

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

Board Packet for January 2024



STEVEN POWELL Library Director/Chief Executive Officer

January 12, 2024

To: Crockett Bohannon, President
Nicole Benjamin, Vice President
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 January 18, 2024 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

January 18, 2024 ~ 6:00 p.m.

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

- 24-001 I. **Call to Order**
- 24-002 II. **Public Comment Policy & Procedures**
- 24-003 III. **Approval of Minutes: Library Board of Trustees Meeting – December 14, 2023**
- 24-004 IV. **Staff Presentation: 100 Year Celebration Wrap Up: Lynette Schimpf & Erin Sullivan**
- 24-005 V. **Financial Statements and Summaries:**
 • **September 2023 - Final**
 • **December 2023**
- 24-006 VI. **Dashboard: December 2023 – Leasha Tavernier**
- 24-007 VII. **Action Item:**
- 24-008 **Bookmobile Vendor Ranking & Project Approval: Danielle King**
- 24-009 VIII. **Discussion and Possible Action Items**
- 24-010 IX. **Information**
- 24-011 **Horizon West Update: Danielle King**
- 24-012 **Lake Nona Update: Bethany Stone**
- 24-013 **Director’s Goals: 1st Quarter Update**
- 24-014 **Strategic Plan: 1st Quarter Update**
- 24-015 **Director’s Report**
- 24-016 **Public Comment: Non-Agenda Items**
- X. **Adjournment**

Next Meeting Dates:

February 8, 2024 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- March 14, 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
January 18, 2024**

Call to Order

Orange County Library System Board of Trustees Meeting January 18, 2024

Public Comment Policy

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

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

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

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

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

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

Meetings:

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

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

Conduct of Meetings:

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

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

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

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

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

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

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

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

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

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

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

**Approval of Minutes: Library
Board of Trustees Meeting –
December 14, 2023**

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES

December 14, 2023 ~ 6:00 p.m.

Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801

Library Board Present: Nicole Benjamin (3/1 – City); Lizannette Tam (12/2); Sharon Smoley (12/2); Ashley Cisneros Mejia (3/0 – City)

Library Board Absent: Crockett Bohannon (12/1)

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

23-162 I. **Call to Order**

Vice President Benjamin called the meeting to order at 6:00 p.m.

23-163 II. **Public Comment Policy & Procedures**

23-164 III. **Approval of Minutes: Library Board of Trustees Meeting – November 9, 2023**

Trustee Tam, seconded by Trustee Cisneros Mejia, moved to approve the minutes for the November 9, 2023 Library Board of Trustees Meeting. Motion carried 4-0.

23-165 IV. **Staff Presentation: Staff Day – Colleen Hooks**

23-166 V. **Financial Statements and Summaries: November 2023**

CFO Shoemaker reviewed the November financial reports for the Board and stated that the financials are in very good shape and on target. He further reported that the renovation of the Main meeting rooms is scheduled to begin soon, and that Window World has already donated \$50,000 again this year for the Summer at Your Library program.

23-167 VI. **Dashboard: November 2023 – Danielle King**

Chief Neighborhood Officer King shared some highlights from the dashboard. This month there was an 8% increase in physical materials checked out, a 31% increase in digital checkouts, which is an average of 9,557 items per day. Notably, digital products went up 103%. The social media content created for the “100 years with Orange County Library System” created buzz on all platforms and was shared by elected officials and our followers and is the reason for the large increase.

Event attendance went up 28% and technology class attendance went up 29% compared to last year. OCLS hosted a total of 1,206 events with a total attendance of 35,766. From that total attendance, 28,254 were for in-person events and 7,512 were events hosted offsite. Staff also attended 80 community events, reaching 6,267 people, an increase of 36% from last year.

She further highlighted two stories this month:

On November 8, staff celebrated the OCLS 100th birthday at all locations. Customers were invited to come into the library to write a birthday card and receive a free cookie. This was very special because customers would come in and naturally start sharing stories with staff about the library and life. It gave them an opportunity to be nostalgic. At the Winter Garden Branch, a woman brought her 98-year-old mother to the branch because the mother wanted

to go somewhere that was older than she was. The women sat and read for a while, enjoying the cookies. And they shared that they were just happy to be out and about celebrating with us.

There are many stories that have come with the 100-year celebration and next month staff will share more with the Board about the celebration.

For the first time, OCLS participated in Orange County Mayor Jerry Deming's Toy Drive. All 15 locations were drop-off sites and customers could drop off new unwrapped toys to donate to the drive. A very special donation was recently received by 9-year-old Audrey. Audrey is an entrepreneur and has been saving up for something special. Through her business of making and selling homemade body scrubs, she made over \$700 in profits over a few weeks. She used this money to go on a shopping spree, not for herself, but to collect toys for kids of all ages to be donated just in time for the holidays. Audrey's mom, Kelly, says, "It makes me so happy and so proud of her little heart. Her donating 100% of the funds blew me away. This was all her." If the donation in and of itself wasn't an indicator of how thoughtful and caring Audrey is toward the cause, then the selection of toys gives her away. Audrey went shopping with inclusivity in mind, ensuring that all children feel seen and celebrated by purchasing toys spanning genders and age groups and that dolls were multi-race, offering a range of skin tones. Her main reason for giving? So that children know that they are not alone, and people are loving and looking out for them.

Another donor who wanted to remain anonymous donated 32 toys to the Windermere Branch worth \$500 and then came back the next week and donated another 108 toys. Overall, OCLS collected 1,529 toys to be donated to the Mayor's Toy drive. We are thrilled to be part of this worthy cause!

23-168 VII.

Action Items:

23-168.1

Resolution to Honor Trustee Lizannette Tam

Whereas Lizannette Tam has dedicated three years faithfully serving on the Orange County Library System Board of Trustees from January 2021 to December 2023;

Whereas Lizannette Tam was instrumental in the hiring of the new Library Director;

Whereas Lizannette Tam was significantly involved in the development of plans for two future library branches;

Whereas Lizannette Tam provided wise counsel and strong leadership as the Library System grew and developed;

Whereas Lizannette Tam strongly supported the Library System's programs and services with ideas, suggestions and advice;

Whereas Lizannette Tam never failed to make her many decisions solely for the community's benefit;

And whereas her legacy is one of service and commitment;

Now be it resolved that the Orange County Library System Board of Trustees publicly recognize, honor, thank and congratulate Lizannette Tam for her excellent and amazing service to the Orange County Library System. Trustee Cisneros Mejia, seconded by Trustee Smoley, moved to approve the resolution. Motion carried 4-0.

23-169 VIII.

Discussion and Possible Action Items

23-170 IX.

Information

23-171

Strategic Plan Project Board Retreat Date: Lynette Schimpf

Chief Project Officer Schimpf updated the Board regarding the progress that has been made with the process of creating a new Strategic Plan. She said the project team has been really busy and that over 3,000 community surveys have been received, as well as 166 from staff. The Board agreed on the date for the Board's Strategic Plan Retreat, which is scheduled for 10:00 a.m. Saturday, April 13, 2024 at the Main Library.

23-172

Director's Report

The Government Finance Officers Association presented its Certificate of Achievement for Excellence in Financial Reporting to the library's Finance Department for its Annual Comprehensive Financial Report for the fiscal year ended September 30, 2022. The Certificate of Achievement is the highest form of recognition in governmental accounting and financial reporting. Congratulations to CFO Kris Shoemaker, Finance Manager Lovevia Williams, Senior Accountant Angelica Gabarron, and Financial Analyst Janelle McDaniel for attaining this award for the 20th consecutive year.

Orlando is hosting the 2024 U.S. Olympic Team Marathon Trials on Saturday, February 3rd, 2024 at 10 am. This exciting event will bring lots of people and attention to downtown Orlando. We will not be opening the Main Library on the 3rd, due to the many road closures encircling the Library. These closures will make it very difficult for staff members and customers to get to the Library and to park.

On November 16th, as part of the School Partnership Program, school liaisons visited 39 Orange County Public Schools and interacted with 4,122 students and staff as part of National Teach-In. Each year during Teach-In, OCPS invites volunteers to come into classrooms to talk to students about academics and careers. Liaisons participated in a variety of activities, including sharing their work experiences in libraries, exploring resources available with the Virtual Library Card, and facilitating story times.

Thank you to everyone who helped make the library's participation in the annual Mayor's Toy Drive such a huge success!

23-173

Public Comment: Non-Agenda Items

Jonathan Blount – spoke positively about the Library's outreach programming and inclusivity.

X. Adjournment

Trustee Smoley, seconded by Trustee Tam, moved to adjourn the meeting. Motion carried 4-0. Vice President Benjamin adjourned the meeting at 6:26 p.m.

Next Meeting Dates:

January 18, 2024 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- February 8, 2024 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.

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**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

**Staff Presentation: 100 Year
Celebration Wrap Up
Lynette Schimpf & Erin Sullivan**

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

**Financial Statements & Summaries:
September FY 2023 – Final
December 2023**

Orange County Library System
FY 2022-23 Financial Statement Highlights
Twelve Months Ended September 30, 2023
Final

Operating Fund Revenue & Expenditure Summaries:

Revenues:

Ad Valorem Taxes:

The Library budgeted \$60,850,000 for Ad Valorem Taxes in FY 2022-23 based on property tax values, a millage rate of 0.3748, and a 5% statutory deduction. We received \$61,604,263 or 101.2% of the budget.

State Aid/ State and Federal Grants:

The Library budgeted \$150,000 for State Aid Revenues and \$635,000 for State and Federal Grants in FY 2022-23, based on anticipated funding from the various agencies. We have received \$1,188,588 which is 151.4% of the combined budget. Of the total recorded, we received \$795,905 or 101.4% of the budget in direct payments from our traditional State and Federal Grants.

We also received \$392,683 in indirect funding from the Emergency Connectivity Fund (ECF) to fund our hot-spot program for FY 2022-23. The ECF funds were paid directly to the vendors (See Telecommunications and Hardware/Software Supplies for the expense offset).

Fee Cards:

The Library budgeted \$20,000 for Fee Card revenues for FY 2022-23. We received \$162,339 or 811.7% of budgeted revenues.

Note: The increase is due to a change in reporting as some of the revenue was previously recorded in the Fees portion of the Fines, Fees & Lost Material accounting line. Thus, understating Fee Card Revenue and overstating Fines, Fees & Lost Material Revenues in the past, we have corrected the recording beginning in FY 2022-23.

Meeting Rooms:

The Library budgeted \$30,000 for meeting room revenues for FY 2022-23. We received \$54,326 or 181.1% of budgeted revenues.

Faxes and Scans:

Revenues from Faxes and Scans are \$23,346 and \$6,166, respectively. These revenues are lower than the 5-year average and are lower than our budget in this fiscal year. The combined revenue of \$29,512 exceeded our projected \$28,000 revenues from combined Faxes and Scans revenues in FY 2022-23.

Copy and Prints:

The Library budgeted \$150,000 for these services in FY 2022-23. We received \$195,206 or 130.1% of the budget, which is higher than what we anticipated for the year.

Passport Facility & Photo Fees:

The Library budgeted \$12,000 for passport facility and photo revenues for FY 2022-23. We received \$25,808 or 215.1% of budgeted revenues.

Fines, Fees and Lost Materials:

Revenues from Fines, Fees and Lost Materials for the fiscal year are \$72,235 or 22.6% of the budget. The actual revenue is less than we expected for the year.

Note: The Board approved the waiving of overdue fines during the October 2022 Board Meeting, resulting in the Library receiving less than our budgeted amount for FY 2022-23. Additionally, we have re-classified some of the revenue to Fee Cards as noted above.

Investment Earnings:

The Library takes a conservative approach when budgeting for Interest Revenues as the investment markets can be, and have been, quite volatile. Our Pooled Investments are tied to the FED's Fund Rate, which has increased significantly since we established the FY2022-23 budget in the Spring of 2022.

Investment Fair Value:

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

Contributions-Other:

We have received \$170,875 or 1,220.5% of the budget for the fiscal year. The Sorosis of Orlando Woman's Club donated \$100,000 to re-establish the Library's mobile services and we received a \$50,000 donation from Window World to support the 2023 Summer At Your Library Program.

Internet Rebate:

We have received \$78,720 or 105.0% of the budget for the fiscal year.

Transfer From Property Appraiser:

This account is used to record the return of the prior year's excess fees from the Property Appraiser's Office. The revenue varies from year to year, so the Library typically budgets conservatively for this account. Revenues are normally received in the 1st quarter of the fiscal year. In FY 2022-23 we received \$73,918 or 295.7% of the budget.

Transfer From Tax Collector:

This account is used to record our revenue share from the Tax Collector's Office. The timing of this revenue stream is driven by the Tax Collector's Office. The Library typically receives this funding in the last quarter of the fiscal year. For FY 2022-23, we received \$609,681 or 129.7% of the budget.

Expenses:

Defined Benefit Pension Plan:

The Defined Benefit Pension Plan Expenditures are at \$1,400,000 or 80.0% of budget. The \$1,400,000 payment, versus the \$1,750,000 budgeted, was based on the FY 2022-23 actuarial report.

Worker's Compensation:

The Worker's Compensation Expenditures for FY 2022-23 are at \$105,253 or 105.3% of budget.

Unemployment Compensation:

The Unemployment Compensation Expenditures are at \$2,954 or 7.4% of budget.

Professional Services:

The Professional Expenditures are at 113.3% of the budget, due to design costs for some of the FY 2023-24 projects that were incurred and paid for in FY 2022-23.

Telecommunications:

The Telecommunications Expenditures are at \$495,671 or 194.4% of the budget. Of this amount, \$197,988 or 77.6% of the budget is related to direct telecommunication costs for Library operations. \$297,683 of the recorded expenditure is related to the indirect cost of the hot-spot program funded by the ECF (See State & Federal Grants Revenues for offset).

Delivery & Postage:

The Delivery and Postage Expenditures are at 95.2% of the budget, which is in line with the FY allocation.

Insurance:

The Insurance Expenditures are at 79.4% of budget, which is in line for the FY allocation.

Repairs & Maintenance/Leasehold Improvements:

The Repairs & Maintenance/Leasehold Improvements are at 147.2% of the budget, which includes the re-classification of the Windermere Project cost from the Building & Improvement line.

Property Appraiser Fees:

The expenditures in this category are at 116.4% of budget for FY 2022-23. The \$547,000 budget was based on FY 2021-22 estimate and the actuals vary year by year.

Supplies Hardware Software:

This account is for any electronic-related purchase with a unit cost of less than \$1,000. The expenditures in this category are at \$193,902 or 32.3% of budget. Of this amount, \$98,902 or 16.5% of the budget is related to direct costs for Library operations. \$95,000 of the recorded expenditure is related to the indirect cost of the hot-spot program funded by the ECF (See State & Federal Grants Revenues for offset).

Supplies – Programming:

The expenditures in this category are at \$228,792. This account is for any supplies used for programming, mainly the Summer At Your Library Program. This account is a sub-set of the Supplies Account. Combined Supplies expenditures are \$846,339 or 94.0% of the budget.

Building Improvements Expense:

The Library budgeted \$2,350,000 for various building improvement projects such as the North Orange Roof Replacement, Windermere Expansion, Photo Lab Enhancements, and Melrose Stage as well as other major maintenance items such as HVAC replacement/repairs.

The \$935,975 expended so far is primarily related to the North Orange Roof, Photo Lab Enhancements, and Melrose Stage projects.

Note: The Windermere Expansion Project expenditures for FY 2021-22 and FY 2022-23 have been reclassified to Leasehold Improvements and thus no longer recorded in this category.

The Library expended 83.1% of the combined budgets for Building Improvements and Leasehold Improvements in FY 2022-23.

Materials-Other Expense:

We have expended \$4,818,864 or 104.8% of the budget for Library Materials, which is slightly less than our projected expenditure of \$4,900,000. The expenditure exceeding budget in this account is due to the increased material usage by our patrons.

Transfer To Capital Projects Fund:

For the fiscal year, we have transferred \$8,750,000 or 218.8% of the budget to the Capital Projects Fund. This account is used to fund the Horizon West and Lake Nona Branch costs.

Transfer to Sinking Fund:

For the fiscal year, we have transferred \$1,000,000 or 200.0% of the budget to the Sinking Fund. This account is used as an emergency repair fund.

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Twelve Months Ended September 30, 2023
Final**

	ANNUAL BUDGET	YTD ACTUAL	(12 months= 100.0%)
AD VALOREM TAXES	60,850,000	61,604,263	101.2%
INTERGOVERNMENTAL			
State & Federal Grant	635,000	506,611	79.8%
State Aid	150,000	681,977	454.7%
County Grants	-	-	-
City Grants	-	6,000	-
CHARGES FOR SERVICES			
Fee Cards	20,000	162,339	811.7%
PC Pass (\$10 for 7 days)	1,500	973	64.8%
PC Express (\$5 for 1 hour)	2,000	992	49.6%
Classes	3,000	1,070	35.7%
Meeting Rooms	30,000	54,326	181.1%
Faxes	35,000	23,346	66.7%
Scans	11,400	6,166	54.1%
Ear Buds, Jump Drives, Masks	1,600	3,156	197.2%
Bag Sales	1,500	4,571	304.7%
Library Card Replacement	7,000	1,741	24.9%
Copy & Prints	150,000	195,206	130.1%
Passport Facility & Photo Fees	12,000	25,808	215.1%
Other	500	4,360	871.9%
	<u>275,500</u>	<u>484,054</u>	<u>175.7%</u>
FINES, FEES & LOST MATERIALS	320,000	72,235	22.6%
MISCELLANEOUS			
Investment Earnings	125,000	2,405,141	1924.1%
Investment Fair Value	-	28,219	-
Sales of Surplus Property	5,000	10,581	211.6%
Contributions - Friends of Library	35,000	144,492	412.8%
Contributions - Others	14,000	170,875	1220.5%
Internet Rebate	75,000	78,720	105.0%
Grants & Awards	25,000	55,876	223.5%
Miscellaneous	50,000	84,880	169.8%
	<u>329,000</u>	<u>2,978,784</u>	<u>905.4%</u>
TRANSFER FR PROP APPRAISER	25,000	73,918	295.7%
TRANSFER FR TAX COLLECTOR	470,000	609,681	129.7%
TOTAL REVENUES	<u><u>63,054,500</u></u>	<u><u>67,017,523</u></u>	<u><u>106.3%</u></u>

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

Twelve Months Ended September 30, 2023

Final

	ANNUAL BUDGET	YTD ACTUAL	(12 months= 100.0%)
SALARIES & BENEFITS			
Salaries	21,866,000	19,805,434	90.6%
Medicare Taxes	310,000	281,949	91.0%
Defined Contribution Pension Plan	1,600,000	1,485,431	92.8%
Defined Benefit Pension Plan	1,750,000	1,400,000	80.0%
Money Purchase Pension Plan	1,250,000	1,166,382	93.3%
Life and Health Insurance (Employees)	3,775,000	3,034,410	80.4%
Retiree Health Care (OPEB)	500,000	272,771	54.6%
Worker's Compensation	100,000	105,253	105.3%
Unemployment Compensation	40,000	2,954	7.4%
Parking & Bus Passes	225,000	225,801	100.4%
	<u>31,416,000</u>	<u>27,780,385</u>	<u>88.4%</u>
OPERATING			
Professional Services	280,000	317,349	113.3%
Other Contractual Services	2,005,000	1,879,935	93.8%
Other Contract. Serv.- Janitorial	400,500	411,166	102.7%
Training and Travel	90,000	81,643	90.7%
Telecommunication	255,000	495,671	194.4%
Delivery and Postage	1,347,000	1,282,028	95.2%
Utilities	960,000	967,461	100.8%
Rentals and Leases	1,295,000	1,311,253	101.3%
Insurance	600,000	476,281	79.4%
Repairs and Maintenance/Leasehold Improvements	1,587,000	2,336,360	147.2%
IT Subscriptions/Maintenance Contracts	1,522,000	1,158,382	76.1%
Copying/Printing	341,000	269,679	79.1%
Promotional Activities	425,000	435,173	102.4%
Property Appraiser's Fee	547,000	636,821	116.4%
Tax Collector's Fee	1,215,000	1,213,566	99.9%
Supplies	900,000	617,547	68.6%
Supplies-Hardware/Software	600,000	193,902	32.3%
Supplies-Programming	-	228,792	-
Memberships	15,000	10,976	73.2%
	<u>14,384,500</u>	<u>14,323,985</u>	<u>99.6%</u>
CAPITAL OUTLAY			
Building and Improvements	2,350,000	935,975	39.8%
Equipment and Furniture	350,000	249,459	71.3%
Hardware/Software	1,225,000	570,562	46.6%
	<u>3,925,000</u>	<u>1,755,996</u>	<u>44.7%</u>
LIBRARY MATERIALS			
Materials - Restricted Contributions	14,000	8,135	58.1%
Materials - Other	4,600,000	4,818,864	104.8%
	<u>4,614,000</u>	<u>4,826,999</u>	<u>104.6%</u>
TRANSFER TO CAPITAL PROJECTS FUND	4,000,000	8,750,000	218.8%
TRANSFER TO SINKING/EARR FUND	500,000	1,000,000	200.0%
TOTAL EXPENDITURES	<u>58,839,500</u>	<u>58,437,365</u>	<u>99.3%</u>

December 2023 Financial Reports

Orange County Library System
FY 2023-24 Financial Statement Highlights
Three Months Ended December 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 \$19,251,411 or 28.1% 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 \$37,195 which is 4.3% of the budget.

Fee Cards:

The Library budgeted \$75,000 for Fee Card revenues for FY 2023-24. Through December, we received \$25,935 or 34.6% 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 December, we received \$9,663 or 32.2% of budgeted revenues.

Faxes:

The Library budgeted \$10,000 for fax revenues and has received \$4,264 or 42.6% year-to-date.

Copy and Prints:

The Library budgeted \$75,000 for these services in FY 2023-24. We received \$40,140 or 53.5% of the budget through December which is slightly higher than what we received at the same time last year.

Passport Facility & Photo Fees:

The Library budgeted \$12,000 for passport facility and photo revenues for FY 2023-24. Through December, we received \$3,613 or 30.1% of budgeted revenues.

Other:

The Library budgeted \$500 for these miscellaneous revenues in FY 2023-24. We received \$41,274 or 8,254.8% of the budget through December. This represents the net proceeds from the November 6, 2023, Neil Gaiman and Art Spiegelman event. These funds have been placed into a reserve account to fund future events.

Fees and Lost Materials:

Revenues from Fees and Lost Materials through December are \$12,071 or 48.3% of the 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 December interest-earning statements. We will continue to monitor the investment markets with our investment advisors to ensure the principal of our funds are safe and secure. We anticipate interest earnings to remain low in the current interest rate environment.

Contributions-Other:

Through December we have received \$54,142 or 108.3% of the budget. Window World continued its support of the Summer at Your Library program again this year with another \$50,000 donation for the 2024 program.

Internet Rebate:

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

Transfer From Property Appraiser:

This account is used to record our revenue share from the Property Appraiser's Office. The Library typically receives this funding in the first quarter of the fiscal year. We have received \$106,293 or 332.2% of the budget.

Transfer From Tax Collector:

This account is used to record our revenue share from the Tax Collector's Office. The Library typically receives this funding in the last quarter of the fiscal year. So far in FY 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 \$240,000 or 12.5% of the budget. The revised estimate based on the actuarial report indicates we will spend approximately \$1.5 million for the account in FY 2023-24.

Worker's Compensation:

The Worker's Compensation Expenditures are at \$61,996 or 47.7% of the budget as these payments are paid quarterly in advance.

Unemployment Compensation:

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

Delivery & Postage:

The Delivery and Postage Expenditures are at 21.3% of the budget, which is in line with the FY allocation.

Insurance:

The Insurance Expenditures are at 50.4% of the 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 48.0% of the budget. These fees are paid quarterly in advance.

Supplies Hardware Software:

The expenditures in this category are at 1.9% of budget. This account is for any electronic-related purchase with a unit cost of less than \$1,000.

Supplies – Programming:

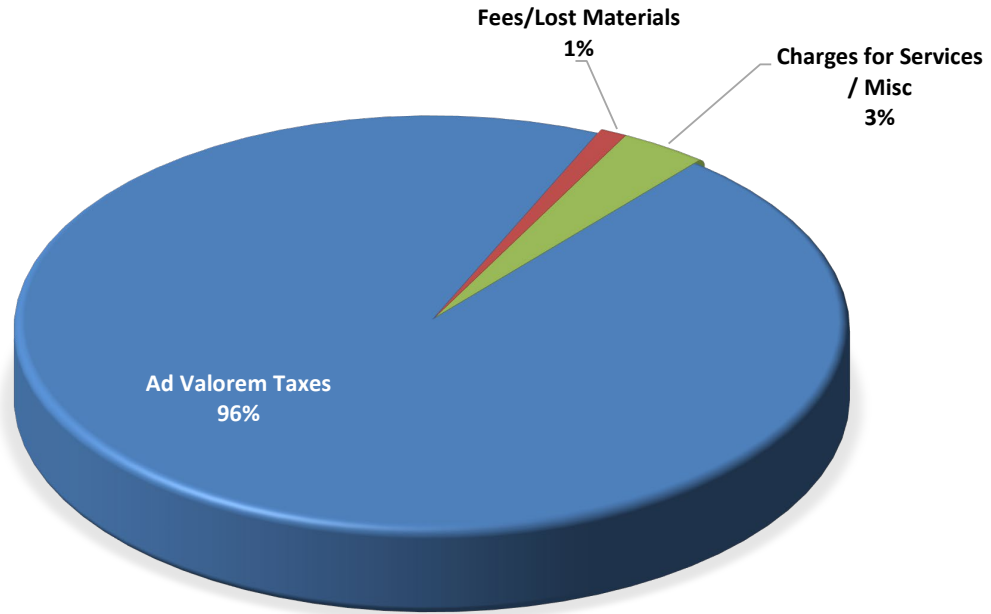
The expenditures in this category are at \$38,883. This account is for any supplies used for programming, mainly the Summer at Your Library Program (SAYL). This account is a sub-set of the Supplies Account. The combined expenditure of Supplies and Supplies-Programming is 15.3% of the budget.

Building Improvements Expense:

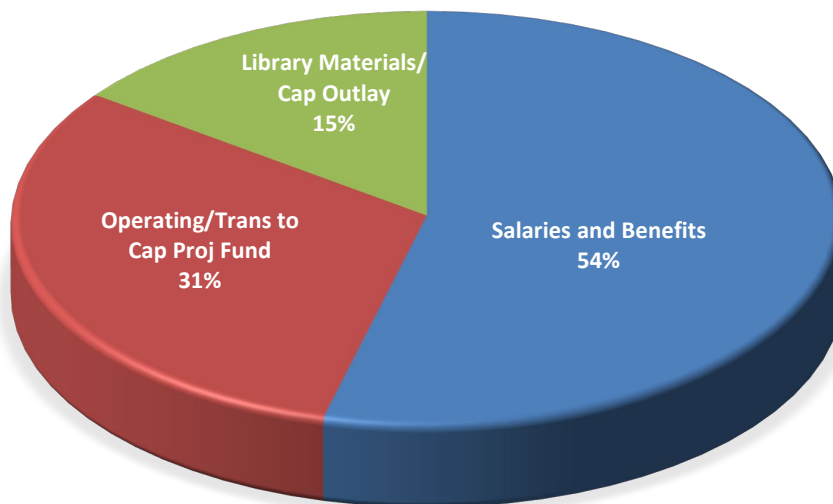
The Library budgeted \$3,250,000 for various building improvement projects such as the Materials for Main's Roof Replacement, Upgrade of Main's HVAC Controls, Third Floor Meeting Room Refresh, Main Outdoor Lighting and Southwest HVAC Replacement. The \$286,363 expended so far is primarily related to the HVAC Controls and Third Floor Meeting Room projects.

ORANGE COUNTY LIBRARY DISTRICT
Operating Fund
Three Months Ended December 31, 2023

REVENUES



EXPENDITURES



**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Three Months Ended December 31, 2023**

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
AD VALOREM TAXES	68,400,000	19,251,411	28.1%
INTERGOVERNMENTAL			
State & Federal Grant	675,000	37,195	5.5%
State Aid	200,000	0	0.0%
CHARGES FOR SERVICES			
Fee Cards	75,000	25,935	34.6%
PC Pass (\$10 for 7 days)	1,000	0	0.0%
PC Express (\$5 for 1 hour)	500	336	67.2%
Classes	1,000	100	10.0%
Meeting Rooms	30,000	9,663	32.2%
Faxes	10,000	4,264	42.6%
Ear Buds, Jump Drives, Masks	1,500	596	39.8%
Bag Sales	1,000	896	89.6%
Copy & Prints	75,000	40,140	53.5%
Passport Facility & Photo Fees	12,000	3,613	30.1%
Other	500	41,274	8254.8%
	<u>207,500</u>	<u>126,817</u>	<u>61.1%</u>
FEES & LOST MATERIALS	25,000	12,071	48.3%
MISCELLANEOUS			
Investment Earnings	163,000	350,529	215.0%
Sales of Surplus Property	2,000	2,550	127.5%
Contributions - Friends of Library	85,000	14,416	17.0%
Contributions - Others	50,000	54,142	108.3%
Internet Rebate	75,000	0	0.0%
Grants & Awards	20,000	0	0.0%
Miscellaneous	75,000	344	0.5%
	<u>470,000</u>	<u>421,981</u>	<u>89.8%</u>
TRANSFER FR PROP APPRAISER	32,000	106,293	332.2%
TRANSFER FR TAX COLLECTOR	546,500	0	0.0%
TOTAL REVENUES	<u><u>70,556,000</u></u>	<u><u>19,955,768</u></u>	<u><u>28.3%</u></u>

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

Three Months Ended December 31, 2023

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
SALARIES & BENEFITS			
Salaries	26,175,000	6,051,633	23.1%
Medicare Taxes	400,000	86,398	21.6%
Defined Contribution Pension Plan	1,975,000	453,874	23.0%
Defined Benefit Pension Plan	1,925,000	240,000	12.5%
Money Purchase Pension Plan	1,675,000	335,101	20.0%
Life and Health Insurance (Employees)	4,350,000	837,786	19.3%
Worker's Compensation	130,000	61,996	47.7%
Unemployment Compensation	50,000	0	0.0%
Retiree Health Care (OPEB)	675,000	77,699	11.5%
Parking & Bus Passes	275,000	58,521	21.3%
	<u>37,630,000</u>	<u>8,203,008</u>	<u>21.8%</u>
OPERATING			
Professional Services	450,000	31,432	7.0%
Other Contractual Services	2,585,700	478,616	18.5%
Other Contract. Serv.- Janitorial	460,000	74,895	16.3%
Training and Travel	150,000	20,824	13.9%
Telecommunication	612,800	48,416	7.9%
Delivery and Postage	1,500,000	320,002	21.3%
Utilities	1,050,000	158,739	15.1%
Rentals and Leases	1,570,000	412,706	26.3%
Insurance	750,000	378,090	50.4%
Repairs and Maintenance/Leasehold Improvements	1,775,000	188,576	10.6%
IT Subscriptions/Maintenance Contracts	1,625,000	294,705	18.1%
Copying/Printing	355,000	58,594	16.5%
Promotional Activities	500,000	42,489	8.5%
Property Appraiser's Fee	715,000	342,917	48.0%
Tax Collector's Fee	1,380,000	385,061	27.9%
Supplies	1,246,500	151,799	12.2%
Supplies-Hardware/Software	700,000	13,470	1.9%
Supplies-Programming	-	38,883	-
Memberships	17,500	4,457	25.5%
	<u>17,442,500</u>	<u>3,444,671</u>	<u>19.7%</u>
CAPITAL OUTLAY			
Building and Improvements	3,250,000	286,363	8.8%
Equipment and Furniture	844,500	40,490	4.8%
Hardware/Software	1,275,000	122,999	9.6%
	<u>5,369,500</u>	<u>449,852</u>	<u>8.4%</u>
LIBRARY MATERIALS			
Materials - Restricted Contributions	14,000	0	0.0%
Materials - Other	5,100,000	1,764,415	34.6%
	<u>5,114,000</u>	<u>1,764,415</u>	<u>34.5%</u>
TRANSFER TO CAPITAL PROJECTS FUND	4,500,000	1,125,000	25.0%
TRANSFER TO SINKING/EARR FUND	500,000	125,000	25.0%
TOTAL EXPENDITURES	<u><u>70,556,000</u></u>	<u><u>15,111,946</u></u>	<u><u>21.4%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT
CAPITAL PROJECTS FUND
Three Months Ended December 31, 2023**

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
REVENUES			
Investment Earnings	75,000	371,516	495.4%
Transfer from Operating Fund	4,500,000	1,125,000	25.0%
Reserves	35,250,000	-	0.0%
TOTAL REVENUES	39,825,000	1,496,516	3.8%
EXPENDITURES			
New Branch	12,500,000	254,026	2.0%
New Branch FFE	1,000,000	-	0.0%
New Branch Materials	1,000,000	-	0.0%
Reserves	25,325,000	1,242,490	4.9%
TOTAL EXPENDITURES	39,825,000	1,496,516	3.8%

**ORANGE COUNTY LIBRARY DISTRICT
SINKING FUND
Three Months Ended December 31, 2023**

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
REVENUES			
Investment Earnings	25,000	48,784	195.1%
Transfer from Operating Fund	500,000	125,000	25.0%
Reserves	4,607,000	-	0.0%
TOTAL REVENUES	5,132,000	173,784	3.4%
EXPENDITURES			
Reserves-Building and Improvements	3,382,000	114,524	3.4%
Reserves-Horizon West Contract	1,000,000	33,863	3.4%
Reserves-Horizon West Demo	250,000	8,466	3.4%
Reserves-Technology	500,000	16,931	3.4%
TOTAL EXPENDITURES	5,132,000	173,784	3.4%

**ORANGE COUNTY LIBRARY DISTRICT
PERMANENT FUND
Three Months Ended December 31, 2023**

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
REVENUES			
Investment Earnings	20,000	3,842	19.2%
Investment Fair Value	-	61,662	-
Reserves	1,076,000	-	0.0%
TOTAL REVENUES	1,096,000	65,504	6.0%
EXPENDITURES			
Equipment	75,000	7,427	9.9%
Reserves	1,021,000	58,077	5.7%
TOTAL EXPENDITURES	1,096,000	65,504	6.0%

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

ASSETS

Cash on Hand	15,463
Equity in Pooled Cash	10,143,243
Equity in Pooled Investments	34,181,568
Accounts Receivable	1,134
Inventory	104,877
Prepays	117,301
Other Assets - Deposits	<u>7,500</u>
TOTAL ASSETS	<u><u>44,571,086</u></u>

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

LIABILITIES

Accounts Payable	237,946
Accrued Wages Payable	1,004,443
Accrued Sales Tax	430
Accrued Fax Tax	80
Due To Friends of the Library	1,966
Employee Payroll Deductions:	
Dental Insurance	876
Vision Plan	(878)
Weight Watchers	516
Staff Association	3,549
TOTAL LIABILITIES	1,248,928

FUND BALANCE

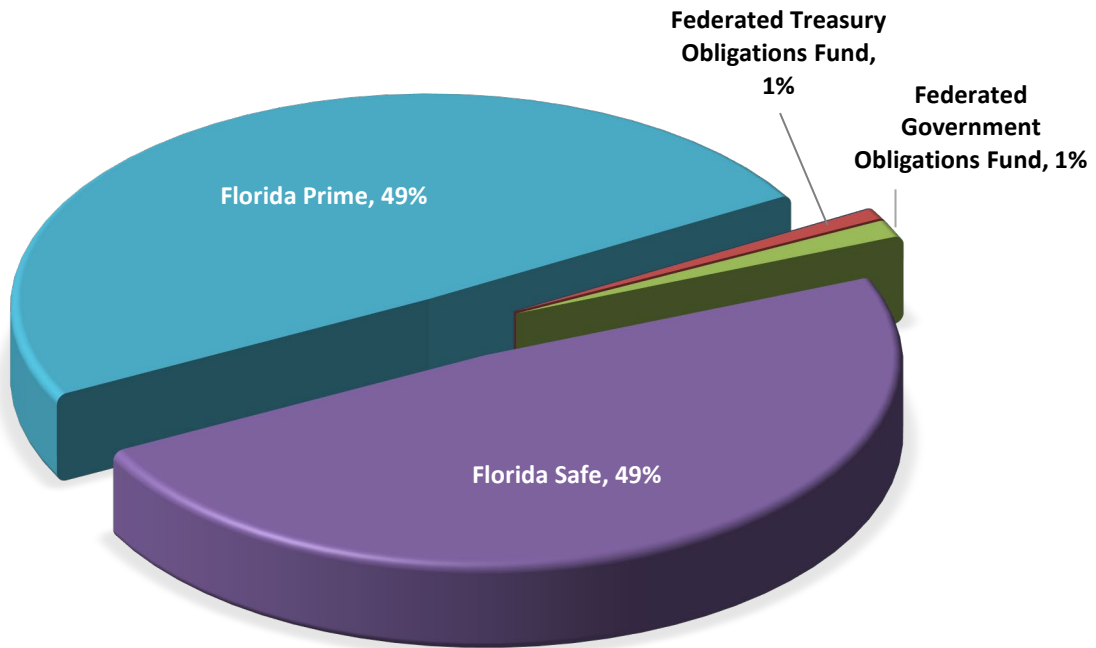
Nonspendable:	
Inventory	104,877
Prepaid Items and Deposits	124,801
Annetta O'B Walker Trust Fund	4,000
A.P. Phillips Memorial Fund	100,000
Willis H. Warner Memorial Fund	33,712
Perce C. and Mary M. Gullett Memorial Fund	19,805
Committed:	
Vivian Esch Estate Fund	44,198
Edmund L. Murray Estate Fund	724,689
Arthur Sondheim Estate Fund	39,941
Strategic Plan	4,000,000
Assigned:	
N. Gaiman/Dr. Phillips Ctr Event Proceeds	41,204
Unassigned	33,241,109
Current Year Revenue over Expenditures	4,843,822
TOTAL FUND BALANCE	43,322,158
TOTAL LIABILITIES & FUND BALANCE	44,571,086

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

	BALANCE 11/30/23	RECEIPTS	DISBURSE	BALANCE 12/31/23
OPERATING				
Equity in Pooled Cash	4,425,187	15,952,123	10,234,067	10,143,243
Equity in Pooled Investments	28,456,204	6,142,031	416,667	34,181,568
	32,881,391	22,094,154	10,650,734	44,324,811
CAPITAL PROJECTS				
Equity in Pooled Investments	40,332,946	557,636	-	40,890,582
SINKING				
Equity in Pooled Investments	5,339,645	65,714	-	5,405,359
SELF FUNDED HEALTH				
Equity in Pooled Cash	2,102,531	276,535	336,525	2,042,541
Claims Payment Checking Account	73,000	290,501	290,501	73,000
Equity in Pooled Investments	4,564,960	20,639	-	4,585,599
	6,740,491	587,675	627,026	6,701,140

ORANGE COUNTY LIBRARY DISTRICT
GENERAL POOLED INVESTMENTS
December 31, 2023

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>
MONEY MARKET FUNDS	
Federated Treasury Obligations Fund	721,727
Federated Government Obligations Fund	1,159,997
LOCAL GOVERNMENT INVESTMENT POOLS	
Florida Safe	41,259,710
Florida Prime (SBA)-HW Demo Fund	253,053
Florida Prime (SBA)	41,668,622
TOTAL	85,063,109

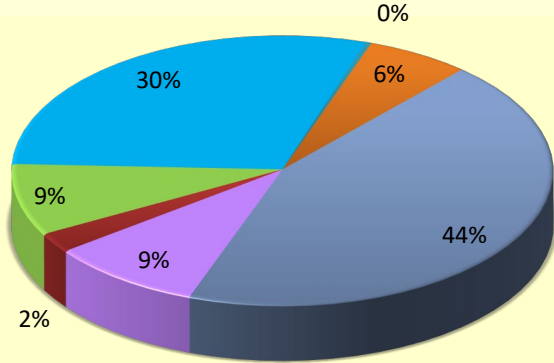


**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

Dashboard: December 2023

Monthly Report for December 2023

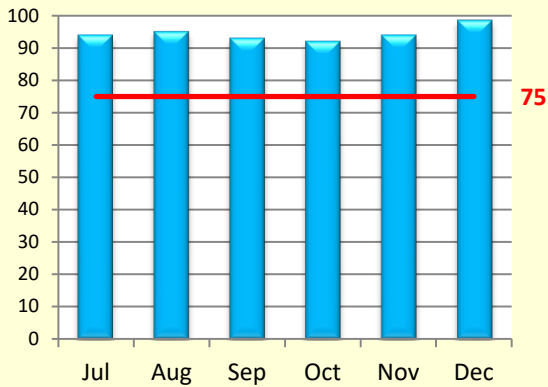
Contacts



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

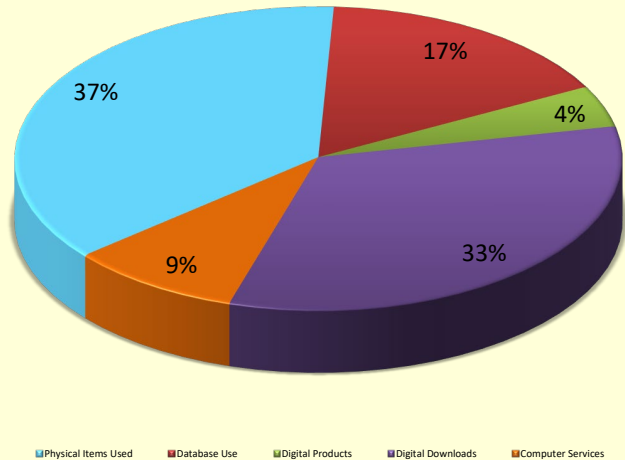
	2023	2022	% change
Door count	114,349	99,444	14.99%
MAYL Packages	29,569	30,132	-1.87%
External Web Visits	106,930	116,286	-8.05%
Catalog Searches	367,338	329,885	11.35%
Questline Calls	4,206	3,980	5.68%
Social Media	78,347	71,723	9.24%
Electronic Contacts	548,508	483,202	13.52%
TOTAL	1,249,247	1,134,652	10.10%

Net Promoter Score



Resources Accessed

	2023	2022	% Change
Physical Items Used	311,313	317,329	-1.90%
Database Use	138,903	140,435	-1.09%
Digital Products	37,275	46,892	-20.51%
Digital Downloads	278,067	219,968	26.41%
Computer Services	77,314	37,757	104.77%
TOTAL	842,872	762,381	10.56%

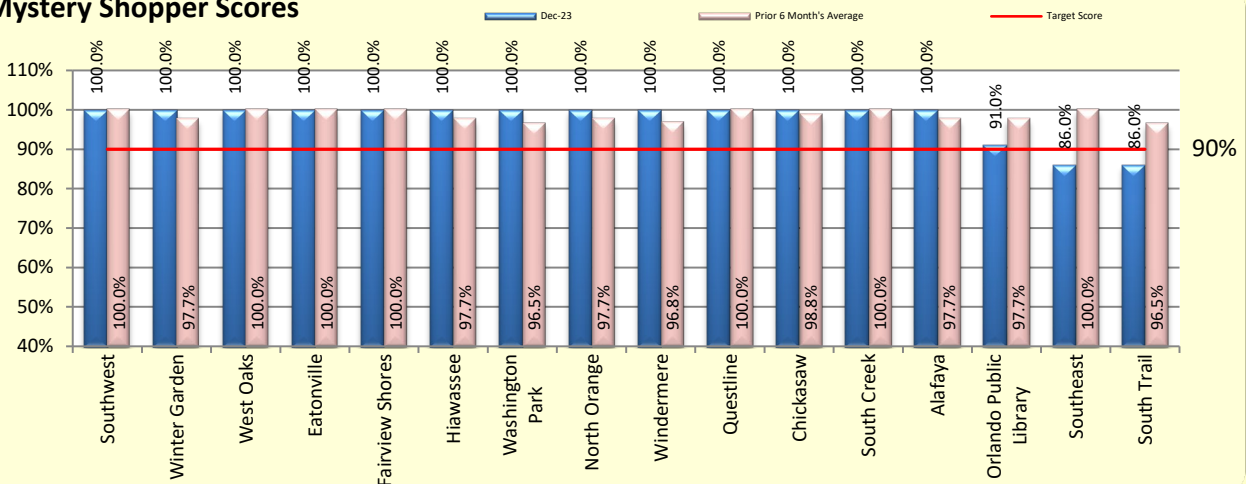


■ Physical Items Used ■ Database Use ■ Digital Products ■ Digital Downloads ■ Computer Services

Users

	2023	2022	% Change
Active Cards	338,990	329,033	3.03%
New Registrations	3,652	3,032	20.45%
VLC Registrations	210,305	247,511	-15.03%
Transactions	82,268	71,496	15.07%

Mystery Shopper Scores



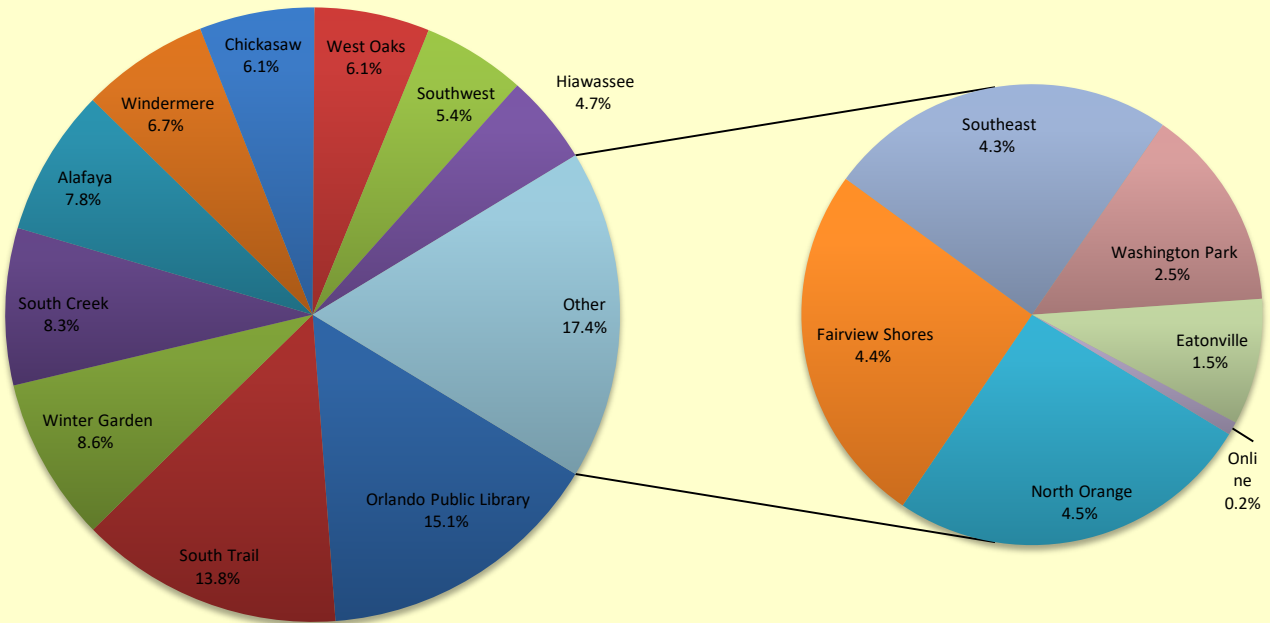
Physical item circulation for December 2023 was 311,313 including renewals. Checkouts for easy books were 26.40% or 30,806 items, juvenile fiction, juvenile non-fiction, and young adult totaled 21.9% or 25,500 items, and adult fiction, non-fiction, and large print combined for 23.5% or 27,473 items. DVDs equaled 11.7% with 13,787 items circulated.

The December 2023 digital checkouts reached 278,067 averaging 8,970 per day. For comparison, in December 2022 digital checkouts were 26% lower at 219,968 averaging 7,096 per day. Overdrive continued to be the highest-used resource generating 204,756 checkouts for the month. The Library also set a new OverDrive calendar year usage record with 2,269,380 checkouts. For comparison, last year's usage was 1,944,774.

There were 106,326 visits to www.ocls.info last month. Mobile devices accounted for 53%, or 56,797 visits, while desktops and tablets had the remaining 47%, or 49,532 visits.

The book drop returns for December 2023 were 3,336 from Horizon West and 2,742 items from Lake Nona.

Events & Classes by Location



	Event Attendance			Class Attendance		
	2023	2022	% Change	2023	2022	% Change
Orlando Public Library	4,311	5,149	-16.3%	790	802	-1.5%
South Trail	3,789	1,032	267.2%	878	104	744.2%
Winter Garden	2,880	1,374	109.6%	28	46	-39.1%
South Creek	2,680	1,257	113.2%	104	38	173.7%
Alafaya	2,518	1,774	41.9%	94	198	-52.5%
Windermere	2,215	1,463	51.4%	53	99	-46.5%
Chickasaw	2,013	806	149.8%	30	233	-87.1%
West Oaks	1,946	1,124	73.1%	96	154	-37.7%
Southwest	1,665	1,344	23.9%	166	187	-11.2%
Hiwassee	1,371	1,275	7.5%	222	81	174.1%
North Orange	1,404	1,259	11.5%	105	76	38.2%
Fairview Shores	1,392	1,043	33.5%	103	70	47.1%
Southeast	1,367	1,491	-8.3%	70	198	-64.6%
Washington Park	787	265	197.0%	49	51	-3.9%
Eatonville	495	285	73.7%	23	39	-41.0%
Online	-	-	0.0%	54	45	20.0%
TOTAL	30,833	20,941	47.2%	2,865	2,421	18.3%

Event attendance is up 35.34% compared to last year. In December 2023, we offered 1,131 events with an attendance of 28,024. Last year, the Library offered 970 events with an attendance of 20,707.

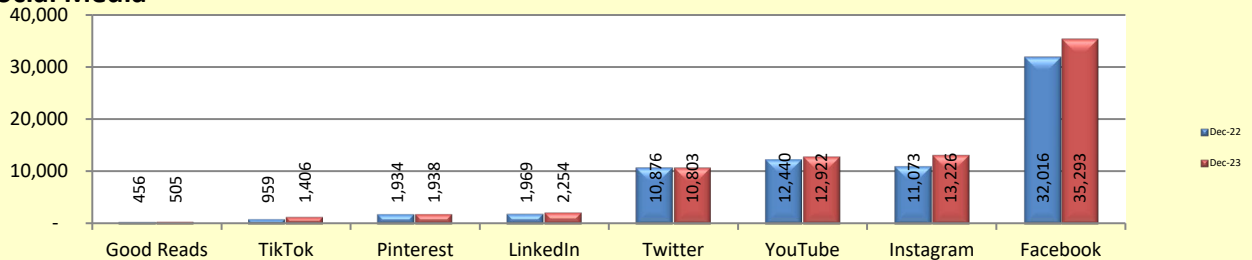
On 20 December, the Youth Services Department partnered with the City of Orlando to host "Mayor Buddy's Book Club End of Book Party" for 127 attendees. On 2 December, the Chickasaw branch hosted a "Holiday Family Photos" where 66 family members were able to get their holiday-themed portraits taken. On 13 December, Chef Mira of Breaking Bread with Mira showed 66 customers how to prepare Yucca Stuffed Hand Pies. These pies are similar to empanadas but made with cassava dough and stuffed with beef. On 3 December, the Orlando Public Library hosted a Victorian Performance by "Phantasmagoria." 62 attendees enjoyed spooky haunted holiday tales. On 4 December, 50 customers at the South Trail Branch were able to connect with local community services to learn about their resources including Orange County Medical Clinic, Career Source and Florida Legal Services.

In December 2023, we offered 871 Classes with an attendance of 2,865. Last year we offered 958 Classes with an attendance of 2,421. Also in December, we presented 120 Offsite Events reaching 4,170 people, and attended 31 Community Events reaching 2,809 people.

Events/Class Attendance

	2023	2022	% Change
Community Events	2,809	234	1100.43%
Events - Adult	12,178	7,532	61.68%
Events - Teen	524	526	-0.38%
Events - Children	15,322	12,649	21.13%
Technology Classes	2,865	2,421	18.34%
TOTAL	33,698	23,362	44.24%

Social Media



Social media statistics for December 2023 saw a 9.24% increase in growth.

In December, we continued to help promote the Orange County Mayor's Toy Drive. Two highlights include:

A significant gift made by a 9-year-old named [Audry](#) who donated over \$700 worth of toys that were dropped off at the Orlando Public Library.

We also did a [collaborative video](#) with OCFL featuring mascots from across the county including OCLS' Squirrel, Shades from the Solar Bears, Scooter from Orange County Parks, and Knightro from the University of Central Florida. This video has over 9,000 views.

Feeling a bit nostalgic as the year was drawing to a close, we recapped the eventful year we had celebrating the library's 100th birthday. From highlighting [2023 book displays](#) to showing off our [favorite memories](#) from the past year, followers were encouraged to share their library joy. Comments include:

"While I can't name a specific display, I always select a book from the Staff Picks table. Thank you for curating an interesting selection every time."

"Going to the downtown library for the first time with my daughter. Specifically, going to the little reading nook they have in the children's area 😊. My dad used to take me when I was little."

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

Action Item

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

**Bookmobile Vendor Ranking
& Project Approval**

BOOKMOBILE VENDOR RANKING AND PROJECT APPROVAL

I. ISSUE STATEMENT

Library Board approval is needed to authorize staff to enter into a contract with Matthews Specialty Vehicles to design and build a library bookmobile.

II. BACKGROUND & SUMMARY

The library formed a new Community Engagement Department in March 2023, whose mission is to bring library services, programs, and materials into the community through outreach. A library bookmobile will be part of this effort to help remove barriers for community members who may not have access to library services.

In January 2023, the Sorosis of Orlando Woman's Club generously donated \$100,000 to be used to support mobile services, including bringing back a bookmobile to Orange County residents. OCLS matched this donation and committed \$100,000 in the budget for the bookmobile. An RFP was posted publicly on October 30, 2023, with a due date of December 15, 2023.

OCLS received five written proposals. The procurement committee met on December 28, 2023, and evaluated each of the proposals on key criteria which included scope of work, qualifications & experience, references, project schedule, and cost & fees. The committee determined the following ranking.

1. Matthews Specialty Vehicles
2. Farber Specialty Vehicles
3. LDV, Inc.

After discussion, the procurement committee agreed that Matthews Specialty Vehicles was the most qualified to design and build OCLS's bookmobile. Matthews Specialty Vehicles had a clear understanding of the scope of work, and met the qualifications for quality, timeliness, references, and price. The estimated timeline for the project from order to completion is 720 days (24 months). Sufficient funds have been allocated to start the design-build process for the bookmobile in the FY2023-2024 budget.

Matthews Specialty Vehicles estimated quote is \$330,000. A contingency of 10% is requested in the amount of \$33,000, bringing the project budget total to \$363,000.

Quote- \$330,000
Contingency- \$33,000
Total requested- \$363,000

III. CONSIDERATION

The library is requesting the library board to 1) approve the project, 2) approve the vendor ranking, 3) approve the project's budget of \$363,000, and 4) authorize staff to execute a contract with Matthews Specialty Vehicles to design and build the bookmobile.

IV. RECOMMENDATION

Staff recommends that the library board 1) approve the project, 2) approve the vendor ranking, 3) approve the project's budget of \$363,000 and 4) authorize staff to execute the contract with Matthews Specialty Vehicles to design and build the bookmobile.

**BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 24-008**

BOOKMOBILE VENDOR SELECTION

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 18th day of January, 2024, at 6:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the bookmobile project.
2. To approve the ranking of the bookmobile vendors.
3. To approve the budget of \$363,000.
4. To authorize staff to execute a contract with Matthews Specialty Vehicles to design and build the bookmobile.
5. 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
January 18, 2024**

Discussion & Possible Action Items

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

Information

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

**Horizon West Update:
Danielle King**

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

**Lake Nona Update:
Bethany Stone**

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

**Director's Goals:
FY 2024 1st Quarter Update**

Director's Goals FY 2023 – 2024

1st Quarter Update

GOALS

1. Develop and Implement a New Strategic Plan

- a. New Mission, Vision, Values
- b. New Logo

1st Quarter

11/13/2023 Kickoff meeting between OCLS Strat Plan Team and FastForward Libraries
12/01/2023 Community survey available in Books & Beyond
12/06/2023 Community survey sent to approximately 230,000 customers
7,232 participants as of 12/31/2023
12/07/2023 Strategic Capacity Assessment sent to all staff
12/29/2023 Strategic Capacity Assessment closed
297 participants

2. Create and Implement a New Statistics Dashboard

1st Quarter

11/02/2023 Kickoff meeting with CPO, Data & Users Services Manager, and Data Analytics Specialist
11/14/2023 Finalized Project Brief

3. Identify, Design, and Order a Bookmobile

1st Quarter

10/30/2023 Posted RFP
11/20/2023 Posted vendors' questions with responses
12/05/2023 Finalized RFP scoring rubric
12/19/2023 Reference checks complete
12/28/2023 Scoring and ranking complete

4. Identify and Select an Enterprise Resource Planning (Finance and Human Resources) System

1st Quarter

11/17/2023 Finalized Project Brief

5. Review and Update Board Approved Library Policies

- a. Review, select, and propose an updated list
- b. Prioritize, update, and gain Board approval for select policies

1st Quarter

12/31/2023 I am still reviewing the policies list to determine the path forward.

6. Evaluate the Library's Compensation Structure (ongoing)

- a. Identify where a new performance evaluation tool fits in
- b. Identify where professional development fits in

1st Quarter

12/31/2023 The consultant has current versions of job descriptions and is comparing them to similarly titled jobs in the market, updating the language, and returning them for review.
Departments in progress: Admin, Human Resources, IT Services, and Marketing & Public Relations.

1. Horizon West Branch

- a. Complete the design, sign a construction contract, and break ground

1st Quarter

10/05/2023 Staff responded to the 60% CDs
10/18/2023 60% CDs review meeting
11/06/2023 Architect provided new renderings
11/15/2023 Finalized interior FF&E
11/20/2023 Finalized exterior FF&E
12/06/2023 Received 90% CDs and specs (GMP & permit set)
12/18/2023 Submitted to permitting

2. Lake Nona Branch

- a. Continue the design process

1st Quarter

11/17/2023 Approved schematic design drawings and confirmed budget

3. Main Library Third Floor Meeting Rooms Refresh

- a. Complete the work on time and within budget

1st Quarter

11/03/2023 Permit approved
11/09/2023 Board approved to proceed
11/22/2023 Project start date established as 01/08/2024

4. Main Library Exterior Lighting Project

- a. Complete the design, select a contractor, sign a contract, and start the work

1st Quarter

10/30/2023 The Architect notified that they are delayed in delivering documents
12/01/2023 Staff request to add main entry features to this project
12/20/2023 Fixture test and selection, fixture chosen

5. Main HVAC Controls

- a. Complete the work on time and within budget

1st Quarter

The project is 20% complete but there are staffing challenges due to the holidays
The delay is not causing any interruption to work or services

6. Main Library Roof Replacement Project

- a. Select a materials supplier and procure materials
- b. Select a contractor

1st Quarter

11/16/2023 Permitting in progress

7. Main Library First Floor Renovation Project

- a. Select a design team, sign a contract, and start the design
- b. Select a contractor and sign a pre-construction contract

1st Quarter

11/30/2023 Posted advertisement for Construction Manager At Risk
12/01/2023 Posted advertisement for Design and Engineering Services
12/13/2023 Construction Manager at Risk (CMAR) walkthrough
12/14/2023 Architect and Engineer (A&E) walkthrough

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

**Strategic Plan:
FY 2024 1st Quarter Update**

Orange County Library System Strategic Plan FY 2024

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

A. Establish an ongoing customer service training program

1. Develop Creole language learning module(s) for staff

Progress	Champion	Updated
The Training Department is evaluating content for the Haitian Creole for Library Staff course, and will form a committee to assist in reviewing the content and participate in facilitating the course.	Yvonne Hartley	12.23

2. Implement a quarterly training series centered around inclusion, listening, and productive conversations

Progress	Champion	Updated
The DEIA Specialists created a series of listening sessions to encourage conversations between staff with varied perspectives and experiences which will launch in February 2024. This series of conversations – “DiverseSpeak: Uniting Our Narratives” will be held bi-monthly and cover various topics.	Yvonne Hartley	12.23

3. Evaluate hiring practices to mitigate the risks of unconscious bias

Progress	Champion	Updated
The Employee Services department has begun evaluating our hiring practices.	Yvonne Hartley	12.23

4. Implement manager training on best practices for hiring, onboarding, and retention

Progress	Champion	Updated
The Employee Services and Training Departments are working together to create manager training that includes best practices for recruiting, hiring, and onboarding. In addition to this training, a series of quarterly communications will be sent to managers with tips for hiring and retaining the best employees.	Yvonne Hartley	12.23

B. Provide inviting facilities to fulfill community needs

1. Evaluate PEP pickup location(s) in East Orange County

Progress	Champion	Updated
The Executive Edge team is heading this project and looking into possible additional PEP pickup locations across Orange County. They are reaching out to stakeholders and evaluating locations, costs, and workflows.	Bethany Stone	12.23

Kristopher Shoemaker 12.23

2. Manage Design and Construction of Horizon West Branch

Progress	Champion	Updated
<p>As of 12/31/23 the Horizon West Branch was 90% designed. The CMAR was working on the GMP for the project.</p> <p>Civil, stormwater and endangered species permits/applications were applied for as of 12/31/23.</p> <p>100% Design and GMP expected by March 1, 2024.</p>	Kristopher Shoemaker	12.23
	Kristopher Shoemaker	12.23

3. Manage Design and Construction of Lake Nona Branch

Progress	Champion	Updated
<p>The Lake Nona Branch project is being managed by the City of Orlando in connection with their SEGS facility on Dowden Road. Note: Since this project is on GOAA property all plans must be reviewed and approved by GOAA and some are subject to FAA review and approval, which adds to the review and approval process.</p> <p>As of 12/31/23 the City and the Library have agreed to a site plan and the Lake Nona Branch was approximately 25% desinged.</p>	Kristopher Shoemaker	12.23
	Kristopher Shoemaker	12.23

4. Award Contract for Main Roof Replacement

Progress	Champion	Updated
<p>As of 12/31/23, we received 100% drawings and a specification book for the project. The City is reviewing the permit.</p> <p>The permit is expected to be approved in the 2nd quarter of FY 24.</p> <p>The RFQ and proposed contract for the Roofing Contractor have been reviewed and approved by legal and the Invitation for Bid (IFB) for the roofing materials will be submitted for legal review in January 2024.</p> <p>Anticipate issuing the IFB for roofing materials in February 2024 with an award by May 2024. The Roofing Contractor RFP will follow in the Summer of 2024.</p> <p>The project is anticipated to start in the Fall of 2024.</p>	Kristopher Shoemaker	12.23

5. Manage Main HVAC Control Project

Progress	Champion	Updated
<p>This first part of the project updates the controls on 13 air handling units from pneumatic to digital, updates the Main Library’s building control units, and creates a new “central plant” using Trane Tracer SC+ & Synchrony Control System. Also, as part of this project, the building control units at the West Oaks, Alafaya, Winter Garden, and South Creek branches will be upgraded allowing those systems to connect to the central plant.</p> <p>The second part of the project will be proposed in FY2025-26 and FY2026-27 to upgrade the air conditioning distribution systems to digital controls.</p> <p>The first part of the project started in October 2023 and as of 12/31/23, it was 25% complete. We anticipate the project to be completed in the Summer of 2024.</p>	Kristopher Shoemaker	12.23

6. Manage 3rd Floor Meeting Room Refresh Project

Progress	Champion	Updated
<p>This project refreshes the Cypress, Magnolia, and Palm meeting rooms on the Library’s third floor and the nearby hallway.</p> <p>The refresh includes 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 the duct work to match the ceiling; and changing the sprinklers per fire code.</p> <p>As of 12/31/23, the City approved the permits, the contractor was selected and materials were ordered. Due to material delivery delays, the project start date was moved from November 27, 2023 to January 8, 2024, with a completion date of April 2024.</p>	Kristopher Shoemaker	12.23

C. Enhance the on-boarding experience for new customers

1. Refine and utilize the New Customer Survey results to highlight relevant services and resources for new cardholders

Progress	Champion	Updated
<p>A team is being formed to evaluate the current new customer survey and determine the next steps. Input from the MPR Department, Data & User Services Department, and other stakeholders will be used in determining what information from customers will be most useful in moving forward.</p>	Bethany Stone	12.23

2. Explore the development of a digital access card

Progress	Champion	Updated
<p>The I.T. Design and Development Department is coordinating the effort to create a digital access card for customers that would work in conjunction with customer-driven online registration. The team is meeting with the Senior UX Designer, the ILS Administrator, and the</p>	Bethany Stone	12.23

Progress	Champion	Updated
Circulation Department leadership to determine what is needed to take the next steps.		

Increase awareness of OCLS and what is offered

A. Develop a strategic marketing plan

1. Create and execute marketing plan for a campaign that highlights library's new focus on outreach and community engagement

Progress	Champion	Updated
For 2024, a marketing campaign called Meet You There will focus on the various ways OCLS is expanding its reach into the community. One component of the campaign is branch expansion. We will use print ads, social media, press releases and digital ads to share information and updates with the community about our plans for Lake Nona and Horizon West.	Erin Sullivan	12.23

2. Work with DEIA Specialists to establish best practices for marketing to a diverse and growing community

Progress	Champion	Updated
Several meetings between DEIA and Marketing and Public Relations have taken place this quarter. The goals of these meetings have been to: Help the DEIA Specialists understand MPR's processes for recruiting staff to participate in photos, videos and marketing materials Work with DEIA Specialists to provide feedback on designs for monthly book displays, marketing kits and other systemwide marketing materials Assist the DEIA Specialists in planning a video for staff to introduce the systemwide DEIA initiative The meetings have resulted in a completed video, the launch of a database of staff members interested in modeling for photos and videos to honor different cultural celebrations, and a review of monthly display signage.	Erin Sullivan	12.23

3. Begin to implement Patron Point in library's marketing efforts

Progress	Champion	Updated
An initial training meeting was held to introduce Marketing and Public Relations staff to the product, but deployment is currently on hold, pending improvements to some Patron Point features.	Erin Sullivan	12.23

4. Develop plan to market opening of two new branches

Progress	Champion	Updated
On January 10, a meeting with Borrelli and Associates and H.J. High to discuss plans for what a groundbreaking at	Erin Sullivan	12.23

Progress	Champion	Updated
<p>Horizon West will look like. A date for groundbreaking has not been established yet.</p> <p>The marketing team has already begun some preliminary planning to share information with the public about Horizon West, and some marketing of the branch and its features is being included in the Meet You There marketing campaign. A more formal plan will be fleshed out as details emerge, and that plan can be used as the framework for our marketing for Lake Nona.</p>		

B. Leverage storytelling

1. Establish plan to document how the library is using Community Engagement to bring new library opportunities to the community

Progress	Champion	Updated
<p>The new Meet You There integrated marketing campaign focuses heavily on the library's Community Engagement Department and its activities. The first phase of the plan includes messaging about the library's book bicycle and Community Engagement Department, and print and digital ads are already circulating, as is a Meet You There video, which emphasizes the library's commitment to meet customers wherever they are.</p> <p>The campaign's messaging will cycle through several iterations, focusing on various aspects of community engagement, including mobile services, cultural programming that makes the library feel more accessible to everyone, community engagement and new branch development.</p>	Erin Sullivan	12.23

2. Pitch at least one community engagement story to the media each quarter

Progress	Champion	Updated
<p>In November, Marketing and Public Relations used the library's 100 Year Celebration, and official November 8 birthday, to pitch a story about how the library has continued to evolve to meet community needs. One big focus of the pitch was to share recent changes to the library's services to reduce barriers to usage and upcoming changes on the horizon that will continue to make the library more accessible to all, including the introduction of the Community Engagement Department, mobile services, new branch development, and cultural offerings that make the library more inclusive.</p> <ul style="list-style-type: none"> • On November 8, NPR affiliate station WMFE picked up the pitch and published a radio feature and accompanying blog post: "Orange County Library System turns 100, still finding ways to be an 'agent of service,'" WMFE, Nov. 8 • On November 8, Clickorlando.com (WKMG's website) published a blog post: "Orange County's library 	Erin Sullivan	12.23

Progress	Champion	Updated
<p>system turns 100. Here are 10 surprising services it offers," ClickOrlando.com, Nov. 8</p> <ul style="list-style-type: none"> • On December 21, <i>Orlando Sentinel</i> published an editorial on the library's value to Orange County: "Editorial: Library embarks on its next 100 years as a community treasure," <i>Orlando Sentinel</i>, Dec. 21 • On January 12, 2024, <i>Community Paper</i> conducted an interview with Community Engagement Department Head Genevieve Traas, for a future story on the library's book bicycles and community engagement efforts. 		

3. Use blogs to share the library's story more effectively

Progress	Champion	Updated
<p>Stories from Books & Beyond are published in the OCLS blog, for easier sharing on social media. In 2024, Marketing and Public Relations is increasing the number and type of stories that will appear in Books & Beyond, so that people who may not receive the print publication are able to access those stories, which highlight library services, staff and stories.</p> <p>Marketing and Public Relations is also working with the Community Engagement Department Head to bring more exposure to the work of their team by publishing blog posts about their efforts and their staff members.</p>	Erin Sullivan	12.23

4. Establish and test social media content pillar strategy to create educational, inspirational and entertaining posts that align with marketing goals

Progress	Champion	Updated
<p>A new Marketing Manager was hired in January 2024, and she will work with the Digital Marketing Specialist to plan content that supports the pillar strategy.</p>	Erin Sullivan	12.23

C. Community outreach that builds awareness

1. Develop outreach plan for new community engagement department

Progress	Champion	Updated
<p>The Community Engagement leadership team has been working to bring the larger work groups of Storytellers, Social Workers, and Outreach staff together. This is inclusive of developing regular communication channels and updating policies and procedures for each group. By the end of the first quarter most of the basic infrastructure for the department had been set, including the creation of calendars and reporting structure. Each of the larger work groups are collaborating on a goal statement which they will present in a January meeting to the department.</p> <p>Guidelines for establishing and maintaining partnerships have been created and the team is actively working to create regular outreach events across the county. In the first quarter, the team attended 108 Community Events,</p>	Danielle King	12.23

Progress	Champion	Updated
connecting with 10,993 people, and hosted 342 Offsite Events, connecting with 13,114 people.		

2. Roll out the OCLS book bike service

Progress	Champion	Updated
<p>OCLS has two book bikes that bring books and services to the community. The first bike, sponsored by the Sorosis of Orlando Woman’s Club made its debut in July 2023. The second bike, sponsored by OUC, debuted in November 2023 to coincide with their 100-year celebration. The Community Engagement Department (CED) developed bike safety training for all staff who would use the book bikes. All outreach staff and other key staff members across the system will have completed this training by the end of January 2024. Staff who have completed the training are using the book bikes for outreach events and a calendar has been created to track and book the bikes.</p> <p>The Sorosis Club bike, housed at the Winter Garden Branch, makes regular trips to the Oakland Farmers Market and the Hyde Park Village, in addition to other events each month. The OUC book bike made its debut on November 8th at the City of Orlando STEAM Night. It was also on display at the OUC Half Marathon held at Lake Eola and the OUC Family Day at the Regional History Center.</p>	Danielle King	12.23

3. Research, design and purchase a bookmobile

Progress	Champion	Updated
<p>The library formed a new Community Engagement Department in March 2023, whose mission is to bring library services, programs, and materials into the community through outreach. A library bookmobile will be part of this effort to help remove barriers for community members who may not have access to library services.</p> <p>In January 2023, the Sorosis of Orlando Woman’s Club generously donated \$100,000 to be used to support mobile services, including bringing back a bookmobile to Orange County residents. OCLS matched this donation and committed another \$100,000 in the budget for the bookmobile. The Community Engagement management team researched various bookmobiles and wrote an RFP for the design and build of a bookmobile. The RFP was posted publicly on October 30, 2023, with a due date of December 15, 2023.</p> <p>OCLS received five written proposals from vendors. The procurement committee met on December 28, 2023, and evaluated each of the proposals on key criteria which included scope of work, qualifications & experience, references, project schedule, and cost & fees. The vendor</p>	Danielle King	12.23

Progress	Champion	Updated
ranking will be brought to the January 2024 Library Board of Trustees meeting for approval. Following Board approval, staff will execute a contract with the selected vendor.		

D: Create a business intelligence strategy

1. Design data models required

Progress	Champion	Updated
OCLS is leaning towards Power BI and once it is active and training complete, the Data and User Services department will begin evaluating data modeling needs.	Lynette Schimpf	12.23

2. Design data collection workflows

Progress	Champion	Updated
The Data and User Services department is currently evaluating the collection workflow for Customer Interaction Statistics (CIS). They plan to implement the new CIS process in March.	Lynette Schimpf	12.23
The Data and User Services department is currently documenting OCLS statistics and collection methodologies in order to evaluate all datapoints and redesign collection workflows.		

3. Create data infrastructure

Progress	Champion	Updated
The newly hired Data Analytics Specialist is in the process of learning Power BI and has indicated this system as a strong possibility for OCLS business intelligence needs	Lynette Schimpf	12.23
The Data and User Services department is evaluating current policies and practices relating to data management, storage, and accessibility.		

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

A. Kindergarten preparedness

1. Expand caregiver connect targeting specific age groups.

Progress	Champion	Updated
In the first quarter, the Youth Services Department surveyed Caregiver Connect programs systemwide to identify the geographical and attendance demographics. It will use this data to develop a systemwide survey and metrics for identifying areas of growth.	Sara Gonzalez	12.23

2. Explore opportunities for expanding Countdown to Kindergarten in non-traditional settings.

Progress	Champion	Updated
In the first quarter, the Youth Services Department evaluated the existing Countdown to Kindergarten materials to identify mobility and accessibility options	Sara Gonzalez	12.23

Progress	Champion	Updated
when hosting the initiative systemwide. The Youth Services Department is exploring options for expanding Countdown to Kindergarten to include bilingual, virtual, and offsite offerings.		

B. Early and family learning

1. Evaluate and expand teen offerings.

Progress	Champion	Updated
The Youth Services Department expanded teen engagement by facilitating the OCLS High School Advisory Board's participation in a focus group hosted by the Strategic Planning Committee. The data generated from this focus group will provide the committee with data on their distinct programming and learning needs.	Sara Gonzalez	12.23

2. Create metrics for evaluating early and family learning events.

Progress	Champion	Updated
In the first quarter, the Youth Services Department manager held one-on-one meetings with Youth Program Specialists and Librarians systemwide and assessed OCLS's existing process for creating and evaluating youth programming. Throughout the fiscal year, the Youth Services Department will utilize this data to design training and evaluation metrics for youth programming.	Sara Gonzalez	12.23

C. Provide experiences to enhance life skills

1. Explore opportunities to expand offerings to older adults

Progress	Champion	Updated
<p>The Events and Programs Department explored opportunities to expand offerings to older adults by partnering with the Orange County Office of Aging to bring two series of events to the Library.</p> <p>At the Orlando Public Library, the Events team offered the Life Information for Elders series and presented:</p> <ul style="list-style-type: none"> • Elders Navigating the Tax Collector's Office - LIFE Information for Elders • What are the 5 Components of Estate Planning? - LIFE Information for Elders • LIFE Information for Elder's End of Year Celebration <p>At the South Trail Branch the Events team offered the Life Information for Elders Branching Out Series event:</p> <ul style="list-style-type: none"> • Orange County Sheriff's Office Senior Programs - LIFE Information for Elders Branching Out Series <p>Additionally, events were provided for older adults offsite:</p>	Leasha Tavernier	12.23

Progress	Champion	Updated
<ul style="list-style-type: none"> • The Fairview Shores Branch visited Silver Lakes Village and hosted events that included bingo games and craft activities. The Southwest Branch visited the Memory Care Center at Brookdale Senior Living to lead mental and physical fitness classes for residents. • The Community Engagement Department hosted events for seniors, including a variety of technology classes, device advice, interactive history lessons, and lead cooking classes. Events were offered at partner locations like Claudia Allen Senior Center, Brookdale Senior Center, and Sanitas Medical Center. 		

2. Evaluate the success of technology class offerings throughout the library system

Progress	Champion	Updated
<p>Adult Services managers visited nine locations for feedback and improvement ideas on adult technology classes. Additionally, a survey was sent out to all technology trainers for feedback on current adult technology class offerings. Utilizing the data from the survey, historical attendance numbers, and frequency of offerings, a plan has started for improving adult classes going forward including suggestions on which classes to archive and which to update. This plan was shared with both technology trainers and managers. Additionally, the Adult Services department implemented a trial to develop new procedures for updating adult class content. The calendar of adult class promotions for publicity was updated and sent to all technology trainers. Adult Services has also begun a review of new class suggestion procedures including procedures for sharing Discovery Lab content with all trainers.</p>	<p>Leasha Tavernier</p>	<p>12.23</p>

3. Continue to explore grant/award opportunities

Progress	Champion	Updated
<p>The library applied for the Florida Humanities Book Festival Grant to help fund the 2024 Orlando Book Festival Keynote Speaker. The library was awarded the \$10,000 Grant in November.</p>	<p>Leasha Tavernier</p>	<p>11.23</p>

D. Provide service delivery via technology

1. Evaluate scanner and fax services

Progress	Champion	Updated
<p>The current initiative for our evaluation is focused around increased reporting metrics for usage of our scanning and fax machines. These metrics will help provide insight into how often particular machines are being used, which features are used the most frequently, and even help show machines that may need maintenance or replacement. Currently the frequency and type of reports have been determined and the IT</p>	<p>Steve Powell</p>	<p>12.23</p>

Progress	Champion	Updated
team is working with vendors to automate these reports each month. Once the reports are set up we will focus on making sure any equipment adjustments considered while moving forward will align with how these are utilized and ensure that our updates will benefit our customers.		

2. Finalize contract/start network and network hardware replacement

Progress	Champion	Updated
During the last quarter we met with multiple vendor teams which helped the IT team narrow down the specific network architecture desired. Network equipment has been tested with a replicated network of how a migration would be performed and shows that the equipment decided on will meet our needs. The IT team also performed bandwidth analysis of current and future traffic expectations to plan this hardware to enable us to grow and continue to provide great service for staff and customers. With the testing completed, model finalization is underway and during this upcoming quarter we will be starting the procurement process and moving forward with kicking off our network hardware refresh throughout this year.	Steve Powell	12.23

3. Explore smart home integration with library services

Progress	Champion	Updated
No update for this quarter.	Steve Powell	12.23

E. Partner with schools

1. Research possibilities for school night events (i.e. STEM/Literacy Nights) at library locations

Progress	Champion	Updated
On October 19, 2023, the Youth Services Department partnered with Lake Eola Charter School to host "LEC's Literacy Night." It provided a curated book tasting and technology exploration for 38 attendees at the Orlando Public Library. In December, Melrose hosted 15 AV students from SunRidge Middle School. Melrose staff led the group through activities in front of and behind the camera in the Video Studio, and also worked a production station set up at the LED Wall where the group learned about virtual production techniques.	Sara Gonzalez	12.23

2. Evaluate the effectiveness of the school liaison program.

Progress	Champion	Updated
During the week of November 13-17, 2023, OCPS hosted Teach-In events. OCLS school liaisons visited 37 schools and interacted with 4,122 students and staff, leading to an annual increase of 3 schools and 1,824 additional students. To evaluate the effectiveness of the school liaison program and gather data on the liaison's recent experience, the Youth Services Department is developing a survey to be shared systemwide.	Sara Gonzalez	12.23

F. Foster Innovation & New Services

1. Continue to expand the library of things collection

Progress	Champion	Updated
<p>The Library of Things collection expanded this quarter with the addition of fiber art kits. On October 16, 2023, each location received 6 aluminum crochet kits, 2 ergonomic crochet kits, 6 circular knitting kits, and 2 straight needle knitting kits. The goal of the fiber art kits is to encourage customers to take the fiber art classes and then check out the kits to practice at home. This quarter, 72 kits have been checked out.</p> <p>The American Heart Association (AHA) donated an additional 40 blood pressure monitor kits in October. The kits were distributed to the Windermere, Eatonville, and Community Engagement Department. In addition, in December the AHA donated an additional 25 kits to be distributed to more locations. The kits are currently being processed and will be sent out to their home location in January. Staff from AHA hosted a train the trainer session for OCLS staff on how to use the blood pressure monitors. Staff from the adult services department and the community engagement department used this training to develop a script for staff to use to provide programming for the community on heart health. Two community events sharing information on to use the blood pressure monitor kits were held in October and November. There was a total of 134 attendees for both events.</p>	Erica Grant	12.23

2. Evaluate outdoor programming at select locations

Progress	Champion	Updated
<p>The evaluation of outdoor programming at select locations highlights various engaging activities conducted during this quarter. Nine viewing parties were organized across different library locations, attracting 1377 attendees to view the October Annular Eclipse. Winter Garden featured outdoor events such as “Parachute Play” and “Bubble Playtime” throughout the quarter for 164 participants. In complement to our diverse outdoor programs, the West Oaks branch proudly unveiled its newly completed outdoor mural. This vibrant masterpiece serves as a distinctive backdrop, enhancing the outdoor space and providing another compelling reason to enjoy the beauty of the garden.</p> <p>Notably, South Creek focused on enhancing their outdoor space by installing six raised garden beds for spring programs. Staff initiated planting activities and cultivated seeds, vegetables, herbs, and flowers to deepen their understanding of gardening. Facility improvements included the installation of a new exit door for customers to access the patio space and an additional security camera for enhanced coverage. Future outdoor programs are already</p>	Erica Grant	12.23

Progress	Champion	Updated
in the planning stages, with scheduled events anticipated for March 2024.		

3. Explore offering notary services

Progress	Champion	Updated
The potential inclusion of notary services in the library's range of services is an ongoing conversation. There are logistic and liability issues to consider regarding the implementation of this service. These factors are actively under examination as we work towards a comprehensive understanding of the feasibility and implications involved.	Erica Grant	12.23

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

Director's Report



DECEMBER 2023

MARKETING SNAPSHOT

MEDIA HIGHLIGHTS

"Reaching Out: A Community Resource Fair
Rete Branche: Resous pou kominote a"
Patch.com, Dec. 3

"Cuisine Corner: Smokey Black-Eyed Peas
with Kale and Grits"
Orlando Weekly, Dec. 4

"Central Florida music listings: Dec. 8-14"
Orlando Sentinel, Dec. 7

"Orange County Mayor's Toy Drive 2023"
FOX35 Orlando, Dec. 8

"2024 ZORA! ®FESTIVAL SEASON: 'HAPPY
BIRTHDAY ZORA!'"
VisitOrlando.com, Dec. 15

"Join a book club focused on genealogy at
your library"
TheHistoryCenter.org, Dec. 21

"Editorial: Library embarks on its next 100
years as a community treasure"
Orlando Sentinel, Dec. 21



PUBLIC RELATIONS

In December, all library locations served as drop-off points for the annual Mayor's Toy Drive. Every branch had a box on display where the public could drop off new, unwrapped toys to be donated to families in need during the holiday season. The County collected 11,240 toys this year, exceeding its goal of 10,000 toys for 2023. Libraries contributed 1,770 toys to the effort.

The library's inclusion in the Toy Drive resulted in multiple positive media messages for OCLS, including a highlight in the Fox35 Mascot Magic event, which took place on December 8. OCLS Mascot Squirt joined Orlando Magic Mascot Stuff, UCF Mascot Knightro, Solar Bears Mascot Rays, Orlando City Soccer Mascot Leonardo and OCFL Parks and Recreation Mascot Scooter in a live broadcast to promote the drive live on TV, with Fox35 reporter David Martin.



SOCIAL MEDIA HIGHLIGHTS

In December, we debuted our second book bike at the OUC Half Marathon! OUC is also celebrating 100 years in 2023, and we partnered with them to bring a second e-bike loaded with library and OUC goodies to the streets of Orlando. Response to the partnership was overwhelmingly positive on social media with over 200 likes and comments saying, "With Book Bikes, the more the merrier!!!" and "SOOO cute!!"

Director's Report: January 2024

Strategic Planning efforts continue to progress. In-person focus group sessions were conducted January 9 through January 12. These included sessions at branches and with community organizations. One virtual focus group has been completed with more booked for the future. One-on-one virtual interviews with community leaders continue to take place as well.

The surveys sent to both staff and the community received an excellent response. The Staff Capacity Assessment (Staff Survey) ended on December 29, and 307 staff members completed the survey. The community survey ended on January 7 and had over 7,200 entries.

On Sunday January 7, the Orlando Public Library presented *Happy Birthday, Zora* in partnership with the ZORA! Festival to celebrate the life and work of Zora Neale Hurston with music, poetry and a lecture on Zora Neale Hurston and Black Women's Self-definition. This served as the kickoff event for the 35th annual ZORA! Festival season. Our event featured saxophonist Don Black, who paid homage to the Harlem Renaissance with a musical tribute; local poet Juaquina She, who highlighted Hurston's impact on women of color; and Dr. Rondrea Mathis of Bethune Cookman University, who shared insights into Hurston's contribution to Black feminism. More than 230 people attended the event.

Last week, we received a final debriefing from Orange County about the 2023 Mayor's Toy Drive. It was a record-breaking year for the drive. In total, 11,240 toys were collected for this year's drive, far exceeding the County's goal to collect 10,000 toys to distribute to families in need during the holidays. During the debriefing, we learned that the library's contribution of more than 1,700 toys played a big role in exceeding that goal, and we're proud to have partnered with the County on this initiative. During the debriefing, it was shared that Audrey Wooten, the 9-year-old girl who surprised us when she dropped off \$700 worth of toys at the Orlando Public Library – all purchased with money she raised on her own – will be honored by OCPS for her act of generosity.

On January 24, the Florida Library Association will host its annual Library Day in Tallahassee. The library will send three representatives to attend this year – CEO Steve Powell, COO Bethany Stone, and Chief Marketing and Public Relations Officer Erin Sullivan – to meet with legislators. During the meetings, legislators will be urged to support key items in FLA's 2024 platform, including State Aid to Libraries, the Public Libraries Construction Grant Program and library programs that support workforce development, such as Career Online High School. We will also share with them the ways in which Orange County Library System provides support and vital resources for our community. Last year, we were received warmly in Tallahassee by the Orange County delegation, and we hope to use this visit to continue to build goodwill with our elected officials.

Recent System-Wide Events

Community Engagement

- On 8 December, Community Engagement Staff visited the West Lakes ELC Garden Club, connecting with 31 attendees in the IDEAS for Us program. Students at West Lakes ELC listened to stories focused on gardening, talked about ideas for their dream garden, and then drew colorful blueprints of what their dream garden would look like.
- On 12 December, Community Engagement Staff visited Quest Inc., a facility that supports special needs adults, connecting with 35 attendees. Together, they sang songs and listened to stories.
- On 13 December, Community Engagement Staff hosted "Winter Craft & Storytime" for 40 children at the Aloma Head Start.
- On 14 December, Community Engagement Staff hosted "Cookie Decorating" at a local senior living facility, bringing 22 residents together to chat and build relationships while decorating sweet treats.
- On 20 December, Community Engagement Staff hosted "Bubble Playtime" for 114 South Orlando Head Start attendees during their end-of-the-year party.
- On 23 December, Community Engagement Staff hosted "Library Pop-Up: Horizon West: It Doesn't Snow in Florida!" This monthly story and activity event gave 59 attendees the opportunity to construct their own Florida-themed snow globe.
- On 28 December, Community Engagement Staff hosted a "Storytime at the Orlando Science Center" for 65 people. Attendees learned about snow, listened to stories featuring snowmen, and created their own snowflake crafts.

Alafaya

- On 2 December, Alafaya staff conducted “Teen Volunteering – Orange Slice December,” where teens earned community service hours by contributing to Alafaya's teen literary and creative arts magazine. There were 11 participants.
- On 5 December, Alafaya staff presented “Snowman Shuffle” where 58 early learners and caregivers built a snowman and shared in snowman themed stories, songs, and crafts.
- On 10 December, Alafaya hosted “Beginning Mandarin Chinese for Adults,” where 13 adults learned the basics of Mandarin Chinese with Jenny Forest Lin of the Oviedo Chinese School, Inc.
- On 12 December, Alafaya staff conducted “Frozen Storytime,” where 66 Anna, Elsa, and Kristoff fans participated in songs, stories, and activities.
- On 13 December, Alafaya staff presented “Cuisine Corner Junior: Blue Foods” as part of the Percy Jackson Week, where young chefs made foods like Percy's mom used to make. There were 19 participants.
- On 13 December, Alafaya staff conducted “Artsy Toddler – Snow,” where 40 young children and their caregivers engaged their fine motor skills by exploring age-appropriate art experiences.
- On 19 December, Alafaya staff presented “Penguin Party,” where preschoolers waddled over for stories, songs, and a craft. There were 56 participants.
- On 20 December, Alafaya staff conducted “Greek Mythology Shrinky Dinks” as part of the Percy Jackson Week, where 14 participants drew, cut, and baked their own Shrinky Dink keychains featuring their favorite characters from Greek mythology.
- Throughout December, Alafaya hosted “In Person: Social Worker @ the Library,” where 55 customers received social and government services assistance.
- During December, Alafaya staff presented “English from Zero” and “English Conversation Hour” in person and on the virtual platform, fostering the English language skills of 363 customers.

Chickasaw

- On 2 December, Chickasaw staff presented “Holiday Family Photos.” A total of 67 customers participated in taking a holiday-themed portrait and received a free digital photo.
- On 2 December, Chickasaw staff presented “READING Paws.” A total of 27 kids improved their reading skills by reading to a therapy dog.
- On 4, 11, and 18 December, Chickasaw staff hosted “Clean the World: Free Shower Service.” A total of 22 customers utilized the service and received a hygiene kit.
- On 6 December, Chickasaw staff hosted “Artsy Toddler: Winter Snow.” A total of 25 attendees participated in stories, songs, and winter crafts.
- On 9 December, Chickasaw staff presented “Hansel & Gretel’s New House” to 31 attendees. Kids used sweet treats to build and decorate a gingerbread house.
- On 11 December, Chickasaw staff hosted “Quilled Holiday Greeting Card.” A total of 11 attendees learned how to roll paper, shape, and glue a holiday-themed card.
- On 16 December, Chickasaw staff hosted “It Doesn’t Snow in Florida.” A total of 31 attendees learned all about snow with stories, crafts, and winter games. Kids and their caregivers enjoyed real snow cones shaved iced treats.
- In December, Chickasaw staff distributed 510 Second Harvest Food Bank breakfast and lunch boxes to the local community.
- Throughout December, Chickasaw staff presented ten in-person “English from Zero” classes and eight in-person “Conversation Hour” classes to 327 participants who learned basic English and vocabulary for everyday life.
- Throughout December, Chickasaw staff distributed 300 craft kits to families. The kits included holiday and New Year-themed crafts.

Eatonville

- On 2 December, Eatonville hosted “Meet the Artist: Jonathan Tyson” for 14 adults. They gathered to learn about the inspiration behind the artist’s Eatonville Experience exhibition.
- On 6 December, Eatonville partnered with Audubon Center for Birds of Prey to present “Backyard Birds of Prey” to 19 kids who learned about birds that can be found in their backyard.
- On 8 December, Eatonville presented “Sleepy Bear” to 22 preschoolers who interacted and explored animal patterns in hibernation dreamland.
- On 13 December, Eatonville staff conducted a “Library Tour” for 19 students from Thomas Leadership Academy.
- On 14 December, Eatonville hosted a “Study Visit” for 22 students from Thomas Leadership Academy.
- On 9 December, Eatonville offered “Rock the Wrap: Headwrap Styling Workshop” for 16 participants gathered to learn step-by-step instructions on headwrap styling techniques.
- On 20 December, Eatonville staff participated in the “Eatonville NCF Holiday Giveaway” and provided crafts and activities for 55 children.
- On 21 December, Eatonville presented “When I Grow Up” to 22 students gathered to learn how income is earned while exploring their interests in potential careers.
- On 27 December, Eatonville hosted “Cuisine Corner Jr.: Snowman Snack” for 22 youths who transformed a classic winter icon into a delicious, themed snack.
- During December, program-themed “Passive Kits” were distributed to 45 children, and 41 children interacted with the “Character Mailbox.”

Fairview Shores

- On 1 and 8 December, Fairview Shores staff visited 36 seniors for “Silver Lakes Senior Community Outreach” with bingo games and jewelry craft activities.
- On 2 and 16 December, 27 families attended “Paint Party!” and explored stations featuring three different art concepts.
- On 5, 12, and 20 December, 81 people attended “Beginner’s Spanish for Kids” at Fairview Shores and learned verbs, vocabulary, greetings, and holiday songs.
- On 11 December, 6 people attended the “Pokémon Party!” which included a variety of themed stations and a Who’s That Pokémon visual display.
- On 13 December, 13 people attended Paintbrush Snowman. They painted and decorated a paintbrush, creating a customized snowman to take home.
- On 18 December, 10 people attended “Pokémon Cuisine” and learned about bento boxes. Attendees took home a Piplup character recipe.
- On 19 December, 15 people attended “Paw Patrol Story Time,” which included an engaging story from character host “Ryder” and created fun crafts.
- On 20 December, 19 people attended “Winter Wonderland” and enjoyed winter-themed stories and crafts.
- On 23 December, 33 people attended the “Gingerbread House Build Off” and spent time constructing the gingerbread house of their dreams.
- In December, the “Second Harvest Food Distribution” provided 255 community members with shelf-stable, non-perishable food boxes.

Hiawassee

- On 6 December, Hiawassee staff conducted a “Mini Gingerbread House Painting” program for 19 participants.
- On 8 December, Hiawassee created “Little Chef: Melted Snowman Cookies,” with 34 customers creating snowy treats.

- On 14 December, Hiawassee staff hosted a “Plaster Fun-Chill & Paint” program for 25 children and adults. Guests painted a variety of winter-themed plaster ornaments, such as snowmen, penguins, reindeer, and gingerbread people.
- On 30 December, Hiawassee hosted the annual “Happy Noon Years” program for children and families. Twenty-five participants made arts and crafts, played games, and rang in the New Year with a countdown and balloon drop at noon.
- Throughout December, Hiawassee hosted six “English from Zero” classes with a combined attendance of 110 students, an average of 18 students per class.
- Throughout December, Hiawassee hosted three “Zero to Five Storytimes” every Monday. Storytellers encouraged early literacy skills for 17 children and adult caregivers.
- During December, Hiawassee hosted 3 “English Conversation Hour” classes, serving 82 participants, an average of 27 adults per class.
- During December, Hiawassee offered four “Enhanced English Reading” classes, serving 73 participants, with an average attendance of 18 students per class.
- During December, Hiawassee staff created 14 themed “Take & Make” art activity kits serving 429 children and teens.
- In December, Hiawassee distributed 255 boxes of non-perishable food items for the three-week “Second Harvest Food Distribution” program.

Main

- On 3 December, 62 attendees enjoyed spooky haunted holiday tales with a Victorian Performance by "Phantasmagoria."
- On 3 December, 24 attendees met with Pokémon enthusiasts to refine their trading card decks and become Pokémon masters during the "Let's Play Pokémon TCG Meetup" at the Orlando Public Library.
- On 3 December the Out Tonight Theatre Meetup hosted an “Improv Jam” with Mallory and Billy of The Corner Gallery. 27 players of all experience levels were on hand to enjoy unique short form Improv games.
- On 5 December, 51 authors learned how characterization affects descriptions with the setting in the Writers Workshop: "Developing Your Character's Voice."
- On 6 December, Adult Services staff hosted "Food 101: The History of Sugar" and taught 10 attendees a lesson that examined the historical and social significance of sugar, and how it's consumed around the world.
- On 6 December, Adult Services staff participated in "One Million Cups" entrepreneurial event and shared library business resources with 37 attendees.
- On 8 December, 48 first-time authors learned how to “Revise Your Novel” after the creation of their first draft.
- On 9 December, the “Second Saturday Improv” show drew 40 attendees to the Melrose Stage.
- On 11 December, 51 aspiring writers learned "How to Turn Ideas into Stories." The authors were able to share brainstorming techniques and learn the difference between premise and story.
- On 13 December, Chef Mira of Breaking Bread with Mira showed 66 customers how to prepare Yucca Stuffed Hand Pies.
- On 17 December, 46 customers enjoyed some festive holiday songs performed by the Orlando Dickens Carolers.
- On 20 December, the Youth Services Department partnered with the City of Orlando to host "Mayor Buddy's Book Club End of Book Party" for 127 attendees.
- On 21 December, 54 customers joined the Orange County Office on Aging to celebrate the presenters of the 2023 Life Information for Elders Series. Customers were able to learn about the different free resources available to elders in Orange County.
- During December, a total of 40 customers enhanced their skills using the Microsoft Office Suite by taking a variety of Adult Services in-person and online classes.
- During December, a total of 40 customers enhanced their coding and web design skills by taking a variety of Adult Services in-person and online classes.
- During December, a total of 60 customers attended "Mother Goose on the Loose" and used rhymes, songs, and puppets to help babies develop essential pre-literacy skills.

- During December, 65 customers attended "Caregiver Connect" and came together to meet old and new friends while exploring interactive stations that support play-based learning.
- During December the Fab Lab kept the holiday fun going in the with workshops for all ages. Twenty-five makers created projects including "Holiday Crafts: Book Nook", "Poinsettia Tea Lights" and "Laser Cut Countdown Calendars."
- During December Melrose photographers hosted four "Holiday Photo Shoots" for families. The events welcomed 96 attendees for holiday portraits at the Melrose Center Photo Studio and the Chickasaw Branch Library.

Melrose Center

On December 3rd the Out Tonight Theatre Meetup hosted an *Improv Jam* with Mallory and Billy of The Corner Gallery. 27 players of all experience levels were on hand to enjoy unique short form Improv games. On December 9th, the *Second Saturday Improv* show drew 40 attendees to the Melrose Stage. Coordinated by Marko Torres, the show featured Chris Dinger, Ryan Goodwin, Steven Mangold, Billy Mehler, Zane Ertel, and Ashley Evans. Ryan Mulcahy provided stage lighting and audio support.

Valerie Dawson, Stephanie Rodriguez and Michael Sweeney continued to offer festive Fiber Arts classes that inspired handmade gift giving. During December, 23 attendees created *Holiday Quilt Panels*, *Holiday Stockings*, *Gift Bags for Every Occasion* and crocheted *Gingerbread Star*, *Gnome and Heart* ornaments.

Sky Saludes, Jose Gonzalez and Andrew Jeffries kept the holiday fun going in the Fab Lab with workshops for all ages. 25 makers created projects including *Holiday Crafts: Book Nook*, *Poinsettia Tea Lights* and *Laser Cut Countdown Calendars*.



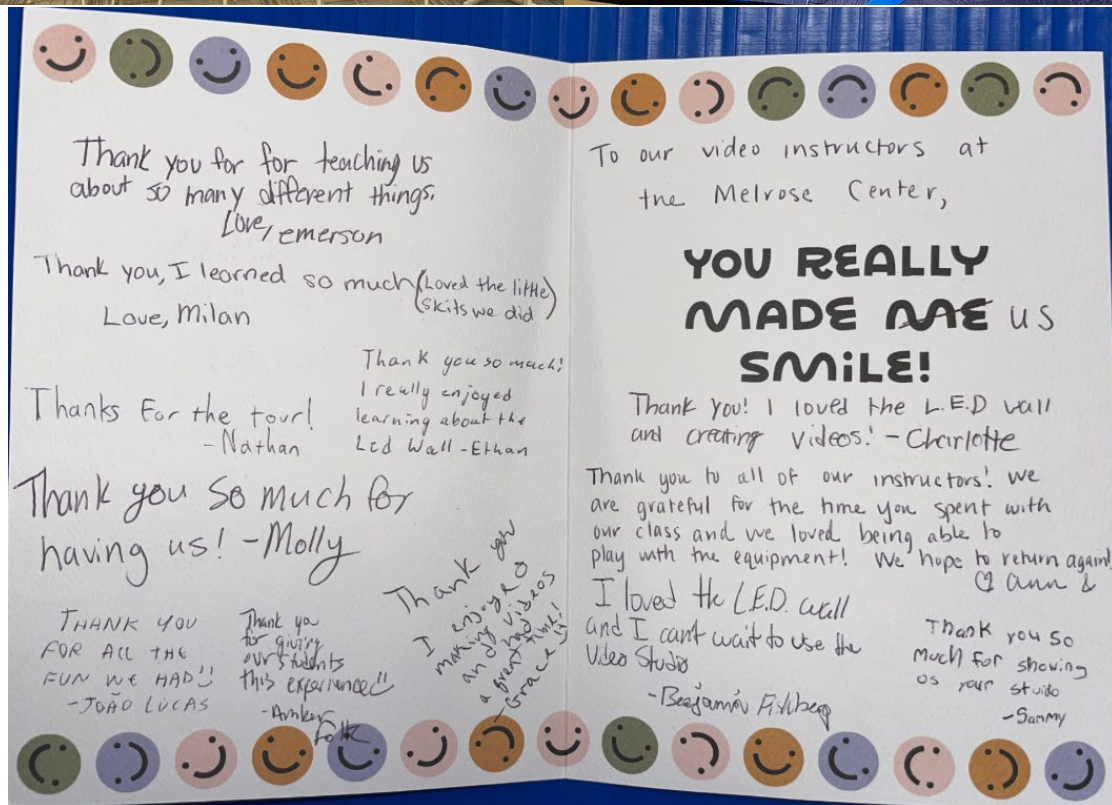
Student projects from "Holiday Crafts: Book Nook" workshop

Robert Jakab rolled out new graphic design classes that offer skills-based sessions for entrepreneurs. 12 students learned to about resources for those with creative needs focused on graphic design, learned use

Adobe Express to create social media graphics, stationery, videos and reels, and how to create mockups of products and brand design with Adobe Stager.

On December 21st, the Video team hosted 16 students with video production interest from SunRidge Middle School for a field trip experience. Andi Cates and Juan Rivera greeted the students and teachers upon arrival.

The students split into two groups, with half going to the Video Studio and the other half to the LED Wall. Gabriel Soltren, Natalia Gonzalez and Anthony Torres, with assistance from Andi, led the proceedings in the studio where the students took turns in front of and behind the camera creating a green screen production. Ryan Mulcahy, with help from Juan, worked with the other group at the LED Wall, where they had set up a production station in front of the wall and led a discussion about virtual production. The groups switched halfway through their visit and the students appeared to have a good time.



Ryan Mulcahy introduced new Show Production classes this month, with *Introduction to Show Production Systems* and *Stage Lighting Equipment - Level 1*. The new classes give students hands on experience with the truss system and the lighting equipment at the Melrose stage, filling out the course of study for the Show Production track.

Pedro Berrios and Bre Nax hosted four *Holiday Photo Shoots* for families during the month of December, with assistance from the Melrose Customer Service Team members Ashley Vazquez and Andi Cates. The events welcomed 96 attendees for holiday portraits at the Melrose Center Photo Studio and the Chickasaw Branch Library.

Melrose hosted the Annual Creative Community Meetup on December 13th, bringing together the photo, video, game design and graphic design pods to lead discussions on A.I. & its effect on the creative industry. The team demoed programs and resources involving A.I. for seven people.

We hosted two community meetups during December. Indienomicon returned to the Center on December 2nd for their Game Demo Day, drawing 17 attendees. On December 9th, the Orlando Creative Network welcomed 20 people to a poetry and creative wordsmithing workshop.

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

Orientations and Assessments

Orientations:60 Attendees:143

- Audio 4-10 (2-10 online)
- Photo 3-10
- Video 6-19
- 3D Printer 4-13
- Orion Laser Cutter 3-5
- Silhouette Cameo 4-6
- Glowforge Laser Printer 4-5
- General Orientation 4-20
- Flight Orientation/Assessment 8-14
- Driving Orientation/Assessment 16-25
- VR Learning Station 2-6

Assessments:31 Attendees:25

- Audio 11-9
- Photo 3-1
- Video 10-8
- 3D Printer 2-2
- Glowforge 3-3
- Silhouette Cameo Cutter 2-2

In-Person Classes

Classes:125 Attendees:309

- Audio 35-105
- Photo 13-19
- Video 21-53
- Fab Lab 10-34
- Fiber Arts 22-68
- Performing Arts 9-7
- Game Design 9-17
- Show Production 6-6

Online Classes

Classes:47 Attendees:71

- Audio 6-13
- Photo 4-0
- Video 5-5
- Fiber Arts 5-19
- Game Design 8-10
- Graphic Design 19-24

Throughout December, Juan Rivera had 13 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 13 *Makerspace Open Labs* in December with 174 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 10 attendees.

There were 8 *Sewing Open Labs* in December with 77 attendees visiting the Sewing Studio to work on their sewing projects with tools, machines and expert assistance.

There was 1 *Audio Open Lab* in December, with 3 attendees. The Audio instructors are promoting these sessions in the coming months as a way for aspiring artists to receive feedback and assistance from our team of audio engineers.

Studios, Spaces, Simulators

Booked 39 out of 56 Available Studio Sessions: 87 Attendees

- Audio 15 of 21 sessions booked, 36 attendees
 - *Of the six sessions not booked, 3 were late cancellations, 3 were on time cancellations and 1 was not booked*
- Photo 13 of 19 sessions booked, 33 attendees
 - *Of the seven sessions not booked, 3 were late cancellations, 2 were no show, 1 was an on time cancellation and 1 was not booked.*
- Video 11 of 16 sessions booked, 18 attendees
 - *Of the five sessions not booked, 3 were on time cancellations and 2 were not booked.*

Other Bookings:

- Sound Booths - 0
 - The sound booths were not open this month, as the construction of our new sound booth facilities continues.
- Editing Bays - 92
- LED Wall - 2
- Driving Simulator - 25
- Flight Simulator - 24
- Sim Development Rig -
- Glowforge Laser Printer - 16
- 3D Printer - 10

- Orion Laser Cutter – 1
- Silhouette Cameo Cutter - 2
- Rehearsal Space - 14

We welcomed 116 new Members during December via the [OnDemand Melrose Center General Orientation](#). Combined with our in-person General Orientation attendance of 20, we gained 136 new Members for the month.

Membership for Melrose Meetup groups increased across all groups during December:

- Orlando Audio 1,297 (+2)
- Orlando Fiber Arts Meetup 1,166 (+20)
- Orlando Digital Media Design 1,745 (+5)
- Orlando Melrose Makers 201 (+4)
- Orlando Out Tonight Theatre 3,043 (+34)
- Orlando Photo+Design 3,872 (+9)
- Orlando Video & Post Production 2,747 (+13)

North Orange

- On 12 December, 38 participants attended “Traffic JAM!” and learned about different traffic signals and basic rules of the road.
- On 14 December, North Orange hosted “Little Chef: Winter Cake in a Cup” with 29 attendees.
- On 15 December, 30 participants attended “Little Artist,” a preschool art program.
- On 19 December, North Orange hosted “Homeschool Explorers” with 26 attendees.
- During December, North Orange hosted 251 individuals during “Storytime Craft.”
- During December, North Orange distributed 255 boxes of non-perishable food items to families and children in partnership with Second Harvest Food Bank.
- In December, North Orange hosted “Virtual: Basic Spanish” on three days with 56 attendees.

South Creek

- On 2 December, South Creek hosted “Snow Science,” where children learned about snowflakes and performed frosty experiments. There were 26 attendees.
- On 4, 11, and 18 December, South Creek hosted children and caregivers for “Storybook Fun,” “Toddler Time,” and “Tiny Tales.” There were 313 participants.
- On 4, 11, and 18 December, “Caregiver Connect: Stay and Play,” where caregivers could interact with each other while their child explores imaginary play with toys and other children. There were 76 attendees.
- On 6, 13, and 20 December, South Creek hosted a Social Worker on site to assist with social and government services; 20 attendees participated in this service.
- On 16 December, South Creek hosted “Puzzle Swap,” where attendees could trade for ‘new to them’ puzzles. There were 28 attendees.
- On 16 December, South Creek hosted “A Grimm Escape,” where families solved puzzles to escape the Evil Queen. There were 34 participants.
- On 20 December, South Creek hosted “Little Chef: Melted Snowman Cookies,” where children and their caregivers created their own wintry sweet treat. There were 28 attendees.
- Throughout December, South Creek hosted “Character Mailbox,” where customers could write a letter to the character of the month, Super Mario. There were 96 letters submitted.
- Throughout December, South Creek hosted “English from Zero Level 1,” “English from Zero: Level 2,” and “English Conversation Hour” for English as a second language students. There were 345 students over 18 sessions.

- Throughout December, South Creek hosted the following Passive Events, “Pumpkin Pie,” “Penguin Card,” “Papercraft Snowflake,” “Snowman,” “New Year’s Handprint Craft,” and “Snow Globe Pop-Up Craft.” 621 passive crafts were distributed for families to complete at home.

South Trail

- On 8 December, South Trail staff participated in the “Holiday Resource Fair for Haitian Crime Victims” held at the Hispanic Office for Local Assistance and interacted with 42 attendees who learned about the library’s resources and services.
- On 6, 8, and 22 December, South Trail staff presented “Computer Basics Level 1” to 57 participants who learned how to navigate the computer desktop and basic mouse and keyboard techniques.
- On 14 December, South Trail staff hosted a table at Palmetto Elementary’s “Winter Concert” and interacted with 97 attendees who learned about library services.
- On 19 December, South Trail staff presented “Hand Sewing” to 18 students from the Fashion Club at Orlando Science High School who learned basic hand sewing techniques and created their own orange slice.
- In December, South Trail staff presented four Excel classes in Creole to 119 participants who learned basic Excel functions, how to create basic formulas, and how to work with different worksheets.
- In December, South Trail staff distributed 510 Second Harvest Food Bank breakfast and lunch boxes to the local community.
- Throughout December, South Trail staff presented four virtual “Citizenship Inspired” classes to 65 participants who prepared for the Citizenship test by participating in activities, studying materials provided, and practicing with each other.
- Throughout December, South Trail staff presented four “Creole Connect” programs to 151 attendees who practiced their English skills and interacted with other community members.
- Throughout December, South Trail staff presented nine in-person “English from Zero” classes to 363 participants who learned basic English and vocabulary for everyday life.
- Throughout December, South Trail staff distributed 1400 craft kits to families. The kits included reindeer-themed crafts, word searches, and coloring sheets.

Southeast

- On 4 December, Southeast hosted “Baby, It’s Cold Outside,” where 29 little ones and their caregivers explored winter through sensory activities.
- On 4 and 11 December, Southeast hosted “Hola Amigos: Spanish from Zero for Kids” where 67 students were introduced to the basics of the Spanish language.
- On 5 December, Southeast hosted “Bilingual Interactions with Ms. Brenda,” where 39 students practiced their bilingual speaking skills.
- On 5 and 19 December, Southeast hosted “Spanish from Zero: Basics,” where 69 students were introduced to the basics of the Spanish language.
- On 5, 7, 12, 14, 19, and 21 December, Southeast hosted “Spanish from Zero: Intermediate,” where 165 students learned Spanish grammar.
- On 11 December, Southeast hosted “Cuentame un Cuento,” where 23 attendees enjoyed an interactive bilingual storytime.
- On 12, 13, 19, 20, and 27 December, Southeast hosted “English from Zero,” where 116 students discussed and learned basic English vocabulary.
- On 14 December, Southeast hosted “Icy Science,” where 20 attendees combined ice, cold, and fun for experiments.
- On 18 December, Southeast hosted “Chilly Critters,” where 20 attendees learned about animals and their snowy homes with stories and crafts.
- In December, Southeast distributed 425 winter-themed crafts for kids.

Southwest

- On 2 December, 8 people attended “Book Page Gift Bags” to create one-of-a-kind gift bags made from book pages as part of the 100 Year celebration.
- On 4 December, Southwest introduced 21 babies and caregivers to important literacy practices to encourage learning and developmental growth during the “Baby Bookworms” program.
- On 4 December, Southwest invited families to “Homeschool Meetup – Gingerbread Houses,” where they used scientific thinking and design to create a gingerbread house. A total of 38 children and adults participated.
- On 5 December, Southwest hosted “Little Chef: Milk Carton Gingerbread Houses” to celebrate the season with 40 children and adults by building their own gingerbread houses.
- On 13 December, 43 Southwest children and caregivers learned about chilly animal friends and their snowy homes with fun stories, crafts, and activities during the “Chilly Critters” program.
- On 16 December, 10 adults attended “Beginner Line Dancing” to discover a great way to exercise and have fun listening to all types of music.
- On 19 December, 33 preschoolers and caregivers attended “Little Chef: Melted Snowman Cookies” at Southwest to build a snowman with wintry sweets.
- In December, as part of Southwest’s 7-Part online series “Let’s Knit Gift Toppers,” 12 participants created tiny sweaters, star ornaments, and mini-French hens to learn and practice different knitting techniques.
- From 22-29 December, Southwest staff gathered with 61 children and caregivers to unwrap and read a different winter-themed book each day during the “12 Days of Winter” program.

Washington Park

- On 2, 16, 23, and 30 December, Washington Park hosted “English from Zero: Level 1,” fostering the English language skills of 52 customers.
- On 4, 11, and 18 December, Washington Park hosted “Dungeons & Dragons” for 21 attendees who got to develop their characters and complete a quest.
- On 5, 12, 19, and 26 December, Washington Park hosted 211 children for “Zero to Five Storytime.”
- On 7 December, Washington Park hosted “Penguin Party” for the Lila Mitchell HeadStart. Twenty-five children and teachers enjoyed imaginary adventures where they warmed up with stories, math, science activities, and a craft featuring some icy friends.
- On 14 December, Washington Park hosted “Storytime with a K9 and Cop,” where 35 children and caregivers enjoyed a Storytime and interacted with an Orlando Police Department officer and police dog in a fun, informative environment.
- Throughout December, Washington Park hosted a “Character Mailbox,” where customers wrote 36 letters to the character of the month, Elmo!
- Throughout December, 69 Washington Park customers engaged with the passive crafts and activities that staff created, including a “Service Dogs” Scavenger Hunt, “Winter Carnival,” and “Spiral Snowman” crafts to celebrate the winter season.
- In December, Washington Park hosted 9 Fiber Arts based programs where 19 participants learned how to sew and crochet different winter-inspired patterns.

West Oaks

- On 6 December, “Online Class: Let’s Crochet Star Table Mat” showed 10 attendees how to crochet in the round and sew crocheted pieces together to make treasured keepsakes.
- On 7, 14, 21, and 28 December, a total of 63 attended “English from Zero” classes to practice their English language skills.
- On 7 December, “Using City Directories in Genealogy” showed 10 participants how to supplement their family’s research with this resource.

- On 8, 15, and 22 December, “Online Class: Let’s Crochet Ugly Sweater Applique” had a total attendance of 24 as attendees learned how to add the perfect touch to their last-minute ugly sweater projects.
- On 9 December, the Bollywood Dance Academy performed “Bollywood Dance” to a total of 19 attendees.
- On 10 December, 10 attendees utilized a Japanese book binding technique to create custom planners during the “DIY Planners” program.
- On 12 December, the 19 “Winter Cake in a Jar” attendees assembled a delicious and festive layer cake in a jar.
- On 15 December, the 12 “Evolution of Anime” participants explored the many Japanese art styles that led to the creation of some of today’s most beloved anime.
- On 20 December, a total of 24 attendees were introduced to different cultures and flavors during the “Snack Around the World: Greece” program.
- On 28 December, the “DNA Techniques Leeds & McGuire Methods” class showed 10 attendees how to utilize these genealogy problem-solving methods to help with their own DNA analyses.

Windermere

- On 5 and 19 December, Windermere Library hosted “Homeschool Spanish,” where 30 attendees learned all about winter words and phrases in Spanish.
- On 6 December, Windermere Library presented “Homeschool Jr. Winter Wonderland.” A total of 16 attendees enjoyed story time, songs, and a winter craft.
- On 7 and 14 December, Windermere Library hosted “Homeschool Discovery – Craft Mania,” where 53 attendees enjoyed an afternoon of making holiday crafts.
- On 8 and 22 December, Windermere Library hosted “Homeschool Art Expressions.” A total of 37 attendees created a Holiday Lights painting using watercolors.
- On 9 December, Windermere Library hosted “Holiday Family Photo,” where 25 attendees had a family photo taken with a holiday backdrop.
- On 11 December, Windermere Library presented “Chilly Critters.” A total of 20 attendees participated in storytime, activities, and a craft all about winter animals.
- On 19 December, Windermere Library presented “Little Picasso,” where 11 attendees learned about primary colors and how to create secondary colors by combining two primary colors.
- On 22 December, Windermere Library hosted “Homeschool Branch Out – Games Mania,” where 14 attendees enjoyed an afternoon of socializing and playing board games.
- On 23 December, Windermere Library presented “Holiday Cookie Decorating.” A total of 18 attendees decorated holiday cookies and then enjoyed eating them.
- In December, Windermere Library presented “English from Zero,” where 59 attendees learned basic vocabulary to improve their English.

Winter Garden

- On 1, 8, 15, 22, and 29 December, Winter Garden hosted “Storybook Fun,” “Toddler Time,” and “Tiny Tales” to 618 children and their caregivers.
- On 1, 8, 15, 22, and 29 December, Winter Garden hosted “Caregiver Connect: Stay and Play,” where 153 children and their caregivers interacted with each other while playing with sensory toys.
- On 4, 11, and 18 December, Winter Garden hosted “Mindful Start Yoga.” 116 children and parents practiced breathwork, mindfulness, and movement during these programs.
- On 5 December, Winter Garden staff hosted Icy Science to 18 people who explored the scientific nature of ice through chilling experiments.
- On 6 December, Winter Garden hosted a field trip for 65 Hope Charter School students and parents. While exploring their local library, they also learned about technologies such as snap circuits, Cubelets, and Sphero Indy.
- On 6, 13, 20, and 27, December, Winter Garden hosted the outdoor programs “Bubble Playtime” and “Parachute Play” to a total of 66 children and their caregivers.

- On 6, 13, 20, and 27 December, Winter Garden hosted “Bilingual Storytime” for 85 children and their caregivers.
- Throughout December, “Virtual Conversation Hour” and “English from Zero” had 115 participants joining virtually and in person to practice English as a Second Language.
- Throughout December, 130 Winter Garden customers wrote to SpongeBob and Patrick through the “Character Mailbox.”
- Throughout December, 314 customers participated in the passive activity “Make a Mitten.” Customers drew or colored in a mitten, which was then added to a display.

**Orange County Library System
Board of Trustees Meeting
January 18, 2024**

**Public Comment:
Non-Agenda Items**