Orange County Library System
Board of Trustees

The April 2020 Meeting was cancelled due to the Coronavirus / CoVid-19. This is a Packet of Information to keep everyone up-to-date regarding OCLS Business for March 2020.
April 9, 2020

To: Richard Maladecki, President
    Marucci Guzmán, Vice President
    Nicole Benjamin, Trustee
    Danielle Levien, Trustee
    Crockett Bohannon, 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 Gomez 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 April 9, 2020 meeting of the Library Board of Trustees was cancelled due to the Coronavirus / CoVid-19. This is the Information Packet regarding Library Business for March 2020.

cc: Aurora Realin - Liaison, Nominating Board ~ City of Orlando
Orange County Library System
Board of Trustees

Board Meeting Minutes: March 12, 2020
MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
March 12, 2020 ~ 6:00 p.m.
Orlando Public Library
Melrose Conference Room ~ 2nd Floor
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

Library Board Present: Richard Maladecki (3/0); Nicole Benjamin (6/0 – City); Danielle Levien (2/0 - City); Crockett Bohannon (2/0)

Library Board Absent: Marucci Guzmán (3/2)

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

20-025 I. Call to Order
President Maladecki called the meeting to order at 5:56 p.m.

II. Public Comment Policy & Procedures

20-026 III. Approval of Minutes: Library Board of Trustees Meeting ~ February 13, 2020
Trustee Benjamin, seconded by Trustee Levien moved to approve the minutes for the February 13, 2020 Library Board of Trustees Meeting. Motion carried 4-0.

20-027 IV. Staff Presentation: Integrated Library System Replacement – Wise ~ Steve Powell
COO Powell gave the Board a presentation about the planned shift to the new OCLS / Wise ILS System.

20-028 V. Financial Statements and Summaries: February 2020
CFO Shoemaker briefed the Board regarding the February financial reports.

20-029 VI. Dashboard: February 2020

20-030 VII. Action Items

20-031 Library Director / Chief Executive Officer Search: Kim Bennett
Human Resources Manager Bennett gave the Board a second overview of the process to hire a new Library Director / Chief Executive Officer. Trustee Bohannon, seconded by Trustee Levien, moved to approve the Library Director / CEO Job Description. Motion carried 4-0. Trustee Bohannon, seconded by Trustee Benjamin, moved to approve the Starting Salary Range of $151,882 to $160,000. Motion carried 4-0. Trustee Levien, seconded by Trustee Benjamin, moved to approve the Search Budget of $18,350. Motion carried 4-0.

The Board discussed the Timeline and Hiring Process Structure. It was decided that if a Search Committee Member or a Board Member has a preexisting relationship with a candidate, they need to disclose the relationship prior to interviews. Trustee Bohannon suggested that Director Hodel should be a member of the Search Committee as she has a vast knowledge of the Library Industry. The Board agreed and Director Hodel agreed and stated she should be a non-voting member. Discussion ensued. Trustee Bohannon,
seconded by Trustee Levien, moved to approve the Timeline and Hiring Process. Motion carried 4-0.

20-032 VIII. Discussion and Possible Action Items

20-033 IX. Information

20-034 Director’s Report
Director Hodel announced that the Library is cancelling all events and classes starting March 14th due to the coronavirus.

20-035 Public Comment: Non-Agenda Items

X. Adjournment
Trustee Levien, seconded by Trustee Bohannon, moved to adjourn the meeting. Motion carried 4-0. President Maladecki adjourned the meeting at 7:10 p.m.

Next Meeting Dates: TENTATIVE: May 14, 2020 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- June 11, 2020 ~ 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

Financial Reports & Summaries:
March 2020
Project Summaries:
The attached Project Summaries for the three (3) Restroom Projects include all of the costs paid through March 31, 2020. All projects are fully paid. All projects were completed on time and came in under budget by $63,244.

The Emergency Generator Replacement is underway and the first phase of installing an above ground storage tank and abandoning the underground tank in place is complete. We have received the final tank closure report which indicates no environmental contaminations. The expenses listed on the tracking sheet are related to this phase.

The second phase of this project is underway and the project should be completed by April 30, 2020. The change in completion date is due to delay in receiving the new generator from the manufacturer.

Operating Fund Revenue & Expenditure Summaries:

Revenues:

Ad Valorem Taxes:
The Library budgeted $48,020,000 for Ad Valorem Taxes in FY 2019-20 based on property tax values, millage rate of 0.3748 and a 5% statutory deduction. So far this year, we have received $43,937,625 or 91.5% of the budget, which is on target as the majority of the taxes are received in the December through March timeframe.

State Aid:
The Library budgeted $830,000 for State Aid Revenues in FY 2019-20 and is based on FY 2018-19 actuals. We have received our FY 2019-20 allocation from the State in the amount of $863,215 or 104.0% of the budget.

County Grant:
The Library budgeted $500,000 for County Grant Revenues in FY 2019-20 and is based the maximum allotment to be received from the Citizen’s Review Panel Grant for the Biz Kids Program. The program officially started in January 2020 and the funding will be granted approximately monthly and will be based on a per student hour basis. Thus we may not receive the full grant funding. The $26,903 in revenue received is for initial set-up costs as well as classes held in January 2020. We will receive funding for February classes in April. We anticipate to receive less than $90,000 from this grant program due to the curtailment of classes due to Covid-19.

Fee Cards:
The Library budgeted $18,000 for Fee Card revenues for FY 2019-20. Through March 2020, we received $14,980 or 83.2% of the budgeted revenue, which is on target.

Meeting Rooms:
The Library budgeted $55,000 for meeting room revenues for FY 2019-20. Through March 2020, we received $31,096 or 56.5% of the budgeted revenues, which is on target.

Faxes and Scans:
Revenues from Faxes and Scans are at 44.1% and 45.7% respectively of budget. These revenues are down dollar-wise and thus are less as a percent of budget when compared to the last 5 years average through March.

Passport Facility & Photo Fees:
This is a new revenue source for the Library after the budget was submitted. We started offering Passport Application Processing along with Photos on September 11, 2019. We received $15,600 for these services through March 2020.
Copy and Vending:
The Library budgeted $225,000 for these services in FY 2019-20. We received $103,920 through the month of March 2020. Note that the Southwest Branch was closed for the month of October, South Trail Branch was closed for the month of November, the Southeast Branch was closed in December and all branches closed to public March 18, 2020.

Fines and Lost Materials:
Revenues from Fines and Lost Materials through March 2020 are $271,438 or 45.2% of budget. The typical trend is for these revenues to be decreasing, due to increased usage of digital media. These revenues will be down significantly for FY 2019-20 as OCLS has waived fines from March 18 thru June 1 due to Covid-19.

Investment Earnings:
The Library takes a conservative approach when budgeting for Interest Revenues as the investment markets can be, and have been, quite volatile. As of the time of these reports, we have not received our March interest earning statements. We will continue to monitor the investment markets with our investment advisors to ensure the principal of our funds are safe and secure. We anticipate interest earnings to decline in the current low interest rate and market environment.

Internet Rebate:
This account is used to record a “rebate” we receive from the Federal Government, based on our purchases of Internet Connectivity Equipment. This “rebate” is based on purchases and an extensive application process between July 1st and June 30th of each year. The Library typically receives this funding in the last quarter of the fiscal year.

Transfer From Property Appraiser:
This account is used to record revenues from the Property Appraiser’s Office. Each year, the Library pays a proportional fee to the Property Appraiser based on their estimated operating budget. A true-up of actual costs is performed at the end of the fiscal year, which results in either an amount due back to the Library or an additional amount owed to the Property Appraiser. The $42,363 recorded is a refund from the Property Appraiser for excess fees paid in fiscal year 2019.

Expenses:

Defined Benefit Pension Plan:
The Library budgeted $850,000 for FY 2019-20 and through March 2020 has expended $564,168 or 66.4% of the budget. The actuals are based on revised actuarial estimates, which are not provided until after the budget is submitted.

Worker’s Compensation:
The Worker’s Compensation expenditures are at 59.8% of budget, as these payments are paid quarterly in advance.

Delivery & Postage:
The Delivery and Postage expenditures are at 58.6% of the budget due to timing of payments.

Utilities:
The utilities expenditures reflect 38.4% of budget being expended as of March. This is due to the timing of the various utility bills not being received in time to be paid in the month of March. Note, the OCLS has implemented energy saving techniques (reduced lighting, reduced HVAC run times and temperatures, etc.) to reduce costs while we are closed.

Insurance:
The Insurance expenditures are at 96.7% of budget as the insurance policies renew in the Fall and have to be pre-paid.

Repairs and Maintenance – Hardware/Software:
The Library budgeted $950,000 for hardware/software repairs and maintenance. Thru March 2020, the Library expended $605,873 or 63.8% of the budget. The primary costs so far are Baker & Taylor subscription fees of $38,000, $35,217 for website software subscription, the annual renewal of $74,524 for Adobe Cloud Licenses and $175,597 paid to Innovative Interfaces for Library software renewal licenses and support. The percentage of budget spent is in line with previous years.
Supplies:
The Library budgeted $794,000 for supplies. Through March 2020 the Library expended $484,407 or 61.0% of the budget. The primary costs are related to new tables and chairs for the three renovated branches as well as chairs system wide that have reached the end of their useful life.

Membership:
The expenditures in this category are at 56.4% of budget, mainly due to the FLA annual membership fee of $6,000 being paid in October.

Building Improvements Expense:
The Library budgeted $2,323,000 for various building improvement projects such as the Southwest, South Trail and Southeast restroom renovations and the Emergency Generator Replacement Project. The restroom projects are complete and fully paid. The Emergency Generator Replacement Project started December 2, 2019 and the first phase to replace the underground storage tank was completed on January 31, 2020. The $1,684,336 incurred so far includes $574,756 for the restroom projects (see attached project summary sheet) and $180,798 has been spent of the Emergency Generator Replacement Project. The balance is budgeted capitalized maintenance expenditures for items reaching the end of their useful life, such as roof replacement, painting, carpet and security cameras.

Equipment and Furniture Expense:
The Library budgeted $143,000 for equipment and furniture. Through March 2020, the Library expended $110,752 or 77.4% of the budget. This is mainly due to replacing branch furniture and fixtures which have reached the end of their useful life.

Hardware/Software Expense:
The Library budgeted $670,000 new hardware and software. Through March 2020, the Library expended $406,237 or 60.6% of the budget. This is mainly due to the $216,668 in new server hardware the Board approved in November 2019.
## OCLS Restroom Renovation Project Budget

### Expenditures As of 3-31-2020

<table>
<thead>
<tr>
<th></th>
<th>Original Budget</th>
<th>Change Order</th>
<th>Revised Budget</th>
<th>Actual</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Southwest</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Code 20-001</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ruby Builders</td>
<td>$131,706</td>
<td>$10,460</td>
<td>$142,166</td>
<td>$142,166</td>
<td>$0</td>
</tr>
<tr>
<td>Owner Provided Materials</td>
<td>42,200</td>
<td>0</td>
<td>42,200</td>
<td>41,477</td>
<td>(723)</td>
</tr>
<tr>
<td>Contingency</td>
<td>17,400</td>
<td>(10,460)</td>
<td>6,940</td>
<td>0</td>
<td>(6,940)</td>
</tr>
<tr>
<td><strong>Project Costs</strong></td>
<td>$191,306</td>
<td>$0</td>
<td>$191,306</td>
<td>$183,643</td>
<td>($7,663)</td>
</tr>
<tr>
<td><strong>South Trail</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Code 20-003</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ruby Builders</td>
<td>$159,701</td>
<td>$7,219</td>
<td>$166,920</td>
<td>$166,920</td>
<td>$0</td>
</tr>
<tr>
<td>Owner Provided Materials</td>
<td>50,840</td>
<td>0</td>
<td>50,840</td>
<td>34,795</td>
<td>(16,045)</td>
</tr>
<tr>
<td>Contingency</td>
<td>21,050</td>
<td>(7,219)</td>
<td>13,831</td>
<td>0</td>
<td>(13,831)</td>
</tr>
<tr>
<td><strong>Project Costs</strong></td>
<td>$231,591</td>
<td>$0</td>
<td>$231,591</td>
<td>$201,715</td>
<td>($29,876)</td>
</tr>
<tr>
<td><strong>Southeast</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Code 20-005</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ruby Builders</td>
<td>$147,199</td>
<td>$11,194</td>
<td>$158,393</td>
<td>$160,612</td>
<td>$2,219</td>
</tr>
<tr>
<td>Owner Provided Materials</td>
<td>48,354</td>
<td>0</td>
<td>48,354</td>
<td>28,786</td>
<td>(19,568)</td>
</tr>
<tr>
<td>Contingency</td>
<td>19,550</td>
<td>(11,194)</td>
<td>8,356</td>
<td>0</td>
<td>(8,356)</td>
</tr>
<tr>
<td><strong>Project Costs</strong></td>
<td>$215,103</td>
<td>$0</td>
<td>$215,103</td>
<td>$189,398</td>
<td>($25,705)</td>
</tr>
<tr>
<td><strong>All Branches</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ruby Builders</td>
<td>$438,606</td>
<td>$28,873</td>
<td>$467,479</td>
<td>$469,698</td>
<td>$2,219</td>
</tr>
<tr>
<td>Owner Provided Materials</td>
<td>141,394</td>
<td>0</td>
<td>141,394</td>
<td>105,058</td>
<td>(36,336)</td>
</tr>
<tr>
<td>Contingency</td>
<td>58,000</td>
<td>(28,873)</td>
<td>29,127</td>
<td>0</td>
<td>(29,127)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$638,000</td>
<td>$0</td>
<td>$638,000</td>
<td>$574,756</td>
<td>($63,244)</td>
</tr>
</tbody>
</table>
Change Orders:

1) Change restroom stalls to no-peek and higher walls for all 3 branches - Approved $8,706

2) Permit fees for all three branches - Approved $5,645

3) Southwest masonry work - Approved $6,028

4) Southeast electrical water heater circuit & emergency fixtures - Approved $2,879

5) Southeast plumbing replace CPVC & water heater - Approved $4,383

6) Southeast HVAC new ductwork - Approved $1,232

$28,873
# OCLS Emergency Generator Replacement Project Budget

**Expenditures As of 3-31-2020**

<table>
<thead>
<tr>
<th>Project Code 20-009</th>
<th>Original Budget</th>
<th>Change Order</th>
<th>Revised Budget</th>
<th>Actual</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source North America (Tank)</td>
<td>$7,085</td>
<td>$0</td>
<td>$7,085</td>
<td>$7,085</td>
<td>$0</td>
</tr>
<tr>
<td>Quest Power Intl. (Generator)</td>
<td>48,356</td>
<td>0</td>
<td>48,356</td>
<td>0</td>
<td>(48,356)</td>
</tr>
<tr>
<td>Gomez Contruction (Install)</td>
<td>406,668</td>
<td>0</td>
<td>406,668</td>
<td>173,038</td>
<td>(233,630)</td>
</tr>
<tr>
<td>Other (Permits,MOT, Etc.)</td>
<td>8,719</td>
<td>0</td>
<td>8,719</td>
<td>675</td>
<td>(8,044)</td>
</tr>
<tr>
<td>Contingency</td>
<td>50,000</td>
<td>0</td>
<td>50,000</td>
<td>0</td>
<td>(50,000)</td>
</tr>
</tbody>
</table>

|  | Project Costs |  |  |  |  |
|  | $520,828 | $0 | $520,828 | $180,798 | ($340,030) |
ORANGE COUNTY LIBRARY DISTRICT
Operating Fund
Six Months Ended March 31, 2020

REVENUES

- Ad Valorem Taxes 96%
- Fines 1%
- Charges for Services / Misc 3%

EXPENDITURES

- Salaries and Benefits 50%
- Library Materials/ Cap Outlay 17%
- Operating/Trans to Cap Proj Fund 33%

# ORANGE COUNTY LIBRARY DISTRICT
## OPERATING FUND REVENUE SUMMARY
### Six Months Ended March 31, 2020

<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>AD VALOREM TAXES</strong></td>
<td>48,020,000</td>
<td>43,937,625</td>
<td>91.5%</td>
</tr>
<tr>
<td><strong>INTERGOVERNMENTAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State &amp; Federal Grant</td>
<td>50,000</td>
<td>26,346</td>
<td>52.7%</td>
</tr>
<tr>
<td>State Aid</td>
<td>830,000</td>
<td>863,215</td>
<td>104.0%</td>
</tr>
<tr>
<td>County Grants</td>
<td>500,000</td>
<td>26,903</td>
<td>5.4%</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>14,980</td>
<td>83.2%</td>
</tr>
<tr>
<td>PC Pass ($10 for 7 days)</td>
<td>2,000</td>
<td>1,628</td>
<td>81.4%</td>
</tr>
<tr>
<td>PC Express ($5 for 1 hour)</td>
<td>4,000</td>
<td>2,700</td>
<td>67.5%</td>
</tr>
<tr>
<td>Classes</td>
<td>6,000</td>
<td>2,437</td>
<td>40.6%</td>
</tr>
<tr>
<td>Meeting Rooms</td>
<td>55,000</td>
<td>31,096</td>
<td>56.5%</td>
</tr>
<tr>
<td>Faxes</td>
<td>55,000</td>
<td>24,264</td>
<td>44.1%</td>
</tr>
<tr>
<td>Scans</td>
<td>30,000</td>
<td>13,713</td>
<td>45.7%</td>
</tr>
<tr>
<td>Ear Buds &amp; Jump Drives</td>
<td>6,000</td>
<td>2,676</td>
<td>44.6%</td>
</tr>
<tr>
<td>Bag Sales</td>
<td>3,500</td>
<td>1,780</td>
<td>50.9%</td>
</tr>
<tr>
<td>Replace Library Cards</td>
<td>30,000</td>
<td>10,799</td>
<td>36.0%</td>
</tr>
<tr>
<td>Copy &amp; Vending</td>
<td>225,000</td>
<td>103,920</td>
<td>46.2%</td>
</tr>
<tr>
<td>Passport Facility &amp; Photo Fees</td>
<td>-</td>
<td>15,600</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>2,500</td>
<td>575</td>
<td>23.0%</td>
</tr>
<tr>
<td></td>
<td>437,000</td>
<td>226,170</td>
<td>51.8%</td>
</tr>
<tr>
<td><strong>FINES &amp; LOST MATERIALS</strong></td>
<td>600,000</td>
<td>271,438</td>
<td>45.2%</td>
</tr>
<tr>
<td><strong>MISCELLANEOUS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>350,000</td>
<td>207,697</td>
<td>59.3%</td>
</tr>
<tr>
<td>Sales of Surplus Property</td>
<td>2,000</td>
<td>715</td>
<td>35.8%</td>
</tr>
<tr>
<td>Contributions - Friends of Library</td>
<td>60,000</td>
<td>39,924</td>
<td>66.5%</td>
</tr>
<tr>
<td>Contributions - Others</td>
<td>20,000</td>
<td>7,682</td>
<td>38.4%</td>
</tr>
<tr>
<td>Internet Rebate</td>
<td>80,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Grants &amp; Awards</td>
<td>40,000</td>
<td>10,450</td>
<td>26.1%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>70,000</td>
<td>41,952</td>
<td>59.9%</td>
</tr>
<tr>
<td></td>
<td>622,000</td>
<td>308,420</td>
<td>49.6%</td>
</tr>
<tr>
<td><strong>TRANSFER FR PROP APPRAISER</strong></td>
<td>12,000</td>
<td>42,363</td>
<td>353.0%</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><strong>51,471,000</strong></td>
<td><strong>45,702,480</strong></td>
<td><strong>88.8%</strong></td>
</tr>
</tbody>
</table>
### ORANGE COUNTY LIBRARY DISTRICT

**OPERATING FUND EXPENDITURE SUMMARY**

**Six Months Ended March 31, 2020**

<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>SALARIES &amp; BENEFITS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries</td>
<td>18,603,000</td>
<td>9,114,560</td>
<td>49.0%</td>
</tr>
<tr>
<td>Medicare Taxes</td>
<td>276,000</td>
<td>129,103</td>
<td>46.8%</td>
</tr>
<tr>
<td>Defined Contribution Pension Plan</td>
<td>1,382,000</td>
<td>681,933</td>
<td>49.3%</td>
</tr>
<tr>
<td>Defined Benefit Pension Plan</td>
<td>850,000</td>
<td>564,168</td>
<td>66.4%</td>
</tr>
<tr>
<td>Money Purchase Pension Plan</td>
<td>939,000</td>
<td>448,014</td>
<td>47.7%</td>
</tr>
<tr>
<td>Life and Health Insurance (Employees)</td>
<td>3,326,000</td>
<td>1,477,217</td>
<td>44.4%</td>
</tr>
<tr>
<td>Retiree Health Care (OPEB)</td>
<td>724,000</td>
<td>361,635</td>
<td>49.9%</td>
</tr>
<tr>
<td>Worker's Compensation</td>
<td>125,000</td>
<td>74,806</td>
<td>59.8%</td>
</tr>
<tr>
<td>Unemployment Compensation</td>
<td>14,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Parking &amp; Bus Passes</td>
<td>221,000</td>
<td>106,125</td>
<td>48.0%</td>
</tr>
<tr>
<td></td>
<td>26,460,000</td>
<td>12,957,561</td>
<td>49.0%</td>
</tr>
<tr>
<td><strong>OPERATING</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Services</td>
<td>236,000</td>
<td>107,495</td>
<td>45.5%</td>
</tr>
<tr>
<td>Other Contractual Services</td>
<td>1,981,000</td>
<td>710,191</td>
<td>35.9%</td>
</tr>
<tr>
<td>Other Contract. Serv.- Janitorial</td>
<td>349,000</td>
<td>142,415</td>
<td>40.8%</td>
</tr>
<tr>
<td>Training and Travel</td>
<td>115,000</td>
<td>55,235</td>
<td>48.0%</td>
</tr>
<tr>
<td>Telecommunication</td>
<td>300,000</td>
<td>114,743</td>
<td>38.2%</td>
</tr>
<tr>
<td>Delivery and Postage</td>
<td>1,135,000</td>
<td>665,345</td>
<td>58.6%</td>
</tr>
<tr>
<td>Utilities</td>
<td>971,000</td>
<td>373,113</td>
<td>38.4%</td>
</tr>
<tr>
<td>Rentals and Leases</td>
<td>1,476,000</td>
<td>591,962</td>
<td>40.1%</td>
</tr>
<tr>
<td>Insurance</td>
<td>346,000</td>
<td>334,750</td>
<td>96.7%</td>
</tr>
<tr>
<td>Repairs and Maintenance</td>
<td>1,252,000</td>
<td>645,427</td>
<td>51.6%</td>
</tr>
<tr>
<td>Repairs &amp; Maint. - Hardware/Software</td>
<td>950,000</td>
<td>605,873</td>
<td>63.8%</td>
</tr>
<tr>
<td>Copying/Printing</td>
<td>262,000</td>
<td>104,558</td>
<td>39.9%</td>
</tr>
<tr>
<td>Property Appraiser's Fee</td>
<td>395,000</td>
<td>317,031</td>
<td>80.3%</td>
</tr>
<tr>
<td>Tax Collector's Fee</td>
<td>961,000</td>
<td>878,793</td>
<td>91.4%</td>
</tr>
<tr>
<td>Supplies</td>
<td>794,000</td>
<td>484,407</td>
<td>61.0%</td>
</tr>
<tr>
<td>Supplies-Hardware/Software</td>
<td>475,000</td>
<td>46,993</td>
<td>9.9%</td>
</tr>
<tr>
<td>Supplies-Programming</td>
<td>-</td>
<td>88,150</td>
<td>-</td>
</tr>
<tr>
<td>Memberships</td>
<td>20,000</td>
<td>11,285</td>
<td>56.4%</td>
</tr>
<tr>
<td></td>
<td>12,018,000</td>
<td>6,277,768</td>
<td>52.2%</td>
</tr>
<tr>
<td><strong>CAPITAL OUTLAY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building and Improvements</td>
<td>2,323,000</td>
<td>1,684,336</td>
<td>72.5%</td>
</tr>
<tr>
<td>Equipment and Furniture</td>
<td>143,000</td>
<td>110,752</td>
<td>77.4%</td>
</tr>
<tr>
<td>Hardware/Software</td>
<td>670,000</td>
<td>406,237</td>
<td>60.6%</td>
</tr>
<tr>
<td></td>
<td>3,136,000</td>
<td>2,201,325</td>
<td>70.2%</td>
</tr>
<tr>
<td><strong>LIBRARY MATERIALS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Materials - Restricted Contributions</td>
<td>10,000</td>
<td>3,347</td>
<td>33.5%</td>
</tr>
<tr>
<td>Materials - Other</td>
<td>4,680,000</td>
<td>2,331,448</td>
<td>49.8%</td>
</tr>
<tr>
<td></td>
<td>4,690,000</td>
<td>2,334,795</td>
<td>49.8%</td>
</tr>
<tr>
<td><strong>TRANSFER TO CAPITAL PROJECTS FUND</strong></td>
<td>4,000,000</td>
<td>2,000,000</td>
<td>50.0%</td>
</tr>
<tr>
<td><strong>TRANSFER TO SINKING/EARR FUND</strong></td>
<td>500,000</td>
<td>250,000</td>
<td>50.0%</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>50,804,000</td>
<td>26,021,449</td>
<td>51.2%</td>
</tr>
</tbody>
</table>
## ORANGE COUNTY LIBRARY DISTRICT
### CAPITAL PROJECTS FUND
#### Six Months Ended March 31, 2020

<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>100,000</td>
<td>70,438</td>
<td>70.4%</td>
</tr>
<tr>
<td>Transfer from Operating Fund</td>
<td>4,000,000</td>
<td>2,000,000</td>
<td>50.0%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>4,100,000</td>
<td>2,070,438</td>
<td>50.5%</td>
</tr>
</tbody>
</table>

<p>| | | | |
|                          |               |            |                   |
| <strong>EXPENDITURES</strong>         |               |            |                   |
| New Branch               | 375,000       | 29,337     | 7.8%              |
| Reserves                 | 3,725,000     | 2,041,101  | 54.8%             |
| <strong>TOTAL EXPENDITURES</strong>   | 4,100,000     | 2,070,438  | 50.5%             |</p>
<table>
<thead>
<tr>
<th>Revenue Type</th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>YTD %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investment Earnings</td>
<td>8,000</td>
<td>5,986</td>
<td>74.8%</td>
</tr>
<tr>
<td>Transfer from Operating Fund</td>
<td>500,000</td>
<td>250,000</td>
<td>50.0%</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>508,000</strong></td>
<td><strong>255,986</strong></td>
<td><strong>50.4%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenditure Type</th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>YTD %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reserves - Building and Improvements</td>
<td>417,000</td>
<td>210,130</td>
<td>50.4%</td>
</tr>
<tr>
<td>Reserves - Technology</td>
<td>91,000</td>
<td>45,856</td>
<td>50.4%</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>508,000</strong></td>
<td><strong>255,986</strong></td>
<td><strong>50.4%</strong></td>
</tr>
</tbody>
</table>
### ORANGE COUNTY LIBRARY DISTRICT
### PERMANENT FUND
### Six Months Ended March 31, 2020

<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>2,473</td>
<td>9.9%</td>
</tr>
<tr>
<td>Reserves</td>
<td>25,000</td>
<td>8,964</td>
<td>35.9%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>50,000</strong></td>
<td><strong>11,437</strong></td>
<td><strong>22.9%</strong></td>
</tr>
</tbody>
</table>

|                |               |            |                  |
| **EXPENDITURES**|               |            |                  |
| Equipment      | 50,000        | 11,437     | 22.9%            |
| Reserves       | -             | -          | -                |
| **TOTAL EXPENDITURES** | **50,000**    | **11,437** | **22.9%**        |
# ORANGE COUNTY LIBRARY DISTRICT
## OPERATING FUND
### BALANCE SHEET - ASSETS
#### March 31, 2020

**ASSETS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash on Hand</td>
<td>19,736</td>
</tr>
<tr>
<td>Equity in Pooled Cash</td>
<td>3,078,242</td>
</tr>
<tr>
<td>Online Cash Manager</td>
<td>29</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>31,993,216</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>3,000</td>
</tr>
<tr>
<td>Inventory</td>
<td>123,866</td>
</tr>
<tr>
<td>Prepaids</td>
<td>167,069</td>
</tr>
<tr>
<td>Other Assets-Deposits</td>
<td>9,865</td>
</tr>
</tbody>
</table>

**TOTAL ASSETS** | **35,395,023**
## ORANGE COUNTY LIBRARY DISTRICT
### OPERATING FUND
### BALANCE SHEET - LIABILITIES & FUND BALANCE
### March 31, 2020

### LIABILITIES
- Accounts Payable: 263,744
- Retainage Payable: 7,463
- Accrued Wages Payable: 863,944
- Accrued Sales Tax: 2,702
- Accrued Fax Tax: 285
- Employee Payroll Deductions:
  - United Appeal: 44
  - Weight Watchers & Vision Plan: 192
  - Daughters of American Revolution: 184
  - Staff Association: 8

**TOTAL LIABILITIES**: 1,138,566

### FUND BALANCE
- **Nonspendable:**
  - Inventory: 123,866
  - Prepaid Items and Deposits: 176,934
  - Annetta O'B Walker Trust Fund: 4,000
  - A.P. Phillips Memorial Fund: 100,000
  - Willis H. Warner Memorial Fund: 33,712
  - Perce C. and Mary M. Gullett Memorial Fund: 19,805

- **Committed:**
  - Vivian Esch Estate Fund: 44,198
  - Edmund L. Murray Estate Fund: 724,689
  - Arthur Sondheim Estate Fund: 39,941
  - Strategic Plan: 4,000,000
  - Unassigned: 9,308,281
  - Current Year Revenue over Expenditures: 19,681,031

**TOTAL FUND BALANCE**: 34,256,457

**TOTAL LIABILITIES & FUND BALANCE**: 35,395,023
## ORANGE COUNTY LIBRARY DISTRICT
### MONTHLY ROLLOVER
#### March 31, 2020

<table>
<thead>
<tr>
<th></th>
<th>BALANCE 02/29/20</th>
<th>RECEIPTS</th>
<th>DISBURSE</th>
<th>BALANCE 03/31/20</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>2,620,283</td>
<td>9,956,541</td>
<td>9,498,582</td>
<td>3,078,242</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>26,341,876</td>
<td>6,026,340</td>
<td>375,000</td>
<td>31,993,216</td>
</tr>
<tr>
<td></td>
<td>28,962,159</td>
<td>15,982,881</td>
<td>9,873,582</td>
<td>35,071,458</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>1,002,725</td>
<td>42,590</td>
<td>-</td>
<td>1,045,315</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>11,512,901</td>
<td>343,995</td>
<td>-</td>
<td>11,856,896</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>762,225</td>
<td>259,387</td>
<td>182,991</td>
<td>838,621</td>
</tr>
<tr>
<td>Claims Payment Checking Account</td>
<td>73,000</td>
<td>146,021</td>
<td>146,021</td>
<td>73,000</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>4,284,448</td>
<td>4,027</td>
<td>-</td>
<td>4,288,475</td>
</tr>
<tr>
<td></td>
<td>5,119,673</td>
<td>409,435</td>
<td>329,012</td>
<td>5,200,096</td>
</tr>
</tbody>
</table>
ORANGE COUNTY LIBRARY DISTRICT
GENERAL POOLED INVESTMENTS
March 31, 2020

<table>
<thead>
<tr>
<th>INVESTMENT TYPE</th>
<th>DOLLARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>US TREASURY SECURITIES</td>
<td>12,997,006</td>
</tr>
<tr>
<td>MONEY MARKET FUNDS</td>
<td></td>
</tr>
<tr>
<td>Federated Treasury Obligations Fund</td>
<td>679,076</td>
</tr>
<tr>
<td>Federated Government Obligations Fund</td>
<td>1,091,669</td>
</tr>
<tr>
<td>LOCAL GOVERNMENT INVESTMENT POOLS</td>
<td></td>
</tr>
<tr>
<td>Florida Safe</td>
<td>17,244,372</td>
</tr>
<tr>
<td>Florida Prime (SBA)</td>
<td>17,171,779</td>
</tr>
<tr>
<td>TOTAL</td>
<td>49,183,902</td>
</tr>
</tbody>
</table>

- US Treasury Securities, 27%
- Federated Treasury Obligations Fund, 1%
- Federated Government Obligations Fund, 2%
- Florida Safe, 35%
- Florida Prime (SBA), 35%
Orange County Library System
Board of Trustees

Dashboard: March 2020
March 2020 had three fewer days for Books by MAYL processing than March of 2019 but the numbers were impressive. MAYL Packages were up 11%, with 42,094 packages last month versus 32,588 for March of 2019. The Vault is a collection of entertainment DVDs that are eligible for home delivery. Vault requests were up 9% last month to 1,968 over March of 2019 with 1,773 requests.

Questline services were provided for 26 days last month. They received 8,565 phone calls, 700 more than March of 2019, with an average wait time of 26 seconds. There were 118 emails and 508 chat requests compared to 83 emails and 385 chat requests for March 2019.

Overall, digital usage was up 9% comparing March 2020 with 210,284 uses compared to March 2019 with 192,208 uses. March 2020 saw the following records set, overall usage was 210,284 (6,783 per day), hoopla usage was 1,601 on March 31st, and Kanopy usage was 165 on the 29th.

Online card registrations saw a remarkable increase of 75% last month over March of 2019. There were 1,021 successful registrations last month compared to 582 for March of 2019. Four information desk clerks borrowed equipment from the IT department and set themselves up at home to process requests as they were received. Their effort will continue as long as the library is closed. The OCPS virtual library card had its highest usage since implemented in April of 2013. For March of 2020, there were 11,979 visits with 14,791 page views.
We saw a 19% growth in social media followers for March 2020. We saw a lot of growth in both followers and engagement on our OCLS-branded social media accounts. Of course, there was a significant spike in both metrics that began around the time concerns surrounding the coronavirus began making impacts to services. One thing of note is that our total messages received have also increased during this time by 179%. Facebook is the largest chunk of that figure with 1,389 messages (comments and inbox messages) received in the past month. By comparison, we received 720 messages this time last year. Our social media accounts, including Twitter and Instagram, have essentially become the place people are going to have questions answered, because customers cannot reach the library by phone and others are not as familiar with the digital help forms. For context, this time most years, we see increased engagement due to the public voting that occurs on Facebook from the Women in the Arts competition. This year’s hat post was eclipsed by a blog post written by Cynthia Velasco, highlighting ways in which customers could practice social distancing and still use their library. To date, the post has generated 3,105 engagements, 1,935 clicks and has been shared 323 times, providing an unprecedented opportunity to educate customers on the vast resources available through their public library. Lastly, as we work quickly to provide educational content for our customers through video, our YouTube channel added 530 subscribers this month.

We are down 56.09% in classes. In March 2020, 940 fewer classes were presented compared to system-wide last year. We are down 37.80% in attendance, a decrease of 2,045 people for classes from last year. In March 2020, we presented 18 Offsite Events reaching 724 people. Last year, we presented 26 Offsite Events and reached 1,802 people. This year, we attended 14 Community Events reaching 1,985 people. Last year we attended 22 Community Events and reached 2,381 people.
ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION WITH ELECTRONIC STATS
(Circ Stats & Electronic Database Stats ~ 2 months previous)
Fiscal Year 2015 Through Fiscal Year 2020 To Date
Orange County Library System
New Customer Registration
Fiscal Year 2016 through Fiscal Year 2020 To Date

FY 2016
FY 2017
FY 2018
FY 2019
FY 2020
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>185,147</td>
<td>203,187</td>
<td>174,760</td>
<td>183,064</td>
<td>171,784</td>
<td>160,376</td>
<td>178,993</td>
<td>160,272</td>
<td>168,417</td>
<td>183,064</td>
<td>-4.84%</td>
<td>103,195</td>
<td>181,458</td>
<td>-43.13%</td>
</tr>
<tr>
<td>Branches</td>
<td>215,822</td>
<td>269,574</td>
<td>191,132</td>
<td>230,738</td>
<td>166,076</td>
<td>201,488</td>
<td>241,770</td>
<td>204,456</td>
<td>219,610</td>
<td>230,128</td>
<td>-27.85%</td>
<td>74,160</td>
<td>100,981</td>
<td>-26.56%</td>
</tr>
<tr>
<td>MAYL</td>
<td>47,240</td>
<td>48,929</td>
<td>41,983</td>
<td>40,443</td>
<td>30,088</td>
<td>39,697</td>
<td>43,448</td>
<td>37,553</td>
<td>39,359</td>
<td>40,708</td>
<td>-23.75%</td>
<td>740,134</td>
<td>935,572</td>
<td>-13.65%</td>
</tr>
<tr>
<td>Database Usage</td>
<td>169,464</td>
<td>237,458</td>
<td>152,166</td>
<td>191,557</td>
<td>170,428</td>
<td>221,175</td>
<td>166,033</td>
<td>230,128</td>
<td>103,108</td>
<td>100,981</td>
<td>-26.56%</td>
<td>218,122</td>
<td>218,284</td>
<td></td>
</tr>
<tr>
<td>Digital Products</td>
<td>88,241</td>
<td>43,267</td>
<td>91,147</td>
<td>90,562</td>
<td>37,628</td>
<td>40,819</td>
<td>45,319</td>
<td>103,108</td>
<td>60,565</td>
<td>56,451</td>
<td>-20.00%</td>
<td>Available</td>
<td>100,981</td>
<td>-26.56%</td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>207,960</td>
<td>183,698</td>
<td>191,813</td>
<td>191,557</td>
<td>170,428</td>
<td>221,175</td>
<td>166,033</td>
<td>230,128</td>
<td>103,108</td>
<td>100,981</td>
<td>-26.56%</td>
<td>218,122</td>
<td>218,284</td>
<td></td>
</tr>
<tr>
<td>Talking Books</td>
<td>2,111</td>
<td>2,376</td>
<td>1,961</td>
<td>2,323</td>
<td>1,844</td>
<td>2,263</td>
<td>2,204</td>
<td>2,019</td>
<td>2,408</td>
<td>1,462</td>
<td>64.71%</td>
<td>2,214</td>
<td>-100.00%</td>
<td></td>
</tr>
<tr>
<td>Total without Database Usage</td>
<td>746,521</td>
<td>751,033</td>
<td>691,276</td>
<td>676,372</td>
<td>664,878</td>
<td>627,061</td>
<td>646,074</td>
<td>717,098</td>
<td>641,854</td>
<td>705,444</td>
<td>-9.01%</td>
<td>564,317</td>
<td>740,134</td>
<td></td>
</tr>
<tr>
<td>Total with Database Usage</td>
<td>915,985</td>
<td>988,491</td>
<td>843,442</td>
<td>896,123</td>
<td>827,032</td>
<td>839,221</td>
<td>816,502</td>
<td>938,273</td>
<td>807,887</td>
<td>935,572</td>
<td>-13.65%</td>
<td>Available</td>
<td>958,256</td>
<td>-23.75%</td>
</tr>
<tr>
<td>Orange County Library System: Report for FY 2020 YTD &amp; FY 2019</td>
<td>October through March</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>Circulation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>176,540</td>
<td>171,561</td>
<td>179,615</td>
<td>194,675</td>
<td>180,742</td>
<td>177,067</td>
<td>180,742</td>
<td>194,675</td>
<td>180,742</td>
<td>180,742</td>
<td>177,067</td>
<td>180,742</td>
<td>180,742</td>
<td>177,067</td>
</tr>
<tr>
<td>Branches</td>
<td>223,132</td>
<td>219,588</td>
<td>276,283</td>
<td>275,947</td>
<td>252,314</td>
<td>209,651</td>
<td>256,420</td>
<td>1,109,716</td>
<td>2,841,793</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAYL</td>
<td>43,242</td>
<td>43,039</td>
<td>42,380</td>
<td>47,721</td>
<td>39,322</td>
<td>38,999</td>
<td>38,617</td>
<td>239,014</td>
<td>499,218</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Database Usage</strong></td>
<td>226,447</td>
<td>219,697</td>
<td>162,766</td>
<td>177,699</td>
<td>203,091</td>
<td>183,171</td>
<td>183,171</td>
<td>2,176,472</td>
<td>1,649,732</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digital Products</td>
<td>109,420</td>
<td>77,994</td>
<td>72,897</td>
<td>75,760</td>
<td>86,203</td>
<td>84,555</td>
<td>44,080</td>
<td>445,248</td>
<td>892,296</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>185,837</td>
<td>193,566</td>
<td>198,035</td>
<td>204,963</td>
<td>205,657</td>
<td>203,103</td>
<td>188,555</td>
<td>2,283,992</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talking Books</td>
<td>2,186</td>
<td>2,200</td>
<td>1,972</td>
<td>2,224</td>
<td>2,261</td>
<td>1,811</td>
<td>10,548</td>
<td>25,833</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total without</td>
<td>740,357</td>
<td>707,948</td>
<td>771,182</td>
<td>805,290</td>
<td>766,499</td>
<td>715,186</td>
<td>718,765</td>
<td>8,719,604</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Database Usage</strong></td>
<td>966,804</td>
<td>927,645</td>
<td>933,948</td>
<td>978,989</td>
<td>969,590</td>
<td>898,357</td>
<td>940,812</td>
<td>10,369,336</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total with Database Usage</strong></td>
<td>1,707,161</td>
<td>1,635,593</td>
<td>1,705,130</td>
<td>1,884,279</td>
<td>1,675,988</td>
<td>1,613,543</td>
<td>1,759,400</td>
<td>19,088,940</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Door Count</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>39,761</td>
<td>40,677</td>
<td>47,479</td>
<td>46,202</td>
<td>44,127</td>
<td>39,061</td>
<td>41,680</td>
<td>216,439</td>
<td>499,587</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Branches</td>
<td>177,806</td>
<td>165,795</td>
<td>207,478</td>
<td>209,251</td>
<td>183,222</td>
<td>155,097</td>
<td>176,856</td>
<td>883,829</td>
<td>2,246,280</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAYL Packages</td>
<td>40,165</td>
<td>40,565</td>
<td>40,088</td>
<td>44,498</td>
<td>37,048</td>
<td>36,671</td>
<td>36,737</td>
<td>223,762</td>
<td>462,272</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talking Books</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>10</td>
<td>0</td>
<td>19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drive Up Windows</td>
<td>9,382</td>
<td>9,901</td>
<td>10,058</td>
<td>10,745</td>
<td>10,699</td>
<td>9,006</td>
<td>9,288</td>
<td>43,343</td>
<td>112,568</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>267,114</td>
<td>256,938</td>
<td>305,103</td>
<td>310,696</td>
<td>275,096</td>
<td>239,835</td>
<td>264,561</td>
<td>1,367,313</td>
<td>3,320,707</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

Orange County Library System: Report for FY 2019 YTD & FY 2018

April through September

Circulation & Door Count

Orange County Library System
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Inside</td>
<td>15,666</td>
<td>91,064</td>
<td>67,480</td>
<td>73,710</td>
<td>64,465</td>
<td>67,746</td>
<td>91,442</td>
<td>83,177</td>
<td>82,735</td>
<td>79,727</td>
<td>46,939</td>
<td>90,893</td>
<td>-41.97%</td>
</tr>
<tr>
<td>Outside</td>
<td>98,363</td>
<td>150,329</td>
<td>134,452</td>
<td>127,811</td>
<td>124,533</td>
<td>119,398</td>
<td>159,071</td>
<td>149,419</td>
<td>145,384</td>
<td>140,444</td>
<td>168,951</td>
<td>143,153</td>
<td>18.02%</td>
</tr>
<tr>
<td>Total</td>
<td>114,029</td>
<td>241,393</td>
<td>201,932</td>
<td>201,521</td>
<td>188,998</td>
<td>187,144</td>
<td>240,513</td>
<td>232,536</td>
<td>228,119</td>
<td>220,171</td>
<td>215,890</td>
<td>224,036</td>
<td>-3.64%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unique Visitors</th>
<th>April through September</th>
<th>Inside</th>
<th>2,570</th>
<th>41,949</th>
<th>29,655</th>
<th>34,749</th>
<th>37,116</th>
<th>36,298</th>
<th>38,486</th>
<th>37,128</th>
<th>20,424</th>
<th>41,561</th>
<th>-50.86%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside</td>
<td>45,315</td>
<td>83,117</td>
<td>74,155</td>
<td>70,906</td>
<td>68,090</td>
<td>67,113</td>
<td>85,383</td>
<td>80,330</td>
<td>79,217</td>
<td>78,543</td>
<td>94,632</td>
<td>77,828</td>
<td>21.59%</td>
</tr>
<tr>
<td>Total</td>
<td>47,885</td>
<td>125,066</td>
<td>103,810</td>
<td>105,655</td>
<td>96,206</td>
<td>96,593</td>
<td>121,712</td>
<td>116,816</td>
<td>116,345</td>
<td>116,494</td>
<td>115,056</td>
<td>119,389</td>
<td>-3.63%</td>
</tr>
</tbody>
</table>

<p>| Page Views      | April through September | Inside | 172,264| 182,507| 131,130| 146,303| 127,987| 132,724| 166,815| 168,813| 163,914| 161,711| 98,938   | -38.00%   |
|-----------------|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| Outside         | 738,346 | 380,646| 326,065| 320,418| 308,779| 289,727| 422,533| 399,454| 373,260| 366,402| 388,190| 387,690| 8.13%     |
| Total           | 910,610 | 563,153| 457,195| 466,721| 436,766| 432,451| 589,346| 568,267| 537,174| 526,113| 487,118| 547,265| -10.99%   |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|-------------|
| <strong>Visits</strong>           |        |        |        |        |        |        |        |        |        |        |        |        |             |             |
| Inside               | 81,585 | 77,751 | 86,358 | 95,677 | 91,380 | 91,380 | 78,685 | 78,685 | 358,727| 358,727| 358,727| 358,727| 987,683     |
| Outside              | 147,489| 155,537| 166,482| 158,046| 171,455| 164,846| 164,846| 930,754| 1,794,409|         |        |        |             |             |
| <strong>Total</strong>            | 229,074| 233,288| 252,840| 253,723| 262,835| 243,531| 243,531| 1,189,481| 2,782,092|         |        |        |             |             |
| <strong>Unique Visitors</strong>  |        |        |        |        |        |        |        |        |        |        |        |        |             |             |
| Inside               | 43,363 | 40,059 | 43,662 | 44,856 | 42,832 | 37,306 | 37,306 | 154,222| 478,254 |
| Outside              | 80,330 | 155,537| 88,159 | 83,450 | 94,341 | 91,216 | 91,216 | 446,792| 1,050,870|
| <strong>Total</strong>            | 123,693| 195,596| 131,821| 128,306| 137,173| 128,522| 128,522| 601,014| 1,529,124|
| <strong>Page Views</strong>       |        |        |        |        |        |        |        |        |        |        |        |        |             |             |
| Inside               | 157,482| 151,556| 178,454| 190,453| 187,912| 157,159| 157,159| 861,048| 1,974,649|
| Outside              | 401,505| 443,323| 500,298| 437,755| 443,488| 421,463| 421,463| 2,557,163| 4,802,169|
| <strong>Total</strong>            | 558,987| 594,879| 678,752| 628,208| 631,400| 578,622| 578,622| 3,418,211| 6,776,818|
|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|
| Visits   |        |        |        |        |        |        |        |        |        |        |        |        |             |
| Inside   | 88,488 | 14,701 | 13,495 | 12,203 | 11,419 | 15,244 | 14,301 | 15,683 | 13,604 | 9,626  | 12,253 | -21.44% |
| Outside  | 162,807| 94,768 | 84,966 | 85,180 | 81,697 | 79,807 | 97,050 | 96,012 | 89,075 | 86,611 | 91,332 | 53,646 | -2.47%     |
| Total    | 251,295| 109,469| 98,461 | 97,383 | 94,635 | 112,294| 110,313| 104,758| 100,215| 100,958| 105,899| -4.67% |
| Unique Visitors |        |        |        |        |        |        |        |        |        |        |        |        |             |
| Inside   | 40,059 | 2,922  | 2,193  | 2,515  | 2,102  | 2,565  | 2,910  | 2,612  | 2,735  | 2,692  | 2,839  | -40.75% |
| Outside  | 89,639 | 43,391 | 40,300 | 40,068 | 39,377 | 44,930 | 43,861 | 40,263 | 43,179 | 42,637 | 43,646 | 1.27%   |
| Total    | 129,698| 46,313 | 42,493 | 42,583 | 41,479 | 47,495 | 46,771 | 44,290 | 44,860 | 45,476 | 46,485 | -1.35% |
| Page Views |        |        |        |        |        |        |        |        |        |        |        |        |             |
| Inside   | 175,816| 179,704| 141,706| 147,988| 129,507| 127,419| 163,241| 166,189| 161,145| 159,533| 133,496| -31.87%|
| Outside  | 398,645| 718,192| 641,165| 644,326| 612,091| 583,466| 748,539| 735,138| 685,953| 666,342| 747,216| 724,227| 3.17%   |
| Total    | 574,461| 897,896| 782,871| 792,314| 741,598| 720,887| 911,780| 904,327| 847,078| 825,875| 859,723| -2.35% |
|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|-------------|
| <strong>Visits</strong>    |        |        |        |        |        |        |        |        |        |        |        |        |             |             |
| Inside        | 11,168 | 9,400  | 12,802 | 17,718 | 17,340 | 14,495 | 155,474 | 161,404 |        |        |        |        |             |             |
| Outside       | 93,122 | 96,778 | 103,192| 106,266| 104,337| 97,756 | 606,327 | 1,137,469|        |        |        |        |             |             |
| Total         | 104,290| 106,178| 115,994| 123,984| 121,677| 112,245| 762,401 | 1,298,873|        |        |        |        |             |             |
| <strong>Unique Visitors</strong> |      |        |        |        |        |        |        |        |        |        |        |        |             |             |
| Inside        | 3,033  | 2,782  | 3,394  | 2,929  | 2,862  | 2,525  | 51,213  | 33,818  |        |        |        |        |             |             |
| Outside       | 42,386 | 44,067 | 46,913 | 48,607 | 48,914 | 45,724 | 299,063 | 524,374 |        |        |        |        |             |             |
| Total         | 45,419 | 46,849 | 50,307 | 51,536 | 51,776 | 48,249 | 350,276 | 558,192 |        |        |        |        |             |             |
| <strong>Page Views</strong> |        |        |        |        |        |        |        |        |        |        |        |        |             |             |
| Inside        | 114,937| 98,128 | 157,292| 212,453| 192,060| 162,905| 863,732 | 1,852,194|        |        |        |        |             |             |
| Outside       | 728,581| 762,329| 814,881| 813,931| 792,254| 740,707| 3,833,589| 8,737,376|        |        |        |        |             |             |</p>
<table>
<thead>
<tr>
<th>Total</th>
<th>843,518</th>
<th>860,457</th>
<th>972,173</th>
<th>1,026,384</th>
<th>984,314</th>
<th>901,612</th>
<th>4,697,321</th>
<th>10,589,480</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Attendance Total</td>
<td>34,049</td>
<td>97,916</td>
<td>28,951</td>
<td>68,886</td>
<td>21,197</td>
<td>18,832</td>
<td>28,523</td>
<td>29,664</td>
<td>28,535</td>
<td>29,988</td>
<td>29,664</td>
<td>38,535</td>
<td>28.50%</td>
<td></td>
</tr>
<tr>
<td>Total # of Events</td>
<td>1,364</td>
<td>1,231</td>
<td>1,092</td>
<td>1,042</td>
<td>1,052</td>
<td>1,078</td>
<td>1,251</td>
<td>1,292</td>
<td>1,141</td>
<td>656</td>
<td>1,261</td>
<td>-47.98%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Events Attendance Total</td>
<td>3,422</td>
<td>9,234</td>
<td>7,078</td>
<td>8,453</td>
<td>669</td>
<td>1,233</td>
<td>4,581</td>
<td>4,256</td>
<td>1,627</td>
<td>1,063</td>
<td>1,965</td>
<td>2,381</td>
<td>-16.63%</td>
<td></td>
</tr>
<tr>
<td>Total # of Community Events</td>
<td>24</td>
<td>27</td>
<td>25</td>
<td>35</td>
<td>10</td>
<td>16</td>
<td>33</td>
<td>32</td>
<td>17</td>
<td>14</td>
<td>22</td>
<td>-36.36%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Class Attendance Total</td>
<td>5,155</td>
<td>4,950</td>
<td>4,272</td>
<td>3,607</td>
<td>2,700</td>
<td>2,952</td>
<td>4,581</td>
<td>4,672</td>
<td>5,315</td>
<td>4,981</td>
<td>3,365</td>
<td>5,410</td>
<td>-37.80%</td>
<td></td>
</tr>
<tr>
<td>Total # of Classes</td>
<td>1,735</td>
<td>1,863</td>
<td>1,372</td>
<td>1,465</td>
<td>1,329</td>
<td>1,455</td>
<td>1,509</td>
<td>1,960</td>
<td>1,704</td>
<td>736</td>
<td>1,676</td>
<td>-56.09%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronic Contacts</td>
<td>371,710</td>
<td>350,733</td>
<td>375,763</td>
<td>358,534</td>
<td>377,337</td>
<td>365,095</td>
<td>381,112</td>
<td>322,627</td>
<td>386,268</td>
<td>337,448</td>
<td>391,067</td>
<td>333,480</td>
<td>17.27%</td>
<td></td>
</tr>
<tr>
<td>QuestLine</td>
<td>8,407</td>
<td>9,028</td>
<td>6,567</td>
<td>8,080</td>
<td>6,316</td>
<td>5,873</td>
<td>8,210</td>
<td>8,348</td>
<td>8,172</td>
<td>5,665</td>
<td>7,016</td>
<td>9.58%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>P.C. Sessions</td>
<td>38,326</td>
<td>39,408</td>
<td>28,198</td>
<td>33,182</td>
<td>26,666</td>
<td>31,086</td>
<td>33,699</td>
<td>38,471</td>
<td>35,216</td>
<td>37,069</td>
<td>18,701</td>
<td>38,284</td>
<td>-51.15%</td>
<td></td>
</tr>
<tr>
<td>Early Literacy Station™ (began June 2012)</td>
<td>6,452</td>
<td>7,973</td>
<td>5,098</td>
<td>6,372</td>
<td>3,886</td>
<td>5,765</td>
<td>5,519</td>
<td>6,614</td>
<td>5,578</td>
<td>6,158</td>
<td>2,680</td>
<td>6,962</td>
<td>-61.51%</td>
<td></td>
</tr>
<tr>
<td>Total Public Internet Activity</td>
<td>84,902</td>
<td>92,263</td>
<td>65,153</td>
<td>75,446</td>
<td>60,208</td>
<td>69,394</td>
<td>75,617</td>
<td>85,661</td>
<td>79,058</td>
<td>82,647</td>
<td>42,704</td>
<td>85,372</td>
<td>-49.89%</td>
<td></td>
</tr>
<tr>
<td>Number of Active Cards in the System</td>
<td>424,796</td>
<td>430,715</td>
<td>421,816</td>
<td>428,585</td>
<td>417,157</td>
<td>426,291</td>
<td>418,269</td>
<td>428,684</td>
<td>418,706</td>
<td>427,184</td>
<td>416,480</td>
<td>427,327</td>
<td>-2.94%</td>
<td></td>
</tr>
<tr>
<td>New Customer Registrations</td>
<td>4,711</td>
<td>7,460</td>
<td>3,590</td>
<td>6,178</td>
<td>2,717</td>
<td>8,193</td>
<td>4,316</td>
<td>4,848</td>
<td>4,260</td>
<td>4,445</td>
<td>2,984</td>
<td>5,453</td>
<td>-45.28%</td>
<td></td>
</tr>
<tr>
<td>Virtual Library Card Registrations</td>
<td>252,349</td>
<td>243,545</td>
<td>252,358</td>
<td>246,620</td>
<td>256,142</td>
<td>250,205</td>
<td>256,647</td>
<td>244,718</td>
<td>262,713</td>
<td>256,846</td>
<td>262,745</td>
<td>257,905</td>
<td>1.88%</td>
<td></td>
</tr>
<tr>
<td>Customers Transacting</td>
<td>79,031</td>
<td>80,479</td>
<td>72,639</td>
<td>73,830</td>
<td>68,585</td>
<td>68,058</td>
<td>74,419</td>
<td>74,358</td>
<td>74,642</td>
<td>73,312</td>
<td>72,541</td>
<td>75,521</td>
<td>-3.95%</td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------------</td>
<td>--------------</td>
<td></td>
</tr>
<tr>
<td>Event Attendance Total</td>
<td>29,015</td>
<td>28,799</td>
<td>73,230</td>
<td>67,367</td>
<td>35,017</td>
<td>29,159</td>
<td>184,049</td>
<td>535,198</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total # of Events</td>
<td>1,263</td>
<td>1,132</td>
<td>1,454</td>
<td>1,580</td>
<td>1,273</td>
<td>1,149</td>
<td>6,707</td>
<td>14,571</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Events Attendance</td>
<td>3,355</td>
<td>3,155</td>
<td>2,511</td>
<td>1,255</td>
<td>4,974</td>
<td>2,528</td>
<td>19,382</td>
<td>44,398</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total # of Community Events</td>
<td>32</td>
<td>28</td>
<td>10</td>
<td>10</td>
<td>19</td>
<td>32</td>
<td>138</td>
<td>281</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Class Attendance Total</td>
<td>5,243</td>
<td>4,374</td>
<td>8,142</td>
<td>7,258</td>
<td>5,087</td>
<td>4,395</td>
<td>25,388</td>
<td>61,071</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total # of Classes</td>
<td>1,703</td>
<td>1,547</td>
<td>1,642</td>
<td>1,681</td>
<td>1,673</td>
<td>1,365</td>
<td>8,241</td>
<td>19,452</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronic Contacts</td>
<td>339,450</td>
<td>344,361</td>
<td>350,764</td>
<td>355,485</td>
<td>362,216</td>
<td>365,259</td>
<td>2,283,255</td>
<td>4,175,462</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>QuestLine</td>
<td>8,123</td>
<td>7,919</td>
<td>8,898</td>
<td>8,996</td>
<td>8,191</td>
<td>7,325</td>
<td>46,178</td>
<td>96,769</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>P.C. Sessions</td>
<td>37,878</td>
<td>36,108</td>
<td>38,742</td>
<td>40,620</td>
<td>38,675</td>
<td>33,261</td>
<td>180,506</td>
<td>440,757</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Early Literacy Station™</td>
<td>6,467</td>
<td>6,315</td>
<td>10,339</td>
<td>8,651</td>
<td>7,303</td>
<td>5,895</td>
<td>29,213</td>
<td>84,234</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wireless Access Activity</td>
<td>40,968</td>
<td>38,984</td>
<td>40,197</td>
<td>41,537</td>
<td>40,332</td>
<td>36,906</td>
<td>197,791</td>
<td>471,462</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Public Internet Activity</td>
<td>55,333</td>
<td>50,907</td>
<td>50,987</td>
<td>52,043</td>
<td>50,987</td>
<td>44,101</td>
<td>276,656</td>
<td>585,563</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Active Cards in the System</td>
<td>427,333</td>
<td>426,213</td>
<td>430,538</td>
<td>428,962</td>
<td>428,958</td>
<td>428,962</td>
<td>2,256,857</td>
<td>4,185,483</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Customer Registrations</td>
<td>5,743</td>
<td>4,843</td>
<td>7,144</td>
<td>6,520</td>
<td>5,854</td>
<td>4,933</td>
<td>22,521</td>
<td>71,483</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual Library Card Registrations</td>
<td>259,568</td>
<td>259,616</td>
<td>260,091</td>
<td>260,571</td>
<td>237,430</td>
<td>248,143</td>
<td>1,064,693</td>
<td>2,038,410</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customers Transacting</td>
<td>75,249</td>
<td>75,002</td>
<td>79,743</td>
<td>82,206</td>
<td>77,131</td>
<td>78,463</td>
<td>441,852</td>
<td>913,352</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td><strong>Online Catalog Searches</strong></td>
<td>514,706</td>
<td>533,828</td>
<td>441,392</td>
<td>466,161</td>
<td>418,155</td>
<td>465,644</td>
<td>546,900</td>
<td>481,722</td>
<td>475,364</td>
<td>472,007</td>
<td>543,250</td>
<td>-13.11%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Online Renewals</strong></td>
<td>181,147</td>
<td>153,126</td>
<td>165,094</td>
<td>138,299</td>
<td>167,731</td>
<td>139,099</td>
<td>154,246</td>
<td>172,493</td>
<td>156,334</td>
<td>163,954</td>
<td>104,424</td>
<td>182,027</td>
<td>-42.63%</td>
<td></td>
</tr>
<tr>
<td><strong>Standard Requests</strong></td>
<td>43,862</td>
<td>45,960</td>
<td>38,525</td>
<td>41,284</td>
<td>34,763</td>
<td>36,093</td>
<td>43,264</td>
<td>47,634</td>
<td>34,748</td>
<td>37,498</td>
<td>47,638</td>
<td>44,189</td>
<td>7.81%</td>
<td></td>
</tr>
<tr>
<td><strong>Total Requests</strong></td>
<td>92,427</td>
<td>90,067</td>
<td>80,701</td>
<td>84,293</td>
<td>78,231</td>
<td>78,206</td>
<td>93,607</td>
<td>95,891</td>
<td>79,038</td>
<td>77,075</td>
<td>98,048</td>
<td>88,500</td>
<td>10.79%</td>
<td></td>
</tr>
</tbody>
</table>

Orange County Library System: Report for FY 2019 YTD & FY 2018
www.ocls.info
October - March
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Catalog Searches***</td>
<td>545,605</td>
<td>550,599</td>
<td>607,516</td>
<td>576,565</td>
<td>544,969</td>
<td>486,335</td>
<td>2,793,626</td>
<td>6,309,929</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Renewals</td>
<td>180,219</td>
<td>172,821</td>
<td>176,677</td>
<td>197,144</td>
<td>181,938</td>
<td>172,335</td>
<td>928,976</td>
<td>2,030,132</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digital Requests</td>
<td>43,422</td>
<td>45,494</td>
<td>48,178</td>
<td>50,025</td>
<td>49,492</td>
<td>47,552</td>
<td>279,252</td>
<td>545,537</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard Requests</td>
<td>46,226</td>
<td>48,208</td>
<td>52,671</td>
<td>47,965</td>
<td>47,203</td>
<td>43,584</td>
<td>242,800</td>
<td>538,515</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Requests</td>
<td>89,648</td>
<td>93,702</td>
<td>100,849</td>
<td>97,990</td>
<td>96,695</td>
<td>91,136</td>
<td>522,052</td>
<td>1,084,052</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

***Estimate for July 2017
<table>
<thead>
<tr>
<th>Location</th>
<th>Days</th>
<th>Total Circulation</th>
<th>% of Total</th>
<th>Previous Year</th>
<th>Gain / Loss</th>
<th>% Gain / Loss</th>
<th>Drive Up Window Visits</th>
<th>Walk In Visits</th>
<th>Total Visits</th>
<th>Drive Up Window Visits Previous Year</th>
<th>Walk In Visits Previous Year</th>
<th>Total Visits Previous Year</th>
<th>Gain / Loss</th>
<th>% Gain / Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>29</td>
<td>193,195</td>
<td>18.29%</td>
<td>181,458</td>
<td>-78,263</td>
<td>-43.13%</td>
<td>20,246</td>
<td>20,246</td>
<td>42,697</td>
<td>20,246</td>
<td>20,246</td>
<td>42,697</td>
<td>(22,451)</td>
<td>-52.58%</td>
</tr>
<tr>
<td>MAYL*</td>
<td>20</td>
<td>45,836</td>
<td>8.12%</td>
<td>40,708</td>
<td>5,128</td>
<td>12.60%</td>
<td>42,094</td>
<td>42,094</td>
<td>32,588</td>
<td>42,094</td>
<td>32,588</td>
<td>9,506</td>
<td>5,128</td>
<td>12.60%</td>
</tr>
<tr>
<td>Digital Products</td>
<td>74,160</td>
<td>13.14%</td>
<td>100,981</td>
<td>-26,821</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>210,284</td>
<td>37.26%</td>
<td>192,208</td>
<td>18,076</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talking Books</td>
<td>29</td>
<td>2,214</td>
<td>0.00%</td>
<td>-2,214</td>
<td></td>
<td>-100.00%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chickasaw</td>
<td>25</td>
<td>6,800</td>
<td>1.20%</td>
<td>13,613</td>
<td>-6,813</td>
<td>-50.05%</td>
<td>10,213</td>
<td>10,213</td>
<td>11,999</td>
<td>11,999</td>
<td>11,999</td>
<td>5,047</td>
<td>4,207</td>
<td>-34.60%</td>
</tr>
<tr>
<td>West Oak</td>
<td>29</td>
<td>8,578</td>
<td>1.52%</td>
<td>12,429</td>
<td>-3,851</td>
<td>-30.98%</td>
<td>10,847</td>
<td>10,847</td>
<td>11,199</td>
<td>11,199</td>
<td>11,199</td>
<td>(352)</td>
<td>-3,851</td>
<td>-30.98%</td>
</tr>
<tr>
<td>Herndon</td>
<td>25</td>
<td>8,538</td>
<td>1.51%</td>
<td>16,930</td>
<td>-8,392</td>
<td>-49.57%</td>
<td>6,687</td>
<td>6,687</td>
<td>11,199</td>
<td>11,199</td>
<td>11,199</td>
<td>(5,047)</td>
<td>4,248</td>
<td>-39.05%</td>
</tr>
<tr>
<td>Alafaya</td>
<td>29</td>
<td>16,931</td>
<td>3.00%</td>
<td>27,734</td>
<td>-10,803</td>
<td>-38.95%</td>
<td>2,620</td>
<td>14,889</td>
<td>15,512</td>
<td>15,512</td>
<td>15,512</td>
<td>(6,343)</td>
<td>-3,623</td>
<td>-22.61%</td>
</tr>
<tr>
<td>Southeast</td>
<td>25</td>
<td>12,591</td>
<td>2.23%</td>
<td>20,444</td>
<td>-7,853</td>
<td>-38.41%</td>
<td>10,496</td>
<td>10,496</td>
<td>11,244</td>
<td>11,244</td>
<td>11,244</td>
<td>(8,650)</td>
<td>-7,853</td>
<td>-38.41%</td>
</tr>
<tr>
<td>Hiawassee</td>
<td>25</td>
<td>5,370</td>
<td>0.95%</td>
<td>10,843</td>
<td>-5,473</td>
<td>-50.47%</td>
<td>9,015</td>
<td>9,015</td>
<td>11,568</td>
<td>11,568</td>
<td>11,568</td>
<td>(2,571)</td>
<td>-2,571</td>
<td>-22.19%</td>
</tr>
<tr>
<td>Southwest</td>
<td>25</td>
<td>14,638</td>
<td>2.59%</td>
<td>20,895</td>
<td>-6,257</td>
<td>-29.94%</td>
<td>14,204</td>
<td>14,204</td>
<td>14,576</td>
<td>14,576</td>
<td>14,576</td>
<td>(372)</td>
<td>-2,55%</td>
<td>-16.55%</td>
</tr>
<tr>
<td>Fairview Shores</td>
<td>25</td>
<td>6,144</td>
<td>1.09%</td>
<td>11,838</td>
<td>-5,694</td>
<td>-48.10%</td>
<td>8,758</td>
<td>8,758</td>
<td>9,723</td>
<td>9,723</td>
<td>9,723</td>
<td>(1,965)</td>
<td>-1,965</td>
<td>-20.49%</td>
</tr>
<tr>
<td>North Orange</td>
<td>29</td>
<td>10,640</td>
<td>1.89%</td>
<td>19,761</td>
<td>-9,121</td>
<td>-46.16%</td>
<td>7,636</td>
<td>7,636</td>
<td>14,081</td>
<td>14,081</td>
<td>14,081</td>
<td>(7,045)</td>
<td>-7,045</td>
<td>-50.03%</td>
</tr>
<tr>
<td>South Creek</td>
<td>25</td>
<td>12,681</td>
<td>2.25%</td>
<td>20,071</td>
<td>-7,390</td>
<td>-36.82%</td>
<td>12,619</td>
<td>13,366</td>
<td>16,306</td>
<td>16,306</td>
<td>16,306</td>
<td>(3,729)</td>
<td>-3,729</td>
<td>-23.00%</td>
</tr>
<tr>
<td>South Trail</td>
<td>29</td>
<td>4,824</td>
<td>0.85%</td>
<td>10,954</td>
<td>-6,130</td>
<td>-55.96%</td>
<td>6,540</td>
<td>6,540</td>
<td>11,626</td>
<td>11,626</td>
<td>11,626</td>
<td>(5,066)</td>
<td>-5,066</td>
<td>-43.75%</td>
</tr>
<tr>
<td>Winter Garden</td>
<td>25</td>
<td>11,246</td>
<td>1.99%</td>
<td>18,477</td>
<td>-7,231</td>
<td>-39.14%</td>
<td>1,148</td>
<td>5,903</td>
<td>7,051</td>
<td>7,051</td>
<td>7,051</td>
<td>(6,669)</td>
<td>-6,669</td>
<td>-88.61%</td>
</tr>
<tr>
<td>Windermere</td>
<td>25</td>
<td>7,946</td>
<td>1.41%</td>
<td>12,915</td>
<td>-4,969</td>
<td>-38.47%</td>
<td>4,911</td>
<td>4,911</td>
<td>8,620</td>
<td>8,620</td>
<td>8,620</td>
<td>(3,709)</td>
<td>-3,709</td>
<td>-43.03%</td>
</tr>
<tr>
<td>Washington Park</td>
<td>25</td>
<td>2,518</td>
<td>0.45%</td>
<td>3,855</td>
<td>-1,337</td>
<td>-34.68%</td>
<td>8,848</td>
<td>8,848</td>
<td>9,338</td>
<td>9,338</td>
<td>9,338</td>
<td>3,510</td>
<td>3,510</td>
<td>65.75%</td>
</tr>
<tr>
<td>Eatonville</td>
<td>25</td>
<td>1,397</td>
<td>0.25%</td>
<td>1,806</td>
<td>-409</td>
<td>-22.65%</td>
<td>1,786</td>
<td>1,786</td>
<td>4,546</td>
<td>4,546</td>
<td>4,546</td>
<td>(2,760)</td>
<td>-2,760</td>
<td>-60.71%</td>
</tr>
<tr>
<td>Total</td>
<td>444</td>
<td>564,317</td>
<td>100.00%</td>
<td>740,134</td>
<td>-175,817</td>
<td>-23.75%</td>
<td>4,515</td>
<td>195,092</td>
<td>199,607</td>
<td>9,043</td>
<td>252,080</td>
<td>261,123</td>
<td>(61,516)</td>
<td>-23.56%</td>
</tr>
</tbody>
</table>

*MAYL Walk-Ins = Customer Transactions*
## Online Resources Usage Statistics - Number of Searches

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FEL Gale Databases**</td>
<td>4,890</td>
<td>3,826</td>
<td>4,318</td>
<td>4,182</td>
<td>6,660</td>
<td>23,876</td>
<td>39,546</td>
<td>382,379</td>
<td>-39.62</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ancestry Library Edition</td>
<td>2,992</td>
<td>3,074</td>
<td>1,903</td>
<td>2,081</td>
<td>3,733</td>
<td>13,323</td>
<td>5,517</td>
<td>49,170</td>
<td>141.49</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beanstack</td>
<td>85</td>
<td>71</td>
<td>12</td>
<td>119</td>
<td>328</td>
<td>84</td>
<td>161</td>
<td>295.46</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Big Interview***</td>
<td>134</td>
<td>217</td>
<td>82</td>
<td>492</td>
<td>1,167</td>
<td>1,178</td>
<td>3,176</td>
<td>-0.93</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biography in Context</td>
<td>4,746</td>
<td>3,293</td>
<td>4,831</td>
<td>4,030</td>
<td>4,096</td>
<td>20,996</td>
<td>3,933</td>
<td>39,455</td>
<td>433.84</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chilton's</td>
<td>152</td>
<td>114</td>
<td>113</td>
<td>124</td>
<td>591</td>
<td>123</td>
<td>1,710</td>
<td>385.49</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ferguson’s Career Guidance Ctr</td>
<td>40</td>
<td>13</td>
<td>11</td>
<td>36</td>
<td>64</td>
<td>164</td>
<td>348</td>
<td>536.67</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foundation Directory Online</td>
<td>269</td>
<td>366</td>
<td>100</td>
<td>98</td>
<td>1,001</td>
<td>130</td>
<td>2,131</td>
<td>608.87</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foundation Grants to Individuals</td>
<td>56</td>
<td>16</td>
<td>17</td>
<td>0</td>
<td>106</td>
<td>15</td>
<td>360</td>
<td>16.08</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HeritageQuest Online</td>
<td>1,570</td>
<td>2,200</td>
<td>2,330</td>
<td>3,009</td>
<td>11,829</td>
<td>4,072</td>
<td>34,226</td>
<td>190.50</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Learning Express</td>
<td>164</td>
<td>108</td>
<td>76</td>
<td>86</td>
<td>513</td>
<td>484</td>
<td>1,522</td>
<td>19.96</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LegalForms</td>
<td>77</td>
<td>57</td>
<td>55</td>
<td>56</td>
<td>332</td>
<td>286</td>
<td>1,454</td>
<td>16.08</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Literary Sources (table)</td>
<td>83</td>
<td>53</td>
<td>86</td>
<td>26</td>
<td>252</td>
<td>496</td>
<td>2,802</td>
<td>-48.19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lynda</td>
<td>35,416</td>
<td>31,588</td>
<td>36,493</td>
<td>39,222</td>
<td>184,423</td>
<td>37,927</td>
<td>416,220</td>
<td>388.26</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mango Languages</td>
<td>2,838</td>
<td>2,432</td>
<td>2,085</td>
<td>3,081</td>
<td>13,071</td>
<td>3,549</td>
<td>36,591</td>
<td>268.30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miss Humblebee's Academy</td>
<td>133</td>
<td>84</td>
<td>47</td>
<td>59</td>
<td>391</td>
<td>82</td>
<td>1,198</td>
<td>378.83</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Morningstar</td>
<td>559</td>
<td>1,092</td>
<td>2,223</td>
<td>4,392</td>
<td>14,799</td>
<td>3,724</td>
<td>50,877</td>
<td>297.40</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NewsBank</td>
<td>2,544</td>
<td>3,284</td>
<td>3,496</td>
<td>3,181</td>
<td>7,159</td>
<td>1,959</td>
<td>24,140</td>
<td>708.63</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Novelist Plus</td>
<td>548</td>
<td>852</td>
<td>348</td>
<td>442</td>
<td>2,478</td>
<td>446</td>
<td>3,717</td>
<td>458.61</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Novelist Select</td>
<td>4,181</td>
<td>3,326</td>
<td>3,408</td>
<td>4,560</td>
<td>19,092</td>
<td>3,427</td>
<td>43,831</td>
<td>457.11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opposing Viewpoints in Context</td>
<td>241</td>
<td>78</td>
<td>79</td>
<td>73</td>
<td>1,607</td>
<td>1,302</td>
<td>3,961</td>
<td>24.43</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pronunciator</td>
<td>347</td>
<td>308</td>
<td>61</td>
<td>252</td>
<td>1,275</td>
<td>239</td>
<td>4,158</td>
<td>433.47</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ProQuest Newspapers</td>
<td>208</td>
<td>560</td>
<td>292</td>
<td>329</td>
<td>1,719</td>
<td>191</td>
<td>2,060</td>
<td>898.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read the Books</td>
<td>1,685</td>
<td>1,183</td>
<td>1,183</td>
<td>1,374</td>
<td>5,659</td>
<td>2,940</td>
<td>23,348</td>
<td>133.64</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reference eBooks Collection</td>
<td>257</td>
<td>391</td>
<td>539</td>
<td>368</td>
<td>2,071</td>
<td>463</td>
<td>5,042</td>
<td>347.30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ReferenceUSA</td>
<td>4,350</td>
<td>4,704</td>
<td>3,907</td>
<td>8,212</td>
<td>27,241</td>
<td>5,464</td>
<td>49,742</td>
<td>398.55</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resume Maker</td>
<td>3,661</td>
<td>3,661</td>
<td>3,661</td>
<td>3,661</td>
<td>6,569</td>
<td>2,940</td>
<td>23,348</td>
<td>133.64</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rocket Languages***</td>
<td>60</td>
<td>54</td>
<td>40</td>
<td>61</td>
<td>239</td>
<td>1,637</td>
<td>3,347</td>
<td>-43.26</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Science Online</td>
<td>56</td>
<td>64</td>
<td>25</td>
<td>130</td>
<td>437</td>
<td>57</td>
<td>1,427</td>
<td>688.67</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard &amp; Poors NetAdvantage</td>
<td>1,236</td>
<td>923</td>
<td>1,004</td>
<td>1,206</td>
<td>6,656</td>
<td>2,012</td>
<td>24,454</td>
<td>232.73</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TumbleBookLibrary eKids</td>
<td>3,665</td>
<td>3,783</td>
<td>2,341</td>
<td>2,361</td>
<td>14,971</td>
<td>2,716</td>
<td>45,162</td>
<td>363.53</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TeenBookCloud</td>
<td>21</td>
<td>26</td>
<td>26</td>
<td>52</td>
<td>150</td>
<td>36</td>
<td>342</td>
<td>316.87</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Typing Quest***</td>
<td>20</td>
<td>23</td>
<td>17</td>
<td>33</td>
<td>127</td>
<td>7,220</td>
<td>7,401</td>
<td>-9.24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Value Line</td>
<td>20,101</td>
<td>21,251</td>
<td>22,012</td>
<td>17,677</td>
<td>101,137</td>
<td>34,323</td>
<td>310,401</td>
<td>-154.68</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL NUMBER OF SEARCHES</td>
<td>169,464</td>
<td>152,166</td>
<td>162,154</td>
<td>170,428</td>
<td>166,033</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Usage stats for Beanstack, Big Interview, Dear Reader, Resume Maker, Rocket Languages, and Typing Quest are not cumulative, the figure indicates the number of registered users for each month. YTD totals have been adjusted accordingly.

**Little Pim included as of 2/2015
Orange County Library System
Board of Trustees

Director’s Report
**OUTREACH HIGHLIGHTS**

Despite suspending staff presence at outreach events in mid-March, OCLS participated in 31 Community and Offsite events with an attendance of 2,606. Most notably, staff from the Winter Garden branch participated in Horizon West Fest, interacting with over 800 residents and signing up 86 new library cardholders.

On March 10, six OCLS Ambassadors gathered at RockPit Brewing (a frequent OCLS supporter) to chat about current reads and recommended reads. The meetup marked a successful change in format from a single book focus.

**SOCIAL MEDIA HIGHLIGHTS**

Social media growth across all channels increased 1.8% during this period.

Given the circumstances that the library has faced during this time, all of our announcement posts regarding impact to services were the highest performing posts of this period.

One exception was an Instagram post from earlier in the month for World Book Day featuring a photo of Orlando Public Library taken by Library Ambassador and local photographer Chris Kernstock.

Multiple posts were made by customers on social media expressing gratitude for Home Delivery.

**MEDIA HIGHLIGHTS**

Media Highlights this month included multiple sources messaging our status and response to ‘stay at home’ measures. The list below represents a sampling:

- *School Library Journal*, ‘In a Pandemic, Librarians Are Reporting to Work, Scared and Questioning Their Institutions’ on March 15.
- *Orlando Weekly*, ‘Orange County Library System suspends home delivery services’ on March 25.

**NUGGETS**

- Creative City Project’s Cole NeSmith mentioned Orlando Book Festival in his popular weekly arts roundup.

(Unfortunately the event had to be cancelled shortly thereafter.)

**SUMMER READING PROGRAM**

- Staff and volunteers gathered at Winter Garden Branch on Sunday, March 15 to shoot a video to promote our Summer Reading Program. The video will use American Library Association’s theme ‘Imagine Your Story’ for inspiration.

**COVID-19 RESPONSE**

- Cynthia Velasco wrote a blogpost ‘How to Social Distance & Still Use Your Library’ highlighting our digital services.
- Current ad campaigns were replaced with an ad promoting the ‘Social Distance’ blogpost with a link to it on Bungalow, Orlando Date Night Guide, Tasty Chomps and Tom & Dan.
- A :15 ‘Get Your Card’ radio PSA messaging library card signup is being broadcast on The Wolf, Florida Man, Real Radio 104.1, WPBRK and WUCF. The stations are donating the airtime. MPR has animated the PSA and will partner opportunities in that form.

**LOCAL WANDERER**

Due to the ongoing COVID-19 crisis, many of the venues typically available through Local Wanderer have been temporarily closed. However, we are excited to announce two new partners to the program: Orlando Magic and Enzian Theater.

The Local Wanderer team has also secured a sponsorship of $500 from GAI Consultants. These funds will be used to explore the economic impact of Local Wanderer pass use at partner venues and events.

**THESE THREE THINGS**

February TTT Schedule
- March 2 – Host: Laura Lizardi/Location: Windermere Branch
- March 9 – Host: Mike Donohue/Location: Level 2 Exhibit at Main
- March 16 – Host: Scottie Campbell/Location: Winter Garden Branch*
- March 23 – Host: Mike Donohue/Location: Special Services at Main*

- TTT on Facebook: 1,287 total engagements, 12,446 total impressions
- TTT on Instagram Stories: 306 completion rate, 222 total engagements
- TTT on IGTV: 1,785 views

*Due to closures and impacts to service that were happening, we had to rewrite and record two episodes of These Three Things. This month, we were only able to debut one new staff member, Laura Lizardi from South Creek. TTT production will be suspended during Orange County while the library is closed.
Director’s Report: April 2020

Recent System-Wide Events

Alafaya
- On 5 March, Lauren Mathur attended an outreach, “Waterford Lakes Literacy Night.” She interacted with 219 community members about OCLS.
- On 2-15 March Alafaya Branch hosted “Presidential Preference Primary Election Early Voting.” 4870 people voted during this time.

Chickasaw
- During the month of March, a total of 40 participants attended a Microsoft computer class.
- During the month of March, a total of 76 participants attended a Minecraft open lab.
- During the month of March, a total of 31 participants attended a "Writing Clearly" class.
- During the month of March, a total of 25 participants attended "Adult Storytelling Hour."
- During the month of March, a total of 81 participants attended "Afterschool Adventures with Hero Spark."
- During the month of March, a total of 16 participants attended "Art 101."
- During the month of March, a total of 16 participants attended "Basic Spanish."
- During the month of March, a total of 29 participants attended "English Conversation Hour."
- During the month of March, a total of 38 participants attended "English for Families."
- During the month of March, a total of 12 participants attended "English from Zero."
- During the month of March, a total of 19 participants attended "Meetup: Crochet Projects."
- During the month of March, a total of 15 participants attended "Practice Makes Perfect."
- During the month of March, a total of 32 participants attended "Speaking Clearly."
- During the month of March, a total of 44 participants attended "Storybook Fun."
- During the month of March, a total of 52 participants attended "Storytime Crafts."
- During the month of March, a total of 70 participants attended "Tech Exploration: Minecraft."
- During the month of March, a total of 1,981 participants attended the Presidential Preference Primary Election Early Voting.
- During the month of March, a total of 22 participants attended "Tiny Tales."
- During the month of March, a total of 52 participants attended "Toddler Time."
- On 2 March, 28 participants attended "Book to Boogie."
- On 3 March, 31 participants attended "Tertulia Cuatros Gatos / Spanish Book Club."
- On 4 March, 21 participants attended "Seuss-a-palooza."
- On 6 March, 12 participants attended "Pete the Cat the Musical."
- On 11 March, 19 participants attended "Little Chef: Lucky Charm Snack Mix."

Eatonville
- On 9 March, Eatonville presented “Big Idea Bubble Show” to 67 preschool and school age children who learned about reflection, refraction and more from bubbles of all shapes and sizes.
- On 5 and 12 March, Eatonville’s weekly “Zero to Five” Storytime averaged 27 preschoolers gathered to develop early literacy skills while enjoying picture books, songs, and nursery rhymes.
- 1-31 March, Eatonville distributed 40 tickets to juvenile library card holders for the OCLS “Check It Out: Orlando Shakes.

Fairview Shores
- On 2 March, 10 customers attended “Treehouse Adventures: Pirates Past Noon.”
- On 2 March, 125 students celebrated “Dr. Seuss’s Birthday Storytime” during an outreach at Rosemont Elementary school.
On 10 March, 15 participants attended “Building Roebling’s Bridge” to explore the science and story of Emily Roebling, the secret engineer behind the Brooklyn Bridge.

On 10 March, a total 77 customers had a blast of a time at “Mario Day: Mario Party Carnival.”

On 10 March, a total of 70 customers enjoyed activities during “Mario Day: Escape Bowser’s Castle.”

On 10 March, a total of 160 customers enjoyed activities during “Mario Day: Mario Kart Tournament.”

On 10 March, a total of 110 customers enjoyed activities during “Mario Party: 8-Bit Buddies.”

On 10 March, a total of 160 customers enjoyed activities during “Mario Day: Piranha Plant Pets.”

On 10 March, a total of 205 customers enjoyed activities during “Mario Day: Scavenger Hunt.”

On 3, 10 and 17 March, a total of 44 customers received valuable information from the Neighborhood Center for Families during their weekly resource sessions that covered community resources for children with disabilities, online job applications and general NCF resources.

On 4 and 11 March, a total of 55 customers enjoyed “Movie and A Craft” during Cool to do afterschool activities at the library.

On 4 and 11 March, a total of 30 participants attended “Pajama Tales” a weekly bedtime Storytime for school aged children.

On 5 and 12 March, 47 customers attended “Bubble Playtime” a weekly interactive bubble class for toddler and preschoolers to help with their motor development skills.

Between March 2 and 15, 1830 customers casted their votes early during the “Presidential Preference Primary Election Early Voting.”

On 17 March, 229 customers voted on “Presidential Preference Primary Election Day.”

During March 92 participants engaged in “Pop-up Crafts” which were pre-prepped and themed on bookmarks, cotton candy, frog, lucky clover, mask, national agriculture day and poison frog.

---

**Herndon**

On 2 March, 25 customers attended “Shake, Rattle & Roll.”

On 3 and 10 March, Creative Writing Masterclass with Margaret Atwood had an average attendance of 18 customers.

On 4 March, 16 customers attended “Big Fish, Little Fish.”

On 5 March, Limary Velez Fernandez and Normalee Page hosted “I SEA Sharks,” with 32 customers participating.

On 6 March, 31 customers enjoyed “Bubble Playtime.”

On 6 March, Limary Velez Fernandez and Maggie Finley attended Baldwin Park First Friday with 74 in attendance.

On 7 March, 13 customers attended “Angel Paws to Read.”

On 9 March, 12 customers attended “Springtime Sprouts.”

On 11 March, 22 customers attended “Seeing Green.”


On 12 March, 27 customers attended “Pow-HER-ful.”

On 17 March, 415 customers voted on “Presidential Preference Primary Election Day.”

During the month of March, 21 customers participated in “Check It Out: Orlando Shakes.”

During March, Tracy Covey hosted two field trips for TDR Academy with 32 in attendance.

During the month of March, 86 customers received tax help through “AARP Tax Income Assistance.”

---

**Hiawassee**

On 6 March, Storyteller Bill engaged with ten adults and forty-three children during Zero to Five Storytime at Hiawassee.

On 13 March, Linda Campbell hosted “Little Shamrock” at Hiawassee for an Irish feast of fun stories, and interactive stations with eleven adults and children in attendance.

Hiawassee served as an early voting location from 2 March through 15 March where 2,353 customers participated during the Presidential Preference Primary Election.

Hiawassee continued its inaugural “BizKids Club” that was the result of OCLS being selected to receive money from Orange County Government in the form of a $500,000 CRP grant. The last session included a
celebratory meal and treat. The grand total for attendance for the month of March included thirty-two adults, forty teens, and sixteen children for a grand total of ninety-eight participants.

Main
• The Blakemore School of Music had students of all ages perform classical music for an audience of 81 people on 1 March.
• Beyond Investigators hosted the Ghost Society open forum on 1 March, and 18 people joined them to share their personal paranormal experiences and learn what is new in the field.
• On 02 March, 43 people attended the "Central Florida Zoo presents Pirates of the ZOOribbean" which featured birds and animals from the Caribbean.
• On 02 March, storyteller Crystal Sullivan visited the "IBN Seena Academy" to present storytelling for 42 students and teachers.
• On 3 March, TEC hosted Forest Lake Education Center with 94 children and adults exploring finger knitting, robots, drones, augmented reality, and virtual reality.
• Youth Services hosted a first-grade field trip for Englewood Elementary for 100 students and chaperones on 5 March. The field trip was in partnership with the Orange County Regional History Museum, which allows a group to visit both the museum and library for interactive, educational programming in one day. The first-grade field trip, called "Now and Long Ago," helps kids learn about pioneers and complete a craft.
• As part of our outreach efforts and in partnership with the City of Orlando's Leu Gardens, OCLS storytellers present, "Storytelling at Leu Gardens." Families that attend receive free admission to the gardens following the event, which is hugely popular. On 02 March, a total of 179 people attended the three sessions for various age groups.
• On 7 March, 94 people came out to celebrate St. Patrick's Day with an Irish step performance by the Watters School of Irish Dancing.
• Matthew Gurnsey, the Kilted Man, delighted an audience of 82 guests with his rousing performance of traditional Irish and Scottish music on 8 March.
• On 8 March, 26 trainers joined the Orlando Public Library Pokémon League to do battle using popular trading cards.
• In March, 32 people attended "Caregiver Connect: Stay and Play" across three sessions. These events are an opportunity for our community to connect with others, socialize, and support each other through the early caregiving stage of their lives.
• On Wednesdays in March, TEC held "Ready, Set, Code: Mobile Apps Club" for the Lake Eola Charter School, with eight students attending each week.
• Customers took live online courses in March, including a variety of courses in QuickBooks, Photoshop, Excel, HTML, CSS, and more. The online classes continued after the library closed to the public. For the month, over 408 customers have registered.
• A total of 113 customers enjoyed Fiber Art classes in March, learning sewing, knitting, and crochet.
• Adobe software classes were offered in-person and had 31 customers participate.

North Orange
• On 2 March, 24 customers attended “Cuisine Corner Junior: Cupcake Decoration.”
• On 3 March, 18 customers attended “How Does a Seed Grow?”
• On 5 March, 21 customers attended “Pow-HER-ful.”
• On 7 March, Maritza Alicea attended the Apopka Elks Lodge Community event. A total of 74 people visited the library table to obtain information and 10 new library cards were opened.
• On 9 March, Jolanta Wilson hosted “Little Chef: Lucky Charm Snack Mix,” with 25 customers participating.
• On 9 March, 18 students attended “English from Zero.”
• On 10 March, 42 customers enjoyed “Snake Education with a Twist.”
• On 11 March, Stacey Lawson, Youth Program Coordinator presented Storytime to preschoolers at John Bridges Head Start. A total of 109 kids participated.
• On 11 March, 19 students attended “Writing Clearly Intermediate.”
• On 12 March, Stacey Lawson, presented “I SEA Sharks.” A total of 21 customers attended the event.
• On 12 March, 22 customers enjoyed “Preschool Take-Home Craft.”

South Creek
• On 3 March, “Crafter’s Corner for Adults” hosted 10 participants that explored their creativity with afternoon arts and crafts.
• On 7 March, 23 participants enjoyed a dinosaur adventure using stories and activities during “D is for Dinosaur.”
• On 7 March, 28 parents and children learned a simple recipe to make savory bites of potato for their next celebration during “Cuisine Corner Junior: Potato Bites.”
• On 11 March, the South Creek Librarian conducted a library tour for 20 language learners from UCEDA School.
• On 5 and 12 March, “Knitting and Crochet Nook” hosted 21 participants that explored fiber arts with relaxed conversation and knitting.
• On 10 and 17 March, “Free Yoga Class” hosted 31 students that strengthened their bodies with simple but challenging yoga poses.
• On 2, 3, 9, and 10 March an average of 86 children and parents participated in South Creek’s “Storybook Fun.” This read-aloud program includes folk and animal tales, songs and poetry for children ages 3-5.
• On 2, 3, 9, and 10 March an average of 129 children and parents attended “Toddler Time” at South Creek. This event includes stories and activities for children ages 18-36 months.
• On 2, 3, 9, and 10 March an average of 71 children and parents attended “Tiny Tales” at South Creek. This event includes rhythm and repetition of nursery rhymes to introduce very young children to literature.
• On 2, 3, 9, and 10 March, South Creek’s ESOL classes, “English Conversation Hour,” “Reading Clearly,” and “Speaking Clearly” brought in 116 participants.
• On 5 and 12 March, South Creek hosted “AARP Income Tax Assistance” where 166 members of the community received free income tax assistance.
• From 2 to 15 March, South Creek hosted 3345 for the Presidential Preference Primary Election Early Voting.

South Trail
• During the month of March, “English From Zero” was attended by a total of 15 students on Saturday mornings.
• “Afterschool Adventures with Hero Spark” averaged just over 10 children per session during March.
• The “Social Worker @ Your Library” assisted a total of 19 clients on Fridays in March. “Fashion Forward” on 2 March inspired 19 participants to be their most fashionable selves as they watched a movie and created a fashion board.
• On 2 March, 10 people from Catalina Elementary School leaned “How Can the Library Help Your Student?”
• On 3 March, Branch Youth Program Specialist, Stephanie Robinson entertained 57 children at “SOMCA Storytime.”
• During “Flying High” on 3 March, 12 attendees celebrated famous women who dared to fly while they designed, folded, and tested airplanes.
• On 4 March, a total of 136 attended “Snake Education with a Twist” featuring professional snake handler, Chief Rowley and his reptile friends.
• A total of 60 attendees stopped by to sample goods during the “BizKids Club Marketplace” on 4 March.
• On 6 March, “Crafternoons” had 10 children making crafts.
• The “NACA Home Buying Workshop in Spanish” on 7 March offered 68 the opportunity to learn about the home buying process from start to finish.
• On 9 March, “Building Roebling’s Bridge” had 12 people in attendance.
• On 11 March, “Cooking Chemistry” had 21 in attendance.

Southeast
• During the month of March, a total of 81 participants attended a Microsoft Excel computer class.
• During the month of March, a total of 33 participants attended "Storybook Fun."
• During the month of March, a total of 25 participants attended "Tiny Tales."
During the month of March, a total of 90 participants attended "Toddler Time."
During the month of March, a total of 2,367 participants attended the Presidential Preference Primary
Election Early Voting.
During the month of March, a total of 117 participants attended the AARP Income Tax Assistance.
During the month of March, Southeast’s ESOL classes, “English from Zero,” “Open Lab: English from
Zero” and “Reading Clearly Intermediate” brought in 53 participants.
During the month of March, Southeast’s Spanish classes, “Spanish from Zero” and “Open Lab: Spanish
from Zero” brought in 33 participants.
During the month of March, 46 children participated in the library’s “Check It Out: Orlando Shakes”
promotion.
On 7 March, 21 participants attended "Are You a Leprechaun?"
On 12 March, 17 participants attended "Little Shamrock."

Southwest
- 30 adults attended the four fiber arts classes during the month of February, including Knitting, Embroidery,
  and the debut Sewing class.
- 43 adults attended MS Word and MS Excel classes throughout the month of March.
- 34 adults attended the web-app and web design classes: Word Press, Google Docs, and Introductory HTML.
- 4,960 people came to vote at the Southwest Branch for Presidential Preference Primary Election for both
  Early Voting and Election Day.
- 40 adults came to Southwest to practice conversation skills and learn focused vocabulary in the four
  sessions of Advanced English Conversation and English from Zero.
- Throughout the month of March, 53 children learned about the Dewey Decimal System through an ocean
  themed Scavenger Hunt through the children’s non-fiction section.
- Throughout the month of March, 24 children wrote letters to Captain Hook through the library’s Character
  Mailbox.
- Throughout the month of March, 105 customers took part in the Community Interactive display “Learning
  Gives You Wings to Fly” by crafting a butterfly with their spring learning goals.
- 60 children took advantage of the of the Orlando Shakes “Check It Out” Promotion.
- 176 children and parents participated in Southwest’s weekly story times for babies, toddlers, and
  preschoolers.
- 46 babies and parents were introduced to important literacy practices that encourage learning and
  developmental growth in our baby programs: Springtime Sprouts and Mother Goose on the Loose.
- 46 babies and parents stay after baby programs to build community and let their little one play together
during two sessions of Caregiver Connect.
- 47 students and parents attended the two homeschool programs this month: Journey to the Pacific and
  Women of the American Revolution.
- 84 toddlers and parents attended the two programs for that age group to advance their toddler’s physical and
  cognitive development: Seeing Green and Bubble Playtime.
- 17 preschoolers and parents attended the two programs for that age group to introduce literacy skills: The
  Notorious R.B.G. and Alphabet Adventures.
- On 11 March, 26 tweens and parents enjoyed the “Building Roebling’s Bridge” afterschool program to
  celebrate Women’s History Month.
- On 11 March, the Youth Programming Specialist presented a story time program at the Central Florida Zoo
to 68 children and parents.

Washington Park
- On 2-15 March, Washington Park hosted “Early Voting” and 1,298 people visited the branch to cast their
  ballots during this period.
- On 4 March, “English from Zero” was hosted at the Washington Park Branch with 10 students in
  attendance.
On 11 March, Janet Schulte represented OCLS at “Bites! Camera! Action! Farmers Market” at Eccleston Elementary School. She was able to reach out to 36 people at the event.

On 11 March, “English from Zero” was hosted at the Washington Park Branch with 10 students in attendance.

In March, 20 teens participated in our “Share Your Favorites” interactive teen activity by sharing their favorite type of pie on the display board in the teen area.

In March, Washington Park hosted “Character Mailbox.” 10 children participated by writing postcards to our featured character and sending them through our character mailbox.

In March, 16 children learned about women’s history by completing activity worksheets that coincided with the branch’s display commemorating Women’s History Month.

West Oaks

From 2 March through 14 March, West Oaks served as an Early Voting location and saw 3,741 customers come into the library to vote.

On 2 March, West Oaks Branch Manager presented at the quarterly meeting of the “Mayflower Society” where 20 members enjoyed his presentation on “So Many Ancestors, So Little Time.”

On 3 March, West Oaks staff celebrated Women’s History Month by presenting the “Pow-HER-ful” program to 22 attendees who had fun learning about special women from history up through today through stories and activities.

On 3 March, 18 children and their caregivers learned about famous artist Georgia O’Keeffe at the “Painting with Georgia” event where they got to tap into their creative side with paint.

On 5 March, 23 members of the Daughters of the American Revolution met at the West Oaks Library to connect and do research for their annual Library Day during their annual convention.

On 6 March, West Oaks staff hosted a pop-up “Tech Exploration: iPads and Quiver” event where 13 attendees enjoyed coloring in 3D augmented reality.

On 6 March, AARP volunteers hosted “AARP Income Tax Assistance” where 43 customers came to get help filing their income taxes.

On 10 March, library staff hosted “Journey to the Pacific” where 11 children and their caregivers learned about Sacagawea and how she aided the Lewis and Clark Expedition.

On 10 March, the library celebrated St. Patrick’s Day at the “Little Shamrock” event where 17 preschoolers and their caregivers had fun with all things green.

Windermere

On 2 March, “I SEA Sharks” had 10 children and 8 adults swimming into the library to read shark stories and make shark puppets.

On 3 March, 14 children and 12 adults came to explore the library during “Growing Up WILD: First Impressions” to rank their favorite animals and color pictures of snakes.

On 5 March, 15 adults came out to the library to learn about the Citizenship Test during “Citizenship Inspired.”

On 7 March, there were puppies everywhere, as well as 144 children and 100 adults, during “Windermere Pet Fest” where people brought their favorite pets while making dog treats and decorating picture frames.

On 7 March, 10 adults came to the library to improve their English during “English from Zero.”

On 10 March, “Family Time with Chick-fil-A” brought 21 children and 15 adults to the library to make leprechaun crafts with Baby Cow and read stories.

On 11 March, to practice their English-speaking skills, 22 adults came to the library for “English Conversation Hour.”

On 12 March, 13 adults came out to the library to learn about the Citizenship Test during “Citizenship Inspired.”

On March 16, “Women’s History Coloring Sheets” had 18 children and 7 teens excited to celebrate Women’s History Month by coloring pictures of inspirational women.

On 16 March, during “Origami Stations” lots of paper was transformed into kittens, birds, and even foxes by 80 children.
• On 17 March, 10 children and 8 adults came to the library to destress from everything that is going on to color OCLS coloring books during “Relaxing Coloring Books.”
• On 31 March, “Check It Out: Orlando Shakes” encouraged 43 children to check out as many books as they could so that they could receive a ticket for the Orlando Shakes theater.
• Homeschool: Throughout this month there were classes for homeschool including art, STEAM, history, and language classes with a total of 68 children and 31 adults.
• For the week of March 2-7, total attendance for Story Time was 119 children and 115 adults.
• For the week of March 9-14, total attendance for Story Time was 50 children and 46 adults.

**Winter Garden**

• On 2 and 9 March, Winter Garden offered “American Sign Language 1”, welcoming a total of 57 eager learners.
• On 3 March, Janette Ramos hosted “Bubble Playtime” for 47 attendees.
• On 4 March, in celebration of Women’s History Month, Erin Reichel challenged 18 attendees to channel Emily Roebling, the secret engineer behind the Brooklyn Bridge, and build their own bridge.
• On 4 March, Nadine Nelson visited “Matthew's Hope Preschool” to read stories and share what a librarian does with 17 local preschoolers.
• On 5 March, “Zero to 5 Storytime” was brought to Horizon West for the “Library Pop-up” event series. A total of 29 people attended.
• On 5 March, Erin Reichel hosted “Flutter By”, an exploration of butterflies, for 30 attendees.
• On 7 March, Chand Persaud and 26 people celebrated Hindu Spring Festival during “Holi, Festival of Colors.”
• On 7 March, four Winter Garden staff members attended the 2nd Annual “Horizon West Fest”, bringing activities and information to 872 visitors to the booth.
• On 7 March, Winter Garden welcomed Expanding Intelligence for the “Tails with Tales” event, which encourages children to practice their reading with sweet, furry friends. 17 attendees participated.
• On 7 March, in celebration of Women’s History Month, Lydia Silbernagel hosted “The Notorious R.B.G. & Other Powerful Women” for 14 attendees.
• On 7 March, “Library Pop-Up: Horizon West” hosted the “Big Idea Bubble Show.” 117 people came out to play with bubbles and chat with their neighbors while enjoying the Florida sunshine.
• On 10 March, Janette Ramos hosted two sessions of “Parachute Play” drawing a total of 69 attendees.
• On 11 March, in celebration of Women’s History Month, Erin Reichel, presented “Flying High”. 45 attendees designed, folded and tested paper airplanes in recognition of famous women who dared to fly.
• On 12 March, Nadine Nelson and 40 attendees got into the spirit of St. Patrick’s Day during “Seeing Green.”
• On 12 March, Rebecca Padrick connected with 13 local community leaders at the “Neighborhood Center for Families” meeting.
• “Sing-A-Long with Friends” was held on two Tuesdays in March and drew an average of 33 attendees per event.
• “Caregiver Connect: Stay and Play” was offered three times in March, to an average of 41 attendees per event.
• “Storytime Crafts” was held on two Fridays in March and welcomed an average of 51 participants per event.
• “Prime Time Family Reading Time-Bilingual: English & Spanish” was hosted as part of the Library Pop-Up: Horizon West initiative on two Thursday nights in March. An average of 23 attendees participated each night.
• “Check It Out: Orlando Shakes” ran throughout March. 50 tickets were distributed.
• Throughout the month of March visitors to the Winter Garden Library were invited to participate in a community art project, “Community Connect: Fish in the Sea.” 244 people decorated fish and seahorses to add to the coral reef installation.
• In March, Winter Garden’s “Character Mailbox” invited children to write and receive a letter. 65 letters were received and answered.
• In March, Wednesday and Friday storytimes brought in 400 children and their guardians.
Orange County Library System
Board of Trustees

Director’s Report: Closures
The COVID-19 crisis has been at the forefront of our minds for the majority of the past month. Library administration followed the developing pandemic closely and met regularly during March to discuss changes to how we do business, in an effort to prevent the spread of the virus in our facilities. The Library increased our sanitation protocols and shut down alternating public computer monitors to increase social distancing, and posted notices about hand washing to encourage people to heed the CDC’s advice about washing frequently to curb the spread of the disease. On March 18, OCLS made the difficult decision to close our doors to the public. Staff continued to report to work, so the Library could keep our phone lines open and maintain our home-delivery service. When Mayor Jerry Demings announced a stay-at-home order, effective March 26 at 11 p.m., though, the Library made the even more difficult decision to temporarily suspend home delivery and send most staff to work from home.

Ever since the Library made that decision, staff have worked extra hard to ensure that our customers are aware of our digital services, including streaming services, live online classes, homework help resources, online magazines, and libguides created by the librarians. The Library has also begun to ramp up our online offerings, as well as pre-recorded storytimes for children, blogs with reading recommendations and recipes from Cuisine Corner, videos from our events and programs staff and more. Before the Library closed, multiple storytellers reported to the Orlando Public Library to record toddler activities, singalongs, and stories, and we started to share these on social media in late March. One of the event programmers blogged about a recipe for making whipped coffee, which has become a culinary sensation in recent weeks, while another created a video about how to bake bread at home, and yet another interviewed a local author. Looking forward, the Library hopes to incorporate additional virtual offerings so we can continue to be a vital resource for the community we serve.

So far, many of our customers are responding well to the shift toward digital services. Our social media accounts, including Twitter and Instagram, have become a place people are going to in order to have questions answered, because customers cannot reach the library by phone and others are not as familiar with the digital help forms. For context, this time most years, the Library sees increased engagement due to the public voting that occurs on Facebook from the Women in the Arts competition. This year that post was eclipsed by a blog post highlighting ways in which customers could practice social distancing and still use their library. To date, the post has generated 3,105 engagements, 1,935 clicks and has been shared 323 times, providing an unprecedented opportunity to educate customers on the vast resources available through their public library. Lastly, as OCLS works quickly to provide educational content for our customers through video, the YouTube channel added an additional 530 subscribers this month.

This has also resulted in an increase in the use of digital services overall, which were up 9 percent during the month of March. We also saw a tremendous increase in online card registrations, which were up 75 percent from March 2019. There were 1,021 successful registrations in March 2020, compared to 582 registrations in March 2019. Those registrations were completed by four information desk clerks, who worked from home to process the requests as they were received. This will continue for as long as the library remains closed.

Youth Services has been working with Orange County Public Schools to find ways to partner to provide educational offerings to children. During the last week of March, a virtual storytime facilitated by library staff was offered to students at Pinewood Elementary. OCPS and the library will look for more opportunities to offer these experiences to school children.

The book drops remained open for customers who need to return materials, and staff were reporting to the branches regularly to check the book drops for returned items. Since the library closed on March 28, we have checked in 29,760 items. The number of items being returned to each location’s book drop has been dropping,
and the Library decided that as of April 7, OCLS would close all book drops. Due dates for checked out materials have been extended to June 1.

Closure Updates: March 2020
Overview of Work Done While Closed to the Public

Main – Marketing and Public Relations

- Communicated with county about plans regarding library’s status as we adjust to the COVID-19 crisis
- Communicated with county about comments/questions they’ve been receiving from the public about the library’s status and continuing services, provided responses for them that they can share as questions arise
- Created content for our website that keeps public up-to-date on library’s response to COVID-19
- Rewrote and re-recorded audio spots for radio PSAs, updating messaging about library to promote digital services
- Rewrote and re-recorded These Three Things video, posted to social media, highlighting home delivery and digital services
- Press released library’s closure and highlighted library’s home delivery and digital services
- Created new blog content highlighting how to use the library and still “social distance”
- Coordinated interview with WFTV and Youth Services manager to promote library’s online resources that could help parents with their kids’ schoolwork during school closures
- Sent updates to all media partners regarding library’s plans to close during this crisis
- Recorded storytimes for use on YouTube and Facebook so parents can share experiences at home with their children
- Recorded content for a new library podcast, to be released in April
- Coordinated with Youth Services and Events and Programs to discuss future online offerings
- Created plan for short flipbook version of Books & Beyond that highlights Books by Mail, historical content on Orlando Memory and other digital resources people can access from home
- Contacted all customers with room reservations through April, informing them of closure and option to receive refund for cancelled reservations
- Worked on editing SRP promotion video/commercial, discussed plans to use for either SRP or general promotions in the future, as needed
- Worked with Events and Programs for plans to have their presenters who are doing Facebook live feeds connect them to our feed so we can share with our customers
- Weeded and reorganized bookstore products
- Communicated closure news and updates with FOL board and volunteers
- Worked with branches and departments to create content for e-newsletters so they remain engaged and in touch with customers during the closure
- Several staff went to assist Special Services and Questline, to help them stay on top of workload

System-Wide New Digital Content

- Storytelling- The Youth Services Department is working with MPR to create virtual storytelling experiences. Silence recorded a storytime and it will be posted after some editing. This is a priority, and MPR’s goal is to post storytimes on different platforms. Some of the storytellers came in for a YouTube live and other storytellers are scheduled to record content for the future. Youth Services has also reached out to branch staff to help in this effort. A Librarian and Assistant Manager from Alafaya are working on additional content. Marketing and Public Relations developed guidelines for staff in creating digital videos and has shared them.
• Performances- The videographer worked on editing some past performances such as FreeDaps for social posting.
• Blogs- There is a team of staff from branches and Learning Central working on blog content. The Manager from Southwest Branch is be the lead for the blog team and working with MPR on getting blogs posted.
• Melrose Content- The Melrose Team is working on digital content that will be posted on their Melrose channels.
• Online Classes-The TEC has online classes scheduled (Excel) and they will be offering 3-4 online classes a day. The classes are to be taught remotely. They are using online ready class curriculum and are discussing what classes can be developed to do online.
• Youth Services and Events continue to look for virtual opportunities.
• Youth Services has been in touch with OCPS and scheduled a call with them to provide some Virtual Learning presentations for their teachers and other ways that we can support their online learning.
• Launched a new weekly podcast, called Shelf Centered, that makes book recommendations and highlights services available online to customers
• Increased blog output by working with staff across the system to write blogs on everything from cooking tips to book recommendations
• Worked with Mayor Jerry Demings office to select a book for the mayor to read in a video storytime that will air on county social media channels on Easter

Main: Division of Business Operations

Human Resources & Training:
• Staff are working from home with access via e-mail.
• All training has been switched over to on-line until back to full operations.

Finance:
• The Financial Analyst is working from home.
  o The Purchasing Specialist is working from home, access via Supplies & Purchasing Distribution List.
  o Coordinates with Mail room for deliveries, comes in 2x a week depending on deliveries.
• The Accounting Specialist is working from home, no e-mail access
  o In office Non Payroll Tuesday, Wednesday and Thursday to process vendor invoices (Vendors paid every other week until full operations resume)
  o The Senior Accountant is working from home, access via e-mail.
  o In office Payroll Monday, Tuesday and Wednesday as needed
• The Finance Manager is working from home, access via e-mail. She comes in for payroll.
• CFO comes in on Payroll and vendor check days
  Operations Manager and Custodial & Security Manager responding to alarms and emergency maintenance requests.

Facilities & Operations:
• Custodial Staff worked to secure the building. Facilities Technician, Operations Manager, Custodial & Security.
• Service clerks alternate coming in on non-payroll weeks to process invoices. Service Clerks will be working from home.
• The Construction & Contracts Manager’s schedule will vary based on the Generator Project

Cost Control Items:
• The HVAC hours have been reduced by 3 hours in the evening. Temperatures have adjusted while the buildings are not occupied as much.
• Reduced lighting to minimal (but safe) levels
• After the April carpet deep cleaning, further carpet cleaning will be postponed until the facilities are back in full operation
• Window cleanings have been postponed until the facilities are back in full operations
• Contracted Janitorial Services will be curtailed to once a week beginning April 1st
  o The company is to do deep cleaning this week and next (public bathrooms, shelves, etc…)
  o Asking staff who do come into the buildings for essential tasks to refrain from using the public restrooms and only use the staff restroom and to take out their food trash

Main: Division of Learning & Programming

Events/Programs
• Online Learning/Training
  o Staff trained in the Lynda database, in SumTotal, Stream Yard, blogging, Microsoft Teams, using social media, and using other online tools.

• Canceled Events
  o Canceled and re-scheduled April and May events. Some will be offered online.

• Creating content and other activities
  o Created and brainstormed blog content. Developed and posted Cuisine Corner @ Home- Dalgona Coffee aka Frothy Coffee
  o Created and brainstormed ideas for the OCLS Youtube channel. Developed and posted Cuisine Corner @ Home- Baking Bread
  o Discussed the set up of a podcast with Tim Dorsey
  o Scheduled Writer's Corner online events
  o Contacted WUCF for PBS virtual screening opportunities
  o Worked on Adult Summer Reading Wiki page and program scripts
  o Worked on Hispanic Heritage events
  o Trained on using Stream Yard for live events
  o Worked on various videos for the writer's group
  o Created templates for ongoing series/events
  o Worked on content for the "Magic and Muggles" future event
  o Worked with "Master Class" product to incorporate in future events
  o Met virtually with the Holocaust Center about forthcoming events and exhibits

Learning Central
• Professional Development
  o Staff participated in numerous professional development opportunities through Lynda.com, SumTotal, Florida Library Webinars, PLAN, and other platforms

• SRP Reading List
  o Multiple staff volunteered to help with the SRP booklists for the Youth Services department

• BeanStack
  o Multiple staff volunteered to learn how to do reading challenges

• Right Service Right Time (RSRT)
  o The RSRT team evaluated and updated county services

• Orlando Memory
  o Staff created entries and took inventory of broken links on the Orlando Memory website

• Downloadable Emails/Reference Questions/Talking Books/Social Worker
  o Staff answered downloadable, Reference, and Talking Book questions from customers
  o The Social Worker is available by email

• Events, Classes & Training
Staff researched and organized classes for ASR, brainstormed ideas for programs for the Adult Program Wiki, as well as other classes they offer

- **Screencast Tutorials**
  - Staff started to create tutorials for databases through the screencast app

- **LibGuides**
  - Librarians researched, updated, created and published multiple LibGuides including a new Free Ebook and audiobook LibGuide requested for social media promotion and one for Tomie DePaola

- **Social Media**
  - Staff developed content for the Spanish Twitter account.
  - Staff started working on the idea for a Bingo game for Instagram and developed content for Blog posts

- **Internal manuals/Tips & Tricks**
  - CST staff started working on tutorials to help colleagues handle a variety of common public PC situations
  - The Talking Books Manual was updated and reviewed

- **Brainstorming Ideas**
  - Staff brainstormed ideas for online classes, programs as well as activities for future events

- **Book Chat**
  - Staff started to organize weekly book chats in social media which starts on 16 April at 2 p.m. on Facebook and Twitter

**Technology & Education Center**

- Since closing, the trainers taught a total of over 30 classes with a total attendance of 438. Some of the classes included:
  - Online Class: Microsoft Excel Level 1
  - Online Class: Microsoft Excel Level 2
  - Online Class: Microsoft Excel Level 3
  - Online Class: Microsoft Excel Level 4
  - Online Class: Microsoft Excel - Formulas & Functions
  - Online Class: Microsoft Excel - Charts
  - Online Class: Microsoft Excel - Pivot Tables
  - Online Class: Adobe Photoshop Level 1-4
  - Online Class: Web Design HTML Level 1-4

- Staff worked on the curriculum for numerous classes, for example:
  - Let's Play Chess Camp
  - Code with Sphero
  - Updated QuickBooks Exercises to HTML5
  - Online Wordpress Level 1-4
  - Streaming Games Online for Kids
  - Mobile App Development Basics
  - 3D Printing Fundamentals Class for Melrose Fab Lab
  - Mindstorms Challenge Camp for Melrose Fab Lab
  - Raspberry Pi Class for Melrose Fab Lab
  - Sewing Class: Messenger Bag

- Worked on internal documents, including a FAQ for trainers and customers attending online classes.
- Investigated the possibility of creating a digital escape room
- Trainers worked on learning more about numerous classes/software, for example:
  - QuickBooks Online Version (Lynda Course)
  - LEGO Mindstorms – Ready, Set, Code Curriculum
o Adobe Course on Design Tools Working Together
o Knitting Techniques (YouTube)
o Crochet Techniques (YouTube)
o Online Instructor Training
o Python Programming Training (Lynda Course)
o Sewing Quilted Table Runner
o Excel Macros (Lynda)

Youth Services

- Filmed several storytellers, librarians and YPS staff to have videos to release over social media
- Held a virtual library card presentation for OCPS k-12 media specialists
- Updated LibGuides, Kindergarten Readiness, and Teacher Connect webpages
- Compiled list of titles for Mayor's Demmings' Easter Story Video
- Launched two new Beanstack Digital Literacy Challenge for grade k-5 and 6-12
- Worked on Magic and Muggles Map upcoming event
- Created, edited, and scheduled (3) e-newsletters to go out. (Staff will be sending out a weekly e-newsletter to early learning, kids, and teens highlighting e-books, new storytime videos released and online resources)
- Updated Children's Initiative resources on Intranet and created a new email template that was shared with liaisons to promote virtual storytimes
- Scheduled first public Hero Spark Adventure Online Class after several tests were completed
- After the success of one virtual storytelling event, additional schools, including Moss Park, Wheatley Elementary and SOYMCA Head Start are being scheduled
- Assigned peer reviewers to May and SRP scripts that are being
- Staff continue with online training related to Microsoft Teams, early literacy, and leadership skills
- Brainstorming for virtual One Book, One Community in partnership with the Orlando Sentinel to be launched 12 April

Main: Division of Information Technology

Staff Support

- Received over 100 tickets from staff. Most of the tickets were related to questions or problems working from home.
- IT has provided over 30 laptops for staff to work remotely. In addition, many departments already have laptops that staff are also using to work remotely and every manager have a laptop so they are able to continue working from home. Some staff in specific departments such as TEC, Melrose and Graphics Design have been allowed to take their work desktops due to the unique systems requirements they need to perform their job.

IT Projects – We are taking advantage of the closed days to complete some computer projects. These are:
- Computer updates – Perform software updates and patches to Windows 10
- Microsoft Office 2019 Upgrade
  o Public computers have Office 2016 and we are going to upgrade all of them to Office 2019.
  o So far we have placed an order to purchase the licenses and should have these computers upgraded by the end of April.
- Phone system upgrade – Currently AT&T provides our Voice over IP (VoIP) services. We are migrating out of AT&T to Jive.
  o We have upgraded all the branches to the Jive VoIP service.
  o We will be upgrading Main during April and will complete the final migration during May.
- Dell Server upgrade
  o We are migrating from an old system infrastructure to a new one called Dell VX Rail.
  o A Dell engineer has been working with us during the migration.
The new server infrastructure is in place and we are migrating servers from the old system to the new.

Computer reservation and self service services (scanning, faxing and photocopy)

- We are doing a system upgrade and settings modification. This upgrade will allow us to provide new features to our services and fix some concerns expressed in the past.

Video Conferencing – We are getting Zoom accounts to continue providing services to the public.

Main: Division of Technical Support

Circulation:
- Four staff members are set up from home to process online library card registrations
- Monday the Mailroom was be staffed by a manager all day from 7 am - 4pm
- Pickup and Deliveries including USPS, UPS and Fed-Ex
- Mail/Packages will be distributed to Departments and Locations
- Starting Tuesday the Mailroom was be staffed from 7 am – 12 pm
- Sign will be placed on loading dock with hours/days of operation on Thursday at 5pm
- Drivers will be directed to call the Main Circulation Department Head if delivering outside of the 8 - 10 am window or any other questions
- Operations as usual until the closure and then transitioned to help all Main departments
- Assisted with additional weeding projects
- Started an intense shelf reading project
- Assisted Special Services as necessary due to a dramatic increase in circulation due to the current crisis and appropriated staff accordingly

Starting Monday, March 30th:
- Mailroom will be staffed from 8 am – 10 am Mondays, Wednesdays, and Fridays by a manager
- Mail/Packages will continue to be distributed to Departments and Locations

Questline:
- Monday staffed 9 am – 6 pm
- Tuesday transitioned to staffing 9 am – 5 pm
- Reacted positively to a dramatic increase in calls up to 100 calls per day per agent for an 8-hour shift
- Worked with Events & Programming, Marketing & Public Relations, Special Services, and Circulation to coordinate messaging to customers due to system-wide cancellations
- Worked with Special Services and Circulation to coordinate messaging to customers that had materials borrowed and due dates had changed
- Starting Friday the 27th checking emails and voicemails remotely and responding as necessary

Technical Services:
- Processed all incoming materials with holds immediately for home delivery
- Processed all other materials as needed
- Supported Special Services with checkout for home delivery due to a dramatic increase in circulation due to the current crisis and appropriated staff accordingly

Special Services:
- Reacted positively to a dramatic increase in circulation due to the current crisis and appropriated staff accordingly
- Processed as many materials as possible for home delivery, the last few days were over 4,000 items
Website Design & Development:
What we’ve worked on:
- Orange Crate campaign
  - To support Asst. Manager, crafted language for her to approve and sent campaign to participants to inform them the program is on hold, also provided link to OCLS blog post on early literacy calendar from PLA
- Help Desk Submissions
  - Providing help request records, several times a day to the departments who respond
- Customer Satisfaction Survey Submissions
  - Checking for submissions to pass along to appropriate recipients
  - Orange Peel Account Login Assistance
  - Resolved issue where Account Login Assistance tab when used outside the network was redirecting to OP login page
- Social Worker Promotion & Page
  - Created homepage promo tile and updated language on the Social Worker page
- E-newsletter Campaign Reviews
  - Providing technical review of April e-newsletters
- Response to Forty8Fifty on SOW
  - Sent Wed, in their response they were understanding
- Staff Picks Statistics
  - Ongoing task shared. We add “301” to the item code 1 field and “Staff Picks” to the item message field; I also get a statistics snapshot to compare to future circulation statistics to understand effectiveness of Staff Picks on circulation
- Caspio Submissions Notification Issue
  - Leslie and Will did some testing 11pm Tues night; continue to respond to vendor support emails in an effort to resolve the issue
- Redirected Melrose calendar links
- Juvenile Registration Form Referral Tracker
  - Jeff and Damon provided answers to my questions about our options for providing a referral tracker, how the work could be divided and how long they estimate it would take
- Home Delivery E-blast Mass Mailer – will begin today

Upcoming:
- Social Worker Assistance Form
  - Work with Learning Central to identify form fields and functions (what info to collect and require, who should receive the submissions) and then build the form in Drupal
- Juvenile Registration Form Referral Tracker
  - A DPR from Natalie that was put on hold after our staffing levels changed; Natalie is still interested in being able to track when a registrant was referred by a school or teacher, especially as they plan to provide training to OCPS next week
- Operations as usual with projects and transitioned staff to work from home
- Made changes to the website due to COVID-19 closures
- Made changes as necessary with Communico to accommodate the COVID-19 closure
- Worked with Events & Programming, Marketing & Public Relations, Special Services, Circulation, and ILS Administration to coordinate messaging to customers due to system-wide cancellations
- Worked with Special Services, Circulation, and ILS Administration to coordinate messaging to customers that had materials borrowed and the load rules had changed
Melrose:
- Transitioned to working from home
- Staff members checked out laptops from IT and Melrose
- Content creation is taking place for future classes, programs, and events
- Staff checked out specific equipment from Melrose to continue content creation
- Active with social media and specifically shared
  - Episode 1 of the Reel to Real podcast series with Joe Vitale and Buster Cousins
  - Melrose in the Mix from Thursday night on WUCF featuring Steve Garron (Episode 3)

Audio
- Further developing Ableton Live classes to add to Level 1.
- Planning to finalize the Build Your Own Microphone class with TEC.
- Edited audio from February Reel to Real podcast scheduled for April release
- Recorded MPR staff’s Shelf Centered podcast
- Planning train-the-trainer type activity to bring entire team up to speed on live stage equipment
- Developing live stage curriculum ideas
- Thought of idea to create short weekly video updates – more below

Fab Lab
- Developing assessment parameters for Fab Lab tools for future roll out
- Continuing build of Melrose R2
- Developing 3D printing redesign
- Updating Electronic Engineering and Robotics class content
- Make It Mondays series development
- Raspberry Pi class development
- Starting Zombie Camp planning for next year
- Planning to test Mars Landing camp

Video
- Creating necessary content for future meetups
- Projection class finalization with ITS
- Creating slo-mo class
- Working on Melrose entrance project plans
- Reviewing Melrose Film Fest submissions
- Edited video content for January Reel to real episode for OCLS YouTube channel
- Planning with TEC, MPR and Events & Programs to assist with video content creation during closure
- Talked about getting involved with editing Melrose in the Mix sessions not destined for TV, for YouTube channel

Photo/Design
- Creating meetup content about infrared photography, possibly developing class content as well
  (Three of the four pod members have been out this week)

General
- Cleaned out storage closet to provide TEC with half the room (they need for sewing supplies)
- Social media updates
- Planning video for vocal warmup techniques (in lieu of Open Mic)
- Planning future Theatre meetups
- Pod weekly videos, an idea from the Audio Team – we plan to create short (less than 5 min) videos weekly from each pod, with a tip or some element of things we teach. Hopefully, we can keep our users somewhat engaged with us.

ILS Administration
- Operations as usual with projects and transitioned staff to work from home
• Continued calls and in-depth homework with OCLC for the Wise ILS project
• Maintained Sierra (ILS)
• Continued reefing EZProxy authentication and HTML pages
• Worked with Events & Programming, Marketing & Public Relations, Special Services, and Circulation, to coordinate messaging to customers due to system-wide cancellations
• Worked with Special Services, and Circulation, to coordinate messaging to customers that had materials borrowed and that the due date had changed

Division of Branches

Alafaya
Assistant Manager:
• Created a new schedule for March and April
• Worked on integrating a SharePoint calendar into the Alafaya Teams channel for SRP
• Answered staff questions regarding the library’s response to the Coronavirus
• Worked with staff to create new ESL offerings and D&D offerings
• Canceled Communico classes and contacted customers as needed
• Created and organized a daily board to organize and provide transparency about staff work during the closure
• Helped create, organize, and set up staff training
• Worked with staff to check-in, sort, and shelve material
• Started sorting through and cleaning the office

Staff:
• Checked in and sorted stuff from Blue boxes and the drop.
• Shelved material as shelves filled up
• Printed daily paging list, pulled books, scanned books and boxed them to be sent to special services
• Shelf read and started location inventory—completed young adult and manga sections. The team also began working on J Fic and Adult non-fiction
• Worked on picking titles for the young adult SRP reading lists
• Created a staff training schedule
• The interested staff took training on knitting, crocheting, digital art with drawing pads, and Photoshop levels 1 & 2
• Sorted through the CDs and made sure the last four digits of the barcode were on them and that the cases were in good condition
• Repaired books and taped new material coming into the branch
• Some staff took online training on Spanish for the library
• SRP program preparation – This includes script adjustment, activity, and craft development.
• Meetings to discuss new program/class ideas for the future. This included D&D and added ESL classes
• Helped participate in a D&D beta test for youth services
• Created ESL lesson plans for future classes
• Easy books and romance were gone through, and books in bad condition were taken out of the collection
• Created and replaced spine labels for material that needed label replacements
• Put away furniture and readjusted areas of the library after early voting
• Cleaned surfaces twice daily to help reduce the spreading of germs
• Contacted BBM customers checked with them about their holds and orders
Chickasaw
Managers:

- Employee Evaluations
- Blog content - RBdigital
- Training Content for Teams
- Hosted Let's Get Digital staff training through Team
- Creating online training content for ePULP, RBdigital, and How to get your book into the library
- Took training on Microsoft Publisher and Microsoft Illustrator
- Updated various in-house presentations on library services
- Minecraft licenses for future programming, working and testing the Minecraft Servers for the Minecraft Open Lab
- Payroll
- Branch documentation
- End of Month tasks/statistics, Director’s report, strat plan updates, and mileage reports
- Updated our revised work schedule & uploaded onto Teams
- Meet w each staff member at least once a week in person or by phone
- Checking monthly statistics for accuracy.
- Directed staff to continue to uncase Kwik cases from CDs & DVDs and dispose of those, then shift items but leave space for returns and new additions to the collection
- Asked staff to replace broken cases for CDs & DVDs
- CollectionHQ - Dead Items report

Staff:

- Meeting Room Refunds and Cancellations
- Disinfecting circ desk, children’s area.
- Cleaned and organized cabinets.
- Teams testing and Team conference call Quick Guide creation
- Balance the Register, deposit, and brinks
- Check in Items, shelving, newspapers, pep boxes, paging list, sent BBMs to Special Services
- Check Registrations for errors
- Charging and maintaining the iPads and camera equipment
- Removing Kwik cases
- Familiarization of Office 365, Humblebees, Academic OneFile, Newspaper databases, and Ancestry
- Watched the Toddler Time, Storybook Fun and Cuentame Un Cuento videos on OCLS's youtube (to gain new ideas for songs and flannels)
- Familiarization of Beanstack
- Watched beginning to knit videos on youtube (practiced chaining for knitting)
- Started learning Korean through Mango
- Revisited past crochet training worksheets and practiced making an orange amigurumi from a past class taken.
- Learning how to crochet a mask.
- Met with Daniel and two Tech Trainers from the Alafaya Branch to discuss ideas and collaboration.
- Shifting Easy beginning reader as well as Easy pictures books.
- Curriculum Creation
- Creating Blender 2.8 class
- Training for “Visual Storytelling” class creation
- Intro to Coding, Python
- Writing Clearly – May 2020
- English for Zero – PowerPoint presentations
• ESL teams page updated with PPTs
  • Training
• Digital Downloads Training – Let's Get Digital
• Photoshop Fundamentas, Level 1
• Crochet and Knitting – staff training
• Python training for staff
• Sewing skills and techniques - staff training
• QuickBooks Pro: Level 1 (OCLS Online) o QuickBooks Pro (Lynda.com) o Studied w3schools.com courses
• The Impact of Words on Customer Service - Words to Use vs Words to Lose
• The Art of Saying No to the Patron
• Copyright Basics for all Library Staff
• Fair Use for Libraries: Navigating the Current Legal Landscape
• Challenges and Rewards
• Business Writing: How to Write Clearly and Concisely.
  • Weeding Collection
• Junvenile Non-Fiction
• Large Print
  • Reading and Shifting Collection
• Picture Books
• DVDs & CDs
• Adult Mystery
• Sci-Fi
• Western
• Fiction
• YA Manga and Graphic Novels
• Romance

Youth Services and SRP
• Proofed several SRP2020 Flyers
• Updated SRP2020 Flyer assignments
• Created a Early Learning SRP2020 Flyer
• Worked on K Bootcamp ideas
• Adjusted Closure promos for Teen Website through April 2020
• Created a new promo for the site for Spring into Reading Beanstack challenge
• Removed existing scheduled Teen April 2020 promos from site (set for future release)
• Created sample craft script for teens strike back program revamp
• Received Peer Review for SRP Imagine You’re a Community Hero- made suggested changes- uploaded new script to wiki
• Discussed recording that I will be doing Monday for One Book, One Community with Natalie Houston and created speaking script for it
• Finished The One and Only Ivan by Katherine Applegate (juvenile novel for One Book One Community)
• Updated/Revamped Star Wars Galactic Games Family Program- uploaded to wiki and sent off a peer review request

Eatonville Manager:
• Spent 3 full days with Selina Raghunath - filling her in on various managerial tasks (i.e. monthly stats, payroll, evaluations) and providing a thorough overview of the CRP Grant and Hiawassee’s various partnerships.
Submitted CRP Invoice & Activity Reports for February
Revised Eatonville’s March schedule and completed the April schedule
Planned team building activities and trainings for upcoming weeks

Staff:
- Paging list
- Delivery
- Book drop
- Shelf reading the following collections:
  - Board books, Beginning Readers, Easy Books, Juvenile Nonfiction
- Creating CST binder and trained on presenting Lego We Do
- Staff completed multiple Sum Total trainings.

Fairview Shores
Managers:
- Emails
- Assign and discuss work from home projects with staff
- Daily Teams meetings
- Daily going in to branch to clear book drop, do picklist, shelve and other duties
- Employee status change form (took a while because of network issues at the branch)
- Compile all the work from home projects and tasks and post to teams document
- Review cameras for anomalies at the branch
- Communicate with staff over the phone
- Attend TEC training
- Completed Teams training from Colleen
- Cancel programs in Communico
- Review webinars for PLA
- Weekly teams meeting with staff
- Director’s Report
- Monthly Stats
- Approve staff time
- Evals and staff PJ in Halogen
- Met w/ Ken (H24) re: BizKids petty cash for Sector 3
- Completed monthly reports for BizKids
- Met w/ IT to get a replacement laptop for HC
- Reading book on motivating staff

Staff:
- Felt and Flannel Stories – E.g.: There Was An Old Lady Who Swallowed a Whatever and Fall is Not Easy, Mouse Paints, Itsy Bitsy Spider, Pete the Cat and the 4 Groovy Buttons, Pete the Cat and I Love My White Shoes
- Adapted Books - working on 15 sets of 3 different Eric Carle books- Panda Bear, Panda Bear; Brown Bear, Brown Bear; and Polar Bear, Polar Bear. Laminated everything, printed out (over 100 pages!). 5 books completely done.
- Trainings – E.g. Exploring leadership trainings, the digital resources training, webinar on Super Storytime, What Makes a Leader and Cultivating a Customer-Focused Culture.
- SumTotal Trainings – E.g. Blue Ocean Strategy, Cloud Library at OCLS, Cultivating a Customer-Focused Culture, Everyday Leadership by Drew Dudley, Leadership Essentials: Building Your Influence as a Leader, Leading Without Formal Authority, Professor Stew Friedman on Total Leadership: Be a Better Leader, Have a Richer Life, So you want to be a leader? Teams Quick Reference Video Links, Communico Training.
• Youth Programming HUB - actively monitoring the Youth Programming HUB and responding there.
• Children’s Wiki to prep for events: Mother Goose on the Loose, Reviewing other children’s wiki events
• YouTube: Researching other libraries programs with children's programs, Researching leadership lectures, working on learning Spanish language.
• Book Club: Reading book: Big Little Lies for upcoming Zoom meeting, Reading book: The Year of Living Biblically for upcoming Zoom meeting.
• Researching Zoom meetings, construct instructions in word and PDF and contacting Barbara.
• Filming Puppet Shows and Felt Stories
• Check and respond to emails daily
• Review social media
• Weekly Teams Meetings
• Worked on, finished, and submitted FOL scholarship application and required documents
• Wrote descriptions to add to Halogen performance journal
• Brainstormed ideas/ concepts and began gathering resources and information for STEAM programming after school series (creating themed months where each week we explore a different topic)
• Explored website, online resources, and databases I'm not as familiar with (ongoing project)
• Cleaned up One Drive
• Checking and responding to emails
• Staff shared some examples of the felt stories.
• Book drop
• Pulling paging list, unresolved hold list and setting up boxes for PEP.
• Daily Delivery
• Shelving
• Check in periodicals and newspapers
• Wiping down and cleaning all DVDs in the branch
• Cleaning all returned materials (With disinfecting sprays and cloths)
• Looking over the new script for the chess class

Herndon
Managers:
• Surveyed Staff’s technology access
• Sent staff video through Mayo Clinic: 7 Ways to De-stress Right Now
• Reached out to staff with updates/wellness calls
• Continue to assess apps for virtual work viability; Teams, Zoom, Asana, Slack
• Cancelled all Events in Communico
• Attended two online author events through Instagram Live
• Manager provided/assigned training to new Assistant Manager
• Sum Total Training:
  Claims Returned Refresh
  Everyday Ethics in Libraries 6 part series
  Communication Challenges: Navigating Choppy Waters
  How to Stay Positive in a Negative World
  Reading a Book to Children
  Bilingual Storytime
  ADA
  Beanstack
• Webinars:
  Managing Through Crisis: How to Work Remotely
  Managing Through Crisis: What is Crisis Management
Managing Through Crisis: Let’s Talk About Small Business
Miss Humblebee’s Academy Training

- Met with all staff individually to communicate availability of social worker to customers as well as staff and reminded staff about Employee Assistance Program (followed up with email with link and OP information)
- Customer Service Lead, Librarian, and Manager have been getting new Assistant Manager acquainted with Circulation procedures, branch layout, shelving guidelines, and operational procedures.

Staff:

- Branch Duties:
  Book Drop
  Paging List
  Shelving
  Processing PEP deliveries

- Other Training/Activities:
  The Gig Economy Might Not Pass the Coronavirus Test (YouTube)
  Virtual Teams: Building a Productive Remote Organization
  Udemy Courses in Python
  Excel Statistics Essential Training
  Git training – for coding
  Researching bilingual stories for videos
  Self reviews
  E-Newsletter
  Mama Gansa Resources Review

- Shift CDB collection after recent weed in Vietnamese/Spanish which made room for another two cases of CDBs
- Took survey of staff to find out what classes they would like to learn from our Tech Trainer and Customer Service Tech
- Librarian sent out list of Database training opportunities to staff including:
  Biography (Gale)
  Brainfuse (free online tutors)
  ChiltonLibrary (Gale, automotive repair)
  HeritageQuest (genealogy)
  LearningExpress Library (test prep)
  LegalForms (Gale)
  Mango Languages
  NoveList (readers advisory)
  Opposing Viewpoints (Gale)
  Reference USA (business/companies/mailing lists/finding people)
- Librarian edited Libguides she is responsible for
- Tech Trainer taught Photoshop and Illustrator to a number of staff members
- Various trainings staff have done since the closure from SumTotal or Lynda
  Illustrator and Premiere Pro
  A Pep Talk from Kid from “Kid President”
  Building Accountability in Your Culture
  How to Build a Culture of Coaching
  A Librarian’s Guide to Homelessness
  Power Skills Series: 20 Life Changing Words
  Other Power Skills Series training
  ADA Service Animal Training
  Incident Reports
Hiawassee
Managers:
- Branch duties as listed above
- Staff payroll
- Blocking off meeting rooms during closure
- Cancelling and contacting presenters for classes and events for April and May
- Completing evaluations due
- Contact staff and stay in touch with emails such as trainings to be completed from home
- Create instructions on how to access email and MS team board from home
- Create Closure Accomplishment document with tabbed lists for individuals’ tasks completed from home
- E-newsletter review
- Webinars and SumTotal Trainings
- Director’s Report
- Monthly Stats
- Send emails to schools for virtual learning with OCLS
- SRP Prize Donations Committee updates
- Create MS Team board for branch
- Called each staff member individually to discuss work from home expectations and followed up with an email stating expectations
- CRP grant, monthly report
- Create instructions to check office and teams from home
- Send training opportunities available to staff to take from home
- Attend online training for Beanstack for going virtual for SRP
- Daily managerial conference calls
- Completed self-assessment

Staff:
- Book drop
- Daily paging list including stuck holds
- Weeding materials
- PEP deliveries
- Withdrawing of materials including de-tagging and boxing up materials
- Checking email and OP daily
- Clearing out the storage closets and organizing event/program/class materials
- Shelving
- Check USPS Mailbox daily for mail
- Suppress records in Sierra
- Outfit new magazine rack with current issues
- Webinars & SumTotal Trainings
- E-newsletter for April
- Checking in of newspapers
- Create content for MPR and OCLS Blog
- Techs updating BizKids sessions with newest versions from TEC and introducing new activities
- Staff picks reviews

North Orange
Managers:
- Stats
- Emails
• Write meeting notes and posted on North Orange Teams HUB
• Block meeting rooms and cancel events
• Monthly stats, Director report
• Email and contacted the presenters for Cookies & Milk, PAWS to Read, Colgate Bus Dental Van, Brixton Landing, Billie Dean Community Center and canceled all upcoming outreach events in the community.
• Process and maintain payroll
• Lynda Trainings for managers with Todd Dewitt and Jeff Toister
• Let’s Get Digital Training using PowerPoint presentation.
• Created April schedule and sent it to DK on April 1
• Shared updated with DK on a weekly basis
• Sent online training suggestions to staff
• Learned how to navigate and LOVE using Microsoft Teams to host meetings and chats with North Orange staff.
• Used Toastmasters website and review trainings
• Wrote and submitted 2 staff evals; in progress on third eval
• Organized North Orange shared drive files & folders; archived old materials

Staff:
• YPS wrote 4+ scripts, attended 3 meetings, peer reviewed other YPS scripts
• Compiled list of what worked well and what challenges we had with our first BizKids club; prepared materials for future clubs
• Live online OCLS classes (Word, Excel, HTML, Adobe, etc)
• Created tentative technology calendars for June/July
• Writing lessons plans for Spanish classes
• Sewing training/practicing to support future classes
• Numerous SumTotal courses
• Online Crochet classes
• Preparing for SRP programs
• Book drop
• Staff pick submissions
• E-newsletter revised and processed
• TEAMS meeting with staff every Wednesday at 3 pm.
• Staff updated Halogen
• Lynda.com trainings
• Processed donations
• Daily delivery

South Creek
Managers:
• Children’s Initiative-Forward information regarding digital and virtual services to Lovell Elementary School & Moss Park Elementary School
• Communico
• Cancel all May events
• Contact room booking registrants
• Communication
• Contact staff via phone and email to relay information regarding schedules and updates.
• Respond to staff questions and concerns via phone and email.
- Documentation
- Record daily activity at branch.
- Record staff activity while working at home.
- ExecuTime-Daily entries and approval
- Halogen
- Staff evaluations (Jonathan J. & Maria M.)
- Staff journal entries
- Personal journal entries
- Online Webinars-"Investing in Volatile Times" (ICMA)
- Staff Schedule-Ensure rotation of staff to accomplish branch tasks
- Staff Training
- Initiate and Monitor Database Review Project for staff
- Develop Staff Tech Training Project w/tech trainer
- Forward training opportunities to staff
- Provide professional development articles for staff discussion
- Training
- Review Database Staff Summaries: Academic OneFile, Accelerated Reader/Reading Counts, Homework Help: Brainfuse, Legal Forms, Mango, Miss Humblebee’s Academy, NewsBank, Typing Quest, Novelist Plus, ProQuest
- Microsoft Teams: Conversation Tools (SumTotal)
- Microsoft Teams: Call and Meeting Tools (SumTotal)

Staff:
- Database Review: Staff members select a database to review and then develop a tutorial to share with the rest of the staff.
- Accelerated Reader/Reading Counts
- Miss Humblebee’s Academy
- NewsBank
- ProQuest
- Homework Help: Brainfuse
- Legal Forms
- Novelist Plus
- Digital Content
- Video for OCLS YouTube: “Bilingual Craft”
- Video for Youth Services: “Bilingual Yoga for Families” & “Bilingual Numbers”
- Email via Office 365
- Fiber Arts
- Training
- Projects
- Halogen
- Self-assessments
- Journal entries
- ICMA phone consultation
- Online Webinars & Videos
- “Investing in Volatile Times” (ICMA)
- “Miss Humblebee’s Academy”
- “Let’s Get Digital” covering OCLS digital platforms
- “Kids InfoBits - Make Learning a Blast”
- “Getting Started with RBdigital”
- “Dealing with Stress: Eight Ways to Calm Down When You’re Freaking Out”
- Orange Peel: updates, policies, procedures
- Professional Development Articles - Managers provide selected articles with guiding questions for staff discussion
- “The Police Interrogation Technique That Calms Angry Customers”
- “How Public Libraries Help Build Healthy Communities”
- Sharing Digital Resources
- Friends & family
- Teachers & school personnel
- Social Media – Spanish Twitter
- SRP Class Review (Tech Trainer)
- SRP Program preparation
- Reviewing scripts
- Developing PowerPoint presentations
- Preparing crafts/activities
- SumTotal Courses
- OCLS Community Outreach Training
- Acting with Diplomacy and Tact
- Low-Cost Ways to Preserve Family Archives
- Copyright Basics for All Library Staff
- Starting Genealogy and Family History Research
- Microsoft Office 365 Teams: Creating, Finding and Sharing Information
- ADA Service Animals
- Acting with Diplomacy and Tact
- How to Read a Book to Children
- Listening to Your Customer
- TEC online classes
- Excel: levels 1-4
- HTML
- CSS
- Photoshop
- QuickBooks
- Tech Training for staff (Tech Trainer)
- Continue developing modules
- Youth Programming (YPS)
- Tween Art Adventures: Paper Weaving
- Little Chef: Fluffy Bunny Cakes Update
- As You Wish: Genie Bottle Craft
- Fairy Tale Fun: Imagine You’re Casting a Spell

**South Trail**

**Managers:**
- Revised March and April Schedules
- Communicated changes to PTCs
- Updated Executime
- Participated in classes led by Tech Trainers
- Wrote, submitted, and discussed staff evaluations
- Updated Strategic Plan areas to which we have contributed
- Updated the Branch newsletter to include Library social distancing options
- Planned training activities for the coming weeks

Staff:
- Shelf-Read Entire Branch
- Paging List
- Delivery
- Book Drop
- Shelving
- Clean All Public Areas
- Clean Staff Room
- Cancelled Communico Listings for Programs
- Notified Customers of BBM Changes and Program Cancellations
- Tech trainers studied curriculum for Upcoming Technology Classes
- Tech trainers offered classes such as Publisher, Illustrator and Excel
- BYPS did a presentation on programming for all staff
- Wrote and Revised Summer Reading Program Scripts
- Scanned DVD section
- Organized sewing materials
- Scanned New Arrivals for lease recall and pending holds
- SumTotal training
- Made a DIY surgical mask prototype
- Created spine labels
- Boxed donated items
- Created numbers for flannel boards
- Social media postings for April
- Deposit
- Self evaluations

Southeast Managers:
- Morning Huddles with Staff (Daily Staff Meetings)
- Read Email/Orange Peel Announcements
- Submitted Service Orders for front desk and technology classroom
- Collection HQ Weeding Lists
- Phone Conference with Bethany and Danielle
- 6 Week Eval
- Disinfected Open Language Lab
- Disinfected Staff workroom
- Contacted applicants (FT Branch Circulation Clerk position)
- Sent Lynette suggestion for possible Social Services training with Andre Morris
- Met with Customer Service Lead to assign tasks/training for staff (technology training, Mystery Shopper, Safety, ROC, Emergency Procedures)
- Cancelled and refunded March room reservations in Communico
- Contacted several SRP donors regarding donation dollar amount/value
- Updated Donations Committee spreadsheet
• Tested MS Teams as a group
• Weed Music CDs
• Created Music CD Sign Template
• Assigned laptops for staff (Melody Mitchell, Jelitza Rivera, Brenda Santana and Jewels)
• Staff meeting to review how to access Office 365, Orange Peel, SumTotal from home.
• Clear office space
• Cancelled March events in Communico

Staff:
• Shelving
• Shelf Reading
• Lease Recall
• Enter Magazines and newspapers in Sierra
• Claims returns (Processed and contacted customers.)
• Paging list
• Book drop
• Check Southeast email
• Weed collection
• Cancelled Technology classes in Communico and contacted customers
• Completed and reorganized unit one and unit 2 (still in progress) of the Oxford Pictures Dictionary for the English from Zero Curriculum
• Trained Washington Park staff on English from Zero, conversation hour, Writing Clearly, and Speaking Clearly.
• March staff schedule
• Created a “duties” list for staff to complete while we are closed.
• Created a log to keep track and let staff know what they will be doing on a daily basis.
• Disinfected branch (Front Desk, Public Computer Area, Meeting Room tables and chairs, Technology Classroom, Print Station, self-checkout stations, Info Spot computers children’s area etc)
• Met with staff to see what projects they will be working on and what “classes” they create for other staff )
• Fixed/updated branch signs
• Boxed all weeded items
• Ordered supplies
• SumTotal training
• Pick up BizKids Walmart orders
• Submit monthly computer class stats
• Added games for BizKids curriculum
• Developed basic Spanish class for staff
• Opened IT trouble tickets
• Prepared May 2020 Computer Class calendar
• Started program boxes for April and May events
• Put supply lists together for 9 may programs
• May activity bundles
• Organized outreach and relocated them
• Created pop up craft boxes for staff, with a log sheet to track stats
• Began to organize program supply shelves
• Prep for presentation to staff on programming for children
• Contacted schools to inform them on the services the library is still providing than can be shared with their staff, kids and families.
• Made updates to Villain program on the wiki
Lynda.com training
Gathered ideas for all of the pop-up craft themes to make craft rotations easier
Translated ad for a public announcement for Questline

Southwest
Managers:
- Revised Southwest’s March and April Schedules
- Updated Executime
- Worked on a New Daily Schedule for Staff During Closure to Promote Social Distancing
- Wrote, Reviewed and Revised Staff Evaluations
- Researched Location Sites Related to 2020 Anthem Healthy Generations Grant
- Brainstormed Ideas for NNLM Grant- Researched Previously Awarded Projects
- Completed Various Staff Forms and Paperwork
- Completed Strategic Plan Update
- Worked with Tech Trainers to Develop Schedule for Staff Trainings During Closure
- Brainstormed Ideas for Staff Newsletter
- Worked on PrimeTime Final Report

Staff:
- Paging List
- Delivery
- Book Drop
- Shelving
- Clean All Public Areas
- Clean Staff Room
- Cancelled Communico Listings for Programs
- Notified Customers of BBM Changes and Program Cancellations
- Shelf-Reading All Areas
- Created Entries for Staff Picks
- Prepared for NEA Big Read Programs
- Inventoried Program and Sewing Supplies
- Organized English for Families Supplies
- Studied Curriculum for Upcoming Technology Classes
- Wrote and Revised Summer Reading Program Scripts
- Large Staff Shelving and Cleaning Project in Young Adult and Juvenile Fiction
  - Moving Shelves to Same Height
  - Replacing Rusted Shelving with Fresh Shelves
  - Shelf-Reading

Washington Park
Manager:
- Revised March and April staff schedules
- Coordinate cancellation of classes and events in Communico
- Trained new Customer Service Lead
- Coordinated schedule for PTCs and communicated closure information
- Assigned Sumtotal trainings to staff
- Executime – reviewed and updated as needed

Staff:
- Paging List
• Delivery
• Book Drop
• Shelving
• Deposit
• Cleaned and disinfected the branch
• Cancelled classes and events in Communico
• Large Staff Project in All Areas of the Branch: Staff were assigned different sections of the library to review items for condition. Damaged items were withdrawn from the collection with last copies being given to the manager for review.
• Completed Sumtotal trainings
• Tech Trainer studied curriculum for upcoming technology/fiber arts classes, completed sewing supply inventory, completed class booklet inventory, provided sewing training to Windermere tech trainer, provided training to PTC
• CST received ESL training from ESL Specialist

West Oaks:
Managers:
• Created April eNewsletter
• Phone conference to determine what we need to do with this year's SSAS grant
• March stats
• Submitted some staff picks
• Attended TEAMS DPS managers meetings and updated West Oaks staff appropriately afterwards
• Executime timesheets for two pay period
• Kept genealogy public informed of OCLS closures and cancellations
• Worked on Refresh
• Reviewed genealogy Subject vertical files for refresh
• Updated schedules online and e-mailed & texted staff
• Cancelled events in Communico
• Shared with staff American Ancestors webinars available, Ancestry resources, and Miss Humblebee’s
• Completed the review of West Oaks Periodicals with major cancellations.

Staff:
• We had a check-in meeting via Teams on Monday. It was great to see/hear everyone and share any updates we had. We’ve asked all staff to be checking their email at least twice a day.
• All staff have been on a rotation working at the branch on bookdrop, delivery, paging list, shelving, etc.
• Staff activities include: Genealogy post for the blog; eNewsletters; reviewing SRP scripts; contributing to social media; checking the downloadables email; keeping up with the genealogy email and voicemail, and assisting genealogy customers; preparing training for all staff; attending trainings including Let's Get Digital, Beanstack, Create a Card, Teams, HTML 1 and HTML 2; Microsoft Office 365; Mrs. Humblebees Academy webinar; Lukas Nursery's webinars for Project Wild; Dealing with Street video
• Children’s initiative liaisons have been communicating with Youth Services and with their schools.
• Staff completing self-assessments, managers completing evaluations, managers holding in person or TEAMS meetings with staff to share evaluations.
• All staff are going to be trying out Ancestry.com and making a 5-generation chart.

Windermere
Manager:
• Wrote a staff evaluation
• Updated goals on Halogen
• Revised March and April’s schedules

23
• Assisted 2 staff with the complete reorganization of the storage closets in the meeting room. Cleared out all the materials on the carts in the meeting room. Housed some, discarded some in the dumpster.
• Compiled two lists from ColectionHQ – Dead and Grubby
• Created a training program on Novel List Plus. Assigned to newest staff member
• Worked on grant for 3D printer
• Compiled statistics from Communico

Staff:
• Reorganization of the storage closets in the meeting room. Cleared out all the materials on the carts in the meeting room. Housed some materials, discarded some in the dumpster. This took two days
• Paging Lists twice per day
• Shelving
• Cleared Book drop
• Handled delivery
• Working on reorganizing of the staff workroom. Cleaned out and relabeled the craft supplies. This will take multiple days.
• One staff member took some time to refresh her Spanish skills on Mango Languages
• Cleaned and disinfected all computers and surfaces
• Staff withdrew almost two hundred items in preparation of lowering of shelves.
• All adult Fiction books were shifted to lower shelves.
• All DVDs (drama) were uncased and shifted.
• One staff took a Linda.com course
• Another staff did a refresher on PowerPoint
• Tech went to another location and learned how to sew a blouse.
• Staff member learned about the Novel List database and completed test assigned by manager.
• Two staff members are working on tagging the music CD collection.
• One staff member created a PowerPoint on the Homeschooling program
• SumTotal Training
• Staff created some quick DIY craft programs for future use.
• Cancelled Communico classes/programs

Winter Garden:
Managers:
• PrimeTime financial report
• Annual and intro evaluations
• Meet staff for evaluations (Jada, Maryann, Genevieve)
• Daily conferences with Admin
• Checking & responding to emails
• Friday 12pm Teams call with staff
• Payroll
• Stats
• Gave feedback to staff regarding work they were doing at home
• Sent training opportunities to staff
• Reached out to schools to share OCLS resources
• Reorganizing Halogen
• Cover book drop shifts
• Email presenters/partners regarding event cancellations
• Final paperwork for Intern from Two6 Resources
• Contact HR regarding various staff questions
• Working to set dates and time for English for Families
• Watch Orange County press conferences to keep staff informed or new developments

Staff:
• Staff assigned to drop/paging list/shelving -sending daily recaps
• Collected stats for the branch
• Attended OCLS online classes
• Scheduling
• Let’s Get Digital training
• SumTotal & webinar trainings
• YPS-I have 3 scripts finished that I posted for yesterday’s deadline and I have 6 more due (3 new, 3 revamp) by April 15th. I also peer reviewed a fellow YPS’s script. We’ve also been asked to brainstorm how we can still make SRP work if there are limitations.
• working to set dates and time for English for Families
• Reached out to schools to share the email from the youth services department
• Working in Halogen
• Provided extended reference for a customer via email (continuation of previous research)
• LibGuide
• April enewsletter
• Staff pick submissions
• Tech trainer working on new class ideas
• CST and trainer preparing for SRP camps & classes
Orange County Library System
Board of Trustees

Early Voting Report
### Early Voting March 2020

#### Totals wk 2 EV Totals

<table>
<thead>
<tr>
<th>Date</th>
<th>EV</th>
<th>Door Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-Mar</td>
<td>2878</td>
<td>0</td>
</tr>
<tr>
<td>9-Mar</td>
<td>2878</td>
<td>0</td>
</tr>
<tr>
<td>10-Mar</td>
<td>2878</td>
<td>0</td>
</tr>
<tr>
<td>11-Mar</td>
<td>2878</td>
<td>0</td>
</tr>
<tr>
<td>12-Mar</td>
<td>2878</td>
<td>0</td>
</tr>
<tr>
<td>13-Mar</td>
<td>2878</td>
<td>0</td>
</tr>
<tr>
<td>14-Mar</td>
<td>2878</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Totals wk 2

<table>
<thead>
<tr>
<th>Date</th>
<th>EV</th>
<th>Door Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-Mar</td>
<td>3667</td>
<td>0</td>
</tr>
<tr>
<td>9-Mar</td>
<td>3667</td>
<td>0</td>
</tr>
<tr>
<td>10-Mar</td>
<td>3667</td>
<td>0</td>
</tr>
<tr>
<td>11-Mar</td>
<td>3667</td>
<td>0</td>
</tr>
<tr>
<td>12-Mar</td>
<td>3667</td>
<td>0</td>
</tr>
<tr>
<td>13-Mar</td>
<td>3667</td>
<td>0</td>
</tr>
<tr>
<td>14-Mar</td>
<td>3667</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Grand Totals

<table>
<thead>
<tr>
<th>Date</th>
<th>EV</th>
<th>Door Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-Mar</td>
<td>7396</td>
<td>0</td>
</tr>
<tr>
<td>9-Mar</td>
<td>7396</td>
<td>0</td>
</tr>
<tr>
<td>10-Mar</td>
<td>7396</td>
<td>0</td>
</tr>
<tr>
<td>11-Mar</td>
<td>7396</td>
<td>0</td>
</tr>
<tr>
<td>12-Mar</td>
<td>7396</td>
<td>0</td>
</tr>
<tr>
<td>13-Mar</td>
<td>7396</td>
<td>0</td>
</tr>
<tr>
<td>14-Mar</td>
<td>7396</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Total Voters-OC

<table>
<thead>
<tr>
<th>Location</th>
<th>EV</th>
<th>Total Voters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alafaya</td>
<td>12,105</td>
<td>4,870</td>
</tr>
<tr>
<td>Chickasaw</td>
<td>9,385</td>
<td>1,981</td>
</tr>
<tr>
<td>Fairview</td>
<td>8,197</td>
<td>2,353</td>
</tr>
<tr>
<td>Hiawassee</td>
<td>7,992</td>
<td>2,353</td>
</tr>
<tr>
<td>SouthCreek</td>
<td>11,213</td>
<td>3,345</td>
</tr>
<tr>
<td>Southwest</td>
<td>9,382</td>
<td>2,367</td>
</tr>
<tr>
<td>Washington Park</td>
<td>13,713</td>
<td>4,930</td>
</tr>
<tr>
<td>West Oaks</td>
<td>9,764</td>
<td>3,471</td>
</tr>
<tr>
<td>Herndon</td>
<td>960</td>
<td>415</td>
</tr>
</tbody>
</table>

**Total Voters-OC:** 59,072

**Total Voters-OC:** 27,572