

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES

April 9, 2026 6:00 p.m.

Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801

Library Board Present: Crockett Bohannon (4/0); Ashley Cisneros Mejia (6/1 – City); Venessa Tomlin (4/1)

Library Board Absent: Nicole Benjamin (6/2 – City); Sharon Smoley (4/1)

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

- 26-053 I. Call to Order**
 President Bohannon called the meeting to order at 6:00 p.m.
- 26-054 II. Public Comment Policy & Procedures**
- 26-055 III. Approval of Minutes: March 12, 2026, Library Board of Trustees Meeting**
 Trustee Tomlin, seconded by Trustee Cisneros-Mejia, moved to approve the minutes for the March 12, 2026 Library Board of Trustees Meeting.
 Motion carried 3-0.
- 26-056 IV. Staff Presentation: Data & User Services: Jon Crowley**
- 26-057 V. Financial Statements and Summaries ~ March 2026: Kris Shoemaker**
 ➤ **FY 2024-2025 Annual Comprehensive Financial Report**
 Chief Financial Officer Shoemaker reported that the FY 2024 – 2025 ACFR was included in the packet and that a clean bill of financial health for OCLS was received from the auditors.
- He also reported that the ongoing projects are progressing as follows:
- Horizon West Branch Library: Project-to-date costs are \$18,866,898 or 69.2% of the \$27,275,000 approved project budget.
- Lake Nona Branch Library: Project-to-date costs are \$1,744,032 or 6.7% 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 the City for actual costs within one year of receiving the Certificate of Occupancy.
- OPL Roof Replacement: Project-to-date costs are \$4,076,905 or 89.6% of the \$4,549,600 approved project budget.
- Bookmobile Leased Space Renovation: Project-to-date costs are \$230,855 or 44.1% of the \$524,250 approved project budget.

- 26-058** **VI. Dashboard: March 2026: Danielle King**
 Chief of Neighborhood Services King reported that checkouts were up by about 15,000 this month compared to March 2025. Circulation of digital items continues to grow and was up 8% over last year. 379,105 digital items were checked out which is an average of 12,229 items per day. Checkout records were set this month for Overdrive, Hoopla & Kanopy.
- When reviewing attendance numbers, it is important to note a change in how attendance is calculated. In previous years, the library included participation in passive activities, such as take-home craft kits and scavenger hunts, in overall attendance figures. This fiscal year, those activities are no longer counted. As a result, total attendance appears to be down approximately 2,000 compared to last March. However, when the nearly 6,000 passive-activity participants from last year are removed from the comparison, attendance is actually up by almost 4,000 this March. Additionally, attendance has increased across outreach and community events, offsite programs, adult events, and technology classes.
- This month's spotlight highlights the Mystery Shopper results and Net Promoter Scores. Both exceeded performance goals, with a Mystery Shopper average of 98% and a Net Promoter Score average of 96%. These exceptional results reflect OCLS' commitment to customer service standards and demonstrate dedication to providing excellent service to the community.
- This month's customer feedback reflects the outstanding service staff are proud to provide to the community. Talking Books is a program in partnership with the Florida Division of Blind Services and the National Library Service for the Blind and Print Disabled to provide equipment and audio books to residents who are unable to read standard print due to visual, physical or reading disabilities. Tisa, the daughter of a Talking Books customer shared: *"Just want you all to know that my father is a HUGE fan of Talking Books. They have literally changed his life. He now has something to do-something to talk about. He researches things he reads about in the stories. It has truly been life changing and we want to thank all of you for all the work you are doing to make this service possible."*
- 26-059** **Annual Plan Update: March 2026: Danielle King**
 CNS King shared that the Master Plan staff survey went live in March and received over 361 responses. The community survey has been created and went live on April 1. So far, only a week into the survey over 2,400 responses have been received.
- 26-060** **VII. Action Items: Consent Agenda**
- 26-061** **VIII. Action Items: Non-Consent Agenda**
- 26-062** **IX. Discussion and Possible Action Items**
 President Bohannon spoke about forming a Finance Committee and scheduling a meeting soon via Zoom.
- 26-063** **X. Information**
- 26-064** **Master Plan Update: Lynette Schimpf**
 Chief Project Officer Schimpf reported that the Master Plan endeavor is progressing, and the customer survey is available online and has been translated into four different languages – Spanish, Haitian-Creole, Portuguese & English.

She also reported that 400,000 emails were sent to current cardholders requesting their input.

26-065

Director's Evaluation Update: Sharon Smoley

This agenda item has been tabled until a later date.

26-066

Director's Report**Unique Transactions**

March was an exceptional month in terms of unique card transactions, which are the number of cards authenticated at least once during the month. The unique transactions surpassed 100,000 and this is the third month in the last eight months the total was over 100,000.

March Event Highlights

- **Alafaya Branch Puzzle Swap** drew more than 120 people
- **Central Florida Ballet's Snow White and the Seven Dwarfs** at Orlando Public Library had more than 100 attendees
- **Legopalooza** in the Melrose Center had more than 1,100 children and adults who came to enjoy family-friendly Lego activities, games and displays from master builders. That's an increase of more than 200 percent over last year's attendance.

Upcoming Dates

- **April 19-25: National Library Week**
- **April 24: Southwest Author Series featuring Tess Gerritsen** 7:00 p.m. at the Southwest Branch

App Downloads

Interest in the OCLS app continues to grow. It has been downloaded more than 35,700 times. Marketing and Public Relations is [releasing a new commercial](#) for Phase 2 of the app.

26-067

Public Comment: Non-Agenda Items**XI. Adjournment**

Trustee Tomlin, seconded by Trustee Cisneros-Mejia, moved to adjourn the meeting. Motion carried 3-0. President Bohannon adjourned the meeting at 6:44 p.m.

Next Meeting Dates:

May 14, 2026: Orlando Public Library, 101 East Central Boulevard, Orlando, Florida 32801;

June 11, 2026: Orlando Public Library, 101 East Central Boulevard, Orlando, Florida 32801.

Section 286.0105, Florida Statutes, states that if a person decides to appeal any decision made by a board, agency, or commission with respect to any matter considered at a meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

La Sección 286.0105 de los Estatutos de la Florida establece que si una persona decide apelar cualquier decisión tomada por una junta, agencia o comisión con respecto a cualquier asunto considerado en una reunión o audiencia, necesitará un registro de los procedimientos y que, para tal fin, es posible que deba asegurarse de que se haga un registro literal de los procedimientos. cuyo expediente incluye los testimonios y las pruebas en que se basará la apelación.

Seksyon 286.0105, Lwa Florida, deklare ke si yon moun decide fè apèl kont nenpòt desizyon ki te pran pa yon tablo, ajans, oswa komisyon ki gen rapò ak nenpòt pwoblèm konsidere nan yon reyinyon oswa yon odyans, li pral bezwen yon dosye sou pwosedi yo, e ke, pou rezon sa yo, li ka bezwen asire ke yon dosye vèbal nan pwosedi yo fèt, ki dosye gen ladan temwayaj ak prèv ki montre apèl la dwe baze.

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Si tiene problemas de audición o del habla, puede comunicarse con los números de teléfono anteriores marcando 711.

Orange County pa fè diskriminasyon sou baz ras, koulè, orijin nasyonal, sèks, laj, relijyon, andikap oswa sitiyaasyon fanmi. Moun ki gen kesyon oswa enkyetid konsènan non diskriminasyon, moun ki bezwen asistans espesyal dapre Lwa Ameriken andikape yo (ADA), ak moun ki bezwen asistans nan lang (gratis) ta dwe kontakte Kowòdonatè Tit VI/Nondiscrimination nan access@ocfl.net oswa lè yo rele 3-1-1 (407-836-3111). Si w gen pwoblèm pou tande oswa pou w pale, ou ka kontakte nimewo telefòn ki anwo yo lè w konpoze 711.