

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

Board Packet for January 2025



STEVEN POWELL Library Director/Chief Executive Officer

January 3, 2025

To: Crockett Bohannon, President
Nicole Benjamin, Vice President
Ashley Cisneros Mejia, Trustee
Sharon Smoley, 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 January 9, 2025 at the Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.

If any board member has an item to be brought up for discussion, please call Milinda Neusaenger prior to the meeting, 407.835.7611.

cc: Racquel Asa-Ching - Liaison, Nominating Board ~ City of Orlando

AGENDA
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES

January 9, 2025 ~ 6:00 p.m.

Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801

- 25-001 I. **Call to Order**
- 25-002 II. **Public Comment Policy & Procedures**
- 25-003 III. **Approval of Minutes: December 12, 2024 Library Board of Trustees Meeting**
- 25-004 IV. **Staff Presentation: Branch Highlights ~ Deborah Aponte & Jorge Santiesteban**
- 25-005 V. **Financial Statements and Summaries: December 2024**
- 25-006 VI. **Dashboard: December 2024 – Sara Gonzalez**
- 25-007 **Strategic Plan: December 2024 – Sara Gonzalez**
- 25-008 VII. **Action Items: None**
- 25-009 VIII. **Discussion and Possible Action Items**
- 25-010 IX. **Information**
- 25-011 Strategic Plan Update FY 2025 – 1st Quarter Update: Erin Sullivan
- 25-012 Director’s Report
- 25-013 **Public Comment: Non-Agenda Items**
- X. **Adjournment**

Next Meeting Dates: February 13, 2025 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- March 13, 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
January 9, 2025**

Call to Order

**Orange County Library System
Board of Trustees Meeting
January 9, 2025**

Public Comment Policy

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

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

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

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

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

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

Meetings:

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

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

Conduct of Meetings:

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

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

1. OCLS allocates up to 30 minutes at the end of each board or commission meeting for citizens who wish to appear before that board or commission to make a request of that board or commission, voice a complaint or concern, express an opinion, or for some other type of recognition. The presiding officer will divide the time equally between all who have signed up to speak; but in no case may a citizen speak longer than three minutes. A Public Comment period not to exceed 30 minutes will be held during any board or commission meeting. The presiding officer may permit additional time to a given speaker on a case-by-case basis.
2. Public comments of items listed on the agenda will occur just prior to the Board's discussion and action of the agenda item. Public comments of items not listed on the agenda will occur at the end of the meeting agenda.
3. When a board or commission considers matters during a public meeting upon which it will take action, no action shall be taken until the presiding officer requests and receives comments from the public.
4. Persons who wish to make a statement during the Public Comment period will register on a Notice of Intent to Speak Form which will be available 30 minutes before the start of the meeting. Information

included on the Notice of Intent to Speak forms will be included in the Board Meeting Minutes and thus become public record. No one will be allowed to have his or her name placed on the list by telephone request to OCLS staff.

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

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

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

Waiver of Rules: The board or commission may, at any time, waive all or a portion of these rules of procedure during the course of a meeting. Provided however, that any such waiver shall only be done upon a motion and majority approval of the waiver by members of the board or commission present and voting. Such waivers shall

only be granted to insure the protection of the right of members of the public to be given a reasonable opportunity to be heard before a board or commission takes official action on a proposition.

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

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

**Orange County Library System
Board of Trustees Meeting
January 9, 2025**

Approval of Minutes

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES

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

Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801

Library Board Present: Crockett Bohannon (11/0); Ashley Cisneros Mejia (2/0 – City); Venessa Tomlin (11/2); Sharon Smoley (11/4)

Library Board Absent: Nicole Benjamin (2/1 – City)

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

Administration Absent: Erin Sullivan

- 24-161 I. **Call to Order**
 President Bohannon called the meeting to order at 6:00 p.m.
- 24-162 II. **Public Comment Policy & Procedures**
- 24-163 III. **Approval of Minutes: November 14, 2024 Library Board of Trustees Meeting**
 Trustee Tomlin, seconded by Trustee Cisneros Mejia, moved to approve the minutes for the November 14, 2024 Library Board of Trustees Meeting. Motion carried 4-0.
- 24-164 IV. **Staff Presentation: Staff Day: Colleen Hooks**
- 24-165 V. **Financial Statements and Summaries: November 2024**
 CFO Shoemaker reviewed the financial reports for November, as well as the ongoing North Orange, Horizon West, and Lake Nona branch projects.
- 24-166 VI. **Dashboard: November 2024 – Leasha Tavernier**
 Chief of Neighborhood Services Tavernier reported that in November the door count was up 40%, card registrations are up 24%, and checkouts are up 2%. These increases are attributed in large part to early voting and the election day. Ten locations were early voting sites, and although only three locations were voting precincts on election day, there are always extra visits at early voting sites on election day. The increases in card registrations and checkouts indicate that people new to the library got cards and that they, along with existing customers, took advantage of the physical items that OCLS has to offer.

Events and classes offerings were down 42%, and attendance was down 6% and this was expected. Early voting again had an impact on events since staff did not plan classes or programs the first few days of the month and on election day (November 1-3 and 5). Additionally, last year OCLS celebrated the 100 Year Anniversary and had extra programming planned in relation to that, including the signature author event, Neil Gaiman in Conversation with Art Spiegelman, which had an attendance of 1,603. With those factors, it was expected the numbers for this year would be down in comparison with last year.

The spotlight this month is internet access. Computer sessions are down 1%, but Wi-Fi use is up 5%. This is not surprising as staff are seeing a trend of more

people coming into locations with their own devices. If the two numbers are combined and then compared to last year, the total usage is higher for 2024. OCLS didn't lose users, what they were using just changed.

Included in the dashboard is a customer comment regarding a recent event: *I'm so glad the Chickasaw Branch hosted the Comrades and Coffee event. The staff was amazingly kind and 100% in on caring for these veterans. They listened intently as each veteran shared their story. Many who spoke had no place to go, and this helped fill a void for them. THANK YOU to the Chickasaw staff!* The event was for local veterans, as well as friends and family, to meet and connect with each other and based on the comment, that clearly happened. There were 12 in attendance and it was so well received that another one has been scheduled on February 13th.

24-167

Strategic Plan: November 2024 – Leasha Tavernier

Chief of Neighborhood Services Tavernier highlighted some of the latest progress of the Strategic Plan:

Be Welcoming:

The OPL Circulation Department staff developed a Drive-Up Window initiative for re-opening the OPL Drive-Up Window. On November 18th, the Drive-Up Window officially reopened during business hours 7 days a week and operations have been running smoothly.

Be Connected:

Community Engagement staff partnered with multiple health and wellness organizations to reach out to the community. They hosted the second annual Halloween-themed Arnold Palmer Take-Over Day, complete with a broadcast of original stories and all-day activities available for patients and their friends. This event connected with 268 people. They also joined the True Health Community Resource Fair, connecting with 96 attendees by offering crafting opportunities and information on library resources. They also attended Yoga Fest by Heartfulness Orlando, bringing the book bike, library information, and information on the Library of Things Blood Pressure kits to 207 attendees.

Be Forward-Thinking:

Teen programming is being refreshed with creative activities. Some examples from this month are Windermere's Dungeons and Dragons sessions, South Creek's "Falling for Heartstopper" and "Let's Crochet: Sunflower Earrings," and Winter Garden's "Let's Paint Miniatures" program for homeschoolers.

Be Empowered:

As part of Staff Development Day, the Employee of the Year award was successfully expanded, recognizing a winner from each department/location and increasing the number of final winners from one to two. We recognized both a customer-facing employee and one who works behind the scenes, ensuring a broader representation of contributions across the organization.

24-168 VII.

Action Items: Consent Agenda

Trustee Tomlin, seconded by Trustee Cisneros Mejia, moved to approve the items on the Consent Agenda. Motion carried 4-0.

24-169

Continuing Construction Manager at Risk Services Contract: Kris Shoemaker

The Board voted to approve the ranking of the firms:

Gomez Construction	96.67
Johnson & Laux	95.00
Ruby Builders	92.83
HJ High Construction	91.00

and to authorize the Director/CEO to negotiate and execute contracts with each of the ranked firms.

24-170 **Continuing Architectural and Structural Engineering Services Contract:
Kris Shoemaker**

The Board voted to approve the ranking of the firms:

Borrelli + Partners	95.00
KMF Architects	92.83
Song & Associates	92.67

and to authorize the Director/CEO to negotiate and execute contracts with each of the ranked firms.

24-171 **Continuing Mechanical, Electrical, and Plumbing Services Contract:
Kris Shoemaker**

The Board voted to approve the ranking of the firms:

TLC Engineering	94.83
C&S Consulting	92.33
Hanson Engineering	86.67

and to Authorize the Director/CEO to negotiate and execute contracts with each of the ranked firms.

24-172 **Action Items: Non-Consent Agenda**

24-173 **Approve the Winter Garden Branch Refresh and Restroom Renovation
Project: Kris Shoemaker**

Trustee Smoley, seconded by Trustee Tomlin, moved to authorize the Director/CEO to execute a contract with Johnson-Laux Construction for \$284,856 and to approve the project of \$588,656 which includes a \$28,031 contingency. Motion carried 4-0.

24-174 **Approve the Purchase to Upgrade Finance Software: Kris Shoemaker**

CFO Shoemaker briefed the Board about the need to upgrade the existing finance software to the Finance Enterprise Software (FES) platform. Brief discussion ensued. Trustee Tomlin, seconded by Trustee Cisneros Mejia, moved to approve the purchase to upgrade to CentralSquare's Finance Enterprise Software and to approve a project budget of \$333,749, which includes CentralSquare's cost of \$311,915 and a 7% contingency of \$21,834 and to authorize the Director/CEO to execute a contract with CentralSquare. Motion carried 4-0.

24-175 **Approve the Orlando Public Library Roof Replacement Project:
Kris Shoemaker**

CFO Shoemaker briefed the Board about the need to replace the existing OPL roof, which is over 20 years old and is nearing the end of its useful life. Bowhead Roofing and the library had extensive negotiations to obtain the agreed-upon price of \$2,801,925. Owner-supplied materials are estimated at \$1,450,000, bringing the roof replacement cost to \$4,251,925. In addition, \$297,675 was allocated for the contingency. Brief discussion ensued.

Trustee Tomlin, seconded by Trustee Cisneros Mejia, moved to authorize the Director/CEO to execute a contract with Bowhead Roofing for \$2,801,925 and to approve the project of \$4,549,600 which includes a \$297,675 contingency. Motion carried 4-0.

24-176 VIII. **Discussion and Possible Action Items**

24-177 IX. **Information**

24-178 **Director's Report**

On December 3, staff participated in the ceremonial groundbreaking for the Lake Nona Branch and Southeast Government Center. Staff joined Mayor Buddy Dyer, Commissioner Jim Gray, GOAA CEO Kevin Thibault and Orlando Police Department Chief Eric Smith at the McCoy Community Park to turn some dirt and share plans with the community for the new facility. Trustee Ashley Cisneros Mejia represented OCLS beautifully, sharing with residents that this library was truly a collaborative effort between elected officials, community leaders and stakeholders who worked together to overcome challenges to bring the Lake Nona Branch to life. Many thanks to Ashley!

At the November Managers Meeting, staff hosted guest presenter Vicki Landon, Administrator for Orange County Arts & Cultural Affairs. The County and City are undergoing a process to update the region's Cultural Plan, and they invited OCLS to participate in the process. An OCLS staff member is on the CANVAS Cultural Plan steering committee, and Ms. Landon came to the meeting to survey managers about OCLS' arts and cultural programming and how the library can be integrated into the CANVAS plan. As OCLS seeks to be more connected to the community, it's vital that staff participate in conversations about the future of the city and county.

The Florida Library Association, the statewide advocacy organization, recently released its preliminary legislative platform for 2025. The primary focuses will be on the State Aid to Libraries Grant Program, the Public Library Construction Grant Program, library cooperative program grants, support for academic libraries, and workforce diploma programs. Two areas of focus that OCLS is very invested in are the workforce diploma program, which helps fund the library's online high school diploma programs, and the Construction Grant Program, for which OCLS currently has two applications submitted for Lake Nona and Horizon West. Every session, FLA hosts a Library Day in Tallahassee, which staff attend. Libraries around the state visit their legislators to ask for support for key library initiatives and the FLA platform. This year's Library Day takes place March 10-11, 2025, but before the session begins, staff are working to get in front of the delegation to prepare legislators with information to support these important initiatives.

The Mayor's Holiday Toy Drive is in full swing, and last week the library's team was on site with the County for the FOX 35 warehouse event, which was featured live on *Good Day Orlando* to promote the drive to the community. The library's participation was highlighted multiple times throughout the warehouse broadcast, to encourage people to drop their donations off at a convenient library location. This is the library's second year participating in the drive and more than 1,000 toys were collected for families in need.

Over the past few weeks, OCLS has received monetary donations from the Musante Family Foundation of Orlando in the amount of \$500, the Society of Catholic Medical Missionaries in Philadelphia in the amount of \$500, and the Third Friday Book Club, Orlando's oldest book club in existence since at least 1954, gave four checks totaling \$925.

As the Board knows, OCLS libraries provide a wide array of offerings for adults interested in learning new skills, or just trying out something new. Recently, WKMG's Crystal Moyer visited Orlando Public Library to take part in a plant clinic, where she talked with people who attended and even tried to cultivate her own green thumb.

24-179

Public Comment: Non-Agenda Items

X. **Adjournment**

Trustee Smoley, seconded by Trustee Tomlin, moved to adjourn the meeting. Motion carried 4-0. President Bohannon adjourned the meeting at 6:51 pm.

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--- February 13, 2025 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801**

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Staff Presentation

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**Financial Statements &
Summaries: December 2024**

**Orange County Library System
FY 2024-25 Financial Statement Highlights
Three Months Ended December 31, 2024**

Project Summaries:

Horizon West Branch Library: Project-to-date costs are \$3,403,423 or 12.5% of the \$27,275,000 approved project budget.

Lake Nona Branch Library: Project-to-date costs are \$1,184,281 or 4.6% of the \$25,965,000 approved project budget. Note: The City of Orlando is paying the construction portion of the cost (approximately \$20,183,864) up front, and the Library will reimburse actual costs to the City within one year after receiving the Certificate of Occupancy.

North Orange Remediation: Project-to-date costs are \$194,343 or 36.6% 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 \$21,154,418 or 28.8% 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 December, we received \$29,865 or 29.9% of budgeted revenue.

Meeting Rooms:

The Library budgeted \$30,000 for meeting room revenues for FY 2024-25. Through December, we received \$8,241 or 27.5% of budgeted revenues.

Faxes:

The Library budgeted \$15,000 for fax revenues and has received \$4,368 or 29.1% year-to-date.

Passport Facility & Photo Fees:

The Library budgeted \$12,000 for passport facility and photo revenues for FY 2024-25. Through December, we received \$4,482 or 37.3% of budgeted revenues.

Copy and Prints:

The Library budgeted \$180,000 for these services in FY 2024-25. We received \$39,333 or 21.9% of budget through December which is slightly lower than anticipated.

Fees and Lost Materials:

Revenues from Fees and Lost Materials through December are \$12,667 or 26.4% of budget.

Investment Earnings:

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

Contributions-Other:

Through December we have received \$3,848 or 7.7% of the budget.

Internet Rebate:

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

Transfer From 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 \$375,000 or 19.7% of budget. The revised estimate based on the actuarial report indicates we will spend approximately \$1.5 million for the account in FY 2024-25.

Worker's Compensation:

The Worker's Compensation Expenditures are at \$81,908 or 54.6% of budget. These costs are paid quarterly in advance.

Unemployment Compensation:

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

Delivery & Postage:

The Delivery and Postage Expenditures are at 21.4% of the budget, which is in line for the FY allocation.

Insurance:

The Insurance Expenditures are at 41.4% 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 49.1% of budget. These costs are paid quarterly in advance.

Supplies Hardware Software:

The expenditures in this category are at 0.9% of budget. This account is for any electronic-related purchase with a unit cost of less than \$1,000.

Supplies – Programming:

The expenditures in this category are at \$49,620. This account is for any supplies used for programming, mainly Summer at Your Library (SAYL) and Community Engagement. This account is a sub-set of the Supplies Account. The combined expenditure of Supplies and Supplies-Programming are 14.0% 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 \$88,441 expended so far is primarily related to the First Floor Renovation Design and North Orange Remediation.

**Horizon West Project Budget
Expenditures As of 12-31-2024**

Project Code 20-010	Vendor	Original Budget	Change Order	Revised Budget	FY 22 Actual	FY 23 Actual	FY 24 Actual	FY 25 Actual	Total Actuals	Variance
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	19,591	\$ 1,312,923	(\$242,021)
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	11,031	\$ 79,555	(\$1,420,445)
Construction	H.J. High	18,300,000	-	18,300,000	-	-	412,550	751,248	\$ 1,163,798	(\$17,136,202)
Threshold & Other Testing	TBD	150,000	-	150,000	-	-	-	1,286	\$ 1,286	(\$148,714)
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)
Project Costs		\$27,275,000	-	\$27,275,000	\$315,293	\$593,644	\$1,711,330	\$783,156	\$3,403,423	(\$23,871,577)

Lake Nona Project Budget
Expenditures As of 12-31-2024

Project Code 23-002	Vendor	Original Budget	Change Order	Revised Budget	FY 22 Actual	FY 23 Actual	FY 24 Actual	FY 25 Actual	Total Actuals	Variance
Payable to the City of Orlando										
Project Management Fee	City of Orlando	\$ 852,580	\$ -	\$ 852,580	\$ -	\$ -	\$ -	\$ -	\$ -	(\$852,580)
Design Team Building	Borrelli + Partners	1,424,697	-	1,424,697	-	246,059	470,222	-	716,281	(\$708,416)
Design Team Stage	Borrelli + Partners	500,000	-	500,000	-	9,188	18,813	-	28,000	(\$472,000)
Permitting & Impact Fees	City of Orlando	1,500,000	-	1,500,000	-	-	-	-	-	(\$1,500,000)
Construction	H.J. High	15,906,587	-	15,906,587	-	-	-	-	-	(\$15,906,587)
Total Payable to the City of Orlando		\$20,183,864	\$0	\$20,183,864	\$0	\$255,247	\$489,034	\$0	\$744,281	(\$19,439,583)
Library Direct Cost										
Advanced Rent To City	City of Orlando	\$440,000	\$ -	\$440,000	\$440,000	\$ -	\$ -	\$ -	\$440,000	\$ -
Threshold & Other Testing	TBD	150,000	-	150,000	-	-	-	-	-	(\$150,000)
FF&E	TBD	1,800,000	-	1,800,000	-	-	-	-	-	(\$1,800,000)
Opening Day Collection	Baker & Taylor	1,250,000	-	1,250,000	-	-	-	-	-	(\$1,250,000)
Wildlife Mitigation	FWC & Others	500,000	-	500,000	-	-	-	-	-	(\$500,000)
Contingency		1,641,136	-	1,641,136	-	-	-	-	-	(\$1,641,136)
Total Library Direct Cost		\$5,781,136	\$0	\$5,781,136	\$440,000	\$0	\$0	\$0	\$440,000	(\$5,341,136)
Total Project Costs		\$25,965,000	\$0	\$25,965,000	\$440,000	\$255,247	\$489,034	\$0	\$1,184,281	(\$24,780,719)

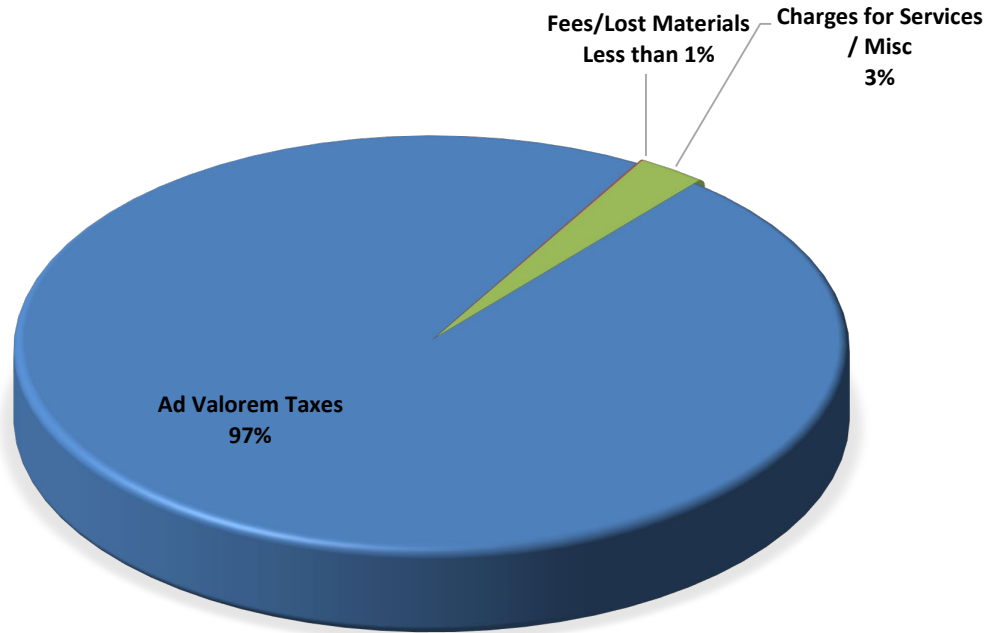
North Orange Remediation Project Budget

Expenditures As of 12-31-2024

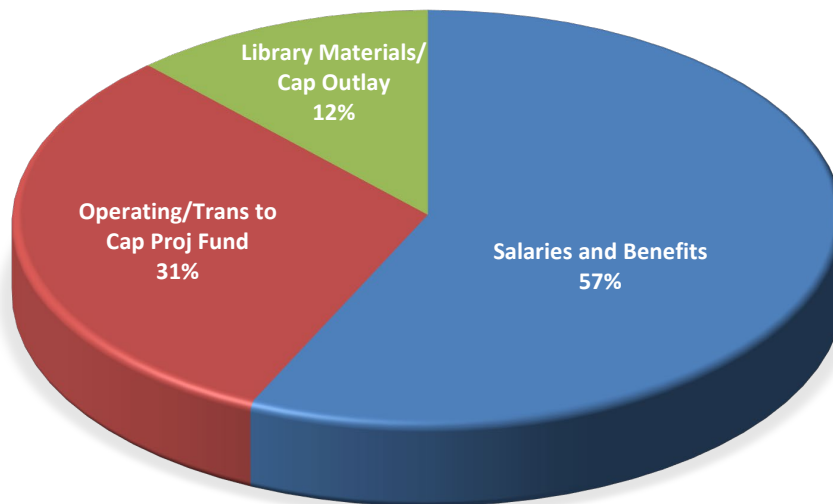
	<u>Original Budget</u>	<u>Change Order</u>	<u>Revised Budget</u>	<u>FY 24 Actual</u>	<u>FY 25 Actual</u>	<u>Variance</u>
<u>Project Code 24-009</u>						
Remediation	\$201,714	\$61,569	\$263,283	\$12,380	-	(\$250,903)
Sealing Painting	12,961	27,007	39,968	16,556	3,895	(\$19,517)
Flooring	60,395	-	60,395	-	63,852	\$3,457
Ceiling	49,588	14,958	64,546	61,346	-	(\$3,200)
Moving	75,312	-	75,312	-	20,250	(\$55,062)
Other	9,167	-	9,167	4,667	11,397	\$6,897
Contingency	20,000	(1,476)	18,524	-	-	(18,524)
Project Costs	\$429,137	\$102,058	\$531,195	\$94,949	\$99,394	(\$336,852)

ORANGE COUNTY LIBRARY DISTRICT
Operating Fund
Three Months Ended December 31, 2024

REVENUES



EXPENDITURES



**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Three Months Ended December 31, 2024**

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
AD VALOREM TAXES	73,425,000	21,154,418	28.8%
INTERGOVERNMENTAL			
Federal & State Grants	795,000	-	0.0%
CHARGES FOR SERVICES			
Fee Cards	100,000	29,865	29.9%
PC Express (\$1 for 1 hour)	700	498	71.1%
Meeting Rooms	30,000	8,241	27.5%
Faxes	15,000	4,368	29.1%
Ear Buds & Jump Drives	2,500	633	25.3%
Bag Sales	3,000	220	7.3%
Copy & Prints	180,000	39,333	21.9%
Passport Facility & Photo Fees	12,000	4,482	37.3%
Other	7,000	30	0.4%
	<u>350,200</u>	<u>87,670</u>	<u>25.0%</u>
FEES & LOST MATERIALS	48,000	12,667	26.4%
MISCELLANEOUS			
Investment Earnings	1,166,500	358,962	30.8%
Sales of Surplus Property	5,000	100	2.0%
Contributions - Friends of Library	50,000	15,498	31.0%
Contributions - Others	50,000	3,848	7.7%
Internet Rebate	78,720	-	0.0%
Grants & Awards	15,000	-	0.0%
Miscellaneous	35,000	1,733	5.0%
	<u>1,400,220</u>	<u>380,141</u>	<u>27.1%</u>
TRANSFER FR PROP APPRAISER	50,000	119,237	238.5%
TRANSFER FR TAX COLLECTOR	582,000	-	0.0%
	<u>582,000</u>	<u>-</u>	<u>0.0%</u>
TOTAL REVENUES	<u><u>76,650,420</u></u>	<u><u>21,754,133</u></u>	<u><u>28.4%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND EXPENDITURE SUMMARY
Three Months Ended December 31, 2024**

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
SALARIES & BENEFITS			
Salaries	28,475,000	6,820,946	24.0%
Medicare Taxes	425,000	97,267	22.9%
Defined Contribution Pension Plan	2,150,000	511,573	23.8%
Defined Benefit Pension Plan	1,900,000	375,000	19.7%
Money Purchase Pension Plan	1,850,000	400,268	21.6%
Life and Health Insurance (Employees)	4,875,000	975,296	20.0%
Worker's Compensation	150,000	81,908	54.6%
Unemployment Compensation	60,000	246	0.4%
Retiree Health Care (OPEB)	650,000	88,610	13.6%
Parking & Bus Passes	300,000	65,976	22.0%
	40,835,000	9,417,090	23.1%
OPERATING			
Professional Services	550,000	60,778	11.1%
Other Contractual Services	3,000,000	423,562	14.1%
Other Contract. Serv.- Janitorial	520,000	56,874	10.9%
Training and Travel	250,000	20,501	8.2%
Telecommunication	650,000	63,436	9.8%
Delivery and Postage	1,600,000	341,889	21.4%
Utilities	1,150,000	151,988	13.2%
Rentals and Leases	1,660,000	424,202	25.6%
Insurance	925,000	383,234	41.4%
Repairs and Maintenance/Leasehold Improvements	1,925,000	347,960	18.1%
IT Subscriptions/Maintenance Contracts	1,855,000	326,911	17.6%
Copying/Printing	400,000	59,189	14.8%
Promotional Activities	500,000	87,246	17.4%
Property Appraiser's Fee	741,000	363,690	49.1%
Tax Collector's Fee	1,500,000	423,088	28.2%
Supplies	1,400,000	145,934	10.4%
Supplies-Hardware/Software	850,000	7,785	0.9%
Supplies-Programming	-	49,620	-
Memberships	20,000	11,598	58.0%
	19,496,000	3,749,485	19.2%
CAPITAL OUTLAY			
Building and Improvements	9,000,000	88,441	1.0%
Equipment and Furniture	1,000,000	157,356	15.7%
Hardware/Software	1,875,000	24,046	1.3%
	11,875,000	269,843	2.3%
LIBRARY MATERIALS			
Materials - Restricted Contributions	15,000	-	0.0%
Materials - Other	6,356,400	1,797,853	28.3%
	6,371,400	1,797,853	28.2%
TRANSFER TO CAPITAL PROJECTS FUND	5,000,000	1,250,000	25.0%
TRANSFER TO SINKING/EARR FUND	500,000	125,000	25.0%
TOTAL EXPENDITURES	84,077,400	16,609,271	19.8%

**ORANGE COUNTY LIBRARY DISTRICT
CAPITAL PROJECTS FUND
Three Months Ended December 31, 2024**

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
REVENUES			
Investment Earnings	125,000	430,746	344.6%
Transfer from Operating Fund	5,000,000	1,250,000	25.0%
Reserves	43,600,000	-	0.0%
TOTAL REVENUES	48,725,000	1,680,746	3.4%
EXPENDITURES			
New Horizon West Branch	24,725,000	783,156	3.2%
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	897,590	4.4%
TOTAL EXPENDITURES	48,725,000	1,680,746	3.4%

**ORANGE COUNTY LIBRARY DISTRICT
SINKING FUND
Three Months Ended December 31, 2024**

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
REVENUES			
Investment Earnings	50,000	53,312	106.6%
Transfer from Operating Fund	500,000	125,000	25.0%
Reserves	5,357,000	-	0.0%
TOTAL REVENUES	5,907,000	178,312	3.0%
EXPENDITURES			
Reserves-Building and Improvements	4,157,000	125,485	3.0%
Reserves-Horizon West Contract	1,000,000	30,187	3.0%
Reserves-Horizon West Demo	250,000	7,547	3.0%
Reserves-Technology	500,000	15,093	3.0%
TOTAL EXPENDITURES	5,907,000	178,312	3.0%

**ORANGE COUNTY LIBRARY DISTRICT
PERMANENT FUND
Three Months Ended December 31, 2024**

	ANNUAL BUDGET	YTD ACTUAL	(3 months= 25.0%)
REVENUES			
Investment Earnings	25,000	4,290	17.2%
Investment Fair Value	-	23,100	-
Reserves	1,096,000	-	0.0%
TOTAL REVENUES	1,121,000	27,390	2.4%
 EXPENDITURES			
Equipment	75,000	-	0.0%
Reserves	1,046,000	27,390	2.6%
TOTAL EXPENDITURES	1,121,000	27,390	2.4%

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

ASSETS

Cash on Hand	15,763
Equity in Pooled Cash	9,888,998
Equity in Pooled Investments	41,243,267
Accounts Receivable	2,803
Due from Other Funds	7,000
Inventory	151,527
Prepays	127,208
Other Assets - Deposits	<u>7,500</u>
TOTAL ASSETS	<u><u>51,444,066</u></u>

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

LIABILITIES

Accounts Payable	29,934
Accrued Wages Payable	1,262,799
Accrued Sales Tax	371
Accrued Fax Tax	66
Accrued N. Carolina St. Income Tax	766
Employee Payroll Deductions:	
Child Support	
Dental Insurance	(46)
Optional Life	3,980
Vision Plan	(974)
Weight Watchers	516
Short Term Disability	4,601
Accident/Critical/Hospital	2,949
Staff Association	(597)
Due To Friends of the Library	1,483
TOTAL LIABILITIES	1,305,848

FUND BALANCE

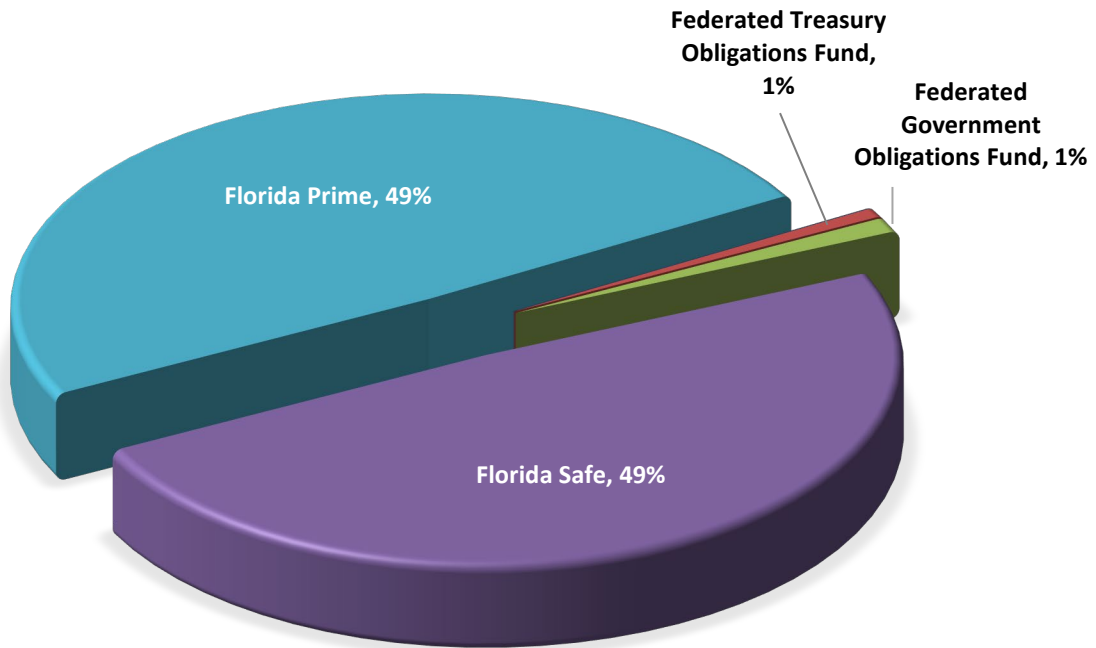
Nonspendable:	
Inventory	151,527
Prepaid Items and Deposits	134,708
Annetta O'B Walker Trust Fund	4,000
A.P. Phillips Memorial Fund	100,000
Willis H. Warner Memorial Fund	33,712
Perce C. and Mary M. Gullett Memorial Fund	19,805
Committed:	
Vivian Esch Estate Fund	44,198
Edmund L. Murray Estate Fund	724,689
Arthur Sondheim Estate Fund	39,941
Strategic Plan	4,000,000
Assigned:	
N. Gaiman/Dr. Phillips Ctr Event Proceeds	41,204
Unassigned	39,699,572
Current Year Expenditures over Revenue	5,144,862
TOTAL FUND BALANCE	50,138,218
TOTAL LIABILITIES & FUND BALANCE	51,444,066

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

	BALANCE 11/30/24	RECEIPTS	DISBURSE	BALANCE 12/31/24
OPERATING				
Equity in Pooled Cash	4,761,954	18,192,236	13,065,192	9,888,998
Equity in Pooled Investments	33,143,308	8,141,626	41,667	41,243,267
	37,905,262	26,333,862	13,106,859	51,132,265
CAPITAL PROJECTS				
Equity in Pooled Investments	53,695,874	208,268	-	53,904,142
SINKING				
Equity in Pooled Investments	6,649,705	67,478	-	6,717,183
SELF FUNDED HEALTH				
Equity in Pooled Cash	1,548,136	360,413	409,297	1,499,252
Claims Payment Checking Account	73,000	284,994	284,994	73,000
Equity in Pooled Investments	4,816,682	18,755	-	4,835,437
	6,437,818	664,162	694,291	6,407,689

ORANGE COUNTY LIBRARY DISTRICT
GENERAL POOLED INVESTMENTS
December 31, 2024

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>
MONEY MARKET FUNDS	
Federated Treasury Obligations Fund	759,270
Federated Government Obligations Fund	1,220,475
 LOCAL GOVERNMENT INVESTMENT POOLS	
Florida Safe	52,226,161
Florida Safe-HW Demo Fund	266,758
Florida Prime (SBA)	52,227,365
TOTAL	106,700,029

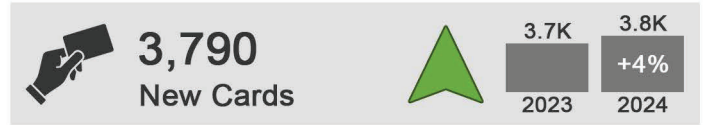
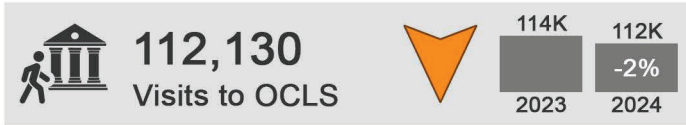


**Orange County Library System
Board of Trustees Meeting
January 9, 2025**

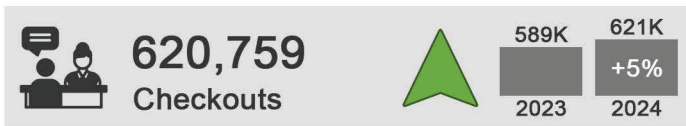
Dashboard: December 2024

Monthly Report: December 2024

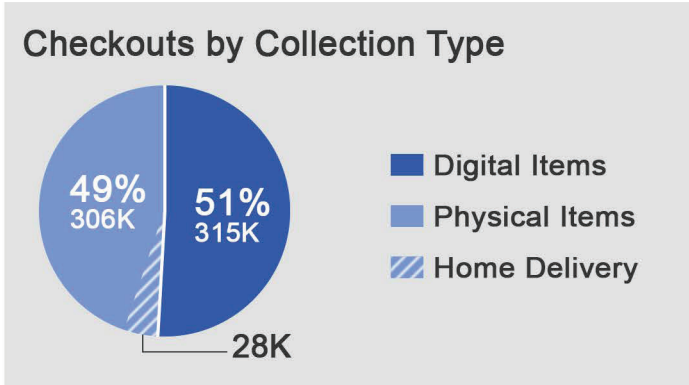
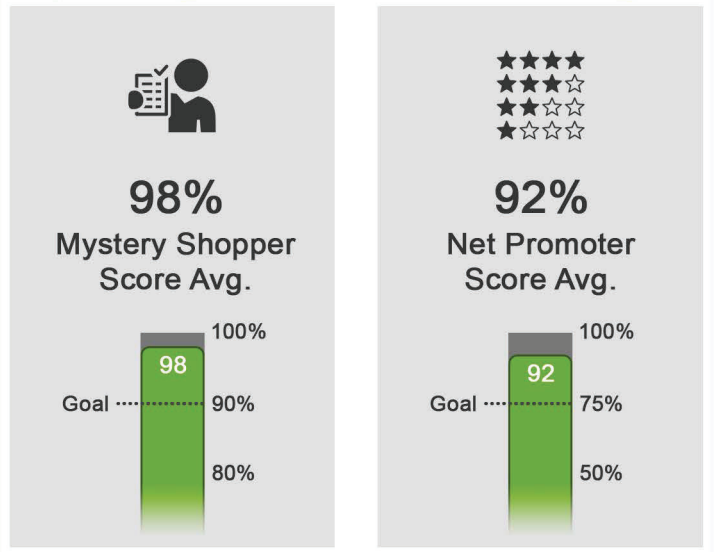
People



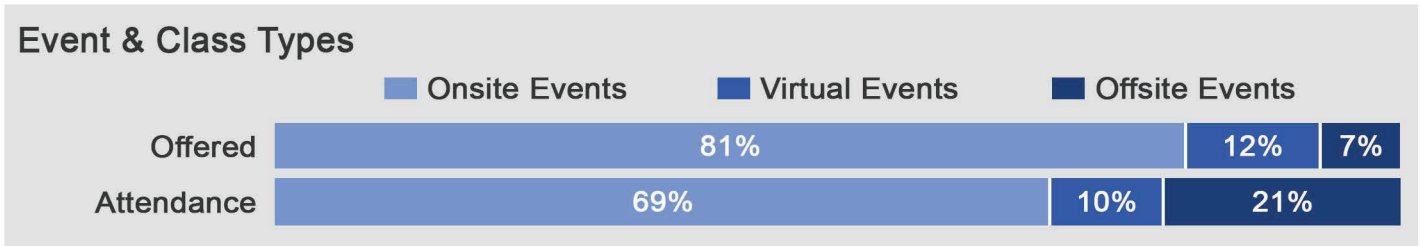
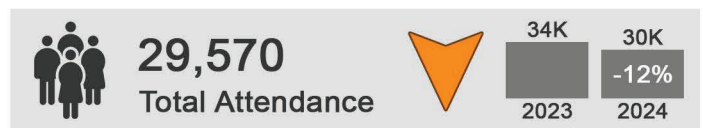
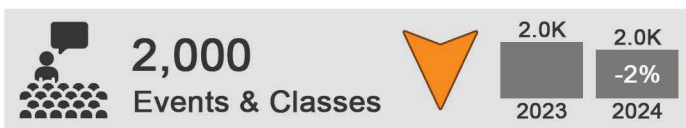
Collection



Spotlight: User Ratings



Events & Classes



Customer Comment

"We've discovered the home delivery service and love it. It's such a great benefit to the library. Thank you!"

- Steven G., Home Delivery Customer

**Orange County Library System
Board of Trustees Meeting
January 9, 2025**

Strategic Plan: December 2024

ORANGE COUNTY LIBRARY SYSTEM

Strategic Plan Update for December 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.
 - Two OPL Customer Service staff members received additional training from Marketing and Public Relations so that they can provide building tours at OPL.
 - The Development team has been focused on transitioning to a new ticketing platform for Local Wanderer, the library's culture pass program.
 - The Youth Services Department is creating a homeschool script template as the foundation for a comprehensive homeschool programming series.
- Partner with more organizations willing to host offsite library events and resources.
 - Community Engagement, in collaboration with Events & Programs, worked with the Orlando Executive Airport and selected four days in the summer that OCLS will host Summer at Your Library events that are open to the public to attend.

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

- Evaluate the customer experience in public spaces.
 - North Orange added "priority seating" signs at select public PCs to facilitate access for those with disabilities or limited mobility.
 - All public computers at the Orlando Public Library, including the JAWS stations, now have external slim DVD drives, enhancing customer accessibility.
 - Windermere evaluated the children's department space and purchased puzzles for customer use to provide a new sensory experience for young customers.
 - Southeast provided opportunities for sensory play during ten Caregiver Connect sessions.
 - The West Oaks team moved a pair of large chairs near the Genealogy section of the branch to open up the space, and now that they are moved to the center back of the branch, they are creating an inviting space for customers to enjoy a view of the outdoor StoryWalk and Wildflower Garden.
- Explore opportunities to optimize accessibility.
 - The Youth Services managers and technology staff met to discuss changing class age ranges to be in line with program age ranges. They also discussed what kind of information would need to be included in the registration, class

presentation, and class materials and what information trainers would need to help with class management and manage parental expectations.

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.
 - **The Youth Services Department has compiled a list of resources and community partner contacts to aid in identifying support materials for assisting children and families affected by incarceration.**
- 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.
 - Lifelong Learning, Community Engagement and MPR worked with Sally Ride Elementary and Library Board Member Ashley Cisneros Mejia to help enhance their ARISS Radio Contact Event, which allowed students to speak with real astronauts.
 - Youth Services hosted four virtual field trips attended by 73 students and teachers.
 - CED visited with a book bike, provided storytelling to 145 students, and distributed 461 activity kits (developed by YS & CED).
 - On December 17, OCLS livestreamed the event at Sally Ride to locations across the county.
- Support partnerships with health and wellness organizations.
 - Community Engagement staff visited Nemours Children's Hospital on December 18, connecting with nine new parents to share library resources and provide a relaxing art corner.
 - CED staff also provided opportunities at various outreach events for the community to create holiday cards for the children and families spending the last few months of the year in the hospital. Over 50 cards were created and delivered to Arnold Palmer Hospital for Children for distribution.
 - The Marketing & Public Relations Department scheduled an interview in January with Windermere's manager Lelia Higgins, the American Heart Association and the West Orange Times & Observer to promote the "Libraries With Heart" program.
- Leverage partnerships to enhance services.
 - The Events Department's Resource Fair Subcommittee met to begin planning the first community resource fair, which is tentatively scheduled for May.
 - The Development Manager is actively recruiting to help diversify and strengthen the Friends of the Library Board, with the goal of enhancing the Friends' network.

Activity: Explore ways to foster higher engagement rates.

- Focus on connecting with different segments of the community.

- **Marketing and Public Relations worked with the Dr. Phillips Center for the Performing Arts to create social media videos to promote the January 24 author event with John Green. The videos featured local influencer and John Green superfan Clarissa Moon, who will be moderating the discussion with Green, talking about the event in various areas of the Dr. Phillips Center. Three videos have been published so far and have been viewed more than 1,200 times.**
- **Branches and the Community Engagement Department continued to work on ways to connect with teens and seniors.**
 - **Fairview Shores introduced a Winter Beanie Keychain Kit for teens, which supported multiple teen learning objectives, including creative expression, decision-making skills and expressing individuality.**
 - **The Chickasaw librarian attended Colonial High School's Curriculum Night and promoted teen volunteer opportunities at OCLS to 75 students and their families.**
 - **Community Engagement reached out to the South Orlando YMCA, United Cerebral Palsy of Central Florida and BETA Alternative School to connect with teens, reaching more than 190 with games and activities over the past month.**
- **Create challenges, contests, and initiatives for customers who use library services.**
 - **OCLS branches have implemented a variety of creative challenges and contests that encourage the exploration of library resources.**
 - **North Orange's winter animal scavenger hunt.**
 - **Windermere's unique 'Adopt-a-Book' display.**
 - **Washington Park's astronaut-themed scavenger hunt and scavenger hunt bingo.**
 - **The Alafaya branch distributed winter-themed take-home kits to encourage reading during winter break.**
 - **Our system-wide efforts also encompass collaborative, larger-scale initiatives.**
 - **We've revamped Legopalooza in partnership with the Melrose Center, reaching out to LEGO businesses for donations and implementing creative marketing strategies.**
 - **The Melrose Center has also been leading the coordination of Yarnfiti: Stitched Together, a fiber arts community project that spans multiple branches, showcasing inclusivity and creativity.**
 - **Digital engagement was also boosted through a successful Libby checkout campaign, incentivized with giveaways. By mid-December, customer checkouts on Libby had reached an impressive 2.5 million. To help reach Acquisitions' goal of making 2.6 million checkouts by the end of the year, MPR started a contest that gives everyone who checks something out on Libby before the end of the year a chance to win a Libby mug, tote bag, and other swag. 2024 ended with a total digital circulation of 2,634,583.**

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

- Seek partnerships with organizations willing to collaborate on marketing initiatives.
 - **Dr. Phillips Center is working with MPR to include the John Green event in its holiday gift guides to subscribers and members, which will help build awareness of the event with a wider audience.**
 - **MPR coordinated with the city of Orlando to film a story with WKMG News 6 about the Nature Walk Book Club, organized through the Southwest Branch, at Bill Frederick Park.**
 - **MPR worked alongside Orange County's communications team to cross-promote the annual Mayor's Toy Drive, which OCLS participates in.**
 - **MPR established a new relationship with Windermere Neighbors magazine. The magazine will continue publishing library news and events in each issue, and OCLS will purchase an ad monthly.**

- Expand multicultural marketing, communications and offerings.
 - **The Events and Programs Department's event planners are planning a series of events to highlight Arab-American Heritage Month in April 2025.**
 - **Marketing and Public Relations met with the Visual Merchandising Team and the DEIA Specialists to review the monthly required display signage to ensure that important cultural celebrations are reflected in all locations.**
 - **The Youth Services Department is transitioning existing bilingual program scripts into a toddler program series, expanding OCLS offerings for early learners ages 0-5. They also restructured the Children's Program Bank to highlight National Heritage Month and bilingual programs, improving staff access and implementation.**

- Conduct research to determine why people are not using OCLS and use data collected to create responsive campaigns.

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.
 - **The Data & User Services department has created a roadmap for implementing LibInsight, and staff will continue training on 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.
 - **MPR and Data and User Services met to discuss data sorting and how to better communicate with communities with lower OCLS usage.**
- Utilize data to evaluate the success of programming and classes.
 - **The Adult Services Department created a file of statistics and surveys for classes and programs. During a staff meeting, the Adult Services managers reviewed the file for October and November and discussed potential ideas to refine program and class offerings.**
 - **Multiple branches used statistics and customer feedback to refine branch offerings.**
 - **Windermere Branch added Homeschool technology classes to their Homeschool programming.**
 - **After evaluating attendance and positive feedback from customer surveys for its English classes, the Alafaya Branch has added an "English for Families" series.**
- Develop core programming focused on different segments of the community.
 - **For senior adults, programming enhancements included Southwest's activities at Brookdale Memory Care Unit, "Holiday Wreaths for Seniors" at Southeast, and "Bingo for Seniors" at Alafaya and Winter Garden, which fostered social**

connection and increased attendance. Additionally, Southwest hosted a Beginner Line Dancing program to encourage active participation.

- Teen-focused efforts include South Creek's monthly "Sketchbook Club" for budding artists, Winter Garden's "Teen Art Jam," and Washington Park's Animanga Series, designed to engage teens creatively.
- The Youth Services Department revamped the teen volunteer program at OPL, standardizing tasks and developing training resources, and created six new teen programs centered on heritage months and systemwide initiatives.
- Youth Services also coordinated with the Central Florida Chess Club to add Chess Club events across the system to the Central Florida Chess Club calendar to expand cross-promotion.
- For adults seeking citizenship, South Creek hosted a four-day citizenship preparation series. The series included a mock interview to familiarize participants with the naturalization process.

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

- Evaluate the digital customer experience.
 - The Data & User Services Department has created a roadmap to implement a discovery layer. This includes starting a list of functional requirements for the new layer and posting a survey on the library catalog to solicit feedback from the public and staff members.
- Evaluate and update customer satisfaction measurement tools.
- Evaluate the obstacles that customers face when accessing the library.
 - GoTo Connect has been added to two workstations in the Home Delivery Department. This will allow staff members to text customers when their holds are available for pickup. Texting has been successfully tested internally among staff.
- Review and update Board approved library policies.

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.
 - Regular branch visits are being implemented, with Lifelong Learning Departments and the Events Department visiting Fairview Shores and South Trail to better understand community needs.
 - Youth and Adult Services Technology Specialists are working together to coordinate branch visits focused on class and trainer needs.
 - The CED team reviewed tabling criteria and created a project plan for staff outreach training.
 - MPR collaborated with Youth Services to streamline creative requests and improve systemwide communication.

Activity: Strengthen internal communication.

- Centralize internal systems including HR, IT and Finance platforms.
 - Purchase orders have been issued for the new HR and Finance platforms, and kickoff meetings are planned for January 2025.
 - The IT ticketing system is in its final testing phase.
- Redesign the Orange Peel for enhanced usability.

Activity: Prioritize employee engagement and well-being.

- Explore staff recognition and awards program.
 - At the year-end department meeting, the Youth Services Department Head recognized staff on training and projects completed, such as SLJ Library Manager Training, Sunshine State Leadership Institute, and creating and hosting training for staff.
 - South Creek Managers highlighted staff shout-outs/kudos, as well as mystery shopper champions, in a monthly newsletter to their team.
 - The Customer Service Department hosted a meeting to finalize the staff recognition program. During the meeting, the logistics of the program were clearly laid out so that any assistant manager could carry out the program.

- Evaluate ways to provide team-building sessions.
 - **The Events Department created and distributed customizable “Get to Know Me” sheets, and the Southwest Branch continued this team-building activity in December.**
 - **Acquisitions introduced "Walking on the Ones" - a weekly challenge to remind staff about the importance of movement during the day. Every Wednesday, staff are encouraged to walk around the department.**
 - **The South Trail Branch hosted a cookie and white elephant exchange where team members shared sweet treats and many laughs.**
 - **The Washington Park Morale and Wellness team focused on several initiatives to foster team engagement and well-being.**
 - **Multiple locations celebrated the season with activities like cookie swaps, ornament crafts, and potluck lunches, including the Youth Services Department, Melrose, and Chickasaw branches.**
 - **The Windermere Branch staff participated in an activity to upcycle t-shirts into reusable bags.**
 - **The Alafaya branch hosted a "Create a Balloon Bouquet" class in anticipation of offering a new program at the branch in the upcoming months.**

- Explore ways to offer professional development opportunities.
 - **Questline is collaborating with the West Oaks Branch to offer staff an opportunity to visit and learn more about Genealogy services to better assist our customers.**
 - **Winter Garden hosted a Questline staff member who learned about branch leadership through an Employee Enrichment Experience.**

- Implement a new compensation structure.
 - **New pay scales and pay bands are in the final stages of development, with the intent to roll them out in early 2025.**

- Develop and implement a new Director’s evaluation form/process/reporting structure.
 - **The CHRO and Director are looking at different ways of doing this and gathering information from other public libraries.**

**Orange County Library System
Board of Trustees Meeting
January 9, 2025**

Action Items: None

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**Discussion & Possible
Action Items**

**Orange County Library System
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Information

**Orange County Library System
Board of Trustees Meeting
January 9, 2025**

**Strategic Plan FY 2025:
1st Quarter Update**

**Orange County Library System
Board of Trustees Meeting
January 9, 2025**

Director's Report

Director's Report: January 2025 Board Meeting

On January 24, the first Lillian Louse Pharr author series event takes place at Dr. Phillips Center for the Performing Arts. The event is underwritten by the Friends of the Orange County Library System, which received a million-dollar bequest from the estate of local tennis champion Roger Pharr, who requested that the funds be used to support literacy initiatives named after his mother. The author featured for the first event is John Green, whose book *The Fault in Our Stars* debuted at No. 1 on the New York Times bestseller list. Green is also a YouTuber and a philanthropist whose Project for Awesome, created with his brother Hank, has raised more than \$10 million for humanitarian, grassroots charities worldwide.

The Friends are also winding up their end-of-year appeal, a project that helps them raise funds to support the library. This year's appeal goal was \$35,000, and as of January 2, the Friends had raised approximately \$33,000. The appeal stays open for a few more weeks, as late checks and donations continue to come in during January, and they expect to meet or exceed their goal.

The library is on track to exceed 2.6 million checkouts on Libby, OverDrive's ebook app, for 2024. Over the past few years, ebook checkouts have been soaring. Just a few years back, staff celebrated reaching the one million mark. This year, when the checkouts approached the 2.5 million threshold, staff decided to push a little harder to surpass that mark. Staff held a contest on Facebook that gave people who checked out materials on Libby during December a chance to win a prize. The year ended with a total of 2,634,583 checkouts – a 16 percent increase over 2023. December also set a record for monthly checkouts with 229,279 for the month.

On Tuesday, December 17, OCLS participated in an event at Sally Ride Elementary School during which students spoke directly with Sunita Williams, an astronaut on the International Space Station. The school was one of nine in the nation given the opportunity to contact the space station. Trustee Ashley Cisneros Mejia asked OCLS to partner with the school to support the event. During November and December, the Community Engagement Department offered space-themed storytimes and events at Sally Ride leading up to the December 17 astronaut chat. The event was livestreamed the event at some of the branches.

OCLS once again participated in the Orange County Mayor's Annual Toy Drive this holiday season. The library wrapped up the drive collecting more than 1,000 toys that were distributed by the county to families in need during the holiday season.

Finally, WKMG Channel 6 visited the Southwest Branch recently to talk with librarian Sandy Mayer about a unique book club she hosts not inside the library, but outdoors at Bill Frederick Park. Here's Crystal Moyer's story about the Nature Walk Book Club, which aired on December 18.

<https://www.clickorlando.com/news/local/2024/12/18/love-reading-nature-this-florida-book-club-takes-the-library-outdoors/>

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**Public Comment:
Non-Agenda Items**