines at each location.</b>	<b>Steve Powell</b>	<b>10.23</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.	Steve Powell	6.23
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>Orange County Public Schools utilized several services offered to schools by liaisons under the School Partnership Program. This included schools' Open House nights, Meet the Teacher nights, Storytimes, Parent Academy, Orange County Public Schools teacher and staff development events, and library programs conducted on school campuses. Orange County Library System staff donated 134.5 hours of their time to schools, equaling a value of \$3,724.31. There were 47 schools that invited the library to share resources with 7,445 staff, students, and caregivers. The library also conducted the annual School Library Card Drive for the month of September. As of September 29, the School Library Card Drive has had 1,012 new juvenile card registrations for students attending Orange County Public Schools and 75 schools showing at least one registration for their school. Representatives from the Youth Services team presented to 184 OCPS Media Specialists at the Media &amp; Tech Extravaganza and hosted online professional development on using the Virtual Library Card during August preplanning.</b></p>	<p>Sara Gonzalez</p>	<p>10.23</p>
<p>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</p>	<p>Sara Gonzalez</p>	<p>6.23</p>

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

staff donated 52.5 hours of their time collectively, equaling an in-kind value of \$3,580.92.

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.

Sara  
Gonzalez

3.23

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.

Bethany  
Stone

12.22

Progress	Champion	Updated
<b>The first Sunshine State Author Series event was held virtually on October 5 with Edgar Award-winning Florida author Christina Diaz Gonzalez for multiple OCPS middle schools to discuss her Sunshine State Award-winning graphic novel, Invisible.</b>	<b>Sara Gonzalez</b>	<b>10.23</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.	Sara Gonzalez	6.23
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 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.	Sara Gonzalez	3.23
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.	Bethany Stone	12.22
3. Expand and enhance school liaison training		
Progress	Champion	Updated
<b>During the fourth quarter, the Youth Education Specialist created two PowerPoint presentations, one for primary</b>	<b>Sara Gonzalez</b>	<b>10.23</b>

Progress	Champion	Updated
<p><b>schools and one for secondary schools. These PowerPoints were meant for liaisons to utilize as school presentations for school visits, and they were shared with all liaisons on the School Partnership Program Teams. The co-chairs for the School Partnership Program are formulating a more efficient organizational method that will better connect surrounding Orange County Public Schools to the County Library System branch nearest to a school. The goal is to reduce the loss of connection if staff transfer to a different location or are unable to continue duties as a liaison.</b></p>		
<p>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.</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 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.</p>	Bethany Stone	12.22
<p><b>F. Foster Innovation &amp; New Services</b></p>		
<p>1. Seek out new opportunities for delivery of library services outside library walls</p>		
Progress	Champion	Updated
<p><b>The library’s efforts to reduce transportation barriers by bringing programming and services outside library walls continued to</b></p>	Danielle King	10.23

flourish as more connections were made in the community. During the fourth quarter, OCLS hosted 403 library events at community partner sites, reaching over 12,200 residents. Staff partnered with Arnold Palmer's Children's Hospital on three occasions this quarter to bring storytimes and activities to children and families staying in the hospital. Families had the option to interact with the library in-person in the hospital's atrium, as well as listen to stories broadcast directly to their rooms via the hospital's Seacrest Studio. Teens and tweens from the Big Brothers Big Sisters of Orlando learned about 3D printing and its' history. Afterwards they watched a live print demonstration and had the opportunity to take home a print. The Lake Nona and Horizon West weekly summer pop-up events ended, with the promise to bring more events in the fall. Staff hosted an arts and crafts day for children of families experiencing homelessness at Matthew's Hope. Staff continue to offer programming at a variety of offsite facilities such as: YMCAs, Nemours Childrens Hospital, Wekiwa Brookdale Senior Center, Hunter's Creek Nursing Home & Rehab Center, and various Neighborhood Center for Families across the county. Examples of programs presented were senior crafts, knitting, storytelling, technology classes, field trips, and themed educational activities. OCLS participated in 170 outreaches, reaching over 19,400 people. Staff attended several large community festivals such as countywide back to school events hosted by County Commissioners, the BLK Joy Festival, the VA ARMOR Suicide Prevention Awareness Event, and the Florida Kids and Family Expo. The book bike made its debut at the Florida Kids and Family Expo in August and could be seen the next weekend at the BLK Joy Festival. Staff have collaborated with the parks team at Lake Eola to bring the bike out to the Farmer's Market once a month. The second book bike, sponsored by OUC arrived at the end of September and has taken its place in the lobby of the Orlando Public Library along with a book display featuring titles on energy, water conservation, science, and STEM topics. Work has begun to prepare an RPF for the bookmobile.

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

Danielle King

6.23

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.

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.

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

Danielle King

3.23



Progress	Champion	Updated
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Park,” “Paws in the Park,” “OCPS Parent Academy,” “ZORA!Fest,” and the “Mayor’s Open House and Job Fair.” 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.

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 & Girls Club, Washington Shore Primary Learning Center, Sally Ride Elementary, Madison Assisted Living Center, and Allstars daycare, just to name a few.	Danielle King	12.22
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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.

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
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<b>Melrose staff identified two branches to partner with, Chickasaw and Southeast, in offering photography classes. In September, Melrose staff led Photo Camera Level 1 and Camera Level 2 classes for a total of eight attendees. A third class, Cámara Nivel 1, which drew eight attendees and was the first in-person Melrose class in Spanish to be offered at a branch. Melrose management met with Admin and Outreach management to discuss Sound Booth equipment options for the new Horizon West Branch, Product Photography equipment at select locations, and Melrose Improv workshops for training the system’s Branch Outreach Specialists to offer at</b>	Danielle King	9.23
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Progress	Champion	Updated
<b>external events. A plan was also initiated to train Outreach Specialists on presenting the Melrose General Orientation.</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.	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
<p><b>The Library of Things (LoT)Committee continued to monitor checkout progress for the Blood Pressure Monitor Kits provided in late June 2023 by the American Heart Association (AHA) and the HCA Healthcare Foundation. The AHA reached out to offer an additional 40 blood pressure monitors; these monitors were distributed to the Windermere Branch, Eatonville Branch, and the Community Engagement Department. Staff from several departments received training from the AHA on how to use the blood pressure monitors. The goal of the training was for staff to learn how to use the kits so they can provide programming for the community on heart health.</b></p> <p>The LoT Committee assembled 90 crochet kits, 30 ergonomic crochet kits, 30 straight knitting needle kits, and 90 circular knitting needle kits. These kits rolled out to all OCLS locations in mid-October. The Committee is also working with the</p>	Danielle King	10.23



Progress	Champion	Updated
<b>Finance Department to purchase science kits for checkout throughout the system.</b>		
<p>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.</p> <p>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.</p>	Danielle King	6.23
<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</p>		

**Progress****Champion Updated**

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.

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

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

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Director's Goals FY 2023  
4<sup>th</sup> Quarter Update**

## **DIRECTORS GOALS FY 2022-2023 – 4th 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.
- January 27, 2023, onboarded new Library Board Trustee Sharon Smoley.

##### **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.

##### **4th Quarter**

- August 2, 2023, onboarded new Library Board Trustee Ashley Cisneros Mejia.
- As requirements to qualify for State Aid to Libraries grant funding the following were approved at the August 17, 2023, Library Board of Trustees meeting:
  - FY2024 – 2026 Strategic Plan
  - FY2024 Annual Plan of Service
- FastForward Libraries was recommended by staff and subsequently approved by the Board to lead the library's Strategic Plan Project.
- Finalized and signed a contract on September 21, 2023, with FastFoward Libraries to develop and implement a new Strategic Plan.
- Updates to the FY2022-2023 strategic plan will be included in the November 2023 Board packet. The entire Strategic Plan is a testament to the work staff put into fulfilling the library's mission.

## **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 OCPS 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 who 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 to 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.

### 4th Quarter

- On July 8, 2023, I attended and led Citizenship Inspired graduates through the Oath of Citizenship at a Citizenship Celebration at the South Trail Branch. Shally Wong from Mayor Demings' Office presented signed letters to the graduates, Commissioner Mike Scott made an appearance and Library Board President Crockett Bohannon attended the event.
- Public libraries continue to support social programs, especially programs that support food insecurity. The Hiawassee Branch was added as a Second Harvest Food Bank food distribution site in July. The four library locations participating consistently give away all the boxes each week.
- OCLS supports summer reading to combat the summer slide with its Summer at Your Library (formerly Summer Reading Program) programming. Notable statistics from Summer at Your Library are:
  - 3,496 youth participants and 2,808 of them completed the 600-minute challenge.
  - The Adult Reading Challenge saw 623 adults read 3,845 books.

- Evens and attendance were:
  - Youth events: 1,939
  - Youth attendance: 54,717
  - Adult events: 139
  - Adult attendance: 1,882
- On July 29, all locations hosted an End of Summer Celebration event. There were 2,727 kids and caregivers in attendance and, the library raffled 408 Grand Prizes system-wide.
- Also, this year, the age range for eligibility was extended from ages 6-12 to ages 0-18, so even more families could take part.
- Finalized a job description for a Grant Writer with plans to advertise the position in the 1<sup>st</sup> quarter of FY2023-2024. This position will work with staff to coordinate current grants and look for future opportunities.
- Finalized a job description, advertised, and hired a Development Manager charged with fundraising for the library.
- On September 6, 2023, the 100 Year Celebration Signature Author event at the Dr. Phillips Center for the Performing Arts Steinmetz Hall featuring Neil Gaiman in Conversation with Art Spiegelman sold out. Total tickets sold were 1,550.
- September was National Library Card Sign-up Month and in partnership with OCPS, we held our annual School Library Card Drive. Representatives from the School Partnership Program, known as library liaisons, set forth a challenge to all Orange County schools. The results for 2023 are impressive, with 1,099 new card registrations from 76 different schools.
- To support reading and get kids outside the West Oaks Branch created the West Oaks Native Flower Garden. The garden is certified as an official Wildlife Habitat Site by the National Wildlife Federation. As part of the garden, the library's second permanent StoryWalk® was installed.
- Library Social Workers assisted 4,337 customers last fiscal year.

### **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 implemented solutions to lower or remove those barriers. This included a presentation for the stoppage and

removal of overdue fines at the October 13, 2022 Board 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.

### **4th Quarter**

- On July 28, 2023, Southwest Branch Manager attended the National Down Syndrome Congress's opening session and accepted 20 books that show Down Syndrome in a positive light for inclusion in the Southwest Branch collection.
- The library finished up its most recent Orange Crate series in July. This session had 53 children participate in the program, which sends four easy-reader books, a craft, library promotional materials, and giveaways to subscribers every month for four months. We are excited to share that this series resulted in 16 children registering for their first library cards and over 800 checkouts of easy-reader books.



- Since starting Excel Adult High School in February with 10 scholarships the library recently purchased 10 more because we've seen 164 applications, had 64 people complete the prerequisites, and interviewed over 30 prospects. Most importantly, we had our first student graduate on September 19, 2023.
- In August OCLS launched the Zora Neale Hurston Across Time LibGuide in preparation for ZORA! Fest 2024. The virtual resource, a collaboration between the Eatonville Branch and the Association to Preserve the Eatonville Community, is intended for youth in grades K-12 and their caregivers to introduce works that chronicle Hurston's life and her contributions to literature, anthropology, and popular culture.
- On August 17, South Trail began its fifth session of Prime Time Family Reading. The program uses children's books as a starting point for discussion about important ideas about family, life, and community. The Friends of the Orange County Library System supports our Prime Time programs by providing funding that allows us to offer a family meal during each program.
- On September 18, the North Orange Branch Technology Trainer introduced the BizKids program at the HOPE Community Center in Apopka. The trainer worked with HOPE Community Center's "Adelante Caminantes" program, a remarkable initiative that provides support to teenagers who escaped poverty and violence in their home countries and arrived in the United States without an adult caregiver. BizKids Club! Is an instructor-led program that introduces students ages 9-14 to the world of business and entrepreneurship. Participants engage in fun interactive activities to create a business plan, design marketing materials, and pitch their business ideas.
- Local Wanderer, the library's culture pass program, was budgeted at \$50,000 to purchase tickets from community partner organizations participating in the program. OCLS spent the budgeted amount and provided customers with \$135,361 worth of free admissions to visit participating venues.

### **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.

## 4th Quarter

- The library's book bike made its debut in August at the Florida Kids and Family Expo at the Orange County Convention Center. We connected with over 2,300 visitors over two days.
- The book bike made its first trip to the Lake Eola Farmer's Market on September 10, 2023, with 167 people asking and learning more about the library's mobile future.
- A project to update the Main Library Third floor meeting rooms was finalized. Work is expected to start in late November.

- The Horizon West design phase is on schedule. The library received 60% construction documents on September 22, 2023, and are under review by staff. Staff have almost finalized the interior finishes and colors and the FF&E components.
- The Lake Nona Branch has a finalized site plan and the library's architect is working with the city's architect to finalize exterior finishes to ensure the buildings look compatible on the site. Staff have also developed a preliminary floor plan.
- On September 22, 2023, the library received its second book bike sponsored by OUC.
- The library's first book bike was moved to Winter Garden.
- Community Engagement staff have been working on a Request for Purchase for a bookmobile with the goal to advertise in the first quarter of the new fiscal year.

### **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.

##### **4th Quarter**

- On September 23, 2023, approved the extension of service for another year for 599 Wi-Fi hotspots.

- Over the past several months the Information Technology Team made changes to the specifications for staff computers and classroom computers. The change made to staff machines, from 2-in-1s to laptops is estimated to save the library a total of \$250,000 over the next three years with no sacrifices in performance and a bigger screen.
- A project to update the library's internet network is taking shape and FY2023-2024 will see equipment decisions and implementation.
- The library's website migration from Drupal to WordPress is in the final stages and staff plan to complete the cutover in the first week of October.

### **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 FY2023-2024 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.

### **4th Quarter**

- Completed the new Budget Presentation that was utilized for the FY2023-2024 budget cycle.
  - Reformatted/refreshed the Budget Book.
  - Reformatted/refreshed the Governing Board talking points and now include a page for each commissioner for initiatives in their district.
  - Reformatted/refreshed the presentation and presented it on July 13, 2023, to the Governing Board.
- CFO Kris Shoemaker, COO Bethany Stone, Finance Manager Lovevia Williams and I attended public budget hearings on September 11 and 26, 2023 where the Library's Governing Board unanimously approved the library's FY2023-2024 budget.
- The library was awarded \$1,356,446 and received \$1,142,912 in grants and awards funding for FY2022-2023. Additionally, \$170,849 was received via donations. \*Please see the last page.

### **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.

#### **4th Quarter**

- Chief Human Resources Officer Yvonne Hartly presented a review of new hires, separations, and overall staffing levels to the Board in September.
- In September, this library received a health award. *Healthiest Employers* is a trusted awards program that recognizes people-first organizations taking a more proactive approach to employee health. We have been honored with a 2<sup>nd</sup> place finish for central Florida and an astounding 60<sup>th</sup> place rank amongst the 2023 Healthiest 100 Workplaces in America.
- This quarter saw major moves regarding the library's organizational restructuring. Several departments were relocated within the Main Library and Questline, the library's call center, transitioned to fully remote where staff work from home.
- Over the past three months, the new departments of Community Engagement and Data & User Services were formed and filled out with staff.
- The Human Resources Department onboarded a Talent Acquisitions Specialist on September 29, 2023. This person is charged with helping hiring managers with all things hiring from job descriptions, Applicant Stack, interviewing, screening, and onboarding new hires.

#### **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.

### 4th Quarter

- Silence Bourn, Assistant Manager of the Events and Programs Department (now Youth Services Manager), was selected to participate in the 18<sup>th</sup> Annual Sunshine State Library Leadership Institute (SSLLI), administered by the Florida Department of State's Division of Library and Information Services.
- Chief of Neighborhood Services Leasha Tavernier and Chief Project Officer Lynette Schimpf are serving as mentors in the 18<sup>th</sup> Annual Sunshine State Library Leadership Institute training program.
- The Training Department provides:
  - A weekly slate of staff training. The training is a combination of offerings from training partners, health advocate classes, MissionSquare Financial, and SumTotal.
  - A monthly spotlight to all staff that provides staff with an activity and discussion prompts that focus on the OCLS Service Story.
    - July: I will enforce the Rules of Conduct and follow the Safety Rules and Guidelines.
    - August: I will ask the customer if they found what they needed.
    - September: I will sincerely thank each customer.
- The DEIA Specialists share a monthly newsletter and regularly update the DEIA LibGuide. ([DEIA LibGuide Resource Page](#))
- The Training Department is part of Human Resources and is currently expanding from two to four staff with the addition of a Training and Development Associate and Training and Development Specialist.



**Orange County Library System  
Grants, Awards, & Donations Report  
FY 2023**



<b>Grants and Awards</b>	<b>Grant Code</b>	<b>Awarded</b>	<b>Received</b>
City of Orlando - Mayor's Matching Grant FY23 - (Runs from Jun 1, 2022 - May 31, 2023) **Awarded in Jun 2022, funds to be used in FY 2023**	MMG23	8,000	-
City of Orlando - Mayor's Matching Grant FY23 - (Runs from Jul 1, 2023 - Jun 30, 2024) **Awarded in Jul 2023, funds to be used in FY 2024**	MMG24	6,000	6,000
FINRA Making Cents Grant	FNRA23	49,929	24,965
FI Humanities Council - Family Literacy Prog. (Prime & ENGL) FY23	PRIME/ENGL	17,500	5,250
FI Humanities Council - NEA Big Read Supplementary Funding FY23	BGRD23	2,500	2,500
FI Humanities Council - Orlando Book Festival Funding FY23	N/A	10,000	10,000
FL Municipal Insurance Trust - Safety Grant	N/A	3,112	3,112
NEA - Arts Midwest -The Big Read Grant - FY23	BGRD23	19,000	19,000
PLA AT&T Grant - Digital Literacy Workshop Training Incentive	DLW23	7,000	7,000
St of FL Div of Cultural Affairs - Sunshine State Author Series - FY23	CA23	25,000	25,000
IMLS - St of FL DLIS - Right Service Right Time - FY23	RSRT23	59,928	59,928
St of FL DLIS - State Aid - FY23	N/A	681,977	681,977
FCC - USAC - ECF (Premier - Wi-Fi Hot Spots) *		95,000	95,000
FCC - USAC - ECF (T-Mobile - Wi-Fi Service) *		357,000	190,130
FI Humanities Council - English for Families FY24	ENGL	8,500	7,650
FI Humanities Council - English for Families FY24	PRIME	6,000	5,400
<b>Total Grants and Awards</b>		<b>1,356,446</b>	<b>1,142,912</b>
<b>Donations</b>			
Amazon Smile Donations			580
General Donations			7,269
Sorosis of Orlando			100,000
Sun Insurance			500
Tillman Kids Property			50,000
Mark Ackerman-Schwab Charitable			1,000
Victor Galvan-VMG Construction			1,500
Vystar Credit Union			1,500
OUT Book Bike Donation			8,000
Hellinger Construction-Romance, Wine and Chocolate			500
<b>Total Donations</b>			<b>170,849</b>

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Removal of Fines:  
One Year Update**

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Director's Report**



# OCTOBER 2023 MARKETING SNAPSHOT

## ADVERTISING

This month we embraced the spirit of Halloween season as we promoted Trick or Treat Safe Zone with advertising partners *Community Paper*, *West Orange Times and Observer*, *Orlando Family Magazine*, *Playground Magazine* and *America Magazine*.

*America Magazine* stopped by Orlando Public Library during the event to cover it on their social media channels. They conducted an interview with OPL Customer Service Assistant Manager Caitlin Hill.

The annual event, which is a partnership with the Orange County Regional History Center, was a success garnering more than 2,800 visitors at Orlando Public Library and more than 2,000 visitors at the History Center.

**SATURDAY, OCTOBER 28**  
10 A.M. - 3 P.M.  
**ORLANDO PUBLIC LIBRARY**

Have a scary good time while trick or treating at **Orlando Public Library** and the **History Center**. Dress up and enjoy a scavenger hunt, creepy crafts, games and more! Costumes encouraged but not required.

[ocls.info/trickortreat](http://ocls.info/trickortreat) | 407.835.7323

Logos for Orange County Library System, Disney, Downtown Orlando, Orange County Regional History Center, and a QR code with the text 'LEARN. GROW. CONNECT. SCAN ME!' are also present.

## SOCIAL MEDIA HIGHLIGHTS



This month, the Marketing & Public Relations video marketing team created a beer commercial celebrating the release of the Centennial Citrus Ale at Ivanhoe Park Brewing Co. The call to action of the video was to invite the community to join us at the brewery to try the exclusive ale, as well as drop by the library book fair. The buzz worked, as the venue was packed, and the brewery sold out of the ale within the first few hours.

The production of this video was the first of its kind for the team, which was imagined, shot and edited entirely in-house by library staff. The video has over 22,000 views and 160 shares across multiple social media platforms, making it the most successful video of October 2023.

## MEDIA HIGHLIGHTS

"OCLS Centennial Citrus Ale Celebration & Book Fair (Video)"  
[SpotOnFlorida.com](http://SpotOnFlorida.com). Oct. 6

"Story Time at the Central Florida Zoo"  
[Orlando-News.com](http://Orlando-News.com), Oct. 10

"How to Make Churros and Hot Chocolate | Cuisine Corner (Video)"  
[SpotOnFlorida.com](http://SpotOnFlorida.com), Oct. 14

## Director's Report: November 2023

On October 7, the Events and Programs Department partnered with the Friends of the Orange County Library System and Ivanhoe Park Brewing Co. to host the OCLS Centennial Citrus Ale Celebration and Book Fair, which marked the launch of a beer brewed in honor of the library's 100 Year Celebration. The event was hosted at the Ivanhoe Park Brewing Co., where 305 attendees enjoyed a retro-styled book fair and the release of the limited edition beer. The beer sold out within hours, and the event raised over \$500 for the Friends of the Library, which sold books and merchandise at the event. The Friends also generated several new memberships from event attendees.

Throughout the month of October, the Adult Services Department, Events and Programs Department, and the Melrose Center partnered with the City of Orlando and the University of Central Florida to host the Active Aging Opportunities Series. This series focused on empowering seniors who live in downtown Orlando assisted living facilities by connecting them with public transportation and cultural enrichment opportunities. On October 9, the seniors arrived at the Orlando Public Library via the Orlando Lymmo and enjoyed Welcome to the Melrose Center! where a group of 11 seniors were introduced to the wealth of resources available to library cardholders and Melrose members, including performing arts and show production, virtual reality tours and simulators, photo scanning and sharing, recording oral histories, collaborating in our sewing open labs or learning a new skill in a fiber arts class. On October 16, the seniors built upon the confidence they gained from using the Orlando Lymmo and returned to the Orlando Public Library to enjoy Memory Lane. This event featured an in-depth presentation hosted by Julie Matura, an Associate Instructor with the University of Central Florida's School of Communication Sciences and Disorders, who covered the typical versus atypical effects of aging on memory, along with tips for maintaining healthy cognitive function. After her program, the seniors received a tour of the online resource Orlando Memory, led Adult Services Department Head Vanessa Neblett. By the conclusion of the series, the seniors felt confident in their ability to navigate public transportation to and from the Library and couldn't wait to come back to explore all that OCLS offers.

On October 18, the Youth Education Specialist, in coordination with the City of Orlando, hosted Mayor Buddy's Book Club End of Book Party, featuring Pam Munoz Ryan, author of *Solimar: The Sword of the Monarchs*, with a total of 98 attendees.

In April, a social worker met with a customer who was 79 years old, suffering from chronic health conditions, and was on a fixed income. The customer indicated that paying her rent was very difficult and left her with little money to pay other expenses. Back in 2021, she applied to the Orlando Housing Authority (OHA) for affordable housing and Section-8 Choice Housing Voucher (CHV) program for government financial assistance with her monthly rent. The customer informed the social worker that she did not receive any correspondence from either program other than her application was received. The social worker contacted both programs to determine the status of her applications and learned that while approved, she was number 128 on the wait list. This would mean that she would have to wait until late in 2024 for affordable housing. Over the next several months, the social worker regularly contacted the programs and urged them to take into consideration the individual circumstances of this customer to include her health, age and financial limitations to expedite her claim. On October 23, 2023, this customer returned to the social worker to share some good news. She had received a call advising her that a reconsideration was made on her application based on her age, health, and financial circumstances and she was approved to move into an affordable apartment immediately. The customer was so happy and shared that the calls to the OHA and Section-8 Programs led to their reconsideration to move her up the waiting list and expedite her case.

On October 26, staff from the American Heart Association and Dr. Duron Lee from HCA Florida hosted a staff training on "Addressing High Blood Pressure." OCLS staff members learned the basics of understanding your blood pressure and how to accurately measure blood pressure with the blood pressure monitor kits. The goal of this training was to train the trainer so OCLS staff can provide basic blood pressure programs for the community and to encourage residents to check out the blood pressure monitor kits.

On October 27, the Orlando Public Library hosted Orlando Ballet Presents: The Nutcracker Storytime, where 117 attendees experienced the tale of *The Nutcracker* with costumed dancers from the Orlando Ballet.

On October 28, the Orlando Public Library hosted the annual Trick or Treat Safe Zone, in partnership with the Orange County Regional History Center. The event invited families to explore all areas of the library while trick-or-treating for candy, interacting with craft activities, and attending live shows like Spooky Storytime and Spooktacular Music Band. In total, approximately 2,810 attendees visited the library during this time.

On October 30<sup>th</sup>, a Request For Purchase for a bookmobile was emailed to several vendors and advertised on the library's website at the Advertised Solicitations page.

While it's not directly related to library business, I also wanted to share some news about some changes taking place on the lot across from our loading dock on Wall Street. On October 30<sup>th</sup>, the old office building owned by the Orthodox Church was demolished. According to a story in the *Orlando Sentinel*, a developer is eyeing that site and the adjacent parking lot as a potential location for a new project that would include a 305-foot tower that would include residential units, a hotel, commercial space, and parking.

This has been a very busy week for us – yesterday was our official 100<sup>th</sup> birthday, and to mark the end of our 100 Year Celebration, which kicked off in January, we hosted our signature author event featuring Neil Gaiman and Art Spiegelman at Steinmetz Hall at Dr. Phillips Center. More than 1,600 tickets were sold for this event, which was sold out more than a month before it took place. We are grateful to the Friends of the Orange County Library System for pledging \$50,000 to help us make this event possible.

We also hosted a birthday celebration on November 8 at all locations, where we invited customers to come to any location to receive a cookie and write a birthday card to the library. Those cards will be on display at all locations for the rest of the month.

## **Recent System-Wide Events**

### **Community Engagement**

- On 10 October, Community Engagement staff hosted a Storytime at the East Orange Head Start for 110 attendees. Children listened to some stories about not so scary monsters, practiced color recognition, numeracy, and flexible thinking skills before participating in craft activities.
- On 12 and 26 October, Community Engagement staff visited the Coalition for the Homeless of Central Florida to practice literacy fundamentals such as figurative and descriptive language. Following the lessons, the children participated in crafts that allowed for artistic interpretation of their newly learned skills.
- On 20 October, Community Engagement staff visited Citrus Garden Independent Living to host a Halloween cake pop decorating event for 5 residents. Shaping the cake pops helps the seniors with their motor skills that are sometimes affected by age or preexisting medical illness.
- On 21 October, Community Engagement staff gave 16 children and their adults the opportunity to learn about the Theremin. Theremin's are the first electronic instrument and one of the only instruments that can be played without physical contact.
- On 27 October, a team from the Community Engagement Department visited the Orlando Health Arnold Palmer Hospital for Children to host a Halloween themed event. Prior to the event, 144 visitors to the hospital were treated to a spooky storytelling via the hospital's own Seacrest Studio. Following the storytelling the team treated 113 children and adults to a themed scavenger hunt and craft activity.
- Throughout October, "Social Workers @ the Library" aided over 396 customers at 9 locations on topics such as unemployment, SNAP benefits, and mental health assistance.

## **Alafaya**

- On 3 October, Alafaya staff presented “Pumpkin Party” where 65 early learners and caregivers celebrated the season with pumpkin themed stories, songs, and crafts.
- On 4 October, Alafaya staff conducted “Bubble Playtime” where babies and caregivers worked on motor development skills in this interactive bubble class. There were 40 participants.
- On 7 October, Alafaya staff conducted “Teen Volunteering: Orange Slice October” where teens earned community service hours by contributing to Alafaya's teen literary and creative arts magazine. There were 14 participants.
- On 11 October, Alafaya staff presented “Cuisine Corner Junior: Eclipse Snacks” where families celebrated the solar eclipse with themed snacks. There were 25 participants.
- On 13 October, Alafaya staff conducted “Resin Moon Earrings” where 12 adults created their own pair of crescent moon earrings in celebration of the solar eclipse.
- On 21 October, Alafaya staff presented “Halloween Spooktacular” where children joined in ghoulish games, creepy crafts, and spooky stories. There were 74 participants.
- On 25 October, Alafaya conducted “Creepy Canvases” where 26 children created fun and frightful Halloween paintings.
- On 26 October, Alafaya staff conducted “Alafaya Head Start Storytime” where 113 preschoolers from the East Community Center Head Start enjoyed interactive stories and songs.
- During October, Alafaya staff presented “English from Zero” and “English Conversation Hour” both in person and on the virtual platform, fostering the English language skills of over 557 customers.

## **Chickasaw**

- On 4 October, Chickasaw Branch presented “Music in the Library: El Mariachi Show.” A total of 68 attendees participated in bilingual storytime, songs and play.
- On 11 October, Chickasaw Branch presented “Peruvian Music and Dance” A total of 37 attendees celebrated the Hispanic Heritage Month with dancers from Raymi Dance School.
- On 14 October, Chickasaw hosted an “Eclipse Viewing Party” A total of 246 customers created a moon, and sun craft and participated in viewing the eclipse with specialized black polymer glasses.
- On 30 and 31 October, Chickasaw hosted the “Chickasaw Staff Pumpkin Contest” where customers could vote on their favorite staff-decorated mini pumpkin. Twelve designs were entered, and 161 customers participated in the voting.
- On 31 October, the Chickasaw Branch hosted “Spooky Science” where 30 kids and their caregivers participated in science experiments and games.
- Every Tuesday in October, Chickasaw distributed a total of 425 boxes of non-perishable food from Second Harvest Food Bank to families in the community.
- Every Wednesday in October, Chickasaw staff presented “Spanish Conversation Hour.” A total of 60 students learned Spanish phrases, vocabulary, and pronunciation for essential conversation.
- In October, the Chickasaw Branch distributed 300 fall and Halloween themed passive crafts for kids and their families.
- During October, Chickasaw staff presented “English from Zero”, “English Conversation Hour” and “Practice Makes Perfect” both in person and on the virtual platform, fostering the English language skills to over 253 customers.

## **Eatonville**

- On 3, 10, 17, 24, and 31 October, Eatonville hosted “Yoga with PLAYologist Yolonda” for an average of 16 preschoolers per visit.
- On 5 October, Eatonville hosted “Monster Bugs” for 27 participants who identified creepy critters and made their own bugs out of ice to freak out their friends.

- On 5 and 19 October, Eatonville hosted “Study Visits” for 50 students from Thomas Leadership Academy.
- On 10 October, Eatonville hosted “Candy Experiments” for 22 students gathered to learn while experimenting with delicious candy.
- On 11 October, Eatonville partnered with Audubon Center for Birds of Prey to present “Backyard Birds of Prey” to 27 kids who learned about birds in their own backyard.
- On 19 October, Eatonville presented a “Kids Film Club” showing of *The Nightmare Before Christmas* for 22 movie fans.
- On 24 October, Eatonville offered “Pumpkin Dissection,” a festive science project where 19 kids dissected and identified the parts of pumpkins.
- On 25 October, Eatonville hosted “Fall Festival” for 24 early learners who celebrated fall with stories, games, and activities featuring apples, pumpkins, and autumn leaves.
- On 30 October, Eatonville presented “Remember Me” to 22 youth gathered to explore traditions through stories and activities inspired by Disney Pixar’s *Coco*.
- During the month of October, Eatonville distributed Fall Festival and Halloween themed “Passive Kits” to 160 children.

### **Fairview Shores**

- On 3 October, Fairview Shores staff spoke to 37 community members and neighbors during “National Night Out.” Staff shared location features and resources, programming calendars, and promoted future Eclipse programming with passive crafts.
- On 3, 10, 17, and 24 October, 149 people attended “Beginner’s Spanish for Kids” at Fairview Shores and learned verbs, vocabulary, greetings, and songs.
- On 5 October, 12 people attended “Karaoke Night” at Fairview Shores.
- On 7 and 21 October, 36 people attended “Paint Party!” at Fairview Shores. Families created three art projects to take home.
- On 10 October, Fairview Shores hosted the hybrid “Central Florida Book Club” with 19 attendees discussing Anne Hull’s Central Florida-based memoir “Through the Groves.”
- On 11 October, 18 people worked to “Escape the Haunted House” at Fairview Shores by solving puzzles and answering trivia questions.
- On 14 October, 118 people joined Fairview Shores staff for an “Eclipse Viewing Party” and enjoyed games, activities, and eclipse glasses provided by Space Science Institute’s STAR Net team.
- On 26 October, 11 people attended “Pirates! All Aboard to Japan – Pokémon World!” and navigated across the Pacific Ocean to sing sea shanties, learn facts about Japan, and explore the world of Pokémon.
- On 31 October, 73 people attended Fairview Shores’ “Halloween Spooktacular” to show off their costumes, play ghoulish games, collect candy and enjoy a not-so-spooky movie.
- In October, the “Second Harvest Food Distribution” provided 425 community members with shelf-stable, non-perishable food boxes.

### **Hiawassee**

- On 12 October, Hiawassee offered a Halloween themed children’s event called “Spooky Science” with 17 very active and excited participants.
- On 14 October, 25 Hiawassee teen volunteers assisted with preparing library craft activities and helped us prepare for nine upcoming library events.
- On 18 October, Hiawassee staff offered an art event for kids called “Scratch Paper Magic Art” whereby 17 attendees put their artistic skills to the test.



- On 27 October, Hiawassee staff offered a Little Chef event called “Little Chef: Pumpkin Patch” where 35 attendees put their culinary skills to the test and created delicious Halloween themed treats.
- In October, Hiawassee hosted 5 “English from Zero” classes, 5 “English Conversation Hour” classes, and 4 “Enhanced English Reading” classes serving 318 participants, with an average attendance of almost 33 people per class.
- Throughout October, Hiawassee hosted five “Zero to Five Storytimes” every Monday. A total of 99 children and adult caregivers attended these early literacy events.
- Throughout October, Hiawassee staff offered three Eclipse (SEAL) programs serving 39 participants.
- During October, Hiawassee staff created nineteen themed “Take & Make” art activity kits serving 597 children and teens.
- During October, Hiawassee distributed 425 boxes of non-perishable food items for the five “Second Harvest Food Distribution” programs.

## Main

- On 3 October, the Youth Program Specialists hosted " How Can the Little Moon Hide the Giant Sun?" as part of the Eclipse celebrations with 42 attendees.
- On 4 October, 68 attendees celebrated Hispanic Heritage Month with the unique sounds of El Mariachi during “Music in the Library: El Mariachi Show” at the Chickasaw Branch.
- On 5 October, Literary Agent Keir Aleksei discussed voice and how to develop a writing style with 73 attendees during the virtual event “Writing Workshop: Voice is Character.”
- On 7 October, the Events and Programs Department partnered with the Friends of the Library and Ivanhoe Park Brewing Co. to host the “OCLS Centennial Citrus Ale Celebration & Book Fair.” The event was hosted at the Ivanhoe Park Brewing Co., where 305 attendees enjoyed a retro-styled book fair and the release of a limited-edition beer brewed to commemorate the Library’s 100 years of service and raised over \$500 for the Friends of the Library.
- On 11 October, Adult Services staff hosted “Food 101: Ice Cream” and taught 10 attendees a lesson that examined the historical and social significance of ice cream.
- On 18 October, the Youth Education Specialist in coordination with the City of Orlando, hosted the “Mayor Buddy’s Book Club End of Book Party” featuring Pam Munoz Ryan, author of *Solimar: The Sword of the Monarchs* with a total of 98 attendees.
- On 27 October, the Orlando Public Library hosted “Orlando Ballet Presents: The Nutcracker Storytime: where 117 attendees experienced the tale of The Nutcracker with costumed dancers from the Orlando Ballet.
- On 28 October, the Youth Services Librarian and the Youth Education Specialist hosted the “Creepy Crawlies and Monster Mayhem” as part of the Trick or Treat Safe Zone event with 2,287 total attendees.
- On 28 October, the Youth Program Specialists hosted the “Pumpkin Patch Fun” as part of the Trick or Treat Safe Zone event with 2,150 total attendees.
- On 28 October, the Youth Program Specialists hosted the “Not-So-Haunted House” as part of the Trick or Treat Safe Zone event with 4,251 total attendees.
- On 28 October, a total of 2,510 customers attended the library’s annual Halloween event “Trick or Treat Safe Zone” which featured creepy crafts, spooky stories, and ghostly games for both children and adults.
- During October, Adult Services staff participated in two “One Million Cups” entrepreneurial events and shared library business resources with 100 attendees.
- During October, a total of 94 customers enhanced their skills using the Microsoft Office Suite by taking a variety of Adult Services in-person and online classes.
- During October, a total of 41 customers enhanced their coding and web design skills by taking a variety of Adult Services in-person and online classes.

## Melrose Center

Along with the rest of OPL, the Melrose Center was significantly involved in Trick or Treat Safe Zone on October 28<sup>th</sup>. Jose Gonzalez and Andrew Jeffries, with assistance from Ashley Vazquez Colon and Sky Saludes, spent time in advance preparing the Melrose Haunted House (originally built last year) for this year's event. Placed in front of a spooky sky displaying on the LED Wall, the house was occupied by candy distributors and scary sound makers throughout the day, including Ashley, Alexa Murillo Gonzalez, Trevor Clark, Juan Rivera, Natalia Gonzalez Garzon and Ryan Baichan. More than 2,000 people made their way through the Melrose Center during the event, including 67 who enjoyed a performance by Mr. Richard and The Pound Hounds on the Melrose Stage. Isra Batista and Drigo Garcia-Salas ran sound for the show, while Ryan Mulcahy handled stage lighting. Pedro Berrios took photos throughout the Library all day, including these images:



On October 1<sup>st</sup>, Marko Torres and Ryan Mulcahy continued the OCLS 100 Year Celebration with their 90s Trivia Challenge event at the Melrose Stage. The event was offered as a simultaneous in person and on-line game show, with 22 in attendance.

On October 14th, the Second Saturday Improv show drew 48 attendees to the Melrose Stage. Coordinated by Marko Torres – who also joined in the performance – the show was hosted by Brian Barone and featured Hollie Farrell, Chris Barry, Dave Russell, Emily Fontano, Marina Russell, Meera Aggarwal and Marko as players. Ryan Mulcahy provided stage lighting and audio support.

The Video Team's Melrose Film Festival 2023 presented a special encore Best of the Fest in-person screening at the Melrose Center on Saturday October 7<sup>th</sup> for 19 attendees. With the Melrose Film Festival shift to online screenings in 2020-2022, the event shared award winners from all categories from 2018-2022 on the Melrose LED screen. This included documentaries, shorts, micro-shorts, music videos, and animation from around the world.

A new season and era of *Melrose in the Mix* began on October 8<sup>th</sup>, as we hosted live recording sessions on the Melrose Stage for The LadyBits and The Chotchkies. Moving the performances from the Audio Studio to the Melrose Stage allows us to welcome audiences back to the events for the first time in nearly four years, and 81 attendees turned up for the double bill. The Audio Studio will still feature in the TV episodes being created from the event, as both bands were interviewed in the studio live room. Ryan Mulcahy handled stage lighting and also provided projection mapping and lighting in the Audio Studio for the interviews. Ryan along with Anthony Torres, Gabriel Soltren and Natalia Gonzalez Garzon operated cameras. Mike Belancourt and Trevor Clark ran live sound, while Isra Batista oversaw recorded audio. The episodes will air on WUCF-TV in 2024.



On October 19<sup>th</sup>, WUCF-TV aired an encore presentation of our *Melrose in the Mix* episode featuring [Jessica Delecruz](#), which originally aired in April.

Fiber Arts officially became part of Melrose on October 8<sup>th</sup>, as we welcomed Valerie Dawson, Stephanie Rodriguez and Michael Sweeney to the team. In addition to offering numerous classes and open labs, the team offered Halloween themed events during the month. Included were *Easy Superhero Cape*, *Pumpkin Candy Stocking*, and *Witches Hat* sewing classes, and *Frankenstein Candy Pouch* crochet classes. These events totaled 45 attendees.

The Fab Lab team also offered Halloween themed events in October, including *Creep It Yourself: Book Nook*, *Makers Make: A Spooky Ceramic Jack-O-Lantern*, *Foamsmithing Workshop: Basic Super Villian Helmet* and *Design Halloween Decorations with Inkscape*. These events totaled 20 attendees.

OPL offered a tour of the Melrose Center on October 12<sup>th</sup> for residents of the Kinneret Retirement Community in celebration of Mobility Week. The group was introduced to the wealth of resources available as Library cardholders and Melrose members across our Center, including performing arts and show production, virtual reality tours and simulators, photo scanning and sharing, recording oral histories, collaborating in our sewing open labs or learning a new skill in a fiber arts class. The Melrose Video team even took the group on a whirlwind tour of Paris, Hawaii, and the [red carpet at a Hollywood premiere](#).

On October 7<sup>th</sup>, Pedro Berrios and Bre Nax coordinated the Melrose Center's participation in Scott Kelby's Worldwide Photo Walk. Photographers gathered at the Center, where Pedro and Bre then led 17 participants on



a guided tour through downtown to record images with any type of preferred device. Attendees also learned about the Melrose Center and Photo Studio resources.



We hosted three community meetups during October. Indienomicon returned to the Center on October 7<sup>th</sup> for their Game Demo Day, drawing five attendees. On October 21<sup>st</sup>, the Florida Mechanical Keyboards group welcomed 16 members on October 21st who shared their love of customized keyboards and artisan keycaps. And a new group to Melrose, Orlando Creative Network, drew 10 attendees to their workshop for presenters interested in honing their skills.

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

### **Orientations and Assessments**

#### **Orientations: 57 Attendees: 131**

- Audio 6-26 (2-8 online)
- Photo 5-16
- Video 6-14
- 3D Printer 5-12 (2-9 online)
- Orion Laser Cutter 1-2
- Silhouette Cameo 3-3
- Glowforge Laser Printer 1-3
- General Orientation 4-21
- Flight Orientation/Assessment 12-18
- Driving Orientation/Assessment 11-14
- VR Learning Station 3-2

#### **Assessments: 37 Attendees: 17**

- Audio 15-1
- Photo 6-8
- Video 14-6
- 3D Printer 2-2

### **In-Person Classes**

#### **Classes: 164 Attendees: 402**

- Audio 38-108

- Photo 30-39
- Video 28-45
- Fab Lab 6-21
- Fiber Arts 45-169
- Performing Arts 9-14
- Game Design 6-6
- Show Production 2-0

### **Online Classes**

**Classes: 61 Attendees: 107**

- Photo 10-14
- Video 8-4
- Fab Lab 1-1
- Fiber Arts 7-26
- Game Design 7-24
- Graphic Design 28-38

Throughout October, Juan Rivera had 42 customers visit during 17 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 nine *Makerspace Open Labs* in October with 63 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. There were also two *Family Stem Saturdays* with 13 attendees.

There were eight *Sewing Open Labs* in October with 46 attendees visiting the Sewing Studio to work on their sewing projects with tools, machines and expert assistance.

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

**46 Bookings out of 61 Available Studio Sessions: 92 Attendees**

- Audio 16-23 booked, 24 attendees
- Photo 19-23 booked, 38 attendees
- Video 11-15 booked, 30 attendees

### **Other Bookings:**

- Sound Booths 20
  - The sound booths were only open for 8 days this month, as the construction of our new sound booth facilities commenced on October 9<sup>th</sup>.
- Editing Bays 86
- LED Wall 6
- Driving Simulator 18
- Flight Simulator 19
- VR Learning Station 5
- Glowforge Laser Printer 1
- 3D Printer 6
- Silhouette Cameo 1
- Rehearsal Space 20

We welcomed 159 new Members during October via the [OnDemand Melrose Center General Orientation](#). Combined with our in-person General Orientation attendance of 21, we gained 180 new Members for the month.

Membership for Melrose Meetup groups increased overall during October:

- Orlando Audio 1,293 (+2)
- Orlando Fiber Arts Meetup 1,139
- Orlando Digital Media Design 1,749 (-4)
- Orlando Melrose Makers 197 (+1)
- Orlando Out Tonight Theatre 2,989 (+31)
- Orlando Photo+Design 3,856(+1)
- Orlando Video & Post Production 2,728 (+6)

### **North Orange**

- On 7 October, North Orange hosted a community partner, New Journey Youth Center, to the branch for an information session and tour of the branch. There were a total of 20 teens and adults present.
- On 12 October, the North Orange branch hosted “Little Chef: Salsa Snack” and taught 35 attendees how to make salsa using basic ingredients.
- On 14 October, the North Orange branch hosted an “Eclipse Viewing Party” for families. Fifty-eight participants received glasses, colored space-themed coloring sheets, and were able to watch the eclipse progress through the afternoon.
- On 28 October, the North Orange branch invited children and families to join us for a “Spooky Skelebration.” Families participated in crafts, scavenger hunts, trick or treating, and a fear factor activity. In total, 125 participants attended.
- On 31 October, North Orange presented “100 Happy Haunts” in celebration of Halloween and the library's 100th anniversary. There were 41 attendees.
- Throughout October, the North Orange branch distributed 425 boxes of shelf-stable food for children and families through the Second Harvest Food Bank.
- Throughout October, the North Orange branch invited customers to vote on their favorite staff-decorated pumpkins on display at the branch. In the end, 394 customers voted and interacted with the display and crowned the cow-themed pumpkin the winner.

### **South Creek**

- On 5 October, South Creek hosted the Montessori Way School in a private field trip. Students received a tour of the location, given a presentation on library services, participated in a storytime, and completed a scavenger hunt. There were 30 participants.
- On 11 October, South Creek hosted “Teen Takeover” where high school students could earn up to two hours of community service by assembling craft kits and performing other needed tasks. There were 6 volunteers.
- On 14 October, South Creek hosted the “Eclipse Viewing Party” where attendees could create a delicious eclipse inspired treat and pick up their own pair of eclipse glasses. There were 191 attendees.
- On 14 October, South Creek hosted “Eclipse Chalk Art” where customers could create an eclipse themed craft prior to the eclipse viewing. There were 86 attendees.
- On 14 October, South Creek hosted “Puzzle Swap” where attendees could trade for ‘new to them’ puzzles. There were 29 attendees.
- On 28 October, South Creek hosted “Monster Bugs” where attendees learned about different bugs and created their own creepy crawly. There were 38 attendees.
- Every Monday, South Creek hosted children and caregivers for “Storybook Fun,” “Toddler Time,” and “Tiny Tales.” There were 440 participants.

- During October, South Creek hosted the “South Creek Staff Pumpkin Contest” where customers could vote on their favorite staff created pumpkin. Staff entered 13 designs, and 263 customers participated in voting.
- Throughout October, South Creek hosted the following Passive Events: “Paper Plate Llamas,” “Paper Plate Castanets,” “Paper Bat,” and “Kindness Flower.” Four hundred eighty passive crafts were distributed for families to complete at home.
- Throughout October, South Creek hosted “Character Mailbox,” where customers could write a letter to the character of the month, Ahsoka from Star Wars. Sixty-seven letters were submitted.

### **South Trail**

- On 14 October, South Trail hosted an eclipse viewing party in front of the library. Over 180 people viewed the eclipse from the solar telescope, sunoculars and solar viewing glasses.
- On 23 October, South Trail hosted “Temporary Protective Status for Haiti” to 45 attendees. In this program, USCIS agent Donald Jarrell provided information for people seeking to understand temporary protective status, who is eligible and how one applies.
- On 26 October, South Trail staff attended “Literacy Night” at Palmetto Elementary school and spoke to over 100 people about library services.
- On 27 October, South Trail staff participated in the “City of Edgewood Trunk or Treat” festivities and passed out candy to over 400 people.
- In October, South Trail began offering “Creole Connect” on Wednesday afternoons. During the class a total of 189 attendees practiced their English skills and interacted with other members of the Haitian community.
- In October, South Trail distributed 425 Second Harvest Food Bank breakfast and lunch boxes to the local community.
- In October, South Trail’s computer classes in Haitian Creole were extremely popular. Twenty-two classes were offered, and 585 attended these classes, averaging over 26 students per class.
- In October, South Trail offered 8 “Virtual: Citizenship Inspired” classes to 156 attendees.
- In October, South Trail distributed over 1580 craft kits and activity packs with word searches and coloring sheets.
- In October, South Trail staff hosted the beginning English class, “English from Zero,” 8 times in person and 4 times virtually to 452 attendees.

### **Southeast**

- On 2 October, Southeast hosted “Cats, Bats & Babies” where 43 children and their caregivers enjoyed Halloween storytime filled with not-so-spooky activities that introduced pre-literacy concepts.
- On 2, 9, 16, and 23 October, Southeast hosted “Caregiver Connect: Stay and Play” where 94 caregivers and their little ones mingled and explored imaginary play with new and old friends.
- On 3, 4, 5, 10, 11, 12, 17, 18, 19, 24, 25, and 26 October, Southeast hosted “English from Zero” where 399 students discussed and learned basic English vocabulary.
- On 4, 7, 11, 13, 18, 21, 25, and 27 October, Southeast hosted “English Conversation Hour” where 197 students met to practice their English language skills with each other.
- On 7 October, Southeast hosted “Peruvian Music and Dance” in honor of Hispanic Heritage Month where 46 participants discovered the history of Peru through a cultural dance performance with folkloric dancers from Raymi Dance School.
- On 7, 13, 21, and 27 October, Southeast hosted “Speaking Clearly Beginners” where 153 English learners were introduced to the basics of the sounds of English pronunciation.
- On 9, 23, and 30 October, Southeast hosted “Hola Amigos: Spanish from Zero for Kids” where 209 students were introduced to the basics of the Spanish language.

- On 9, 23, and 30 October, Southeast hosted “Making Cents: Your Money in English” where 72 ESOL students learned the necessary vocabulary and key financial terms to manage their money in the USA.
- On 14 October, Southeast hosted “Eclipse Viewing Party” where 228 participants viewed the eclipse in real time and participated in eclipse activities.
- On 28 October, Southeast hosted “Halloween Crafts & Activities” where 63 attendees made fun spooky Halloween related crafts to take home.

### **Southwest**

- On 5, 12, 19, and 26 October, Southwest staff presented the “Hand Sewing: Sashiko Patterns” class where 94 attendees learned the unique art of Sashiko and created their own geometric patterns.
- On 6 and 13 October, Southwest staff helped celebrate the library’s 100-year anniversary by teaching “Let’s Embroider a 2000’s Butterfly Clip” to 10 attendees.
- On 14 October, Southwest staff hosted an “Eclipse Viewing Party” where 148 attendees made space themed chalk art and got to experience viewing the eclipse with special glasses.
- On 14 October, staff from the Southwest Branch hosted a table at the “Asian Cultural Expo” at Bill Frederick Park where they shared about library services with 45 visitors.
- On 23 October, 46 babies and their caregivers sang spooky songs and played with Halloween themed sensory toys at the “Spooktacular Babies” event.
- On 24 October, Southwest staff hosted a special version of the monthly “Southwest Book Club” event, where that month’s author, Laura Spence-Ash, attended virtually and met with the 12 attendees to answer questions about her book.
- On 28 October, 30 children and their caregivers enjoyed reading to a furry listener at the “Hearts of Gold Therapy Dog” event.
- Every Thursday in October, Southwest hosted “Toddler Time” where 208 attendees enjoyed songs, rhymes, and stories that all helped build pre-literacy skills.
- In October, the Southwest Branch offered the “Character Mailbox” activity where 71 children were able to practice their writing skills by sending a postcard to Pete the Cat.
- In October, the Southwest Branch hosted a “Scavenger Hunt” where 224 participants answered five questions about Martial Arts and received a small prize.

### **Washington Park**

- On 2, 9, 16, 23, and 30 October, Washington Park hosted “Dungeons & Dragons” for 13 attendees who got to develop their characters and complete a quest.
- On 3, 10, 17, 24, and 31 October, Washington Park hosted 374 children for “Zero to Five Storytime.”
- On 4 October, Washington Park hosted "100 Years of Art" where 9 children and caregivers explored art styles through the decades.
- On 7, 21, and 28 October, Washington Park hosted “English from Zero: Level 1,” fostering the English language skills of 41 customers.
- On 11 October, Washington Park hosted “Hola Biblioteca” where 13 children and caregivers celebrated Hispanic Heritage Month through stories, crafts, and activities.
- Throughout October, Washington Park hosted "Fairy Tale Fun: Imagine You're a Pirate" and "Build My Universe: Build a Monster" for the Lila Mitchell HeadStart. Forty one children and teachers set of imaginary adventures where they explored monsters and the sea through themed stories, songs, and activities.
- Throughout October, Washington Park hosted a “Character Mailbox,” where customers wrote 30 letters to the character of the month, Bluey!



- Throughout October, 106 Washington Park customers engaged with the passive crafts and activities that staff created, including a “Morning Madness” Scavenger Hunt, “DIY Sombreros” for Hispanic Heritage Month, “Wizard/Witch Hat” to celebrate Halloween, and “Spooky Shapes” Passive Crafts.
- In October, Washington Park hosted 8 Fiber Arts based programs where 7 participants learned how to knit and crochet different Halloween and Autumn inspired patterns.

### **West Oaks**

- On 2 October, West Oaks staff hosted the City of Ocoee and the Florida Fish and Wildlife Conservation Commission, who presented “Romps Through Marshes and Swamps” to 35 participants who learned about plants and animals that inhabit the wetlands.
- On 3 October, West Oaks staff presented “Wild Wonderful Witches” to 18 attendees who celebrated Halloween with fun stories and crafts.
- On 6, 13, and 20 October, West Oaks staff presented the three-day series “Let’s Crochet Amigurumi Bat” to 33 participants who learned the basics and techniques of amigurumi.
- On 16 October, West Oaks staff presented “Homeschool Art: Art Upcycle” to 15 participants who used their creativity to create art by reusing items instead of throwing it away.
- On 18 and 21 October, West Oaks staff presented “Bugs!” to 30 participants who learned about different bugs and their important roles in the ecosystem with stories, crafts, and outdoor activities.
- On 24 October, West Oaks staff presented “Little Chef: Monster Mash Trail Mix” to 28 participants who created a Halloween-themed treat.
- Throughout October, West Oaks staff presented four “Finding Your Roots” genealogy series to 54 attendees who learned about land records, probate records, immigration records, and church and cemetery records.
- Throughout October, 44 customers attended the “Designer Is In: Design Your Space” 4-part series, where participants learned about basic designs and how to apply basic Interior Design from a professional Interior Designer.
- Throughout October, West Oaks staff presented three “English from Zero” classes to 63 attendees who learned English vocabulary for everyday life.
- Throughout October, 418 take-home crafts and kits were distributed to families. The kits included crafts to make Halloween masks, create and design paper guitars, create fall wreaths, and more!

### **Windermere**

- On 5 October, Windermere Branch conducted “Homeschool Discovery: Mythical Monsters” where 23 attendees explored legendary creatures, made angry villagers torches and created their own mythical monster.
- On 6 and 20 October, Windermere presented “Homeschool Art Expression,” where 30 attendees learned all about shading and then demonstrated the different shading techniques.
- On 7 October, Windermere Branch presented “Sorting Games: How Big? How Far? How Hot?” where attendees learned about the size, distance, and temperature in space; and created sun rays out of handprints. There were 19 attendees.
- On 10 and 24 October, Windermere Branch hosted “Homeschool Spanish” where 34 attendees learned about the Solar System and Spanish spooky words.
- On 11 October, Windermere Branch presented “Pajama Jamboree” where attendees enjoyed story time, a craft, and cookies and milk. There were 11 attendees.
- On 14 October, Windermere Branch hosted “Sun Cookies” where 25 attendees used candy pieces and a cookie to make an accurate model of the Sun.

- On 14 October, Windermere Branch presented “Sunspotter Event” where 60 attendees were able to learn about the Sunspotter, an instrument that uses lenses and mirrors to show a projection of the sun’s image.
- On 19 October, Windermere Branch hosted “English from Zero- International Day,” where 26 attendees celebrated International Day by sharing foods from their country and listening and dancing to cultural music.
- On 23 October, Windermere Branch presented “Itsy-Bitsy Spiders,” where 36 attendees enjoyed a not-so-creepy story time and craft about spiders.
- On 26 October, Windermere Branch hosted “Homeschool Branch Out – Halloween Party” where 59 attendees had a Spooktacular times playing games, making crafts and eating sweet treats.

### **Winter Garden**

- On 2, 9, and 23 October, Winter Garden hosted “Mindful Start Yoga.” During these programs, 112 children and parents practiced breathwork, mindfulness and movement.
- On 6, 13, 20, and 27 October, Winter Garden hosted “Storybook Fun,” “Toddler Time,” and “Tiny Tales” to 557 children and their caregivers.
- On 6, 13, 20, and 27 October, Winter Garden hosted “Caregiver Connect: Stay and Play,” where 116 children and their caregivers connected while playing with sensory toys.
- On 14 October, Winter Garden hosted an “Eclipse Party” as part of the Solar Eclipse at Your Library. One hundred seventy-one people attended and participated in the activities, which included bubble playtime, asteroid toss, and creating a model of the eclipse. Attendees had the option of safely viewing the eclipse in the branch’ outdoor fenced-in area with their eclipse glasses, a sun spotter or a pinhole viewer, or viewing the NASA eclipse livestream inside.
- On 17 October, Winter Garden celebrated Hispanic Heritage month with “Cantos, Cuentos y Fiesta.” Twelve adults and children learned different ways to celebrate Fiestas in English and Spanish during this bilingual program.
- On 18 October, Winter Garden hosted “Cats, Bats & Babies,” to 11 adults and 13 babies. Participants listened to not-so-spooky stories and did activities to introduce pre-literacy concepts.
- On 31 October, Winter Garden staff hosted “Itsy-Bitsy Spiders” to 42 participants, who enjoyed a not-so-spooky storytime and spider-themed activity stations.
- Throughout October, “Virtual Conversation Hour” and “English from Zero” had 146 participants joining virtually and in person to practice English as a Second Language.
- Throughout October, 143 Winter Garden customers wrote to Billy the Bat, Fernando the Frankenstein, Grace the Ghost, Milly the Mummy, and Vincent the Vampire, through the “Character Mailbox.”
- Throughout October, 415 customers voted for their favorite staff-created pumpkin in the 2<sup>nd</sup> annual pumpkin contest at Winter Garden. The Cookie Monster pumpkin won with 80 votes.

**Orange County Library System  
Board of Trustees Meeting  
November 9, 2023**

**Public Comment:  
Non-Agenda Items**