Orange County Library System
Board of Trustees Meeting

Board Packet for April 2019
April 5, 2019

To: Lisa Franchina, President
   Marucci Guzmán, Vice President
   Ted Maines, Trustee
   Richard Maladecki, Trustee

cc: The Library Governing Board:
   The Honorable Mayor Jerry Demings, Chairman of the Library Governing Board,
   Members of the Governing Board, Commissioners Betsy VanderLey, Christine Moore,
   Mayra Uribe, Maribel Gómez Cordero, Emily Bonilla, Victoria Siplin, Orange County;
   and Ana Palenzuela, City of Orlando.

From: Mary Anne Hodel, Director

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 6:00 p.m. on Thursday, April 11, 2019; Herndon Branch Library; 4324 East Colonial Drive; Orlando, Florida 32803; 407.835.READ (7323).

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: - Liaison, Nominating Board ~ City of Orlando
AGENDA
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
April 11, 2019 ~ 6:00 p.m.
Herndon Branch Library
4324 East Colonial Drive
Orlando, Florida 32803
407.835.READ (7323)

19-041  I.  Call to Order

II.  Public Comment Policy & Procedures

19-042  III. Approval of Minutes: Library Board of Trustees Meeting ~
March 14, 2019

19-043  IV. Staff Presentation: Herndon Welcome ~ Edward Booker

19-044  V. Financial Statements and Summaries: March 2019

19-045  VI. Dashboard: March 2019

19-046  VII. Action Items: None

19-047  VIII. Discussion and Possible Action Items

19-048  Director’s Goals FY 2019: 2nd Quarter Update ~ President Lisa Franchina

19-049  Strategic Plan FY 2019: 2nd Quarter Update

19-050  IX. Information

19-051  Director’s Report

19-052  Public Comment: Non-Agenda Items

X. Adjournment

Next Meeting Dates: May 9, 2019 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- June
13, 2019; 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
April 11, 2019

Call to Order
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
April 11, 2019

Approval of Minutes:
Library Board of Trustees Meeting
March 14, 2019
MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
March 14, 2019 ~ 6:00 p.m.
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

Library Board Present: Lisa Franchina (3/0); Marucci Guzmán (3/0); Richard Maladecki (3/0); Andrea Otero (3/0 – City)

Library Board Absent: Ted Maines (6/2 - City)

Administration Present: Mary Anne Hodel; Robert Tessier; Debbie Tour; Danielle King; Steve Powell; Ricardo Viera; Bethany Stone; Milinda Neusaenger

19-027 I. **Call to Order**
President Franchina called the meeting to order at 6:00 p.m.

II. **Public Comment Policy & Procedures**

19-028 III. **Approval of Minutes: Library Board of Trustees Meeting ~ February 13, 2019**
Vice President Guzmán, seconded by Trustee Otero, moved to approve the minutes for the February 13, 2019 Library Board of Trustees Meeting. Motion carried 4-0.

19-029 IV. **Staff Presentations:**
- **Smart Home Demo: Josh Murdock & Tony Orengo**
- **Marketing: Scottie Campbell**

19-030 V. **Financial Statements and Summaries: February 2019**

19-031 VI. **Dashboard: February 2019**
Brief discussion ensued regarding the statistics and reaching out to the community.

19-032 VII. **Action Items:**

19-033 **Request to Serve Alcohol: Bethany Stone**
Trustee Maladecki, seconded by Vice President Guzmán, moved to authorize the serving of alcoholic beverages in accordance with the Board-approved policy at the Southwest Author Series event on April 12, 2019 at the Southwest Branch Library. Motion carried 4-0.

19-034 **Request to Serve Alcohol: Scottie Campbell**
Vice President Guzmán, seconded by Trustee Otero, moved to authorize the serving of alcoholic beverages in accordance with the Board-approved policy at the Library After Hours event on May 10, 2019 at the Orlando Public Library. Motion carried 4-0.

19-035 **OCLC Wise: Steve Powell**
Brief discussion ensued regarding Wise, the integrated library system to be implemented by OCLC. The Board requested some minor changes to the resolution. Trustee Maladecki, seconded by Vice President Guzmán, moved to approve a contract with OCLC for the implementation and maintenance of Wise. The contract includes $100,000 for implementation as well as $230,000 for the first year of subscription services, subsequent to implementation. The Board also moved to authorize the...
Pending Approval

Director/CEO to execute the contract and authorize staff to approve changes for amounts totaling less than $40,000. Motion carried 4-0.

19-036

Retiree Healthcare Benefit Plan Document: Bob Tessier
Trustee Maladecki, seconded by Trustee Otero, moved to approve the Retiree Healthcare Benefit Plan document. Motion carried 4-0.

19-037

VIII. Discussion and Possible Action Items

19-038

IX. Information

19-039

Director’s Report
OCLS is pleased to announce that Sara Gonzalez, our Southwest Branch Manager, was chosen as the FLA Member Spotlight on the FLA website. She was nominated by Natalie Houston. She gave a very nice interview. It’s a great bit of recognition! Congratulations Sara!

Director Hodel informed the Board that she will join President Franchina and CBO King in a meeting with Commissioner Betsy VanderLey regarding Horizon West update.

19-040

Public Comment: Non-Agenda Items
Jonathan Blount – Orange County Resident and Library Cardholder, addressed the Board regarding the diversity of library staff.

An announcement was made that Trustee Andrea Otero is resigning from the Board effective March 15, 2019. She has accepted a position with the Orlando Police Department and therefore is ineligible to serve on city or county citizen boards. She was congratulated and thanked for her service on the Library Board.

X. Adjournment
President Franchina adjourned the meeting at 7:06 p.m.

Next Meeting Dates: April 11, 2019 ~ Herndon Branch Library; 4324 East Colonial Drive; Orlando, Florida 32803 --- May 9, 2019 ~ 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
April 11, 2019

Staff Presentation:
Herndon Welcome
Edward Booker
Orange County Library System
Board of Trustees Meeting
April 11, 2019

Financial Statements &
Summaries: March 2019
Orange County Library System
Financial Statement Highlights
Six Months Ended March 31, 2019

Operating Fund Revenue & Expenditure Summaries

PC Pass and PC Express
In February 2018, the Library began offering free Wi-Fi to our customers. Invariably, this resulted in fewer PC Passes and PC Express Passes being purchased. Unfortunately, this was not taken into consideration when determining the budget for these two accounts for the current fiscal year. As a result, the actual revenue will end up being lower than the budgeted amounts. We will address this issue when creating next year’s budget.

Miscellaneous Revenue
The Library pays some of its vendors using a credit card program through SunTrust, called E-payables. The program is voluntary for vendors, but the advantage is they get their money sooner. Rather than issuing and mailing a check, a prepaid credit card is issued to each vendor, covering the amount of the invoices paid that week. The E-payables process reduced the costs associated with printing and mailing checks as well as postage. It also eliminates the need to issue stop payments and reissue checks lost in the mail.

However, the biggest benefit comes in the form of an annual rebate check. For participating in the program, SunTrust gives us a rebate based on the dollar volume of E-payables processed. For calendar year 2018 the rebate was roughly $31,000 and is recorded as Miscellaneous Revenue.

Also included in this same account is a $29,000 reimbursement from the Supervisor of Elections for costs associated with early voting.

Defined Benefit Pension Plan
Budgeting for this account is challenging for two reasons. First, the Plan is on a calendar year, so our fiscal year covers two different Plan years. When creating the annual budget around May of each year, we know the monthly contributions for the months of October through December of the subsequent fiscal year. However, the monthly contributions for the remaining months, January through September, are not known until March, ten months after we had to estimate them. The annual contribution into the Plan, as determined by our actuary, varies from year to year based on a number of factors, including investment returns for the previous calendar year. Just recently, we received the actuary’s report and the required contribution for calendar year 2019 more than doubled compared to 2018 due to unfavorable investment returns in 2018. While not yet reflected in the attached statements, we will overspend this account by approximately $271,000 in the current fiscal year.
**ORANGE COUNTY LIBRARY DISTRICT**
**Operating Fund**
**Six Months Ended March 31, 2019**

### REVENUES
- **Ad Valorem Taxes**: 98%
- **Fines**: 1%
- **Charges for Services / Misc**: 1%

### EXPENDITURES
- **Salaries and Benefits**: 55%
- **Operating/Trans to Cap Proj Fund**: 34%
- **Library Materials/ Capital...**: 11%
## Orange County Library District
### Operating Fund Revenue Summary
**Six Months Ended March 31, 2019**

<table>
<thead>
<tr>
<th>Category</th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>(6 months= 50.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AD VALOREM TAXES</strong></td>
<td>43,905,000</td>
<td>41,015,740</td>
<td>93.4%</td>
</tr>
<tr>
<td><strong>INTERGOVERNMENTAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal Grant</td>
<td>-</td>
<td>26,728</td>
<td>-</td>
</tr>
<tr>
<td>State Aid</td>
<td>982,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>CHARGES FOR SERVICES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fee Cards</td>
<td>18,000</td>
<td>10,304</td>
<td>57.2%</td>
</tr>
<tr>
<td>PC Pass ($10 for 7 days)</td>
<td>5,000</td>
<td>1,492</td>
<td>29.8%</td>
</tr>
<tr>
<td>PC Express ($5 for 1 hour)</td>
<td>10,000</td>
<td>2,904</td>
<td>29.0%</td>
</tr>
<tr>
<td>Classes</td>
<td>6,000</td>
<td>2,172</td>
<td>36.2%</td>
</tr>
<tr>
<td>Meeting Rooms</td>
<td>62,000</td>
<td>28,562</td>
<td>46.1%</td>
</tr>
<tr>
<td>Faxes</td>
<td>72,000</td>
<td>27,040</td>
<td>37.6%</td>
</tr>
<tr>
<td>Scans</td>
<td>35,000</td>
<td>17,484</td>
<td>50.0%</td>
</tr>
<tr>
<td>Ear Buds &amp; Jump Drives</td>
<td>6,000</td>
<td>2,977</td>
<td>49.6%</td>
</tr>
<tr>
<td>Reference Charges</td>
<td>1,000</td>
<td>90</td>
<td>9.0%</td>
</tr>
<tr>
<td>Bag Sales</td>
<td>5,000</td>
<td>1,970</td>
<td>39.4%</td>
</tr>
<tr>
<td>Replace Library Cards</td>
<td>42,000</td>
<td>13,820</td>
<td>32.9%</td>
</tr>
<tr>
<td>Copy &amp; Vending</td>
<td>230,000</td>
<td>102,763</td>
<td>44.7%</td>
</tr>
<tr>
<td>Special Events</td>
<td>1,000</td>
<td>1,018</td>
<td>101.8%</td>
</tr>
<tr>
<td><strong>FINES &amp; LOST MATERIALS</strong></td>
<td>600,000</td>
<td>305,472</td>
<td>50.9%</td>
</tr>
<tr>
<td><strong>MISCELLANEOUS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>200,000</td>
<td>219,031</td>
<td>109.5%</td>
</tr>
<tr>
<td>Sales of Surplus Property</td>
<td>-</td>
<td>1,350</td>
<td>-</td>
</tr>
<tr>
<td>Contributions - Friends of Library</td>
<td>61,000</td>
<td>19,100</td>
<td>31.3%</td>
</tr>
<tr>
<td>Contributions - Others</td>
<td>20,000</td>
<td>6,899</td>
<td>34.5%</td>
</tr>
<tr>
<td>Internet Discount</td>
<td>79,000</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Grants &amp; Awards</td>
<td>20,000</td>
<td>23,708</td>
<td>118.5%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>50,000</td>
<td>69,656</td>
<td>139.3%</td>
</tr>
<tr>
<td><strong>TRANSFER FR PROP APPRAISER</strong></td>
<td>10,000</td>
<td>17,469</td>
<td>174.7%</td>
</tr>
<tr>
<td><strong>TRANSFER FR TAX COLLECTOR</strong></td>
<td>400,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>46,820,000</td>
<td>41,917,749</td>
<td>89.5%</td>
</tr>
</tbody>
</table>
## Salaries & Benefits

<table>
<thead>
<tr>
<th>Description</th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>(6 months=50.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>17,762,000</td>
<td>8,667,420</td>
<td>48.8%</td>
</tr>
<tr>
<td>Medicare Taxes</td>
<td>258,000</td>
<td>122,912</td>
<td>47.6%</td>
</tr>
<tr>
<td>Defined Contribution Pension Plan</td>
<td>1,333,000</td>
<td>649,293</td>
<td>48.7%</td>
</tr>
<tr>
<td>Defined Benefit Pension Plan</td>
<td>700,000</td>
<td>249,012</td>
<td>35.6%</td>
</tr>
<tr>
<td>Money Purchase Pension Plan</td>
<td>839,000</td>
<td>413,552</td>
<td>49.3%</td>
</tr>
<tr>
<td>Life and Health Insurance (Employees)</td>
<td>3,127,000</td>
<td>1,441,870</td>
<td>46.1%</td>
</tr>
<tr>
<td>Retiree Health Care (OPEB)</td>
<td>540,000</td>
<td>186,724</td>
<td>34.6%</td>
</tr>
<tr>
<td>Worker's Compensation</td>
<td>115,000</td>
<td>83,946</td>
<td>73.0%</td>
</tr>
<tr>
<td>Unemployment Compensation</td>
<td>20,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Parking &amp; Bus Passes</td>
<td>225,000</td>
<td>109,186</td>
<td>48.5%</td>
</tr>
</tbody>
</table>

Total: 24,919,000 11,923,915 47.9%

## Operating

<table>
<thead>
<tr>
<th>Description</th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>(6 months=50.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Services</td>
<td>240,000</td>
<td>137,598</td>
<td>57.3%</td>
</tr>
<tr>
<td>Other Contractual Services</td>
<td>1,775,000</td>
<td>672,457</td>
<td>37.9%</td>
</tr>
<tr>
<td>Other Contract. Serv.- Janitorial</td>
<td>340,000</td>
<td>153,277</td>
<td>45.1%</td>
</tr>
<tr>
<td>Training and Travel</td>
<td>75,000</td>
<td>37,335</td>
<td>49.8%</td>
</tr>
<tr>
<td>Telecommunication</td>
<td>300,000</td>
<td>125,436</td>
<td>41.8%</td>
</tr>
<tr>
<td>Delivery and Postage</td>
<td>1,086,000</td>
<td>539,939</td>
<td>49.7%</td>
</tr>
<tr>
<td>Utilities</td>
<td>950,000</td>
<td>379,082</td>
<td>39.9%</td>
</tr>
<tr>
<td>Rentals and Leases</td>
<td>1,323,000</td>
<td>557,972</td>
<td>42.2%</td>
</tr>
<tr>
<td>Insurance</td>
<td>330,000</td>
<td>279,863</td>
<td>84.8%</td>
</tr>
<tr>
<td>Repairs and Maintenance</td>
<td>1,150,000</td>
<td>662,897</td>
<td>57.6%</td>
</tr>
<tr>
<td>Repairs &amp; Maint. - Hardware/Software</td>
<td>880,000</td>
<td>555,534</td>
<td>63.1%</td>
</tr>
<tr>
<td>Copying/Printing</td>
<td>255,000</td>
<td>90,299</td>
<td>35.4%</td>
</tr>
<tr>
<td>Property Appraiser's Fee</td>
<td>325,000</td>
<td>282,355</td>
<td>86.9%</td>
</tr>
<tr>
<td>Tax Collector's Fee</td>
<td>890,000</td>
<td>820,315</td>
<td>92.2%</td>
</tr>
<tr>
<td>Supplies</td>
<td>550,000</td>
<td>299,367</td>
<td>54.4%</td>
</tr>
<tr>
<td>Supplies-Hardware/Software</td>
<td>350,000</td>
<td>152,582</td>
<td>43.6%</td>
</tr>
<tr>
<td>Memberships</td>
<td>20,000</td>
<td>11,298</td>
<td>56.5%</td>
</tr>
</tbody>
</table>

Total: 10,839,000 5,757,606 53.1%

## Capital Outlay

<table>
<thead>
<tr>
<th>Description</th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>(6 months=50.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building and Improvements</td>
<td>2,875,000</td>
<td>89,238</td>
<td>3.1%</td>
</tr>
<tr>
<td>Equipment and Furniture</td>
<td>150,000</td>
<td>43,709</td>
<td>29.1%</td>
</tr>
<tr>
<td>Hardware/Software</td>
<td>550,000</td>
<td>199,268</td>
<td>36.2%</td>
</tr>
</tbody>
</table>

Total: 3,575,000 332,215 9.3%

## Library Materials

<table>
<thead>
<tr>
<th>Description</th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>(6 months=50.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Materials - Restricted Contributions</td>
<td>10,000</td>
<td>3,102</td>
<td>31.0%</td>
</tr>
<tr>
<td>Materials - Other</td>
<td>4,500,000</td>
<td>1,979,953</td>
<td>44.0%</td>
</tr>
</tbody>
</table>

Total: 4,510,000 1,983,055 44.0%

## Transfer to Capital Projects Fund

Total: 3,300,000 1,650,000 50.0%

## Total Expenditures

Total: 47,143,000 21,646,791 45.9%
<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(6 months= 50.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>32,000</td>
<td>40,416</td>
<td>126.3%</td>
</tr>
<tr>
<td>Transfer from Operating Fund</td>
<td>3,300,000</td>
<td>1,650,000</td>
<td>50.0%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>3,332,000</td>
<td>1,690,416</td>
<td>50.7%</td>
</tr>
<tr>
<td><strong>EXPENDITURES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Branch</td>
<td>250,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Reserves</td>
<td>3,082,000</td>
<td>1,690,416</td>
<td>54.8%</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>3,332,000</td>
<td>1,690,416</td>
<td>50.7%</td>
</tr>
</tbody>
</table>
## ORANGE COUNTY LIBRARY DISTRICT
### SINKING FUND
#### Six Months Ended March 31, 2019

<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(6 months= 50.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>5,000</td>
<td>3,364</td>
<td>67.3%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>5,000</td>
<td>3,364</td>
<td>67.3%</td>
</tr>
</tbody>
</table>

|                      |               |            |                   |
| **EXPENDITURES**     |               |            |                   |
| Reserves-Building and Improvements | 2,750 | 1,850 | 67.3% |
| Reserves - Technology    | 2,250 | 1,514 | 67.3% |
| **TOTAL EXPENDITURES** | 5,000 | 3,364 | 67.3% |
### ORANGE COUNTY LIBRARY DISTRICT
#### PERMANENT FUND
Six Months Ended March 31, 2019

<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(6 months= 50.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>25,000</td>
<td>11,041</td>
<td>44.2%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>25,000</td>
<td>11,041</td>
<td>44.2%</td>
</tr>
<tr>
<td><strong>EXPENDITURES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reserves</td>
<td>25,000</td>
<td>11,041</td>
<td>44.2%</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>25,000</td>
<td>11,041</td>
<td>44.2%</td>
</tr>
</tbody>
</table>
ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - ASSETS
March 31, 2019

**ASSETS**

<table>
<thead>
<tr>
<th>Asset</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash on Hand</td>
<td>14,453</td>
</tr>
<tr>
<td>Equity in Pooled Cash</td>
<td>3,002,499</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>30,344,336</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>6,372</td>
</tr>
<tr>
<td>Interest Receivable</td>
<td>40,110</td>
</tr>
<tr>
<td>Inventory</td>
<td>155,055</td>
</tr>
<tr>
<td>Prepaids</td>
<td>246,958</td>
</tr>
<tr>
<td>Other Assets-Deposits</td>
<td>9,865</td>
</tr>
</tbody>
</table>

**TOTAL ASSETS** 33,819,648
## ORANGE COUNTY LIBRARY DISTRICT
### OPERATING FUND
#### BALANCE SHEET - LIABILITIES & FUND BALANCE

**March 31, 2019**

### LIABILITIES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>199,120</td>
</tr>
<tr>
<td>Accrued Wages Payable</td>
<td>660,019</td>
</tr>
<tr>
<td>Accrued Sales Tax</td>
<td>3,057</td>
</tr>
<tr>
<td>Accrued Fax Tax</td>
<td>365</td>
</tr>
<tr>
<td>Due To Friends of the Library</td>
<td>30</td>
</tr>
<tr>
<td>Employee Payroll Deductions:</td>
<td></td>
</tr>
<tr>
<td>United Appeal</td>
<td>44</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td></td>
</tr>
<tr>
<td>Weight Watchers</td>
<td>346</td>
</tr>
<tr>
<td>Daughters of American Revolution</td>
<td>139</td>
</tr>
<tr>
<td>Staff Association</td>
<td>1,414</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>864,534</strong></td>
</tr>
</tbody>
</table>

### FUND BALANCE

**Nonspendable:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory</td>
<td>155,055</td>
</tr>
<tr>
<td>Prepaid Items and Deposits</td>
<td>256,823</td>
</tr>
<tr>
<td>Annetta O'B Walker Trust Fund</td>
<td>4,000</td>
</tr>
<tr>
<td>A.P. Phillips Memorial Fund</td>
<td>100,000</td>
</tr>
<tr>
<td>Willis H. Warner Memorial Fund</td>
<td>33,712</td>
</tr>
<tr>
<td>Perce C. and Mary M. Gullett Memorial Fund</td>
<td>19,805</td>
</tr>
</tbody>
</table>

**Committed:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vivian Esch Estate Fund</td>
<td>44,198</td>
</tr>
<tr>
<td>Edmund L. Murray Estate Fund</td>
<td>724,689</td>
</tr>
<tr>
<td>Arthur Sondheim Estate Fund</td>
<td>39,941</td>
</tr>
<tr>
<td>Strategic Plan</td>
<td>4,000,000</td>
</tr>
</tbody>
</table>

**Assigned:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2019 Budget</td>
<td>323,000</td>
</tr>
<tr>
<td>Unassigned</td>
<td>6,982,933</td>
</tr>
<tr>
<td>Current Year Revenue over Expenditures</td>
<td>20,270,958</td>
</tr>
</tbody>
</table>

**TOTAL FUND BALANCE**

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>32,955,114</strong></td>
</tr>
</tbody>
</table>

**TOTAL LIABILITIES & FUND BALANCE**

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>33,819,648</strong></td>
</tr>
</tbody>
</table>
## ORANGE COUNTY LIBRARY DISTRICT
### MONTHLY ROLLOVER
#### March 31, 2019

<table>
<thead>
<tr>
<th></th>
<th>BALANCE 02/28/19</th>
<th>RECEIPTS</th>
<th>DISBURSE</th>
<th>BALANCE 03/31/19</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity in Pooled Cash</td>
<td>1,154,953</td>
<td>5,149,231</td>
<td>3,301,685</td>
<td>3,002,499</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>32,077,547</td>
<td>41,789</td>
<td>1,775,000</td>
<td>30,344,336</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>33,232,500</td>
<td>5,191,020</td>
<td>5,076,685</td>
<td>33,346,835</td>
</tr>
<tr>
<td><strong>SINKING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>509,869</td>
<td>711</td>
<td>-</td>
<td>510,580</td>
</tr>
<tr>
<td><strong>CAPITAL PROJECTS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>6,789,719</td>
<td>284,275</td>
<td>-</td>
<td>7,073,994</td>
</tr>
<tr>
<td><strong>SELF FUNDED HEALTH</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity in Pooled Cash</td>
<td>279,298</td>
<td>906,728</td>
<td>218,763</td>
<td>967,263</td>
</tr>
<tr>
<td>Claims Payment Checking Account</td>
<td>72,000</td>
<td>121,253</td>
<td>121,253</td>
<td>72,000</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>3,618,874</td>
<td>5,046</td>
<td>-</td>
<td>3,623,920</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,970,172</td>
<td>1,033,027</td>
<td>340,016</td>
<td>4,663,183</td>
</tr>
</tbody>
</table>
ORANGE COUNTY LIBRARY DISTRICT
GENERAL POOLED INVESTMENTS
March 31, 2019

<table>
<thead>
<tr>
<th>INVESTMENT TYPE</th>
<th>DOLLARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>US TREASURY SECURITIES</td>
<td>12,944,252</td>
</tr>
<tr>
<td>MONEY MARKET FUNDS</td>
<td></td>
</tr>
<tr>
<td>Federated Treasury Obligations Fund</td>
<td>666,115</td>
</tr>
<tr>
<td>Federated Government Obligations Fund</td>
<td>1,070,829</td>
</tr>
<tr>
<td>LOCAL GOVERNMENT INVESTMENT POOLS</td>
<td></td>
</tr>
<tr>
<td>Florida Safe</td>
<td>12,696,308</td>
</tr>
<tr>
<td>Florida Prime (SBA)</td>
<td>14,175,326</td>
</tr>
<tr>
<td>TOTAL</td>
<td>41,552,830</td>
</tr>
</tbody>
</table>

Bar chart showing:
- Florida Prime (34%)
- US Treasury Securities (31%)
- Florida Safe (30%)
- Federated Government Obligations Fund (2%)
- Federated Treasury Obligations Fund (3%)
Orange County Library System  
Board of Trustees Meeting  
April 11, 2019 

Dashboard: March 2019
Users

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Cards</td>
<td>427,327</td>
<td>429,305</td>
<td>-0.46%</td>
</tr>
<tr>
<td>New Registrations</td>
<td>5,453</td>
<td>4,505</td>
<td>21.04%</td>
</tr>
<tr>
<td>VLC Registrations</td>
<td>257,905</td>
<td>219,829</td>
<td>17.32%</td>
</tr>
<tr>
<td>Transactions</td>
<td>75,521</td>
<td>72,928</td>
<td>3.56%</td>
</tr>
</tbody>
</table>

Resources Accessed

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Items Used</td>
<td>446,945</td>
<td>520,802</td>
<td>-14.18%</td>
</tr>
<tr>
<td>Database Use</td>
<td>230,128</td>
<td>157,591</td>
<td>46.03%</td>
</tr>
<tr>
<td>Digital Products</td>
<td>100,981</td>
<td>44,544</td>
<td>126.70%</td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>192,208</td>
<td>165,526</td>
<td>16.12%</td>
</tr>
<tr>
<td>Computer Services</td>
<td>85,372</td>
<td>88,018</td>
<td>-3.01%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,055,634</td>
<td>976,481</td>
<td>8.11%</td>
</tr>
</tbody>
</table>

Net Promoter Score

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door count</td>
<td>228,535</td>
<td>240,364</td>
<td>-4.92%</td>
</tr>
<tr>
<td>MAYL Packages</td>
<td>32,588</td>
<td>36,149</td>
<td>-9.85%</td>
</tr>
<tr>
<td>External Web Visits</td>
<td>143,153</td>
<td>151,170</td>
<td>9.14%</td>
</tr>
<tr>
<td>Catalog Searches</td>
<td>543,250</td>
<td>520,989</td>
<td>4.27%</td>
</tr>
<tr>
<td>Guestline Calls</td>
<td>7,816</td>
<td>8,324</td>
<td>-6.10%</td>
</tr>
<tr>
<td>Social Media</td>
<td>45,336</td>
<td>37,286</td>
<td>21.59%</td>
</tr>
<tr>
<td>Electronic Contacts</td>
<td>331,480</td>
<td>305,359</td>
<td>9.21%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,334,158</td>
<td>1,279,641</td>
<td>4.26%</td>
</tr>
</tbody>
</table>

Mystery Shopper Scores

<table>
<thead>
<tr>
<th>Library</th>
<th>2019</th>
<th>2018</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Items Used</td>
<td>446,945</td>
<td>520,802</td>
<td>-14.18%</td>
</tr>
<tr>
<td>Database Use</td>
<td>230,128</td>
<td>157,591</td>
<td>46.03%</td>
</tr>
<tr>
<td>Digital Products</td>
<td>100,981</td>
<td>44,544</td>
<td>126.70%</td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>192,208</td>
<td>165,526</td>
<td>16.12%</td>
</tr>
<tr>
<td>Computer Services</td>
<td>85,372</td>
<td>88,018</td>
<td>-3.01%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,055,634</td>
<td>976,481</td>
<td>8.11%</td>
</tr>
</tbody>
</table>

Melrose Center membership continues to grow and for March 2019 there were 230 new memberships compared with 196 for March 2018, an 17% increase. This marks five consecutive months of new membership increase, and eight out of the last nine months. The one month during that stretch when we didn’t exceed the previous year’s total was October 2018, when we matched the October 2017 with 224 new members exactly.

The library has assembled a collection of DVD titles available by request through the library catalog for home delivery which we call the “Vault.” Titles are placed in the Vault after their initial popularity declines and we find that we have sufficient copies to make them available for both walk in and requestable use. Starting in January 2018, on the day of library release of new feature films, a limited number of DVDs for those titles will be added to the Vault and are classified as DVD VAULT NEW RELEASE. There are thousands of titles to choose from in the Vault collection. Vault usage continues to grow and for March of 2019 there were 1773 checkouts, a 54% increase, compared to 1148 for March of last year.

Overall, digital usage was up 16% comparing March 2019 to March 2018. This continues the trend of Healthy increases. We set a new monthly usage record with 192,208 which equals 6200 checkouts per day. Almost 65% of that usage was in OverDrive and OverDrive usage for the month was only 168 checkouts below the record of 124,738 in January 2019.
March events are up 21.59% and attendance up 12.58% compared to last year. We offered 176 more events this year with an increase of 3,352 people in attendance. A total of 701 guests visited the March 30 Southwest Branch 30th Anniversary celebration which featured musical performances, crafts, and learning opportunities. On March 9 the Orlando Public Library hosted Music in the Library featuring performances by Blakemore School of Music students for 103 attendees. The Alafaya Branch offered Painting with Chlorophyll on March 20 for 87 creative customers.

In March 2019, 42 fewer classes were presented compared to system-wide last year. We are up 11.43% in attendance. An increase of 555 people for classes from last year.

This year, we attended 22 Community Events reaching 2,381 people. Last year we attended 16 Community Events and reached 2,476 people.

In March 2019, 42 fewer classes were presented compared to system-wide last year. We are up 11.43% in attendance. An increase of 555 people for classes from last year.

This year, we attended 22 Community Events reaching 2,381 people. Last year we attended 16 Community Events and reached 2,476 people.

Social media growth increased 21.59% for March 2019 over March of last year. Significant growth occurred on the OCLS Facebook page this month, thanks in part to increased engagement on our page, from fans of the artists who participated in this year’s Women in the Arts competition. The social media public vote on our page always attracts a new audience, who we are quick to invite to like our page. This year’s Patron’s Choice Award winner received 100 likes on her photo. In March, we also launched the more visible Learn. Grow. Connect. campaign on social media. On Instagram, our posts received a total of 260 likes. On Facebook, our posts received 332 reactions and 1,734 shares.

This year, we attended 22 Community Events reaching 2,381 people. Last year we attended 16 Community Events and reached 2,476 people.
Orange County Library System
Board of Trustees Meeting
April 11, 2019

Action Items: None
Discussion & Possible Action Items
Orange County Library System
Board of Trustees Meeting
April 11, 2019

Director’s Goals FY 2019
2nd Quarter Update:
President Lisa Franchina
Director’s Annual Goals: Each goal has a connection to the dimensions of performance provided on the Director’s Performance Evaluation form.

FY 2019 ~ 2nd Quarter Update

Strategic Goal One: Improve the Customer Experience

<table>
<thead>
<tr>
<th>Goal: Increase our customer satisfaction</th>
<th>Successful Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve the customer experience</td>
<td>Enhance on-going customer service training</td>
</tr>
<tr>
<td></td>
<td>Evolve the Mystery Shopper program</td>
</tr>
<tr>
<td></td>
<td>Provide inviting facilities</td>
</tr>
<tr>
<td></td>
<td>Enhance on-boarding experience for new customers</td>
</tr>
</tbody>
</table>

Progress

- As a way for staff to recognize each other, the “kudos” pads were finalized and sent to all departments and locations, along with posters. Many departments are already putting them to use, and we have received some positive comments about their implementation.
- To make it more visible, the Customer Service Story site was moved from the Staff Training Site to a stand-alone webpage and is featured under the Orange Peel quick links. The site highlights the Service Framework, and showcases our Common Purpose: We Change Lives, with real stories from staff on how they are changing the lives of our customers.
- During January and February, 91% of the customer surveys rated their experience as “Excellent” and 7% rated their experience as “Good”. Lower ratings received a total of 2%. These experiences had to do with staff enforcing the Rules of Conduct, the website, the charge for meeting rooms and a few with no comments. “Excellent” ratings praised staff, programs, classes, resources, and our free services.
- A new annual award for staff was announced to highlight the incredible displays and bulletin boards being created throughout the system to promote events to internal and external customers. These displays/bulletin boards are great customer service tools.
- The Mystery Shopper survey was updated to include more customer service feedback and it continues to provide an opportunity for the locations with the highest scores to receive an award.
- The agile survey was sent to customers who used the library between February 10 and February 23 to rate their service experience at OCLS. Out of the 1,026 responses, 976 rated their experience as Excellent or Very Good. And 989 customers said that library staff made them feel welcome during their visit. The responses are being evaluated to look for opportunities to recognize excellent customer service provided by staff members and improve or enhance library service.
- "Looking Glass: How Culture Affects Performance“ was offered to all managers in December. This quarter, a version of the training was offered at multiple locations for all staff. Managers were able to experience the training with their staff and assisted with the classes playing different roles. Overall, this demonstrated to staff how the right organizational culture that promotes cooperation produces better customer service.
- “Nasty Negatives and Peacekeeping Positives – Simple Ways to Communicate More Effectively” was offered to staff in March. The “Looking Glass: How Culture Affects Performance” training was offered 13 times at multiple locations, with 271 staff
attending during February and March. Currently on Sum Total, the employee training website, there are over 50 online courses dealing with different aspects of customer service.

- Learning Central managers paired 4 staff members who had little or no experience in Outreach with more experienced staff. Together they participated in community outreach events. They learned how to distribute information quickly to attendees in order to increase the awareness of library services. They also learned how to network with existing or prospective partner organizations.

- The new mystery shopper form, using questions based on the library’s customer service standards, has been used all three months of this quarter. The average score for the system this quarter was 96.92% (out of 100) with 38 out of 51 shops resulting in perfect 100% scores.

- Some of the positive remarks made by the mystery shoppers include, "I was acknowledged with a smile, helped and felt like a valued customer," "They were friendly and smiled and gave great customer service," and "The employee went above and beyond to make sure I could get my book at another location. She was attentive and patient."

- The Training and Development Specialist is working on adding a recognition page to The Orange Peel for staff members and locations receiving a perfect 100% mystery shopper score. A committee is being formed to evaluate other opportunities to provide staff recognition and evaluate current offerings.

- A group of assistant managers, Genevieve Traas, Jackie Zumaeta, Sarah Qronfleh and Olga Rodriguez evaluated the Children’s Library and generated a list of ideas. Their ideas include painting (walls and ceilings), furniture removal and replacement, lighting upgrades, alternative shelving for some materials and relocating some materials and displays. The list is under further review. This same group is evaluating the Childrens’ sections at the Winter Garden and Southeast Branches.

- Staff generated a list for the Main Lobby that includes: consolidating the check-in and check-out functions to one side of the Lobby, reconfiguring the existing check-out side so that a work station with printer and the TBS equipment (copier, scanner, fax and print functions) could be placed there and potential suggestions for the old café space. The list is under further review.

- The Circulation team met with the staff from Graphic Design, Community Relations, Events and Programming, and Learning Central to discuss updates to signage in Library Central and Lobby at Main. We have eliminated some end cap sign holders and larger online catalog directional signs. The graphics request has been approved and sent along to the Graphics Design Team who will be working on Phase I for Library Central which includes:
  - Redesign Screen Savers for all Catalog Computers systemwide
  - Redesign Library Central Signage for CDs / DVDs / New & Popular shelving units
  - Redesign Staff Only area signs in the Main Lobby (11x17).
  - Redesign "Return Books Here" sign for book drop in the Main Lobby.
  - Redesign "Reusable Bag" sign for systemwide use.

- The Southeast branch completed taking photos of all signage and graphic requests have been submitted. To date, Southeast has 80% of the signage updated.

- Staff are evaluating the implementation of lockers for charging devices and the associated usage rules. Locations are also being evaluated for testing.

- I.T. is determining what it takes to start sending the report to Circulation Managers monthly. New onboarding celebrations include:
  - A new and enhanced Library card registration form. The new form is for all Library card types and includes secondary guardian, home delivery preference, and asks what interested them in coming in to the Library today to register for a Library card. The interests section will be inserted into the notes field in customer’s account and may be accessed later for marketing purposes.
  - A new car magnet was created and is being utilized to celebrate the customer at the time of new Library card registration.
  - A Celebration postcard was created for those customers who contact us by telephone
requesting to renew their Library card. Staff will be handwriting their renewal date and mailing the postcard to the customer with a brief note of appreciation.

- Staff are celebrating those customers who successfully submit a new Library card registration online and sending an email response immediately to the customer.
- Staff met with Digital Content team regarding all emails sent to customers including the "Welcome" email with the Powtoons video. An additional meeting, to be scheduled, will bring teams together to update with current branding and discuss content on emails including the Powtoons video. Staff are also making progress on a script for a video that tells the story about how customers can Learn Grow Connect at the Library with the intention to use the video on an iPad at each location at the time of new Library card registration.
- Staff are still evaluating the possibility of using different types or levels of Library cards.
- The most recent training session with front line Library Central staff was “How to best resolve customer’s accessibility and account issues.”
- The ESL Specialist is working with the HR Department to implement Phase I of the training plan. Phase I includes creating recorded and digital ESL training sessions to be included in Sum Total for staff. The ESL Orientation has been recorded and is in the editing process. The module for the “Speaking Clearly” curriculum is currently being worked on and voice over is being completed. The modules for “English from Zero,” “Writing Clearly,” “Conversation Hour,” “English for Families” and “ESL Professional” will be created next.
- The Library’s real estate broker continues to pursue possible locations in the Horizon West area. Some of the possible shopping center locations may not be built for a couple of years. Also, Library staff will be meeting with community partners about a possible facility in Horizon West.
- The Fourth Lease Amendment to extend the term at the Southwest Branch until January 2029 was approved at the January Board meeting.
- The furniture for Fairview Shores is on order and includes nesting tables and stacking chairs for the meeting room and some public spaces. These types of furniture will allow the spaces to remain flexible and easy to setup or breakdown.
- The landlord’s contractor at the new Fairview Shores location is nearing completion of the tenant’s improvements. Once this work is completed, the Library will arrange for a few improvements including carpeting and then the landlord’s contractor will need to obtain certificate of occupancy and final inspections. The internet connection with AT&T has been ordered, but they have not given us a firm installation date.
- The OCLS Service Story e-learning module has been completed. It was assigned to all OCLS staff as a refresher and has been added to the new hire learning plan. All new OCLS staff will complete the e-learning OCLS Service Story course on their first day. The feedback on the e-learning module has been very positive.
- Based on staff feedback, kudos pads have been developed to aid in recognition and reinforcement of the customer service standards, behaviors, and system wide values. Staff can recognize each other, and the successes will be displayed at each location.
- Locations are currently recognized through their Mystery Shopper scores. This will be evaluated to see if any changes should be made.
- Training was offered at a manager meeting in December. The interactive session called the “Looking Glass” was offered to help managers see how their own behaviors and decisions can help create an organizational culture that reduces hassles and encourages cooperation. Another training session is being developed that will be offered in 2019.
- Staff Day 2018 was filled with sessions to help staff enhance customers’ experiences. Topics included: learning sign language, conducting outreach, database training, working with children with special needs, how culture influences customer service, and learning how to offer various classes and programs.
- New Mystery Shopper questionnaires that incorporate the new service standards are being launched in January 2019.
- An agile survey (asking for customer feedback using a short survey right after a transaction) was tested last fall with good results. As a result, the agile survey will be repeated on a quarterly
Circulation staff member Andrea Cates and Questline staff member Andie McAvoy are currently working together on a proposal for changes to the Main Lobby and the hall leading to the Children’s Library.

The space build out has started and furniture selection is in progress for the new Edgewater/Fairview Shores Branch.

The graphic design team has been working with branches to update signage at locations as the branches request new signs to replace older ones. We are currently working on a request for new signage for Eatonville.

The designers are currently taking an inventory of signage at Main, as well as the most commonly used signage at branches. The plan is to create standard-sized signage for commonly used signs that all branches have, and to create a template that can be modified as needed for specialized signs at other locations. The Southeast Branch Assistant Manager is working on taking photos of problematic signage at that location that they would like help from graphics to address. When we have updated signage at that branch, we plan to use it as a template for signage across all branches.

We have also introduced two new Magic Info TVs at Main, which take the place of two banner spaces in Library Central. We will continue to look for places to put digital signage or TVs in place of posters and paper collateral.

In order to evaluate whether efforts to improve experience result in more frequent use of library services using customer utilization patterns maintained by I.T., a group of staff (Tammy Erikstrup, Matt Blood, Zully Escobar and Erica Grant). They are working with IT on obtaining this information on a monthly basis.

Staff are considering options to update the Powtoons video that is sent in the Welcome email to new customers.

For customers who register online, staff are considering creating a script for phone call opportunities to new cardholders to ask if they have questions and if they are enjoying OCLS services.

Staff plan to develop and implement training across front line service departments at Main to ensure the consistency of delivery on each of the public floors.

There are currently two courses available in SumTotal to assist staff with public speaking: Public Speaking Pointers for Librarians, and Public Speaking Strategies: Confident Public Speaking. The Human Resources training department is currently developing an in-person public speaking class for staff that will be available in 2019. This will empower staff to be better OCLS Ambassadors.

Community Relations Outreach Coordinator Mike Donohue and Youth Services Outreach Coordinator Sarah Bates presented a session called Outreach 101 on Staff Day. The session offered information on how to conduct effective outreach events and how staff can use the Outreach libguide to find materials and resources for outreaches. Attendance at the session was 18 staff members.

Quarterly, managers are reminded to allow staff to take the outreach training in SumTotal. When new staff are hired by OCLS, if they sign up to attend an outreach event, they are asked to first take the outreach course, and they receive an email from Community Relations that provides them with information about what materials are available to them and what information they need for the event. The community outreach training was completed by 52 staff members this quarter.

Staff are researching and developing STEAM program training to be presented to staff in 2019.

A meeting was held with the Training and Development Specialist to brainstorm ideas for future training opportunities and how to share trainings with all staff members.

The ESL Specialist has developed the following staff training plan for ESOL:

- Develop and Expand Curriculum:
  - ESOL classes that fall under “English from Zero” to reach 52 lessons, so that branches that offer English from Zero can have at least one lesson per week for the year to run the program continuously in the system as a whole.
  - ESOL curriculum that addresses specific professional fields in healthcare and computer and technology.
  - Add quizzes for “English from Zero” lessons to track student acquisition.
  - Search for or develop a new English language diagnostic test.
Staff Training Plan:
- Create and implement Phase I training by collaborating with HR to create SumTotal training for staff members who want to start teaching ESOL classes.
- Create and implement Phase II face-to-face ESOL teaching coaching prior to program start and ongoing afterward.
- Create a collaborative environment for ESOL instructors through communication on TEAMS and quarterly/biannual ESOL meetings.

During this quarter the ESL Specialist created an ESL Instructor Team in Microsoft Teams to use as a sharing and learning tool for locations offering English classes. She has been working on uploading curriculum content to the team and she has shared information for the instructors to use. She hosted “Creating Your Own ESL Class” for participants during Staff Day. This workshop discussed various classes that can be taught, techniques that can be used in the classroom and ways to evaluate the students. Participants had the opportunity to ask questions and share their experiences in the classroom. The ESL Specialist trained two new part-time casual ESOL Instructors this quarter. She also worked with the full-time ESL Instructor on adapting the curriculum for the English Classes for Families series.

Library’s broker, CBRE, has been looking for possible sites in Horizon West area.
The Library has contacted Dr. Phillips Inc. about renewing the lease, which expires in January, and has received a lease amendment to extend the term. The other two branches are not up for renewal until December 2019.
The landlord’s general contractor has obtained a building permit and has started construction. The new location will be called Fairview Shores Branch.

<table>
<thead>
<tr>
<th>Goal: Provide services that address the needs of the community</th>
<th>Successful Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrich the community with vibrant and dynamic events</td>
<td>Deliver services via technology</td>
</tr>
<tr>
<td></td>
<td>Provide events to enhance life skills</td>
</tr>
<tr>
<td></td>
<td>Expand early and family learning events</td>
</tr>
<tr>
<td></td>
<td>Continue Virtual Library Card with OCPS</td>
</tr>
<tr>
<td></td>
<td>Increase attendance at Melrose meetup groups</td>
</tr>
</tbody>
</table>

Progress
- Planning is underway for the 2nd Annual Early Learning Resource Fair. A new online registration form was created for partners. At this time, 15 community partners are confirmed as participants in this year’s event scheduled for Saturday, 13 July.
- Planning continues for the "Kindergarten Bootcamp", scheduled for Saturday, 4 May, 11 a.m. to 1 p.m. Promotional materials are currently being created.
- "K-Ready", our 8-week OCLS kindergarten readiness program, has been completed at Washington Park, Edgewater, Hiawassee, Alafaya, and Southwest. Herndon and Eatonville are currently offering it. Winter Garden is scheduled for the summer and South Creek for the fall. From October 2018 to February 2019, the total attendance of the K-Ready programs was 1,334 preschoolers and caregivers.
- Staff are reaching out to the Early Learning Coalition of Orange County and Orange County Head Start, to discuss opportunities to collaborate and share information with their teachers. OCLS has the “Every Child Ready to Read Toolkit” for Serving Early Childhood Educators. This toolkit includes, PowerPoint presentations, instructions, planning worksheets, handouts, book lists, evaluation forms, resources lists, and more. Topics include: early literacy; constrained and unconstrained skills; decoding and comprehension; critical dimensions of language and literacy; early literacy skills; early
literacy practice; and early literacy during routines and/or activities. Staff are hoping for the opportunity to attend some continuing education events or in-service training days using this material.

- Staff will continue to identify opportunities to share this information with early childhood educators and to train staff in presenting the information.
- Parent Book Clubs have been scheduled in April and May. The first book title to be discussed is “Parenting Hacks”. Promotional materials have been created and the event has been shared on Meetup.com and discussed with a local mom’s group.
- Discussions were held with OCLS Storytellers and Youth Program Specialists to identify ways to offer parents time to network after events. A tip sheet will be developed that includes best practices in library programming which fosters building community and encourages parent networking.
- The category of “basic skills” was created on the programming choices recommended to branches. Each month at least two programs will be available for branches to select from.
- The skills developed in preschool programs will be highlighted in the titles and descriptions for parents and caregivers. New script templates/lesson outlines will showcase the skills developed and practiced in each program for the benefit of staff presenters to understand why certain activities and skills were selected. Pre-K computer basic classes are currently being developed to start offering over the summer.

This quarter, some basic skill science programs included: “Force, Motion & You,” “Look, I’m a Scientist” and “Science Tots.” “Money Math” and Little Chef offered math exercises. Early learners were able to participate in multiple art and engineering events with different building challenges.

- Family Volunteering Events have been planned for Main, Alafaya, Winter Garden and Southwest. The families will assemble STEAM After Dinner Mint Club kits. These kits will be distributed at those branches and at Commissioner Uribe’s Summer Reading event on Saturday, 18 May. A total of 16 people including a local Girl Scout troop attended the first event at the Orlando Public Library on Tuesday, 5 March.
- Staff are currently planning the SRP STEAM Preschool Series, “Build My Universe,” which will include nine unique events. A STEAM Storytime Training is currently being developed and it will be offered to staff on Tuesday, 14 May. A Youth Services Librarian attended NASA @ My Library training at the end of January. She shared the resources she learned about with other staff and is planning an event based on her experience over the summer.
- Planning is underway for a building wide event, at main, in partnership with WUCF TV PBS and the Orange County Regional History Center to celebrate the 50th Anniversary of the moon landing, on Saturday, 20 July. This family event will offer numerous STEAM activities and experiences.
- Staff have crafted a long-term evaluation plan to review and develop several aspects of our services for each age group including new script templates, program offerings, analyzing and curating our wiki program offerings, identifying gaps for future program development, collections maintenance, physical spaces, signage, marketing, and staff training.
- In this quarter, a meeting was held to develop criteria for reviewing the Teen program selections on the program bank.
- In-person trainings for staff will be offered on presenting programs to each age group on serving babies, toddlers, and children.
- Sara Brown, Hiawassee Assistant Manager, presented the first "Every Child Ready to Read" parent workshop at the Pine Hills Neighborhood Center for Families, for 16 attendees. The presentation was successful, and she has been invited back as a presenter for their next 6-week parenting class series.
- Youth Services has participated in three OCPS Parent Academies this fiscal year, visiting Apopka, Olympia and Jones High Schools to share information with caregivers through presentations and information fairs reaching a total of 760 parents and students. One more Parent Academy is scheduled for this school year at Dr. Phillips
High School.

- Over 1,600 OCLS branded “Every Child Ready to Read” Monthly Calendars have been distributed to all OCLS library locations. The calendars suggest a simple activity for each day of the month related to the five early literacy practices. They have been well received and praised for being a valuable resource for busy parents.

- Sara Gonzalez and Jessica Pinkowski presented, “Mother Goose on the Loose” training on 12 March. “Steam Storytime” training presented by Youth Program Specialist, Erin Reichel, is scheduled for 14 May and “Toddler Playground” is scheduled for 30 May. A fourth in-person training session on “Competencies for Serving Teens” is being planned for the fall. Staff are working on building up the collection of available online webinars and resources focused on servicing youth in SumTotal.

- OCLS collaborated with presenters to provide a range of life-skills programs. Representatives with local nonprofit, Operation HOPE offered “Credit and Money Management” and “First-Time Home Buyer Workshops.” Certified Yoga Instructor Meg Saletnik offered attendees “Yoga 101” and “New Year Stretch and Meditate” programs, a guided introduction to the moves necessary to develop and maintain a successful yoga practice. During the “Movement & Stretching” class at the Southwest Branch, Central Florida Community Arts instructors utilized a combination of yoga and music to encourage seniors to be more active. The Alafaya Branch hosted “Ask the S.T.E.A.M Professionals.” A nano-scientist from UCF, mechanical engineer from nScript, bridge engineer from RS&H, a representative from NASA and an artist from Walt Disney Imagineering spoke to attendees about their careers.

- In addition to working with previously established culinary partners for the Cuisine Corner series, staff members explored topics and made new connections with local chefs. Plant-based meal preparation, food preservation techniques, and homeopathic and herbal remedies were featured topics of discussion in Cuisine Corner events. Presenters included Virginia Hartley of Gingers Jams, Jellies, and Such, Jocelyn Bryant of Jocelyn’s Southern Kitchen, and Karon Cannon of Tea Craze.

- The Melrose Center hosted a variety of programs for the series “Start Making Money with Your Music.” Michael Redman, author of *The Best Jobs in the Music Industry*, spoke about his insights regarding music supervisors and music libraries. Oriana Campbell from O.C. Designz shared her experience with artist development and highlighted the importance of web marketing and building an online brand. During the 5th anniversary of the Melrose Center, community exhibitors included the Orlando Science Center, Tech Sassy Girls, Lakeshore Learning, Synthestruct, DeltaMaker, Void Modular, Kiwi Camera, Pink Team, Readality, SAK Comedy Lab, Level Up Academy and Theater West End.

- Three new meetup groups have been created for the system: Adult Craft Club, Library Book Clubs and Writers Corner. Several locations have taken the opportunity to use meetups to advertise their events that fit into these themes. We have hosted 158 meetup events for this quarter. The groups went live in November and we have seen positive results. Total membership for each meetup currently is: Adult Craft Club: 158; Library Book Clubs: 168 and Writer’s Corner: 272

- The Adult Craft Club meetup group hosted 110 meetups which included various sewing and knitting events, “Stress Buster Art,” “Beaded Bracelet Workshop,” and “Creative Watercolors.” The Library Book Clubs group hosted 34 meetups at Alafaya, Southwest, Southeast and Winter Garden. The Writer’s Corner group hosted 14 meetups which included “Writing to Win,” “Book Launch: How I Met My Other,” and the “Local Author Festival.”

- Learning Central and Events staff members are collaborating to offer the Pen Meetup to engage fountain pen enthusiasts and encourage exploration of the hobby. The Library is exploring how meetups could be used to reach educators.

- The Staff Recommendations form is live and receiving reviews from staff.

- IT staff replaced iMacs in the Melrose Center.

- IT staff migrated the Right Service at the Right Time website from Drupal 7 to 8.

- IT staff migrated Orlando Memory website to a new Wordpress installation.

- IT staff installed Islandora software to manage Albertson Digital Collection.
Steps have been taken to streamline and refine public and staff PC replacement procedures to more quickly and efficiently address aging PCs.

OCLS asked for a quote and contract for the Wise Product. On February OCLC presented the Library a contract which the Library reviewed and responded to with questions and requests for clarification. During the March Board Meeting the Board approved the Library to enter into a contract with OCLC for their Wise Product. The implementation phase will take about 12 months. Integration, testing and training will take about 9 months, so the Library is looking to go live using this new ILS during the second or third quarter of FY 2021.

There are currently 256,846 student and teacher records uploaded for VLC use, an 18% increase compared to 2018. In March 2019, Innovation Montessori High School teachers and students were provided Virtual Library access. Staff continue to work with additional charter schools to provide them with access. As of March 2019, there are 886 total users of Axis 360 and 2,176 users of Overdrive. Since January 2018, 10,468 items were accessed through Overdrive and 775 were accessed through Axis 360.

OCLS received approval to participate in the Disney Family Volunteering Reward Program. Several “Family Volunteering: STEAM Kits” events were offered throughout the system. Families had the opportunity to volunteer to help assemble STEAM kits at this community service event.

The Alafaya Branch hosted a “Free Clothing Giveaway by Out of the Closet” event. Out of the Closet (OOTC) is a free traveling clothing boutique sponsored by Zebra Coalition. 96 people came for free, fashionable clothing and hygiene products. OOTC’s goal is to boost confidence and combat poverty in the community.

The library has been working with various partners to offer community services in our facilities. For instance, the North Orange Branch has partnered with the Florida Highway Safety and Motor Vehicles to offer FLOW (Florida Licensing on Wheels.) FLOW provides a convenient method to renew a driver’s license, obtain a replacement ID, change a name or address on an ID, obtain an ID card, and purchase a specialty license plate. The branch will be offering this service monthly. The Florida Department of Health in Orange County hosted a health outreach event at the Orlando Public Library which provided information on programs and services, including Hepatitis A vaccinations.

The testing of the Orange Crate service has been successful. Staff are evaluating the extension of the 6- month testing phase. The Pop-Up Library is still in the implementation phase and locations are being tested.

The Chickasaw Branch and the Southwest Branch started offering “3D Printing Project.” Customers can sign up to print their 3D project using our 3D printer. The Chickasaw Branch’s photo lab is now set up and they started offering basic photography classes in March. They plan on hosting photography events for the general public in the spring.

The Edgewater Branch hosted “Lockhart Literacy Night” in January. Staff from the Melrose Center demonstrated the Oculus Go virtual reality machine and the green screen with the Harry Potter themed activity during the event. The branch also did a 3D printer demo for the attendees.

Staff are researching ideas and exploring learning resources needed by families of early learners.

Planning started for Kindergarten Bootcamp, to be offered at Orlando Public Library in May 2019, after Voluntary Pre-Kindergarten (VPK) ends in Orange County. The bootcamp will consist of workshop stations for both parents and children. Each of the stations will have an activity for children to practice, and a learning tip or strategy that the adult or family member can use, create or learn, to help their child during the transition to Kindergarten.

Staff are researching and evaluating free workshops already available for educators and daycare workers in Orange County, to avoid duplication.

Staff are creating an email survey to send out at the beginning of 2019 to daycare centers and preschools, to help determine their educational needs and training interests.

Staff attended the meetup orientation and registered for meetup accounts. A parent networking event is being planned to offer at OPL and then rolled out to branches. Staff are working with the marketing specialist to maximize promotional opportunities for meetup events.

Staff are reviewing the essential standards to cover during Kindergarten Bootcamp. The concept
of how Kindergarten Bootcamp will function, how many staff members will be needed and the best time of the year to offer it are being explored.

- Little Chef programs were offered throughout the system to teach basic cooking skills. K Ready was offered at three locations. “Germs, Germs Go Away!” program was created and will be presented around the system in January to teach kids the importance of good hand washing skills. Learning a new language and learning measurements were also offered.

- Staff started to create a preschool STEAM series for summer. A script template/lesson outline was developed for staff to use in the development of summer pre-school programs. A training was offered to the Youth Program Specialists on the difference between science lessons and STEAM programming. Preparation has started to launch a STEAM focused “After Dinner Mint Club.” This provides STEAM activities and learning resources for families to do at home for continued learning.

- OCLS purchased "Picture-Perfect Science Lessons" and "Picture-Perfect STEM" curriculum to help create programs for the system.

- We are offering programs every month for each of the following stages: Babies, Toddlers, Preschool, Lower Elementary, Upper Elementary, Tween and Teen. Programs are being promoted and marketed to the various age groups. Baby programs that have expanded include: “Mother Goose on the Loose,” “Mama Ganza” and various singing programs.

- Staff researched topics including: Developmental Reading Assessment, Lexile Reading Levels, Accelerated Reading Levels, and teacher education jargon to create handouts.

- Researched and purchased “Every Child Ready to Read Toolkit” to use as a base curriculum for future workshops. Ideas were brainstormed on how to incorporate resources into the upcoming parental networking meetups.

- The Youth Curriculum Specialist presented, “Working with Children who have Special Needs” on Staff Day. During the training, staff learned how to add modifications to their programs, how to work with parents, general information on disabilities, and how to use person-first language during their programs.

- In the Back2Basics programs, OCLS collaborated with experts with the goal of enhancing life skills. Cuisine Corner programs such as “Healthy Hispanic Dishes” and “Lasagna” with chef Yamira Lee Johnson and “Food Is Our Greatest Medicine” with Chef Rich offered participants the opportunity to learn basic cooking skills and encouraged healthy eating habits. During another program, “Mindful Relationships,” Danielle Hope of Breathe and Be, LLC informed attendees of the positive effects basic mindfulness can have on personal relationships, including improved communication, bringing awareness to arising feelings, and accepting and appreciating ourselves and others. The Events/Programs Department began partnering with Central Florida Community Arts to offer the interactive musical programs for children and seniors. “Music and Movement” and “Instrument Petting Zoo” for children and their families, featured movement activities designed to develop coordination, body awareness and control, and encourage exploration of space, instruments and emotions. The Arts Workshops for Active Seniors series offered “Music Relaxation/Meditation” and “Drum Circle and Tone Sticks” provided by professional music educators.

- In October 2018, the national nonprofit organization StoryCorps came to the Orlando Public Library to record 15 stories from library customers and employees about how the Orange County Library System has had an impact on their lives. The interviews will be housed in the American Folklife Center at the Library of Congress. Eddie Selover was the guest speaker for “Script Orlando” in October. Eddie, a marketing communications professional, gave a presentation about his work as the organizer and host of PechaKucha Orlando. Held in over 650 cities around the world, PechaKucha Nights feature an eclectic mix of creatives and professionals who present in the 20×20 format: 20 slides, 20 seconds each.

- In November, the Melrose Audio team hosted “Reel to Real: Audio Engineering Workshop with Bruce Hensal.” Bruce is a Grammy Award-winning engineer who has worked with a virtual who’s who of famous and influential musical artists throughout his five decades in the industry. “Reel to Real” was created for Melrose members with Audio Studio access, and all eight available seats were filled. The workshop allowed participants to work side by side with Bruce while he replicated the recording and mixing process he used during his engineering work on The Eagles’ Hotel California album. The first weekend, professional musicians were brought in to help duplicate the recording techniques utilized for the song “New Kid in Town”. Day three focused on mixing the
The fourth day of the workshop was a listening party and open house that drew 30 attendees, and also featured acclaimed mastering engineer Bob Katz as a special guest. Bruce Hensal was also one of the guests for “Script Orlando.” Bruce was joined by Benoit Glazer, founder of Timucua Arts Foundation. Benoit talked about the amazing journey that led him to completely renovate his home into a world class concert venue. The Timucua White House, as it is known, has come to host internationally acclaimed musicians in a professional, aesthetically pleasing space that is essentially the Glazer family living room. Bruce provided memorable anecdotes from his storied career in the music business.

- The Marketing Specialist hosted two training sessions for locations on how to use and update meetups on meetup.com. Three new meetup groups have been created for the system: Adult Craft Club, Library Book Clubs and Writers Corner. Several locations have taken the opportunity to use meetups to advertise their events that fit into these themes. We have hosted 34 meetup events for this quarter. The groups went live in November and have seen positive results. Total membership for each meetup currently is: Adult Craft Club: 95, Library Book Clubs: 102, Writer’s Corner: 119. The Adult Craft Club meetup group hosted 16 meetups which included various sewing and knitting events, “Altered Books,” “Creative Coloring,” and “Stress Buster Art.” The Library Book Clubs group hosted 10 meetups at Alafaya, Southwest, Southeast and Winter Garden. The Writer’s Corner group hosted 8 meetups which included several “Write-In with Nano WriMo” meetups at various locations and the “Writing Workshop: World Building in a Binder.”

- Several locations noted having new club members attend their meetups due to the advertising on meetup.com. The West Oaks Branch noticed that people are more aware of events offered and meetup.com has provided an opportunity to better connect with potential customers. Customers have informed staff that they subscribed to the Adult Craft meetup group so that they can stay up to date with new events.

- The Youth Services Department is exploring how they could use meetups for parent groups in the future.

- Testing bookings module to allow customers to check out museum/event passes.

- Testing card registrations by using Driver’s License strip for data entry.

- The staff recommendation form has undergone internal testing for the Staff Picks project.

- We are investigating the OCLC ILS system called Wise. We’ve had internal working group meetings to discuss system needs. We have met three times with OCLC to get more information about their product. We have provided information to OCLC about “must have,” “should have” and “could have” processes and features we are looking for.

- There are currently 245,620 student and teacher records uploaded for Virtual Library Card use, a 21% increase compared to 2017. Four Charter Schools were added this quarter: Cornerstone Charter Academy, Orlando Science Elementary Charter School, Orlando Science Middle & High School and Oakland Avenue Charter School. Staff is working with three additional charter schools to provide them with VLC access. With the Virtual Library Card, students and teachers have access to digital books on Axis 360 and OverDrive. Since December 2017, 598 items were accessed through Axis 360 and 6,431 were accessed through OverDrive. The most popular format used was OverDrive Read, a browser based format. In October 2018, there were 89 active users using Axis 360 and 637 using OverDrive. In November 2018, the number of active users decreased due to the holidays. Axis 360 had 77 active users and OverDrive had 410 active users.

- The Library U committee has met several times to plan Library U 2019. The date has been set for June 13, 2019. The agenda has been planned, and new topics will include: augmented reality, fiber arts, tech education toys and Biz Kids. Returning will be the Melrose Mix Up session, a mini-field trip in the Melrose Center to learn about the photo, audio, video, simulation and maker labs. In addition, popular topics such as coding, digital downloads, databases and storytelling will remain on the agenda. Promotion and marketing will begin in January 2019.

- In addition to planning the traditional Library U full-day workshop, the committee has decided to host a Homeschool U event in the fall. A team of library staff members who are experienced in working with homeschool students and educators will meet in January to start planning this event. A survey for homeschool parents has been created and sent out to all locations. The survey is an effort to gather feedback from the homeschool parents on what topics the library should focus on when developing the agenda for Homeschool U. Staff will review the feedback at their January meeting.

- A Library U Facebook group has been created for Orange County teachers to have an open
dialogue with library staff about the resources available to educators and students.

- Staff is currently in the testing phase for the Pop Up Library. The Pop Up Library, based on equipment provided by Baker & Taylor, is described as “exciting new technology designed to help create satellite library locations to provide digital content promotion and access points wherever the library would like to establish a presence in the community.” The Pop Up Library is a self-contained, small electronic device that hosts ebooks from the library’s Axis 360 collection. The device allows people in a designated area to stream and download ebooks on their phone, tablet, or laptop. No app is necessary and no library card is required for access. Three locations have been identified by OCLS as sites to deploy the Pop Up Library: the Bithlo-Christmas Neighborhood Center for Families, the waiting room in the Winnie Palmer Hospital for Women & Babies and the tag office for the Orange County Tax Collector. We are currently testing the devices and will be deploying them soon.

- In October, the Library started testing the Orange Crate service. Library members were invited and opted in to receive monthly handpicked deliveries of books. Two books are delivered to the subscriber for a six-month duration. Currently three deliveries have been made and staff are evaluating the process and workflow of the service.

- The Chickasaw Branch will start offering virtual reality (VR) and photography services soon. The VR and photography equipment has been ordered and is being set up at Chickasaw. The Technology Trainers are receiving training from the Melrose and TEC staff regarding class curriculum for this technology. The Chickasaw Branch plans to use the virtual reality equipment afterschool to provide activities for the many students that visit the branch from the Renaissance Charter School. They also plan on offering photography events and classes for the general public.

- The Herndon Branch celebrated their 20th anniversary on November 3, 2018. Staff from the Melrose Center demonstrated the Oculus Go virtual reality machine and the green screen with the Harry Potter themed activity during the celebration. 83 people enjoyed these Melrose inspired activities. The West Oaks Branch hosted a “Family Holiday Festival” on December 1, 2018. The festival included a photo studio session for families to take holiday family portraits.

**Strategic Goal Two: Promote and Strengthen the Library**

**Performance Dimension: Public Relations, Marketing, Community Outreach, Revenues, Partnerships, Grants, Fundraising, Fiscal Responsibility, Stewardship, Training**

**Goal: Increase Awareness of OCLS**

- Market and promote OCLS throughout the service area
- Develop Strategic Marketing Plan
- Leverage Customer Testimonials
- Community Outreach for Awareness
- OCLS Employees as Ambassadors

**Progress**

- The new graphic templates for posters, calendars, etc... are in use around the system, and staff at many locations are using them successfully. They have greatly improved the look, feel, and consistency of our marketing message.

- In January 2019, our first draft of a calendar template that could be used around the system was released for use by staff. The template includes an obvious Orange County Library System logo, room for a large photo on the front, a place to prominently identify the branch and a standard calendar inside that is clear and readable.

- Some branches have used the new templates without issue, but we still have some staff who are having problems with formatting or fitting enough events into the template. The Graphics team is working on an alternate solution for branches and departments that have more content than will comfortably fit into the new template.

- The newly branded selfie SRP cut-outs for each location are being created by graphics design team and will be used during the summer and after to encourage customers to
In late 2018, Public Relations Administrator Erin Sullivan and Digital Media Specialist Cynthia Velasco both applied for membership in the Orlando chapter of the Florida Public Relations Association (FPRA). The organization gives public relations, marketing and communications professionals access to resources, including both in-person seminars and online webinars, to help them stay ahead of trends in the marketing and public relations fields. Some of the topics that Cynthia and Erin have learned about through FPRA include: Top Digital and Social Media Trends of 2019 and When Trolls Attack: Fortifying Your Social Media, both of which offered valuable insight about best practices in social media management. Erin also watched a webinar called Navigating the Complex Marketing Landscape of 2018. Cynthia also attended a session on social media law.

Community Relations Assistant Manager Viviana Valencia-Serrano completed multiple Lynda.com webinars in fall and spring, including Marketing 103: How to Tell a Compelling Story That Engages Your Community, Basics of Social Media Marketing for Libraries and Digital Marketing Trends.

In spring 2019, Digital Media Specialist Cynthia Velasco and Marketing Specialist Scottie Campbell attended in-person Coffee and Content meetups for marketers and digital creators to learn more about what other marketing professionals in the area are doing in the field.

In March 2019, Community Relations and the Friends of the Orange County Library System began planning for an author event that will take place in May that will act as both an interesting public-facing event as well as an educational opportunity to help the library stay more in touch with local marketers and influencers. The event will bring well-known social media influencer Brittany Hennessy, author of the book #Influencer, to the Orlando Public Library to talk about how brands can use social media marketing to build their reputations and enhance their visibility to their audiences.

Between January and March 2019, the library worked with Cox Media Group on a social media and YouTube advertising campaign that targeted Millennials and newcomers to the area. The YouTube portion of the campaign featured short videos of library users talking about the features of the library they love most. A clickable link at the end of the ad brought people to a landing page that showed people how to find the services discussed in the videos.

The social media portion of the campaign consisted of photos taken by our staff photographer paired with emojis and language that advertised various library services, including language learning, ebooks and small-business development resources. People who saw the ad were encouraged to click to sign up for a library card.

The results of this campaign were promising. In the YouTube campaign, our videos received 205,000 impressions and nearly 50 percent of all people who saw the video watched it to the end. The average completion rate for a YouTube video ad is 27 percent. The video received 419 link clicks.

In the social media portion of the campaign, more than 350,000 impressions of our ads were served, and 2,182 people clicked the library-card signup link. According to data from Cox, more than 120,000 of the people who viewed the ad fit the Millennial demographic profile.

The early results of this ad campaign were promising, and from March through June, we intend to refine our messaging to create more ads similar to the ones that performed best in this campaign. Cox has already received new images to feature in our next round of ads, and we will compare the results of our new ad sets to this first round of advertising.

The Library is also working on collateral for Summer Reading Program, and hope to use Cox’s YouTube advertising platform to promote SRP for adults and children.

In March 2019, Marketing Specialist Scottie Campbell completed his branch tour and successfully introduced our marketing initiative to staff system-wide. His visits were well-received by staff, and he is available to answer questions or provide assistance as needed. He also presented to the Friends of the Orange County Library System board and the library's Board of Trustees to show them what we have accomplished in our.
marketing initiative so far and what we are planning for the future.

The marketing libguide has also been a good resource for people who want to stay up to speed on our marketing plans. In January, Community Relations used it to share a toolkit for staff interested in helping to share our new marketing tagline, Learn, Grow, Connect, on their own social media accounts. In the first quarter of the year, the libguide has had 973 staff visits.

The Community Relations team is still considering the best way to use videos before events to promote the library. The team is launching a new series of weekly videos called These Three Things that will highlight three key events happening that week, and they may be one opportunity to educate the public about the wide variety of events and classes the library has to offer. The first draft of these videos is expected to be ready for review in April.

In January, Public Relations Administrator Erin Sullivan and Marketing Specialist Scottie Campbell talked to WMFE's marketing and communications specialist about highlighting the StoryCorps interviews on WMFE. She expressed interest in partnering with us on the project, and they hope to help us edit our StoryCorps stories, play them on-air and participate in a listening party event that we plan to host in the fall. We will use this opportunity to display an exhibit of sketches created by Thomas Thorspecken featuring StoryCorps participants, and we will present the event in conjunction with the Orange County Regional History Center's "Accidental Historian" exhibit, which examines the way communities preserve and tell their stories. We hope to use the power of all three of our organizations to build buzz and excitement about the event, the library and the way it has intersected with people's lives.

The Digital Media Specialist has been encouraging our social media followers to post library-related videos and photos that highlight why they love OCLS, and they are asked to tag those posts #loveocls. The content is then reshared on our social media channels to provide unique perspectives on how and why our library system is special to its community. One very popular topic in this initiative has been the home delivery service. Staff will continue to encourage people to share their OCLS thoughts, stories and experiences on social and look for new opportunities to leverage them.

During the StoryCorps listening party, The Library plans to give people an opportunity to share their stories about how the library has impacted their lives.

The Facebook group for library ambassadors is active, and it now has 61 members. Digital Media Specialist Cynthia Velasco has engaged the group to ask them to share library messages and initiatives, including our Learn, Grow, Connect tagline. Marketing Specialist Scottie Campbell has launched a book club for the ambassadors to encourage them to read titles carried by the library and to give them a social outlet so the group develops an in-person relationship with library marketing staff.

Marketing Specialist Scottie Campbell has launched a book club for the ambassadors to encourage them to read titles carried by the library and to give them a social outlet so the group develops an in-person relationship with library marketing staff.

The Library also plans to work with the ambassadors, many of whom are local influencers, to engage them in the upcoming Brittany Hennessy author event. The subject matter of Hennessy's book is about how brands can harness the power of social media to enhance their presence in the digital world, so it's a natural fit for our ambassador group.

Digital Media Specialist Cynthia Velasco is researching ways that other brands and organizations partner with influencers and develop successful partnerships with them. We hope to adopt some best practices so our relationship with ambassadors is fruitful.

Seven additional staff took the Community Outreach training in SumTotal this quarter. In addition, a small group of staff have met to begin brainstorming ideas for updates to the Community Outreach e-learning opportunities. They are also discussing the possibility of creating a curriculum that can be presented as an orientation to outreach.

Community Outreach and Administrative Coordinator Mike Donohue met with Spectrum Assistant Managers to workshop several exercises with them that were designed to get them to think differently about outreach and the impact it can have on both the library and organizations that interact with the library.
Since beginning this initiative, Assistant Manager of Community Relations Vivi Valencia-Serrano, has noticed a marked increase in the number of managers who respond to requests for volunteers at outreach events, and a small group of assistant managers has begun working on an outreach project that will help connect the community of Horizon West to the Orange County Library System.

Mike Donohue plans to schedule a meeting with Chief Branch Officers Bethany Stone and Danielle King to evaluate the outreach training and determine how we wish to move forward.

Training and Development Specialist Colleen Hooks has been working on the outline and structure for an educational public speaking series for staff. The series is not expected to roll out until after the Summer Reading Program ends.

Community Relations staff members will develop materials and presentations for the November 2019 Staff Day.

Seven new staff members have completed the outreach training in SumTotal, and Community Outreach and Administrative Coordinator Mike Donohue has been working with Training and Development Specialist Colleen Hooks and a small group of staff members to update and enhance the training so it is more useful for staff.

Youth Services staff worked to identify all of the ways that OCLS currently conducts “school visits” including: field trips to our libraries, outreach storytelling at schools, participating in community events at schools, hosting family nights for schools at branches, visiting Orange County Head Starts to conduct storytelling sessions, and visiting middle schools to promote the Virtual Library Cards available to all teachers and students. Youth Services staff met with the OCPS district media specialist and discussed ways to collaborate and visit more schools.

OCLS offers a wide range of field trip options. From October to February, 1,862 students and chaperones visited one of our libraries from 16 different local schools. By going out to schools for off-site events, we were able to reach 8,692 students and teachers.

An orientation for library staff members who serve as liaisons to individual elementary schools is being finalized and will be scheduled to be held in August 2019.

The email blasts have all been sent out to invite educators to Library U. The application deadline is April 15, 2019. The Library U committee will meet after this date to review and select applicants. Members of the Library U committee attended Edcamp in January. Edcamp is a participation driven day for educators that took place at Jones High School. Staff shared library resources and services with 60 educators at this event. Based on the experience, staff are evaluating if OCLS could host an Edcamp in the future.

The Homeschool U committee met several times to plan a workshop for homeschool educators. The date has been set for September 12, 2019. The agenda will include activities the educators and the students can do together such as STEAM projects, a field trip to the Melrose Center to use the video and audio equipment, and a hands-on demo of educational tech toys. The group will be split up for some portions of the day. The educators will learn about library resources and homeschool requirements, while the children will participate in a Cuisine Corner Jr. cooking activity.

Staff attended the Horizon West Fest in March. They showcased the virtual reality headsets and cubelets for the community. Melrose staff participated in Otronicon for the fifth straight year. The exhibit featured projection mapping technology. Staff prepared a digital environment to combine projector, video camera, green screen and MIDI keyboard capabilities, creating a game for exhibit visitors to play.

ComRel and Graphics are currently in the process of the creation of newly branded selfie cut-outs for each location. Staff are also encouraging customers to post selfies to their personal social media and share them with OCLS.

In October, we introduced new templates that incorporate our current brand standards for use in posters, bookmarks and fliers at branches. The templates are available for use in both Illustrator and Publisher formats, and they have been implemented widely. We are working on creating branch calendars next.

In September, Public Relations Administrator Erin Sullivan, Digital Media Specialist Cynthia Velasco, and Marketing Specialist Scottie Campbell attended the annual Florida BlogCon at Full Sail University. The event featured seminars and presentations on digital marketing, social media.
marketing, blogging and cultivating your brand’s image in the digital sphere. One of the topics that was covered was how to attract and use local influencers to promote your brand, and we plan to use some of the advice we received at the event to help us shape our Library Ambassadors Facebook group, which currently has 29 members, as well as our Library U Facebook group for educators, which has 23 members.

- One of the other things that was covered in the session was how to use Pinterest more effectively to drive traffic to your website, and we have been exploring ways we can use our Pinterest boards to promote blogs, new titles and to highlight library initiatives.

- Finally, we have set up a Meetup.com account to begin promoting book clubs and adult craft events, like knitting and sewing. Our Marketing Specialist has been working with staff to help them set up accounts and post events. While it is too early to say whether it has had an impact on attendance at events, the West Oaks Branch has reported that people say they are more aware of new events happening at the library because they see them posted on Meetup.

- September was National Library Card Signup Month, and we celebrated by building a marketing campaign that encouraged people to bring a friend to the library to sign up for a new card for a chance to win a gift basket. We asked local influencers to help spread the word about the campaign, and local podcaster Diana Griffith made a video with well-known local photographer Jim Hobart of Macbeth Studio, who came in to sign up for a new card. The video, which can be viewed on our Facebook page, currently has 2,600 views, resulted in 609 clicks through to our site, and received 311 reactions, comments and shares on Facebook. The campaign resulted in 81 new library card signups, and we plan to explore more opportunities to mobilize local influencers and celebrities in our social media marketing efforts to help us broaden our reach and target new audiences.

- Looking forward, we are going to be working with Cox Media to use a series of videos produced by our videographer that showcase people talking about why they love the library as advertisements on YouTube, and in January, we launch the first phase of our new marketing campaign based on the tagline “Learn Grow Connect.”

- We have completed a libguide, accessible to everyone via a link on the staff intranet, that contains:
  - Our brand book
  - Our marketing plan
  - Research conducted by The Group Advertising and Mindspot
  - Our Outreach efforts
  - Information about our social media strategy
  - During Staff Day, the Community Relations department made a concerted effort to communicate our marketing plans to staff by leading multiple staff day presentations that covered social media ambassadorship for employees, outreach training, training on our photography and Image Bank, and an informational session on our marketing goals and our new brand book.
  - Starting this fall, our Marketing Specialist Scottie Campbell has been visiting branches with Mary Anne to share with staff at all branches a presentation on why marketing matters and what we are doing to increase our marketing efforts.
  - The Community Relations department met in December to begin discussing what kinds of videos would best represent the library before programs and how to communicate with managers across the system to find out what capability they have to play videos before programs begin.
  - In October, StoryCorps visited the Orlando Public Library as part of our IMLS National Medal award. They interviewed 15 pairs of people about their relationship with the library and how it has impacted their lives. StoryCorps plans to turn over the raw content of the interviews to the library, and we hope to work with a local radio station to produce and air edited segments from the videos. We also plan to produce a video in-house that documents our StoryCorps experience. The video will share highlights from the interviews, and we are planning to hold a listening party in the fall that will be open to the public. It will feature interviews with people who participated in the StoryCorps experience, an art exhibit of sketches made during the StoryCorps visit, and a chance for the public to share their stories about the library.

- Our Digital Media Specialist has been encouraging our social media followers to post library-related videos and photos that highlight why they love OCLS, and they are asked to tag those posts #loveocls. The content is then reshared on our social media channels to provide unique perspectives on how and why our library system is special to its community. One very popular
topic in this initiative has been the home delivery service. We will continue to encourage people to share their OCLS thoughts, stories and experiences on social and look for new opportunities to leverage them. During our StoryCorps listening party, we plan to give people an opportunity to share their stories about how the library has impacted their lives.

In February, the Digital Media Specialist created a closed group for Orange County Library Ambassadors. There are currently 29 members. In November, we encouraged the group to help us promote our Giving Tuesday initiative and to help us raise funds for the Friends of the Orange County Library System. Several of our ambassadors participated, encouraging people to support the Friends.

We have also asked the ambassadors to share information about various events and to help us spread the word in general about the benefits of using the library. Looking forward, we plan to host an in-person meetup for the ambassadors group so we can get to know them better and give them incentives to participate in sharing information about our initiatives.

Our Community Ambassadors range from social media personalities to local media producers to public relations professionals. When we host our in-person meetups, we hope to develop and grow our connection and relationships with these individuals.

Community Relations has created an outreach libguide, accessible to all staff on the staff intranet, that includes:
- A list of supplies that may be requested for an outreach event, such as promotional items, fliers, brochures and other materials
- A Google map of all of the outreach events that the library participates in
- A form that gives staff an opportunity to provide feedback about outreach events they participate in
- A form that allows staff to let Community Relations know what outreach events they are interested in
- SumTotal training on outreach is currently available on the staff intranet, and we have plans to update and enhance it so it is more useful and informative.

In August, Spectrum managers were introduced to a new series of Outreach trainings led by Community Relations Outreach Coordinator Mike Donohue. The trainings offer everything from advice on how to strike up conversations about partnerships to how to find different ways to introduce the library to local organizations, like nonprofits or homeowners associations.

Assistant Managers are given assignments at each Spectrum meeting and share progress monthly with the group.

Staff visited 15 schools this quarter to present at Teach-Ins, conduct storytimes, and to attend various school outreaches. During these visits, staff promoted library resources and encouraged students and parents to apply for library cards. The Youth Services Department is evaluating the Children’s Initiative License to Learn contest. Brainstorming sessions with system-wide managers and librarians have been conducted and ideas are being considered for future initiatives and/or contests.

<table>
<thead>
<tr>
<th>Goal: Increase Revenue &amp; Partnerships</th>
<th>Successful Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pursue additional revenue streams &amp; Partnerships</td>
<td>Submit multiple grant applications</td>
</tr>
<tr>
<td></td>
<td>Cultivate / Strengthen partnerships</td>
</tr>
<tr>
<td></td>
<td>Supplement ad valorem tax revenues with fundraising</td>
</tr>
</tbody>
</table>

**Progress**

- The library applied for the following grants this quarter:
  - Dollar General Literacy Foundation- $15,000 to support “English from Zero” programs at North Orange, Hiawassee, South Trail and Washington Park.
  - Big Read- $5,000 to support a community reading program designed around the book “Pretty Monsters” by Kelly Link.
  - RUSA Award for Excellence- $1,500 presented to a library or library system for developing an imaginative and unique resource to meet patron’s reference needs.
• Mayor’s Matching Grant- $2,500 to be used to continue the “It’s Sew Easy” camps for tweens and teens at the Orlando Public Library and Washington Park Branch.

The library was awarded the following grants this quarter:
• LSTA Innovation Grant- $2,875 to purchase virtual reality equipment to enhance our STEM curriculum. The equipment will be used at all 16 library locations. The purchase of the Oculus Go Headsets will allow OCLS to expand the locations that offer “Space Explorers Camp,” “Dino Camp,” and “Tech Exploration in VR.” We will also use the headsets for outreach events to promote our camps and classes.
• ALSC Strengthening Communities Through Libraries- $5,000 to create curriculum and purchase materials for “Ready, Set, Code! Robotics.” This program will be presented four times during the grant period.

The Library was notified that the following grants were not awarded:
• American Dream Literacy Initiative- $10,000 to support adult literacy initiatives.

OCLS was selected as one of the national winners of Beanstack’s second annual Winter Reading Challenge. The program, sponsored by Shark Tank’s Mark Cuban, challenged Beanstack users to meet a collective goal of reading at least 5 million minutes and 75,000 books in January. OCLS participants read 2,154% over our goals by completing 45,091 minutes and logging 2,315 books! Winners were determined based upon a few key factors including Outreach, Active Participation, Absolute Numbers and Community Sharing. This honor comes with an $1,500 award which will be used to provide incentives for our 1,000 Books Before Kindergarten program.

The library applied for the following grants thus far for the fiscal year 2019:
• National Network of Libraries of Medicine Community Engagement Grant- $5,000 to broaden access to and awareness of health information resources, with an emphasis on those resources provided by the NLM, and increase communication channels between librarians and health care professionals: pursuing a partnership with the Spring Lake Medical Pavilion & the Southwest Branch.
• Prime Time Family Reading Time with the Florida Humanities Council- $4,500 to support three series of Prime Time Family Reading Time at the Alafaya, South Creek and Fairview Shores branches.
• American Dream Literacy Initiative- $10,000 to support adult literacy initiatives. OCLS applied to expand ESOL classes for North Orange, Hiawassee, South Trail and Washington Park.
• Magic Leap Independent Creator Program- $20,000 to support Magic Leap equipment for the Melrose Center. Magic Leap is a head-mounted virtual retinal display, which superimposes 3D computer-generated imagery over real world objects.

The Library was notified that the following grants were awarded:
• ALSC-Dollar General- $5,000 to be used to support the Ready Set Code Club.
• Best Buy Foundation Community Grant- $4,800 to create drone programming classes for teens over the summer.

The Library applied and was notified that the following grant was not awarded:
• Museum on Main Street: Hometown Teams with the Florida Humanities Council- $5,000 to support programming for the Smithsonian’s Hometown Teams traveling exhibit.

The Events Department was awarded a programming grant through the Florida Humanities Council to Celebrate the Great American Read, a partnership with PBS’s local station WUCF. The grant was completed in October, providing 24 individual events with a total attendance of 392.
Orange County Library System
Board of Trustees Meeting
April 11, 2019

Strategic Plan FY 2019
2nd 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. Evaluate efficacy of efforts through customer and staff feedback

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>As a way for staff to recognize each other, the kudos pads were finalized and sent to all departments and locations, along with posters. Many departments are already putting them to use, and we have received some positive comments about their implementation.</td>
<td>Debbie Tour</td>
<td>3.19</td>
</tr>
</tbody>
</table>

To make it more visible, the Customer Service Story site was moved from the Staff Training Site to a stand-alone webpage and is featured under the Orange Peel quick links. The site highlights the Service Framework, and showcases our Common Purpose: We Change Lives, with real stories from staff on how they are changing the lives of our customers.

During January and February, 91% of the customer surveys rated their experience as “Excellent” and 7% rated their experience as “Good”. Lower ratings received a total of 2%. These experiences had to do with staff enforcing the Rules of Conduct, the website, the charge for meeting rooms and a few with no comments. "Excellent” ratings praised staff, programs, classes, resources, and our free services.

The OCLS Service Story e-learning module has been completed. It was assigned to all OCLS staff as a refresher and has been added to the new hire learning plan. All new OCLS staff will complete the e-learning OCLS Service Story course on their first day. The feedback on the e-learning module has been very positive. Based on staff feedback, kudos pads have been developed to aid in recognition and reinforcement of the customer service standards, behaviors, and system wide values. Staff can recognize each other, and the successes will be displayed at each location.

2. Develop and implement customer service Branch/Department of the year award

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>A new annual award for staff was announced to highlight the incredible displays and bulletin boards being created throughout the system to promote events to internal and external customers. These displays/bulletin boards are great customer service tools.</td>
<td>Debbie Tour</td>
<td>3.19</td>
</tr>
</tbody>
</table>

The Mystery Shopper survey was updated to include more
customer service feedback and it continues to provide an opportunity for the locations with the highest scores to receive an award.

An Agile survey was created for us to receive additional customer service feedback. It is emailed out to customers quarterly after they check items out. We are looking at how this can be used for some type of recognition.

Locations are currently recognized through their Mystery Shopper scores. This will be evaluated to see if any changes should be made.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Provide managerial refresh training to support system expectations</td>
<td>“Looking Glass: How Culture Affects Performance” was offered to all managers in December. This quarter, a version of the training was offered at multiple locations for all staff. Managers were able to experience the training with their staff and assisted with the classes playing different roles. Overall, this demonstrated to staff how the right organizational culture that promotes cooperation, produces better customer service.</td>
<td>Debbie Tour</td>
</tr>
<tr>
<td></td>
<td>Training was offered at a manager meeting in December. The interactive session called the “Looking Glass” was offered to help managers see how their own behaviors and decisions can help create an organizational culture that reduces hassles and encourages cooperation. Another training session is being developed that will be offered in 2019.</td>
<td>Debbie Tour</td>
</tr>
<tr>
<td>4. Create training opportunities for staff that will enhance customers’ experiences</td>
<td>“Nasty Negatives and Peacekeeping Positives - Simple Ways to Communicate More Effectively” was offered to staff in March. The “Looking Glass: How Culture Affects Performance” training was offered 13 times at multiple locations, with 271 staff attending during February and March. Currently on Sum Total, the employee training website, there are over 50 online courses dealing with different aspects of customer service.</td>
<td>Debbie Tour</td>
</tr>
<tr>
<td></td>
<td>Learning Central managers paired 4 staff members who had little or no experience in Outreach with more experienced staff. Together they participated in community outreach events. They learned how to distribute information quickly to attendees in order to increase the awareness of library services. They also learned how to network with existing or prospective partner organizations.</td>
<td>Debbie</td>
</tr>
<tr>
<td></td>
<td>Staff Day 2018 was filled with sessions to help staff enhance</td>
<td></td>
</tr>
</tbody>
</table>
Progress                                                                 Champion       Updated

customers’ experiences. Topics included: learning sign language, conducting outreach, database training, working with children with special needs, how culture influences customer service, and learning how to offer various classes and programs.

B. Evolve the Mystery Shopper program to be a customer feedback based metric which delivers on customer-centric attributes. Engage in an ongoing program of customer feedback.

1. Evaluate and adapt current customer feedback instruments to incorporate new customer service standards

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The new mystery shopper form, using questions based on the library's customer service standards, has been used all three months of this quarter. The average score for the system this quarter was 96.92% (out of 100) with 38 out of 51 shops resulting in perfect 100% scores.</td>
<td>Bethany Stone</td>
<td>3.19</td>
</tr>
</tbody>
</table>

Some of the positive remarks made by the mystery shoppers include, "I was acknowledged with a smile, helped and felt like a valued customer," "They were friendly and smiled and gave great customer service," and "The employee went above and beyond to make sure I could get my book at another location. She was attentive and patient."

| New Mystery Shopper questionnaires that incorporate the new service standards are being launched in January 2019. | Bethany Stone | 12.18 |

2. Review staff recognition program and make appropriate adjustments

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Training and Development Specialist is working on adding a recognition page to The Orange Peel for staff members and locations receiving a perfect 100% mystery shopper score. A committee is being formed to evaluate other opportunities to provide staff recognition and evaluate current offerings.</td>
<td>Bethany Stone</td>
<td>3.19</td>
</tr>
</tbody>
</table>

Current staff recognition programs include Employee Kudos, Mystery Shopper rewards, and annual recognition for locations with high Mystery Shopper scores at Staff Day. Evaluation of these programs and consideration of new ideas for employee recognition will begin in the first quarter of 2019.

| | Bethany Stone | 12.18 |

3. Incorporate agile survey techniques into survey processes

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The agile survey was sent to customers who used the library between February 10 and February 23 to rate their service experience at OCLS. Out of the 1,026 responses, 976 rated their experience as Excellent or Very Good. And 989 customers said that library staff made them feel welcome during their visit. The responses are being evaluated to look for opportunities to recognize excellent customer service</td>
<td>Bethany Stone</td>
<td>3.19</td>
</tr>
</tbody>
</table>
C. Provide inviting facilities to fulfill community needs

1. Evaluate Children’s area furniture and space usage plan and adjust as necessary

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>A group of assistant managers, Genevieve Traas, Jackie Zumaeta, Sarah Qronfleh and Olga Rodriguez evaluated the Children’s Library and generated a list of ideas. Their ideas include painting (walls and ceilings), furniture removal and replacement, lighting upgrades, alternative shelving for some materials and relocating some materials and displays. The list is under further review.</td>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
<tr>
<td>A group of staff is being formed to complete the evaluation.</td>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>

2. Evaluate customer service areas, furniture and space usage with a focus on Main

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff generated a list for the Main Lobby that includes: consolidating the check-in and check-out functions to one side of the Lobby, reconfiguring the existing check-out side so that a work station with printer and the TBS equipment (copier, scanner, fax and print functions) could be placed there and potential suggestions for the old café space. The list is under further review.</td>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
<tr>
<td>Circulation staff member Andrea Cates and Questline staff member Andie McAvoy are currently working together on a proposal for changes to the Main Lobby and the hall leading to the Children’s Library.</td>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>

3. Implement a new furniture and space usage plan at additional location(s)

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The same group of assistant managers listed above are evaluating the Children’s areas at the Winter Garden and Southeast branches.</td>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
<tr>
<td>A group of staff is being formed to identify locations.</td>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>

4. Implement the new furniture and space usage plan at the new Edgewater Branch

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The furniture for Fairview Shores is on order and includes</td>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
</tbody>
</table>
nesting tables and stacking chairs for the meeting room and some public spaces. These types of furniture will allow the spaces to remain flexible and easy to setup or breakdown.

The space build out has started and furniture selection is in progress.

### Progress

<table>
<thead>
<tr>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>

5. Develop interior signage/wayfinding and implement a plan to streamline

The Circulation team met with the staff from Graphic Design, Community Relations, Events and Programming, and Learning Central to discuss updates to signage in Library Central and Lobby at Main. We have eliminated some end cap sign holders and larger online catalog directional signs. The graphics request has been approved and sent along to the Graphics Design Team who will be working on Phase I for Library Central which includes:

- Redesign Screen Savers for all Catalog Computers systemwide
- Redesign Library Central Signage for CDs / DVDs / New & Popular shelving units
- Redesign Staff Only area signs in the Main Lobby (11x17).
- Redesign "Return Books Here" sign for book drop in the Main Lobby.
- Redesign "Reusable Bag" sign for systemwide use.

The Southeast branch completed taking photos of all signage and graphic requests have been submitted. To date, Southeast has 80% of the signage updated.

The graphic design team has been working with branches to update signage at locations as the branches request new signs to replace older ones. We are currently working on a request for new signage for Eatonville.

The designers are currently taking an inventory of signage at Main, as well as the most commonly used signage at branches. The plan is to create standard-sized signage for commonly used signs that all branches have, and to create a template that can be modified as needed for specialized signs at other locations. The Southeast Branch Assistant Manager is working on taking photos of problematic signage at that location that they would like help from graphics to address. When we have updated signage at that branch, we plan to use it as a template for signage across all branches.

We have also introduced two new Magic Info TVs at Main, which take the place of two banner spaces in Library Central. We will continue to look for places to put digital signage or TVs in place of posters and paper collateral.

### Progress

<table>
<thead>
<tr>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>

6. Evaluate charging areas and make recommendations for changes

Staff are evaluating the implementation of charging lockers and the associated usage rules. Locations are also being

### Progress

<table>
<thead>
<tr>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
</tbody>
</table>
D. Enhance the on-boarding experience for new customers

1. Evaluate whether efforts to improve experience result in more frequent use of library services using customer utilization patterns maintained by I.T.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>A group of staff is being formed to complete the evaluation.</td>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>

I.T. is determining what it takes to start sending the report to Circulation Managers monthly. New onboarding celebrations include:

- A new and enhanced Library card registration form. The new form is for all Library card types and includes secondary guardian, home delivery preference, and asks what interested them in coming in to the Library today to register for a Library card. The interests section will be inserted into the notes field in customer’s account and may be accessed later for marketing purposes.

- A new car magnet was created and is being utilized to celebrate the customer at the time of new Library card registration.

- A Celebration postcard was created for those customers who contact us by telephone requesting to renew their Library card. Staff will be handwriting their renewal date and mailing the postcard to the customer with a brief note of appreciation. Staff are celebrating those who customers who successfully submit a new Library card registration online and sending an email response immediately to the customer.

A group of staff (Tammy Erikstrup, Matt Blood, Zully Escobar and Erica Grant) is working with IT on obtaining this information on a monthly basis.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve Powell</td>
<td>3.19</td>
<td></td>
</tr>
</tbody>
</table>

2. Consider customization of welcoming videos to reflect location of customer’s registration

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff met with Digital Content team regarding all emails sent to customers including the “Welcome” email with the Powtoons video. An additional meeting, to be scheduled, will bring teams together to update with current branding and discuss content on emails including the Powtoons video. Staff are also making progress on a script for a video that tells the story about how customers can Learn Grow Connect at the Library with the intention to use the video on an iPad at each location at the time of new Library card registration.</td>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff are considering options to update the Powtoons video that is sent in the Welcome email.</td>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>
3. Develop photo / selfie opportunities for new card celebrations

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The newly branded selfie SRP cut-outs for each location are being created by graphics design team and will be used during the summer and after to encourage customers to post selfies to social media.</td>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
<tr>
<td>ComRel and Graphics are currently in the process of the creation of newly branded selfie cut-outs for each location. Staff are also encouraging customers to post selfies to their personal social media and share them with OCLS.</td>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>

4. Evaluate using different types of Library cards per the customer type or preference

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff are still evaluating the possibility of using different types or levels of Library cards.</td>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
<tr>
<td>Staff are in the very early stages of the evaluation.</td>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>

5. Create training opportunities for staff that will enhance the customer’s onboarding experience

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The most recent training session with front line Library Central staff was “How to best resolve customer’s accessibility and account issues.”</td>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
<tr>
<td>For customers that register online, staff are considering creating a script for phone call opportunities to new cardholders to ask if they have questions and if they are enjoying OCLS services. Staff plan to develop and implement training across front line service departments at Main to ensure the consistency of delivery on each of the public floors.</td>
<td>Steve Powell</td>
<td>12.18</td>
</tr>
</tbody>
</table>

Increase awareness of OCLS and what is offered

A. Develop a strategic marketing plan
1. Launch rebranded collateral for system-wide use

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The new templates are in use around the system, and staff at many locations are using them successfully. They have greatly improved the look, feel and consistency of our marketing message.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
<tr>
<td>In January 2019, our first draft of a calendar template that could be used around the system was released for use by staff. The template includes an obvious Orange County Library System logo, room for a large photo on the front, a place to prominently identify the branch and a standard calendar inside that is clear and readable.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
<tr>
<td>Some branches have used the new templates without issue, but we still have some staff who are having problems with</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>
formatting or fitting enough events into the template. The Graphics team is working on an alternate solution for branches and departments that have more content than will comfortably fit into the new template.

In October, we introduced new templates that incorporate our current brand standards for use in posters, bookmarks and fliers at branches. The templates are available for use in both Illustrator and Publisher formats, and they have been implemented widely. We are working on creating branch calendars next.

2. Explore new marketing trends and opportunities

In late 2018, Public Relations Administrator Erin Sullivan and Digital Media Specialist Cynthia Velasco both applied for membership in the Orlando chapter of the Florida Public Relations Association (FPRA). The organization gives public relations, marketing and communications professionals access to resources, including both in-person seminars and online webinars, to help them stay ahead of trends in the marketing and public relations fields.

Some of the topics that Cynthia and Erin have learned about through FPRA include: Top Digital and Social Media Trends of 2019 and When Trolls Attack: Fortifying Your Social Media, both of which offered valuable insight about best practices in social media management. Erin also watched a webinar called Navigating the Complex Marketing Landscape of 2018. Cynthia also attended a session on social media law.

Community Relations Assistant Manager Viviana Valencia-Serrano completed multiple Lynda.com webinars in fall and spring, including Marketing 103: How to Tell a Compelling Story That Engages Your Community, Basics of Social Media Marketing for Libraries and Digital Marketing Trends.

In spring 2019, Digital Media Specialist Cynthia Velasco and Marketing Specialist Scottie Campbell attended in-person Coffee and Content meetups for marketers and digital creators to learn more about what other marketing professionals in the area are doing in the field.

In March 2019, Community Relations and the Friends of the Orange County Library System began planning for an author event that will take place in May that will act as both an interesting public-facing event as well as an educational opportunity to help the library stay more in touch with local marketers and influencers. The event will bring well-known social media influencer Brittany Hennessy, author of the book #Influencer, to the Orlando Public Library to talk about how brands can use social media marketing to build their...
In September, Public Relations Administrator Erin Sullivan, Digital Media Specialist Cynthia Velasco, and Marketing Specialist Scottie Campbell attended the annual Florida BlogCon at Full Sail University. The event featured seminars and presentations on digital marketing, social media marketing, blogging and cultivating your brand's image in the digital sphere. One of the topics that was covered was how to attract and use local influencers to promote your brand, and we plan to use some of the advice we received at the event to help us shape our Library Ambassadors Facebook group, which currently has 29 members, as well as our Library U Facebook group for educators, which has 23 members.

One of the other things that was covered in the session was how to use Pinterest more effectively to drive traffic to your website, and we have been exploring ways we can use our Pinterest boards to promote blogs, new titles and to highlight library initiatives.

Finally, we have set up a Meetup.com account to begin promoting book clubs and adult craft events, like knitting and sewing. Our Marketing Specialist has been working with staff to help them set up accounts and post events. While it is too early to say whether it has had an impact on attendance at events, the West Oaks Branch has reported that people say they are more aware of new events happening at the library because they see them posted on Meetup.

3. Explore marketing messages sent and evaluate success

Between January and March 2019, the library worked with Cox Media Group on a social media and YouTube advertising campaign that targeted Millennials and newcomers to the area. The YouTube portion of the campaign featured short videos of library users talking about the features of the library they love most. A clickable link at the end of the ad brought people to a landing page that showed people how to find the services discussed in the videos.

The social media portion of the campaign consisted of photos taken by our staff photographer paired with emojis and language that advertised various library services, including language learning, ebooks and small-business development resources. People who saw the ad were encouraged to click to sign up for a library card.

The results of this campaign were promising. In the YouTube campaign, our videos received 205,000 impressions and nearly 50 percent of all people who saw the video watched it to the end. The average completion rate for a YouTube video ad is 27 percent. The video received 419 link clicks.
In the social media portion of the campaign, more than 350,000 impressions of our ads were served, and 2,182 people clicked the library-card signup link. According to data from Cox, more than 120,000 of the people who viewed the ad fit the Millennial demographic profile.

The early results of this ad campaign were promising, and from March through June, we intend to refine our messaging to create more ads similar to the ones that performed best in this campaign. Cox has already received new images to feature in our next round of ads, and we will compare the results of our new ad sets to this first round of advertising.

We are also working on collateral for Summer Reading Program, and we hope to use Cox's YouTube advertising platform to promote SRP for adults and children.

September was National Library Card Signup Month, and we celebrated by building a marketing campaign that encouraged people to bring a friend to the library to sign up for a new card for a chance to win a gift basket. We asked local influencers to help spread the word about the campaign, and local podcaster Diana Griffith made a video with well-known local photographer Jim Hobart of Macbeth Studio, who came in to sign up for a new card. The video, which can be viewed on our Facebook page, currently has 2,600 views, resulted in 609 clicks through to our site, and received 311 reactions, comments and shares on Facebook. The campaign resulted in 81 new library card signups, and we plan to explore more opportunities to mobilize local influencers and celebrities in our social media marketing efforts to help us broaden our reach and target new audiences.

Looking forward, we are going to be working with Cox Media to use a series of videos produced by our videographer that showcase people talking about why they love the library as advertisements on YouTube, and in January, we launch the first phase of our new marketing campaign based on the tagline Learn Grow Connect.

4. Communicate marketing initiative system-wide

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>In March 2019, Marketing Specialist Scottie Campbell completed his branch tour and successfully introduced our marketing initiative to staff system-wide. His visits were well-received by staff, and he is available to answer questions or provide assistance as needed. He also presented to the Friends of the Orange County Library System board and the library's Board of Trustees to show them what we have accomplished in our marketing initiative so far and what we are planning for the future.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
<tr>
<td>The marketing libguide has also been a good resource for people who want to stay up to speed on our marketing plans.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
In January, Community Relations used it to share a toolkit for staff interested in helping to share our new marketing tagline, Learn, Grow, Connect, on their own social media accounts. In the first quarter of the year, the libguide has had 973 staff visits.

We have completed a libguide, accessible to everyone via a link on the staff intranet, that contains:

- Our brand book
- Our marketing plan
- Research conducted by The Group Advertising & Mindspot
- Our Outreach efforts
- Information about our social media strategy

During Staff Day, the Community Relations department made a concerted effort to communicate our marketing plans to staff by leading multiple staff day presentations that covered social media ambassadorship for employees, outreach training, training on our photography and Image Bank, and an informational session on our marketing goals and our new brand book.

Starting this fall, our Marketing Specialist Scottie Campbell has been visiting branches with Mary Anne to give staff at all branches a presentation on why marketing matters and what we are doing to increase our marketing efforts.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>In January, Community Relations used it to share a toolkit for staff interested in helping to share our new marketing tagline, Learn, Grow, Connect, on their own social media accounts. In the first quarter of the year, the libguide has had 973 staff visits.</td>
<td>Erin Sullivan</td>
<td>12.18</td>
</tr>
</tbody>
</table>

5. Evaluate use of videos at beginning of events

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Community Relations team is still considering the best way to use videos before events to promote the library. They are launching a new series of weekly videos called These Three Things that will highlight three key events happening that week, and they may be one opportunity to educate the public about the wide variety of events and classes the library has to offer. The first draft of these videos is expected to be ready for review in April.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>

The Community Relations department met in December to begin discussing what kinds of videos would best represent the library before programs and how to communicate with managers across the system to find out what capability they have to play videos before programs begin.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Community Relations team is still considering the best way to use videos before events to promote the library. They are launching a new series of weekly videos called These Three Things that will highlight three key events happening that week, and they may be one opportunity to educate the public about the wide variety of events and classes the library has to offer. The first draft of these videos is expected to be ready for review in April.</td>
<td>Erin Sullivan</td>
<td>12.18</td>
</tr>
</tbody>
</table>

**B. Leverage testimonials**

1. Develop marketing campaign that focuses on storytelling.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>In January, Public Relations Administrator Erin Sullivan and Marketing Specialist Scottie Campbell talked to WMFE’s marketing and communications specialist about highlighting</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>
the StoryCorps interviews on WMFE. She expressed interest in partnering with us on the project, and they hope to help us edit our StoryCorps stories, play them on-air and participate in a listening party event that we plan to host in the fall.

Community Relations will use this opportunity to display an exhibit of sketches created by Thomas Thorspecken featuring StoryCorps participants, and we will present the event in conjunction with the Orange County Regional History Center's "Accidental Historian" exhibit, which examines the way communities preserve and tell their stories.

Community Relations will use the power of all three of the organizations to build buzz and excitement about the event, the library and the way it has intersected with people's lives.

In October, StoryCorps visited the Orlando Public Library as part of our IMLS National Medal award. They interviewed 15 pairs of people about their relationship with the library and how it has impacted their lives. StoryCorps plans to turn over the raw content of the interviews to the library, and we hope to work with a local radio station to produce and air edited segments from the videos. We also plan to produce a video in-house that documents our StoryCorps experience. The video will share highlights from the interviews, and we are planning to hold a listening party in the fall that will be open to the public. It will feature interviews with people who participated in the StoryCorps experience, an art exhibit of sketches made during the StoryCorps visit, and a chance for the public to share their stories about the library.

2. Develop opportunities to create development of user-generated content

Our Digital Media Specialist has been encouraging our social media followers to post library-related videos and photos that highlight why they love OCLS, and they are asked to tag those posts #loveocls. The content is then reshared on our social media channels to provide unique perspectives on how and why our library system is special to its community. One very popular topic in this initiative has been the home delivery service. Community Relations will continue to encourage people to share their OCLS thoughts, stories and experiences on social and look for new opportunities to leverage them.

During the StoryCorps listening party, Community Relations plans to give people an opportunity to share their stories about how the library has impacted their lives.
3. Launch Facebook group for library ambassadors

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Facebook group for library ambassadors is active, and it now has 61 members. Digital Media Specialist Cynthia Velasco has engaged the group to ask them to share library messages and initiatives, including our Learn, Grow, Connect tagline. Marketing Specialist Scottie Campbell has launched a book club for the ambassadors to encourage them to read titles carried by the library and to give them a social outlet so the group develops an in-person relationship with library marketing staff.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>

In February, the Digital Media Specialist created a closed group for Orange County Library Ambassadors. There are currently 29 members. In November, we encouraged the group to help us promote our Giving Tuesday initiative and to help us raise funds for the Friends of the Orange County Library System. Several of our ambassadors participated, encouraging people to support the Friends.

We have also asked the ambassadors to share information about various events and to help us spread the word in general about the benefits of using the library. Looking forward, we plan to host an in-person meetup for the ambassadors group so we can get to know them better and give them incentives to participate in sharing information about our initiatives.

Erin Sullivan 12.18

4. Develop and grow partnerships with OCLS ambassadors.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing Specialist Scottie Campbell has launched a book club for the ambassadors to encourage them to read titles carried by the library and to give them a social outlet so the group develops an in-person relationship with library marketing staff.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>

Community Relations also plans to work with the ambassadors, many of whom are local influencers, to engage them in the upcoming Brittany Hennessy author event. The subject matter of Hennessy's book is about how brands can harness the power of social media to enhance their presence in the digital world, so it's a natural fit for our ambassador group.

Digital Media Specialist Cynthia Velasco is researching ways that other brands and organizations partner with influencers and develop successful partnerships with them. We hope to adopt some best practices so our relationship with ambassadors is fruitful.

Our ambassadors range from social media personalities to local media producers to public relations professionals. When we host our in-person meetups, we hope to develop and grow our

Erin Sullivan 12.18
### C. Community outreach that builds awareness

1. Provide staff access to outreach resources and training

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seven additional staff took the Community Outreach training in SumTotal this quarter. In addition, a small group of staff have met to begin brainstorming ideas for updates to the Community Outreach e-learning opportunities. They are also discussing the possibility of creating a curriculum that can be presented as an orientation to outreach.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>

Community Relations has created a libguide, accessible to all staff on the staff intranet, that includes:

- A list of supplies that may be requested for an outreach event, such as promotional items, fliers, brochures and other materials
- A Google map of all of the outreach events that the library participates in
- A form that gives staff an opportunity to provide feedback about outreach events they participate in
- A form that allows staff to let Community Relations know what outreach events they are interested in

SumTotal training on outreach is currently available on the staff intranet, and we have plans to update and enhance it so it is more useful and informative.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Outreach and Administrative Coordinator Mike Donohue met with Spectrum Assistant Managers to workshop several exercises with them that were designed to get them to think differently about outreach and the impact it can have on both the library and organizations that interact with the library. Since beginning this initiative, Assistant Manager of Community Relations Vivi Valencia-Serrano, has noticed a marked increase in the number of managers who respond to requests for volunteers at outreach events, and a small group of assistant managers has begun working on an outreach project that will help connect the community of Horizons West to the Orange County Library System. Mike Donohue plans to schedule a meeting with Chief Branch Officers Bethany Stone and Danielle King to evaluate the outreach training and determine how we wish to move forward.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>

In August, Spectrum managers were introduced to a new series of Outreach trainings led by Community Relations Outreach.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Erin Sullivan</td>
<td>12.18</td>
</tr>
</tbody>
</table>
Coordinator Mike Donohue. The trainings offer everything from advice on how to strike up conversations about partnerships to how to find different ways to introduce the library to local organizations, like nonprofits or homeowners associations.

Assistant Managers are given assignments at each Spectrum meeting and share progress monthly with the group.

### D. Empower employees to be ambassadors for OCLS

1. Give staff tools to become better public speakers

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training and Development Specialist Colleen Hooks has been working on the outline and structure for an educational public speaking series for staff. The series is not expected to roll out until after the Summer Reading Program ends.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>

There are currently two courses available in SumTotal to assist staff with public speaking: Public Speaking Pointers for Librarians, and Public Speaking Strategies: Confident Public Speaking.

The Human Resources training department is currently developing an in-person public speaking class for staff that will be available in 2019.

2. Offer outreach training and tips for staff, in person at staff day

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Relations staff members will develop materials and presentations for the November 2019 Staff Day.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>

Community Relations Outreach Coordinator Mike Donohue and Youth Services Outreach Coordinator Sarah Bates presented a session called Outreach 101 on Staff Day. The session offered information on how to conduct effective outreach events and how staff can use the Outreach libguide to find materials and resources for outreaches. Attendance at the session was 18 staff members.

3. Require all staff to complete outreach training in SumTotal

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seven new staff members have completed the outreach training in SumTotal, and Community Outreach and Administrative Coordinator Mike Donohue has been working with Training and Development Specialist Colleen Hooks and a small group of staff members to update and enhance the training so it is more useful for staff.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
</tbody>
</table>
Progress

Quarterly, managers are reminded to allow staff to take the outreach training in SumTotal. When new staff are hired by OCLS, if they sign up to attend an outreach event, they are asked to first take the outreach course, and they receive an email from Community Relations that provides them with information about what materials are available to them and what information they need for the event.

The community outreach training was completed by 52 staff members this quarter.

Deliver experiences that offer opportunities to help the community learn and grow
A. Kindergarten preparedness

1. Develop early learning resources for families

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning is underway for the 2nd Annual Early Learning Resource Fair. A new online registration form was created for partners. At this time, 15 community partners are confirmed as participants in this year’s event scheduled for Saturday, 13 July.</td>
<td>Debbie Tour</td>
<td>3.19</td>
</tr>
</tbody>
</table>

Planning continues for the "Kindergarten Bootcamp", scheduled for Saturday, 4 May, 11 a.m. to 1 p.m. Promotional materials are currently being created.

"K-Ready", our 8-week OCLS kindergarten readiness program, has been completed at Washington Park, Edgewater, Hiawassee, Alafaya, and Southwest. Herndon and Eatonville are currently offering it. Winter Garden is scheduled for the summer and South Creek for the fall. From October 2018 to February 2019, the total attendance of the K-Ready programs was 1,334 preschoolers and caregivers.

Staff are researching ideas and exploring learning resources needed by families of early learners.

Planning started for Kindergarten Bootcamp, to be offered at Orlando Public Library in May 2019, after Voluntary Pre-Kindergarten (VPK) ends in Orange County. The bootcamp will consist of workshop stations for both parents and children. Each of the stations will have an activity for children to practice, and a learning tip or strategy that the adult or family member can use, create or learn, to help their child during the transition to Kindergarten.

2. Develop educational workshop for educators and daycare providers

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff are reaching out to the Early Learning Coalition of Orange County and Orange County Head Start, to discuss</td>
<td>Debbie Tour</td>
<td>3.19</td>
</tr>
</tbody>
</table>
opportunities to collaborate and share information with their teachers. OCLS has the “Every Child Ready to Read Toolkit” for Serving Early Childhood Educators. This toolkit includes, PowerPoint presentations, instructions, planning worksheets, handouts, book lists, evaluation forms, resources lists, and more. Topics include: early literacy; constrained and unconstrained skills; decoding and comprehension; critical dimensions of language and literacy; early literacy skills; early literacy practice; and early literacy during routines and/or activities. Staff are hoping for the opportunity to attend some continuing education events or in-service training days using this material.

Staff will continue to identify opportunities to share this information with early childhood educators and to train staff in presenting the information.

Staff are researching and evaluating free workshops already available for educators and daycare workers in Orange County, to avoid duplication.

Staff are creating an email survey to send out at the beginning of 2019 to daycare centers and preschools, to help determine their educational needs and training interests.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Debbie</td>
<td>12.18</td>
</tr>
<tr>
<td></td>
<td>Tour</td>
<td></td>
</tr>
</tbody>
</table>

3. Evaluate and offer meetups for parent-to parent networking

Parent Book Clubs have been scheduled in April and May. The first book title to be discussed is “Parenting Hacks”. Promotional materials have been created and the event has been shared on Meetup.com and discussed with a local mom’s group.

Discussions were held with OCLS Storytellers and Youth Program Specialists to identify ways to offer parents time to network after events. A tip sheet will be developed that includes best practices in library programming which fosters building community and encourages parent networking.

Staff attended the meetup orientation and registered for meetup accounts. A parent networking event is being planned to offer at OPL and then rolled out to branches. Staff are working with the marketing specialist to maximize promotional opportunities for meetup events.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Debbie</td>
<td>3.19</td>
</tr>
<tr>
<td></td>
<td>Tour</td>
<td></td>
</tr>
</tbody>
</table>

4. Develop basic skills classes such as computer skills

The category of “basic skills” was created on the programming choices recommended to branches. Each month at least two
The skills developed in preschool programs will be highlighted in the titles and descriptions for parents and caregivers. New script templates/lesson outlines will showcase the skills developed and practiced in each program for the benefit of staff presenters to understand why certain activities and skills were selected. Pre-K computer basic classes are currently being developed to start offering over the summer.

This quarter, some basic skill science programs included: “Force, Motion & You,” “Look, I’m a Scientist” and “Science Tots.” “Money Math” and Little Chef offered math exercises. Early learners were able to participate in multiple art and engineering events with different building challenges.

Staff are reviewing the essential standards to cover during Kindergarten Bootcamp. The concept of how Kindergarten Bootcamp will function, how many staff members will be needed and the best time of the year to offer it are being explored.

Little Chef programs were offered throughout the system to teach basic cooking skills. K Ready was offered at three locations. “Germs, Germs Go Away!” program was created and will be presented around the system in January to teach kids the importance of good hand washing skills. Learning a new language and learning measurements were also offered.

B. Early and family learning
1. Evaluate and build upon STEAM programming

Family Volunteering Events have been planned for Main, Alafaya, Winter Garden and Southwest. The families will assemble STEAM After Dinner Mint Club kits. These kits will be distributed at those branches and at Commissioner Uribe’s Summer Reading event on Saturday, 18 May. A total of 16 people including a local Girl Scout troop attended the first event at the Orlando Public Library on Tuesday, 5 March.

Staff are currently planning the SRP STEAM Preschool Series, “Build My Universe,” which will include nine unique events. A STEAM Storytime Training is currently being developed and it will be offered to staff on Tuesday, 14 May. A Youth Services Librarian attended NASA @ My Library training at the end of January. She shared the resources she learned about with other staff and is planning an event based on her experience over the summer.

Planning is underway for a building wide event, at main, in partnership with WUCF TV PBS and the Orange County
Regional History Center to celebrate the 50th Anniversary of the moon landing, on Saturday, 20 July. This family event will offer numerous STEAM activities and experiences.

Staff started to create a preschool STEAM series for summer. A script template/lesson outline was developed for staff to use in the development of summer pre-school programs. A training was offered to the Youth Program Specialists on the difference between science lessons and STEAM programming. Preparation has started to launch a STEAM focused “After Dinner Mint Club.” This provides STEAM activities and learning resources for families to do at home for continued learning.

OCLS purchased "Picture-Perfect Science Lessons" and "Picture-Perfect STEM" curriculum to help create programs for the system.

2. Implement the birth to teen initiative plan, focusing on each stage of life

Staff have crafted a long-term evaluation plan to review and develop several aspects of our services for each age group including new script templates, program offerings, analyzing and curating our wiki program offerings, identifying gaps for future program development, collections maintenance, physical spaces, signage, marketing, and staff training.

In this quarter, a meeting was held to develop criteria for reviewing the Teen program selections on the program bank.

In-person trainings for staff will be offered on presenting programs to each age group on serving babies, toddlers, and children.

We are offering programs every month for each of the following stages of adolescence: Babies, Toddlers, Preschool, Lower Elementary, Upper Elementary, Tween and Teen. Programs are being promoted and marketed to the various age groups. Baby programs that have expanded include: “Mother Goose on the Loose,” “Mama Ganza” and various singing programs.

3. Develop parent & caregiver resources to assist in their child’s skill building

Sara Brown, Hiawassee Assistant Manager, presented the first "Every Child Ready to Read" parent workshop at the Pine Hills Neighborhood Center for Families, for 16 attendees. The presentation was successful, and she has been invited back as a presenter for their next 6-week parenting class series.

Youth Services has participated in three OCPS Parent Academies this fiscal year, visiting Apopka, Olympia and Jones High Schools to share information with caregivers through
Progress and information fairs reaching a total of 760 parents and students. One more Parent Academy is scheduled for this school year at Dr. Phillips High School.

Over 1,600 OCLS branded “Every Child Ready to Read” Monthly Calendars have been distributed to all OCLS library locations. The calendars suggest a simple activity for each day of the month related to the five early literacy practices. They have been well received and praised for being a valuable resource for busy parents.

Staff researched topics including: Developmental Reading Assessment, Lexile Reading Levels, Accelerated Reading Levels, and teacher education jargon to create handouts.

Researched and purchased “Every Child Ready to Read Toolkit” to use as a base curriculum for future workshops. Ideas were brainstormed on how to incorporate resources into the upcoming parental networking meetups.

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff are working on building up the collection of available online webinars and resources focused on servicing youth in SumTotal.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Develop staff training workshops to help enhance the quality of youth programming

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sara Gonzalez and Jessica Pinkowski presented, “Mother Goose on the Loose” training on 12 March. “Steam Storytime” training presented by Youth Program Specialist, Erin Reichel, is scheduled for 14 May and “Toddler Playground” is scheduled for 30 May. A fourth in-person training session on “Competencies for Serving Teens” is being planned for the fall. Staff are working on building up the collection of available online webinars and resources focused on servicing youth in SumTotal.</td>
<td>Debbie Tour</td>
<td>3.19</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Youth Curriculum Specialist presented, “Working with Children who have Special Needs” on Staff Day. During the training, staff learned how to add modifications to their programs, how to work with parents, general information on disabilities, and how to use person-first language during their programs. Staff are researching and developing STEAM program training to be presented to staff in 2019. A meeting was held with the Training and Development Specialist to brainstorm ideas for future training opportunities and how to share trainings with all staff members.</td>
<td>Debbie Tour</td>
<td>12.18</td>
</tr>
</tbody>
</table>

C. Provide experiences to enhance life skills

1. Collaborate with organizations who are experts in their field to offer events and classes

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCLS collaborated with presenters to provide a range of life-skills programs. Representatives with local nonprofit, Operation HOPE offered “Credit and Money Management”</td>
<td>Danielle King</td>
<td>3.19</td>
</tr>
</tbody>
</table>
and “First-Time Home Buyer Workshops.” Certified Yoga Instructor Meg Saletnik offered attendees “Yoga 101” and “New Year Stretch and Meditate” programs, a guided introduction to the moves necessary to develop and maintain a successful yoga practice. During the “Movement & Stretching” class at the Southwest Branch, Central Florida Community Arts instructors utilized a combination of yoga and music to encourage seniors to be more active. The Alafaya Branch hosted “Ask the S.T.E.A.M Professionals.” A nano-scientist from UCF, mechanical engineer from nScript, bridge engineer from RS&H, a representative from NASA and an artist from Walt Disney Imagineering spoke to attendees about their careers.

In addition to working with previously established culinary partners for the Cuisine Corner series, staff members explored topics and made new connections with local chefs. Plant-based meal preparation, food preservation techniques, and homeopathic and herbal remedies were featured topics of discussion in Cuisine Corner events. Presenters included Virginia Hartley of Gingers Jams, Jellies, and Such, Jocelyn Bryant of Jocelyn’s Southern Kitchen, and Karon Cannon of Tea Craze.

The Melrose Center hosted a variety of programs for the series “Start Making Money with Your Music.” Michael Redman, author of *The Best Jobs in the Music Industry*, spoke about his insights regarding music supervisors and music libraries. Oriana Campbell from O.C. Designz shared her experience with artist development and highlighted the importance of web marketing and building an online brand. During the 5th anniversary of the Melrose Center, community exhibitors included the Orlando Science Center, Tech Sassy Girls, Lakeshore Learning, Synthestruct, DeltaMaker, Void Modular, Kiwi Camera, Pink Team, Readality, SAK Comedy Lab, Level Up Academy and Theater West End.

In the Back2Basics programs, OCLS collaborated with experts with the goal of enhancing life skills. Cuisine Corner programs such as “Healthy Hispanic Dishes” and “Lasagna” with chef Yamira Lee Johnson and “Food Is Our Greatest Medicine” with Chef Rich offered participants the opportunity to learn basic cooking skills and encouraged healthy eating habits. During another program, “Mindful Relationships,” Danielle Hope of Breathe and Be, LLC informed attendees of the positive effects basic mindfulness can have on personal relationships, including improved communication, bringing awareness to arising feelings, and accepting and appreciating ourselves and others. The Events/Programs Department began partnering with Central Florida Community Arts to offer the interactive musical programs for children and seniors. “Music and Movement” and “Instrument Petting Zoo” for children and their families, featured movement activities designed to develop coordination, body awareness and

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the Back2Basics programs, OCLS collaborated with experts with the goal of enhancing life skills. Cuisine Corner programs such as “Healthy Hispanic Dishes” and “Lasagna” with chef Yamira Lee Johnson and “Food Is Our Greatest Medicine” with Chef Rich offered participants the opportunity to learn basic cooking skills and encouraged healthy eating habits. During another program, “Mindful Relationships,” Danielle Hope of Breathe and Be, LLC informed attendees of the positive effects basic mindfulness can have on personal relationships, including improved communication, bringing awareness to arising feelings, and accepting and appreciating ourselves and others. The Events/Programs Department began partnering with Central Florida Community Arts to offer the interactive musical programs for children and seniors. “Music and Movement” and “Instrument Petting Zoo” for children and their families, featured movement activities designed to develop coordination, body awareness and</td>
<td>Danielle King</td>
<td>12.18</td>
</tr>
</tbody>
</table>
control, and encourage exploration of space, instruments and emotions. The Arts Workshops for Active Seniors series offered “Music Relaxation/Meditation” and “Drum Circle and Tone Sticks” provided by professional music educators.

In October 2018, the national nonprofit organization StoryCorps came to the Orlando Public Library to record 15 stories from library customers and employees about how the Orange County Library System has had an impact on their lives. The interviews will be housed in the American Folklife Center at the Library of Congress. Eddie Selover was the guest speaker for “Script Orlando” in October. Eddie, a marketing communications professional, gave a presentation about his work as the organizer and host of PechaKucha Orlando. Held in over 650 cities around the world, PechaKucha Nights feature an eclectic mix of creatives and professionals who present in the 20×20 format: 20 slides, 20 seconds each.

In November, the Melrose Audio team hosted “Reel to Real: Audio Engineering Workshop with Bruce Hensal.” Bruce is a Grammy Award-winning engineer who has worked with a virtual who’s who of famous and influential musical artists throughout his five decades in the industry. “Reel to Real” was created for Melrose members with Audio Studio access, and all eight available seats were filled. The workshop allowed participants to work side by side with Bruce while he replicated the recording and mixing process he used during his engineering work on The Eagles’ *Hotel California* album. The first weekend, professional musicians were brought in to help duplicate the recording techniques utilized for the song “New Kid in Town”. Day three focused on mixing the tracks. The fourth day of the workshop was a listening party and open house that drew 30 attendees, and also featured acclaimed mastering engineer Bob Katz as a special guest. Bruce Hensal was also one of the guests for “Script Orlando.” Bruce was joined by Benoit Glazer, founder of Timucua Arts Foundation. Benoit talked about the amazing journey that led him to completely renovate his home into a world class concert venue. The Timucua White House, as it is known, has come to host internationally acclaimed musicians in a professional, aesthetically pleasing space that is essentially the Glazer family living room. Bruce provided memorable anecdotes from his storied career in the music business. The event drew 15 attendees.

2. Explore expanding meet-up groups to more locations

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three new meetup groups have been created for the system: Adult Craft Club, Library Book Clubs and Writers Corner. Several locations have taken the opportunity to use meetups to advertise their events that fit into these themes. We have hosted 158 meetup events for this quarter. The groups went</td>
<td>Danielle King</td>
<td>3.19</td>
</tr>
</tbody>
</table>
live in November and we have seen positive results.

Total membership for each meetup currently is:

**Adult Craft Club:** 158  
**Library Book Clubs:** 168  
**Writer’s Corner:** 272

The Adult Craft Club meetup group hosted 110 meetups which included various sewing and knitting events, “Stress Buster Art,” “Beaded Bracelet Workshop,” and “Creative Watercolors.” The Library Book Clubs group hosted 34 meetups at Alafaya, Southwest, Southeast and Winter Garden. The Writer’s Corner group hosted 14 meetups which included “Writing to Win,” Book Launch: How I Met My Other,” and the “Local Author Festival.”

Learning Central and Events staff members are collaborating to offer the Pen Meetup to engage fountain pen enthusiasts and encourage exploration of the hobby. The Library is exploring how meetups could be used to reach educators.

The Marketing Specialist hosted two training sessions for locations on how to use and update meetups on meetup.com. Three new meetup groups have been created for the system: Adult Craft Club, Library Book Clubs and Writers Corner. Several locations have taken the opportunity to use meetups to advertise their events that fit into these themes. We have hosted 34 meetup events for this quarter. The groups went live in November and have seen positive results.

Total membership for each meetup currently is:

**Adult Craft Club:** 95  
**Library Book Clubs:** 102  
**Writer’s Corner:** 119

The Adult Craft Club meetup group hosted 16 meetups which included various sewing and knitting events, “Altered Books,” “Creative Coloring,” and “Stress Buster Art.” The Library Book Clubs group hosted 10 meetups at Alafaya, Southwest, Southeast and Winter Garden. The Writer’s Corner group hosted 8 meetups which included several “Write-In with Nano WriMo” meetups at various locations and the “Writing Workshop: World Building in a Binder.” Several locations noted having new club members attend their meetups due to the advertising on meetup.com. The West Oaks Branch noticed that people are more aware of events offered and meetup.com has provided an opportunity to better connect with potential customers. Customers have informed staff that they subscribed to the Adult Craft meetup group so that they can stay up to date with new events.

The Youth Services Department is exploring how they could use meetups for parent groups in the future.
3. Evaluate grant opportunities and seek out new funding sources

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The library applied for the following grants this quarter:</td>
<td>Danielle</td>
<td>3.19</td>
</tr>
<tr>
<td>• Dollar General Literacy Foundation- $15,000 to support “English from Zero” programs at North Orange, Hiawassee, South Trail and Washington Park.</td>
<td>King</td>
<td></td>
</tr>
<tr>
<td>• Big Read- $5,000 to support a community reading program designed around the book “Pretty Monsters” by Kelly Link.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• RUSA Award for Excellence- $1,500 presented to a library or library system for developing an imaginative and unique resource to meet patron’s reference needs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Mayor's Matching Grant- $2,500 to be used to continue the “It's Sew Easy” camps for tweens and teens at the Orlando Public Library and Washington Park Branch.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The library was awarded the following grants this quarter:

• LSTA Innovation Grant- $2,875 to purchase virtual reality equipment to enhance our STEM curriculum. The equipment will be used at all 16 library locations. The purchase of the Oculus Go Headsets will allow OCLS to expand the locations that offer “Space Explorers Camp,” “Dino Camp,” and “Tech Exploration in VR.” We will also use the headsets for outreach events to promote our camps and classes.

• ALSC Strengthening Communities Through Libraries- $5,000 to create curriculum and purchase materials for “Ready, Set, Code! Robotics.” This program will be presented four times during the grant period.

The Library was notified that the following grants were not awarded:

• American Dream Literacy Initiative- $10,000 to support adult literacy initiatives.

OCLS was selected as one of the national winners of Beanstack’s second annual Winter Reading Challenge. The program, sponsored by Shark Tank’s Mark Cuban, challenged Beanstack users to meet a collective goal of reading at least 5 million minutes and 75,000 books in January. OCLS participants read 2,154% over our goals by completing 45,091 minutes and logging 2,315 books! Winners were determined based upon a few key factors including Outreach, Active Participation, Absolute Numbers and Community Sharing. This honor comes with an $1,500 award which will be used to provide incentives for our 1,000 Books Before Kindergarten program.

The library applied for the following grants thus far for the fiscal year 2019: Danielle King 12.18
The Library was notified that the following grants were awarded:

- ALSC-Dollar General- $5,000 to be used to support the Ready Set Code Club.
- Best Buy Foundation Community Grant- $4,800 to create drone programming classes for teens over the summer.

The Library applied and was notified that the following grant was not awarded:

- Museum on Main Street: Hometown Teams with the Florida Humanities Council- $5,000 to support programming for the Smithsonian’s Hometown Teams traveling exhibit.

The Events Department was awarded a programming grant through the Florida Humanities Council to Celebrate the Great American Read, a partnership with PBS’s local station WUCF. The grant was completed in October, providing 24 individual events with a total attendance of 392.

4. Coordinate ESOL curriculum development and create a training plan for staff

The ESL Specialist is working with the HR Department to implement Phase I of the training plan. Phase I includes creating recorded and digital ESL training sessions to be included in Sum Total for staff. The ESL Orientation has been recorded and is in the editing process. The module for the “Speaking Clearly” curriculum is currently being worked on and voice over is being completed. The modules for “English from Zero,” “Writing Clearly,” “Conversation Hour,” “English for Families” and “ESL Professional” will be created next.
The ESL Specialist has developed the following plan for ESOL:

**Develop and Expand Curriculum:**
- ESOL classes that fall under “English from Zero” to reach 52 lessons, so that branches that offer English from Zero can have at least one lesson per week for the year to run the program continuously in the system as a whole.
- ESOL curriculum that addresses specific professional fields in healthcare and computer and technology.
- Add quizzes for “English from Zero” lessons to track student acquisition.
- Search for or develop a new English language diagnostic test.

**Staff Training Plan:**
- Create and implement Phase I training by collaborating with HR to create SumTotal training for staff members who want to start teaching ESOL classes.
- Create and implement Phase II face-to-face ESOL teaching coaching prior to program start and ongoing afterward.
- Create a collaborative environment for ESOL instructors through communication on TEAMS and quarterly/biannual ESOL meetings.

During this quarter the ESL Specialist created an ESL Instructor Team in Microsoft Teams to use as a sharing and learning tool for locations offering English classes. She has been working on uploading curriculum content to the team and she has shared information for the instructors to use. She hosted “Creating Your Own ESL Class” for participants during Staff Day. This workshop discussed various classes that can be taught, techniques that can be used in the classroom and ways to evaluate the students. Participants had the opportunity to ask questions and share their experiences in the classroom. The ESL Specialist trained two new part-time casual ESOL Instructors this quarter. She also worked with the full-time ESL Instructor on adapting the curriculum for the English Classes for Families series.

**D. Provide service delivery via technology**

1. Explore and implement alternatives to traditional services

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Staff Recommendations form is live and receiving reviews from staff.</td>
<td>Ricardo Viera</td>
<td>3.19</td>
</tr>
</tbody>
</table>

- Replaced iMacs in the Melrose Center.
- Migrating the Right Service at the Right Time website from Drupal 7 to 8.
- Migrated Orlando Memory website to a new Wordpress installation.
- Installed Islandora software to manage Albertson Digital Collection.
<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steps have been taken to streamline and refine public and staff PC replacement procedures to more quickly and efficiently address aging PCs.</td>
<td>Ricardo Viera</td>
<td>12.18</td>
</tr>
<tr>
<td>Testing bookings module to allow customers to check out museum/event passes. Testing card registrations by using Driver’s License strip for data entry. Purchased scanners for the Driver’s License scanner project. The staff recommendation form has undergone internal testing for the Staff Picks project.</td>
<td>Ricardo Viera</td>
<td>12.18</td>
</tr>
</tbody>
</table>

2. Refine Technology plan

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Updates during this quarter.</td>
<td>Ricardo Viera</td>
<td>3.19</td>
</tr>
<tr>
<td>Technology Plan has been rewritten and contains current information.</td>
<td>Ricardo Viera</td>
<td>12.18</td>
</tr>
</tbody>
</table>

3. Investigate alternative ILS system

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>During this quarter we were able to familiarize more with OCLC and get more information about their Wise product. OCLS asked for a quote and contract for the Wise Product. On February OCLC presented the Library a contract where the Library reviewed and responded with questions and requests for clarification. During the March Board Meeting the Board approved the Library to enter contract with OCLC for their Wise Product. The implementation phase will take about 12 months. Integration, testing and training will take about 9 months, so the Library is looking to go live using this new ILS during the second or third quarter of FY21.</td>
<td>Ricardo Viera</td>
<td>3.19</td>
</tr>
<tr>
<td>We are investigating the OCLC ILS system called Wise. We've had Internal working group meetings to discuss system needs. We have met three times with OCLC to get more information about their product. We have provided information to OCLC about must have, should have and could have processes and features we are looking for.</td>
<td>Ricardo Viera</td>
<td>12.18</td>
</tr>
</tbody>
</table>

E. Explore new potential locations, project revenues and capital resources to service the community

1. Consider opening small, leased facility in Horizon West

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library’s broker continues to pursue possible locations in the area. Some of the possible shopping center locations may not be built for a couple of years. Also, Library staff will be meeting</td>
<td>Bob Tessier</td>
<td>3.19</td>
</tr>
</tbody>
</table>
with community partners about a possible facility in Horizon West.

Library’s broker, CBRE, has been looking for possible sites in Horizon West area.

**2. Evaluate Eatonville, Hiawassee & Southwest lease agreements**

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Fourth Lease Amendment to extend the term at the Southwest Branch until January 2029 was approved at the January Board meeting.</td>
<td>Bob Tessier</td>
<td>3.19</td>
</tr>
<tr>
<td>The Library has contacted Dr. Phillips Inc. about renewing the lease, which expires in January, and has received a lease amendment to extend the term. The other two branches are not up for renewal until December 2019.</td>
<td>Bob Tessier</td>
<td>12.18</td>
</tr>
</tbody>
</table>

**3. Open new Edgewater Branch**

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landlord’s contractor is nearing completion of tenant’s improvements. Once this work is completed, Library will arrange for a few improvements including carpeting and then Landlord’s contractor will need to obtain certificate of occupancy and final inspections. Our internet connection with AT&amp;T has been ordered, but they have not given us a firm installation date.</td>
<td>Bob Tessier</td>
<td>3.19</td>
</tr>
<tr>
<td>The landlord’s general contractor has obtained a building permit and has started construction. The new location will be called Fairview Shores Branch.</td>
<td>Bob Tessier</td>
<td>12.18</td>
</tr>
</tbody>
</table>

**F. Partner with schools**

1. Evaluate the success of student virtual cards

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are currently 256,846 student and teacher records uploaded for VLC use, an 18% increase compared to 2018. In March 2019, Innovation Montessori High School teachers and students were provided Virtual Library access. Staff continue to work with additional charter schools to provide them with access. As of March 2019, there are 886 total users of Axis 360 and 2,176 users of Overdrive. Since January 2018, 10,468 items were accessed through Overdrive and 775 were accessed through Axis 360.</td>
<td>Danielle King</td>
<td>3.19</td>
</tr>
<tr>
<td>There are currently 245,620 student and teacher records uploaded for VLC use, a 21% increase compared to 2017. Four Charter Schools were added this quarter: Cornerstone Charter Academy, Orlando Science Elementary Charter School, Orlando Science Middle &amp; High School and Oakland Avenue Charter School. Staff is working with three additional charter schools to provide them</td>
<td>Danielle King</td>
<td>12.18</td>
</tr>
</tbody>
</table>
with VLC access. With the Virtual Library Card, students and teachers have access to digital books on Axis 360 and OverDrive. Since December 2017, 598 items were accessed through Axis 360 and 6,431 were accessed through OverDrive. The most popular format used was OverDrive Read, a browser based format. In October 2018, there were 89 active users using Axis 360 and 637 using OverDrive. In November 2018, the number of active users decreased due to the holidays. Axis 360 had 77 active users and OverDrive had 410 active users.

2. Evaluate the success of school visits

Youth Services staff worked to identify all of the ways that OCLS currently conducts “school visits” including: field trips to our libraries, outreach storytelling at schools, participating in community events at schools, hosting family nights for schools at branches, visiting Orange County Head Starts to conduct storytelling sessions, and visiting middle schools to promote the Virtual Library Cards available to all teachers and students. Youth Services staff met with the OCPS district media specialist and discussed ways to collaborate and visit more schools.

OCLS offers a wide range of field trip options. From October to February, 1,862 students and chaperones visited one of our libraries from 16 different local schools. By going out to schools for off-site events, we were able to reach 8,692 students and teachers.

An orientation for library staff members which serve as liaisons to individual elementary schools is being finalized and will be scheduled to be held in August 2019.

Staff visited 15 schools this quarter to present at Teach-Ins, conduct storytimes, and to attend various school outreaches. During these visits, staff promoted library resources and encouraged students and parents to apply for library cards. The Youth Services Department is evaluating the Children’s Initiative License to Learn contest. Brainstorming sessions with system-wide managers and librarians have been conducted and ideas are being considered for future initiatives and/or contests.

3. Offer alternative Library U type experiences in efforts to educate the educators

The email blasts have all been sent out to invite educators to Library U. The application deadline is April 15, 2019. The Library U committee will meet after this date to review and select applicants. Members of the Library U committee attended Edcamp in January. Edcamp is a participation driven day for educators that took place at Jones High School. Staff shared library resources and services with 60 educators.
at this event. Based on the experience, staff are evaluating if OCLS could host an Edcamp in the future.

The Homeschool U committee met several times to plan a workshop for homeschool educators. The date has been set for September 12, 2019. The agenda will include activities the educators and the students can do together such as STEAM projects, a field trip to the Melrose Center to use the video and audio equipment, and a hands-on demo of educational tech toys. The group will be split up for some portions of the day. The educators will learn about library resources and homeschool requirements, while the children will participate in a Cuisine Corner Jr. cooking activity.

The Library U committee has met several times to plan Library U 2019. The date has been set for June 13, 2019. The agenda has been planned, and new topics will include: augmented reality, fiber arts, tech education toys and Biz Kids. Returning will be the Melrose Mix Up session, a mini-field trip in the Melrose Center to learn about the photo, audio, video, simulation and maker labs. In addition, popular topics such as coding, digital downloads, databases and storytelling will remain on the agenda. Promotion and marketing will begin in January 2019.

In addition to planning the traditional Library U full-day workshop, the committee has decided to host a Homeschool U event in the fall. A team of library staff members who are experienced in working with homeschool students and educators will meet in January to start planning this event. A survey for homeschool parents has been created and sent out to all locations. The survey is an effort to gather feedback from the homeschool parents on what topics the library should focus on when developing the agenda for Homeschool U. Staff will review the feedback at their January meeting.

A Library U Facebook group has been created for Orange County teachers to have an open dialogue with library staff about the resources available to educators and students.

G. Foster Innovation & New Services
1. Explore and develop non-traditional library services

<table>
<thead>
<tr>
<th>Progress</th>
<th>Champion</th>
<th>Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCLS received approval to participate in the Disney Family Volunteering Reward Program. Several “Family Volunteering: STEAM Kits” events were offered throughout the system. Families had the opportunity to volunteer to help assemble STEAM kits at this community service event.</td>
<td>Danielle King</td>
<td>3.19</td>
</tr>
<tr>
<td>The Alafaya Branch hosted a “Free Clothing Giveaway by Out of the Closet” event. Out of the Closet (OOTC) is a free traveling clothing boutique sponsored by Zebra Coalition. 96 people came for free, fashionable clothing and hygiene</td>
<td>Danielle King</td>
<td>3.19</td>
</tr>
</tbody>
</table>
products. OOTC’s goal is to boost confidence and combat poverty in the community.

The library has been working with various partners to offer community services in our facilities. For instance, the North Orange Branch has partnered with the Florida Highway Safety and Motor Vehicles to offer FLOW (Florida Licensing on Wheels.) FLOW provides a convenient method to renew a driver’s license, obtain a replacement ID, change a name or address on an ID, obtain an ID card, and purchase a specialty license plate. The branch will be offering this service monthly. The Florida Department of Health in Orange County hosted a health outreach event at the Orlando Public Library which provided information on programs and services, including Hepatitis A vaccinations.

The testing of the Orange Crate service has been successful. Staff are evaluating the extension of the 6-month testing phase. The Pop-Up Library is still in the implementation phase and locations are being tested.

Staff is currently in the testing phase for the Pop Up Library. The Pop Up Library, provided by Baker & Taylor, is described as “exciting new technology designed to help create satellite library locations to provide digital content promotion and access points wherever the library would like to establish a presence in the community.” The Pop Up Library is a self-contained, small electronic device that hosts ebooks from the library’s Axis 360 collection. The device allows people in a designated area to stream and download ebooks on their phone, tablet or laptop. No app is necessary and no library card is required for access. Three locations have been identified by OCLS as sites to deploy the Pop Up Library: the Bithlo-Christmas Neighborhood Center for Families, the waiting room in the Winnie Palmer Hospital for Women & Babies and the tag office for the Orange County Tax Collector. We are currently testing the devices and will be deploying them soon.

In October, the Library started testing the Orange Crate service. Library members were invited and opted in to receive monthly handpicked deliveries of books. Two books are delivered to the subscriber for a six-month duration. Currently three deliveries have been made and staff are evaluating the process and workflow of the service.

2. Expand and offer Melrose type services to more locations

The Chickasaw Branch and the Southwest Branch started offering “3D Printing Project.” Customers can sign up to print their 3D project using our 3D printer. The Chickasaw
<table>
<thead>
<tr>
<th>Branch’s photo lab is now set up and they started offering basic photography classes in March. They plan on hosting photography events for the general public in the spring. The Edgewater Branch hosted “Lockhart Literacy Night” in January. Staff from the Melrose Center demonstrated the Oculus Go virtual reality machine and the green screen with the Harry Potter themed activity during the event. The branch also did a 3D printer demo for the attendees. Staff attended the Horizon West Fest in March. They showcased the virtual reality headsets and cubelets for the community. Melrose staff participated in Otronicon for the fifth straight year. The exhibit featured projection mapping technology. Staff prepared a digital environment to combine projector, video camera, green screen and MIDI keyboard capabilities, creating a game for exhibit visitors to play.</th>
<th>Champion Danielle King Updated 12.18</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Chickasaw Branch will start offering virtual reality (VR) &amp; photography services soon. The VR &amp; photography equipment has been ordered &amp; is being set up at Chickasaw. The Technology Trainers are receiving training from the Melrose &amp; TEC staff regarding class curriculum for this technology. The Chickasaw Branch plans to use the VR equipment afterschool to provide activities for the many students who visit the branch from the Renaissance Charter School. They will also offer photography events and classes for the general public. The Herndon Branch celebrated their 20th anniversary on November 3, 2018. Staff from the Melrose Center demonstrated the Oculus Go VR machine &amp; the green screen with the Harry Potter themed activity during the celebration. 83 people enjoyed these Melrose inspired activities. The West Oaks Branch hosted a “Family Holiday Festival” on December 1, 2018. The festival included a photo studio session for families to take holiday family portraits.</td>
<td></td>
</tr>
</tbody>
</table>
Orange County Library System
Board of Trustees Meeting
April 11, 2019

Information
Orange County Library System
Board of Trustees Meeting
April 11, 2019

Director’s Report
Director’s Report: April 2019

On April 1, the Community Relations Department launched These Three Things, a social media initiative with Instagram as its primary outlet. Instagram is particularly popular with millennials, one of the Library’s current target markets. According to industry research, currently video content in particular is resonating with audiences. The videos feature OCLS staff and are filmed in a different location each time, highlighting our 16 locations and their diverse amenities.

In its inaugural outing, These Three Things was shot at the Eatonville Branch and featured Customer Service Tech Veronica Tinsley as the host. So far, the video has had strong engagement. The top audience for the inaugural video has been women 25-34 (millennials). As of this writing, the Facebook post has been viewed by over 1,000 people, and the Instagram Story had an impressive 286 views with a 75 percent completion rate.

As mentioned at the March board meeting, in February the Library started a similar initiative with Bungalow & the Bus, which airs on Real Radio 104.1 FM each Friday at 9 p.m. The broadcast averages 100,000 listeners per episode and each episode is subsequently posted as a podcast on several different platforms including Google Play and iTunes. Like the social media version of These Three Things, each segment is one minute long and highlights three OCLS happenings. A different library staff member’s voice is used each time we record.

On March 12, the Melrose Conference Room hosted the Downtown Orlando Partnership’s Connect DTO, an initiative that brings downtown business leaders to explore different aspects of living and working in Orlando. Approximately 28 people attended the session, including downtown lawyers, tech professionals, realtors and marketing professionals. In fact, the Technology and Education Center Department Head Josh Murdock is currently part of the class. The morning included a mini-field trip experience for attendees, with visits to each Melrose Center studio and the simulator/game design lab. The Connect DTO group reported back that they had a great experience at Melrose, and several of them even signed up for library cards after the event. The Library looks forward to hosting the class again in the future.

Registration for the annual Summer Reading Program opened on April 1, and the Library is getting ready for a summer full of fun and engaging activities for both children and adults. This year’s theme is a Universe of Stories, and in addition to live concerts from Free DAPS, our BizKids camps, Melrose camps, Potterversary and other popular offerings, the Library will host space-themed events, including a celebration of the 50th anniversary of the Apollo moon landing.

On Saturday, May 4, the Friends of the Orange County Library System host their annual volunteer appreciation luncheon in the Albertson Room. It’s always a nice luncheon where we recognize those volunteers who have put in significant numbers of hours or years with the library. This year’s theme is the Wizard of Oz. We love to have board members in attendance, and you’re welcome to join the celebration.

On May 18, the Library will host the annual Orlando Book Festival, a one-day celebration of books, at the Orlando Public Library. The event features workshops, author talks and book signings, and every year there is a group of bestselling authors to present. This year, the featured authors include Daniel José Older, author of young adult urban fantasy series the Shadowshaper Cypher; Delilah S. Dawson, New York Times bestselling author of Star Wars: PHASMA, as well as other titles; Jim Clark, a lecturer in the History Department at the University of Central Florida and the author of nine books, primarily about Florida history; and Alyssa Maxwell, who was the featured author for our 2016 Southwest Author Series event.

Recent System-Wide Events
Melrose Center
- The Video Team held their Meetup on March 20, with special guest filmmaker Sam Gaffin from The Killer Robots. Sam, who was joined by a number of collaborators from the Killer Robots team, talked about the origin of the group and his process in creating their full-length feature, Killer Robots: Crash and Burn! Sam and the team brought a number of models used in the film, along with green screens. Forty-nine people
attended the meetup, with Anthony Torres serving as host. Sam demonstrated green screen editing techniques and how he uses models, video effects, animation and sound design to create a sci-fi universe. During an interactive segment, one of the audience members stood in front of a green screen pretending to play a keytar while an actor in a green screen suit flapped metallic wings behind her. The ultimate effect shows the woman flying in space while playing a keytar. You can see highlights here: https://www.youtube.com/watch?v=Zwp7AXruN3k&feature=youtu.be&fbclid=IwAR3rRGgeoKdLqrVhnkRAyxYkm0GwCtBlO6WHXbMNAODQb_EBlvW7cSbFyDo

- On March 13, the Audio team concluded their Making Money with Your Music Meetup series by welcoming Entertainment and Intellectual Property lawyer, Davey Jay, Esq. of Meehle & Jay Business and Entertainment Law. Davey led a lively discussion and Q&A for the 45 attendees, providing valuable insight on a wide variety of legal considerations facing artists today.

- Melrose in the Mix kicked off its 2019 season with a Saturday-Sunday doubleheader on March 2 and March 3. On Saturday, Orlando-based band Artefacto performed as a four-piece for 23 audience members, blending elements of rock, pop and electronic music with haunting lyrics delivered in Spanish. Drigo Garcia-Salas and Leo Linares engineered the session. On Sunday, well-known local singer-songwriter Marc With a C played a set of his early career favorites before 16 loyal fans. Marc will be using the audio from the session for one of the sides on his upcoming career-retrospective triple album. Jonathan Coutrier-Owens and Chase Steele engineered. Jesse Draus filmed both sessions. Amanda Murphy, Winny Rivas and Pedro Berrios served as photographers.

- On March 28, Open Mic: The Voice of Melrose drew 21 attendees and eight performers, including featured artist and local punk band Residential Aliens who played the final 30 minutes of the show.

- The Fab Lab team hosted 13 Makerspace Open Lab all-day sessions during March, drawing a total of 192 people. Tuesday, March 5 was the highpoint of the month, with 38 attendees visiting the Fab Lab. Thursday, March 14 saw 25 visitors throughout the day.

- The Game Design Camp for participants ages 11-17 concluded its weekly series on March 21 with the tenth and final class. Eight attendees completed the camp led by Juan Rivera, learning how to use Unity 3D to animate and configure characters, create animation transitions and build a game for play on a server. After the class, the Melrose Classroom hosted the Library LAN Party with assistance from Josh Shidel. A LAN party is a group of people getting together in one place to game. Attendees were invited to use the linked PCs to play original games created by the Game Design Camp students. Twelve people took part.

- On March 24, Marko Torres led the Theatre Meetup, Introduction to Theatre, covering the foundations of performing arts essential to creating stories for theatrical productions for nine attendees.

- On March 12, Winny Rivas welcomed six photographers to the Photo Meetup, Portfolio Creation. Participants shared their images electronically for feedback and advice on how to best select, sequence and showcase photos when creating a portfolio.

- Six people attended the Say It Paint So! Meetup in the Fab Lab on March 10. Robert Jakab guided the group through the lesson that concluded with each attendee leaving with their very own acrylic painting. Robert also led a Tech ‘N Color class at Alafaya on March 21 for four attendees.

- Membership for Melrose Meetup groups continued to grow during March:
  - Orlando Audio – 918 (+20)
  - Orlando Digital Media Design – 808 (+16)
  - Orlando Melrose Makers – 45 (+2)
  - Orlando Out Tonight Theatre – 1,429 (+76)
  - Orlando Photo+Design – 2,742 (+36)
  - Orlando Video & Post Production – 1,989 (+55)

- There were five community meetups during March, with attendance as follows:
  - Indienomicon - 35
  - Orlando Machine Learning and Data Science – 28
  - Orlando Podcasters – 8
  - Orlando Robotics and Makers – 12
  - Ableton Live Orlando – 15
• On March 5, the Library provided a field trip experience for 15 students and three adults from Cypress Springs Elementary. On March 8, we gave a tour to seven students and two adults from Arbor School of Central Florida.

• During Orange County Public School’s Spring Break week from March 18-22, we held two Melrose Camps: Mad Scientist (5-Day, ages 9-11) and Video on the Go! (3-Day, ages 9-12). Each camp had five participants attend each day. During the week, we also held five TechKrew classes for kids and teens related to Game Design, Graphic Design and Video Production, with 17 total attendees.

• With Erin Sullivan’s coordination, the Melrose Conference Room hosted the Downtown Orlando Partnership’s Connect DTO Class Presentation on March 12. The morning included a mini-field trip experience for attendees, with visits to the each Studio and the Simulator/Game Design Lab.

• The Library welcomed 230 new Melrose Members in March, 17% up from last March and our fifth consecutive month to show an increase over last year. Our March door count was 7,695, a 14% increase over last year.

Alafaya

• The Alafaya Library hosted S.T.E.A.M. week during spring break from March through March 23rd. This consisted of a variety of programs, events and classes throughout the week featuring science, technology, engineering, art and math. A total of 370 people attended one of these events or classes.

• On 1 March, Michelle Bernabe hosted a popup craft at Alafaya. A total of 30 customers participated in this event.

• On 4 March, Lauren Mathur hosted “Sticky Fun” at Alafaya. Toddlers explored all things sticky and gooey. A total of 52 customers attended this event.

• On 5 March, Kelly Head hosted “Mardi Gras Celebration” at Alafaya. Attendees enjoyed Mardi Gras themed snacks and crafts while watching a movie. A total of 26 customers attended this event.

• On 6 March, Michelle Bernabe and Priscilla Diaz hosted two sessions of “Bubble Playtime” at Alafaya. This event helped toddlers develop motor skills through bubbles. A total of 106 customers attended.

• On 7 March, Kelly Head and Aidan Mitchell attended the Waterford Elementary School Literacy Night. A total of 234 people visited the library’s table.

• On 9 March, Melissa Ricaurte hosted “Cuisine Corner Junior: Cupcake Decorating” at Alafaya. A total of 30 people attended this event.

• On 9 March, Andrew Jeffries hosted “Super Science” at Alafaya. This program explores the world of science with fun interactive activities and lessons. A total of 21 customers attended this event.

• On 11 March, Lisa Glassford hosted “Birds of a Feather” at Alafaya. This program provided stories, songs and crafts all featuring birds. A total of 28 people attended this event.

• On 12 March, an outside presenter hosted “PBS Kids Time!” at Alafaya. This program featured math and science with “Peep and the Big Wide World.” A Total of 74 people attended this event.

• On 13 March, Lynette Schimpf hosted “Guitar Sing-A-Long” at Alafaya. A total of 34 people attended this event.

• On 16 March, an outside presenter hosted “Math-U, The Counting Cowboy” at Alafaya. Attendees enjoyed music, rope spinning and a whole lot of counting. A total of 29 people attended this program.

• On 16 March, Lauren Mathur hosted “Pups to the Rescue!” for S.T.E.A.M. week at Alafaya. S.T.E.A.M. activities inspired by Nick Jr.’s TV Series, Paw Patrol, were presented. A total of 49 people attended this event.

• On 18 March, Lauren Mathur hosted “Look, I’m a Scientist” for S.T.E.A.M. week at Alafaya. Children learned about solids and liquids through fun experiments. A total of 75 people attended this event.

• On 20 March, Aidan Mitchell hosted “Painting with Chlorophyll” for S.T.E.A.M. week at Alafaya. Children learned about the green color in many plants and how to use it to paint. A total of 87 people attended this event.

• On 20 March, outside presenters representing each of the areas of S.T.E.A.M. presented “Ask the S.T.E.A.M. Professionals” for S.T.E.A.M. week at Alafaya. Attendees learned about the career path of each of the professionals and asked questions. A total of 24 people attended this monthly event.
• On 21, March, Priscilla Diaz and Andrew Jeffries hosted “AniManga Hero Club” at Alafaya. Attendees watched and discussed anime and manga. A total of 19 people attended this monthly event.

• On 23, March, an outside presenter from FamiLab hosted “Mini Maker Expo” for S.T.E.A.M. week at Alafaya. This program featured interactive projects. A total of 32 people attended this event.

• On 24, March, an outside presenter hosted “The REP Readers Featuring Beat Bugs” at Alafaya. This workshop featured fun activities and each child received a voucher for a free ticket to see Beat Bugs: A Musical Adventure. A total of 21 people attended this event.

• On 25, March, Aidan Mitchell hosted “Crunch Munch Dinosaur Lunch” at Alafaya. Children enjoyed dinosaur songs, stories, and activities. A total of 65 people attended this event.

• On 27 March, Carey Major, Lauren Mathur, Antoinette Griffin, Aidan Mitchell and Lynette Schimpf hosted Prime Time Family Reading Time. This 6-part series is funded by The Florida Humanities Council and the Friends of the OCLS. A total of 46 people attended this event.

• On March 30, Aidan Mitchell, Priscilla Diaz and Helen Curtis hosted “Under the Sea Sing-A-Long.” A total of 35 people attended this event.

• On March 30, Aidan Mitchell hosted “Family Maker.” Attendees made ice cream. A total of 21 people attended this event.

• Throughout the month of March, Lauren Mathur hosted “Storytime Crafts.” A total of 94 people did a craft in this passive program.

• Throughout the month of January, Carlos Paz, Priscilla Diaz and Diana Rodriguez hosted “English from Zero,” “English Conversation Hour” and “Speaking Clearly” at Alafaya. Eleven classes were offered with an average attendance of 13 customers per class.

• During the month of March, Michelle Bernabe hosted “Citizenship Inspired” at Alafaya. An average of 6 customers participated in this test and interview preparation course offered over 4 sessions.

• Throughout the month of March, Andrew Jeffries, Kreg Dobzinski, Aidan Mitchell or Kelly Head hosted “Maker Monday” every Monday. A total of 69 people attended one of these programs.

• Throughout the month of March, Lauren Mathur and Misty White received and replied to letters addressed to the character of the month’s mailbox at Alafaya. A total of 126 children participated in this event.

Chickasaw

• On 1 March, 31 participants attended “Cuentame un Cuento.”

• On 1 March, 128 students were engaged at the Oakshire Elementary Storytime Outreach.

• On 4 March, 16 participants sailed into “Mighty Explorers.”

• On 5 March, 34 participants attended “Tertulia Cuatro Gatos.”

• On 6 March, 22 participants had a surreal experience with “Little Picasso.”

• On 6 March, 14 participants got floral during “Painting with Georgia.”

• On 7 March, 28 participants choo-choo-chose to attend “Literacy & Locomotion.”

• On 8 March, 28 participants had their minds shaped by “Polygon Wild!”

• On 8 March, 21 children attended “Wii Love Gaming.”

• On 11 March, 18 participants attended “Countdown to Spring.”

• On 11 March, 29 people listened to “Music in the Library: Matthew Gurnsey.”

• On 13 March, 52 participants attended “Seuss-a-Palooza.”

• On 13 March, 132 participants attended storytime at the Central Florida Zoo.

• On 14 March, 26 participants got creative in “Artsy Toddler.”

• On 15 March, 40 participants saw, smelled, tasted, touched, and heard “My 5 Senses.”

• On 15 March, 12 participants attended “Self (a) STEAM.”

• On 18 March, 41 participants got down to “Book to Boogie.”

• On 20 March, 57 participants learned how to play in “Toddler Playground.”

• On 21 March, 41 participants experienced “Animals Around the World.”

• On 21 March, 91 people were engaged during an outreach at Valencia East Campus.

• On 22 March, 34 participants stuck around for “Sticky Fun.”

• On 25 March, 12 participants attended “Rainy Day Fun.”
On 26 March, 17 children learned about growing food in “The Yummy Garden.”
On 27 March, 28 children came out of their shell to attend “It Came From an Egg.”
On 27 March, 11 participants attended “Money Math.”
On 27 March, 21 people danced to “Family Zumba”
On 27 March, 9 people attended “Coding Open Lab.”
Each Tuesday in March, an average of 21 children and parents attended “Tiny Tales.”
Each Tuesday in March, an average of 36 children and parents attended “Toddler Time.”
Each Tuesday in March, an average of 43 children and parents attended “Storybook Fun.”
Each Tuesday in March, an average of 49 children and parents attended “Storytime Crafts.”
Each Monday and Thursday in March, an average of 12 people attended “English from Zero.”
On the first two Tuesday and Wednesdays of March, an average of 22 people attended “English for Families,”
Each Wednesday in March, an average of 10 people attended “Basic Spanish.”
Each Thursday in March, an average of 12 people attended “Practice Makes Perfect.”
Each Monday in March, an average of 11 people attended “Let’s Crochet Levels 1-4.”
Each Tuesday in March, an average of 7 people attended “Let’s Knit Levels 1-4.”
On 4-5 March, an average of 7 students attended “Microsoft Excel 2016 Levels 1-4.”
On 16 March, 5 and 6 people attended “Photo: Camera Level 1 & 2.”
On 18-20 March, an average of 7 children attended “LEGO WeDo Robotics Camp.”

Eatonville

On 1 March, Veronica Tinsley kicked off the month with “Wii Love Gaming.” During the month a total of seven events were hosted with a total of 82 in attendance.
On 26 March, the Eatonville branch hosted “K Ready” an eight-part series to prepare preschool children to excel in kindergarten. A total of 80 participants from Hungerford Elementary, Brighter Futures, Headstart, and LaShundra’s Tots attended these events.
On 6 March, Eatonville’s branch partnership with “Positive Flow Foundation” tutoring program helped 10 attendees. Tutoring was canceled the remainder of the month and will resume on April 10th.
On 7, 14, 21, and 28 March, Eatonville hosted “Smarty Pants.” A total of 114 children, adults, and daycares attended.
On 8, 9, 27, and 28 March, Veronica Tinsley hosted a variety of “Science and Math/Games activities.” A total of 53 attended these science-based events which engaged kids in hands on experiments and games.
On 12 March, Sonya Surgeont hosted “Goosebumps 2 Movie & Craft.” A total of 10 attended.
On 19 – 22 March, Veronica Tinsley hosted “Stem” events. A total of 30 kids, adults, and teens attended these funs filled science, technology, and math events.
On 27 March, Eatonville hosted “Math-U, the Counting Cowboy.” A total of 10 from LaShundra’s Tots attended this fun filled event by special presenter, “Jiggle Man.”
In March, 35 children participated in the “Check It Out: Orlando Shakespeare Theater” contest.

Edgewater

On 1 March, Edgewater hosted 12 children and parents for “Sticky Fun.” Participants enjoyed exploring all things sticky, from clingy art to gooey explorations.
On 7 March, “Tertulia Cuatro Gatos” hosted their monthly meeting where they read poetry, discussed literature and sang; 15 people enjoyed this cultural event.
On 12 March, Edgewater hosted, “Central Florida Book Club” where 25 attendees met to discuss Little Fires Everywhere by Celeste Ng.
On 18, 19, 20, 21, and 22 March, Edgewater hosted 21 participants for an exciting movie adventure during, “Spring Break Adventures Movie Marathon.”
On 26 March, Edgewater hosted 20 participants for “Cuisine Corner: One Pot Stir Fried Rice” where we created a simple but tasty dish.
• Every Monday in March, an average of 15 children and parents participated in Edgewater’s “Smarty Pants.” This read-aloud program encourages early literacy skills and includes rhythm and repetition of nursery rhymes, picture books, songs, and flannel board stories.
• Every Tuesday in March, Edgewater hosted a total of 34 participants for “Cool to Do – Game Day” where we provided action-packed fun with the Xbox, Wii and board games!
• Each Wednesday in March, an average of 11 joined us for an exciting pajama party with stories, games and crafts during “Party in Your PJs!”
• Each Thursday in March, Edgewater hosted a total of 24 participants for “Cool to Do –Afternoon Art” where we learned about different artists and created our own masterpieces.
• Each Thursday in March, “Bubble Play Time” engaged 48 toddlers and preschoolers for a great time developing coordination while playing with bubbles.
• On 30 March, 20 participants engaged in fun science trivia with “Mad Science Live: Big Top Science.”

Herndon
• On 2 March, 14 customers attended “Angel Paws to Read.”
• On 4 March, 17 customers attended “AARP Income Tax Assistance.”
• On 6 March, 17 customers attended “K Ready!”
• On 7 March, Limary Velez hosted “Crunch, Munch, Dinosaur Lunch.” Twelve customers attended.
• On 7 March, 14 customers attended “AARP Income Tax Assistance.”
• On 9 March, Emily Thomson hosted, “Guided Journals.” Eleven customers attended.
• On 11 March, 18 customers attended “AARP Income Tax Assistance.”
• On 13 March, 10 customers attended “K Ready!”
• On 13 March, 18 customers attended “Senior Scam: Part One.”
• On 14 March, Limary Velez hosted “Sticky Fun.” Twenty-five customers attended.
• On 14 March, 14 customers attended “AARP Income Tax Assistance.”
• On 18 March, 14 customers attended “AARP Income Tax Assistance.”
• On 20 March, 14 customers attended “K Ready!”
• On 21 March, Normalee Page hosted “Mighty Explorers.” Twenty-nine customers attended.
• On 21 March, 13 customers attended “AARP Income Tax Assistance.”
• On 23 March, Limary Velez hosted “Busy Builders.” Ten customers attended.
• On 25 March, 16 customers attended “AARP Income Tax Assistance.”
• On 27 March, 10 customers attended “K Ready!”
• On 28 March, Limary Velez hosted “Big Fish, Little Fish.” Thirty-eight customers attended.
• On 28 March, 16 customers attended “AARP Income Tax Assistance.”
• On 30 March, 12 customers attended “Farm-to-Cup-Coffee: How the Bean Becomes the Beverage.”
• On 30 March, 18 customers participated in “Check it Out: Orlando Shakespeare Theater”
• During the month of March 47 customers wrote letters to “Spider Man” as part of the children’s book character mailbox.

Hiawassee
• On 4 March, Hiawassee presented “Teen Gaming @ OCLS” where 10 tweens came together for action-packed fun with the hottest video games.
• On 5 March, Hiawassee hosted “Cuisine Corner Junior: Cheesy, Green Hummus.” 20 attendees enjoyed the savory hummus recipe while using color to create a tasty snack.
• On 9 March, Hiawassee offered a “First-Time Home Buyer Workshop” for 53 participants who gathered to learn about the home buying process from start to finish.
• On 12 March, Hiawassee celebrated “A Very Merry Unbirthday” Party with whimsical crafts and fun activities with 14 party goers.
• On 19 March, Hiawassee held “Movie Tuesday: featuring Ralph Breaks the Internet” where 17 people joined princess Vanellope Von Schweetz and Wreck-It Ralph on a quest to save the World Wide Web.
• On 20 March, Hiawassee presented “Downsizing in Five Easy Steps” to 10 individuals interested in discovering the steps to make downsizing easier to manage.
• On 22 March, Hiawassee hosted “Little Chef: Lucky Charm Snack Mix” where 36 attendees stirred and shaped a fun treat of frosted oats and colorful marshmallows with a twist.
• On 1-30 March, Hiawassee held a “Passive Program in Celebration of Women’s History Month” where 106 kids, tweens, and teens matched women in history with the correct picture for the opportunity to enter a drawing to win a prize.

Main
• On 1 March, 84 students from “Dover Shores Elementary” visited the library for a field trip where they took a tour and learned about all of our great services and resources.
• “Step to the Irish Beat” on 2 March gave 89 viewers the opportunity to celebrate St. Patrick’s Day with an Irish step dance performance.
• A total of 103 attendees listened to the 3 March “Music in the Library” event featuring performances by Blakemore School of Music students.
• The library held its first “Family Volunteering: STEAM Kits” event on 5 March where 16 people, including a local girl scout troop, volunteered their time to help the library pack STEAM kits for families to use over the summer.
• TEC hosted the “Arbor School of Central Florida” on 8 March where 46 participants explored VR/AR, made T-shirt tote bags and built computers using Kano.
• On 10 March, Matthew Gurnsey, the Kilted Man, provided 63 spectators a rousing performance of traditional Irish and Scottish music.
• On 11 March, Learning Central celebrated National Social Work Month with the inaugural “Reaching Out: A Community Resource Fair” where 99 visitors had the opportunity to meet a social worker and connect with community organizations dedicated to helping those in need.
• The library celebrated St. Patrick’s Day on 13 March with the “Seeing Green” program where 33 children and their caregivers listened to stories and conducted a science experiment with magical green fizz.
• A group of 45 participants attended the 16 March release party for the new romance story collection, “How I Met My Other.”
• The TEC Department offered 54 classes and camps for kids and teens during Spring Break (March 17-23) with an attendance of 199. This was a 70% increase in attendance compared to Spring Break in 2018.
• On 20 March, OCLS joined the UCF Library and the Small Business Development Center to offer a workshop on “Competitive Intelligence: Industry, Company and Market Research.” The event was attended by 28 entrepreneurs, where Jane Tracy spoke on the value of getting a library card and using our databases for research.
• On 27 March, 12 artists attended “Art101: Egyptian Art.” where they learned about the country’s art history (including ancient history) and made their own creations inspired by its aesthetics.
• On 28 March, 57 students and their teachers from “Lake Eola Charter School” visited the library to check out books and listen to a special storytime about sharing.
• Folk duo Squirrel Hillbillies entertained 82 audience members with their eclectic mix of acoustic roots music during the 30 March “Music in the Library” event.
• In March, the “Social Worker @ the Library” program assisted 106 customers over 7 sessions.
• The “Ready, Set, Code!” club held three sessions in March with 80 attendees learning about Mobile Apps, Video Games and Robotics.
• In March, the “English From Zero” program series continued, welcoming 31 students over 4 sessions.
• In March, the “Career Academy” series helped 9 customers sharpen their job seeking skills.

North Orange
• On 2 March, 19 participants attended “Tie Dye Madness.”
• On 3 March, 29 participants attended “Seuss-a-palooza.”
• On 4 March, 16 participants sailed into “Mighty Explorers.”
• On 7 March, 29 participants explored new textures by attending “Sticky Fun.”
On 8 March, 32 participants from RCMA Community Center enjoyed story time and a craft.
On 12 March, 21 children attended “Mighty Explores.”
On 13 March, 52 participants attended “Seuss-a-Palooza.”
On 14 March, 29 participants saw, smelled, tasted, touched, and heard “My 5 Senses.”
On 15 March, 35 participants attended “Little Chef: Lucky Charm Snack Mix.”
On 16 March, 49 participants attended “Cookies and Milk with Cop!”
On 19 March, 50 participants attended “Crunch Munch Dinosaur Lunch.”
On 21 March, 27 participants experienced “Animals Around the World.”
On 21 March, 67 participants attended “Mad Science Live: Big Top Science.”
On 22 March, 34 participants stuck around for “Sticky Fun.”
On 26 March, 55 children visited the library from Wolf Lake Elementary.
On 26 March, 11 participants attended “Animal Around the World.”
On 29 March, 67 participants visited the library from Clay Springs Elementary.
On 30 March, 213 people were engaged during the Family Fun Day at Chick-fil-A.
Each Monday in March, an average of 25 customers attended “Basic Spanish.”
Each Wednesday in March, an average of 68 customers attended “Storytime Crafts.”
Each Wednesday in March, an average of 20 people attended “English from Zero.”

South Creek
On 2 March, “Mad Science Live: Big Top Science” was hosted at South Creek. The crowd of 37 kids and their guardians enjoyed this science performance.
On 2 March, Circulation Clerk Jessica Barbosa hosted “Are You a Leprechaun?.” Twenty-five customers enjoyed games, crafts and activities to find out if they had the luck of the Irish.
On 2 March, Circulation Clerks Claudia Freeland and Gabriela Peraza attended “Mayor Demings’ Jazz in the Park.” Claudia and Gabriela were able to interact with 115 residents and share information about the library.
On 3 March, “Citizenship Inspired” was taught at South Creek. There were 25 prospective citizens preparing to take the U.S. Citizenship test.
On 5 March, Claudia Freeland hosted “Beaded Bracelet Workshop: Crafter’s Corner for Adults.” The group of 16 library customers enjoyed making their own bracelets with this crafting event.
On 6 March, Circulation Clerk Kelley Mayer hosted “Little Chef: Oreo Sheep.” National Oreo Cookie Day was celebrated at South Creek with 17 customers in attendance.
On 9 March, Gabriela Peraza hosted “It Came from an Egg.” The 12 in attendance learned what lives and grows inside of eggs.
On 10 March, Branch Librarian Reshard Ausserlechner hosted “Tea and Conversation.” Twenty library customers enjoyed having a discussion along with tea.
On 13 March, Youth Program Specialist Cassandra Zamutt hosted “Countdown to Spring.” The crowd of 18 kids and their guardians prepared for the spring season with stories and activities.
On 13 March, Cassandra Zamutt arranged an educational activity for 14 homeschoolers with “STEM for Homeschoolers.”
On 14 March, Circulation Clerk Jan Aikens hosted “Mighty Explorers.” The crowd of 11 kids and parents learned about backyard creatures.
On 16 March, Cassandra Zamutt hosted “Cuisine Corner Junior: Michelle’s Menu.” Healthy food tips from former First Lady, Michelle Obama were shared with the 18 in attendance.
On 17 March, the musical performance by the “Hunter’s Creek Community Band” delighted the crowd of 60 people.
On 20 March, Cassandra Zamutt hosted “A Trip to the Grocery Store.” This preschool aged event brought in 35 kids and their guardians.
On 22 March, Kelley Mayer hosted “A Very Merry Unbirthday.” A trip to wonderland with whimsical crafts and activities was taken by the 12 kids in attendance.
• On 23 March, students from Cypress Creek High School were at South Creek for “Fairytale Storytime.” The students read stories they had personally written to the 20 customers in attendance.
• On 23 March, Cassandra Zamutt and Customer Service Tech Laura Lizardi hosted “Puppy Love” to celebrate National Puppy Day. There were a total of 20 customers in attendance.
• On 24 March, a screening of “Goosebumps 2 Movie & Craft” brought in 12 customers.
• On 25 March, “Zumba with Mildred” had 14 customers exercising at South Creek.
• On 27 March, Jessica Barbosa hosted “Little Chef: Lucky Charms Snack Mix.” Twenty-four kids and their parents learned how to create a magically delicious treat.
• In March, weekly storytimes brought in 801 children and their guardians.
• In March, “Storytime Crafts” was held twice. A total of 114 in attendance.
• In March, Laura Lizard hosted “Toddler G.A.M.E.S.” twice with a total of 58 in attendance for the month.
• In March, Customer Service Lead Carmen Medina-Bermudez taught six beginner level English classes. A total of 137 in attendance for the month.
• In March, “Free Yoga Class” was held three times with a total of 46 in attendance for the month.
• In March, ESOL Instructor Alison Stuckart’s ESL classes brought in 288 students for the month.
• In March, “AARP Income Tax Assistance” was held eight times. A total of 472 came in to have their taxes prepared at no cost.
• In March, “Tertulia Cuatro Gatos/Spanish Book Club” was held four times. A total of 126 in attendance for the month.
• In March, “Knitting and Crochet Nook” was held four times. A total of 59 in attendance for the month.
• In March, Carmen Medina-Bermudez taught “Let’s Speak Spanish” three times. A total of 54 in attendance for the month.

South Trail
• During the month of March, Afterschool Adventures with Hero Spark averaged 13 students who received homework help the first hour of the program and played games the second hour.
• On 4 March, “Cuisine Corner Junior: Michelle’s Garden” entertained 12 participants with healthy food.
• On 4 March, Branch Youth Program Specialist, Melissa Tees presented “Storytime” to 67 children at the local YMCA.
• On 6 March, 11 children enjoyed “Dino Snacks.”
• On 7 March, “Weird Science” entertained 15 children with science experiments.
• On 11 March, 12 children learned about “The Notorious R.B.G. and Other Powerful Women.”
• On 12 March, “A Very Happy Unbirthday” had 18 children in attendance.
• On 15 March, “Mad Science Live: Big Top Science” entertained 15 children with science experiments.
• On 16 March, 11 people enjoyed crafts and learning about “St. Patrick’s Day.”
• On 19 March, “Sleeping Under the Stars” taught 30 participants about the night sky.
• On 21 March, 35 participants made S’Mores during the “Some More S’Mores” program.
• On 23 March, 11 children learned how to paint rocks during the “Art with Rocks” program.
• On 23 March, 10 children participated in “Kids Sewing.”
• On 26 March, “Mermania” entertained 16 people.

Southeast
• On 9 March, the event “Water! Water! Water!” was hosted at Southeast, a total of 32 people attended.
• On 15 March, the event “Little Chef: Lucky Charm Snack Mix” was hosted at Southeast, a total of 19 people attended.
• On 16 March, the event “Mad Science Live: Big Top Science” was hosted at Southeast, a total of 24 people attended.
• On 16 and 18 March, the event “Color Your World! Women's History Month” was hosted at Southeast, a total of 146 people attended.
• On 20 March, the event “Drop In Chess and Board Games” was hosted at Southeast, a total of 22 people attended.
• On 23 March, the event “Meet The Artist! Women's History Month” was hosted at Southeast, a total of 44 people attended.
• Every Wednesday for the month of March, a total of 352 children and caretakers participated in Southeast’s “Wednesday Morning Story Times.”
• Every Wednesday for the month of February, a total of 227 children and caretakers participated in Southeast’s “Color Your World!!”
• Most Mondays and Wednesdays in March, “Practice Makes Perfect” was hosted at Southeast, a total of 6 workshops were held with a total of 99 attendees.
• Every Thursday for the month of March, “Conversation Hour” was hosted at Southeast, a total of 4 workshops were held with a total of 64 attendees.
• Most Saturdays for the month of March, “Citizenship Inspired” was hosted at Southeast, a total of 3 workshops were held with a total of 73 attendees.
• Most Wednesdays for the month of March, “Reading Clearly” was hosted at Southeast, a total of 3 workshops were held with a total of 44 attendees.
• Most Thursdays for the month of March, “Spanish From Zero” was hosted at Southeast, a total of 3 workshops were held with a total of 58 attendees.
• Every Monday and Thursday for the month of March, “AARP Income Tax Assistance” was hosted at Southeast, a total of 7 events were held with a total of 176 attendees.
• During March, 100 children participated in the library’s “Check It Out: Orlando Shakespeare Theater” promotion.

Southwest
• On 1 March, the event “Seuss-a-palooza” celebrated the whimsical world of Dr. Seuss with stories and activities for 71 attendees.
• On 4 March, the “Artsy Toddler” program was attended by 49 people who enjoyed stories and a hands-on fun craft.
• On 8 March, 15 people attended the “Baby Bookworms” program which included songs, stories and early literacy development tips.
• On 8 March, Youth Programming Specialist Debra Winslow visited Bay Meadows Elementary for their Summer Camp Expo. She connected with a total of 121 students to share information about the library.
• On 11 March, Southwest staff presented the “Toddler Playground” program for 33 participants who used unstructured play to help their physical and cognitive development.
• On 11 March, 31 people attended “Southwest Homeschool Club Jr.” for hands-on learning and activities.
• On 12 March, 15 people participated in the “Family Volunteering” community service event and helped assemble STEAM kits.
• On 13 March, Southwest hosted “Storytime for Grownups” featuring the sights and sounds of New Orleans for 15 people.
• On 13 March, Technology Trainer Rebecca Sung hosted an interactive “Fiber Arts Experience” for 22 people.
• On 18 March, 102 customers attended “Bubble Playtime” which included popping bubbles, coordination skills and learning new songs.
• On 26 March, 23 members of the “Southwest Book Club” met to discuss the historical fiction novel selected.
• On 30 March, the Southwest Branch hosted their 30th anniversary celebration! A total of 701 customers attended the festivities which included presentations, performances, crafts and cupcakes!
• The library partnered with the Adult Literacy League for “Cozy English Conversations” for a March total of 98 attendees to work on English vocabulary, pronunciation and comprehension.
• On three Mondays in March, a total of 30 attended “Mother Goose on the Loose” to listen to nursery rhymes and engage in important pre-literacy skills.
• During the month of March, Southwest hosted “Citizenship Inspired.” A total of 22 customers participated in this test and interview preparation course.
• In March, children were invited to write a postcard to Horton the Elephant as part of the monthly, "Character Mailbox," 77 postcards were received.
• Every Thursday morning in March, Southwest hosted “Storytime Crafts.” Four events were held with a total of 348 attendees.
• During the month of March, 71 children participated in the “Check It Out: Orlando Shakespeare” promotion for juvenile cardholders who checked out at least five items.
• On three Mondays in March, a total of 31 attended “Mama Gansa” to listen to nursery rhymes, songs and develop Spanish language skills.
• During the month of March, “Movement and Stretching” averaged 11 people per workshop. The Friday afternoon weekly workshop was designed to get attendees moving through a combination of yoga and dance and is in partnership with Central Florida Community Arts.
• In March, a total of 19 teens attended the weekly gathering “Time Out for Teens” on Tuesdays to talk about school and other issues while participating in fun activities and learning new life skills.

Washington Park
• On 5, 12, 19, and 26 March, Washington Park hosted “Smarty Pants.” A total of 263 children and adults attended these events for children that encourage the development of early literacy skills.
• On 2 March, Carmen Offutt attended the “Head Start Open House” at the Hal Marston Community Center. She was able to reach out to 14 people during this event.
• On 8 March, Leasha Tavernier hosted the Mills Learning Center at the Washington Park Branch. Leasha provided an orientation of the PLANET Area for the teachers and students. There were 16 participants.
• On 13 March, Leasha Tavernier promoted OCLS resources and services at the Eccleston Elementary School event “Bites! Camera! Action! Farmers Market.” She was able to reach out to 57 people.
• On 27 March, Jesus Viana presented “A Very Merry Unbirthday” at the Washington Park Branch. Children took a trip to wonderland and celebrated their unbirthday with whimsical crafts and a showing of the movie “Alice in Wonderland.” There were 11 participants.
• On 28 March, the Washington Park Branch hosted “Cuisine Corner: Breakfast for Dinner” presented by Chef Farah Davids. There were 15 participants.
• Every Friday in March, “English Conversation Hour” was hosted at the Washington Park Branch. A total of 5 classes were taught with an average of 15 students per class.
• Every Wednesday and Saturday in March, “English from Zero” was hosted at the Washington Park Branch. A total of 12 classes were taught with an average of 13 students per class.
• In March, Washington Park hosted “Character Mailbox” featuring Elephant and Piggy. Twelve children participated by writing letters and sending them through our character mailbox.
• In March, 29 children participated in the “Check It Out: Orlando Shakespeare Theater” contest.

West Oaks
• On 1 March through 29 March, the weekly event, “AARP Income Tax Assistance” was hosted at the West Oaks Branch Library and Genealogy Center with 240 customers receiving assistance for the month.
• On 1 March, West Oaks Branch Library and Genealogy Center staff represented the library at the Renaissance Charter School Literary Night. Interacting with 52 students, parents and teachers, the West Oaks Branch Librarian shared information on Library services, resources, our Genealogy Center and upcoming events and classes.
• On 4 March through 25 March, the weekly event “Citizenship Inspired” was hosted at the West Oaks Branch Library and Genealogy Center. A Combined total of 29 customers attending leaning and preparing to become a US Citizen.
• On 5 March, the event, “Kids Yoga” was hosted at the West Oaks Branch Library and Genealogy Center. Parents and preschoolers participated in our monthly children’s yoga class. An audience of 15 joined our yoga instructor learning how to practice posture and strengthen their mind and body connection.
• On 5 March, the event, “Play-Doh® Party” was hosted at the West Oaks Branch Library and Genealogy Center. All 34 customers attending this event, pushed, rolled and squeezed their way into fun!
• On 6 March, the event, “Meet the Author: Samira Ahmed” was hosted at the West Oaks Branch Library and Genealogy Center. Attendees were invited to meet New York Times bestselling author, Samira Ahmed, as she read from and discussed her book Love, Hate & Other Filters, which was enjoyed by an audience of 15.
On 7 March, the event, “DNA and Genealogy: An Introduction” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 13 were invited to learn the basics of genetic genealogy and how DNA testing can supplement your traditional genealogical research.

On 9 March, the genealogy group, AAHGS, hosted their monthly meeting at the West Oaks Branch Library and Genealogy Center. Members of the Central Florida Chapter of Afro-American Historical and Genealogical Society (AAHGS) shared information on African American History, Heritage and Genealogy to an audience of 12 customers!

On 9 March, Library Staff represented OCLS and the West Oaks Branch Library and Genealogy Center at the City of Ocoee’s Annual Spring Fling. The West Oaks Branch Library’s Assistant Manager and Circulation Clerk, shared library resources, services and upcoming events, fiber arts classes and technology classes with 450 customers throughout the family fun day event!

On 12 March, the event, “Animals Around the World” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 16 enjoyed learning about animals from every corner of the world with fun stories, activities and crafts.

On 12 March, the event, “Goosebumps 2 Movie & Craft” was hosted at the West Oaks Branch Library and Genealogy Center. Parents and children enjoyed watching their favorite Goosebumps book came to life! An audience of 12 enjoyed this unique event that included a craft and watching R.L. Stine classic.

On 12 March, the Branch Manager presented at the Central Florida Genealogical Society’s monthly meeting. This presentation on “Researching Ancestors Before 1700: Resources and Strategies” was enjoyed by 55 members of CFGS.

On 13 March, the event, “Introduction to RootsMagic Genealogy Software” was hosted at the West Oaks Branch Library and Genealogy Center. This class for beginners who are just learning to use RootsMagic Genealogy Software introduced 13 attendees to starting a family tree, adding new information, correcting mistakes, and basic printing techniques.

On 14 March, the event, “I’ve Done My DNA. Now What?” was hosted at the West Oaks Branch Library and Genealogy Center. After receiving their autosomal DNA test results and wondering what to do next, 14 customers learned how to process and analyze their results.

On 19 March the event, “All aboard” was hosted at the West Oaks Branch Library and Genealogy Center. Chugga-chugga choo-choo, an audience of 16 became a conductor and joined us for trainloads of stories and crafts.

On 19 March, the event, “A Very Merry Unbirthday” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 14 joined us on a trip to wonderland to celebrate an “unbirthday” with whimsical crafts and fun activities while watching Alice in Wonderland.

On 20 March, the event, “Using Gedmatch Genesis To Further Explore Your DNA Test Results” was hosted at the West Oaks Branch Library and Genealogy Center. We provided 15 attendees with this overview on what can be done with DNA results, and they also learned how to navigate the website and how this resource can help further analyze DNA and connect matched results.

On 21 March, the event, “Magic & Mayhem presents 8” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 41 enjoyed learning about the 8 notes on a music staff, 8 colors in a standard crayon box and 8 actual magical effects. Attendees also enjoyed learning that when you combine them, they offer an infinite number of opportunities for creativity!

On 23 March, the event “Paws to Read” was hosted at the West Oaks Branch Library and Genealogy Center and was enjoyed by 19 children, parents, and a few furry friends.

On 23 March, Library Staff represented OCLS and the West Oaks Branch Library and Genealogy Center at the Seminole County Library System Genealogy Fair. Interacting with 32 genealogy researchers, the West Oaks Branch Manager shared information on our Genealogy Center, resources, services and upcoming genealogy events and classes.

On 24 March, the event, “Crunch, Munch Dinosaur Lunch” was hosted at the West Oaks Branch Library and Genealogy Center. We invited parents and preschoolers to STOMP and ROAR and bring out their inner dinosaur! An audience of 27 joined us for a trip back to dino time with songs, stories, activities and more!

On 26 March, the event, “Sticky Fun” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 30 explored all things sticky, from clingy art to gooey explorations.
- On 26 March, the event, “Cuisine Corner Junior: Cheesy, Green Hummus” was hosted at the West Oaks Branch Library and Genealogy Center. Green Hummus was a hit and with its creamy texture and flavor, as 25 customers enjoyed playing with the color of food and turning it into something new.

- On 27 March, the event, “DNA Problem Solving Techniques—Leeds Method” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 19 joined us to learn how to utilize the Leeds method and see how it can help with DNA analysis. Developed by Dana Leeds, the Leeds method helps to identify groups of people in a DNA match list who are likely to share a common ancestor with each other. Grouping matches often makes it easier to identify a common ancestor.

- On 28 March, our Genealogy Specialist presented the event, “DNA and Genealogy: An Introduction” to an audience of 32 University Club of Winter Park members. Attendees learned the basics of genetic genealogy and how DNA testing can supplement traditional genealogical research.

- On 29 March, the “Check It Out: Orlando Shakespeare Theater” checkout promotion for juvenile cardholders that was hosted at the West Oaks Branch Library and Genealogy Center concluded, with 33 customers checking out library materials and awarded with a coupon for a free child’s ticket to the Orlando Shakespeare Theater.

Windermere

- On 2 March, 16 children and 10 adults came to the library to celebrate the birthday of Dr. Seuss during “Dr. Seuss – Fox in Socks” by reading the author’s classic book and making fun fox sock-puppets.

- On 4 March, “Happy Birthday Spot!” brought 13 children and adults to the library to celebrate the little yellow dog while making birthday hats and playing fun games.

- On 8 March, “Homeschool Art Expressions” had 16 children and 10 adults come to the library to create their own postcards.

- On 9 March, everyone’s favorite therapy dog, Rocky, came to the library with his two buddies Indy and Molly for “Angel Paws to Read” to read stories with 12 children and adults.

- On 12 March, during “Storytime with Chick-fil-A” 17 children and 15 adults came to read a story and make St. Patrick’s Day crafts with Baby Cow, who was all dressed up in green.

- On 14 March, “Cuisine Corner Junior: Pi Day” brought in 16 children, 1 teen and 6 adults to celebrate 3.14 day by making their own mini pies and coloring.

- On 14 March, “St. Patrick’s Day Pop Up” had 20 children coloring pictures with images that represented the holiday.

- On 15 March, 13 children and adults came to the library to celebrate two days early during “St. Patrick’s Day” by learning fun trivia about the holiday, listening to stories, and making crafts.

- On 19 March, during “Celebrating Women’s History Month” 32 children celebrated by creating their own signs for the women they wanted to recognize and coloring pictures of historic women like Ruth Bader Ginsburg and Amelia Earhart.

- On 20 March, Betsy Ross, Helen Keller, and Malala Yousafzai are just some of the history-making women that 17 children and adults learned about during “Homeschool: Celebrating Women’s History Month.”

- On 20 March, “Homeschool: Microscope Experiments” allowed 11 children and 7 adults to take a close look at everyday objects like sugar, salt, and coffee grounds.

- On 20 March, 18 children and 7 adults made a delicious snack during “Cuisine Corner Junior: Cheesy, Green Hummus” while learning that healthy food can also be yummy.

- On 22 March, masterpieces were created at the library when 17 children and 10 adults created stain glass pictures on canvases during “Homeschool: Art Expressions.”

- On 25 March, “Little Chef: Lucky Charms” took the tasty breakfast cereal and turned it into a super tasty snack with the addition of pretzels and chocolate that 16 children and adults enjoyed.

- On 27 March, “Homeschool: Color Chemistry” had 14 children and 9 adults learning about primary colors as well as experimenting with painting on different mediums.

- The program “Learn to Knit” had 22 adults come in over the course of the month to learn basic stitches and knitting patterns.

- The program “Citizenship Inspired” has 20 adults come in over the course of the month to learn information to help them when taking the citizenship test.
Winter Garden

- On 2 March, staff member Karen Sutherland got creative with 18 attendees during “Tissue Paper Monet.”
- On 2 March, staff member Raegan Cross welcomed 25 artists and future artists to the library’s “Kreative's Corner.”
- On 5 and 19 March, “D&D at the Library” continued the campaign with an average of 11 attendees per event.
- On 5 March, staff member Chand Persaud and 40 participants went on a backyard journey during “Mighty Explorers.”
- On 7 March, staff member Jessy Hart Howell brought together 23 participants in conversations and painting during “Creative Watercolors.”
- On 7 March, staff member Nadine Nelson celebrated the “Year of the Pig” with 18 attendees.
- On 7 March, the UF “Plant Clinic” assisted 11 visitors with their gardening questions.
- On 9 March, the Horizon West outreach team attended the 1st annual “Horizon West Fest,” connecting with 469 attendees to talk about all OCLS has to offer.
- On 12 March, Genevieve Traas hosted “Bubble Playtime” welcoming 47 attendees.
- On 13 March, Erin Reichel welcomed 28 participants in celebration of “St. Patrick’s Day.”
- On 14 March, Erin Reichel got cooking with 32 attendees at “Little Chef: Lucky Charm Snack Mix.”
- On 14 March, “Day of the Dog: Service Dogs and Their Importance” taught 37 attendees the importance of service dogs, how to treat them in public, and how to recognize invisible disabilities.
- On 14 March, staff member Jessy Hart Howell welcomed 14 to “Creative Coloring for Adults.”
- On 16 March, staff member Chand Persaud introduced 27 participants to “Holi, Festival of Colors” where they learned about the history and meaning of this festival and how it is celebrated around the world.
- On 16 March, “The REP Readers Featuring Beat Bugs” brought together 34 attendees in their interactive theater workshop.
- On 16 March, staff member Laura Arias brought back “Cuentame un Cuento” joining 13 participants in bilingual storytime.
- On 18 March, staff member Laura Arias hosted “Dino Dig.” 38 attendees cracked open eggs and dug in search of skeletons.
- On 18 March, 41 attendees used their best detective skills to discover prehistoric secrets during “Dino VR Safari.”
- On 19 March, “Magic & Mayhem presents 8” entertained a crowd of 85.
- On 19 March, 31 participants explored a world of dinosaurs with the latest in virtual reality during “Dino Vision.”
- On 19 March, staff member Brandon Lower hosted “Dinosaur LEGO Build” welcoming 23 participants.
- On 20 March, Erin Reichel led 20 participants in prehistoric inspired experiments and activities during “Prehistoric Science.”
- On 21 March, 28 attendees joined staff member Janette Ramos, making their way through a series of prehistoric obstacles at the “Dino Races.”
- On 21 March, Rebecca Padrick dressed up as a t-rex to stretch it out with 31 attendees at “Dino Yoga.”
- On 22 March, 15 attendees joined staff member Erin Reichel at “Dino Masks.”
- On 23 March, staff members Janette Ramos and Erin Reichel hosted a total of 41 participants who worked to crack the codes during two “Jurassic Escape” events.
- On 25 March, 10 adults listened to presenter Maynard LeBrun give tips on how to prevent or treat diabetes at “Prevention and Treatment of Diabetes.”
- On 26 March, staff member Janette Ramos and Jessy Hart Howell dances and sang with a total of 55 attendees during 2 sessions of “Parachute Play.”
- 71 children participated in scouting for dinosaurs in the library with the “Dino Week Scavenger Hunt.”
- On 26 March, staff member Janette Ramos and Jessy Hart Howell dances and sang with a total of 55 attendees during 2 sessions of “Parachute Play.”
On 30 March, Genevieve Traas hosted 34 attendees as they explored smell, tastes, sounds, textures and sights during “My 5 Senses.”

Crafternoons, featuring Women’s History Month, was held on two Wednesdays in March, welcoming a total of 44 attendees.

“Family Yoga” was held on 3 occasions at the branch in March, bringing in a total of 38 attendees.

“Storytime Crafts” was held on 5 Fridays in March and welcomed an average of 66 participants per event.

“Sing-A-Long with Friends” was held on 4 Tuesdays in March and drew an average of 27 attendees per event.

In March, Wednesday and Friday story times brought in 1161 kids and their guardians.

“Check It Out: Orlando Shakespeare” ran in March. The Winter Garden location handed out 47 tickets to children checking out 5 or more books on a juvenile account.

Library Events

Art & Display

American Propaganda, 1936–1943: Selected Posters of the Works Projects Administration
Orlando Public Library, 2nd Floor Traveling Exhibit Space  On Display April 2–July 31
From 1936 to 1943, the United States faced deep economic challenges brought about by the Great Depression and the impending threat of a second world war. During this time, the Works Projects Administration, a department of the U.S. government established by Franklin D. Roosevelt as part of the New Deal, produced over 35,000 posters related to government-sponsored health, safety and tourism programs. On view are a selection of these posters, which illustrate a period of significant social and economic change in the United States.

Art Exhibit: Harmony of Origami and Chinese Water Color
Southwest Branch  On Display April 6–June 30
Artists Al Aki and Patricia Steele Radovich blend the art forms of origami and Chinese watercolor into a harmonious and bold approach in this exhibit.

Celebrating the Genius of Women
Orlando Public Library  On Display March 9–April 23
The annual Celebrating the Genius of Women art exhibition features local, national and international artists who have entered artwork for consideration in the annual Women in the Arts Inc. competition.

Back2Basics

Plant Clinic
Winter Garden Branch  Thursday, April 4, 3–5 p.m.
Chickasaw Branch  Thursday, April 11, 2–4 p.m.
Bring your plants, get your soil pH tested and ask questions! Master Gardener Volunteers from the UF/IFAS Orange County Extension Office will be available to answer your gardening questions and to assess any plant issues.

Beginner Watercolor Techniques
Herndon Branch  Wednesday, April 17, 6:30 p.m.
Watercolor is an artistic medium like no other. Experiment with the basics of watercolor and explore a variety of different painting methods to achieve astonishing results. Ages 18 and up. Space is limited. Registration required.

Book Clubs

Southeast Book Club
Away by Amy Bloom
Southeast Branch  Monday, April 8, 6:30 p.m.
Arriving in America alone after her family is destroyed in a Russian pogrom, Lillian Leyb receives word that her daughter Sophie might still be alive and embarks on a risky odyssey to find the missing girl.
Central Florida Book Club
*Killer of the Flower Moon* by David Grann
Edgewater Branch      Tuesday, April 9, 10:15 a.m.–Noon
A true account of the early 20th century murders of dozens of wealthy Osage and law-enforcement officials, citing the contributions and missteps of a fledgling FBI that eventually uncovered one of the most chilling conspiracies in American history.

Hiawassee Book Club
*A Well-Behaved Woman* by Therese Fowler
Hiawassee Branch      Monday, April 15, 6:30–8 p.m.
Marrying into the newly rich but socially scorned Vanderbilt clan, a formerly impoverished Alva navigates society snubs and dark undercurrents in the lives of her in-laws and friends while testing the limits of her ambitious rule-breaking.

Alafaya Book Club
*I’ll Be Gone in the Dark* by Michelle McNamara
Alafaya Branch      Wednesday, April 17, 7 p.m.
An atmospheric snapshot of a moment in American history and a chilling account of a criminal mastermind and the wreckage he left behind. It is also a portrait of a woman’s obsession and her unflagging pursuit of the truth, helping unmask the Golden State Killer.

Southwest Book Club
*The Aviator’s Wife* and *The Autobiography of Mrs. Tom Thumb* by Melanie Benjamin
Southwest Branch      Tuesday, April 23, 7–8:45 p.m.
Discuss historical fiction books about two remarkable women by New York Times best-selling author Melanie Benjamin. Pick one or read both! Benjamin is the featured author at the Annual Southwest Author Series on Friday, April 12 at the Southwest Branch.

Tertulia Cuatro Gatos / Spanish Book Club
South Creek Branch    miércoles, 6:30 p.m.
Chickasaw Branch    martes, 2 de abril, 6:30 p.m.
Edgewater Branch    jueves, 4 y 18 de abril, 6:30 p.m.
Windermere Branch    martes, 9 de abril, 6:30 p.m.
Southeast Branch    jueves, 11 y 25 de abril, 6:30 p.m.
¿Eres amante de la lectura, poesía y música? ¿Te gustaría socializar con otros de tu comunidad? ¡Acércate a la biblioteca más cercano a tu domicilio y asiste a nuestras reuniones!

Tertulia Cuatro Gatos / Spanish Book Club
South Creek Branch    *Wednesdays, 6:30 p.m.*
Chickasaw Branch    *Tuesday, April 2, 6:30 p.m.*
Edgewater Branch    *Thursdays, April 4 & 18, 6:30 p.m.*
Windermere Branch    *Tuesday, April 9, 6:30 p.m.*
Southeast Branch    *Thursdays, April 11 & 25, 6:30 p.m.*
Do you love literature, poetry and music? Would you like to socialize with others who share your interests? Join our Spanish-language book club!

Hooks and Books: Literary Crochet Series
Discuss a classic book while creating super-cute, friendly characters from the story.

Hooks and Books: *Ann of Green Gables*
Orlando Public Library    *Fridays, April 12 & 26, 4 p.m.*
Citizenship Inspired  
**Alafaya Branch**  
Tuesdays, April 2–23, 6:30 p.m.  
Students meet each week to prepare for the U.S. Naturalization (Citizenship) Test and Interview. To be eligible for U.S. Naturalization, you must be able to read, write and speak basic English. This series is for adult learners. Register online.

Cuisine Corner  
**Cooking with the Family**  
Herndon Branch  
Wednesday, April 3, 6 p.m.  
Washington Park Branch  
Saturday, April 6, 1 p.m.  
Yamira Lee Johnson, head chef and founder of Breaking Bread with Mira and certified holistic life coach, will make an easy recipe that you can fit into your family’s busy schedule by preparing ahead of time. Yamira will share tips on how to involve the whole family in the planning and making of this delicious meal. Space is limited. Registration required.

Cooking by the Book  
Hiawassee Branch  
Thursday, April 4, 6:30 p.m.  
Windermere Branch  
Thursday, April 18, 6:30 p.m.  
Farah Davids is back with recipes straight from your favorite books. Learn to prepare iconic dishes from *A Series of Unfortunate Events* and *Charlotte’s Web*. Be ready to enjoy the fruits of your labor after you reach the final chapter. Ages 18 and up. Registration required.

Staying Sauced  
Orlando Public Library, Cypress Room  
Saturday, April 13, 2 p.m.  
Sauces add instant flavor to any dish. Explore the infinite combinations of tantalizing tastes and textures of different sauces. Presented by Joycelyn Bryant, owner of Joycelyn’s Southern Kitchen. Registration required.

Homemade Jams and Jellies  
South Creek Branch  
Monday, April 29, 6 p.m.  
Virginia Hartley, owner of Ginger’s Jam, Jellies and Such…, will have you cooking up the best jams in town! Get tips on making your own jams and jellies and try tasty samples. To learn more about Ginger’s Jams, Jellies and Such. Space is limited. Registration required.

Escape the Daily Rind  
Orlando Public Library, Cypress Room  
Tuesday, April 30, 6:30 p.m.  
Library staff will keep you sharp while presenting this grate cheesy event. Space is limited. Registration required.

Genealogy  
**Genealogy Research Project: From Start to Finish**  
West Oaks Branch  
Wednesday, April 3, 6:30 p.m.  
Get your genealogy research on track. Learn how to organize information at the beginning of your genealogy research project in order to help you develop and implement an effective research plan.

**Genealogy 101 – Your Family’s History: Where to Begin?**  
West Oaks Branch  
Thursday, April 4, 11 a.m.  
This program will introduce you to genealogical terms, techniques and sources. Get helpful suggestions on how you can begin to research your family’s story.

**NGSQ Case Study: DNA Helps Identify Molly Morelli’s Father**  
West Oaks Branch  
Wednesday, April 10, 6:30 p.m.  
Let’s walk through the steps Jill Morelli, certified genealogist, used in her DNA case study for identifying the unknown father of a woman born in 1920 in Wisconsin.
Organizing Your Family History Research
West Oaks Branch    Thursday, April 11, 11 a.m.
Whether you are just beginning your family history quest or are a seasoned researcher, learn how to organize your genealogy documents and do your research in a systematic manner.

Utilizing the General Register Office (GRO) Records
West Oaks Branch    Wednesday, April 17, 6:30 p.m.
The GRO oversees civil registration in England and Wales maintaining records of all births, marriages and deaths dating back to 1837. Learn how to utilize this resource in your genealogical research.

Exploring FamilySearch.org
West Oaks Branch    Thursday, April 18, 11 a.m.
FamilySearch is a tremendous, free source for family history research. Learn how to navigate this website and to make the most of the information that it contains.

Basic Genealogy
Southeast Branch    Thursday, April 18, 7 p.m.
Begin your genealogy search at the library. Learn how to use HeritageQuest, Ancestry and websites to research your family history.

Genealogy Research Question Workshop
West Oaks Branch    Wednesday, April 24, 6:30 p.m.
Sharpen your genealogy skills and learn about resources by sharing your research questions. Genealogy researchers are invited to submit one research question in advance. Staff will lead a group discussion workshop sharing information on genealogy resources, research and methodology to start finding answers. Registration is required and a submitted research question is recommended.

20 Unique Websites for Your Genealogy Research
West Oaks Branch    Thursday, April 25, 11 a.m.
New websites and features appear on the internet almost daily. Explore these 20 unique websites that are indispensable for both beginning and experienced researchers.

General Events
Craft Club
Alafaya Branch    Wednesday, April 3, 7 p.m.
Arts and crafts aren’t just for kids! Release your inner child and come to adult crafting. This month, we’ll make dreamcatchers.

Pedestrian Safety with Best Foot Forward
Winter Garden Branch    Thursday, April 4, 11 a.m.
Chickasaw Branch    Wednesday, April 24, 2 p.m.
The Metro Orlando area is consistently ranked as the most dangerous place in the country for pedestrians. How did we get here and what are local officials doing to reverse this deadly trend? Hear about how you can put your best foot forward for pedestrian safety.

Introduction to Pilates for Adults
South Trail Branch    Thursdays, April 4 & 25, 2 p.m.
Exercise your way to fitness in this introduction to Pilates class. Learn simple moves that will work your muscles, help alignment and encourage flexibility. Comfortable exercise or loose-fitting clothing required; yoga mats encouraged. Registration required. You are welcome to attend multiple classes.
Creative Coloring for Adults
Winter Garden Branch  
*Thursday, April 4, 6–8 p.m.*
Coloring is a great way to relax and unwind while channeling your inner child. All supplies will be provided, but feel free to bring your favorite colored pencils or markers.

The Pen Meetup
Orlando Public Library, Palm Room  
*Sunday, April 7, 3:30–5 p.m.*
With so much of life dominated by digital devices, fountain pens bring us a little closer to the people we’re writing to. Meet up with other fountain pen enthusiasts as we explore our favorite hobby. We will discuss everything from nib to paper. Let’s slow down and write.

The Ghost Society
Orlando Public Library, Cypress Room  
*Sunday, April 7, 2 p.m.*
The Ghost Society is an open forum hosted by The Beyond Investigators paranormal team. Share your personal experiences, learn what’s new in the field and discuss books and shows in a casual, fun atmosphere.

Snack & Learn: Good Food for Your Gut
Hiawassee Branch  
*Tuesday, April 9, 1:30 p.m.*
Your stomach will not react well to everything you eat. Find out which foods help keep your digestive system running smoothly and which you should avoid with Jamila Way, DNP of Orlando Primary Care. Snacks provided.

I Want to Become a Citizen – Including Mock Interviews
Southeast Branch  
*Tuesday, April 9, 6:30 p.m.*
Orlando Center for Justice will discuss the requirements for citizenship applications and will stage mock interviews in small groups to help you learn what to expect. Registration recommended.

Introduction to Foundation Center Resources
Orlando Public Library, Learning Central  
*Wednesday, April 10, 3–5 p.m.*
Learn about the Foundation Center’s online resources such as GrantSpace.org, Foundation Grants to Individuals, and Foundation Directory Online and how you can use these sources of grant information. Registration required.

Let’s Get Tangled
Winter Garden Branch  
*Saturday, April 13, 2:30 p.m.*
Need to pause and take a break? Well, Zentangle, termed “artistic meditation,” might just be the trick. As you become engrossed in making your patterns, one stroke at a time, you can almost feel your worries and stress melt away.

Orlando Public Library Pokémon League
Orlando Public Library, Technology and Education Center  
*Sunday, April 14, 3 p.m.*
Calling all trainers! Battle for fun or for glory with the Pokémon Trading Card Game and video games. Earn cool prizes, meet other trainers and have fun. Trainers of all ages and skill levels welcome.

Community Yoga
West Oaks Branch  
*Sunday, April 14, 3 p.m.*
Step out of your comfort zone and join us for an experience you won’t forget! All levels and body types are welcome. Bring comfy clothes, water and an open mind. Yoga mats will be provided or bring your own. Children 12 and under must be accompanied by an adult.

Trap-Neuter-Return Boot Camp
Southeast Branch  
*Tuesday, April 16, 5:30 p.m.*
Best Friends Pet Care and Pet Alliance of Greater Orlando will be hosting a Trap-Neuter-Return (TNR) Boot Camp to teach the basics of humanely trapping community cats. Due to the high volume of kittens entering shelters every year, TNR is the most humane and effective way to control the population of free-roaming cats. Cats are humanely trapped, vaccinated, sterilized and returned to the location they were found.
Meditation for Everyone
Southwest Branch  Wednesday, April 17, 7–8:30 p.m.
Enjoy a guided breathing meditation to help reduce your daily stress and anxiety and learn to use meditation to live with more peace, compassion and wisdom. Chairs will be provided. Ages 13 and up. Registration recommended.

Altered Books
West Oaks Branch  Saturday, April 20, 1:30–4:30 p.m.
Scrapbook, journal, cookbook, planner? Bring your creativity and explore all the possibilities of altered books.

Container Gardening
Southwest Branch  Monday, April 22, 7 p.m.
Master Gardener Dena Wild from the UF/IFAS Extension Orange County Office will give you tips on starting your own container garden. Learn the many advantages and how easy it is to grow herbs, flowers and even vegetables right out of containers from your own household.

Stress Buster Art: Found Poem Art
Southwest Branch  Wednesday, April 24, 10:15 a.m.–12:30 p.m.
Unwind at the library with a relaxing art adventure celebrating National Poetry Month. Repurpose old magazines, newspapers and books to create a found poem work of art. No art experience required. All supplies provided. Ages 18 and up. Registration required. Limited seating.

Food 101: Cheese
Orlando Public Library, Albertson Room  Wednesday, April 24, 6:30 p.m.
The Food 101 series introduces you to a new topic every month, examining the historical and social significance of what we eat. Learn about cheese and how it’s consumed around the world. Samples limited. Registration required.

Hiawassee Library Open House
Hiawassee Branch  Thursday, April 25, 11 a.m.–2 p.m.
Learn about Hiawassee Branch’s resources and the community services provided by the Pine Hills Neighborhood Center for Families (PHNCF). This event is presented in partnership with PHNCF.

Celebrate World Tai Chi and Qigong Day
Southwest Branch  Saturday, April 27, 10:15–11:30 a.m.
Celebrate World Tai Chi and Qigong Day with a class led by Sifu Al Aki include breathing exercises, standing meditation and healing exercises. Sifu Al Aki is certified by Tai Chi Healthways and has over 10 years’ experience. No prior experience needed. Wear comfortable clothing and shoes (flat soles, no sandals). Chairs provided if needed. Reservation required. Ages 13 and up.

Downsizing in Five Easy Steps
North Orange Branch  Monday, April 29, 1:30–3 p.m.
Consider downsizing as a gift to your children! Discover the steps that will make downsizing easier to manage and less overwhelming. This event is an extension of the ongoing Smarter Senior Seminar Series presented by Mike Flahaven, Certified Senior Housing Professional. Registration recommended.

An Evening of Coffee, Tea and Stories for Adults
Alafaya Branch  Tuesday, April 30, 6:30 p.m.
Relax, take a break from your daily routine and enjoy stories presented by the library’s talented storytellers. Find your inner storyteller and swap anecdotes with other adults as you enjoy light refreshments. Refreshments available while supplies last.
Jobseekers
Get the Tools You Need to Launch Your Career!
Get the tools you need to pound the pavement and step forward in your career. Whether you are looking for a new job or hoping to advance, the library can help you prepare!

CAREER ACADEMY
Join us for weekly sessions covering information from finding a job, to writing a thank you note, to standing out with employers.

Searching for Jobs
Orlando Public Library       Tuesday, April 2, 1:30 p.m.
Uncover resources and formulate strategies to search and apply for jobs.

Resume Writing
Orlando Public Library       Saturday, April 6, 9:30 a.m. & Tuesday, April 9, 1:30 p.m.
Create and refine your resume to best reflect your qualifications.

Improve Your Interview
Orlando Public Library       Saturday, April 13, 9:30 a.m. & Tuesday, April 23, 1:30 p.m.
Give your interview skills a boost and show why you are the best person for the job!

Cover & Thank You Letters
Orlando Public Library       Tuesday, April 16, 1:30 p.m.
Go the extra mile and compose the perfect cover letter and thank you letter.

Big Interview
Practice and Perfect Your Professional Interview Skills
Learn from one of the top interview coaches in the U.S. with in-depth tutorials and a virtual interview practice. With online courses ranging from an introductory Fast Track, to a more comprehensive Mastery Track, and courses on how to handle negotiating your job offer and strategies for your first 90 days; Big Interview is packed with lessons that will help you land your dream job!

Career Online High School
A second chance! Career Online High School (COHS) is an accredited program that enables students to earn their high school diplomas while gaining real-world career skills. For more

Language Learning
Learn English in a classroom with an ESOL (English for Speakers of Other Languages) instructor or practice independently at one of our Open Language Labs

Open Language Lab Including ESOL
Various Locations
Explore and learn English or another language of your choice via computer-based learning in an Open Language Lab. Choose from ELLIS, Pronunciator, Mango Languages or Rocket Languages.

Practice Makes Perfect
Various Locations
Each week an Adult Literacy League certified instructor helps you build your confidence. This program is presented through a partnership between the Orange County Library System and the Adult Literacy League Inc.

Speaking Clearly & Writing Clearly: Beginner, Intermediate & Advanced
Southeast Branch, South Creek Branch & Windermere Branch
This ESOL series focuses on listening comprehension, pronunciation, spoken, grammar and written English.
Reading Clearly: Beginner & Intermediate
South Creek Branch & Southeast Branch
An English class designed to work on reading skills and strategies to increase reading comprehension. Participants must have a basic understanding of English. Even if participants do not speak English well, they can participate if they understand some English.

English From Zero
Alafaya Branch, Chickasaw Branch, Hiawassee Branch, North Orange Branch, Orlando Public Library, Southeast Branch, Southwest Branch, South Creek, South Trail Branch, Washington Park Branch & Windermere Branch
ESOL workshops, vocabulary and basic grammar for English learners with no English language skills.

English Conversation Hour
Alafaya Branch, Chickasaw Branch, Hiawassee Branch, Southeast Branch, South Creek Branch, Washington Park Branch & Winter Garden Branch
Practice your English speaking skills and chat with us in a casual setting.

Improve Your English Reading Workshop
Hiawassee Branch  
Wednesdays, April 3–17, 6–8 p.m.
Improve your English conversational skills, vocabulary, pronunciation and comprehension by reading a book. This workshop is presented through a partnership between the Orange County Library System and the Adult Literacy League Inc. Walk-ins are welcome.

Language Learning
Do you speak English and have an interest in learning a second or third language? Visit ocls.info/language for classes, book recommendations and online resources.

Melrose Highlights
Melrose Film Festival
Accepting Submissions April 14–June 14
Melrose Film Festival seeks to highlight the work of imaginative filmmakers across the globe. Interested in submitting your short film, animation or music video to win cash prizes? Submissions will be accepted April 14–June 14 at filmfreeway.com/MelroseFilmFestival. The festival will be held in September in the Melrose Center, featuring screenings of selected films, industry panels and Q&A discussions.

Make Your Music Sound Amazing – Guitar
Orlando Public Library, Melrose Center  
Thursday, April 4, 6 p.m.
Join us in the Melrose Audio Studio for the latest edition of our new workshop series. This month’s focus will be on pro tips for recording guitar.

Melrose Meetups: Photo – Portfolio Review
Orlando Public Library, Melrose Center  
Tuesday, April 9, 6 p.m.
Bring in a portfolio and get matched with a pro photographer for feedback on your work. These 10-minute review sessions will be first come, first served.

Melrose Meetups: 3D Animation – The Twelve Principles [image attached to use for both 3D Animation meetups]
Orlando Public Library, Melrose Center  
Saturday, April 13, 4 p.m.
Discover how the 12 principles of traditional animation can greatly improve the quality of your own 3D animations.
Melrose Meetups: 3D Animation – Retargeting Motion Capture Data
Orlando Public Library, Melrose Center  Saturday, April 27, 4 p.m.
Learn to animate a 3D character using motion capture data. We will explore Autodesk Maya’s tools and attributes to accurately reattach the animations from a motion capture data file to a 3D character.

Melrose in the Mix: John John Brown
Orlando Public Library, Melrose Center  Thursday, April 6, 3:30 p.m.
Elmore Magazine calls John John Brown “one of the more promising young names in folk music today.” He visits the Melrose Audio Studio for the April Melrose in the Mix live recording session. Seating is limited.

Modern Parenting
Autism Spectrum Disorders: From Diagnosis to Action
Alafaya Branch Library  Saturday, April 6, 11 a.m.
Orlando Public Library  Saturday, April 6, 11 a.m.
Eatonville Branch  Saturday, April 6, 1 p.m.
North Orange Branch  Saturday, April 27, 11 a.m.
South Trail Branch  Saturday, April 27, 11 a.m.
Today, 1 in 59 children are diagnosed with Autism Spectrum Disorder (ASD). Early identification and treatment are essential for best development. Learn the red flags for diagnosis, first steps to take when ASD is suspected or diagnosed and local resources to help maximize a child’s abilities.

Parent Book Club: Parent Hacks 134 GENIUS Shortcuts for Life with Kids
Orlando Public Library  Friday, April 12, 10 a.m.
Orlando Public Library  Monday, April 29, 11 a.m.
Connect with other parents and caregivers through shared experiences sparked by a good book. Children are welcome. Simple activities will be provided.

Songs to Grow On
Winter Garden Branch  Saturday, April 13, 10:30 a.m.
Adam Miller presents delightful, time-honored, age-appropriate, fun, simple and silly sing-along folk songs containing easy choruses and coordinated hand movements for young audiences. Miller has performed live for over 1.5 million children from the Everglades to the Arctic Circle.

Music and Movement
Herndon Branch  Mondays, April 22–May 20, 11 a.m.
Children can sing, chant, move, dance, listen and play simple instruments in these action-filled classes. Each lesson features movement activities for coordination, body awareness and control, and exploration of space and emotions. Presented by Central Florida Community Arts, a continuum of arts education and experiences for a lifetime. To learn more, visit cfcarts.com. Recommended for ages 2–4. Space is limited. Registration required.

Family Zumba
Chickasaw Branch  Wednesday, April 24, Noon
Get your family moving with this energizing workout class! Learn basic Zumba moves to help you dance your way to fitness. Zumba uses dance aerobics to create a fun workout. Comfortable exercise clothing and cross training or aerobic style shoes recommended. Recommended for children ages 4–13 and adults.

Money Smart
Money Talks for Women
Orlando Public Library, Melrose Center  Mondays, March 18–May 6, 6:30 p.m.
In this nine-week series, learn about library services such as Morningstar Investment Research Center and goal-oriented tools for saving, investing and more. Discuss what works for achieving financial confidence for women and share money management best practices across the financial spectrum. Join us at 6 p.m. to chat before the program.
AARP Income Tax Assistance
Herndon Branch  Mondays & Thursdays, April 1–15, 10 a.m.
Southeast Branch  Mondays & Thursdays, April 1–15, 10 a.m.
South Creek Branch  Wednesdays & Thursdays, April 3–11, 10 a.m.
West Oaks Branch  Fridays, April 5–12, 10 a.m.
AARP Volunteers will provide free income tax assistance. Attendees will need to have a valid ID, Social Security Card, any tax forms and Annual Benefits Statements (if necessary). Attendees will be seen on a first come, first served basis.

Social Security 101 – Everything You Need to Know
Southeast Branch  Wednesday, April 3, 4 p.m.
North Orange Branch  Thursday, April 11, 1 p.m.
Chickasaw Branch  Friday, April 19, 1 p.m.
West Oaks Branch  Monday, April 22, 1 p.m.
For more than 80 years, Social Security has helped secure today and tomorrow by providing benefits and financial protection for millions of people. Social Security touches the lives of every American, both directly and indirectly. Discover your benefits by attending this free workshop.

Savvy Savers
West Oaks Branch  Saturday, April 13, 2–4 p.m.
Become a savvy saver by sharing coupons and savings tips at this monthly meeting.

First-Time Home Buyer Workshop
South Trail Branch  Saturday, April 13, 10:15 a.m.–4:45 p.m.
Eatonville Branch  Saturday, April 20, 10:15 a.m.–4:45 p.m.
Receive a certificate that meets requirements for both the Orange County and State of Florida Down Payment Assistance Programs. Presented by Operation HOPE Inc, a nonprofit HUD Certified Housing Counseling Agency. Registration required.

Music in the Library
Student Recital
Orlando Public Library, Library Central  Sunday, April 7, 2 p.m.
Young musicians will perform classical pieces. This group is under the direction of local voice instructor and musician Aleksandra Vargas.

Nicholas Roberts
Orlando Public Library, Library Central  Saturday, April 13, 11 a.m.
Nicholas Roberts is an indie-pop musician based in Orlando. After leaving a corporate job, Roberts has been releasing a new song every month since June 2017 and has garnered over 750,000 plays on Spotify and Apple Music. His latest single, Before It Began, was distributed via Warner Music. His songs have been featured on MTV, CNN and FOX Sports.

Next Chapter
Movement & Stretching
Southwest Branch  Fridays, April 5–May 3, 1 p.m.
Move to the music and have a good time in this class designed to get anyone moving through a combination of yoga and dance. Presented by Central Florida Community Arts, a continuum of arts education and experiences for a lifetime.

Storytime for Grownups!
West Oaks Branch  Tuesdays, April 9 & 23, 2 p.m.
Why should kids have all the fun? Visit the library and enjoy a story or activity as our talented library storytellers entertain ages 18 and up! Be sure to check out your local branch for unique event details.
Senior Living Affordability Options  
Southwest Branch  Wednesday, April 10, 10:30 a.m.–12:30 p.m.  
Eatonville Branch  Wednesday, April 24, 10:30 a.m.–12:30 p.m.  
Deciding which senior living option is suitable for your situation can be complicated. Senior experts will provide information on different senior living options. This event is part of the ongoing Smarter Senior Seminar Series presented by Mike Flahaven, Certified Senior Housing Professional. Registration recommended.

Complementary, Alternative and Energy Medicine – An Integrative Approach to Healing  
Orlando Public Library, Albertson Room  Thursday, April 18, 12:10 p.m.  
Complementary and alternative medicine includes a variety of healing approaches and therapies taken from ancient healing practices observed around the world. Western medicine has traditionally not incorporated these complementary approaches, but that is changing. This seminar is part of the LIFE Information for Elders series presented by the Orange County Library System and Orange County’s Commission on Aging. A small lunch is provided to the first 70 people to RSVP.

Preservation Month  
Historical Preservation & Collector’s Fair  
Orlando Public Library, Library Central  Sunday, April 14, 2–4 p.m.  
Local collectors and vendors will have their historical treasures on display in anticipation of Preservation Week. Connect with history experts and discover ways to collect and preserve your own memories, collections and memorabilia for generations to come. Exhibitors include Central FL Coin Club, Central FL Railroad Museum, Daughters of the American Revolution, EPOCH, Orange County Regional History Center, Orlando Memory, Sharon’s Teapots, Weavers of Orlando, Sons of Confederate Veterans, Orlando Adventurer’s Guild, and more!

National Coin Week Celebration  
Herndon Branch  Saturday, April 20, 11 a.m.  
Learn about collectible coins and what is involved with the hobby. Discuss The Great Coin Hunt, coin values and important tips. This program is intended for collectors of all ages, from beginner to advanced.

Memory Jars  
Orlando Public Library, Albertson Room  Tuesday, April 23, 10:30 a.m.  
Capture those special moments and bottle up your favorite memories in a jar. Library staff will provide materials to create your own memory jar. Space is limited. Registration required.

Southwest Author Series  
14th Annual Southwest Author Series  
Featuring Melanie Benjamin  
Southwest Branch  Friday, April 12, 6:30 p.m.  
Celebrate National Library Month with the Southwest Author Series, presented in partnership with The Rotary Club of Dr. Phillips. Melanie Benjamin, author of The Girls in the Picture and The Aviator’s Wife, will speak and sign copies of her books. A book sale will follow the presentation. The event is free and light refreshments will be served. Doors open at 6 p.m.

TEC  
Refresh This Spring  
Update your spring wardrobe and home essentials. Stroll through spring events with soft floral skirts, graceful shawls and home decor.

Sewing: Fitted Skirt – Intermediate Level  
Orlando Public Library  Monday–Thursday, April 8–11, 10 a.m.  
Create a simple fitted skirt from start to finish using patterns, overlock and sewing machines in this four-day series. We will teach you sewing techniques for finished seams using pro-finish sergers.
Let’s Crochet Scrapghans: Earth Day Inspired
Winter Garden Branch Thursday, April 11, 6–8 p.m.
Have lots of yarn scraps after your adventures in crocheting? Learn a few patterns to help use up those scraps and create unique blankets called scrapghans.

Let’s Crochet Upcycled Bags – Beginner Level
Orlando Public Library Fridays, April 19 & 26, 10 a.m.
Transform your plastic bags into a reusable tote in this two-day series. Learn how to turn your bags into plastic yarn (PLARN) and then crochet them into a strong, stylish tote.

Let’s Knit: Turn Your Plastic Bags into Yarn – Beginner Level
Orlando Public Library Tuesday, April 23, 10 a.m.
Transform your plastic bags into lightweight, strong and weather resistant yarn. Discover how to turn your bags into plastic yarn (PLARN), connect individual strands into a ball and pattern ideas for your new creation.

Let’s Crochet Shawls
Orlando Public Library Saturdays, March 30–August 31, 3 p.m.
Crochet a beautiful triangular shawl in this six-day series. Master new stitches and techniques, while creating a graceful accessory. Classes meet on the last Saturday of each month.

Sewing: Quilted Table Runner
Orlando Public Library Tuesday–Thursday, April 23–25, 2 p.m.
Create a unique and colorful table runner using simple quilting techniques with fabric strips in this three-day series. Add your own touch to home décor or make that special someone a one of a kind gift.

Craft Bunnies
Craft bunnies for your buddies. Crochet and knit cute softies for yourself, family and friends. Everyone from beginners to intermediate crafters can create adorable creations.

Let’s Crochet Bunnies – Beginner Level
West Oaks Branch Monday, April 1 & 8, 6 p.m.
Orlando Public Library Mondays, April 8 & 15, 5:30 p.m.

Let’s Crochet Bunnies – Intermediate Level
Orlando Public Library Fridays, April 5 & 12, 10 a.m.

Let’s Knit Bunnies – Beginner Level
West Oaks Branch Monday, April 15 & 22, 6 p.m.
Orlando Public Library Saturdays, April 20 & 27, 10 a.m.

Let’s Knit Bunnies – Intermediate Level
Orlando Public Library Tuesdays, April 2–16, 10 a.m.

TEC
Spring Into Photoshop
Take your photos to the next level with Adobe Photoshop’s professional grade tools and effects. From fundamentals to advanced skills we’ve got a class for you.

Adobe Photoshop Levels 1–4
West Oaks Branch Level 1 & 2 – April 2, Noon & 1:45 p.m. & Level 3 & 4 – April 3, Noon & 1:45 p.m.
Hiawassee Branch Level 1 & 2 – April 2, 5:30 p.m. & 7 p.m. & Level 3 & 4 – April 9, 5:30 p.m. & 7 p.m.
Edgewater Branch Level 1 & 2 – April 2, 6:30 p.m. & 7:45 p.m.
North Orange Branch Level 1 & 2 – April 4, 6 p.m. & 7:30 p.m. & Level 3 & 4 – April 11, 6 p.m. & 7:30 p.m.
Alafaya Branch  
*Level 1 & 2 – April 5, 1 p.m. & 3 p.m. & Level 3 & 4 – April 6, 1 p.m. & 3 p.m.*

Winter Garden Branch  
*Level 1 & 2 – April 8, 5:30 p.m. & 7:15 p.m. & Level 3 & 4 – April 15, 5:30 p.m. & 7:15 p.m.*

Chickasaw Branch  
*Level 1 & 2 – April 11, 5 p.m. & 6:45 p.m. & Level 3 & 4 – April 18, 5 p.m. & 6:45 p.m.*

Retouch your photos and create original artwork. Become familiar with selection and editing tools, manipulating images and applying effects.

Black and White Effects

Edgewater Branch  
*Tuesday, April 9, 7:45 p.m.*

West Oaks Branch  
*Wednesday, April 10, 11 a.m.*

Orlando Public Library  
*Friday, April 12, 11:15 a.m.*

Alafaya Branch  
*Thursday, April 18, 2 p.m.*

Hiawassee Branch  
*Saturday, April 20, 2 p.m.*

Winter Garden Branch  
*Saturday, April 27, 2:30 p.m.*

Make photos pop with black and white effects. Learn multiple ways to convert photos to black and white, apply adjustment layers and create enhancing effects.

Color Correction

West Oaks Branch  
*Wednesday, April 4, 11 a.m.*

Orlando Public Library  
*Friday, April 12, 2:45 p.m.*

Edgewater Branch  
*Monday, April 15, 6:30 p.m.*

Hiawassee Branch  
*Saturday, April 20, 3:15 p.m.*

Winter Garden Branch  
*Monday, April 22, 6:45 p.m.*

Alafaya Branch  
*Thursday, April 25, 7:30 p.m.*

Take an average photo and make it pop. Learn basic color correction techniques and make global and location adjustments to images in Adobe Camera Raw.

HDR Photography

Orlando Public Library, Melrose Center  
*Friday, April 12, 11 a.m. & Monday, April 22, 6 p.m.*

Create spectacular and vibrant images through high dynamic range (HDR) photography. Learn the basic camera settings necessary and merge photos into an HDR image using adjustment layers.

Layer Blending Modes

West Oaks Branch  
*Wednesday, April 4, 12:30 p.m.*

Alafaya Branch  
*Wednesday, April 10, 2 p.m.*

Orlando Public Library  
*Friday, April 12, 10 a.m.*

Edgewater Branch  
*Tuesday, April 16, 6:30 p.m.*

Winter Garden Branch  
*Monday, April 22, 7 p.m.*

Chickasaw Branch  
*Thursday, April 25, 5:30 p.m.*

South Creek Branch  
*Saturday, April 27, 11:45 a.m.*

Apply blending modes to image layers to quickly fix problems with exposure, shadows and highlights. Learn to use blending modes to generate artistic and creative effects on photos.

NEW! Smoke and Fire Text Effects

West Oaks Branch  
*Wednesday, April 10, 12:30 p.m.*

Orlando Public Library  
*Friday, April 12, 1:30 p.m.*

Edgewater Branch  
*Tuesday, April 16, 7:45 p.m.*

Chickasaw Branch  
*Thursday, April 25, 6:45 p.m.*

Alafaya Branch  
*Monday, April 29, 2:30 p.m.*

Winter Garden Branch  
*Saturday, April 27, 1:15 p.m.*

South Creek Branch  
*Saturday, April 27, 10:15 a.m.*

Make simple text appear sensational! Learn to use filters, adjustment layers and brush tools to create text that appears to be on fire or a cloud of smoke.
Upcoming
Kindergarten Bootcamp
Orlando Public Library    Saturday, May 4, 11 a.m.–1 p.m.
Is your child entering kindergarten in Fall 2019? If so, join us for a Kindergarten Bootcamp where you and your child will participate in fun activities that will help them with the social and academic skills needed for school success! Receive free tools and resources to use at home with your child to give them the best possible start on their new journey.

Orlando Book Festival
Orlando Public Library    Saturday, May 18, 10 a.m.
The Orlando Book Festival is a day-long celebration of books at the Orlando Public Library. Join us for panels, writing workshops, book signings, and more from bestselling authors from all over the country.

Library After Hours Featuring Brittany Hennessy
Orlando Public Library, Library Central    Friday, May 10, 7–9 p.m.
Social media content creators call Brittany Hennessy's Influencer an absolute "must-read." As the former Senior Director of Influencer Strategy & Talent Partnerships at Hearst Magazines Digital Media, Hennessy provides invaluable insights on how to build a standout personal brand on social media. Hear from the author and participate in a Q&A session. Book sale and signing to follow. This event is supported by the Friends of the Orange County Library System.

TICKET PRICES:
Early Bird Pricing (through April 19)
$35 – General Ticket
$50 – VIP Ticket
Late Bird Pricing (through May 10)
$50 – General Ticket

Writers Corner
Meet the Author
Local Author Festival
Orlando Public Library, Library Central    Sunday, April 28, 2–4 p.m.
Meet and greet local authors at our Local Author Festival. Authors from a variety of genres will share their experiences and books. Each author will have books available for purchase and signing.

Writers Workshops
Choosing a Publishing Path
Edgewater Branch    Wednesday, April 10, 7 p.m.
Hybrid author Sarah Nicolas, aka Aria Kane, will present the different publishing paths available and openly discuss the advantages and disadvantages of each.

OCLS Writers Group
Orlando Public Library, Magnolia Room    Sunday, April 14, 4 p.m.
Join your fellow writers for critique, discussion and camaraderie. Writers of all genres and experience are welcome. Please attend one meeting before submitting a piece for critique.

Creating & Maintaining a Blog
Alafaya Branch    Thursday, April 18, 7 p.m.
Author and editor Arielle Haughee will show you how to set up a blog, find a theme, create engaging content, keep readers coming back and stay on a schedule.
The Business of Book Writing  
Orlando Public Library, Cypress Room  
Tuesday, April 23, 6:30 p.m.
Author Kerry Evelyn will discuss what she’s learned from her experiences with indie publishing and help you plan out and establish a timeline for setting up your business and getting your book published.

Youth Events – Children’s Lower and Upper Elementary

Southwest Homeschool Club
Southwest Branch  
Monday, April 1, 1 p.m.
Support your homeschool curriculum in the areas of math, science, history, art and literature-based learning. Recommended for upper elementary.

Secret Life of Trees
Edgewater Branch  
Monday, April 1, 4 p.m.
Washington Park Branch  
Monday, April 15, 4:30 p.m.
West Oaks Branch  
Tuesday, April 16, 5 p.m.
South Trail Branch  
Thursday, April 18, 4:30 p.m.
Trees are the oldest living things in the world and they are all around us. Discover their vital role in our environment with an Earth Day celebration of trees.

Walk Like an Egyptian
Washington Park Branch  
Monday, April 1, 4:30 p.m.
Winter Garden Branch  
Wednesday, April 3, 3:30 p.m.
Windermere Branch  
Saturday, April 6, 11 a.m.
Alafaya Branch  
Saturday, April 6, 11:30 a.m.
Southeast Branch  
Saturday, April 6, 3 p.m.
South Trail Branch  
Tuesday, April 9, 4:30 p.m.
Hiawassee Branch  
Tuesday, April 9, 6:30 p.m.
Eatonville Branch  
Thursday, April 11, 3:30 p.m.
Orlando Public Library  
Friday, April 12, 3 p.m.
Edgewater Branch  
Wednesday, April 17, 4 p.m.
West Oaks Branch  
Saturday, April 20, 11 a.m.
South Creek Branch  
Saturday, April 20, 2:30 p.m.
Journey to Ancient Egypt for history-filled games and crafts! Learn about pyramids, mummies and more.

Maker Monday
Alafaya Branch  
Mondays, April 1–29, 4:30 p.m.
Discover the maker in you as we complete challenges, STEM projects and experiments. Registration required. Recommended for upper elementary, tweens and teens.

Green Thumbs, Dirty Feet
North Orange Branch  
Monday, April 1, 5 p.m.
Edgewater Branch  
Monday, April 15, 4 p.m.
Herndon Branch  
Wednesday, April 17, 3:30 p.m.
Eatonville Branch  
Monday, April 22, 3:30 p.m.
West Oaks Branch  
Tuesday, April 23, 5 p.m.
Earth Day is April 22 and we are celebrating! Plant a seed and learn how you can get your feet dirty while showing your appreciation for our planet Earth.

Game Day
Edgewater Branch  
Tuesdays, April 2 & 16, 4 p.m.
Play everything from Xbox and chess to Pokémon and more at our Cool to Do After School series!
International Children’s Book Day
North Orange Branch  
Tuesday, April 2, 5 p.m.
Celebrate International Children’s Book Day by creating your own doodles and writing the stories that go with them.

Book Bingo
West Oaks Branch  
Tuesday, April 2, 5 p.m.
BINGO! Celebrate International Children’s Book Day by playing bingo; you could even win a book to take home!

Cloudy with a Chance of Meatballs
Hiawassee Branch  
Tuesday, April 2, 6:30 p.m.
A tasty program based on the popular book Cloudy With A Chance of Meatballs by Judi Barrett with food-themed stories, activities and crafts.

ArtStyle
Southwest Branch  
Wednesday, April 3, 3 p.m.
Create art in the style of famous artists! A different artist will be featured each month.

Cuisine Corner Junior: Pop’T Canvas
Edgewater Branch  
Wednesday, April 3, 4 p.m.
Celebrate all that is special about Pop-Tarts. Add your own twist as you use your imagination to make a blank canvas pop! Food will be served at this event; please see staff about specific needs concerning food allergies.

Animal Underdogs
Washington Park Branch  
Wednesday, April 3, 4:30 p.m.
Eatonville Branch  
Tuesday, April 16, 3:30 p.m.
Winter Garden Branch  
Wednesday, April 17, 3:30 p.m.
Southwest Branch  
Wednesday, April 24, 3 p.m.
Chickasaw Branch  
Friday, April 26, 3 p.m.
South Trail Branch  
Tuesday, April 30, 4:30 p.m.
Cheetahs are fast and elephants are big but what about those other pipsqueaks, slowpokes and stinkers? Celebrate animal underdogs with stories and activities. Recommended for lower elementary.

Poetry is ART!
Chickasaw Branch  
Wednesday, April 3, 6 p.m.
Let’s mix it up with poetry and art! Get inspired and artistic with fun games and activities.

Afternoon Art
Edgewater Branch  
Thursdays, April 4–18, 4 p.m.
Join us for an art adventure! Learn about a different artist and artistic style each month, then create your own masterpiece.

Kingdom of Board-om
Alafaya Branch  
Thursday, April 4, 6:30 p.m.
Come one, come all and join the Kingdom of Board-om as we explore both classic board games and the cutting edge of current gaming! All ages.

The CREATE Space
Orlando Public Library  
Fridays, April 5 & 19, 3 p.m.
What will you create today? Explore, experiment or be entertained. Recommended for upper elementary to teen.
Color Chemistry  
Hiawassee Branch  Saturday, April 6, 11 a.m.  
Why is an apple red? Experiment with the science of color and explore the basic concepts of light and color.

Construction Toys for Kids  
Herndon Branch  Saturday, April 6, 2 p.m.  
Learn the basics of building and learning with Snap Circuits, K’NEX and Magformers.

Cuisine Corner Junior: Mac & Cheese  
South Trail Branch  Saturday, April 6, 2 p.m.  
Eatonville Branch  Tuesday, April 23, 3:30 p.m.  
South Creek Branch  Saturday, April 27, 2:30 p.m.  
West Oaks Branch  Tuesday, April 30, 5 p.m.  
Hiawassee Branch  Tuesday, April 30, 6:30 p.m.  
Macaroni Cheese, everybody freeze! Learn how to make a classic mac and cheese recipe and add your own flavor for a delicious treat. Food will be served at this event, please see staff about specific needs concerning food allergies.

Doodle Bugs  
South Creek Branch  Saturday, April 6, 2:30 p.m.  
A monthly series for kids to unleash their creative side and design art based on fun and unique themes.

It Came From an Egg  
Winter Garden Branch  Saturday, April 6, 2:30 p.m.  
Eggs come in all shapes, sizes and colors. From the tiniest to the brightly spotted, find out what lives and grows inside that egg.

Southwest Homeschool Club, Jr.  
Southwest Branch  Monday, April 8, 1 p.m.  
Discover hands-on learning to support your homeschool curriculum in the areas of science, math, history, art and literature. Seating is limited. Registration required. Recommended for lower elementary.

Riddles, Puzzles and Poetry  
Eatonville Branch  Monday, April 8, 3:30 p.m.  
Edgewater Branch  Tuesday, April 9, 4 p.m.  
West Oaks Branch  Tuesday, April 9, 5 p.m.  
Washington Park Branch  Wednesday, April 17, 4:30 p.m.  
Windermere Branch  Friday, April 19, 3:30 p.m.  
Your brain is a muscle; it needs to work out! Exercise your mind with tongue twisters, optical illusions and word games.

Science and Robotics  
Edgewater Branch  Monday, April 8, 4 p.m.  
In our Cool to Do After School series, we’ll explore science-related topics to include science fair experiments, math concepts, engineering, plant, biology and food science.

LEGO Block Party  
Winter Garden Branch  Tuesday, April 9, 6:30 p.m.  
Winter Garden Branch  Saturday, April 27, 2:30 p.m.  
Is there anything you can’t build with LEGO? Let’s find out! We provide the LEGO; you provide the creativity. LEGO bricks will be provided but cannot go home with you.
Drop In Chess & Games
Orlando Public Library  Wednesday, April 10 & 24, 2 p.m.
Edgewater Branch  Saturdays, April 13 & 20, 2 p.m.
Drop in for chess or other games at the library – rule sheets are provided! All ages.

Exploring Math with Orlando Math Circle
Edgewater Branch  Wednesday, April 10, 3 p.m.
Through problem solving with patterns, numbers and shapes your child can learn to be a better thinker and problem solver.

Fiber Arts Experience
Southwest Branch  Wednesday, April 10, 3 p.m.
Become part of the fiber arts trend! From visual art to wearable art, a different experience awaits you each month.

Handy Crafts
Edgewater Branch  Wednesday, April 10, 4 p.m.
Explore topics from emerging trends in fiber arts at our Cool to Do After School series!

LEGO One Scoop
Alafaya Branch  Wednesday, April 10, 4:30 p.m.
Create greatness with one single scoop! The challenge is on so let’s see what you can build! Bricks for play will be provided but cannot go home with you.

Mayor Buddy’s Book Club Discussion Group
Orlando Public Library  Thursday, April 11, 3:15 p.m.
Join the Mayor Buddy’s Book Club discussion group to talk, meet other book club members, share experiences and have fun. Recommended for upper elementary and tweens.

A Cheese-tastic Happening
Hiawassee Branch  Friday, April 12, 3 p.m.
Use your creation skills with cheese, bread and other fixins to make a cheese-tastic treat!

Super Science
Alafaya Branch  Saturday, April 13, 2 p.m.
Each month we will conduct awesome new experiments and learn all about chemistry, physics, earth science and more. Registration required. Recommended for upper elementary and tweens.

Shakespeare for Kids
Orlando Public Library  Saturday, April 13, 2:30 p.m.
Have some fun and learn a lot as we introduce the “cool” side of Shakespeare. Recommended for upper elementary.

Poetry Playground
North Orange Branch  Monday, April 15, 11 a.m.
Save the date and don’t forget the time. Join us for some fun and rhyme. The library becomes a Poetry Playground with crafts, movement and sound. Recommended for upper elementary and tweens.

Macram-April
Eatonville Branch  Monday, April 15, 3:30 p.m.
Orlando Public Library  Saturday, April 20, 4 p.m.
Washington Park Branch  Wednesday, April 24, 4:30 p.m.
Why wait until May when you can macramé now? Learn some macramé basics and complete a small project to keep. Recommended for upper elementary and tweens.
Tinker Time
Southwest Branch    Wednesday, April 17, 3 p.m.
Explore the world of tinkering and learn new things you never knew you never knew! Registration required.

Cuisine Corner Junior: Fluffy Bunny Cakes
Orlando Public Library   Thursday, April 18, 3 p.m.
As we hop into spring, what better way to welcome in the sunshine than with a bunnyrific cupcake? We’ll show you how to turn a plain ol’ cupcake into an animal work of art that you can eat too! Food will be served at this event; please see staff about specific needs concerning food allergies.

Cookies & Milk with a Cop
North Orange Branch    Saturday, April 20, 11 a.m.
Bring your kids to meet our local police officers for cookies and milk! This will be a great time to interact with officers in a fun and informative environment. Sponsored in part by the Apopka Police Department and Oerther McDonald’s.

Cuisine Corner Junior: Picnic Time
Alafaya Branch    Saturday, April 20, 12:30 p.m.
Spring is here! Make some tasty food that’s perfect for a picnic. Food will be served at this event; please see staff about specific needs concerning food allergies.

Yarn Doodles
Hiawassee Branch    Saturday, April 20, 2 p.m.
Design a unique work of art using yarn as your medium. Recommended for upper elementary.

Creative Writing for Kids: Picture Poetry
Herndon Branch    Tuesday, April 23, 3:30 p.m.
Learn to create beautiful poetry to form pictures, inspired by the book Love That Dog by Sharron Creech.

Mayor Buddy’s Book Club Celebration
Orlando Public Library    Wednesday, April 24, 4 p.m.
Join Mayor Buddy’s Book Club to celebrate the completion of our latest book. Win prizes and be there for the announcement of our next book club title. Recommended for upper elementary and tweens.

A BIG Look at Why
Chickasaw Branch    Wednesday, April 24, 6 p.m.
Big kids with big questions get big answers! These interactive activities will explore why things are the way they are.

Animanga Hero Club
Alafaya Branch    Thursday, April 25, 6 p.m.
Be a hero with games, trivia, crafts, prizes and of course discussion of your favorite anime and manga. Recommended for upper elementary, tweens and teens.

Help! I’m Endangered!
Orlando Public Library    Friday, April 26, 3 p.m.
What do giant pandas, gorillas and Brazilian three-toed sloths have in common? They are all endangered, and many more species are dwindling each day. Find out how as we celebrate Earth Day and all living things on our planet.
Poetry Grows
Winter Garden Branch  Saturday, April 27, 10:30 a.m.
Kids go green and watch as poetry grows in our library garden of fun, rhymes and crafts.

Ninja Training: Spring Fitness
Alafaya Branch  Saturday, April 27, 11:30 a.m.
Honor must be earned! Prepare to be tested by the Shogun and as a reward, you will learn some basic martial arts techniques and receive a headband.

STEM Club
Herndon Branch  Monday, April 29, 6 p.m.
Have fun with science experiments and building technology with K’NEX, Snap Circuits, littleBits and so much more!

Homeschool Field Trip
Alafaya Branch  Tuesday, April 30, 2 p.m.
Inviting all homeschoolers to join us for a learning adventure! Registration required. Recommended for upper elementary, tweens and teens.

Angel Paws to Read
Sign up to practice your reading skills by reading aloud to a lovable, furry listener. Be An Angel Therapy Dogs Ministry presents this reading program for children featuring certified therapy dogs. Meet these pups at multiple locations. Visit ocls.info/paws for dates, times and locations.

Youth Events – Early Learning
BABY
Mother Goose on the Loose
Southwest Branch  Mondays, April 1–29, 5 p.m.
Using rhymes, songs, puppets, musical instruments and more, we will interact together to help develop important pre-literacy skills in our littlest ones!

Mama Gansa
Southwest Branch  Mondays, April 1–29, 5:15 p.m.
A Spanish immersion Mother Goose on the Loose with interactive songs, rhymes and activities to grow your baby’s early literacy and Spanish skills!

Sing-A-Long with Friends
Winter Garden Branch  Tuesdays, April 2–30, 10:15 a.m.
A brief sing-a-long to familiar songs for you and your baby or toddler.

Guitar Sing-A-Long
Alafaya Branch  Wednesday, April 10, 10:30 a.m.
Sing-a-long to familiar songs with a live guitar for you and your baby or toddler.

Baby Bookworms
Southwest Branch  Friday, April 5, 10:30 a.m.
Read! Learn! Play! Introduce your baby to important literacy practices that encourage learning and developmental growth.

Baby’s First Art
Southwest Branch  Wednesday, April 24, 10:30 a.m.
First experiences are so incredible to witness! Bring your little one to play, explore and create art pieces that both of you will enjoy. This is a “Mommy or Daddy and me” event. Space is limited. Registration required.
TODDLER

Hoppity-Hop-Hop!
Alafaya Branch       Monday, April 1, 10:30 a.m.
South Trail Branch   Wednesday, April 17, 10:15 a.m.
Chickasaw Branch     Wednesday, April 17, 11 a.m.
Winter Garden Branch Thursday, April 18, 10:30 a.m.
North Orange Branch  Thursday, April 18, 11 a.m.

It’s funny bunny time! Hop along with a story and sensory activities full of fun for every bunny. Recommended for toddlers and preschoolers.

Artsy Toddler
Southwest Branch     Monday, April 1, 10:30 a.m.
Alafaya Branch       Monday, April 8, 10:30 a.m.

Paint, paste, glue, stamp and create! Children will enjoy stories, songs and exploring age-appropriate art experiences. Registration recommended.

Pajama Party
Alafaya Branch       Monday, April 1, 6 p.m.

Put on your PJs and join us for a nighttime story time! Enjoy stories and songs for the whole family!

Bubble Playtime
Winter Garden Branch  Tuesdays, April 2 & 30, 10:30 a.m.
Alafaya Branch       Wednesday, April 3, 10:15 a.m. & 10:45 a.m.
Edgewater Branch     Thursdays, April 4–18, 10:30 a.m.
Southwest Branch     Monday, April 15, 10:30 a.m.
Hiwassee Branch      Friday, April 19, 11 a.m.

Help your child with their motor-development skills in this interactive bubble class. Seating is limited. Registration recommended. Recommended for toddlers and preschoolers.

Fish-tastic Fun
North Orange Branch  Tuesday, April 2, 11 a.m.
Orlando Public Library Wednesday, April 3, 10 a.m.
Southwest Branch     Friday, April 12, 10:30 a.m.
Orlando Public Library Friday, April 19, 10 a.m.
Chickasaw Branch     Thursday, April 25, 11 a.m.

We will explore the sea with fish-tastic stories, crafts and activities full of under the sea fun! Recommended for toddlers and preschoolers.

A Perfect Picnic
Eatonville Branch    Wednesday, April 3, 10:30 a.m.
North Orange Branch  Thursday, April 4, 11 a.m.
Hiwassee Branch      Friday, April 12, 11 a.m.
Herndon Branch       Thursday, April 25, 10:30 a.m.
Chickasaw Branch     Monday, April 29, 11 a.m.

The ants go marching one by one, hurrah! March on in to figure out what makes a picnic perfect. Recommended for toddlers and preschoolers.

Flutter By
South Creek Branch   Wednesday, April 3, 10:30 a.m.
Herndon Branch       Thursday, April 4, 10:30 a.m.
Eatonville Branch    Wednesday, April 10, 10:30 a.m.
Chickasaw Branch     Monday, April 15, 11 a.m.
North Orange Branch  Tuesday, April 16, 11 a.m.
From crawling caterpillar legs to colorful wings, flutter by to explore the lives of beautiful butterflies. Recommended for toddlers and preschoolers.

**Literacy & Locomotion**
Southwest Branch  **Wednesday, April 3, 10:30 a.m.**
Help your child learn by playing as we weave early literacy practices into fun interactive stories, songs, rhythm and dance. Recommended for toddlers and preschoolers.

**Party in Your PJs**
Edgewater Branch  **Wednesdays, April 3 & 17, 6:30 p.m.**
Come over for an exciting pajama party just for you! Don’t forget to wear your PJs.
Get ready for fun with stories, games and crafts. Recommended for toddlers and preschoolers.

**Peek-a-Boo Bunny**
Chickasaw Branch  **Thursday, April 4, 11 a.m.**
Hop your way through an adventure filled with everything bunny sees! Bring a friend to sing and play through interactive stories, activities and more! Recommended for toddlers and preschoolers.

**Storytime Crafts**
South Creek Branch  **Mondays, April 1 & 8, 10:30 a.m.**
Chickasaw Branch  **Tuesdays, April 2–30, 10:35 a.m.**
North Orange Branch  **Wednesdays, April 3–24, 10:30 a.m.**
Southwest Branch  **Thursdays, April 4–25, 10:30 a.m.**
Winter Garden Branch  **Fridays, April 5–26, 10:30 a.m.**
Drop-in before and after storytime to create a make-and-take craft. Recommended for toddlers and preschoolers.

**Toddler G.A.M.E.S.**
South Creek Branch  **Fridays, April 5 & 19, 2 p.m.**
Growing, Active, Musical, Educational, Silly – join us for a super fun interactive event for your little ones.

**Toddler Playground**
Southwest Branch  **Monday, April 8, 10:30 a.m.**
Toddlers use unstructured play to advance their physical and cognitive development and to have FUN!

**Green Grass Grows All Around**
Chickasaw Branch  **Monday, April 8, 11 a.m.**
There once was a tree, a pretty little tree, the prettiest little tree that you ever did see! Join us for stories, songs and activities about the greenery growing all around us.

**Parachute Play**
Winter Garden Branch  **Tuesday, April 9, 10:30 a.m. & 11 a.m.**
Bring your toddlers to enjoy rhymes, songs and tons of parachute fun. Seating is limited. Registration recommended.

**Book Character Classics**
Orlando Public Library  **Wednesday, April 10, 10 a.m.**
Help us bring our favorite children’s book characters to life with stories, games and crafts! Recommended for toddlers and preschoolers.
Animated Stories & Coloring
Southwest Branch  Wednesday, April 10, 10:30 a.m.
Join your friends to color and watch your favorite stories leap from the pages to the big screen. Recommended for toddlers and preschoolers.

Earth Day, Hooray!
South Trail Branch  Thursday, April 11, 10:15 a.m.
Orlando Public Library  Wednesday, April 17, 10 a.m.
South Creek Branch  Wednesday, April 17, 10:30 a.m.
Alafaya Branch  Monday, April 22, 10:30 a.m.
Chickasaw Branch  Monday, April 22, 11 a.m.
North Orange Branch  Tuesday, April 23, 11 a.m.
Hiawassee Branch  Wednesday, April 24, 6:30 p.m.
Winter Garden Branch  Thursday, April 25, 10:30 a.m.
Celebrate Earth Day with your little one with nature-friendly stories, crafts and activities. After all, it’s never too early to start learning about protecting our planet!

SMART Start
Chickasaw Branch  Thursday, April 11, 11 a.m.
Hands-on early learning adventures observing science, math and art in a sensory-rich environment. Dress for a mess. Seating is limited. Registration recommended. Recommended for toddlers and preschoolers.

Busy Builders
Herndon Branch  Saturday, April 13, 11 a.m.
Some fun independent play and building activities! Recommended for toddlers, preschoolers and lower elementary.

Busy as a Bee
Southeast Branch  Saturday, April 13, 11 a.m.
Buzz on down to the library to learn about bees and engage in skill building activities guaranteed to keep your little one busy. Recommended for toddlers and preschoolers.

Sesame Street Storytime
Alafaya Branch  Sunday, April 14, 2 p.m.
Come for a sunny day as we enjoy stories, games and crafts from Sesame Street! Recommended for toddlers and preschoolers.

Make Believe Dress and Play
North Orange Branch  Friday, April 19, 11 a.m.
Turn on your imaginations and learn why pretend play is more than just fun! Dress up is welcome. Recommended for toddlers and preschoolers.

Science Tots
Southwest Branch  Monday, April 22, 10:30 a.m.
Dress for a mess and dive in to STEAM-centered learning for your little one. Through exploration, play and hands-on discovery toddlers will have the opportunity to develop important skills that will prepare them for the future.

Bugs and Other Creepy Crawlies
Alafaya Branch  Monday, April 29, 10:30 a.m.
Our favorite insects are everywhere! Explore creepy crawly things through stories, songs and art experiences!
You Are My Sunshine
North Orange Branch    Tuesday, April 30, 11 a.m.
Celebrate a positive mindset by singing songs, reading stories and completing crafts and activities sure to make your little one smile! Recommended for toddlers and preschoolers.

PRESCHOOL
Measure It!
Chickasaw Branch    Monday, April 1, 11 a.m.
How many? How long? How heavy? Preschoolers will learn how to find the answers to these questions through stories and fun activities measuring common household items.

What Can You Do with a Crayon?
Windermere Branch   Monday, April 1, 10:30 a.m.
North Orange Branch  Tuesday, April 9, 11 a.m.
South Creek Branch   Wednesday, April 10, 10:30 a.m.
Winter Garden Branch Tuesday, April 23, 10:30 a.m.
Hiawassee Branch     Tuesday, April 23, 6:30 p.m.
Chickasaw Branch     Wednesday, April 24, 11 a.m.
Eatonville Branch    Tuesday, April 30, 10:30 a.m.
West Oaks Branch     Tuesday, April 30, 11 a.m.
Get creative with us and help your child increase important developmental skills using crayons.

K Ready!
Eatonville Branch    Tuesdays, April 2–23, 10:30 a.m.
Herndon Branch       Wednesdays, April 3–24, 10:30 a.m.
This eight-part series readies preschool children to excel in kindergarten through creative play, cooperative learning and activities that stimulate the imagination! It introduces important concepts and skills that align with the Florida Early Learning and Developmental Standards for Four-Year-Olds. In order to fully experience this series, register and attend all eight sessions.

Stories & Science
Edgewater Branch     Tuesdays, April 2 & 16, 10:30 a.m.
Calling all little scientists for a fantastic time filled with stories, songs and science experiments!

Color Your World!
Southeast Branch     Wednesdays, April 3–24, 10 a.m.
Create art with crayons at this weekly event!

Countdown to Spring
Chickasaw Branch     Wednesday, April 3, 11 a.m.
4-3-2-1! Spring is coming soon! Help us get ready with stories and activities to welcome the season.

Cuentame un Cuento: Tell Me a Story Bilingual Stories and Fun
Chickasaw Branch     Friday, April 5, 11 a.m.
Enjoy bilingual stories and crafts for children. The library provides an interactive storytime in English and Spanish suitable for speakers of either or both languages. The whole family is welcome.

Earth Day, Birthday!
Hiawassee Branch     Friday, April 5, 11 a.m.
South Trail Branch   Tuesday, April 9, 10:15 a.m.
Chickasaw Branch     Wednesday, April 10, 11 a.m.
Windermere Branch    Monday, April 22, 10:30 a.m.
Celebrate Earth’s birthday with stories, games and activities to honor our planet on her special day.
**Little Chef: Rainbow Fruit Pizza**
Orlando Public Library  **Monday, April 8, 11 a.m.**
A sweet pizza treat full of color and fun awaits as we practice our kitchen skills together. This class is a “Mommy or Daddy and me” event. Registration required.

**PBS Kids Time!**
Alafaya Branch  **Tuesday, April 9, 10:30 a.m.**
Every month we learn and explore with our favorite PBS characters! Enjoy a story, craft and episode. Created in partnership with WUCF, Central Florida’s PBS Station.

**Little Chef: Bird’s Nest Treats**
West Oaks Branch  **Tuesday, April 9, 11 a.m.**
Hiawassee Branch  **Tuesday, April 16, 6:30 p.m.**
Herndon Branch  **Thursday, April 18, 10:30 a.m.**
South Trail Branch  **Saturday, April 20, 2 p.m.**
South Creek Branch  **Wednesday, April 24, 10:30 a.m.**
Spring has sprung and it’s time for birds to make their nests! Join us for a celebration of the season with a bird’s nest inspired treat. This class is a “Mommy or Daddy and me” event. Registration required.

**How Does a Seed Grow?**
Herndon Branch  **Thursday, April 11, 10:30 a.m.**
South Creek Branch  **Thursday, April 11, 10:30 a.m.**
Winter Garden Branch  **Thursday, April 11, 10:30 a.m.**
North Orange Branch  **Thursday, April 11, 11 a.m.**
Southwest Branch  **Wednesday, April 17, 10:30 a.m.**
Chickasaw Branch  **Thursday, April 18, 11 a.m.**
Orlando Public Library  **Monday, April 22, 11 a.m.**
South Trail Branch  **Monday, April 22, 11 a.m.**
Southeast Branch  **Monday, April 22, 5 p.m.**
West Oaks Branch  **Sunday, April 28, 3 p.m.**
With our little hands we can make a difference and care for our environment. Let’s read, learn and play through a fun celebration for Earth Day!

**Rough Tough Trucks**
Chickasaw Branch  **Friday, April 12, 11 a.m.**
Beep beep! Vroom vroom! Let’s zoom together to the world of rough and tough trucks with songs, stories and crafts!

**Fun and Easy Spanish for Kids**
Windermere Branch  **Tuesdays, April 16–May 7, 10:30 a.m.**
A four-week fun and interactive Spanish class for preschoolers. We will be using Little Pim Online Language Learning for Kids.

**A Trip Around the World: Asia**
Chickasaw Branch  **Friday, April 19, 11 a.m.**
Pack your suitcase and get ready to set off as we introduce basic geography through stories, activities and crafts.

**Storybook STEAM**
Southwest Branch  **Friday, April 26, 10:30 a.m.**
Listen to a story and complete a STEAM challenge that invites you to imagine, plan, create and improve upon a story-related project.
**Peter Rabbit’s Garden Party**  
Chickasaw Branch   **Friday, April 26, 11 a.m.**  
Peter Rabbit loves Mr. McGregor’s garden and you will too at this wonderful garden party. Hop into the library for stories, crafts and a bunny good time!

**Rainy Day Fun**  
South Creek Branch   **Saturday, April 27, 10:30 a.m.**  
Are you ready for some rainy-day fun? Enjoy stories, songs, and crafts at the library all about the rain.

**Family Events**  
**STEAM Storytime**  
Winter Garden Branch   **Saturday, April 6, 10:30 a.m.**  
Science! Technology! Engineering! Art! Math! Storytime! Gather the family to listen to a story and work together on a STEAM-based project. Recommended for lower and upper elementary and families.

**Morning Walk!**  
Southeast Branch   **Tuesday, April 9, 10:30 a.m.**  
Take a walk around the library and feel energized the rest of the day!

**Family Volunteering: STEAM Kits**  
Winter Garden Branch   **Saturday, April 6, Noon**  
Volunteer together as a family! Upper elementary, middle, high school students and their accompanying adults are invited to help assemble STEAM kits at this two-hour community service event. Registration recommended.

**DIY Paper Cacti**  
Winter Garden Branch   **Wednesday, April 10, 3:30 p.m.**  
South Creek Branch   **Saturday, April 13, 2:30 p.m.**  
Windermere Branch   **Tuesday, April 16, 3:30 p.m.**  
Herndon Branch   **Saturday, April 20, 2 p.m.**  
Southeast Branch   **Saturday, April 20, 3 p.m.**  
North Orange Branch   **Thursday, April 25, 5 p.m.**  
Craft your own 3D cactus that lives forever, doesn’t need sun or water and won’t poke you!

**Sensory-Friendly Family Film**  
North Orange Branch   **Thursday, April 18, 5 p.m.**  
Celebrate National Autism Awareness Month with an inclusive screening of a family favorite movie!

**Eggstravaganza**  
South Creek Branch   **Saturday, April 20, 11 a.m.**  
Hunt for eggs around the library and enjoy a sweet surprise!

**Family Maker**  
Alafaya Branch   **Saturday, April 27, 2 p.m.**  
Makerspaces foster learning through hands-on tinkering. Discover the maker in you as we complete challenges, STEAM projects and experiments. Registration required.

**One Book, One Community: He’s Some Pig!**  
Alafaya Branch   **Saturday, April 13, 11:30 a.m.**  
Celebrate some terrific, radiant, humble pig and his spider friend with snacks, crafts and activities! Recommended for families.
One Book, One Community: Charlotte’s Web Movie Screening
Southwest Branch Tuesday, April 16, 10:30 a.m.
Washington Park Branch Saturday, April 20, 2:30 p.m.
Herndon Branch Saturday, April 27, 2 p.m.
Chickasaw Branch Wednesday, May 8, 3 p.m.
Settle in for a trip to the farm as we watch the classic story of Charlotte’s Web come alive on the big screen. Recommended for families.

One Book, One Community: Charlotte and Friends
Chickasaw Branch Wednesday, April 17, 3 p.m.
Windermere Branch Saturday, May 4, 2:30 p.m.
West Oaks Branch Wednesday, May 8, 4 p.m.
It’s time for fun with Charlotte, Wilbur, Templeton and all their friends at Zuckerman’s Farm. Celebrate the classic children’s novel, Charlotte’s Web, with stories, games and activities. Recommended for lower and upper elementary.

One Book, One Community: Cuisine Corner Junior
Orlando Public Library Wednesday, April 24, 2:15 p.m.
Winter Garden Branch Wednesday, April 24, 3:30 p.m.
South Creek Branch Saturday, May 4, 2:30 p.m.
Just in time for blueberry pie, oh my! Take a bite of this comforting, no-bake fruit pie inspired by Mrs. Zuckerman’s delicious dessert in Charlotte’s Web, this year’s One Book, One Community selection. Recommended for upper elementary, tween and teens.

One Book, One Community: Sensational Spiders
Chickasaw Branch Wednesday, May 1, 6 p.m.
South Trail Branch Friday, May 10, 4 p.m.
From their silky webs to their deadly venom, spiders continue to intrigue us with their sensational skills. Learn about the eight-legged creatures behind Charlotte’s Web and enjoy spider-themed games and crafts. Recommended for lower and upper elementary.

Spring Family Fun
Celebrate spring with fun for the whole family! Seating is limited. Registration recommended. Register online

Math-U, the Counting Cowboy
Southwest Branch Friday, April 19, 10:30 a.m.
West Oaks Branch Tuesday, April 23, 11 a.m.
Orlando Public Library Wednesday, April 24, 10 a.m.
Yeehaw! Round up your littles and head to the library for music, rope spinning and a whole lot of counting! Recommended for toddlers and preschoolers.

Mad Science Live: Big Top Science
Eatonville Branch Monday, April 8, 10:30 a.m.
Chickasaw Branch Wednesday, April 10, 3 p.m.
Alafaya Branch Saturday, April 13, 11:30 a.m.
Winter Garden Branch Tuesday, April 16, 10:30 a.m.
Herndon Branch Saturday, April 27, 11 a.m.
From a bed of nails to a pin in a balloon, this is one circus you won’t want to miss! Recommended for lower and upper elementary.

Alexander and the Terrible, Horrible, No Good, Very Bad Day
South Trail Branch Thursday, April 11, 4:30 p.m.
Southeast Branch Saturday, April 13, 3 p.m.
Perform an adaptation of Alexander and the Terrible, Horrible, No Good, Very Bad Day with Dramatic Education! Recommended for lower and upper elementary.
Magic & Mayhem Presents 8
South Creek Branch  Saturday, April 13, 10:30 a.m.
Hiwassee Branch   Saturday, April 13, 2 p.m.
North Orange Branch Thursday, April 25, 11 a.m.
Windermere Branch  Saturday, April 27, 11 a.m.

Eight notes on a music staff, eight colors in a standard crayon box and only eight actual magic effects BUT when you combine them, they offer an infinite number of opportunities for creativity! Recommended for lower and upper elementary.

ArtBards: Exploring Poetry Through Visual Art
Washington Park Branch  Saturday, April 20, 10:30 a.m.
Edgewater Branch   Saturday, April 27, 11 a.m.

Join ArtReach Orlando to create an art project inspired by a poem and explore new concepts by engaging with thought-provoking and self-expressive art making. Recommended for lower and upper elementary.

Youth Events – Star Wars Week at Southwest Branch
May the Force Be with You
Southwest Branch  Tuesday, April 30, 5 p.m.

Use the force to create Star Wars-inspired crafts and geek out with rebel relays. Recommended for tweens and teens.

Artstyle: Star Wars Origami
Southwest Branch   Wednesday, May 1, 3 p.m.

Use the art of origami to create Star Wars characters. Recommended for lower and upper elementary.

Storytime Crafts: Star Wars Edition
Southwest Branch  Thursday, May 2, 10:30 a.m.

Drop-in before and after storytime to create a make-and-take craft. Recommended for toddlers and preschoolers.

Star Wars Storytime
Southwest Branch   Friday, May 3, 10:30 a.m.

Join us for a reading of *Chewie and the Porgs* and make a porg. Recommended for toddler and preschoolers.

Youth Events – Teen & Tween
Afterschool Adventures with Hero Spark
Orlando Public Library  Mondays–Thursdays, April 1–30, 3:30–5:30 p.m.
South Trail Branch  Mondays–Thursdays, April 1–30, 3:30–5:30 p.m.

Gaming and homework help collide at the library. Complete your homework with the help of a tutor and then join your peers for an awesome adventure playing Dungeons & Dragons. Recommended for tweens and teens.

Time Out for Teens
Southwest Branch  Tuesdays, April 2–30, 5 p.m.

Get together with other teens to talk about school and other issues while participating in fun activities to help you relax, de-stress, learn new life skills and become a better you! Recommended for teens.

Happy Little Trees
North Orange Branch  Saturday, April 6, 10:30 a.m.
South Creek Branch   Sunday, April 7, 2 p.m.
Orlando Public Library  Tuesday, April 9, 3:15 p.m.

Grab a brush, mellow out and paint some happy, little trees the Bob Ross way. Remember, there are no mistakes, only happy accidents! Supplies limited. Registration required.
Battle of the Cupcakes
South Creek Branch  Saturday, April 6, 10:30 a.m.
Herndon Branch  Tuesday, April 16, 4 p.m.
South Trail Branch  Tuesday, April 16, 4:30 p.m.
Orlando Public Library  Tuesday, April 23, 3:15 p.m.
Test your cupcake decorating skills and compete against your friends for cupcake glory.

House of Cards Engineering Challenge
Edgewater Branch  Saturday, April 6, 2 p.m.
South Trail Branch  Tuesday, April 23, 4:30 p.m.
Will your house be the last one standing? Put your engineering skills to the test by constructing the best house of cards.

Community School of Arts Open House
Hiawassee Branch  Saturday, April 6, 2 p.m.
Learn about Hiawassee Branch’s resources, services, classes and the upcoming Art Summer Camp presented in partnership with Women in Arts Inc. and the Community School of Arts. Registration required.

Word Up!
Eatonville Branch  Wednesday, April 10, 2:30 p.m.
Washington Park Branch  Wednesday, April 10, 4:30 p.m.
South Trail Branch  Monday, April 29, 4:30 p.m.
Challenge yourself with anagrams, palindromes, onomatopoeias and more. You will never look at words the same way again!

DIY Miniature Zen Gardens
Orlando Public Library  Saturday, April 27, 2:30 p.m.
Construct a Zen garden from rocks and gravel while exploring the art of abstraction.

Youth Events – Teen Clubs
Mayor Buddy’s Book Club Discussion Group
Orlando Public Library  Thursday, April 11, 3:15 p.m.
Join Mayor Buddy’s Book Club discussion group to talk, meet other book club members, share experiences and have fun. Recommended for upper elementary and tweens.

Mayor Buddy’s Book Club Celebration
Orlando Public Library  Wednesday, April 24, 4 p.m.
Celebrate the completion of our latest Mayor Buddy’s Book Club book selection, win prizes and hear the announcement of our next book club title. For more information and to sign up online, visit mayor.ocls.info. Recommended for upper elementary and tweens.

Gaming at the Library!
If you love gaming like we love gaming, get your game on at the library! Join us for action-packed fun at multiple locations.