

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

**Board Packet for November 2024**



---

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

November 7, 2024

To: Crockett Bohannon, President  
Nicole Benjamin, Vice President  
Sharon Smoley, Trustee  
Ashley Cisneros Mejia, Trustee  
Venessa Tomlin, Trustee

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

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

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 6:00 p.m. on November 14, 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**

November 14, 2024 ~ 6:00 p.m.

Orlando Public Library  
101 East Central Boulevard  
Orlando, Florida 32801

- 24-141 I. **Call to Order**
- 24-142 II. **Public Comment Policy & Procedures**
- 24-143 III. **Approval of Minutes: September 12, 2024 Library Board of Trustees Meeting**
- 24-144 IV. **Staff Presentations:**
  - Division of Human Resources:**  
**Yvonne Hartley, Neal Persaud and Colleen Hooks**
  - Marketing & Public Relations:**  
**Leigh Andrus and Ingrid Paramapoonya**
- 24-145 V. **Financial Statements and Summaries:**
  - September 2024**
  - October 2024**
- 24-146 VI. **Dashboard:**
  - September 2024 – Bethany Stone**
  - October 2024 – Bethany Stone**
  - FY 2024 Circulation & Door Count Report**
- 24-147 VII. **Action Items: Consent Agenda**
- 24-148 Approval of the Annual Plan of Service FY 2025: Steve Powell
- 24-149 Eatonville Branch Lease Renewal: Erica Grant
- 24-150 **Action Items: Non-Consent Agenda**
- 24-151 Election of Board Officers and Committee Appointments
- 24-152 Lake Nona Branch Project Budget: Bethany Stone
- 24-153 Human Resources Information System Authorization to Purchase:  
Yvonne Hartley and Thomas Beaver
- 24-154 Director's Evaluation & Personnel Committee Meeting:  
Evaluation & Minutes Approval: Sharon Smoley
- 24-155 VIII. **Discussion and Possible Action Items**
- 24-156 IX. **Information**
- 24-157 Strategic Plan FY 2024 – 4<sup>th</sup> Quarter Update: Erin Sullivan
- 24-158 Director's Goals FY 2024 – 4<sup>th</sup> Quarter Update
- 24-159 Strategic Plan FY 2025 – October Update
- 24-160 Director's Report
- 24-161 **Public Comment: Non-Agenda Items**

## X. **Adjournment**

**Next Meeting Dates: December 12, 2024 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- January 9, 2025 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801**

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

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

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Call to Order**

**Orange County Library System  
Board of Trustees Meeting  
November 14, 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  
November 14, 2024**

**Approval of Minutes:  
September 12, 2024 Library  
Board of Trustees Meeting**

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

September 12, 2024 ~ 6:00 p.m.

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

Library Board Present: Crockett Bohannon (9/0); Nicole Benjamin (12/2 – City);  
 Ashley Cisneros Mejia (12/0 – City);  
 Venessa Tomlin (8/2); Sharon Smoley (9/4)

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

- 24-126 I. **Call to Order**  
 President Bohannon called the meeting to order at 6:00 p.m.
- 24-127 II. **Public Comment Policy & Procedures**
- 24-128 III. **Approval of Minutes: August 8, 2024 Library Board of Trustees Meeting**  
 Trustee Smoley, seconded by Trustee Tomlin, moved to approve the minutes for the August 8, 2024 Board of Trustees meeting. Motion carried motion 5-0.
- 24-129 IV. **Staff Presentation: Summer at Your Library: Angela Colas, Claudia Piper, Melanie Higgins, and Jim Myers**
- 24-130 V. **Financial Statements and Summaries: August 2024**  
 CFO Shoemaker reported to the Board that \$2.4 million of the Horizon West budget has been spent and that site work should start in the next few weeks.
- The Board inquired about State Aid and how it is budgeted. Staff explained that each year the amount is unknown and the budget line item for State Aid is an estimate based on the amount received the previous year.
- 24-131 VI. **Dashboard: August 2024 – Danielle King**  
 Chief of Neighborhood Services King shared some highlights from the dashboard. In August, there was an overall 4% increase in items checked out. Digital checkouts saw an 8% increase, which is an average of 9,629 items per day. We also saw a 28% increase in door count.
- Event attendance went down 8% and technology class attendance went up 11% compared to last year. It is important to note that this attendance drop can be attributed to 10 locations hosting early voting over two weeks in August and there were less events offered due to space constraints during this time. And the North Orange Branch being closed for the month impacts the overall attendance numbers - last year had 2,000 in attendance.
- There were 1,129 events hosted with a total attendance of 30,082. From that total attendance, 26,861 were for in-person events and 3,221 were events hosted offsite. Staff also attended 75 community events, reaching 10,631 people.
- As the Board knows, the West Oaks Branch features a native butterfly garden. Visitors were treated to a unique pop-up program on August 28, when two caterpillars began to emerge from their chrysalises. The caterpillars were found on

milkweed in the branch's garden and moved to a terrarium at the customer service desk. Visitors to the location often stopped at the desk to track the caterpillars' metamorphosis. Even one Supervisor of Elections staff member stopped by the location after voting ended to check on the caterpillars. They were released with much fanfare following a children's program.

This month the social workers help a 77-year-old woman with her Duke Energy bill. The utilities were scheduled to be cut off on September 9<sup>th</sup> if she did not pay a past due amount. The woman has lung cancer and is on oxygen and cannot lose electricity to the home due to her medical equipment. The social worker contacted EHEAP (Emergency Home Energy Assistance for the Elderly), but an application could not be accepted as the application window had passed for the month. Due to the urgency of the customer's circumstances, the social worker contacted Duke Energy, and explained the special circumstances regarding the customers' health and how stopping the electricity to the home would be disastrous for her. After discussion with their customer service staff, the social worker received confirmation that the utilities would not be shut off and she was entered into an installment plan that moved her next payment to the end of October 2024. The relief on this customer's face was truly wonderful to see. This customer meets the age, residency, and income criteria to qualify for EHEAP and an appointment has been set for September 10<sup>th</sup> to submit this application. With the help from EHEAP, the customer's financial responsibility will be lessened, and her stress greatly reduced. Thank you to the social workers for all they do to help individuals overcome obstacles and learn about the resources available to them in the community.

September is National Library Card Sign-Up Month. This year, OCLS is excited to offer customers the opportunity to "pick" a limited-edition library card featuring original orange grove inspired artwork from our graphic designer Kelly Williams-Cramer. Any customer is eligible to pick the new card.

- 24-132 VII. **Action Items: Consent Agenda**
- 24-133 **Lake Nona Opening Day Collection Purchase: Bethany Stone**  
Trustee Smoley pulled the Opening Day Collection purchase from the Consent Agenda. Brief discussion ensued regarding the purchasing process and pricing. The Board requested additional information from staff. Vice President Benjamin, seconded by Trustee Cisneros Mejia, moved to approve the purchase of the Opening Day Collection for the Lake Nona branch. Motion carried 5-0.
- 24-134 **Action Items: Non-Consent Agenda**
- 24-135 **Orlando Public Library Roofing Contractor Ranking Approval: Steve Powell**  
Director Powell informed the Board that nothing in the issue statement for the roofing contractor ranking had changed from last month's meeting. The library's counsel, Heather Ramos of Gray Robinson, briefed the Board on the use of Request for Qualifications and Request for Pricing processes. Brief discussion ensued regarding the two processes. Trustee Tomlin, seconded by Trustee Cisneros Mejia, moved to approve the OPL Roofing Contractor Ranking. Motion carried 5-0.
- 24-136 **North Orange Remediation Project Budget Update: Steve Powell**  
Director Powell briefed the Board regarding the increase in the North Orange remediation budget. The increase is due to some unforeseen issues that needed to

be addressed. Trustee Cisneros Mejia, seconded by Trustee Tomlin, moved to approve the North Orange remediation project budget update. Motion carried 5-0.

24-136.1

### **Lake Nona Branch Project Update**

COO Bethany Stone announced that there will be a small ceremonial groundbreaking with U.S. Representative Darren Soto and Orlando Mayor Buddy Dyer soon. She also shared renderings of the new branch.

24-137 VIII.

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

24-138 IX.

### **Information**

24-139

### **Director's Report**

September is National Library Card Signup Month, and we currently have two promotions running to encourage people to get their cards. First, we have a limited-edition affinity card, designed by one of our talented in-house graphic designers Kelly Williams, that features a vintage orange blossom design inspired by the tradition of decorative orange-crate labels that used to be the hallmark of citrus houses in the region. The card can be requested by signing up or renewing a library card in person during the month of September, while supplies last. We are also partnering with local comic and record shops for a special giveaway that aligns with the American Library Association's Transformers-themed "Libraries: More Than Meets the Eye" campaign for National Library Card Signup Month. The local shops we are partnering with are giving people a chance to scan a QR code that takes them to more information about Orange County Library System and lets them fill out a form for a chance to win an ALA "Transformers Roll Out with a Library Card" poster or "Reading Comics is Reading" tote bag. Shops we are working with include Epic Comics, Coliseum of Comics Millenia, Gods & Monsters, Park Ave CDs and West Orange Comics & Video Games.

Tickets went on sale on Friday, September 6, for our first annual Lillian Louise Pharr Endowment Fund author event taking place at the Dr. Phillips Center for the Performing Arts on January 24. Our featured author is *New York Times* bestseller John Green, whose titles include *Turtles All the Way Down*, *The Fault in Our Stars*, *Looking for Alaska*, and *Paper Towns*. Tickets start at \$30 and proceeds from the event will help us bring more renowned authors to town in the future.

On September 20, the Chickasaw Branch hosts the annual Romance, Wine and Chocolate author event featuring best-selling author Brenda Jackson. Jackson will talk about her newest book, *The Cottage on Pelican Bay*, and the inspiration behind some of her other beloved titles.

September 15 marks the beginning of Hispanic Heritage Month, and multiple library locations are hosting events that celebrate Hispanic culture, music, food and art. For example, the Eatonville Branch is holding an exhibit of photography that focuses on the flavors and aesthetics of Colombian cuisine. *Flavors in Focus: A Culinary Photography Journey* by Juan Claudio Castillo is on display from September 1 through October 31, and on October 12 at noon, the artist will be on hand for a Meet the Artist talk to share insights about his work.

During the month of September, the Orlando Public Library will feature El Mariachi Show, La Calle Band, and Mexican Danza. Branches are planning craft activities, singalongs and Cuisine Corner Junior events to give kids a taste of Hispanic Heritage Month, too.

The Fairview Shores Branch is closed from September 9-22 for repairs, and Winter Garden Branch will undergo a refresh in 2025.

Winter Garden will be closed January 6, 2025, through February 15, 2025, and is expected to reopen on Monday, February 17, 2025.

A new library drop box has been installed at the Fashion Square Mall along Route 50. Ever since the Herndon Branch closed in 2020, we have heard from customers that they would like a more convenient drop-off location for library materials. We hope the box helps alleviate some of their concerns.

Finally, the library is undergoing a rebrand that will be in place on October 1. We have adopted a new logo, which we can reveal to you this evening, but will officially be revealed to the public tomorrow. We are also changing our domain name from a .info extension to a .org extension, to bring it in line with other trusted nonprofit domain extensions. On October 1, we will officially switch over to ocls.org on the public-facing side, and anyone who visits ocls.info will be redirected seamlessly to the new URL. We will use the rebrand to highlight not only the library's fresh new look, but also our new approach to service through our newly adopted strategic plan. Our marketing team is working on a campaign that uses the four pillars of the strat plan – to be welcoming, connected, forward-thinking and empowered – to highlight the work we are doing in those areas. Marketing and advertising pieces will begin to appear on billboard, TV, social media, digital ads, our website and in our locations on October 1.

President Bohannon asked how often the Board will see Strategic Plan updates and Director Powell stated that after the final FY 2023-2024 report next month, staff will report on the new Plan each month.

24-140

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

#### **X. Adjournment**

Trustee Smoley, seconded by Trustee Cisneros Mejia, moved to adjourn the meeting. Motion carried 5-0. President Bohannon adjourned the meeting at 7:08 p.m.

**Next Meeting Dates: October 10, 2024 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- November 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  
November 14, 2024**

**Staff Presentations**

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Financial Statements  
& Summaries**



## North Orange Remediation Project Budget

### Expenditures As of 10-31-2024

	<u>Original Budget</u>	<u>Change Order</u>	<u>Revised Budget</u>	<u>FY 24 Actual</u>	<u>FY 25 Actual</u>	<u>Variance</u>
<u>Project Code 24-009</u>						
Remediation	\$201,714	\$61,569	\$263,283	\$12,380	-	(\$250,903)
Sealing Painting	12,961	27,007	39,968	16,556	3,895	(\$19,517)
Flooring	60,395	-	60,395	-	63,852	\$3,457
Ceiling	49,588	14,958	64,546	61,346	-	(\$3,200)
Moving	75,312	-	75,312	-	-	(\$75,312)
Other	9,167	-	9,167	4,178	3,375	(\$1,614)
Contingency	20,000	(1,476)	18,524	-	-	(18,524)
<b>Project Costs</b>	<b>\$429,137</b>	<b>\$ 102,058</b>	<b>\$531,195</b>	<b>\$94,460</b>	<b>\$71,122</b>	<b>(\$365,613)</b>

**Horizon West Project Budget**  
**Expenditures As of 10-31-2024**

<b>Project Code 20-010</b>	<b>Vendor</b>	<b>Original Budget</b>	<b>Change Order</b>	<b>Revised Budget</b>	<b>FY 22 Actual</b>	<b>FY 23 Actual</b>	<b>FY 24 Actual</b>	<b>Total Actuals</b>	<b>Variance</b>
Demo Fund	Orange County	\$ 250,000	\$ -	\$ 250,000	\$ 250,000	\$ -	\$ -	\$ 250,000	\$ -
Design Team	Borrelli & Partners	1,554,944	-	1,554,944	54,793	567,246	671,293	\$ 1,293,332	(\$261,612)
Pre-construction Consulting	H.J. High	117,961	-	117,961	2,050	26,398	89,513	117,961	\$ -
Permitting & Impact Fees	Orange County	1,500,000	-	1,500,000	8,450	-	60,074	68,524	(\$1,431,476)
Construction	H.J. High	18,300,000	-	18,300,000	-	-	412,550	412,550	(\$17,887,450)
Threshold & Other Testing	TBD	150,000	-	150,000	-	-	-	-	(\$150,000)
FF & E	TBD	1,752,095	-	1,752,095	-	-	-	-	(\$1,752,095)
Opening Day Collection	TBD	1,250,000	-	1,250,000	-	-	-	-	(\$1,250,000)
Wildlife Mitigation	FWC & Others	650,000	-	650,000	-	-	477,900	477,900	(\$172,100)
Contingency		1,750,000	-	1,750,000	-	-	-	-	(\$1,750,000)
<b>Project Costs</b>		<b>\$27,275,000</b>	<b>-</b>	<b>\$27,275,000</b>	<b>\$315,293</b>	<b>\$593,644</b>	<b>\$1,711,330</b>	<b>\$2,620,267</b>	<b>(\$24,654,733)</b>

**Orange County Library System**  
**FY 2023-24 Financial Statement Highlights**  
**Twelve Months Ended September 30, 2024**  
**Preliminary**

**Project Summaries:**

Horizon West Branch Library: The Board approved the \$27,275,000 budget at the April 2024 meeting and the budget summary and actual expenditures are listed on the attached chart. The design is complete, a site permit has been issued, and site work started September 16, 2024.

North Orange Remediation: The Board approved the \$531,195 revised budget at the September 2024 meeting and the budget summary and actual expenditures are listed on the attached chart. The project is well underway and is nearing completion.

**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. Year-to-date, we have received \$68,941,185 or 100.8% of the budget.

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 \$711,874 which is 81.4% of the budget.

Fee Cards:

The Library budgeted \$75,000 for Fee Card revenues for FY 2023-24. Through September, we received \$169,793 or 226.4% of budgeted revenue. This is slightly higher than the five (5) year average.

Meeting Rooms:

The Library budgeted \$30,000 for meeting room revenues for FY 2023-24. Year-to-date, we received \$49,343 or 164.5% of budgeted revenues.

Faxes:

The Library budgeted \$10,000 for fax revenues and has received \$21,986 or 219.9% year-to-date.

Copy and Prints:

The Library budgeted \$75,000 for these services in FY 2023-24. We received \$213,814 or 285.1% of the budget through September which is a significantly higher percentage than that 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 September, we received \$11,838 or 98.6% of budgeted revenues.

Other:

The Library budgeted \$500 for these miscellaneous revenues in FY 2023-24. We received \$44,611 or 8,922.2% of the budget through September. The majority of the revenue, \$41,204, is the net proceeds from the November 6, 2023, author event. Those funds are in a reserve account to fund future events.

Fees and Lost Materials:

Revenues from Fees and Lost Materials through September are \$74,754 or 299.0% of the budget.

Investment Earnings:

As of the time of these reports, we have not received our September interest-earning statements. We continually monitor the investment markets with our investment advisors to ensure the principal of our funds are safe and secure.

Contributions-Other:

Year-to-date we have received \$57,297 or 114.6% 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 September we have received \$228,043 or 304.1% of the budget. This figure consists of \$78,720 for our annual internet rebate and \$149,322 rebate related to purchasing Board approved network equipment.

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 \$1,250,000 or 64.9% of budget.

Worker's Compensation:

The Worker's Compensation Expenditures are at \$124,036 or 95.4% of budget as these payments are paid quarterly in advance.

Unemployment Compensation:

The Unemployment Compensation Expenditures are at \$29 or 0.1% of budget.

*Delivery & Postage:*

The Delivery and Postage Expenditures are at 86.4% of the budget, which is in line with the FY allocation.

*Insurance:*

The Insurance Expenditures are at 86.4% of budget, as most of the insurance policies renew in October and must be pre-paid.

*Property Appraiser Fees:*

The expenditures in this category are at 95.9% of budget. These fees are paid quarterly in advance.

*Supplies Hardware Software:*

The expenditures in this category are at 10.2% of budget. This account is for any electronic-related purchase with a unit cost of less than \$1,000.

*Supplies – Programming:*

The expenditures in this category are at \$247,938. This account is for any supplies used for programming, mainly the Summer at Your Library Program. This account is a subset of the Supplies Account. The combined expenditure of Supplies and Supplies-Programming is 63.9% of the budget.

*Building Improvements Expense:*

The Library budgeted \$3,250,000 for various building improvement projects such as the materials for the Orlando Public Library Roof Replacement, Upgrade of the Orlando Public Library HVAC Controls, Third Floor Meeting Room Refresh, Orlando Public Library Outdoor Lighting, and Southwest HVAC Replacement. The \$1,659,455 expended so far is primarily related to the HVAC Controls and Third Floor Meeting Room projects.

*Library Materials:*

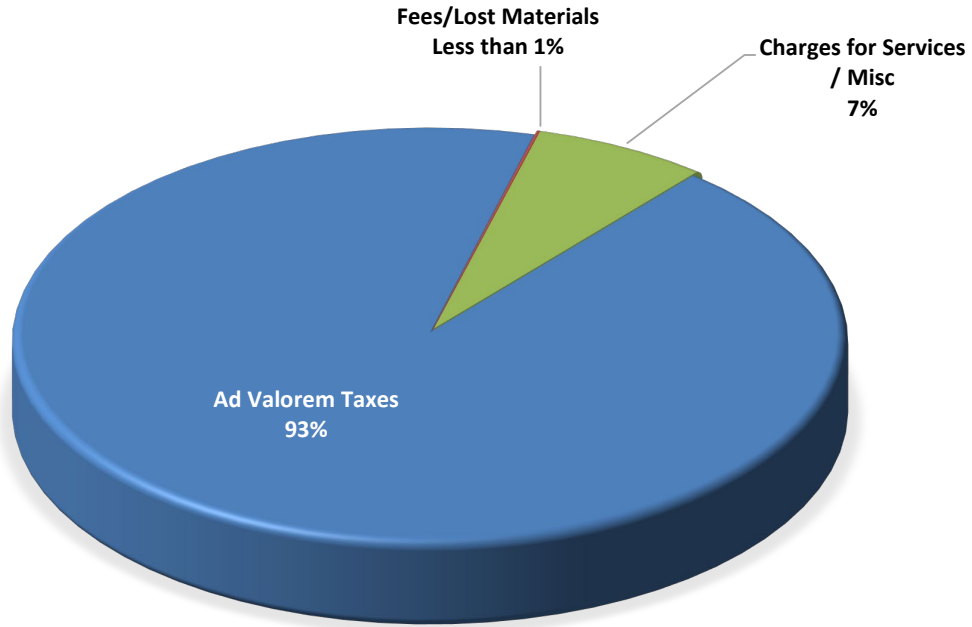
The expenditures in this category are at \$5,318,075 or 104.0% of budget. The overspend is due to popularity of on-line materials and increasing cost of electronic materials.

*Transfer To Capital Projects Fund:*

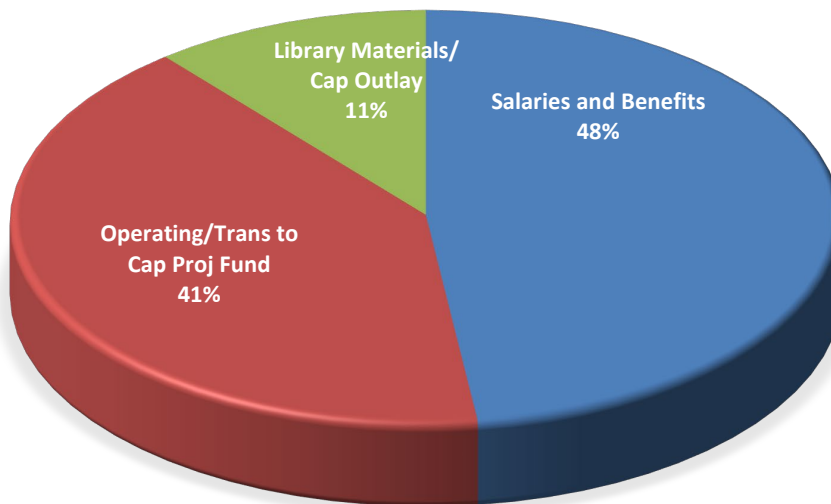
The expenditures in this category are at \$13,000,000 or 288.9% of budget. As noted in previous Board meetings, we would apply/transfer unused operating funds to this account to fund the Horizon West and Lake Nona construction projects. With the additional \$8.5M funding from operations and the \$2M additional interest earning, we are over 90% funded for both projects and will be fully funded in FY 2024-25

**ORANGE COUNTY LIBRARY DISTRICT**  
**Operating Fund**  
**Twelve Months Ended September 30, 2024**  
**Preliminary**

**REVENUES**



**EXPENDITURES**



**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
Twelve Months Ended September 30, 2024  
Preliminary**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(12 months= 100.0%)</b>
<b>AD VALOREM TAXES</b>	68,400,000	68,941,185	100.8%
<b>INTERGOVERNMENTAL</b>			
State & Federal Grant	675,000	95,191	14.1%
State Aid	200,000	616,683	308.3%
<b>CHARGES FOR SERVICES</b>			
Fee Cards	75,000	169,793	226.4%
PC Pass (\$10 for 7 days)	1,000	-	0.0%
PC Express (\$1 for 1 hour)	500	2,746	549.3%
Classes	1,000	560	56.0%
Meeting Rooms	30,000	49,343	164.5%
Faxes	10,000	21,986	219.9%
Ear Buds & Jump Drives	1,500	2,884	192.2%
Bag Sales	1,000	3,483	348.3%
Copy & Prints	75,000	213,814	285.1%
Passport Facility & Photo Fees	12,000	11,838	98.6%
Other	500	44,610	8922.0%
	<u>207,500</u>	<u>521,058</u>	<u>251.1%</u>
<b>FEES &amp; LOST MATERIALS</b>	25,000	74,754	299.0%
<b>MISCELLANEOUS</b>			
Investment Earnings	163,000	3,311,326	2031.5%
Sales of Surplus Property	2,000	5,346	267.3%
Contributions - Friends of Library	85,000	89,376	105.1%
Contributions - Others	50,000	57,297	114.6%
Internet Rebate	75,000	228,042	304.1%
Grants & Awards	20,000	64,610	323.0%
Miscellaneous	75,000	38,439	51.3%
	<u>470,000</u>	<u>3,794,436</u>	<u>807.3%</u>
<b>TRANSFER FR PROP APPRAISER</b>	32,000	106,293	332.2%
<b>TRANSFER FR TAX COLLECTOR</b>	546,500	-	0.0%
<b>TOTAL REVENUES</b>	<u><u>70,556,000</u></u>	<u><u>74,149,600</u></u>	<u><u>105.1%</u></u>

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

**Twelve Months Ended September 30, 2024**

**Preliminary**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(12 months= 100.0%)</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	26,175,000	23,477,781	89.7%
Medicare Taxes	400,000	333,829	83.5%
Defined Contribution Pension Plan	1,975,000	1,760,836	89.2%
Defined Benefit Pension Plan	1,925,000	1,250,000	64.9%
Money Purchase Pension Plan	1,675,000	1,466,019	87.5%
Life and Health Insurance (Employees)	4,350,000	3,559,157	81.8%
Worker's Compensation	130,000	124,036	95.4%
Unemployment Compensation	50,000	29	0.1%
Retiree Health Care (OPEB)	675,000	310,798	46.0%
Parking & Bus Passes	275,000	250,359	91.0%
	<u>37,630,000</u>	<u>32,532,844</u>	<u>86.5%</u>
<b>OPERATING</b>			
Professional Services	450,000	256,552	57.0%
Other Contractual Services	2,585,700	2,200,299	85.1%
Other Contract. Serv.- Janitorial	460,000	394,325	85.7%
Training and Travel	150,000	103,473	69.0%
Telecommunication	612,800	402,960	65.8%
Delivery and Postage	1,500,000	1,295,413	86.4%
Utilities	1,050,000	848,978	80.9%
Rentals and Leases	1,570,000	1,310,790	83.5%
Insurance	750,000	648,343	86.4%
Repairs and Maintenance/Leasehold Improvements	1,775,000	1,193,824	67.3%
IT Subscriptions/Maintenance Contracts	1,625,000	1,307,869	80.5%
Copying/Printing	355,000	296,597	83.5%
Promotional Activities	500,000	448,120	89.6%
Property Appraiser's Fee	715,000	685,835	95.9%
Tax Collector's Fee	1,380,000	1,356,180	98.3%
Supplies	1,246,500	548,055	44.0%
Supplies-Hardware/Software	700,000	71,290	10.2%
Supplies-Programming	-	247,938	-
Memberships	17,500	29,455	168.3%
	<u>17,442,500</u>	<u>13,646,296</u>	<u>78.2%</u>
<b>CAPITAL OUTLAY</b>			
Building and Improvements	3,250,000	1,659,455	51.1%
Equipment and Furniture	844,500	280,745	33.2%
Hardware/Software	1,275,000	477,715	37.5%
	<u>5,369,500</u>	<u>2,417,915</u>	<u>45.0%</u>
<b>LIBRARY MATERIALS</b>			
Materials - Restricted Contributions	14,000	43,010	307.2%
Materials - Other	5,100,000	5,275,065	103.4%
	<u>5,114,000</u>	<u>5,318,075</u>	<u>104.0%</u>
<b>TRANSFER TO CAPITAL PROJECTS FUND</b>	4,500,000	13,000,000	288.9%
<b>TRANSFER TO SINKING/EARR FUND</b>	500,000	1,000,000	200.0%
<b>TOTAL EXPENDITURES</b>	<u><u>70,556,000</u></u>	<u><u>67,915,130</u></u>	<u><u>96.3%</u></u>



**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Twelve Months Ended September 30, 2024  
Preliminary**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(12 months= 100.0%)</b>
<b>REVENUES</b>			
Investment Earnings	75,000	2,116,972	2822.6%
Transfer from Operating Fund	4,500,000	13,000,000	288.9%
Reserves	35,250,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>39,825,000</b>	<b>15,116,972</b>	<b>38.0%</b>
<b>EXPENDITURES</b>			
New Branch	12,500,000	1,633,736	13.1%
New Branch FFE	1,000,000	-	0.0%
New Branch Materials	1,000,000	-	0.0%
Reserves	25,325,000	13,483,236	53.2%
<b>TOTAL EXPENDITURES</b>	<b>39,825,000</b>	<b>15,116,972</b>	<b>38.0%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
SINKING FUND  
Twelve Months Ended September 30, 2024  
Preliminary**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(12 months= 100.0%)</b>
<b>REVENUES</b>			
Investment Earnings	25,000	280,384	1121.5%
Transfer from Operating Fund	500,000	1,000,000	200.0%
Reserves	4,607,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>5,132,000</b>	<b>1,280,384</b>	<b>24.9%</b>
<b>EXPENDITURES</b>			
Reserves-Building and Improvements	3,382,000	843,776	24.9%
Reserves-Horizon West Contract	1,000,000	249,490	24.9%
Reserves-Horizon West Demo	250,000	62,373	24.9%
Reserves-Technology	500,000	124,745	24.9%
<b>TOTAL EXPENDITURES</b>	<b>5,132,000</b>	<b>1,280,384</b>	<b>24.9%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
PERMANENT FUND  
Twelve Months Ended September 30, 2024  
Preliminary**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(12 months= 100.0%)</b>
<b>REVENUES</b>			
Investment Earnings	20,000	37,605	188.0%
Investment Fair Value	-	262,544	-
Reserves	1,076,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>1,096,000</b>	<b>300,149</b>	<b>27.4%</b>
<b>EXPENDITURES</b>			
Equipment	75,000	32,931	43.9%
Reserves	1,021,000	267,218	26.2%
<b>TOTAL EXPENDITURES</b>	<b>1,096,000</b>	<b>300,149</b>	<b>27.4%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND  
BALANCE SHEET - ASSETS  
September 30, 2024  
Preliminary**

**ASSETS**

Cash on Hand	15,763
Equity in Pooled Cash	1,167,852
Equity in Pooled Investments	43,677,446
Accounts Receivable	22,720
Inventory	104,877
Prepays	426,500
Other Assets - Deposits	<u>7,500</u>
<b>TOTAL ASSETS</b>	<b><u><u>45,422,658</u></u></b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND**  
**BALANCE SHEET - LIABILITIES & FUND BALANCE**  
**September 30, 2024**  
**Preliminary**

**LIABILITIES**

Accounts Payable	74,916
Accrued Wages Payable	613,262
Accrued Sales Tax	420
Accrued Fax Tax	59
Accrued N. Carolina St. Income Tax	840
Employee Payroll Deductions:	
Child Support	
Dental Insurance	4,043
Optional Life	2,359
Vision Plan	2,116
Weight Watchers	516
Short Term Disability	2,215
Accident/Critical/Hospital	643
Staff Association	6,680
Due To Friends of the Library	1,783
<b>TOTAL LIABILITIES</b>	<b>709,852</b>

**FUND BALANCE**

Nonspendable:	
Inventory	104,877
Prepaid Items and Deposits	434,000
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	32,931,910
Current Year Revenue over Expenditures	6,234,470
<b>TOTAL FUND BALANCE</b>	<b>44,712,806</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>45,422,658</b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**MONTHLY ROLLOVER**  
**September 30, 2024**  
**Preliminary**

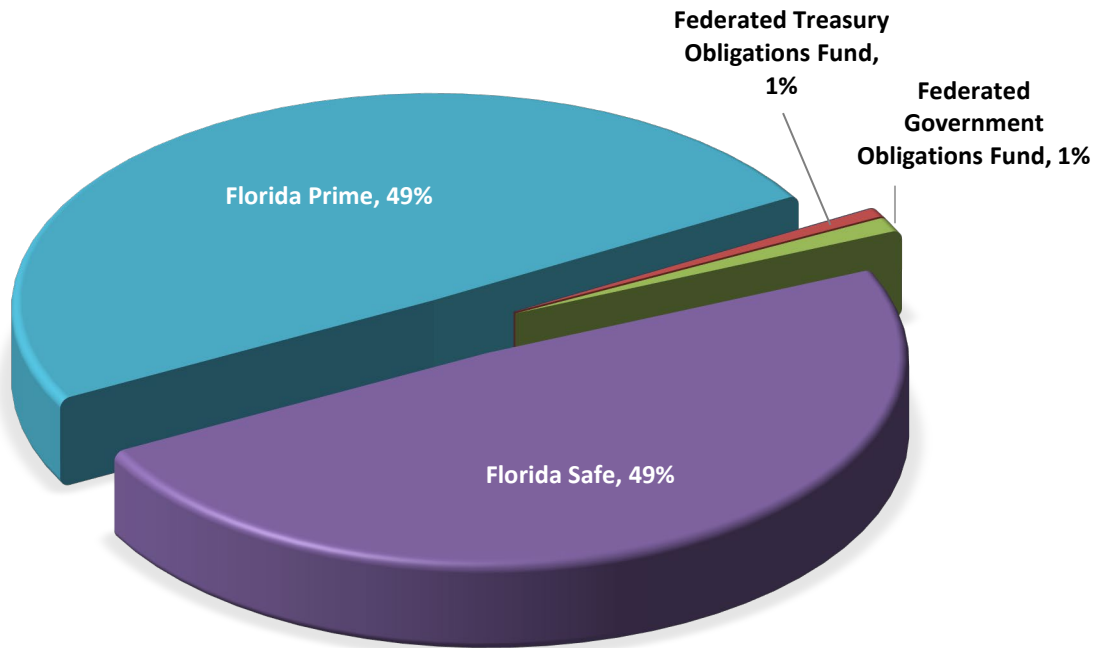
	<b>BALANCE</b> <b>08/31/24</b>	<b>RECEIPTS</b>	<b>DISBURSE</b>	<b>BALANCE</b> <b>09/30/24</b>
<b>OPERATING</b>				
Equity in Pooled Cash	795,011	4,486,087	4,113,246	1,167,852
Equity in Pooled Investments	53,940,439	253,674	10,516,667	43,677,446
	<b>54,735,450</b>	<b>4,739,761</b>	<b>14,629,913</b>	<b>44,845,298</b>
<b>CAPITAL PROJECTS</b>				
Equity in Pooled Investments	45,975,416	6,456,127	-	52,431,543
<b>SINKING</b>				
Equity in Pooled Investments	6,217,273	294,505	-	6,511,778
<b>SELF FUNDED HEALTH</b>				
Equity in Pooled Cash	1,818,895	315,124	476,316	1,657,703
Claims Payment Checking Account	73,000	429,493	429,493	73,000
Equity in Pooled Investments	4,754,439	21,845	-	4,776,284
	<b>6,646,334</b>	<b>766,462</b>	<b>905,809</b>	<b>6,506,987</b>

# ORANGE COUNTY LIBRARY DISTRICT GENERAL POOLED INVESTMENTS

September 30, 2024

Preliminary

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>
<b>MONEY MARKET FUNDS</b>	
Federated Treasury Obligations Fund	750,337
Federated Government Obligations Fund	1,206,083
<b>LOCAL GOVERNMENT INVESTMENT POOLS</b>	
Florida Safe	52,346,781
Florida Prime (SBA)-HW Demo Fund	263,477
Florida Prime (SBA)	52,830,373
<b>TOTAL</b>	107,397,051



**Orange County Library System  
FY 2024-25 Financial Statement Highlights  
One Month Ended October 31, 2024**

**Project Summaries:**

Horizon West Branch Library: Project to-date costs are \$2,620,267 or 9.6% of the \$27,275,000 approved project budget.

North Orange Remediation: Project to-date costs are \$165,582 or 31.2% of the \$531,195 approved project budget. The project is complete, and the branch is open, we are waiting on the final invoices to pay.

**Operating Fund Revenue & Expenditure Summaries:**

**Revenues:**

**Ad Valorem Taxes:**

The Library budgeted \$73,425,000 for Ad Valorem Taxes in FY 2024-25 based on property tax values, a millage rate of 0.3748, and a 5% statutory deduction. So far this year, we have received \$-0- or 0.0% 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 \$665,000 for State Aid Revenues and \$130,000 for other State and Federal Grants in FY 2024-25, based on anticipated funding from the various agencies. We have received \$0 which is 0.0% of the budget.

**Fee Cards:**

The Library budgeted \$100,000 for Fee Card revenues for FY 2024-25. Through October, we received \$850 or 0.9% 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 2024-25. Through October, we received \$306 or 1.0% of budgeted revenues.

**Faxes:**

The Library budgeted \$15,000 for fax revenues and have received \$471 or 3.1% year-to-date.

**Passport Facility & Photo Fees:**

The Library budgeted \$12,000 for passport facility and photo revenues for FY 2024-25. Through October, we received \$888 or 7.4% of budgeted revenues.



Copy and Prints:

The Library budgeted \$180,000 for these services in FY 2024-25. We received \$6,180 or 3.4% of budget thru October which are slightly lower than anticipated.

Fees and Lost Materials:

Revenues from Fees and Lost Materials thru October are \$1,820 or 3.8% of budget.

Investment Earnings:

As of the time of these reports, we have not received our October interest-earning statements. We will continue to monitor the investment markets with our investment advisors to ensure the principal of our funds are safe and secure.

Contributions-Other:

Through October we have received \$194 or 0.4% of the budget.

Internet Rebate:

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

Transfer From Tax Collector:

This account is used to record our revenue share from the Tax Collector's Office. The Library typically receives this funding in the last quarter of the fiscal year. So far in FY 2024-25 we have received \$-0- or 0.00% of the budget.

**Expenses:**

Defined Benefit Pension Plan:

The Defined Benefit Pension Plan Expenditures are at \$125,000 or 6.6% of budget. The revised estimate based on the actuarial report indicates we will spend approximately than \$1.5 million for the account in FY 2024-25.

Worker's Compensation:

The Worker's Compensation Expenditures are at \$-0- or 0.0% of budget.

Unemployment Compensation:

The Unemployment Compensation Expenditures are at \$246 or 0.4% of budget.

Delivery & Postage:

The Delivery and Postage Expenditures are at 7.3% of the budget, which is in line for the FY allocation.

Insurance:

The Insurance Expenditures are at 11.9% of budget, as a majority of the insurance policies renew in October and November and have to be pre-paid.

*Property Appraiser Fees:*

The expenditures in this category are at 24.5% of budget, which is in line with the budget.

*Supplies Hardware Software:*

The expenditures in this category are at 0.0% of budget. This account is for any electronic-related purchase with a unit cost of less than \$1,000.

*Supplies – Programming:*

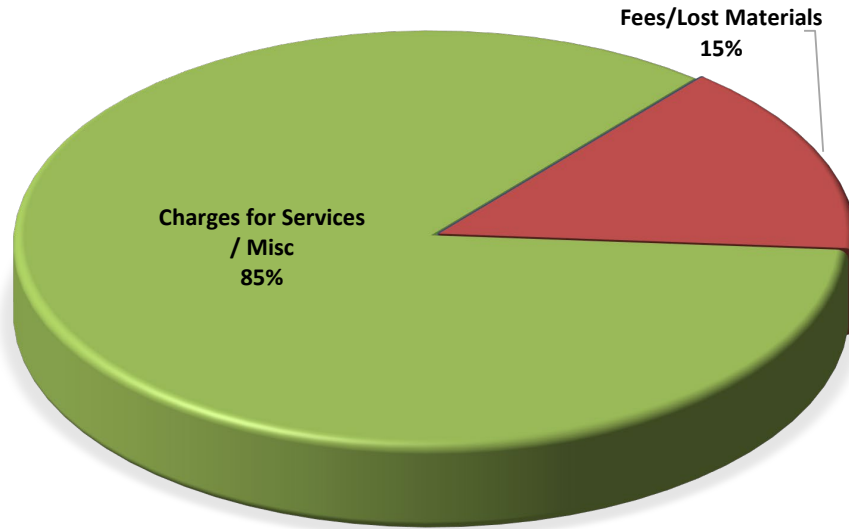
The expenditures in this category are at \$37,006. This account is for any supplies used for programming, mainly Summer Reading Program (SRP) and Community Engagement. This account is a sub-set of the Supplies Account. The combined expenditure of Supplies and Supplies-Programming are 6.0% of the budget, which is on target.

*Building Improvements Expense:*

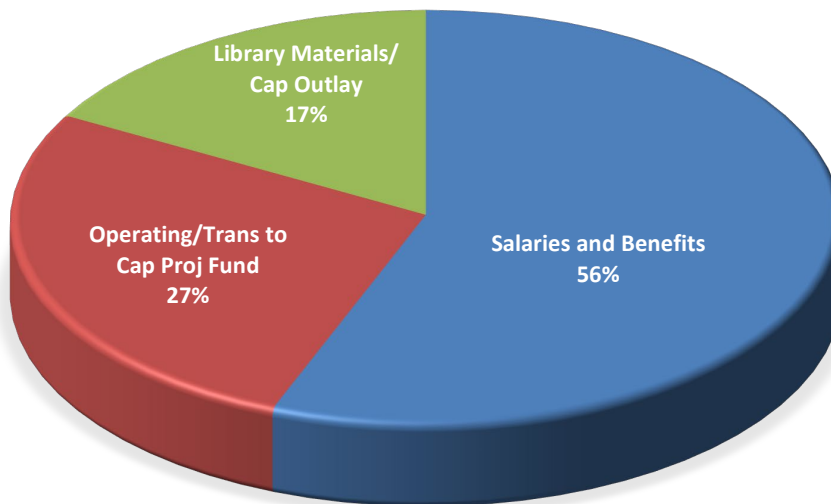
The Library budgeted \$9,000,000 for various building improvement projects such as the Main's Roof Replacement, OPL's Exterior Lighting Upgrade, OPL's Front Entrance Improvements, OPL's First Floor Renovation Design, Winter Garden Refresh, West Oaks HVAC Replacement and other system wide improvements. The \$74,107 expended so far is primarily related to the First Floor Renovation Design.

**ORANGE COUNTY LIBRARY DISTRICT**  
**Operating Fund**  
**One Month Ended October 31, 2024**

**REVENUES**



**EXPENDITURES**



**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
One Month Ended October 31, 2024**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>AD VALOREM TAXES</b>	73,425,000	-	0.0%
<b>INTERGOVERNMENTAL</b>			
Federal & State Grants	795,000	-	0.0%
<b>CHARGES FOR SERVICES</b>			
Fee Cards	100,000	850	0.9%
PC Express (\$1 for 1 hour)	700	157	22.4%
Meeting Rooms	30,000	306	1.0%
Faxes	15,000	471	3.1%
Ear Buds & Jump Drives	2,500	153	6.1%
Bag Sales	3,000	64	2.1%
Copy & Prints	180,000	6,180	3.4%
Passport Facility & Photo Fees	12,000	888	7.4%
Other	7,000	10	0.1%
	<u>350,200</u>	<u>9,079</u>	<u>2.6%</u>
<b>FEES &amp; LOST MATERIALS</b>	48,000	1,820	3.8%
<b>MISCELLANEOUS</b>			
Investment Earnings	1,166,500	-	0.0%
Sales of Surplus Property	5,000	-	0.0%
Contributions - Friends of Library	50,000	-	0.0%
Contributions - Others	50,000	194	0.4%
Internet Rebate	78,720	-	0.0%
Grants & Awards	15,000	-	0.0%
Miscellaneous	35,000	1,031	2.9%
	<u>1,400,220</u>	<u>1,225</u>	<u>0.1%</u>
<b>TRANSFER FR PROP APPRAISER</b>	50,000	-	0.0%
<b>TRANSFER FR TAX COLLECTOR</b>	582,000	-	0.0%
<b>TOTAL REVENUES</b>	<u><u>76,650,420</u></u>	<u><u>12,124</u></u>	<u><u>0.0%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND EXPENDITURE SUMMARY  
One Month Ended October 31, 2024**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	28,475,000	2,225,066	7.8%
Medicare Taxes	425,000	31,711	7.5%
Defined Contribution Pension Plan	2,150,000	166,880	7.8%
Defined Benefit Pension Plan	1,900,000	125,000	6.6%
Money Purchase Pension Plan	1,850,000	124,965	6.8%
Life and Health Insurance (Employees)	4,875,000	334,628	6.9%
Worker's Compensation	150,000	-	0.0%
Unemployment Compensation	60,000	246	0.4%
Retiree Health Care (OPEB)	650,000	29,537	4.5%
Parking & Bus Passes	300,000	20,405	6.8%
	<u>40,835,000</u>	<u>3,058,438</u>	<u>7.5%</u>
<b>OPERATING</b>			
Professional Services	550,000	19,700	3.6%
Other Contractual Services	3,000,000	50,833	1.7%
Other Contract. Serv.- Janitorial	520,000	22,553	4.3%
Training and Travel	250,000	3,938	1.6%
Telecommunication	650,000	15,865	2.4%
Delivery and Postage	1,600,000	116,285	7.3%
Utilities	1,150,000	20,325	1.8%
Rentals and Leases	1,660,000	99,379	6.0%
Insurance	925,000	110,044	11.9%
Repairs and Maintenance/Leasehold Improvements	1,925,000	103,193	5.4%
IT Subscriptions/Maintenance Contracts	1,855,000	177,101	9.5%
Copying/Printing	400,000	8,603	2.2%
Promotional Activities	500,000	25,740	5.1%
Property Appraiser's Fee	741,000	181,845	24.5%
Tax Collector's Fee	1,500,000	-	0.0%
Supplies	1,400,000	47,536	3.4%
Supplies-Hardware/Software	850,000	-	0.0%
Supplies-Programming	-	37,006	-
Memberships	20,000	-	0.0%
	<u>19,496,000</u>	<u>1,039,946</u>	<u>5.3%</u>
<b>CAPITAL OUTLAY</b>			
Building and Improvements	9,000,000	74,107	0.8%
Equipment and Furniture	1,000,000	4,790	0.5%
Hardware/Software	1,875,000	19,960	1.1%
	<u>11,875,000</u>	<u>98,857</u>	<u>0.8%</u>
<b>LIBRARY MATERIALS</b>			
Materials - Restricted Contributions	15,000	-	0.0%
Materials - Other	6,356,400	811,983	12.8%
	<u>6,371,400</u>	<u>811,983</u>	<u>12.7%</u>
<b>TRANSFER TO CAPITAL PROJECTS FUND</b>	5,000,000	416,667	8.3%
<b>TRANSFER TO SINKING/EARR FUND</b>	500,000	41,667	8.3%
<b>TOTAL EXPENDITURES</b>	<u><u>84,077,400</u></u>	<u><u>5,467,558</u></u>	<u><u>6.5%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
One Month Ended October 31, 2024**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>REVENUES</b>			
Investment Earnings	125,000	-	0.0%
Transfer from Operating Fund	5,000,000	416,667	8.3%
Reserves	43,600,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>48,725,000</b>	<b>416,667</b>	<b>0.9%</b>
<b>EXPENDITURES</b>			
New Horizon West Branch	24,725,000	-	0.0%
New Branch FFE	1,000,000	-	0.0%
New Branch Materials	1,000,000	-	0.0%
New Lake Nona Branch	1,500,000	-	0.0%
Reserves	20,500,000	416,667	2.0%
<b>TOTAL EXPENDITURES</b>	<b>48,725,000</b>	<b>416,667</b>	<b>0.9%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
SINKING FUND  
One Month Ended October 31, 2024**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>REVENUES</b>			
Investment Earnings	50,000	-	0.0%
Transfer from Operating Fund	500,000	41,667	8.3%
Reserves	5,357,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>5,907,000</b>	<b>41,667</b>	<b>0.7%</b>
<b>EXPENDITURES</b>			
Reserves-Building and Improvements	4,157,000	29,323	0.7%
Reserves-Horizon West Contract	1,000,000	7,054	0.7%
Reserves-Horizon West Demo	250,000	1,763	0.7%
Reserves-Technology	500,000	3,527	0.7%
<b>TOTAL EXPENDITURES</b>	<b>5,907,000</b>	<b>41,667</b>	<b>0.7%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
PERMANENT FUND  
One Month Ended October 31, 2024**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(1 month= 8.3%)</b>
<b>REVENUES</b>			
Investment Earnings	25,000	-	0.0%
Investment Fair Value	-	-	-
Reserves	1,096,000	-	0.0%
<b>TOTAL REVENUES</b>	<b>1,121,000</b>	-	<b>0.0%</b>
 <b>EXPENDITURES</b>			
Equipment	75,000	-	0.0%
Reserves	1,046,000	-	0.0%
<b>TOTAL EXPENDITURES</b>	<b>1,121,000</b>	-	<b>0.0%</b>



**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND  
BALANCE SHEET - ASSETS  
October 31, 2024**

**ASSETS**

Cash on Hand	15,763
Equity in Pooled Cash	702,551
Equity in Pooled Investments	39,427,127
Accounts Receivable	3,598
Due from Other Funds	7,000
Inventory	104,877
Prepays	572,305
Other Assets - Deposits	7,500

**TOTAL ASSETS**

**40,840,721**

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND  
BALANCE SHEET - LIABILITIES & FUND BALANCE  
October 31, 2024**

**LIABILITIES**

Accounts Payable	409,334
Accrued Wages Payable	882,753
Accrued Sales Tax	502
Accrued Fax Tax	78
Accrued N. Carolina St. Income Tax	252
Employee Payroll Deductions:	
Child Support	
Dental Insurance	1,631
Optional Life	1,627
Vision Plan	(2,188)
Weight Watchers	516
Short Term Disability	2,209
Accident/Critical/Hospital	581
Money Purchase Plan	(257)
Staff Association	6,656
Due To Friends of the Library	1,802
<b>TOTAL LIABILITIES</b>	<b>1,305,496</b>

**FUND BALANCE**

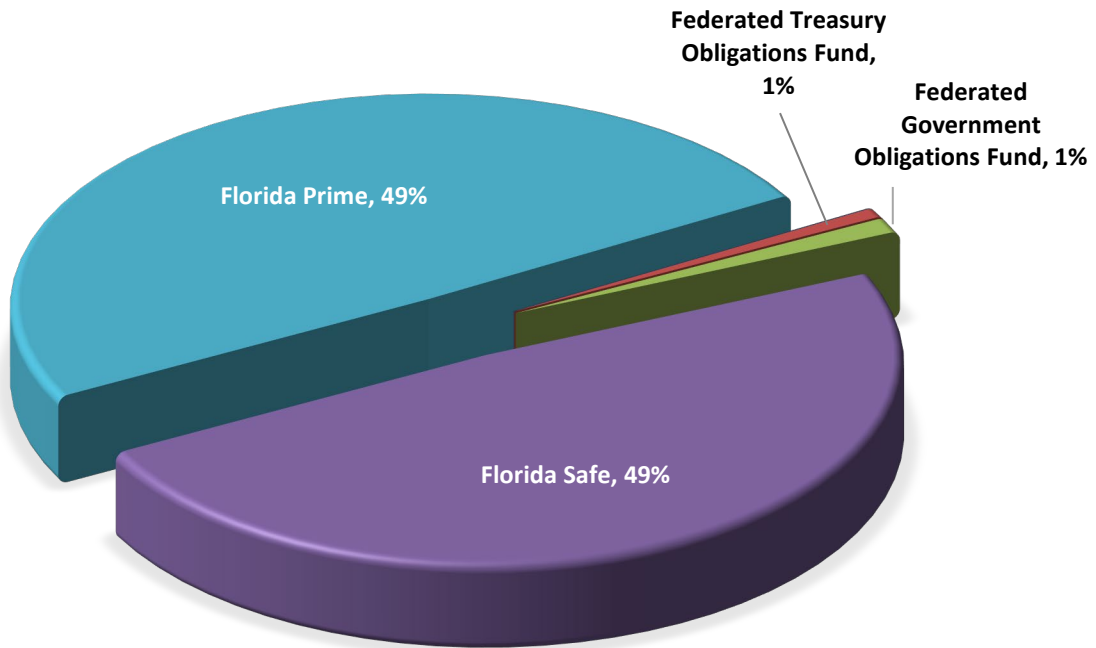
Nonspendable:	
Inventory	104,877
Prepaid Items and Deposits	579,805
Annetta O'B Walker Trust Fund	4,000
A.P. Phillips Memorial Fund	100,000
Willis H. Warner Memorial Fund	33,712
Perce C. and Mary M. Gullett Memorial Fund	19,805
Committed:	
Vivian Esch Estate Fund	44,198
Edmund L. Murray Estate Fund	724,689
Arthur Sondheim Estate Fund	39,941
Strategic Plan	4,000,000
Assigned:	
N. Gaiman/Dr. Phillips Ctr Event Proceeds	41,204
Unassigned	39,298,428
Current Year Expenditures over Revenue	(5,455,434)
<b>TOTAL FUND BALANCE</b>	<b>39,535,225</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>40,840,721</b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**MONTHLY ROLLOVER**  
**October 31, 2024**

	<b>BALANCE</b> <b>09/30/24</b>	<b>RECEIPTS</b>	<b>DISBURSE</b>	<b>BALANCE</b> <b>10/31/24</b>
<b>OPERATING</b>				
Equity in Pooled Cash	1,167,852	4,831,190	5,296,491	702,551
Equity in Pooled Investments	43,677,446	208,014	4,458,333	39,427,127
	<b>44,845,298</b>	<b>5,039,204</b>	<b>9,754,824</b>	<b>40,129,678</b>
<b>CAPITAL PROJECTS</b>				
Equity in Pooled Investments	<b>52,431,543</b>	<b>626,257</b>	-	<b>53,057,800</b>
<b>SINKING</b>				
Equity in Pooled Investments	<b>6,511,778</b>	<b>68,779</b>	-	<b>6,580,557</b>
<b>SELF FUNDED HEALTH</b>				
Equity in Pooled Cash	1,657,703	347,196	411,389	1,593,510
Claims Payment Checking Account	73,000	340,446	340,446	73,000
Equity in Pooled Investments	4,776,284	20,303	-	4,796,587
	<b>6,506,987</b>	<b>707,945</b>	<b>751,835</b>	<b>6,463,097</b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**GENERAL POOLED INVESTMENTS**  
**October 31, 2024**

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>
<b>MONEY MARKET FUNDS</b>	
Federated Treasury Obligations Fund	753,412
Federated Government Obligations Fund	1,211,044
 <b>LOCAL GOVERNMENT INVESTMENT POOLS</b>	
Florida Safe	50,570,622
Florida Prime (SBA)-HW Demo Fund	264,600
Florida Prime (SBA)	51,062,393
<b>TOTAL</b>	103,862,071

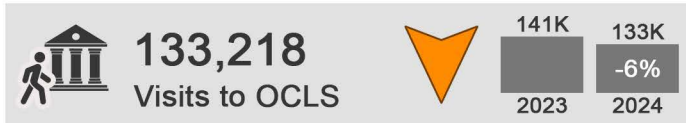


**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

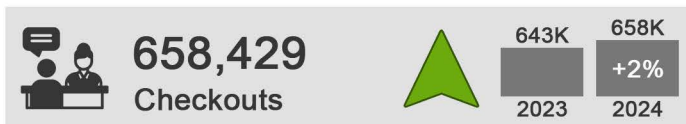
**Dashboard**

# Monthly Report: September 2024

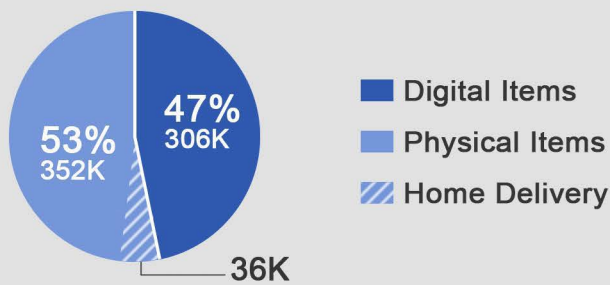
## People



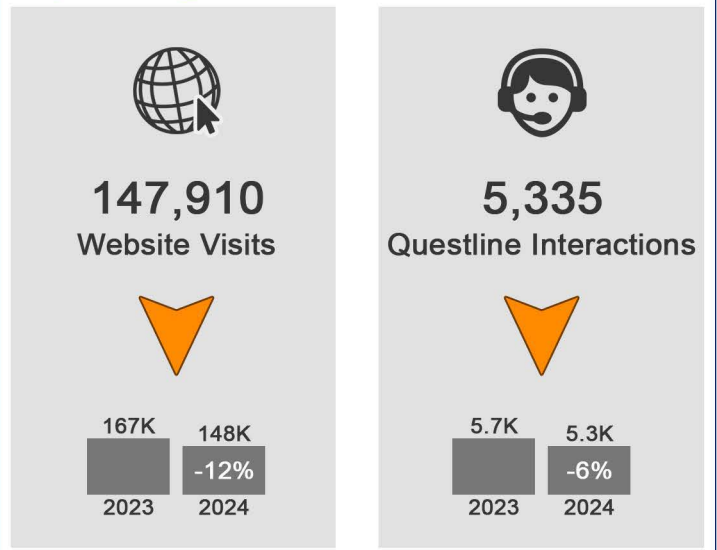
## Collection



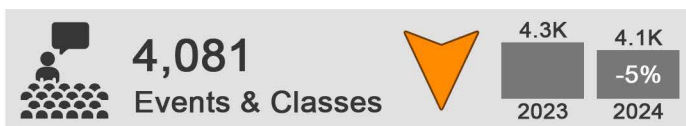
### Checkouts by Collection Type



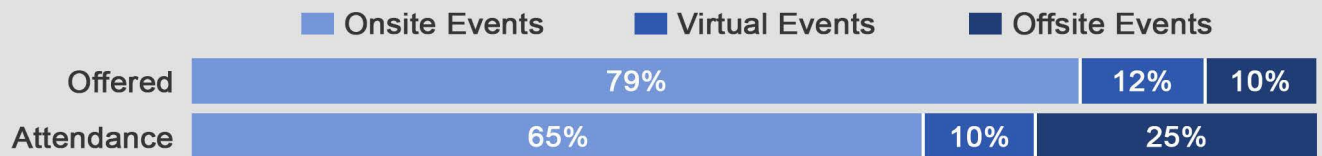
## Spotlight: Offsite Contacts



## Events & Classes



### Event & Class Types



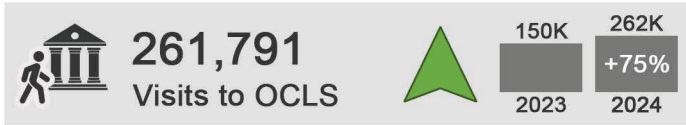
## Customer Comment

*"The Community Engagement team have engaged the ECAMP Lab at UCF to provide adaptive storytimes for young children with disabilities. Their support and engagement have been nothing short of incredible and provided connections for so many families in our community."*

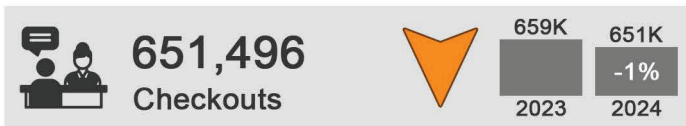
- UCF Staff

# Monthly Report: October 2024

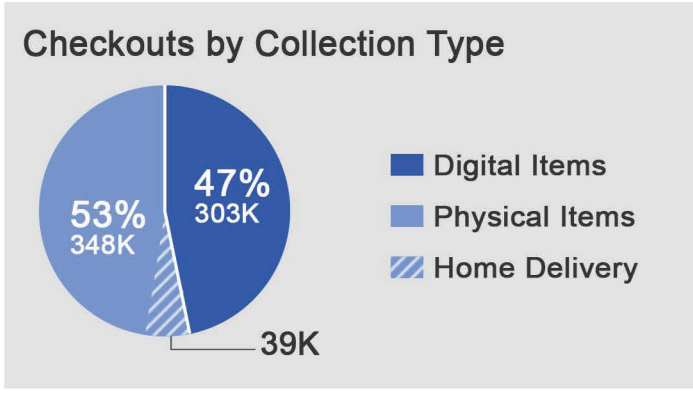
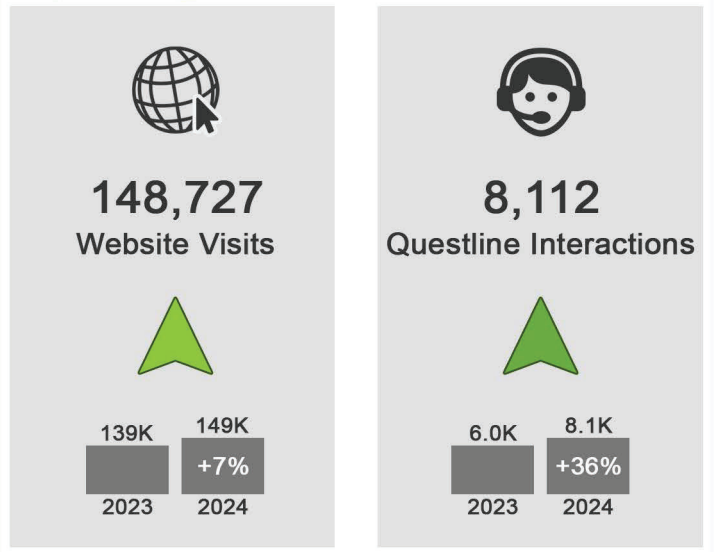
## People



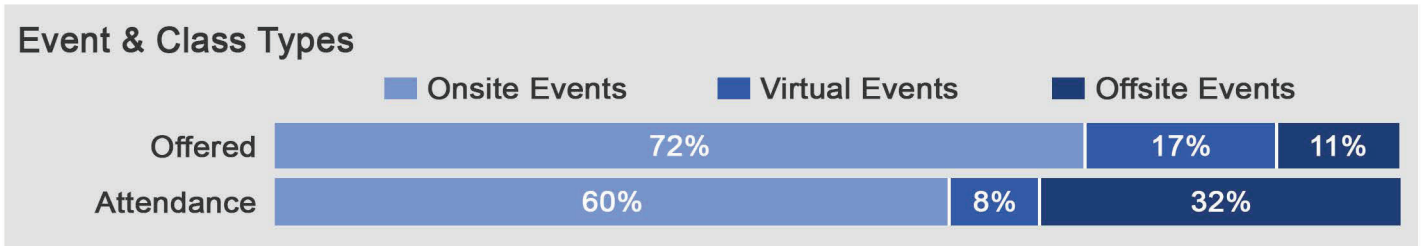
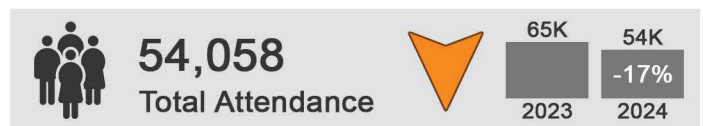
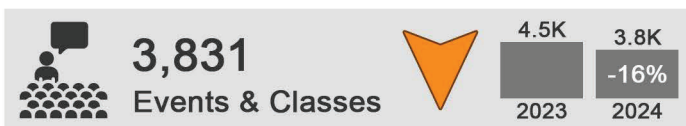
## Collection



## Spotlight: Offsite Contacts



## Events & Classes



## Customer Comment

*"The Library's contact at Arnold Palmer, Jay B, shared that OCLS is the single easiest group he works with. He loves the work put into each activity and values that he can entirely trust OCLS to run a great program for his patients without worrying that he needs to oversee library staff."* - Community Engagement Dept., OCLS)

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

FY 2024

October 1, 2023 - September 30, 2024

Location	Days Open	Circulation Total	% of Total	Year Ago	Gain (Loss)	% Gain - Loss	Drive Up Window Visits	Walk In Visits	Total Visits	Drive Up Window Visits Previous Year	Walk In Visits Previous Year	Visits Previous Year	Gain (Loss)	%Gain (Loss)
Main	346	2,472,160	23.70%	2,327,657	144,503	6.21%		360,237	360,237		314,336	314,336	45,901	14.60%
MAYL	253	448,876	4.30%	433,915	14,961	3.45%		420,436	420,436		405,142	405,142	15,294	3.77%
Databases	-	894,554	8.57%	963,784	(69,230)	-7.18%		-	-		-	-		
Digital Products	-	1,692,881	16.23%	1,234,773	458,108	37.10%		-	-		-	-		
Digital Downloads	-	3,524,760	33.79%	2,976,444	548,316	18.42%		-	-		-	-		
Talking Books	346	53,262	0.51%	57,662	(4,400)	-7.63%		24	24		4	4	20	500.00%
Chickasaw	304	103,971	1.00%	112,279	(8,308)	-7.40%		125,368	125,368		115,879	115,879	9,489	8.19%
West Oaks	346	76,018	0.73%	78,318	(2,300)	-2.94%		89,319	89,319		84,666	84,666	4,653	5.50%
Alafaya	325	189,491	1.82%	203,454	(13,963)	-6.86%	23,817	145,079	168,896	58,541	140,691	199,232	(30,336)	-15.23%
Southeast	304	141,891	1.36%	143,463	(1,572)	-1.10%		126,591	126,591		116,462	116,462	10,129	8.70%
Hiawassee	304	50,068	0.48%	49,510	558	1.13%		107,010	107,010		92,873	92,873	14,137	15.22%
Southwest	304	146,118	1.40%	152,193	(6,075)	-3.99%		121,471	121,471		123,758	123,758	(2,287)	-1.85%
Edgewater	304	55,759	0.53%	60,642	(4,883)	-8.05%		82,211	82,211		82,436	82,436	(225)	-0.27%
North Orange	346	87,756	0.84%	111,909	(24,153)	-21.58%		74,518	74,518		84,124	84,124	(9,606)	-11.42%
South Creek	346	129,603	1.24%	134,940	(5,337)	-3.96%	9,061	108,037	117,098	9,547	106,574	116,121	977	0.84%
South Trail	304	33,818	0.32%	39,258	(5,440)	-13.86%		124,595	124,595		91,737	91,737	32,858	35.82%
Winter Garden	304	164,443	1.58%	170,417	(5,974)	-3.51%	16,023	104,006	120,029	17,248	100,874	118,122	1,907	1.61%
Windermere	304	128,129	1.23%	115,138	12,991	11.28%		84,180	84,180		68,500	68,500	15,680	22.89%
Washington Park	304	23,729	0.23%	20,165	3,564	17.67%		55,620	55,620		46,166	46,166	9,454	20.48%
Eatonville	304	15,556	0.15%	15,726	(170)	-1.08%		47,291	47,291		45,283	45,283	2,008	4.43%
<b>Totals</b>	<b>5,002</b>	<b>10,432,843</b>	<b>100.00%</b>	<b>9,401,647</b>	<b>1,031,196</b>	<b>10.97%</b>	<b>48,901</b>	<b>2,175,969</b>	<b>2,224,870</b>	<b>85,336</b>	<b>2,019,505</b>	<b>2,104,837</b>	<b>120,033</b>	<b>5.70%</b>



**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Action Items: Consent Agenda**

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Annual Plan of Service FY 2025**

# **ORANGE COUNTY LIBRARY SYSTEM ANNUAL PLAN OF SERVICE FOR FY 2024 - 2025**

## **I. ISSUE STATEMENT**

Library Board approval is needed for the Library's Annual Plan of Service for October 1, 2024, through September 30, 2025 (FY 2024 – 2025).

## **II. BACKGROUND & SUMMARY**

An Annual Plan of Service ensures the library's near-term commitment to the community and provides direction for staff. Also, to remain eligible for annual State Aid to Libraries funding, a current Annual Plan of Service must be on file with the State Library of Florida. OCLS received \$616,683 in State Aid for the current fiscal year.

## **III. CONSIDERATION**

The library is requesting that the board approve the Annual Plan of Service for FY 2024 – 2025.

## **IV. RECOMMENDATION**

Staff recommends that the library board approve the proposed Annual Plan of Service for FY 2024 – 2025.

**ORANGE COUNTY LIBRARY SYSTEM**

**ANNUAL PLAN OF SERVICE**

**October 1, 2024 – September 30, 2025**

**Purpose Statement:**

**Enriching lives through experiences and opportunities  
to learn, grow and connect.**

## BE WELCOMING

**Objective:** We will provide excellent customer service, create inviting spaces and ensure accessibility so the community feels welcome at OCLS.

**Activity:** Provide additional ways to access library services throughout the county.

- Expand in-demand library services so that they are accessible to more people in the community.
  - Improve the process for providing building tours to the public.
  - Look for opportunities to expand Local Wanderer program.
  - Melrose Center staff will offer classes and events at select branch locations and outreach events.
  - Create a series of basic level Melrose-related content to be offered at branch locations by Technology Trainers.
  - Share resources to support Lego Club programs at every branch.
  - Create training, scripts, and guidelines to further support Homeschool groups.
  - Create on-demand and live virtual resources, classes, and programming for adults.
  - Share resources to support Book Club programs at every branch.
  - Expand the Orange Crate program to an audience beyond the current pre-school focused offering.
  - Reopen OPL Drive Up Window full time to provide service to customers.
  - Explore expanding passport services to additional days and times.
- Partner with more organizations willing to host offsite library events and resources.
  - Define criteria for successful offsite events, specifically social workers, outreach team and storytellers.
  - Identify and contact potential offsite partner and event locations based on criteria.

**Activity:** Regularly access interior spaces to maximize usage and accommodate a variety of user experiences and needs.

- Evaluate the customer experience in public spaces.
  - Review accessibility devices and features at all locations.
  - Review collateral on display at all locations, conduct annual audit of marketing collateral and ask for feedback about marketing needs.
  - Collaborate with IT Services to evaluate the public computer area layout to improve accessibility and navigation.
  - Explore creating sensory experiences in various locations.
- Explore opportunities to optimize accessibility.

- Improve communications about meeting rooms (streamline/update agreement, recreate meeting room fliers, clarify for staff meeting room policies, etc.).
- Update youth program and youth class descriptions to include information about required skills, learning objectives and included activities so that customers can make better informed decisions.
- Explore accessibility tools to provide for customer use at each service point.

**Activity:**     **Focus on customer service training that addresses the needs of Orange County residents.**

- Provide staff training for best practices of how to support underserved populations.
  - Work with OPL to develop team trainings and communication with downtown customers.
  - Create a LibGuide with resources for caregivers on supporting children and families impacted by incarceration.
  - Develop resources for staff on social services.
  - Facilitate two social workers and/or community partner led trainings for staff per year.
  - Share information about diverse offerings in the collection with all public service departments.
- Implement systemwide expectations and training based on the Customer Service Story.
  - Evaluate the current service story framework and define customer service measurables.
  - Make updates based on feedback and organization needs which will include on-going system-wide training.
  - Create part two of new employee orientation, focused on the service framework, the rules of conduct and de-escalation best practices.

## BE CONNECTED

**Objective:** We will promote engagement, facilitate partnerships and generate awareness so the community feels connected to OCLS.

**Activity:** Intentionally invest in meaningful relationships and partnerships with organizations that are aligned with the library's purpose.

- Support partnerships with local educational institutions to promote services.
  - Develop Melrose-centered field trip experiences for special interest clubs at local high schools.
  - Revamp the school partnership program.
  - Expand library card sign-ups for Pre-K, VPK, and Head Start locations.
  - Connect with higher educational institutions for collaboration.
- Support partnerships with health and wellness organizations.
  - Support health and wellness partner activities through news media story pitches, blog posts, social media and photo/video support.
  - Connect with local health and wellness organizations for potential collaboration.
- Leverage partnerships to enhance services.
  - Look for new grant and sponsorship opportunities for Friends.
  - Enhance in-location tabling events throughout the system with qualified community partners and organize systemwide resource fairs to optimize community partnerships .

**Activity:** Explore ways to foster higher engagement rates.

- Focus on connecting with different segments of the community.
  - Explore, plan and implement joint marketing opportunities with new and likeminded organizations.
  - Research and test marketing opportunities that target teens, seniors and immigrants to coordinate with the Community Engagement Department's focus on those groups.
  - Expand marketing on college campuses through digital advertising in student unions.
  - Connect with organizations and agencies that provide service for teens.
  - Connect with organizations and agencies that provide services for seniors.
  - Connect with organizations and agencies that provide services for immigrants.
  - Create and implement a notification system for relevant classes and events held within a specific timeframe and geographical location.
- Create challenges, contests, and initiatives for customers who use library services.
  - Create new affinity card designs to encourage increased sign-up.
  - Revamp and relaunch a large-scale Lego contest for children and families.

- Reimagine the current fiber arts community project to both promote inclusivity of various forms of fiber arts and increase visibility of the project throughout the system.
- Regularly implement activities such as scavenger hunts and contests to promote library material checkouts and services.
- Create challenges or contests related to the usage of various library collections.
- Create opportunities for customers to participate in creating book displays.
- Support contest efforts using voting functionality on the website.

**Activity:**     **Pursue opportunities to raise visibility of OCLS in the community.**

- Seek partnerships with organizations willing to collaborate on marketing initiatives.
  - Look for new opportunities to market library offerings in community-based publications, venues and organizations (community centers and organizations, HOAs, nonprofits, small businesses, community newspapers and newsletters, etc.) (Marketing).
  - Update and place OCLS collateral at all Local Wanderer partner locations.
  
- Expand multicultural marketing, communications and offerings.
  - Improve multicultural marketing by researching and implementing best practices and implementing targeted community surveys.
  - Support Mama Gansa and Cuentame Un Cuento at new locations.
  - Refresh popular scripts to add bilingual options.
  - Focus on creating partnerships, programming, scripts and displays to focus on Arab American Heritage month.
  
- Conduct research to determine why people are not using OCLS and use data collected to create responsive campaigns.
  - Explore options for conducting surveys to find out why people are not using OCLS.



## BE FORWARD-THINKING

**Objective:** We will provide and explore services and technology to deliver relevant experiences for the community.

**Activity:** Use data to provide responsive services that evolve and grow with the community.

- Conduct consumer insight research to evaluate existing and new opportunities for services and resources.
  - Use current tools to build personas/profiles for library's user base.
- Evaluate and improve current data collection.
  - Implement data aggregation and analytics software.
  - Upgrade financial software system to provide enhanced reporting for managers and the Board of Trustees.
  - Collaborate with DUS to evaluate and improve how MPR collects and stores marketing data.
  - Evaluate e-newsletter strategy.
  - Evaluate creating a centralized OCLS Services Application Programming Interface (API) that acts as middleware to various OCLS services.

**Activity:** Review programs, services and collection offerings to ensure that the library meets community needs.

- Utilize qualitative and quantitative data to ensure resources are meeting the needs of individual communities.
  - Collaborate with appropriate departments to use specific data to evaluate e-newsletters, databases, outreaches and new material use.
  - Using 2022-2024 OCLS data, evaluate most effective e-newsletter practices/parameters.
  - Develop and implement an IT ticketing system to track, identify and resolve common issues for public service technology.
  - Utilize usage statistics, cost and librarians' quarterly reviews to evaluate databases and ensure they continue to meet customer needs.
  - Develop assessment tools for gathering and measuring outreach success.
  - Find opportunities to share specific data with library locations related to collection usage.
  - Leverage data to improve the performance of new materials and maintain healthier collections throughout the system.
- Utilize data to evaluate the success of programming and classes.

- Share detailed attendance statistics with branches and departments to help assess success of programs, classes and events.
- Create and distribute programming rubrics for all age groups for managers to evaluate staff led programs.
- Review and evaluate monthly surveys and class statistics with staff to refine program and class offerings.
- Develop core programming focused on different segments of the community.
  - Develop core adult learning programming and technology classes.
  - Evaluate and revamp teen programming and events.
  - Create senior-focused programming and events.
  - Create chess programs for adults and kids to be hosted throughout the system.
  - Increase access to tech kits and experiences by offering additional staff training, increasing the number of kits available and supporting collaboration between departments.
  - Offer Citizenship Inspired at all locations.
  - Re-evaluate the teen volunteer program.

**Activity:**     **Evaluate the user journey in all aspects of library service.**

- Evaluate the digital customer experience.
  - Coordinate evaluating information architecture and page statistics on the website.
  - Develop a mechanism for tracking anonymous user interaction using tools such as heat maps and Google Tag Manager (GTM).
  - Explore and implement a library smartphone app containing tools for the most common customer actions.
  - Evaluate vendors and platforms, decide, and implement a discovery service.
- Evaluate and update customer satisfaction measurement tools.
  - Evaluate Customer Service Survey and rebuild in order meet established objectives.
- Evaluate the obstacles that customers face when accessing the library.
  - Test offering text notifications to customers for hold pick-up.
  - Explore providing opportunities for homebound customers to return materials.

## BE EMPOWERED

**Objective:** We will enhance our employee training structure, support professional development and improve internal communication so OCLS staff are adaptable to community needs.

**Activity:** Clarify paths for upward mobility.

- Create career pathways for staff development.
  - Continue training for Spectrum Assistant Managers and Managers. Ex: conflict resolution.
  - Incorporate feedback and development plans into the interview process for internal applicants not selected for a position.
  - Evaluate standards for library/government career paths.
  - Create a competency model with knowledge, skills and abilities (KSAs), assessments and proficiency scales. Align SumTotal content with the model to create career pathways.
- Increase opportunities for more cross-departmental/branch experiences.
  - Each location will create an agenda for employee enrichment experience (EEE), defining goals for both the participant and host locations, and defining roles for participation.
  - Develop a cohort program for new employee groups led by staff mentors. Staff can apply to be a mentor and gain leadership experience, go through mentorship training, and guide their cohort group through their program. (content created by Training and Development).
  - Better communicate Marketing & Public Relations' (MPR) initiatives, campaigns, and resources
  - Strengthen MPR' internal relationships systemwide.
  - Find opportunities to visit branches on a regular/rotating basis.
  - Develop training and tabling outreach experiences for staff.
  - Advertise opportunities for staff to participate in large-scale events.
  - Host open house events for staff from other locations to learn more about the operations of the departments.
  - Attend meetings of other locations/departments to share what the departments do and how they fit into providing library services.

**Activity:** Strengthen internal communication.

- Centralize internal systems including HR, IT and Finance platforms.
  - Implement a cross-training plan for HR staff in preparation for the new Human Resources Information System (HRIS) system.

- Establish or coordinate training for all staff on the new HRIS system.
- Select and implement new software platforms.
- Redesign the Orange Peel for enhanced usability.
  - Determine scope and roadmap of project.
  - Work with other departments to develop and create a new staff Orange Peel.

**Activity:     Prioritize employee engagement and well-being.**

- Explore staff recognition and awards program.
  - Define organizational goals and standards for recognition to include evaluating staff recognition preferences.
  - Seek opportunities to recognize staff accomplishments locally.
- Evaluate ways to provide team-building sessions.
  - Complete a system-wide team-building needs assessment.
  - Create a database of team-building activities with clear goals (problem solving, creative thinking, get to know you, skill building, etc.) that include facilitation guides and talking points, materials lists and participant guides as appropriate. Activities will be varied to accommodate different communication styles and personality types.
  - Offer manager training on team-building facilitation.
  - Evaluate equipment in meeting rooms so that virtual calls are seamless for virtual meetings.
  - Conduct team building exercise quarterly.
- Explore ways to offer professional development opportunities.
  - Create systemwide professional development standards including continuing education requirements for certain roles.
  - Update the professional leave request process to track participation in paid conferences and seminars.
  - Evaluate expanded training functions, such as lunch and learn sessions, skill sharing sessions, reading groups and book clubs, mentorships, and cross training.

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

**ORANGE COUNTY LIBRARY SYSTEM  
ANNUAL PLAN OF SERVICE FOR FY 2024 - 2025**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 14<sup>th</sup> day of November 2024, at 6:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the FY 2024 – 2025 Annual Plan of Service.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

---

Secretary

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Eatonville Branch  
Lease Renewal**

# **EATONVILLE BRANCH LEASE EXTENSION**

## **I. ISSUE STATEMENT**

Board approval is required for staff to execute the second of its two options to renew the lease agreement with The Town of Eatonville for the Eatonville Branch. Board approval is also required to extend the Eatonville Branch lease to include two additional five-year terms.

## **II. BACKGROUND & SUMMARY**

On December 17, 2004, the library entered into a lease agreement with the Town of Eatonville to occupy approximately 6,600 square feet of space at 200 East Kennedy Blvd. for the Eatonville Branch. The original lease was for a term of 15 years, with two optional five-year extensions. The first five-year option was approved in 2019 and is set to expire on December 17, 2024.

Since the initial agreement, there have been no rent increases, making this proposed extension the first adjustment to the lease terms. For this next lease term, the rent will increase by \$1,000 per month. Beginning December 18, 2024, the new monthly rate will be \$6,047.

The library is seeking to include two additional five-year renewal options, with the base rent increasing by \$1,000 for each renewal period. Below is a summary of the monthly rent.

<b>Lease Period</b>	<b>Monthly Rent</b>
December 2004 – December 2019	\$5,047
December 2019 – December 2024	\$5,047
December 2024 – December 2029	\$6,047
December 2029 – December 2034	\$7,047
December 2034 – December 2039	\$8,047

The Library and the Town of Eatonville have negotiated these terms, and the Town is agreeable to the extensions.

## **III. CONSIDERATION**

The library is requesting the library board to 1) approve the terms of the second five-year term lease with The Town of Eatonville, 2) authorize staff to execute the second five-year term lease with The Town of Eatonville, and 3) authorize staff to execute an amended lease to secure two additional five-year lease term options.

## **IV. RECOMMENDATION**

Staff recommends that the library board 1) approve the terms of the second five-year term lease extension with The Town of Eatonville, and 2) authorize staff to execute the second five-year lease extension with The Town of Eatonville, and 3) authorize staff to execute an amended lease agreement that includes two additional five-year renewal options.

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 24-149

**EATONVILLE BRANCH LEASE EXTENSION**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 14<sup>th</sup> of November 2024, at 6:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the terms of the second five-year term lease extension with The Town of Eatonville.
2. To authorize staff to execute the second five-year lease extension with The Town of Eatonville.
3. To authorize staff to execute an amended lease agreement that includes two (2) additional five (5) year renewal options.
4. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

\_\_\_\_\_  
Secretary



**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Action Items:  
Non-Consent Agenda**

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Election of Board Officers &  
Committee Appointments**

ORANGE COUNTY LIBRARY BOARD OF TRUSTEES  
Orlando, Florida  
By-Laws: Articles 5 & 6

ARTICLE 5

Officers of the Board

Section 1. The officers of the Board shall consist of a president, a vice president and a secretary/treasurer, each of whom shall be elected for a term of one year at the first regular meeting in each fiscal year. The officers shall serve for one year or until successors are elected. In case of a vacancy in the office of president, the vice-president shall fill the office of president. In the case of vacancy in the office of vice president or treasurer, the Board shall elect a member to fill the unexpired term.

Section 2. The president shall preside at the meetings of the Board and perform such duties as the Board may direct.

Section 3. The vice president shall perform the duties of the president in the absence or unavailability of the president.

Section 4. The secretary/treasurer shall see that all proceedings of the Board are recorded faithfully.

ARTICLE 6

Committees of the Board

Section 1. Standing Committees. The president shall have the power to establish standing committees to act in all advisory capacity to the Board. Standing committees are: Personnel, Finance, Planning, and Marketing. Terms for appointees to these committees are for one year, unless otherwise stated at the time of appointment. A standing committee should be made up of at least one member of the Board and other members of the public. Committee appointments will be approved by the Board.

Section 2. Advisory Committees: Ad hoc advisory committees may be established at the suggestion of the president and with the approval of the Board. Each ad hoc advisory committee will be made up of at least one Board Member. Members of the public may be appointed to the committee with the approval of the Board. Terms for the committee and the appointees are to be determined at the time the committee is created and the appointments are made.

Section 3. Members of the public who may agree to serve on an advisory committee must agree to abide by the Standard Rules of Conduct set forth in Chapter 112.313 of the Florida Statutes.

# **Current Library Board of Trustees Committees & Chairs**

## **Finance Committee:**

Chair: TBD

## **Marketing Committee:**

Chair: TBD

## **Partnership Committee:**

Chair: TBD

## **Personnel Committee:**

Chair: Sharon Smoley

## **Planning Committee:**

Chair: TBD

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Lake Nona Branch  
Project Budget**

**GUARANTEED MAXIMUM PRICE AND PROJECT BUDGET APPROVAL  
FOR THE CONSTRUCTION OF THE LAKE NONA BRANCH**

**I. ISSUE STATEMENT**

Library Board approval is needed to authorize staff to approve a Guaranteed Maximum Price (GMP) and a project budget for the construction of the Lake Nona Branch.

**II. BACKGROUND & SUMMARY**

At the June 9, 2022, Board of Trustees meeting, the Library Board authorized staff to finalize and execute a lease agreement with the City of Orlando for a branch library in the Lake Nona community. A key component of the lease is the option for the library to purchase the city's interest in the library building and stage area, negating the need to pay the City fixed and stage area rent.

Since then, the Library has worked with the City through the design and planning phases. Contractor H.J. High has provided pre-construction services and attended meetings with staff and the architect, Borrelli + Partners, to design the new branch library. Services provided included construction budget tracking, scheduling and planning, constructability review, value engineering, bidder pre-qualification, and permit acquisition.

Once the design was finalized and the necessary construction plans and specifications were prepared, H.J. High worked with the City of Orlando Project Manager. They determined a GMP by obtaining multiple bids for each subcontractor discipline. H.J. High's GMP is \$15,906,587, and the final completion of construction is tentatively scheduled for the beginning of 2026.

Library staff have been working with the City of Orlando project manager, architect, Borrelli + Partners, and contractor H.J. High for several months to design the branch and define the equipment and furniture needs. Library staff has sufficient information to recommend to the Board a comprehensive project budget based on the full scope of the plans and specifications that have been developed.

The components are summarized below.

<b>Category</b>	<b>Vendor</b>	<b>Budget</b>
Project Management Fee	City of Orlando	852,580
Advanced Rent to City	City of Orlando	440,000
Design Team	Borrelli + Partners	1,424,697
Stage Area	H.J. High & Borrelli	500,000
Permitting & Impact Fees	City of Orlando & others	1,500,000
Construction	H.J. High	15,906,587
Threshold & Other Testing	TBD	150,000
FF&E	TBD	1,800,000
Opening Day Collection	Baker & Taylor	1,250,000
Wildlife Mitigation	FWC & others	500,000
<b>Total Budget</b>		<b>24,323,864</b>

Project Contingency 7%		1,641,136
<b>Total Requested Budget</b>		<b>25,965,000</b>

The money for the Lake Nona Branch Project is saved in the Capital Projects Fund and upon the completion of construction will be fully funded. Library staff will bring contracts greater than \$100,000, such as FF&E, to the Board for approval. The total requested budget is \$25,965,000.

**III. CONSIDERATION**

The library requests the Board: 1) approve the Lake Nona Branch Construction Budget of \$25,965,000, and 2) authorize Library staff to approve a GMP and total project budget with the City of Orlando.

**IV. RECOMMENDATION**

Staff recommends that the Board: 1) approve the Lake Nona Branch Construction Budget of \$25,965,000, and 2) authorize Library staff to approve a GMP and total project budget with the City of Orlando.

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 24-152**

**GUARANTEED MAXIMUM PRICE AND PROJECT BUDGET APPROVAL  
FOR THE CONSTRUCTION OF THE LAKE NONA BRANCH**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 14th day of November 2024, at 6:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the Lake Nona Branch Construction Project Budget of \$25,965,000.
2. To authorize Library staff to approve the GMP and total project budget with the City of Orlando.
3. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

---

Secretary



**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Human Resources Information  
System Authorization  
to Purchase**

# PROCUREMENT AND IMPLEMENTATION OF A HUMAN RESOURCES INFORMATION SYSTEM

## I. ISSUE STATEMENT

Library Board approval is needed to approve the Request for Proposal (RFP) rankings and proceed with engaging a vendor to configure, implement, and migrate the library to a Human Resources Information System (HRIS).

## II. BACKGROUND

Currently, the library subscribes to 10 separate Human Resources (HR) software platforms for each different function of their work (onboarding, training, benefits, etc.). These systems are outdated and do not interact with each other to pass data which results in a significant administrative burden to the HR team, managers, and employees throughout the library. Having one robust system that can handle all HR functions will benefit the entire library; it will save time, reduce redundancy, limit errors, and improve productivity.

An HRIS is a software application that is used to manage and automate HR processes. The application will provide a single source of truth for our critical HR data to improve accuracy and audit this information. It currently takes the library five to six hours of labor to onboard each new hire and get them registered into the 10 separate platforms. With a new HRIS system it is expected this process will be completed within 30 to 45 minutes. In the past six months the library hired 50 new employees and processed 63 transfers and promotions. Under a new HRIS, that would result in an anticipated savings of over 260 labor hours for new hires and over 20 labor hours for processing transfers and promotions.

## III. SELECTION PROCESS

A project team was created to manage and guide the HRIS procurement. Over the last eight months, starting in March 2024, this project team has been working closely with the HR department and library's administration to ensure this was a well-coordinated project. The team followed Florida Statute 287.057 requirements for this RFP. This allowed the Procurement Committee to choose the vendor most advantageous to the library, while taking into consideration price, vendor support, and overall product features as part of the process.

The entire project outline has been provided in the accompanying **PROJECT OUTLINE** for further understanding of each milestone accomplished.

There were 10 responses to the RFP announcement. They were from a varied range of platforms which provided the library with a large selection of different options to evaluate and compare.

The criteria for the scoring rubric included:

- Qualifications and Experience – 15%
- Ability to Deliver Functional Requirements – 20%
- Proposed Approach – 20%
- Cost – 15%
- Support Structure – 15%
- References - 15%

The short-listed vendors are:

Vendor
Vertosoft/UKG
ADP
Carahsoft/SAP

Each short-listed vendor provided a full day presentation/demo of their product for the HR department and the Procurement Committee. This allowed OCLS to fully understand the platform and verify features that would be integral to success when using the system. Upon completion of the presentations, the short-listed vendors were scored again. The criteria for the scoring rubric included:

- Software Functionality – 20%
- Platform Customizations and Ease of Use – 20%
- Proposed Implementation Approach and Timeline – 20%
- Operational Support Structure – 20%
- Cost of Implementation, Support, and Subscriptions – 20%

#### **IV. SUMMARY**

These are the final scores for the short-listed after their oral presentations:

Vendor	Averaged Score
Vertosoft/UKG	93
ADP	88
Carahsoft/SAP	72.25

For a full comparison of the vendor rankings please refer to the accompanying **PROJECT OUTLINE**.

In addition to meeting the library’s HR needs, the Vertosoft/UKG platform includes a focus on special district organizations, functionality to rebuild the current Intranet, and replace the staff emergency alerts system with streamlined text and email communication to staff.

A breakdown of the pricing submitted by each short-listed vendor is provided below:

Vendor	Implementation Cost (Upfront)	Subscription Cost (Annual)	Total Cost (Year One)
Vertosoft/UKG	\$102,537	\$220,515	\$323,052
ADP	\$8,500	\$176,340	\$184,840
Carahsoft/SAP	\$375,864	\$261,828	\$637,692

Currently, the library spends \$161,664 per year on the 10 HR systems. Although there will be some cost overlaps during the first year, the new HRIS subscription cost would only increase spending by \$58,851 per year, not including the labor savings due to streamlined onboarding, transfers, and promotions and other processes.

## **V. CONSIDERATION**

Library staff is requesting the library board to:

1. Approve the ranking of the short-listed vendors.
2. Approve a project budget of \$345,667 that includes Vertosoft/UKG price of \$323,052 and a 7% contingency\*\* of \$22,615.
3. Authorize the Director/CEO to execute a contract with Vertosoft/UKG.

\*\*A contingency has been added solely for the library to utilize in the event of unforeseen costs occurring as part of this project. Migrating information, systems, and data is complex, especially when the data is as critical as that used by HR. Third party experts may need to be engaged to help migrate from the current legacy systems. Being able to adjust to the needs of the project quickly will help ensure this sensitive project is completed successfully and within timeline expectations.

## **VI. RECOMMENDATION**

Staff recommends that the library board:

1. Approve the ranking of the short-listed vendors.
2. Approve a project budget of \$345,667 that includes Vertosoft/UKG price of \$323,052 and a 7% contingency of \$22,615.
3. Authorize the Director/CEO to execute a contract with Vertosoft/UKG.

## **PROJECT OUTLINE**

### **HUMAN RESOURCES INFORMATION SYSTEM REQUEST FOR PROPOSAL**

#### **EXECUTIVE SUMMARY**

The current systems and software utilized by the OCLS HR department is varied and cumbersome. This results in a large amount of manual data entry, administrative time, and a high risk for errors across the system. A project team was created to understand a better way for our HR department to function and reduce the overhead in our HR processes.

This project team concluded the best path would be implementing a Human Resources Information System (HRIS). An HRIS is a software application that is used to manage and automate all Human Resources (HR) processes. This would allow overall better compliance standards for the library's HR data, better employee access to their critical information from the organization and reduce HR data entry time in order to better spend their focus on staff needs.

Utilizing an Request for Proposal (RFP) process and following Florida Statute 287.057 requirements, OCLS received 10 direct submissions to the solicitation. The submissions, with a functional requirements document included, allowed the Procurement Committee to narrow them down to a short-list of three vendors.

Oral presentations and demonstrations provided by the short-listed vendors allowed HR department staff to better understand the benefits of each platform. Ultimately, the Procurement Committee ranked the short-listed vendors and decided the most advantageous option for the library was the submission by Vertosoft in partnership with UKG.

The Vertosoft/UKG platform met all the library's current needs and more. Their system will modernize and improve current processes while also providing the HR department with the ability to grow into the new processes this software will provide.

The Procurement Committee is confident in the vendor to implement, migrate, and support this software successfully for OCLS.

#### **Project Team**

Thomas Beaver, IT Services Department Head  
Lynette Schimpf, Chief Project Officer

#### **Procurement Committee**

Steve Powell, Library CEO/Director  
Kris Shoemaker, Chief Financial Officer  
Yvonne Hartley, Chief Human Resources Officer  
Neal Persaud, Human Resources Manager

## **Problem Statement**

OCLS is currently subscribed to 10 separate HR specific platforms, all of which are outdated and do not interact with one another. This causes a significant administrative burden to our HR team, managers and employees throughout the library. Having one robust system that can handle Recruiting, Onboarding, Learning Management, Benefits Administration, Time and Attendance, Leave of Absences, Payroll, Employee Evaluations and Employee and Retiree Record Keeping will benefit the entire library; it is expected to save time, limit errors, and improve productivity.

It currently takes the library five to six hours of labor to onboard each new hire and get them registered into our 10 separate HR platforms. With a new HRIS system it is expected this process will be completed within 30 to 45 minutes. In the past six months the library hired 50 new employees and processed 63 transfers and promotions. Under a new HRIS, that would result in an anticipated savings of over 260 labor hours for new hires and over 20 labor hours for processing transfers and promotions.

## **Overall Project Timeline and Dates**

Task	Date
Announcement of RFP	07/08/2024
Question Submission Deadline	08/02/2024
Responses to Questions Posted	08/07/2024
RFP Packages Due	08/23/2024
RFPs Evaluated	08/26/2024 – 09/06/2024
Vendors Short-listed for Demos/Presentations	09/09/2024
Short-listed Vendor Demos/Presentations	09/09/2024 – 09/27/2024
Demos/Presentations Ranked	10/25/2024
Orange County Library District Board of Trustees Ranking Approval	11/14/2024

## **OVERALL PROJECT OVERVIEW**

### **Project Goals**

- **Replace Legacy Systems:** Move to a robust, updated single platform to centralize HR processes, enhancing efficiency and compliance.
- **Centralize Employment Data:** Establish a single reference point for critical employment information accessible to all staff.
- **Reduce HR Overhead:** Minimize the administrative burden on the HR team in managing employee-related tasks.
- **Enhance Communication and Usability:** Foster increased communication and engagement while optimizing the usability of HR systems for all staff members.

- **Modernize Workflows:** Align HR team workflows with current industry standards.
- **Enhance Managerial Visibility:** Provide managers and supervisors with better visibility and autonomy over their teams.

## **Vendor Interviews**

During the initial steps of the process the Project Management Team reached out to and spoke with various vendors on what to expect out of an HRIS and whether this aligned with our needs and problem statements. During this process the library spoke to over 20 different HRIS and ERP vendors about the general features of the product and what to expect during the implementation of this platform. Through this process the Team developed contacts and interest in the RFP as well as gain a better understanding of the expectations of the project.

Below are some basic questions we asked during this process to align ourselves with the correct RFP approach:

- What is a typical employee count for your customers? Do you have a minimum?
- Do you offer an ERP system?
- Are you Cloud Hosted?
- Do you have your own implementation team or do you use a third party?
- Do you support Single-Sign-On and MFA authentications?
- Is there an app for our staff members?
- Is your software able to integrate with other platforms/software?
- Will you reply to an RFP process?

## **RFP Drafting**

The drafting of the RFP followed the requirements laid out in Florida Statute 287.057 for a Request for Proposals. This method was chosen due to the critical nature of the software and being able to compare both cost and features of the platforms as part of the evaluation.

To standardize the evaluations the HR and Project teams coordinated a Functional Requirements Document. This was required to be filled out by the vendor in their proposal. This document allowed the OCLS team to provide product needs to the vendor and evaluate the product based on whether it could meet all the requirements set forth. This document ultimately covered 19 different functional areas with a total of 382 individual requirements outlined.

Once drafted, the RFP solicitation was reviewed and edited by the library's counsel at GrayRobinson. Once approved the RFP was:

- Posted publicly on the library's Solicitations website.
- Emailed to vendor's interviewed previously.

- Emailed to Orange County and city of Orlando contacts to provide to their vendors.

### **Initial Vendor Responses**

Due to the efforts of the Project Team to get the RFP shared and advertised, the library received 10 responses to the RFP solicitation. These were from a varied range of vendors and systems and provided the library with a large selection of different options to evaluate and compare platforms. Below are all vendors which initially applied to this process:

- ADP
- APS
- Carahsoft (SAP)
- Cognizant (Workday)
- GoCo
- NeoGov
- Paylocity
- Strada (Workday)
- Tyler Tech
- Vertosoft (UKG)

Prior to scoring, two publicly accessible workshops were then held for the Procurement Committee to discuss the data and requirements put forth by the proposals. After the workshops, a final scoring and ranking public meeting took place.

The final rankings were established, and the following vendors were short-listed for Oral Presentations:

- ADP
- Carahsoft (SAP)
- Vertosoft (UKG)

The initial scoring was outlined in the RFP and included the following breakdown:

- Qualifications and Experience – 15%
- Ability to Deliver Functional Requirements – 20%
- Proposed Approach – 20%
- Cost – 15%
- Support Structure – 15%
- References - 15%

### **Oral Presentations**

With the list pared down to three vendors presentations were scheduled with each one. The presentation included an in-person visit from the vendor for a full day each of demoing their product for us. Each vendor walked through the entire lifecycle of an employee from “hire to retire” and all other major HR functions for us.



This extensive and specific presentation demonstration allowed HR staff to understand each product in-depth and confirm any questions or concerns on utilizing this to take over all functions of the team.

After each vendor had presented, the library held additional publicly accessible workshops to understand the vast amount of input received. This allowed for each member of the HR team to provide their thoughts on the respective areas of the system they would be using.

With the data collected we moved on to the final scoring of the Oral Presentations. This was broken down into the following rubric:

- Software Functionality – 20%
- Platform Customization and Ease of Use – 20%
- Proposed Implementation Approach and Timeline – 20%
- Operational Support Structure – 20%
- Cost of Implementation, Support, and Subscriptions – 20%

### Final Scoring

Below are the short-listed vendors and the scoring after the oral presentations:

Scoring Category	VENDOR		
	Vertosoft/UKG	ADP	Carahsoft/SAP
<b>Software Functionality</b> (20 totals points)	<b>Score: 19/20</b> <b>Pros:</b> - Strong in all aspects of an HRIS including payroll - Automated workflows for process refinement and standardization -Geotagging – pinpointing clock-in locations -Strong time and attendance platform -Robust dashboard and reporting features  <b>Cons:</b>	<b>Score: 17.25/20</b> <b>Pros:</b> - Strong payroll platform closely monitored by federal agencies -Benefit administration module and personalized decision support wizard -Strong reporting features  <b>Cons:</b> - No retiree or COBRA support	<b>Score: 15.5/20</b> <b>Pros:</b> -Robust benefit administration component  <b>Cons:</b> - Different partners/software for each solution (ex: time management and payroll) -Uncertainty surrounding contracts between vendors if not renewed for subscribed services

Scoring Category	Vertosoft/UKG	ADP	Carahsoft/SAP
<b>Platform Customization and Ease of Use</b> (20 totals points)	<b>Score: 19.5/20</b> <b>Pros:</b> -Highly configurable and adaptable to our needs -Central homepage is customizable as a dashboard and ideal to enhance systemwide communication. - Presentation demonstrated a user-friendly platform  <b>Cons:</b>	<b>Score: 17/20</b> <b>Pros:</b> -Adaptable to our needs - Customizable team dashboards for managers - Employee self-service features on the homepage <b>Cons:</b>  -Presentation showed a crowded home screen with multiple links and drop-down boxes	<b>Score: 14.5/20</b> <b>Pros:</b>  <b>Cons:</b> - Based on the presentation, the requested functional requirements were not fully demonstrated
<b>Proposed Implementation Approach and Timeline</b> (20 totals points)	<b>Score: 17.5/20</b> <b>Pros:</b> - Specialized team for Special District clients - Unlimited learning and training for staff  <b>Cons:</b>	<b>Score: 16.5/20</b> <b>Pros:</b> -Onsite training provided -Implementation handled in-house  <b>Cons:</b> - 60 hours of dedicated client support	<b>Score: 13.25/20</b> <b>Pros:</b>  <b>Cons:</b> - Separate implementation partnerships for payroll, time and attendance, benefit administration and training
<b>Operational Support Structure</b> (20 totals points)	<b>Score: 18.75/20</b> <b>Pros:</b> - Local account managers - 24/7 support for critical issues at no cost - Rapid response support in under 2 minutes - No additional cost for training  <b>Cons:</b>	<b>Score: 18.5/20</b> <b>Pros:</b> - Local account managers- Annual conference  <b>Cons:</b>	<b>Score: 12/20</b> <b>Pros:</b>  <b>Cons:</b> - Multiple support contacts for payroll, time and attendance, benefit administration and training

Scoring Category	Vertosoft/UKG	ADP	Carahsoft/SAP
<b>Cost of Implementation, Support, and Subscriptions</b> (20 totals points)	<b>Score: 18.25/20</b> <b>Pros:</b> -Includes change management toolkit - Public sector expertise <b>Cons:</b>	<b>Score: 18.75/20</b> <b>Pros:</b> - Webinars for training & new products <b>Cons:</b> - Additional fee to integrate with our LMS and payroll system	<b>Score: 17/20</b> <b>Pros:</b> <b>Cons:</b> -3 <sup>rd</sup> party manages implementation
<b>Total Score (100 points)</b>	<b>93/100</b>	<b>88/100</b>	<b>72.25/100</b>

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 24-153**

**PROCUREMENT AND IMPLEMENTATION OF A HUMAN RESOURCES INFORMATION**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 14<sup>th</sup> day of November 2024, at 6:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the ranking of the short-listed vendors.
2. To approve a project budget of \$345,667 that includes Vertosoft/UKG price of \$323,052 and a 7% contingency of \$22,615.
3. To authorize the Director/CEO to execute a contract with Vertosoft/UKG.
4. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

---

Secretary

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

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



## **Personnel Committee Meeting**

November 5, 2024 – 12:00 PM to 1:30 PM

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

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

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

- Directors Goals FY 2023 - 2024 Final
- SPowell Annual Eval FY 2023 - 2024 Final
- FY 2023 - 2024 Strategic Plan Final
- Directors Goals FY 2024 - 2025 Final
- Annual Plan of Service FY 2024 – 2025

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

President Bohannon opened the meeting and shared that Director Powell was doing an outstanding job. He praised Director Powell's handling of the budget and his commitment to thoroughness. President Bohannon affirmed the Board's decision in selecting him as the Director/CEO. Trustee Smoley agreed and added that this is a very complex position and feels his performance has been great. Discussion ensued surrounding the Director's goals for 2024-2025, and a new format and process for the Director/CEO Evaluation next year.

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

1. Rate Director/CEO Powell's overall performance as Far Exceeds Requirements.
2. Consistent with the FY24 Compensation Plan for staff, award Director Powell 60 hours of PTO based on his overall Far Exceeds Requirements rating.

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Discussion & Possible  
Action Items**

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Strategic Plan FY 2024:  
4<sup>th</sup> Quarter Update**



## Orange County Library System Strategic Plan 2024 – 4<sup>th</sup> Quarter Update

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

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

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

Progress	Champion	Updated
<b>Progress continues with the Haitian Creole for Library Staff course, and we look forward to implementing this course for staff.</b>	<b>Yvonne Hartley</b>	<b>10.24</b>
We continue to make progress with the Haitian Creole for Library Staff course. This training has been finalized and will be sent to our translators for review.	Yvonne Hartley	7.24
We are making progress toward the goal of developing the Haitian Creole for Library Staff course. The Training and Development team has identified staff to participate on the committee, review content, and facilitate the course. Work in the design phase for this multicourse online series for staff continues and is expected to roll out next quarter.	Yvonne Hartley	4.24
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
<b>Two sessions on Disability Awareness were facilitated in August 2024 as part of our "DiverseSpeak: Uniting our Narratives" series. Upcoming sessions on Generational Diversity are scheduled for October. In August 2024, we hosted a panel discussion centered around the Immigrant Experience with four staff as panelists. The session allowed staff to learn from different perspectives.</b>	<b>Yvonne Hartley</b>	<b>10.24</b>
The “DiverseSpeak: Uniting Our Narratives” series continues to be a valuable resource for staff. Additional listening sessions are scheduled in August.	Yvonne Hartley	7.24
The “DiverseSpeak: Uniting Our Narratives” series launched in February and continues to explore a range of topics, aligning with our monthly cultural and heritage celebrations. Upcoming sessions are scheduled for April and June.	Yvonne Hartley	4.24
The DEIA Specialists created a series of listening sessions to encourage conversations between staff with varied perspectives and	Yvonne Hartley	12.23

Progress	Champion	Updated
experiences which will launch in February 2024. This series of conversations – “DiverseSpeak: Uniting Our Narratives” will be held bi-monthly and cover various topics.		
3. Evaluate hiring practices to mitigate the risks of unconscious bias		
Progress	Champion	Updated
<b>The Employee Services team continues to evaluate our hiring practices support our commitment to mitigating unconscious bias in recruitment.</b>	<b>Yvonne Hartley</b>	<b>10.24</b>
The “Bias-Free Hiring” training was presented to managers and the Employee Services team continues to evaluate our hiring practices.	Yvonne Hartley	7.24
We continue to evaluate our hiring practices and as part of that effort, the Talent Acquisition Specialist and DEIA Specialists developed a presentation focused on learning what bias is, the different types of biases in hiring, and how to identify them. The “Bias-Free Hiring” presentation was given to the Spectrum assistant managers in March and will be presented to all managers in April.	Yvonne Hartley	4.24
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
<b>An introduction to Stay Interviews training was conducted in July at the all-manager meeting. A second part to that training was hosted during the September all-manager meeting, which covered best practices, the employee engagement hierarchy, response brainstorming and practice, initial questions for onboarding, and OCLS’ process and expectations.</b>	<b>Yvonne Hartley</b>	<b>10.24</b>
The Training & Development and Employee Services departments collaborated to create the “Hiring Best Practices” training. This was presented to managers in May focusing on hiring, onboarding, and retention. This manager training series will continue with more topics scheduled in July and September.	Yvonne Hartley	7.24
We are planning an engaging and relevant training series for managers this year which will kick off with the “Hiring Best Practices” training scheduled in May. In this training, managers will receive guidance, resources, and tips for navigating the hiring process from advertising a job to retaining the best staff.	Yvonne Hartley	4.24
The Employee Services and Training Departments are working together to create manager training that includes best practices for	Yvonne Hartley	12.23

Progress	Champion	Updated
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.		

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

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

Progress	Champion	Updated
<b>On September 5th, a new library book drop box was installed in the Fashion Square Mall parking lot in front of Macy's along Colonial Drive. Customers can now return library materials there to be picked up six days a week. During the soft opening of the new drop box, 110 items were returned.</b>  <b>The Executive Edge Committee continues to look for additional locations to strategically place drop boxes around the county.</b>	Bethany Stone	9.24
The Library is working through arrangements to place a drop box near Fashion Square Mall to serve the residents who use East Colonial Drive. In addition, the Executive Edge Committee is continuing to seek out locations in East and West Orange County to place additional drop boxes.	Bethany Stone	7.24
Executive Edge is continuing to seek out possible locations across the county for additional library pickup locations. They are also continuing to gather information from the library's courier service PEP and initiating conversations with potential partners.	Bethany Stone	4.24
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
<b>We received the Site Permit and site work began on September 16, 2024. The building permit is being processed.</b>	Kristopher Shoemaker	9.24
Environmental services and relocations are complete.  CMAR Contract and GMP negotiated and ready for signature.	Kristopher Shoemaker	6.24

Progress	Champion	Updated
Waiting on building permit to start construction.		
The Library is working with HJ High on the Guaranteed Maximum Price (GMP) and the total project budget. Both are scheduled to be submitted at the April 2024 Board Meeting.	Kristopher Shoemaker	3.24
As of 12/31/23 the Horizon West Branch was 90% designed. The CMAR was working on the GMP for the project.	Kristopher Shoemaker	12.23
Civil, stormwater and endangered species permits/applications were applied for as of 12/31/23.		
100% Design and GMP expected by March 1, 2024.		
	Kristopher Shoemaker	12.23

3. Manage Design and Construction of Lake Nona Branch

Progress	Champion	Updated
<b>The building design is complete and documents have been submitted to permitting. A ground-breaking is scheduled for October 8, 2024.</b>	<b>Kristopher Shoemaker</b>	<b>9.24</b>
The design process is ongoing and is expected to be completed later this year.	Kristopher Shoemaker	6.24
As of 03/31/24 the Lake Nona Branch is 60% designed, Expect 100% drawing and GMP in late Summer 2024.	Kristopher Shoemaker	3.24
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.	Kristopher Shoemaker	12.23
As of 12/31/23 the City and the Library have agreed to a site plan and the Lake Nona Branch was approximately 25% designed.		
	Kristopher Shoemaker	12.23

4. Award Contract for Main Roof Replacement

Progress	Champion	Updated
<b>The contractor ranking was approved at the September 2024 Board of Trustees meeting. Library staff are negotiating costs with the contractor.</b>	<b>Kristopher Shoemaker</b>	<b>9.24</b>

Progress	Champion	Updated
The Library received five (5) responses to the RFQ. The Procurement Committee will bring the three (3) best-qualified respondents to the August Board Meeting. Project construction is anticipated to begin in October/November.	Kristopher Shoemaker	6.24
On March 29, 2024 the Library held a pre-response meeting with twelve (12) roofing companies. These companies have until June 10, 2024 to submit their qualifications, from which the Library will bring the three (3) best qualified to the Board for approval and then will negotiate price of the project. Tentative Project start day is first week of October with completion day of May 1, 2025.	Kristopher Shoemaker	3.24
As of 12/31/23, we received 100% drawings and a specification book for the project. The City is reviewing the permit.  The permit is expected to be approved in the 2nd quarter of FY 24.  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.  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.  The project is anticipated to start in the Fall of 2024.	Kristopher Shoemaker	12.23

5. Manage Main HVAC Control Project

Progress	Champion	Updated
<b>As of September 30, 2024, all of the electronics and devices were installed and tested. Some minor programming changes are still needed on the graphics.</b>	<b>Kristopher Shoemaker</b>	<b>9.24</b>
As of June 26, 2024, the project is about 85% complete and is on track to be completed by September 30, 2024.	Kristopher Shoemaker	6.24
As of 3/31/24 this project is about 65% complete and will be completed by 9/30/24.	Kristopher Shoemaker	3.24
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,	Kristopher Shoemaker	12.23

Progress	Champion	Updated
<p>Alafaya, Winter Garden, and South Creek branches will be upgraded allowing those systems to connect to the central plant. 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>		

6. Manage 3rd Floor Meeting Room Refresh Project

Progress	Champion	Updated
<b>Project is now complete.</b>	<b>Kristopher Shoemaker</b>	<b>6.24</b>
This project was completed by the 3/31/24 deadline and was on budget. There are a few punch list items that will be addressed over the next few weeks.	Kristopher Shoemaker	3.24
<p>This project refreshes the Cypress, Magnolia, and Palm meeting rooms on the Library's third floor and the nearby hallway. 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
<b>Library staff are continuing to record and evaluate survey results. These results and determinations will be used as the library moves forward with the FY25 strategic plan.</b>	<b>Bethany Stone</b>	<b>9.24</b>
Information gathered from the New Customer Surveys is being filtered through the appropriate departments to determine any next steps. The Library will survey customers who received library cards using the new online registration process to determine what led them to the Library and to register for a card.	Bethany Stone	6.24
The team is continuing to evaluate the information gathered in the New Customer Survey and discuss opportunities and possibilities using the survey moving forward.	Bethany Stone	4.24

Progress	Champion	Updated
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.	Bethany Stone	12.23

2. Explore the development of a digital access card

Progress	Champion	Updated
<b>The online registration process works successfully and provides customers with immediate access to digital library resources. Since June, customers have created 8,096 online cards using the new process.</b>	<b>Bethany Stone</b>	<b>9.24</b>

On Wednesday, May 29, the new online registration form for resident and reciprocal borrowers went live. The new process allows a customer to receive and begin using their new library card barcode minutes after completing the form. During the month of June 2551 cards were created using this new automated process.	Bethany Stone	6.24
---	---------------	------

Work creating the customer-driven online registration process/access is moving forward. The team is also looking at providing customers with additional options for self-managing an existing account online.	Bethany Stone	4.24
---	---------------	------

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 Circulation Department leadership to determine what is needed to take the next steps.	Bethany Stone	12.23
--	---------------	-------

**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
August saw the conclusion of the "Meet You There" campaign. OCLS ran seven ads in five publications and radio and television ads throughout the month that reinforced our campaign goal of showing Orange County residents how OCLS can meet them where they are physically and in terms of life stage. Specific Meet You There ads included the book bike and bilingual storytimes. September marketing focused on National Library Card Sign-up Month, and we ran two concurrent campaigns across our advertising channels and social media encouraging Orange	<b>Erin Sullivan</b>	<b>10.24</b>

Progress	Champion	Updated
<p>County residents to sign up for a library card. One campaign featured OCLS' first affinity card. The aspirational orange tree artwork was used in digital and print advertising and garnered 705 click throughs from advertising and the ALA Transformers campaign reached a separate demographic with a promotional campaign through local comic book shops.</p> <p>On social media the National Library Card Sign Up Month affinity card posts resonated with our audience. We saw 1,800 interactions and 200 clickthroughs on those posts.</p>		
<p>The Meet You There campaign established three goals:</p> <ol style="list-style-type: none"> <li>1. Increase overall Brand Visibility</li> <li>2. Increase customer consideration by re-engaging existing users with targeted email marketing, social media and the library's owned media to increase interest in upcoming events, classes and programs.</li> <li>3. Increase card signups by and consideration by people who may not currently have a library card</li> </ol> <p>During the last quarter, the campaign has resulted in:</p> <ul style="list-style-type: none"> <li>• Four different Meet You There ads running on seven digital billboards, which have received more than 6 million impressions per month (approx. 18,000,000 for the quarter)</li> <li>• 19 ads for Summer At Your Library that ran in seven different print publications</li> <li>• A Summer At Your Library commercial that ran on WKMG Channel 6 throughout the last quarter</li> <li>• New this quarter are Spanish-language Meet You There ads running on Exitos 96.5 FM, radio focused on library card signups. 80 spots have aired per month</li> </ul> <p>Library usage has been increasing, and in June 2024, the library saw an increase of 10,000 unique customers over the month of June 2023.</p> <p>Library card signups have also been trending upward. New registrations in May were 5,643 -- slightly more than 10 percent over what we received in May 2023.</p> <p>Marketing and Public Relations will more fully evaluate the Meet You There campaign at the conclusion of Fiscal Year 2023-2024.</p>	Erin Sullivan	7.24
<p>The Meet You There campaign launched in January 2024.</p> <p>The campaign aims to connect with the community by highlighting OCLS' upcoming developments that make it easier to connect with library services. The Marketing and Public Relations Department will create upbeat, friendly messaging that shows people ways the library has adapted its services to be more relatable, as well as</p>	Erin Sullivan	4.24



Progress	Champion	Updated
----------	----------	---------

physically and culturally accessible. MPR will place special focus on the library’s Community Engagement Department, library branch expansion and services that meet customers at their current place in life. The campaign will cast the library as a welcoming community partner that makes its programs convenient, easy and inclusive.

**Goals**

Increase overall Brand Visibility

Increase customer consideration by re-engaging existing users with targeted email marketing, social media and the library's owned media to increase interest in upcoming events, classes and programs.

Increase card signups by and consideration by people who may not currently have a library card

**Tactics**

Use Meet You There collateral to create excitement, visibility and awareness about what’s currently happening at the library (Community Engagement, new branches, cultural events, etc.), among both existing users and prospective customers.

Marketing will work with Data and User Services to craft a 30-60-90 day email messaging plan to reach customers who have signed up for cards, to encourage use and engagement.

Leverage advertising relationships to generate new card signups.

Seek out earned media opportunities to share library stories and information with general public.

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
----------	----------	---------

<b>No new updates for this quarter</b>	<b>Erin Sullivan</b>	<b>10.24</b>
--	----------------------	--------------

In the last quarter, Marketing and Public Relations began coordinating with DEIA specialists to review marketing kit materials distributed to all branches. Additionally, MPR and DEIA have met to discuss and review the topics and signage for monthly displays that all branches are required to use. Updates to outdated signage were made with input from the DEIA specialists.	Erin Sullivan	7.24
--	---------------	------

Progress	Champion	Updated
<p>DEIA video has launched and has been shared at board meetings and in meetings with staff.</p> <p>Photo volunteer signup form has been established that gives staff an opportunity to opt in to represent the library on a variety of cultural themes.</p>	Erin Sullivan	3.24
<p>Several meetings between DEIA and Marketing and Public Relations have taken place this quarter. The goals of these meetings have been to:</p> <p>Help the DEIA Specialists understand MPR's processes for recruiting staff to participate in photos, videos and marketing materials</p> <p>Work with DEIA Specialists to provide feedback on designs for monthly book displays, marketing kits and other systemwide marketing materials</p> <p>Assist the DEIA Specialists in planning a video for staff to introduce the systemwide DEIA initiative</p> <p>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.</p>	Erin Sullivan	12.23

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

Progress	Champion	Updated
<p><b>Patron Point is not the solution OCLS will use for marketing. We are now evaluating demos from other marketing CRMs that have the ability to integrate with our ILS.</b></p>	Erin Sullivan	10.24
<p>We have discontinued our use of Patron Point, and we are looking at another email marketing option to replace it.</p>	Erin Sullivan	6.24
<p>Marketing and Public Relations and Data and User Services have met with Springshare, the owner of Patron Point, on trainings to ensure that Marketing staff can begin using it for email marketing campaigns.</p> <p>Marketing has requested that Data and User Services work together to create customer segments in Patron Point, to assist us in sending targeted emails based on interests. The following segments are being created to get started:</p> <ul style="list-style-type: none"> <li>• Existing Cardholders</li> <li>• New Cardholders</li> </ul>	Erin Sullivan	3.24

Progress	Champion	Updated
<ul style="list-style-type: none"> <li>•Non-cardholders</li> <li>•Donors</li> </ul>		
<p>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.</p>	Erin Sullivan	12.23
4. Develop plan to market opening of two new branches		
Progress	Champion	Updated
<p><b>A groundbreaking date of October 8 was selected by the City of Orlando for the Southeast Government Center, in which the Lake Nona Library will be located. OCLS coordinated with the city to announce the groundbreaking and invite VIPs and elected officials.</b></p> <p><b>The Marketing and Public Relations team will document progress at both Lake Nona and Horizon West and provide updates to the community through social media and dedicated pages on our website for each branch.</b></p> <p><b>Marketing and Public Relations will also communicate with media about progress on each branch and when there is significant news to share, an email blast can be sent via email to customers who signed up to receive email updates about the branches.</b></p>	Erin Sullivan	10.24
<p>The plan briefly outlined by Marketing and Public Relations in the previous update remains current and is ready for implementation once we have an updated timeline for groundbreaking and construction.</p> <p>We have established relationships with media outlets near Horizon West to prepare for advertising and media pitches, and we have created and updated the Horizon West Updates page on our website, where information about the new branch will live as we have news to share about our progress.</p> <p><a href="https://ocls.info/horizon-west-updates/">https://ocls.info/horizon-west-updates/</a></p>	Erin Sullivan	7.24
<p>The Marketing and Public Relations Team has met with Chief Neighborhood Services Officer Danielle King to discuss plans for groundbreaking. A simple "Coming Soon" poster design has been created to share once we have a date for the event. The team is working on a simple but short media pitch to generate interest in the groundbreaking. The team will share b-roll of the event with TV news, and photos with Horizon West Happenings social media and</p>	Erin Sullivan	3.24

Progress	Champion	Updated
----------	----------	---------

Horizon West Magazine, Orlando Sentinel and West Orange Times and Observer.

MPR has also met with Data and User Services to talk about creating an e-newsletter for Horizon West to keep the community who signed up to receive updates engaged and informed as progress is made.

The Horizon West Updates page on the library's website will become a destination for general Horizon West updates and information.

On January 10, a meeting with Borrelli and Associates and H.J. High to discuss plans for what a groundbreaking at Horizon West will look like. A date for groundbreaking has not been established yet.

Erin  
Sullivan

12.23

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.

### 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
----------	----------	---------

**The Community Engagement Department continues to be the focus of a monthly feature in *Books and Beyond*. This quarter, the magazine featured profiles of the following Branch Outreach Specialists:**

Erin  
Sullivan

10.24

**August: Nathalia Materon**

**September: Laura Lizardi**

**October: Joan Marks**

**A brief schedule of Community Outreach Events and Book Bike appearances accompanies the profiles each month.**

**The August issue also included a feature story about home delivery. Although home delivery is not part of the community engagement department, it does highlight another way the library brings materials and resources directly to users.**

**As always, each of these stories is turned into a blog post and shared on social media, so our users can get to know the staff members bringing library services and activities into the community.**

Progress	Champion	Updated
<p>The Community Engagement Department continues to be the focus of a monthly feature in <i>Books and Beyond</i>. This quarter, the magazine featured profiles of the following Branch Outreach Specialists:</p> <p>May: Lianne Velez</p> <p>June: Kali Anthony</p> <p>July: Natasha Rosa</p> <p>A brief schedule of Community Outreach Events and Book Bike appearances accompanies the profiles each month.</p> <p>The Meet You There campaign continues to provide us with opportunities to highlight the different ways the library engages with the community. For example, in June the Marketing Specialist pitched a story about the Community Engagement Department's partnership with Arnold Palmer Hospital to WKMG. A reporter attended one of the library's takeover days, during which library staff bring experiences to children and families staying in the hospital, and interviewed staff and patients about how the experience makes a difference for them.</p>	Erin Sullivan	7.24
<p>Marketing and Public Relations will highlight Community Engagement in each issue of <i>Books &amp; Beyond</i> by publishing a short profile of a Branch Outreach Specialist every month, along with a listing of Outreach Events and book bike appearances taking place in the community. The effort kicked off in January as part of the library's Meet You There marketing campaign, with a cover story in <i>Books &amp; Beyond</i> about how the library is making it easier for Orange County residents to access its resources by meeting them where they are at -- economically, culturally, or geographically. The Branch Outreach Specialist profiles will also be shared on social media, so the community can become familiar with the faces they see representing the library in public and know where library resources can be found at an off-site location.</p> <p>When the Community Engagement Department has an initiative page on the OCLS website, that will become a destination where more information about the library's Community Engagement initiative will live.</p> <p>So far, the following Branch Outreach Specialists have been profiled in Books &amp; Beyond and social media:</p> <p>January: Arthur Ugalde</p> <p>February: Ethan Watford</p> <p>March: Noraliz Orengo</p> <p>April: Brianna Fulford</p>	Erin Sullivan	4.24

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><b>This quarter, one of the most successful story pitches made by the Marketing and Public Relations Department was about National Library Card Signup Month. During September, OCLS gave people a chance to get a limited-edition affinity card for signing up or renewing a card. The design for the card was created by one of the library's graphic designers, and it featured a vintage citrus-industry theme. Stories about the card appeared in <i>Orlando Weekly</i> and <i>Community Paper</i>. In August, <i>Community Paper</i> also wrote a story about how the OCLS Local Author Festival helps local authors gain confidence and exposure and helped one local author overcome his imposter syndrome. <i>Orlando Weekly</i> also wrote about the event in a short piece, describing it as, "meet-and-greet for local authors to share their books and experiences."</b></p>	Erin Sullivan	10.24
<p>This quarter, WKMG produced three stories about library services and events:</p> <p>On April 24, WKMG's Crystal Moyer highlighted a success story from the OCLS Social Worker program.</p> <p>On May 29, WKMG's Crystal Moyer talked to library customers and Second Harvest Food Bank representative Erika Spence about the food box program available in branches.</p> <p>On June 19, WKMG's Crystal Moyer talked to Eatonville resident Ruthi Critton about what having the library in the community meant to her during a Juneteenth event at the branch. Spectrum News 13 also covered this event.</p>	Erin Sullivan	7.24

On June 22, WESH 2 News did a story on Yarnfiti, a library community art project that invites people to participate in creating a large-scale fiber-arts project that will be on display at library locations once it is completed.

After the Second Harvest story aired on WKMG, Telemundo 31 requested an interview about the program. Fairview Shores Branch Manager Jessica Pinkowski filmed an interview on June 13 about the Second Harvest food boxes and Summer BreakSpot lunch program. Air date to be determined.

This quarter, two stories on community engagement were pitched and produced by WKMG.

Erin  
Sullivan

4.24

On February 24, WKMG's Crystal Moyer did a story on Local Wanderer; "Get Free Passes for Family Attractions From This Central Florida Library System" aired on TV and online.

On March 27, in honor of National Storytellers Day, WKMG's Crystal Moyer did a story on how the library's storytellers engage people in libraries and in the community: "Florida Storytellers Have History of Inspiring Young, Wise Readers."

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.

Erin  
Sullivan

12.23

- 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 system turns 100. Here are 10 surprising services it offers," ClickOrlando.com, Nov. 8
- On December 21, *Orlando Sentinel* published an editorial on the library's value to Orange County: "Editorial: Library embarks on its next 100 years as a community treasure," *Orlando Sentinel*, Dec. 21
- On January 12, 2024, *Community Paper* 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><b>During this quarter, the Marketing and Public Relations Department produced seven blog posts that covered the following library stories:</b></p> <ul style="list-style-type: none"> <li>• <b>A wrap-up of Summer at Your Library</b></li> <li>• <b>A profile of Local Wanderer partner Central Florida Zoo and Botanical Gardens</b></li> <li>• <b>A post about a partnership with local comic book shops to get people excited about National Library Card Signup Month</b></li> <li>• <b>A post about graphic specialist Kelly Williams-Cramer and her inspiration for the affinity card design she created for National Library Card Signup Month</b></li> <li>• <b>A post about the musical <i>Girl From the North Country</i>, which is being performed at Local Wanderer partner Dr. Phillips Center for the Performing Arts. A limited number of tickets are available for the show to library cardholders through Local Wanderer.</b></li> <li>• <b>A post introducing the library's new look and strategic plan, being presented to the community as, "We're uncreating something fresh!"</b></li> </ul>	Erin Sullivan	10.24
<p>This quarter, Marketing and Public Relations posted 14 blogs. These covered various topics, including:</p> <ul style="list-style-type: none"> <li>• Local Wanderer partners like the Art and History Museums of Maitland and the Holocaust Memorial Resource and Education Center of Central Florida</li> <li>• A Q&amp;A with artist Jamile B. Johnson, whose work was on display at the Orlando Public Library from April through July 2024</li> <li>• The new Community Garden at the South Creek Branch</li> <li>• Various awards won by the library in the first half of 2024</li> <li>• A series of posts during National Library Week highlighting unexpected library services offered by OCLS, such as the Melrose Center and the Book Bike</li> </ul>	Erin Sullivan	7.24
<p>Between January 1, 2024 and April 1, 2024, the Marketing and Public Relations Department published 15 posts to the library's blog. In addition to the monthly note from Library Director Steve Powell, there were posts introducing new partners to the Local Wanderer program, including Hannibal Square Heritage Center and the Orlando Philharmonic, a post about how the library's book bike has been bringing library materials into a 55+ community in Winter Garden, a post about the South Creek Branch's new community garden, a post about a new language-learning platform the library offers for children, and a post about the Women in the Arts Expo</p>	Erin Sullivan	4.24



**Progress****Champion Updated**

being hosted in the Melrose Center during Women's History Month.

During National Library Week, April 7-13, 2024, the department plans to post one new blog daily about various aspects of library work and service.

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.

Erin Sullivan

12.23

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.

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

**Progress****Champion Updated**

**During the fourth quarter, we published 143 pieces of content that aligned with the strategy.**

**Erin Sullivan****10.24**

Educate:

Share valuable and interesting library information with followers to help them learn, grow and connect. We posted about:

- Books & Beyond
- Plant Clinics
- English for Families
- Orlando Memory Vicki Brooks
- Summer literacy

Entertain:

Post content that will entertain followers and resonate with our audience to increase engagement and shares. Posts covered:

- OCLS Olympics
- Squirt videos
- Wearing airpods while you shelve. This Reel on Instagram was our highest performing post this quarter with 237,750 views and 10,078 interactions. It featured a library worker shelving books while listening to the "ABC" song.

Inspire/Relate:

Show our audience that the library understands them and inspires them to use the library. Posts covered:

- Author Talks
- John Green event ticket sales
- Book Bike events
- Book Sale
- Cuisine Corner
- National Library Card Sign-up Month. Our affinity card posts resonated on social with more than 1,800 interactions and nearly 200 clickthroughs.
- Girl from the North Country. This partner post with Dr. Phillips Center for the Performing Arts promoted the show taking place at Dr. Phillips Center and highlighted companion music and books available through OCLS.

Despite the fact that we posted less content this quarter than last, our impressions were up by more than 22 percent, and our engagement was up by more than 12 percent.

In Q2 of FY23-24, OCLS published over 500 pieces of content across the library's social media channels, including Instagram, Facebook, X, LinkedIn and YouTube. The content pillars outlined below filter ideas to help the algorithm categorize content to get information in front of our ideal customer. This strategy has helped increase engagement by 1.2% compared to Q2 of FY22-23.

Erin  
Sullivan

7.24

### **Educate**

Share valuable and interesting library information with followers to help them Learn, Grow and Connect with the library.

- Orange Crate subscription box
- Sashiko hand-sewing video
- AARP Tax Assistance
- Solar Eclipse Events
- New Local Wanderer Partner: Leu Gardens
- International Women's Day: Introducing the women of OCLS
- Introducing new ALS language learning in Mango

### **Entertain**

Post content that will entertain followers and make content resonate with them to increase engagement and shares.

Includes collaborative posts with library partners.

- Vlog Style video: Book Thrifting for book sale and OUC Book Bike at Orlando Farmers Market.
- Weekly Meme on Facebook related to bookish problems and library services.
- Library Mascot Squirt video series: Neal the seal trend, predicting the Super Bowl, AARP Tax assistance

- Instagram Reel Trends: top posts include, Padro Pascal sound (65.8K views, 2677 likes, 912 shares, 142 saves), Hiawassee and OPL age comparison (9,420 views, 342 likes, 33 shares, 11 saves), Taylor Swift "When my friends sign-up for a library card" (7,461 views, 263 likes, 74 shares, 12 saves)

### Inspire/Relate

Show your audience that the library understands their struggles and inspires library usage and advocacy.

- Meet You There promo video
- Monthly Job opportunities at OCLS and CFEC Job Fair opportunities
- English for Families testimonial video
- Melrose Center 10-Year anniversary video
- Community Outreach Spotlights:
  - Book Bike at Senior Community
  - Arnold Palmer Children's Hospital Library Takeover
  - UCF adaptive storytime
  - South Creek Branch's new community garden

In Q1 of FY23-24, the Digital Marketing Specialist published over 400 pieces of content across Orange County Library System's social media channels, including Instagram, Facebook, X, LinkedIn, YouTube, and TikTok (deactivated in February 2024). The content pillars outlined below filter ideas to help the algorithm categorize content to get information in front of customers. This strategy has helped increase engagement by 10.8 percent, compared to Q1 of FY22-23.

Erin  
Sullivan

4.24

### Educate

Share valuable and interesting library information with followers to help them Learn, Grow and Connect with the library. Post topics included:

- Hispanic Heritage Month Cuisine Corner tutorial videos
- OUC Book Bike Announcement
- Library of Things Fiber Art kits
- Mayor's Toy Drive Customer Spotlight, branch donations highlights,
- Monthly Digital Resource spotlights: Kanopy and Libby
- Staff Spotlights: "Name that Branch" series, staff pumpkin challenge, Branch book displays

### Entertain

## Progress

Champion Updated

Post content that will entertain followers and make content resonate with them to increase engagement and shares. Includes collaborative posts with library partners. Posts included:

- Trick or Treat Safe Zone with Orange County Regional History Center (13,364 views, 233 likes, 28 shares)
- Centennial Ale Beer Commercial with Ivanhoe Brewing Co. (22,258 views, 518 likes, 167 shares)
- Orlando Ballet "The Nutcracker" Storytime promo video (11,287 views, 327 likes, 60 shares, 17 saves).
- Library Mascot Squirt dancing with OCFL Mayor's toy drive. Trending dance with local mascots, including the Solar Bears, City Parks & Recreation, and University of Central Florida (8,599 views, 318 likes, 61 shares)

### Inspire/Relate

Show your audience that the library understands their struggles and inspires library usage and advocacy. Posts included:

- Your Library, Your Voice Survey
- Monthly Job opportunities at OCLS and CFEC Job Fair opportunities
- Instagram Reel Trends: top posts include "Happy Birthday Cards" OCLS 100 (5,936 views, 187 likes, 19 shares), It's Our Birthday notable people in the community saying HBD to the library (4,870 views, 293 likes, 29 shares) What's your go-to bookmark? (5,115 views, 147 likes, 33 shares).

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.

Erin Sullivan

12.23

## C. Community outreach that builds awareness

1. Develop outreach plan for new community engagement department

### Progress

Champion

Updated

**The team is reviewing the efforts and progress made this year to identify opportunities for improved efficiency and growth. In the fourth quarter the team attended over 90 Community Events, connecting with over 12,500 people, and hosted over 320 Outreach Events, bringing library programming to over 8,900 people. The Social Worker team provided assistance to over 1,100 people and over 1,600 people attended a library storytime in their community. This quarter the team connected with Durham Place Apartments, a subsidized community for people transitioning out of homelessness, to offer programs, storytimes, and social worker services.**

Danielle King

9.24

Progress	Champion	Updated
<p>In the third quarter, the team attended over 63 Community Events, connecting with over 8,000 people, and hosted over 364 Outreach Events, bringing library programming to over 11,000 people. The Social Worker team assisted over 1,100 people, and over 5,000 people attended a library storytime in their community. The team connected with new partners and opportunities in the community, including the monthly Ocoee Community Market and Need to Read, Inc.</p>	Danielle King	6.24
<p>The Community Engagement team continued to explore new partnership opportunities, including working with the UCF Mighty Knights, United Against Poverty, and expanding offerings to Leu Gardens, among others. In the second quarter, the team attended 68 Community Events, connecting with over 7,000 people and hosted 348 offsite events, bringing library programming to over 11,500 people. The Social Worker team provided assistance to over 900 people and over 6,000 people attended a library storytime in their community.</p>	Danielle King	4.24
<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, connecting with 10,993 people, and hosted 342 Offsite Events, connecting with 13,114 people.</p>	Danielle King	12.23
2. Roll out the OCLS book bike service		
Progress	Champion	Updated
<p><b>During the fourth quarter the two bikes traveled to 18 different events, connected with over 2,100 people, checked out items and registered numerous people for cards. This quarter the book bike visited Leu Gardens twice for the return of Fairy Nights.</b></p>	Danielle King	9.24
<p>During the third quarter, the two bikes traveled to 16 different events, connected with over 2,200 people, checked out items, and registered numerous people for cards. This quarter, the book bike began visiting the Orange County Regional History Center for 3rd Thursday events and Leu Gardens each month for storytimes.</p>	Danielle King	6.24
<p>During the second quarter, the book bike saw more visits out into the community as the team explored methods of use and established new partnerships. The two bikes travelled to 18 different outreach events, connected with 1,980 people, checked out 105 items and</p>	Danielle King	4.24

Progress	Champion	Updated
----------	----------	---------

registered numerous people for cards. The OUC bike spent a long weekend at the Orlando Science Center for the Spark STEAM event, their largest of the year. The OUC bike now makes monthly trips to Lake Eola and the East End Market to sign people up for cards and check out items, as well as regular trips to the Orlando Philharmonic. The Winter Garden bike continues to visit Hyde Park Village, Horizon West, and the town of Oakland.

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.

Danielle King 12.23

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.

3. Research, design and purchase a bookmobile

Progress	Champion	Updated
----------	----------	---------

**OCLS staff met with the team from Matthews Specialty Vehicles (MSV) in August to review colors for the inside of the bookmobile. The renderings from this meeting were received in September. The team is preparing to travel to the national American Bookmobile and Outreach Services conference in October where they will connect with other libraries to discuss bookmobile programs.**

Danielle King 9.24

OCLS staff met with the Matthews Specialty Vehicles (MSV) team on May 2, 2024, to discuss the initial project setup. The goal of the meeting was to review and confirm specifications for the bookmobile. MSV staff explained that after the project setup, they will be working behind the scenes to set up the project for production. These processes include engineering, procurement, and production slotting. They also shared that touch points may have several months between them, and communication increases as the project moves through active production.

Danielle King 6.24

The bookmobile vendor ranking was brought to the Library Board of Trustees meeting for approval on January 11, 2024. The procurement committee determined the following ranking:

Danielle King 4.24

Progress	Champion	Updated
<ol style="list-style-type: none"> <li>1. Matthews Specialty Vehicle</li> <li>2. Farber Specialty Vehicle</li> <li>3. LDV, Inc.</li> </ol> <p>It was determined that Matthews Specialty Vehicles was the most qualified to design and build OCLS' bookmobile. They had a clear understanding of the scope of work, and met the qualifications for quality, timeliness, references, and price. The Library Board approved the project, approved the vendor ranking, approved the budget of \$363,000 and authorized staff to execute a contract with Matthews Specialty Vehicles. OCLS worked with Matthews on contract negotiation and an agreement was signed on March 27, 2024.</p>		
<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 &amp; experience, references, project schedule, and cost &amp; fees. The vendor 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.</p>	Danielle King	12.23
<b>D: Create a business intelligence strategy</b>		
1. Design data models required		
Progress	Champion	Updated
Data and User Services has vetted and is pursuing next steps with SpringShare's LibInsight product, which will facilitate the aggregation and analysis of data.	Lynette Schimpf	9.24
In addition to building out functionality in PowerBI, the Data and User Services department is continuing to vet other library-specific data analytics products, including LibraryIQ and LibInsight, that could help consolidate and visualize a variety of disparate statistics.	Lynette Schimpf	7.24

<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
The Data and User Services department continue to evaluate and learn about all OCLS current data collection processes and systems. This information and analysis continue to build on knowledge of understanding in order to eventually build proper data models moving forward.	Lynette Schimpf	3.24
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

<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
Data and User Services is in the final stages of transitioning monthly and annual statistics collection from the Administrative Assistant to the Director.	<b>Lynette Schimpf</b>	<b>9.24</b>
The Data and User Services department is continuing its conversations with other departments in order to optimize data collection workflows. The Data and User Services department will be meeting with MPR to discuss their marketing statistics collection methodology and how they leverage Google Analytics.	Lynette Schimpf	7.24
The Data and User Services department evaluated the Customer Interaction Statistics process. The workflow to collect this data was redesigned to be a more efficient and accurate process. This new process was successfully relaunched as "Reference Statistics" in March 2024.	Lynette Schimpf	3.24
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.  The Data and User Services department is currently documenting OCLS statistics and collection methodologies in order to evaluate all datapoints and redesign collection workflows.	Lynette Schimpf	12.23

## 3. Create data infrastructure

<b>Progress</b>	<b>Champion</b>	<b>Updated</b>
Data and User Services has decided on moving forward with LibInsight, which will allow for building out data infrastructure.	<b>Lynette Schimpf</b>	<b>9.24</b>
The Data and User Services department is testing PowerBI and other 365 products to evaluate opportunities to build an organized and centralized data infrastructure.	Lynette Schimpf	7.24
The Data and User Services department continue to learn the capabilities of Power BI and how this program can best serve OCLS as we explore data collection processes. PowerBI is currently being utilized to build out infrastructure for	Lynette Schimpf	3.24



Progress	Champion	Updated
statistics and will be utilized to build a new Board of Trustees dashboard in 2024.		
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
<b>In this quarter, Caregiver Connect was added to follow toddler and preschool programs at the Orlando Public Library. There were 78 attendees for these programs during this new time, though staff noted a decline in customer demand for the program after summer. Caregiver Connect during its original time continued to have steady attendance even after SAYL. During the 4th quarter, the Orlando Public Library hosted a total of four “Adventures in Homeschooling” events with a total of 73 attendees. In this program children ages 6-17, they explore lessons and hands-on activities to inspire curiosity and learning while caregivers connect on their homeschool journey. This program will continue throughout the rest of the year.</b>	<b>Sara Gonzalez</b>	<b>9.24</b>
During Summer at Your Library 2024, staff at the Orlando Public Library piloted offering Caregiver Connect after toddler and preschool programs; they previously only occurred after baby programs. This addition will continue through fall toddler and preschool programming. Additionally, Youth Services staff are launching “Adventures in Homeschooling” in August, an opportunity for homeschool caregivers to connect while students are engaged in an activity.	Sara Gonzalez	6.24
In the second quarter, the Youth Services department assessed potential locations for expanding Caregiver Connect.	Sara Gonzalez	3.24
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
<p><b>Countdown to Kindergarten resources and training are now available for Branch Outreach Specialists to host the series in non-traditional settings. In this quarter, Winter Garden’s Branch Outreach Specialist took the Countdown to Kindergarten series on the road, hosting the six-week series for the town of Oakland as a way to connect with their community of young families. The program was open to the public and attended by a total of 28 adults and 28 children, preschool aged and younger. The program was promoted at the Oakland Town Hall. Attendees had the opportunity to check out titles while participating in the programs as well.</b></p>	<p><b>Sara Gonzalez</b></p>	<p><b>9.24</b></p>
<p>This quarter, the Youth Education Specialist worked with a Branch Outreach Specialist to revise and update “Countdown to Kindergarten” for offsite use. The Branch Outreach Specialist hosted all six weeks of “Countdown to Kindergarten” at Shining Stars Academy for 206 children and 11 adults. On May 1, the Youth Education Specialist hosted a training for the Community Engagement Department on how to host the new mobile version of the program. Seven outreach specialists observed the offsite program to see it in practice.</p>	<p>Sara Gonzalez</p>	<p>6.24</p>
<p>In the second quarter, the Youth Services Department completed the evaluation of its Countdown to Kindergarten materials and is developing training for an offsite option of the series. The Youth Services Department will hold a training session for all Outreach Specialists next quarter.</p>	<p>Sara Gonzalez</p>	<p>3.24</p>
<p>In the first quarter, the Youth Services Department evaluated the existing Countdown to Kindergarten materials to identify mobility and accessibility options when hosting the initiative systemwide. The Youth Services Department is exploring options for expanding Countdown to Kindergarten to include bilingual, virtual, and offsite offerings.</p>	<p>Sara Gonzalez</p>	<p>12.23</p>

**B. Early and family learning**

1. Evaluate and expand teen offerings.

Progress	Champion	Updated
<p><b>Youth Services staff developed and introduced three new teen offerings in August 2024 in efforts to expand the type of programming available to teens at Orlando Public Library. These programs were developed with teen interest, needs, and scheduling variables in mind. A Youth Services Librarian began an Animanga Club in person in the library’s teen space on Saturdays and a monthly, virtual Lo-fi book club, to establish low-stakes literary programming</b></p>	<p><b>Sara Gonzalez</b></p>	<p><b>9.24</b></p>

Progress	Champion	Updated
<p><b>for teens interested in exploring these topics. Another Youth Services Librarian and a Youth Programs Specialist developed a virtual Advancing to Adulthood teen series to educate teens on life skills that will build independence and prepare them for responsibilities they will encounter as young adults, such as time management and homemaking. The Youth Programs Specialist at the Orlando Public Library saw consistent engagement in her summer Teen Cuisine Series, which has now been established as a recurring monthly program this fall. Youth Services staff will continue to monitor teen engagement with these new programs to inform decisions regarding offerings for our community’s teens. Additionally, teen volunteer interviews for Orlando Public Library are now being done in a group setting with their parents, which has been well received by all parties.</b></p>		
<p>In evaluating the library’s teen programming, the Youth Education Specialist gathered data from the teen program offerings from June 2023 to May 2024. This data provided insights regarding the number of teen programs offered, annual peak programming times, attendance, programming popularity, and engagement. This analysis has identified key data points the Youth Services Department will use to guide programming improvements and expansions over the next quarter. The library hosted 530 teen programs across 12 locations, achieving a 70% attendance rate with an average of 10 teens per program. The programs with the highest attendance included passive crafts, outreach opportunities/school-based events, teen volunteering, and summer presentations. Peak engagement from teens was observed in March, June, and July, whereas the lowest engagement occurred in January, August, April, and May, suggesting that school breaks and testing periods significantly influence attendance patterns. This summer, staff debuted “Teen Cuisine,” a teen cooking program that will continue into the fall.</p>	Sara Gonzalez	6.24
<p>In February, the Youth Services Department hosted a special focus group that connected seven members of the Teen Advisory Board with the Strategic Planning Committee. The teens provided valuable insights into the needs and interests of teen customers.</p>	Sara Gonzalez	3.24
<p>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.</p>	Sara Gonzalez	12.23

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

Progress	Champion	Updated
<p><b>In this quarter, the Chief of Lifelong Learning approved the evaluation rubric for early learning programs. Additionally, the Youth Services Manager developed new rubrics for managers to assess programs for children and teens. These rubrics incorporate Florida Department of Education learning standards and ALA's best practices for library programming. They emphasize critical thinking, social-emotional learning, information literacy, program preparedness, and classroom management. With these rubrics, managers will be able to evaluate staff performance in program delivery, offering clear benchmarks and fostering opportunities for collaboration with the Youth Services Department for additional training and support.</b></p>	Sara Gonzalez	9.24
<p>In this quarter, the Youth Services Manager created a rubric for managers to evaluate early learning events. The rubric utilizes best practices from ALA's Early Literacy Enhanced Storytime Checklist and the NYPL Core Body of Knowledge for Early Childhood Educators. It focuses on program preparedness, classroom management, DEIA aspects, early literacy practices, and family engagement. The rubric will allow managers to evaluate their staff on program presentation by providing clear benchmarks and facilitating opportunities to collaborate with the Youth Services Department for additional training and support.</p>	Sara Gonzalez	6.24
<p>In the second quarter, the Youth Services Department manager started to design training and evaluation metrics for youth programming.</p>	Sara Gonzalez	3.24
<p>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.</p>	Sara Gonzalez	12.23
<p><b>C. Provide experiences to enhance life skills</b></p>		
<p>1. Explore opportunities to expand offerings to older adults</p>		
Progress	Champion	Updated
<p><b>Throughout the 4th quarter, 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 and several stand-alone events to the Library. At the Orlando Public Library, the Events team offered the LIFE Information for Elders series and presented:</b></p>	Leasha Tavernier	9.24

Progress	Champion	Updated
<ul style="list-style-type: none"> <li>• <b>Acti-v8 Your Brain: Eight Pillars of Brain Health - LIFE Information for Elders</b></li> <li>• <b>What's Pre-Planning and What Consumers Should Know - LIFE Information for Elders</b></li> <li>• <b>What You Need to Know About Medicare and Getting Assistance - LIFE Information for Elders</b></li> </ul> <p><b>At the South Creek Branch, the Events team offered the LIFE Information for Elders Branching Out Series:</b></p> <ul style="list-style-type: none"> <li>• <b>Secrets of Timeless Beauty: The Power of Facial Massage - LIFE Information for Elders Branching Out Series</b></li> </ul> <p><b>Health Events were presented and marketed to older adults at the Southwest Branch each month during the quarter:</b></p> <ul style="list-style-type: none"> <li>• <b>Qigong Movement and Breathing</b></li> </ul> <p><b>The Events team also offered several stand-alone events for older adults at the Orlando Public Library and various branch locations:</b></p> <ul style="list-style-type: none"> <li>• <b>Heart Healthy Meals for 1 or 2</b></li> <li>• <b>At Home In Home: Thriving In Place</b></li> <li>• <b>Preparing for Retirement: Social Security</b></li> <li>• <b>Managing Money - For Those Facing Chronic Illness</b></li> </ul> <p><b>Additionally, events were hosted for older adults offsite:</b></p> <ul style="list-style-type: none"> <li>• <b>The Community Engagement Department hosted over 40 events for seniors that included a variety of technology classes, adult storytimes and lead cooking classes.</b></li> <li>• <b>The Southwest Branch visited Brookdale Senior Living Center four times this quarter and provided brain and body fitness programs to residents.</b></li> </ul>		
<p>Throughout the 3rd quarter, 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 and several stand-alone events to the Library.</p> <p>At the Orlando Public Library, the Events team offered the Life Information for Elders series and presented:</p> <p>Meal Planning and Nutritional Tips for Elders - LIFE Information for Elders</p> <p>21 Mistakes to Avoid as a Caregiver - LIFE Information for Elders</p> <p>How to Protect Yourself from Fraud? - LIFE Information for Elders</p> <p>At the Southeast Branch the Events team offered the Life Information for Elders Branching Out Series:</p>	Leasha Tavernier	6.24

How to Recognize Different Signs of Elder Abuse and Neglect - LIFE Information for Elders Branching Out Series Health Events were presented and marketed to older adults at the Southwest Branch each month during the quarter:

Qigong Movement and Breathing

The Events team also offered several stand-alone events for older adults at the Orlando Public Library and various branch locations:

Legal Concerns in Today's Environment - Keeping Seniors in the Know

Classical Music & Painting

Therapeutic Pottery Program

Job Strategies for Mature Workers

Music in the Library: Going Back in Time with Shannon Rae

Additionally, events were provided for older adults offsite. Southwest Branch staff visited the Memory Care Center at Brookdale Assisted Living Facility five times this quarter to present basic fitness and brain activities to residents. Fairview Shores visited the Silver Lakes Community Center to offer classes and events to seniors including Device Advice, memory-building games, arts, and crafts. The Community Engagement Department hosted over 48 events for seniors this quarter. The team hosted a variety of adult storytimes, craft-based activities and lead cooking classes, among other offerings. Events were offered monthly at partner locations like Hunter's Creek Nursing & Rehab Center and The View Senior Center. Senior storytimes were offered each month at locations like Blake at Hamline and Summit of Winter Garden.

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 and several stand-alone events to the Library.

Leasha  
Tavernier

3.24

At the Orlando Public Library, the Events team offered the Life Information for Elders series and presented:

- **How to Maintain a Healthy Brain - LIFE Information for Elders**
- **Transportation Safety for Seniors - LIFE Information for Elders**
- **What Parks and Recreation Have to Offer - LIFE Information for Elders**

At the Hiawassee Branch the Events team offered the Life Information for Elders Branching Out Series:

- **Maintaining Healthy Relationships with Your Adult Children - LIFE Information for Elders Branching Out Series**

Health Events were presented and marketed to older adults at the Southwest Branch each month during the quarter:

- **Qigong Movement and Breathing**
- **Beginner Line Dancing**

The Events team also offered several stand-alone events for older adults at the Orlando Public Library and various branch locations:

- **At Home In Home: Thriving In Place**
- **Taking the Con Out of Consumer: - Safeguard Yourself from Scams**
- **Adultos Mayores, 5 Pasos para Simplificar tu Vida**

Additionally, events were provided for older adults offsite:

- The Southwest Branch visited Brookdale Senior Living Center five times this quarter and presented a basic brain and fitness program for residents in the memory care center.
- The Fairview Shores Branch visited Silver Lakes Village and hosted events including jewelry making, bingo games, and technology help.
- The Community Engagement Department hosted 50 events for seniors in the second quarter, interacting with over 1050 attendees. The team hosted a variety of technology classes, adult storytimes, prepared interactive history lessons and lead cooking classes, among other offerings. Events are offered monthly at partner locations like Citrus Gardens, HearthStone Assisted Living, and West Orange Seniors.

---

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.

Leasha  
Tavernier

12.23

At the Orlando Public Library, the Events team offered the Life Information for Elders series and presented:

- 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

At the South Trail Branch the Events team offered the Life Information for Elders Branching Out Series event:

- Orange County Sheriff's Office Senior Programs - LIFE Information for Elders Branching Out Series

Additionally, events were provided for older adults offsite:

- The Fairview Shores Branch visited Silver Lakes Village and hosted events that included bingo games and craft
-

Progress	Champion	Updated
<p>activities. The Southwest Branch visited the Memory Care Center at Brookdale Senior Living to lead mental and physical fitness classes for residents.</p> <ul style="list-style-type: none"> <li>•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.</li> </ul>		

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

Progress	Champion	Updated
<p><b>The Adult Services department continues to update adult class content including translating class content into Spanish. Eleven trainers from nine locations are currently participating in the project. For this quarter, nine classes have been updated, one class has been translated into Spanish, and three classes are in the review process. Review of new class suggestion procedures continues. The Youth Technology Specialist received survey feedback from trainers on the current class catalog for youth technology classes. Based on that feedback, there are an additional 10 classes to be retired by the end of 2024, in addition to the 22 that were retired at the beginning of August. He has prioritized updating Create Comics, Roblox World Design, Be Safe Online, Design Minecraft Characters, Create 2D Videogames, Create 2D Animations, Easy Typing, and Coloring with Photoshop based on trainer feedback as well. Additionally, he will be developing more sustainable classes such as Scratch Programming, MakeCode, Godot (Game Engine), Music Production, Music Theory, Make a Music Video, and Make Music with Osmo for the upcoming year. Most of these classes will use free software where children will be able to access their projects from home to continue learning outside of the classroom.</b></p>	<p>Leasha Tavernier</p>	<p>9.24</p>
<p>In this quarter, the Youth Services Department onboarded a Youth Technology Specialist. He sent out a survey to trainers in the system to see what classes have been working well in the branches, what trainers would like to see updated, what needs to be archived, and what kinds of new classes they would like to see. He has evaluated the current curriculum list and identified the first round of 22 classes to be archived at the end of summer based on attendance, popularity, and how current the technology was. He is working with trainers to prioritize the remaining classes to be updated or revamped. The Adult Services department continues to update adult class content including translating class content into</p>	<p>Leasha Tavernier</p>	<p>6.24</p>



Progress	Champion	Updated
<p>Spanish. Eleven trainers from nine locations are currently participating in the project. Eight classes have been updated, eight classes have been translated into Spanish, and thirteen classes are in the review process. Review of new class suggestion procedures continues. Preliminary exploration of a new technology class on the topic of AI has begun.</p>		
<p>Adult services managers visited five locations for feedback and improvement ideas on adult technology classes. The Adult Services department implemented new procedures for updating adult class content including translating class content into Spanish. Trainers who volunteered to participate in the process met with the Adult Technology Specialist to discuss current class issues, time frame of the revision, expectations, and to schedule subsequent check-ins up to the agreed deadline. Nine trainers from seven locations are currently participating in the project. Six classes have been updated, four classes have been translated into Spanish, and fourteen classes are in the review process. Review of new class suggestion procedures continues.</p>	<p>Leasha Tavernier</p>	<p>3.24</p>
<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>
<p>3. Continue to explore grant/award opportunities</p>		
Progress	Champion	Updated
<p><b>The library applied for a \$12,500 Strategic Partnership Grant from Florida Humanities to support the English for Families and Prime Time Family Reading programs. The Chickasaw Branch was awarded \$500 by the New York Life Foundation Grief programs to add books about children dealing with grief and provide resources.</b></p>	<p>Leasha Tavernier</p>	<p>9.24</p>
<p>The library explored multiple grant opportunities this quarter. The library was awarded a grant totaling \$43,659.51 from the American Heart Association. The funds were used to purchase AEDs for all library locations. The Eatonville</p>	<p>Leasha Tavernier</p>	<p>7.24</p>

Progress	Champion	Updated
<p>Branch received \$500 in funding from the Black History Committee of Orange County, Inc. to cover the cost of awards, prizes and giveaways for the Kuumba Storytelling Expo held on Saturday, June 22. The library applied for but was not awarded a \$10,000 Florida Humanities Community Project Grant.</p> <p>The Library won a John Cotton Dana Library Public Relations Award for outstanding public relations for our 100 Year Celebration marketing campaign. The award is managed by the American Library Association's Core Division and EBSCO Information Services and include a \$10,000 grant from the H.W. Wilson Foundation.</p>		
<p>The library was awarded the Thinking Money for Kids Program Kit from the American Library Association and the FINRA Investor Foundation. The Program Kit is a collection of vetted resources to help libraries teach financial education concepts for children ages 3 to 12, both in the library and in children's homes.</p> <p>The library applied for the \$1,200 Latino Poetry: Place We Call Home Grant from the Library of America with support from the National Endowment for the Humanities to fund scholar-moderated discussions and other events.</p>	Leasha Tavernier	3.24
<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>	Leasha Tavernier	11.23

#### D. Provide service delivery via technology

##### 1. Evaluate scanner and fax services

Progress	Champion	Updated
<p><b>Upgraded printers have now been completed at all branches. The public printers available to all customers are newly deployed to provide a better experience when printing from a public PC or their own device.</b></p> <p><b>In addition to this the IT team has worked with our vendor to add additional features to the scanning services. This included expanding the languages available on the machines, translation services for scanned documents, and additional ways to store the scanned files. For example, patrons can now send the document to their Google Drive instead of printing it out. We will continue to look for improvements here in both hardware and services to ensure these continue to meet the growing needs of our customers.</b></p>	Steve Powell	9.24
<p>During this quarter, we were able to test multiple different printers and determined a model to replace our current public printing stations. We</p>	Steve Powell	6.24

Progress	Champion	Updated
<p>already have a couple of library locations testing out these printers in production. The remaining locations are scheduled to be migrated before the end of August and all public printers will be on an upgraded model. This will allow for better, faster printing for our customers at all locations. We are continuing to investigate the scanning and faxing services but no further updates are available at this time.</p>		
<p>Reports continue to be set up for measuring metrics around our services. As these continue, IT Services has also been evaluating the tech stack for our public services. Currently new and updated printers are being tested for improved experience and capabilities for our customers. These printers will be refreshed once testing has been confirmed with our systems.</p> <p>Multiple vendor meetings have been set up to explore additional faxing and scanner services. This will help explore opportunities in this space for an update to the current infrastructure or a replacement of systems to offer more features for customers.</p>	Steve Powell	3.24
<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 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.</p>	Steve Powell	12.23
2. Finalize contract/start network and network hardware replacement		
Progress	Champion	Updated
<p><b>The network hardware replacement continues. Our downtown location is nearly complete with all equipment updated. Alongside the data center and switch hardware we are also replacing the UPS systems as these are in need of updating as well. This will provide consistent power during surges or outages that might otherwise take the network hardware offline. During this quarter we have also started our project into the replacement of the WiFi routers throughout the system. This is a heavily used service amongst our public patrons and upgrading the current platform will provide a better overall experience utilizing this service. This will be kicked off in the new quarter to continue improving and upgrading our network equipment.</b></p>	Steve Powell	9.24
<p>This last quarter we received the new hardware for the datacenter. Migration plans are finished and this hardware refresh started this last month. Currently, the critical network equipment was targeted for</p>	Steve Powell	6.24

Progress	Champion	Updated
----------	----------	---------

replacement first and has already been completed. Among other components, the library is now running an updated firewall that allows for greater bandwidth for staff and customers while also adding redundancy to decrease the risk of component failure causing network outages or service degradation. During the next year, the remaining network equipment will begin to get replaced at all library locations throughout the county.

We have started the procurement phase for our new network hardware. Last quarter we detailed out our desired network map with equipment models needed. With most of this hardware applicable to the ERate process we applied for this during Q2. Multiple bids were received and a decision was made on proceeding. Once everything is finalized and approved for the purchase the IT Services team will begin to receive the equipment. This will then begin the implementation and migration process for the network.

Steve Powell 3.24

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
----------	----------	---------

**The library determined that there are no turnkey solutions for smart home/voice assistance integrations for library services. The library will need to evaluate the potential for a solution to be developed in-house before deciding whether to proceed further.**

Steve Powell 9.24

No update for this quarter.

Steve Powell 6.24

No update for this quarter.

Steve Powell 3.24

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
	<b>Sara Gonzalez</b>	<b>9.24</b>
In discussions with OCPS, it was determined there is no master calendar for the district and that school night events would be on an “as needed” where individual schools would need to request this specific kind of support.	Sara Gonzalez	9.24
The Youth Services Department Head has been in communication with OCPS to gather dates for a master calendar of school events where OCLS could be present.	Sara Gonzalez	6.24
Based on feedback from recent community surveys, additional opportunities to partner with school groups on themed events is being developed and will be implemented next quarter.	Sara Gonzalez	3.24
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
<b>During this quarter the Youth Services Department Head met with OCPS to discuss streamlining communications for the school year based on feedback that was received from liaisons. To this end, the school library card drive shifted focus from a competition between individual schools to a broader district-wide initiative to encourage sign-ups. Liaisons can communicate with their schools as frequently as desired, but are only expected to do quarterly check-ins. Additionally, the School Partnership Program chairs send a monthly newsletter to OCPS with VLC information and library promotions. The SPP chairs revised the liaison expectations, revised promotional materials, and hosted a training with three Q&amp;A sessions. CED and YS are in the initial planning discussions of how to implement some of the feedback from the Liaison survey, including schools being managed by branches geographically closer to them.</b>	<b>Sara Gonzalez</b>	<b>9.24</b>
In this quarter the School Partnership Program became a collaborative initiative between the Community Engagement	Sara Gonzalez	6.24

Progress	Champion	Updated
<p>Department and the Youth Services Department. Staff from both departments met with their managers to discuss how the partnership had been working and how they wished to move forward with how liaisons were distributed across the county and how to communicate more effectively with schools. CED and YS met with admin to discuss changes for the new school year. The School Partnership Program Committee sent a survey to current school liaisons to evaluate their geographic proximity to their schools, how well their schools have engaged with them, and what kind of engagement they have requested (tabling, storytimes, activities, etc.).</p>		
<p>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 sent to school liaisons next quarter.</p>	Sara Gonzalez	3.24
<p>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.</p>	Sara Gonzalez	12.23

#### F. Foster Innovation & New Services

##### 1. Continue to expand the library of things collection

Progress	Champion	Updated
<p><b>OCLS is currently evaluating the best way to move forward with the Library of Things collection as it expands. During this fiscal year, the collection grew to include blood pressure monitoring kits, Citizen Science kits, fiber art kits, and disc golf sets. To date, the items circulated the following: hotspots= 1,893; blood pressure kits = 332; fiber art kits = 766; science kits = 279 and disc golf set = 3 times.</b></p>	Erica Grant	9.24
<p>During this quarter, the Library of Things team researched the best way to support the collection. They contacted libraries with robust collections to get their advice and best practices. In addition, the team researched various vendors that could support the collection. The team attended informational sessions with vendors and asked them specific questions to see if they could meet the OCLS collection needs.</p> <p>In June, in partnership with the City of Ocoee, the West Oaks Branch began loaning disc golf sets as part of the Library of Things Collection.</p>	Erica Grant	6.24

Progress	Champion	Updated
<p>The Library of Things committee worked on expanding the collection by adding Citizen Science Kits. The kits contain everything needed to gather data for a specific science project, encourages participation in the scientific method, and allows families to contribute to real-world research by sharing their findings with scientific organizations. Launched April 1, OCLS has four different kits available at each location: Exploring Biodiversity, Measuring Light in the Night, Observing Pollinators, and ZomBee Hunting.</p> <p>The blood pressure monitor kits donated by the American Heart Association (AHA) have circulated 134 times since the beginning of the program. February was American Heart Month and OCLS partnered with the American Heart Association and HCA Florida Healthcare to expand the Libraries with Heart program. In addition to offering blood pressure monitoring kits for checkout, trained OCLS staff hosted in-person programs at several branches and in the community on how to properly take and monitor your blood pressure. 250 people attended these hands-on demonstrations. The goal of the program is to educate communities about heart-healthy habits and to increase access to blood pressure monitors. On February 27, Dr. Lee from HCA Florida Healthcare made a special appearance at the Eatonville Branch's blood pressure event. 34 community members participated in Eatonville's event including Eatonville's Mayor Angie Gardner and Eatonville's Chief Administrative Officer and staff.</p> <p>The Library of Things website got a new look this quarter and now features materials carousels for ease of use for customers and staff.</p>	Erica Grant	4.24
<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</p>	Erica Grant	12.23

Progress	Champion	Updated
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.		

2. Evaluate outdoor programming at select locations

Progress	Champion	Updated
<p><b>OCLS is actively evaluating the success and impact of its outdoor programming at select locations by hosting various events tailored to community needs.</b></p> <p><b>This quarter, the Windermere Branch partnered with the Orange County Sheriff's Office to host a Mobile Gaming Theatre event, attracting 101 participants. This event demonstrated the library's ability to engage a large number of attendees through unique, community-centered activities, fostering connections between local law enforcement and residents in a fun and informal setting.</b></p> <p><b>Additionally, the Winter Garden Branch hosted a Car Seat Safety event in collaboration with Safe Kids Orange County. During the event, 27 customers had their car seats inspected by certified technicians to ensure they were installed correctly. This initiative focused on child safety and reflected the library's commitment to addressing the practical concerns of families in the community.</b></p> <p><b>Both events are part of the library's larger effort to assess the effectiveness of outdoor programming in serving diverse community needs, enhancing engagement, and providing valuable services beyond traditional library offerings.</b></p>	Erica Grant	9.24

<p>During this quarter, several of our locations highlighted the effectiveness of our outdoor programming through various events and activities that attracted significant community participation. Many library locations across the system hosted Eclipse Viewing Parties, attracting 3,872 attendees across 16 events. At the Orlando Public Library, 392 people gathered at Heritage Square Park to view the eclipse and engage in related activities in partnership with the Orange County Regional History Museum. The Washington Park Branch featured a telescope set up by the Central Florida Astronomical Society, and the Eatonville Branch had Congressman Maxwell Frost join the festivities. Additionally, the branches organized various educational programs leading up to the eclipse, distributing solar viewing glasses to participants.</p> <p>In addition to the eclipse events, the Winter Garden Branch hosted various activities, including "Bubble Playtime," which attracted 133 children and caregivers, and an "Eclipse Party" attended by over 300</p>	Erica Grant	7.24
---	-------------	------



people, featuring activities like bubble playtime, asteroid toss, and moon model creation. The West Oaks Branch offered multiple outdoor programs, including "Digging in the Dirt," nature walks, and themed events like "Earth Day Birthday," "The Secret Life of Trees," and "Bird Watchers." Other branches such as Windermere, Chickasaw, South Trail, North Orange, Alafaya, and Southeast also held eclipse viewing events and outdoor programs, engaging thousands of participants in educational and recreational activities throughout the quarter.

The continued evaluation of outdoor programming has underscored the innovative approaches branches employ to actively involve their communities in our outdoor spaces. Chickasaw, Windermere, and Winter Garden have collectively hosted 19 programs that served 786 participants in their outdoor space. Programs like "Parachute Play," "StoryWalk," and "Eggstravaganza" attracted families to the library, fostering community engagement and participation. The South Creek staff were delighted to make use of their newly acquired outdoor space. Throughout the second quarter, they orchestrated a diverse array of programs, such as "Bubble Playtime," "Kid's Field Day," and "South Creek Plant Swap." Among these, the "Plant a Butterfly Garden" program stood out, highlighting the space's potential. This preschool event involved children in an immersive storytime followed by hands-on participation in the garden, where they planted milkweed and flowers to attract butterflies. Throughout this quarter, South Creek offered 7 outdoor events for 179 attendees.

Erica Grant 4.24

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.

Erica Grant 12.23

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

Progress	Champion	Updated
<p><b>After continued exploration, offering notary services does not appear to be a feasible option for the library. Several critical factors contribute to this finding, including logistical challenges in staffing, increased liability, and the complexities of implementation. Additionally, the cost of training staff to meet the required standards further complicates this initiative. It is in the best interest of the library and our customers to focus on our core services, where we can maintain the highest level of service and excellence.</b></p>	<p><b>Erica Grant</b></p>	<p><b>7.24</b></p>
<p>As we continue to explore providing notary services, logistical challenges are an ongoing concern. Maintaining consistent delivery of this service presents limitations that would need to be addressed. At this time, a reasonable solution has not been found, but we will continue to explore this idea as we look for ways to support the community we serve.</p>	<p>Erica Grant</p>	<p>4.24</p>
<p>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.</p>	<p>Erica Grant</p>	<p>12.23</p>

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Director's Goals FY 2024:  
4<sup>th</sup> Quarter Update**

# Director's Goals FY 2023 – 2024

## 4<sup>th</sup> Quarter Update

### GOALS

#### 1. Develop and Implement a New Strategic Plan

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

#### 1<sup>st</sup> 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 with 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 with 297 participants

#### 2<sup>nd</sup> Quarter

01/29/2024 The Strategic Capacity Assessment was delivered

01/31/2024 In-person and virtual focus groups (12 total) were conducted with the community and staff

03/04/2024 The Learning Report was delivered and shared with staff. This report contains a summary of the collected information, feedback and more from the one-on-one interviews, surveys from both staff and the community, and the focus groups.

03/22/2024 Staff retreats are complete with 129 in-person and 171 virtual participants. Admin and Board retreats are scheduled for April.

#### 3<sup>rd</sup> Quarter

04/15/2024 The final retreats with the Board (03/13) and Admin Team took place.

04/24/2024 First draft of the Strategic Plan outline was introduced to the Admin Team.

05/22/2024 Strategic Plan outline refined, and activities added.

05/28/2024 Draft Purpose Statements discussed

06/18/2024 Admin met with FastForward to review the Draft Strategic Plan and the plan to introduce the Draft Plan to the Board in July.

06/25/2024 The Strategic Plan Team finalized their changes to the Draft Plan.

06/26/2024 Admin finalized their changes to the Draft Plan.

06/27/2024 FastForward delivered their final version of the Draft Plan that includes the new Purpose Statement.

#### 4<sup>th</sup> Quarter

07/11/2024 FastForward and CPO Schimpf presented a working draft of new plan and the new Purpose Statement to the Board.

07/16/2024 The Strategic Plan Team proposed the one-page graphical plan to Admin.

07/18/2024 CPO Schimpf presented the working plan at the All-Managers Meeting. Managers and staff continue to build out the support level activities.

08/08/2024 The new plan was presented to the Board in graphical and outline form and Board approved the FY 2025-2029 Strategic Plan. The Board also agreed to replace the lengthy Director's Report with a monthly update of the Strategic Plan.

08/15/2024 The new plan was rolled out to staff via a video by the Director.

09/19/2024 Staff participated in developing the branch/department level activities over the past several weeks. The fully built out plan was finalized and presented at the All-Managers Meeting.

## **2. Create and Implement a New Statistics Dashboard**

### **1<sup>st</sup> Quarter**

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

11/14/2023 Finalized Project Brief

### **2<sup>nd</sup> Quarter**

02/07/2024 Meeting to review a potential statistics page with charts and graphs

03/22/2024 A second pass at a new statistics page was presented

### **3<sup>rd</sup> Quarter**

04/16/2024 Reviewed KPIs and a first pass at data visualization.

05/15/2024 Reviewed the second pass at data visualization.

06/28/2024 Received updated version of data visualization for review.

### **4<sup>th</sup> Quarter**

07/31/2024 The draft visualization was developed over the month of July.

08/08/2024 The new Dashboard was presented to the Board and they approved moving forward with the new format.

09/12/2024 The new Dashboard was included in the board packet alongside the old format for the final time.

## **3. Identify, Design, and Order a Bookmobile**

### **1<sup>st</sup> 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

### **2<sup>nd</sup> Quarter**

01/18/2024 The Board approved the vendor ranking and project budget.

03/27/2024 The vendor and library came to terms and signed a contract.

**03/27/2024 Goal completed.**

### **3<sup>rd</sup> Quarter**

05/02/2024 Meeting with Mathews Specialty Vehicles to finalize interior and exterior specifications.

### **4<sup>th</sup> Quarter**

07/02/2024 The library paid a 20% invoice for design and engineering services. This deposit also secures the library's place in the production queue.

07/16/2024 Matthews provided updated drawing of the bookmobile with the specifications finalized.

09/20/2024 The library received interior rendering and plan to approve the interior colors and finishes by the end of the month.

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

### **1<sup>st</sup> Quarter**

11/17/2023 Finalized Project Brief

### **2<sup>nd</sup> Quarter**

01/08/2024 The project managers Lynette Schimpf, Chief Project Officer, and Thomas Beaver, IT Services Department Head, held a project kickoff with HR and finance staff.

02/05/2024 Project meeting to discuss and determine software requirements. The team identified 15 firms that should be considered.

03/31/2024 The project managers are meeting with different vendors to evaluate software platforms and will bring the evaluations back to the team.

### **3<sup>rd</sup> Quarter**

04/29/2024 After several staff meetings the project goal should be:

**Identify and Select a Human Resources Information System (HRIS) and an Enterprise Resource Planning System (ERP).**

The HRIS would replace up to 10 existing applications in Human Resources and the ERP would replace up to six applications and add a procurement platform for Finance.

05/15/2024 The project managers continued meeting with different vendors to evaluate software platforms and bring evaluations back to the team.

05/30/2024 Draft RFP complete.

06/26/2024 RFP finalized by staff and sent to Counsel for review.

#### **4<sup>th</sup> Quarter**

07/08/2024 The RFP for and HRIS with an add alternate ERP was advertised.

08/07/2024 Vendors questions regarding the RFP were posted.

08/23/2024 The library received 10 responses to the RFP.

09/09/2024 The 10 vendor responses were reviewed and scored by the procurement committee who shortlisted three firms for oral presentations. The three firms are able to provide the HRIS and not the ERP.

09/22/2024 Oral presentations are in progress with the three firms slated to complete their presentations by Wednesday, August 25th. Due to the in-depth nature of the RFP, the vendor submittals, and the need to get this right the selection process will continue into the first month or two of FY 2024-2025.

### **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

#### **1<sup>st</sup> Quarter**

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

#### **2<sup>nd</sup> Quarter**

03/31/2024 I have reviewed all the current board-approved policies and am working on a proposal to the Board to reduce the number of policies they would be responsible for approving.

#### **3<sup>rd</sup> Quarter**

04/30/2024 Completed a draft proposal for the Board to consider.

#### **4<sup>th</sup> Quarter**

09/22/2024 Unfortunately, this goal did not move past the Director's working draft. This will remain a goal for FY 2024-2025.

### **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

#### **1<sup>st</sup> 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.

## **2<sup>nd</sup> Quarter**

03/31/2024 Admins and some department heads are reviewing current job descriptions against potential job summary comparisons to establish benchmarks for pay comparisons.

## **3<sup>rd</sup> Quarter**

04/30/2024 During April, Admins and the consultant continued to review job descriptions.

05/31/2024 During May, Admins and the consultant continued to review job descriptions.

06/30/2024 During June, Admins and the consultant continued to review job descriptions with a focus on exempt versus non-exempt status for positions in some support departments.

## **4<sup>th</sup> Quarter**

09/22/2024 This project was far more in-depth than expected. The consultant is still working through the details of several job descriptions and is in agreement with the proposed pay scales and bands. Although this is very close to completion it needs to continue into FY 2024-2025.

## **CAPITAL PROJECTS**

### **1. Horizon West Branch**

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

#### **1<sup>st</sup> 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<sup>nd</sup> Quarter**

02/23/2024 The Opening Day Collection Request for Proposal was advertised.

03/07/2024 Gopher tortoise relocation permit issued.

03/31/2024 Worked throughout the quarter with the contractors and architect teams to finalize drawings, identify and select value engineering items, and complete the interior design details.

#### **3<sup>rd</sup> Quarter**

04/01/2024 Opening Day Collection RFPs were received from three vendors.

04/05/2024 Finalized GMP

04/05/2024 Finalized project budget

04/11/2024 The Board approved the GMP contract with contractor HJ High and approved the project budget.



04/30/2024 During April the permit was reviewed by Orange County and comments were addressed by the architect and other consultants.

05/02/2024 The Board approved the purchase of the Opening Day Collection.

05/31/2024 During May, the permit process continued, interior finishes were reviewed and clarified, and a review of the FF&E package started.

06/13/2024 Finalized the furniture package and associated RFP.

#### **4<sup>th</sup> Quarter**

07/12/2024 The OCBC and City of Orlando approved the utilities easement.

07/30/2024 GMP construction documents were finalized with HJ High.

07/31/2024 The permitting process, with a lot of back and forth between the County and consultants, continued over the course of the month.

08/09/2024 OC issued the site work permit.

08/15/2024 The library and consultants met with OC utilities as a requirement to get the work started.

09/12/2024 A second round of gopher tortoise remediation was completed.

09/13/2024 The Director submitted detailed information to support a request to be exempt from concurrency and impact fees.

09/16/2024 HJ High on site to install silt fence and signage marking the official start of construction.

## **2. Lake Nona Branch**

- a. Continue the design process

#### **1<sup>st</sup> Quarter**

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

#### **2<sup>nd</sup> Quarter**

03/13/2024 Received 60% drawings

03/27/2024 Reviewed the 60% drawing with the contractor and architect teams

#### **3<sup>rd</sup> Quarter**

04/15/2024 The contractor delivered a construction estimate based on the 60% plans.

04/30/2024 During April, reviewed and clarified exterior elevations and landscaping.

05/31/2024 During May, reviewed and clarified interior elevations and finishes and plaza design requirements.

06/11/2024 Finalized ceiling elevations and finishes and reviewed updated plaza features.

06/24/2024 Finalized the plaza design requirements.

#### **4<sup>th</sup> Quarter**

07/31/2024 Design services continued through the month of July.

08/30/2024 Design services were close to complete in August and the library approved a preliminary GMP. This approval allows the City to officially approve the construction project at its October 8th Council meeting.

09/22/2024 HJ High is finalizing the library's construction costs.

### **3. Main Library Third Floor Meeting Rooms Refresh**

- a. Complete the work on time and within budget

#### **1<sup>st</sup> Quarter**

11/03/2023 Permit approved.

11/09/2023 Board approved to proceed.

11/22/2023 Project start date established as 01/08/2024.

#### **2<sup>nd</sup> Quarter**

03/15/2024 Final inspections passed, and a certificate of occupancy issued.

03/25/2024 Folding door installed.

**03/25/2024 Project completed.**

### **4. Main Library Exterior Lighting Project**

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

#### **1<sup>st</sup> 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.

#### **2<sup>nd</sup> Quarter**

01/29/2024 Plans passed the architectural review board. The architect will finalize the drawings and submit them for a permit.

#### **3<sup>rd</sup> Quarter**

05/03/2024 The architect delivered 100% construction documents and submitted for a building permit.

#### **4<sup>th</sup> Quarter**

09/22/2024 Library staff did not advance this project during the 4th quarter.

### **5. Main HVAC Controls**

- a. Complete the work on time and within budget

### **1<sup>st</sup> 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.

### **2<sup>nd</sup> Quarter**

The project is 60% complete and is on track to be completed by the September 30, 2024  
deadline.

### **3<sup>rd</sup> Quarter**

The project is 75% complete and is on track to be completed by the September 30, 2024  
deadline.

### **4<sup>th</sup> Quarter**

09/30/2024 The vendor has installed all of the hardware, and the systems are running as  
expected. The only work left are some small details regarding the computer program.

## **6. Main Library Roof Replacement Project**

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

### **1<sup>st</sup> Quarter**

11/16/2023 Permitting in progress.

### **2<sup>nd</sup> Quarter**

03/13/2024 Roofing Contractor Services RFQ advertised.

03/29/2024 Pre-response conference and mandatory site visit attended by 10 potential  
contractors.

### **3<sup>rd</sup> Quarter**

05/15/2024 During April and May, contractors made site visits to confirm the project scope and  
evaluate logistics.

06/10/2024 Received five responses to the RFQ.

06/26/2024 Ranked the contractor's proposals.

06/27/2024 Established dates and times for presentations by the three top-ranked contractors.

### **4<sup>th</sup> Quarter**

07/18/2024 The Procurement Committee heard oral presentations, scored the shortlisted  
contractors, and finalized the ranking for Board approval.

08/08/2024 Library staff presented the ranking to the Board for approval and the Board did not  
act on the ranking.

09/12/2024 The Board approved the contractor ranking.

## **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

### **1<sup>st</sup> 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.

### **2<sup>nd</sup> Quarter**

02/02/2024 Architect and contractor responses due.  
02/29/2024 Architect oral presentations.  
03/01/2024 Architect ranking announced.  
03/05/2024 Contractor oral presentations.  
03/12/2024 Contractor ranking announced.  
03/14/2024 Architect and contractor ranking approved by the Board.

### **3<sup>rd</sup> Quarter**

04/18/2024 Received Borrelli + Partners, the first-ranked architect, design proposal.  
05/02/2024 Accepted Borrelli's proposal and sent it to Counsel for review.  
05/20/2024 Terminated negotiations with Gilbane, the first-ranked contractor.  
05/29/2024 Received Gomez Construction's, the second-ranked contractor, pre-construction proposal.  
06/03/2024 Accepted Gomez's proposal and sent it to Counsel for review.  
06/13/2024 The Board approved the architect's design proposal.  
06/24/2024 Announced town hall meetings with staff for feedback regarding the project.

### **4<sup>th</sup> Quarter**

07/30/2024 The library finalized contracts with Borrelli + Partners for design, engineering, and interior design services and Gomez Construction for pre-construction and CMAR services.  
07/31/2024 COO Stone and CNSO Gonzalez held Town Hall meetings with staff to solicit their ideas and opinions about the project.  
08/30/2024 During August staff had meetings to discuss staffs' feedback and general ideas about the project.  
09/17/2024 The project officially kicked off with a meeting between Borrelli, Gomez, and staff.

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Strategic Plan FY 2025:  
October Update**

# **ORANGE COUNTY LIBRARY SYSTEM**

## **Strategic Plan Update for October 2024**

### **Purpose Statement:**

**Enriching lives through experiences and opportunities  
to learn, grow and connect.**

## BE WELCOMING

**Objective:** We will provide excellent customer service, create inviting spaces and ensure accessibility so the community feels welcome at OCLS.

**Activity:** Provide additional ways to access library services throughout the county.

- Expand in-demand library services so that they are accessible to more people in the community.
  - To support Lego-based curriculum, learning, and technology classes the Youth Services Department purchased Lego Spike Prime and Lego Spike Essential kits that will be distributed among locations.
- Partner with more organizations willing to host offsite library events and resources.
  - The Community Engagement Department staff developed and began to compile a database of partner organizations.

**Activity:** Regularly access interior spaces to maximize usage and accommodate a variety of user experiences and needs.

- Evaluate the customer experience in public spaces.
  - The South Trail and Southwest Branches are looking at layout changes to their public computer areas to make them more accessible.
- Explore opportunities to optimize accessibility.
  - The Marketing and Public Relations Department met with the OPL Customer Service Department to plan cross-training on meeting room reservations and payment processing, aiming to enhance walk-up reservation and cash payment experiences.

**Activity:** Focus on customer service training that addresses the needs of Orange County residents.

- Provide staff training for best practices of how to support underserved populations.
  - Orlando Public Library managers, Training and Development, and members of the Rules of Conduct updates committee worked together to create a Rules of Conduct “How You Say It” guide that will go out to all staff.
- Implement systemwide expectations and training based on the Customer Service Story.

## BE CONNECTED

**Objective:** We will promote engagement, facilitate partnerships and generate awareness so the community feels connected to OCLS.

**Activity:** Intentionally invest in meaningful relationships and partnerships with organizations that are aligned with the library's purpose.

- Support partnerships with local educational institutions to promote services.
  - **The School Partnership Program chairs from Youth Services and the Community Engagement departments met to discuss findings from last year's evaluation of the School Partnership Program survey and possibilities for redistributing liaisons or schools.**
- Support partnerships with health and wellness organizations.
  - **The Community Engagement Department staff met with representatives at Nemours Children's Hospital to discuss staffing updates at the hospital, schedule revisions, and ideas for additional events throughout the coming year.**
  - **The Community Engagement connected with the new project lead for the Florida Department of Health (FDOH)-Orange County's Florida Healthy Baby Initiative.**
- Leverage partnerships to enhance services.
  - **The Development Project Coordinator has been researching different grants that may benefit the Local Wanderer program.**

**Activity:** Explore ways to foster higher engagement rates.

- Focus on connecting with different segments of the community.
  - **Marketing and Public Relations is researching marketing opportunities specific to teens and immigrants.**
- Create challenges, contests, and initiatives for customers who use library services.
  - **The Alafaya and South Creek Branches utilized scavenger hunts to successfully encourage exploration and community involvement while boosting library engagement.**
  - **The Youth Services team is set to relaunch a large-scale LEGO contest, while the Acquisitions Department is planning an end-of-year OverDrive usage contest to enhance digital engagement.**

**Activity:** Pursue opportunities to raise visibility of OCLS in the community.

- Seek partnerships with organizations willing to collaborate on marketing initiatives.



- **Development staff are planning site visits to each Local Wanderer partner location to refresh collateral with newly rebranded literature and to inquire about additional onsite marketing opportunities.**
- Expand multicultural marketing, communications and offerings.
  - **Marketing and Public Relations is working with Exitos radio and *America Magazine* to refine advertising to better meet Spanish-speaking and bilingual audience needs/preferences.**
- Conduct research to determine why people are not using OCLS and use data collected to create responsive campaigns.
  - **Marketing and Public Relations met to discuss past surveys and survey data, to determine what relevant research has been done on this subject in the past and what methods were used to communicate with customers**

## BE FORWARD-THINKING

**Objective:** We will provide and explore services and technology to deliver relevant experiences for the community.

**Activity:** Use data to provide responsive services that evolve and grow with the community.

- Conduct consumer insight research to evaluate existing and new opportunities for services and resources.
- Evaluate and improve current data collection.
  - **Data and User Services has vetted LibInsight from SpringShare and will move forward with the implementation of the product.**

**Activity:** Review programs, services and collection offerings to ensure that the library meets community needs.

- Utilize qualitative and quantitative data to ensure resources are meeting the needs of individual communities.
- Utilize data to evaluate the success of programming and classes.
  - **The Youth Services Department is developing rubrics for programming for all youth age groups.**
  - **The Washington Park and Winter Garden Branches began analyzing statistics to assess classes and programs.**
  - **An internal programming team was established to regularly review and evaluate monthly surveys and class statistics with staff, aimed at refining future program and class offerings.**
- Develop core programming focused on different segments of the community.
  - **The library system continues to expand its programming to serve different community groups, with recent efforts showing a strong commitment to engaging teens, seniors, children, and aspiring citizens.**
    - **Teen programming has grown across branches, with Alafaya reporting a 17% increase in volunteer participation, leading to plans for expanded activities.**
    - **Senior-focused programs have included collaborations like the 2025 LIFE Information for Elders series.**
    - **The library's Citizenship Inspired program is growing, with Hiawassee and Eatonville preparing to reach more participants by early 2025.**

**Activity:** Evaluate the user journey in all aspects of library service.

- Evaluate the digital customer experience.

- **IT Desing & Development staff are finalizing details of a contract with Communico to implement their Connect app.**
- Evaluate and update customer satisfaction measurement tools.
- Evaluate the obstacles that customers face when accessing the library.
  - **Home Delivery is meeting with IT Support to discuss the usage of GotoConnect and text messaging options to make it easier to alert customers when their holds are ready to be picked up.**

## BE EMPOWERED

**Objective:** We will enhance our employee training structure, support professional development and improve internal communication so OCLS staff are adaptable to community needs.

**Activity:** Clarify paths for upward mobility.

- Create career pathways for staff development.
- Increase opportunities for more cross-departmental/branch experiences.
  - **Employee Enrichment Experiences (EEE) have been a central strategy for fostering inter-branch and departmental learning. Planning is underway at each branch and department to establish EEE agendas with defined goals, including post-visit evaluations and follow-up actions to maximize the benefits of these experiences.**

**Activity:** Strengthen internal communication.

- Centralize internal systems, including HR, IT and Finance platforms.
  - **A project to bring all Human Resources processes under one platform has been underway for several months. Staff have finalized a ranking and plan to bring the ranking to the November 2024 Board meeting for approval.**
  - **A project to create an IT ticketing system has been underway for a couple of months, and the IT Services Team plans to start testing parts of the new system soon.**
- Redesign the Orange Peel for enhanced usability.

**Activity:** Prioritize employee engagement and well-being.

- Explore staff recognition and awards program.
  - **The South Creek and Winter Garden Branches celebrated unique and successful programs and contributions by having a branch potluck and sharing the successes in “Kudos” the library’s email recognition program.**
- Evaluate ways to provide team-building sessions.
- Explore ways to offer professional development opportunities.
  - **Library leadership is evaluating organizational memberships to determine if individual memberships might better serve staff who want to be more involved in a professional organization.**

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Director's Report**

## Director's Report

On October 29, I was invited to present to the Learning Institute for Elders (LIFE) at UCF, a group that offers lifelong learning opportunities and community experiences for adults aged 50 and up. The LIFE group usually attracts audiences of 200 to 300 people for its presentations, held in the Pegasus Ballroom on the UCF campus. Presentations are also livestreamed to an audience of 100 to 150 people who watch from home. The topic I was asked to cover was Breaking Barriers: How a Focus on Outreach and Equity Make Orange County Library System More Accessible to All. I talked about the library's past, and its focus on outreach going all the way back to the first bookmobile and traced our progress to our current effort to bring library programming into the community. It was an incredibly engaged group who had multiple questions after the presentation was complete. Thanks to our Community Engagement Department, which sent staff to host two information tables at the event so people could learn more about OCLS resources, sign up for library cards and engage with us in person.

LIFE at UCF also brought a group of 25 of its members to tour the Orlando Public Library, with an emphasis on Melrose Center resources, on November 7. Approximately half of the group had never come downtown to see this location in person before, and several of them signed up for their first Orange County Library System cards at the end of the tour.

Last week, on Tuesday, November 5, we launched a new storytime event at the Orlando Executive Airport. Ever since the Herndon Branch closed in 2020, we have heard from the community that they miss having library events for children nearby. This partnership with the Greater Orlando Airport Authority will bring storytimes for children to the community on the first Tuesday of each month.

A wonderful opportunity to partner with Sally Ride Elementary School was presented to us recently, thanks to Trustee Ashley Cisneros Mejia. During the week of December 16-20, students from Sally Ride will have the opportunity to talk to astronauts living at the International Space Station. In partnership with Amateur Radio on the ISS, students will get to interview an astronaut for a special event that will be live streamed throughout the school. OCLS is hoping to stream the event at some of our locations so the community can watch the interview live. We have also teamed up with the school to support space-themed educational programming by bringing the book bicycle and the Community Engagement Department to the school leading up to the event. We will help promote the event to the community, so people are aware of how to watch the interview. This is a unique opportunity to partner with an elementary school where many students come from families with limited incomes.

On November 13, 2024, we will officially broke ground at Horizon West. It has been a long time coming, and it's great to finally make progress on this branch. We also have a rescheduled date of December 3 for groundbreaking at Lake Nona.

Finally, I wanted to share with you the latest WKMG Channel 6 news story about our genealogy resources available online and at the West Oaks Branch. The story, which we'll play for you now, aired on October 30.

**Orange County Library System  
Board of Trustees Meeting  
November 14, 2024**

**Public Comment:  
Non-Agenda Items**