

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 9th 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 10th 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.