July 5, 2019

To: Lisa Franchina, President
   Marucci Guzmán, Vice President
   Ted Maines, Trustee
   Richard Maladecki, Trustee
   Nicole Benjamin, 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 next meeting of the Library Board of Trustees will be at 6:00 p.m. on Thursday, July 11, 2019;
Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801; 407.835.READ (7323).

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

cc: Aurora Realin - Liaison, Nominating Board ~ City of Orlando
AGENDA
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
July 11, 2019 ~ 6:00 p.m.
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

19-080 I. Call to Order

II. Public Comment Policy & Procedures

19-081 III. Approval of Minutes: Library Board of Trustees Meeting ~ June 13, 2019

19-082 IV. Staff Presentation: Technology Trends ~ Bethany Stone & Ricardo Viera

19-083 V. Financial Statements and Summaries: June 2019

19-084 VI. Dashboard: June 2019

19-085 VII. Action Items

19-086 Approval of the Budget for Fiscal Year Ending September 30, 2020: Kris Shoemaker

19-087 Request to Serve Alcohol: Christine Lindler

19-088 VIII. Discussion and Possible Action Items

19-089 Director's Goals FY 2019: 3rd Quarter Update ~ President Lisa Franchina

19-090 Strategic Plan FY 2019: 3rd Quarter Update

19-091 IX. Information

19-092 Director’s Report

19-093 X. Public Comment: Non-Agenda Items

Next Meeting Dates: August 8, 2019 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 ---
September 12, 2019 ~ Fairview Shores Branch Library; 902 Lee Road; Orlando, Florida 32810.

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

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

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

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

1. A “meeting” is a gathering of a quorum of the membership of the Board of Trustees, or any board or commission of OCLS for the purpose of receiving information relating to public business, or for discussion of public business, or for official action upon a proposition related to public business.

2. A “regular meeting” is a meeting held pursuant to a schedule of such meetings as approved by a board or commission to conduct public business or otherwise discuss or act upon matters of public interest.

3. A “special meeting” is any meeting other than a regular meeting held by a board or commission. A “special meeting” is held for the purpose of addressing matters requiring the immediate attention of a board or commission or for the purpose of addressing matters which the board or commission has determined are best addressed at a special meeting. When a special meeting is called, the presiding officer of the board or commission shall specifically state the purpose of the meeting and the board or commission shall address only those matters for which the meeting was called.

4. A “board or commission” shall refer to the Board of Trustees of OCLS and any other board or commission now existing or created in the future by the Board of Trustees or OCLS.

5. The “presiding officer” shall mean, in the case of the Board of the Directors the chair and in all other cases shall be the chair of a particular OCLS board or commission.

6. “Board of Trustees” shall refer to the Board of Trustees of OCLS.

Meetings:

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

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

Conduct of Meetings:

1. The presiding officer shall preserve order and decorum at all meetings.

2. When considering matters upon which the board or commission will take action the presiding officer shall receive comments from the public.

3. During any board or commission meeting, board and commission members shall maintain order and decorum.

4. OCLS staff and citizens must be recognized by the presiding officer before speaking or asking questions. The purpose of this requirement is so that there is order and so that the recording equipment will properly record all comments made by individuals wishing to comment on a specific subject.

5. All comments must be made from the podium which is located in the OCLS meeting room or by other reasonable accommodations in any other location in which a board or commission meeting is held, and shall address the subject of the agenda item. Individuals that appear before any board or commission are required to state their legal name and their actual address for the public record. The purpose of this requirement is so that they are properly reflected in any board or commission minutes and are available for future reference.

6. As a board or commission considers consent agenda items, emergency items, items involving official acts that involve no more than a ministerial act, approval of minutes, ceremonial proclamations and other similar items, the presiding officer may, at his discretion, or at the direction of a majority of the board or commission, accept comments from those in attendance.

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

1. OCLS allocates up to 30 minutes at the end of each board or commission meeting for citizens who wish to appear before that board or commission to make a request of that board or commission, voice a complaint or concern, express an opinion, or for some other type of recognition. The presiding officer will divide the time equally between all who have signed up to speak; but in no case may a citizen speak longer than three minutes. A Public Comment period not to exceed 30 minutes will be held during any board or commission meeting. The presiding officer may permit additional time to a given speaker on a case-by-case basis.

2. Public comments of items listed on the agenda will occur just prior to the Board’s discussion and action of the agenda item. Public comments of items not listed on the agenda will occur at the end of the meeting agenda.

3. When a board or commission considers matters during a public meeting upon which it will take action, no action shall be taken until the presiding officer requests and receives comments from the public.

4. Persons who wish to make a statement during the Public Comment period will register on a Notice of Intent to Speak Form which will be available 30 minutes before the start of the meeting. Information included on the Notice of Intent to Speak forms will be included in the Board Meeting Minutes and thus become public record. No one will be allowed to have his or her name placed on the list by telephone request to OCLS staff.

5. Each person who signed up to speak will have up to three minutes to make his or her statement. Speakers will be acknowledged by the presiding officer in the order which the Notice of Intent to Speak Form was received by the Board of Trustee’s administrative assistant. Speakers shall address that board or commission from the podium, and
not approach that board or commission or OCLS staff. Speakers will begin their statement by first stating their legal name and actual address.

6. Statements are to be directed to the board or commission as a whole, and not to individuals. Public comment is not intended to require a board or commission to provide an answer to the speaker. Discussions between speakers and members of the audience will not be allowed.

7. Speakers will be courteous in their language and presentation.

8. Only one speaker will be acknowledged at a time. In the event a group of persons supporting or opposing the same position desires to be heard, in the interest of time, a spokesperson shall be designated to express the group’s concerns. Likewise, in the event the number of persons wishing to attend the hearing exceeds the capacity of the meeting place, one or more delegates shall be selected to speak on behalf of each group. If the time period expires before all persons who have signed up get to speak, those names will be carried over to the next Public Comment period, or if the presiding officer consents, these comments can be heard at that meeting.

9. Any action on items brought up during the Public Comment period will be at the discretion of that board or commission. No board or commission will take any action on subject matter for which it has not had the opportunity to fully investigate and gather complete information.

10. These same rules shall apply to all boards and commissions.

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

1. In conducting business, boards and commissions are committed to the principles of civility, honor, and dignity. Individuals appearing before boards and commission are requested to observe the same principles when making comments on items and issues presented to a given board or commission for its consideration.

2. Staff members and citizens are required to use proper language when addressing a board or commission or the audience. Staff members and citizens shall not use profanity or cursing, aggressive or threatening behavior when addressing the board or commission or other participants. All comments are directed to the presiding officer and not to individual members of the board or commission or to the audience. No personal verbal attacks toward any individual will be allowed during the conduct of a board or commission meeting. The presiding officer may have individual(s) removed from the podium and/or meeting chambers if such conduct persists after a warning has been issued.

3. All members of a board or commission shall accord the utmost courtesy to each other, staff, and the public members appearing before the board or commission and shall refrain at all times from rude and derogatory remarks, reflections as to integrity, abusive comments and statements as to motives and personalities. During board or commission meetings, cell phones are to be turned off or silenced. Use of cell phones by board or commission members and staff for talking, texting, emailing or otherwise will not be allowed during meetings while at the dais, except for emergency communications, research, or during breaks.

Waiver of Rules: The board or commission may, at any time, waive all or a portion of these rules of procedure during the course of a meeting. Provided however, that any such waiver shall only be done upon a motion and majority approval of the waiver by members of the board or commission present and voting. Such waivers shall only be granted to insure the protection of the right of members of the public to be given a reasonable opportunity to be heard before a board or commission takes official action on a proposition.

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

Penalties: Any action taken at a meeting not open to the public, whether intentional or unintentional, is void. The law provides penalties for not complying with the Sunshine Law including criminal penalties, removal from the board position, fines up to $500, and an award of reasonable attorney’s fees against the board found to have violated the Sunshine Law.
Orange County Library System
Board of Trustees Meeting
July 11, 2019

Approval of Minutes: Library Board of Trustees Meeting

June 13, 2019
MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
June 13, 2019 ~ 6:00 p.m.
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

Library Board Present: Lisa Franchina (6/0); Marucci Guzmán (6/1);
Ted Maines (9/2 - City); Richard Maladecki (6/0);
Nicole Benjamin (3/0 – City)

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

19-066 I. Call to Order
President Franchina called the meeting to order at 6:03 p.m.

II. Public Comment Policy & Procedures

19-067 III. Approval of Minutes: Library Board of Trustees Meeting ~ May 9, 2019
Vice President Guzmán, seconded by Trustee Maladecki, moved to approve the minutes for
the May 9, 2019 Library Board of Trustees meeting. Motion carried 5-0.

19-068 IV. Staff Presentation: Sunshine State Author Series ~ Sarah Qronfleh

19-069 V. Financial Statements and Summaries:
➢ Budget Preview: FY 2020
➢ Financial Reports: May 2019
Chief Financial Officer Shoemaker presented an overview of the FY 2020 Budget. Brief
discussion ensued regarding future branch projects and the millage rate remaining the
same.

19-070 VI. Dashboard: May 2019
COO Powell shared a comparison of statistics to illustrate the popularity of the digital
downloads. In May 2009, digital downloads were 4,000 per month, in May 2014 these
increased to 4,000 per day and in May 2019 the downloads are over 6,000 per day.

19-071 VII. Action Items

19-072 Request to Serve Alcohol: Danielle King
Trustee Maines, seconded by Trustee Maladecki, moved to authorize the serving of
alcoholic beverages in accordance with the Board-approved policy at the event on
August 30, 2019 at the Chickasaw Branch Library. Motion carried 5-0.

19-073 Herndon Lease Amendment: Danielle King
Trustee Maladecki, seconded by Trustee Maines to approve the Fourth Amendment of
the Herndon Branch lease for a one year term and to authorize Mary Anne Hodel, the
Library Director/CEO, to execute the Amendment. Motion carried 5-0.

19-074 Contractor Ranking – Restroom Renovation Projects: Kris Shoemaker
Trustee Maladecki, seconded by Trustee Benjamin, moved to approve the following
ranking of firms for GC services for the Southwest, South Trail and Southeast Branch
Restroom and Staff Breakroom Refurbishment Project, and to authorize staff to negotiate a contract for GC services with the approved firms in order of rank.

1. Ruby Builders, Inc.
2. J. Costa Group, LLC
3. Axios Construction Services, LLC
Motion carried 5-0.

Plan Administrator Appointment: Kris Shoemaker

1. Trustee Maines, seconded by Vice President Guzmán, moved Appoint Mary Anne Hodel, Steve Powell, and Kristopher Shoemaker as plan administrators for all the above listed plans with the exception of the 457(f) Deferred Compensation Plan for the Director. For that plan, appoint Steve Powell and Kristopher Shoemaker as plan administrators.

2. Formally remove Craig Wilkins and Robert Tessier as plan administrators.

3. Stipulate that the plan administrators approved by the Library Board serve in that capacity until their employment with the Library terminates or if removed sooner by the Library Board. Upon termination from employment, the status of a plan administrator automatically terminates.

4. Stipulate that the plan administrators have the specific authority to select, contract with, and terminate advisors and other professionals including investment consultants, pension attorneys, actuaries, trustees, and investment managers.

Motion carried 5-0.

Discussion and Possible Action Items

Information

Director’s Report

● The Grand Opening of the Fairview Shores Branch last Saturday, June 8th was a success! It took many departments, people and hours to pull this together. The opening attracted 1,565 people. The rain did not put much of a damper on the festivities.

● Mayor Buddy Dyer and the Orlando City Council approved Mayor’s Matching Grant funding for OCLS in the amount of $10,000 for our fiber arts program and the Mayor’s Book Club. The grant term is June 1, 2019 through May 31, 2020.

● Josh Murdoch, Manager of the TEC, will present some sessions on the resources, opportunities, and programming OCLS has during the Orange County Public Schools’ Parent and Family Engagement Summer Institute on July 17 to staff in Secondary and Elementary Education in Title 1 Schools.

Public Comment: Non-Agenda Items

Adjournment

Trustee Maladecki, seconded by Vice President Guzmán, moved to adjourn the meeting. Motion carried 5-0. President Franchina adjourned the meeting at 7:04 p.m.

Next Meeting Dates: July 11, 2019; Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- August 8, 2019 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.

Florida Statutes section 286.0105: If any person desires to appeal any decision with respect to any matter considered at a Library Board of Trustees meeting, such person will need a record of the proceedings; for this purpose, such person may need to ensure that a verbatim record of the proceedings is made to include the testimony and evidence upon which the appeal is to be based.

In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this proceeding due to a disability as defined by ADA may arrange for reasonable accommodations by contacting the Director’s Office on the fifth floor of the Main Library in person or by phone at 407.835.7611 at least two days prior to the meeting.
Orange County Library System
Board of Trustees Meeting
July 11, 2019

Financial Statements &
Summaries: June 2019
Operating Fund Revenue & Expenditure Summaries:

State Aid:
The Library budgeted $982,000 for State Aid Revenues in FY 2018-19 based on FY 2017-18 actuals. We received $830,417 from the State in April, which will be the total allotment for FY 2018-19 based on the Legislature’s funding for this year.

PC Pass and PC Express:
Revenues from PC Pass and PC Express are at 47.4% and 47.7% respectively of budget vs 75% of the fiscal year being consumed. These revenues are down 32.3% and 34.1% respectively compared to last year’s actuals through June. The main reason for lower actuals is that the Library started to offer free Wi-Fi in 2018. For the FY 2019-20 budget these revenues will be budgeted lower.

Fines and Lost Materials:
Revenues from Fines and Lost Materials are at 79.8% of budget vs 75% of fiscal year being consumed. These revenues are down 12.1% compared to FY 17-18 actuals through June and are down 28.8% against the 5 year average. The main reason for the reduction in revenue is the increase in use of digital materials which are not subject to being late or lost.

Investment Earnings:
The Library takes a conservative approach when budgeting for Interest Revenues as the investment markets can be, and have been, quite volatile. While we appreciate the current investment market results, we will continue to monitor the investment markets with our investment advisors to ensure the principal of our funds are safe and secure.

Internet Discount:
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 extensive application process between July 1st and June 30th of each year. This revenue is normally received in the later half of the fiscal year, and is known as “E-Rate.”

Transfer From Tax Collector:
This account is used to record our revenue share from the Tax Collector Office and is normally received in the August / September timeframe.

Defined Benefit Pension Plan:
The Defined Benefit Pension Plan Expenditures are at 98.4% of the budget vs 75% of the fiscal year being consumed. This Plan is a traditional retirement plan covering full time employees hired prior to January 1, 2007. This Plan closed to new employees starting in January 2007.

Contributions to the Plan are actuarially determined at the beginning of each calendar year. As noted in the March 31, 2019 financial statements, this fund experienced an unfavorable investment return in calendar year 2018. We expect to overspend this account by approximately $271,000 in the current fiscal year. The offsetting account is Building Improvements.
**Professional Services:**
The Professional Services Expenditures are at 75.3% of budget and are in line with 75% of the fiscal year consumed. The five year average through June for this account is 81% of budget, so we are using these services sparingly so far this year.

**Other Contractual Services:**
The Other Contractual Services Expenditures are at 64.8% of budget vs 75% of the fiscal year consumed. The expenditures in this include such services as police service, banking fees, Brinks services, marketing and programming. The expenses are tracking slightly behind FY 17-18 Actuals of 69.7% of budget. Note: Approximately 33% of the expenditures occur over the Summer months, with our Summer Reading Program.

**Rentals and Leases:**
The expenditures in this category through June are at 64.7% of budget vs 75% of the fiscal year being consumed. The main reason is that we had budgeted funds to lease a facility in the Horizon West area which has not materialized.

**Supplies:**
The expenditure in this category through June are at 100.7% of budget vs 75% of the fiscal year being consumed. We will overspend this expenditure item by approximately $100,000. The main reasons for the over expenditure are the need for new staff chairs throughout the Library as the old ones had exceeded their useful life and needed to be replaced, as well as additional supplies needed for program materials. The offsetting account is Building Improvements.

**Building Improvements Expense:**
The Library budgeted $1,500,000 to expand the South Creek Branch which will not occur in FY 2018-19. We also budgeted $350,000 for the Emergency Generator Replacement Project of which the design will occur in FY 2018-19 and construction will occur in FY 2019-20. Similarly, we budgeted for $335,000 to renovate the restrooms at the South Trail and Southeast Branches. The design will occur in FY 2018-19 and construction will occur in FY 2019-20.
ORANGE COUNTY LIBRARY DISTRICT
Operating Fund
Nine Months Ended June 30, 2019

REVENUES

- Ad Valorem Taxes: 95%
- Fines: 1%
- Charges for Services / Misc: 4%

EXPENDITURES

- Salaries and Benefits: 55%
- Library Materials/ Capital: 12%
- Operating/Trans to Cap Proj Fund: 33%
ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Nine Months Ended June 30, 2019

<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(9 months= 75.0%)</th>
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<tr>
<td>AD VALOREM TAXES</td>
<td>43,905,000</td>
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<td>INTERGOVERNMENTAL</td>
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<td>Federal Grant</td>
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<td>State Aid</td>
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<td>16,464</td>
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<td>PC Pass ($10 for 7 days)</td>
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<td>Ear Buds &amp; Jump Drives</td>
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<td>Reference Charges</td>
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<td>Bag Sales</td>
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<td>Replace Library Cards</td>
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<td>Copy &amp; Vending</td>
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<td>FINES &amp; LOST MATERIALS</td>
<td>600,000</td>
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<td>Investment Earnings</td>
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<td>Sales of Surplus Property</td>
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<td>Contributions - Friends of Library</td>
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<td>Contributions - Others</td>
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<td>Internet Discount</td>
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<td>Grants &amp; Awards</td>
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<td>TRANSFER FR PROP APPRAISER</td>
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<td>TRANSFER FR TAX COLLECTOR</td>
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<td>TOTAL REVENUES</td>
<td>46,820,000</td>
<td>45,502,840</td>
<td>97.2%</td>
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## ANNUAL BUDGET YTD ACTUAL (9 months=75.0%)

### SALARIES & BENEFITS

| Description                                      | Annual Budget | YTD Actual  | (
|--------------------------------------------------|---------------|-------------|---
| Salaries                                        | 17,762,000    | 12,868,404  | 72.4% |
| Medicare Taxes                                  | 258,000       | 187,091     | 72.5% |
| Defined Contribution Pension Plan               | 1,333,000     | 988,546     | 74.2% |
| Defined Benefit Pension Plan                     | 700,000       | 688,678     | 98.4% |
| Money Purchase Pension Plan                      | 839,000       | 632,607     | 75.4% |
| Life and Health Insurance (Employees)           | 3,127,000     | 2,157,196   | 69.0% |
| Retiree Health Care (OPEB)                       | 540,000       | 410,707     | 76.1% |
| Worker's Compensation                           | 115,000       | 111,928     | 97.3% |
| Unemployment Compensation                       | 20,000        | 825         | 4.1%  |
| Parking & Bus Passes                            | 225,000       | 162,631     | 72.3% |

### OPERATING

| Description                                      | Annual Budget | YTD Actual  | (
|--------------------------------------------------|---------------|-------------|---
| Professional Services                            | 240,000       | 180,672     | 75.3% |
| Other Contractual Services                       | 1,775,000     | 1,150,363   | 64.8% |
| Other Contract. Serv.- Janitorial                | 340,000       | 235,287     | 69.2% |
| Training and Travel                              | 75,000        | 64,074      | 85.4% |
| Telecommunication                                | 300,000       | 189,131     | 63.0% |
| Delivery and Postage                             | 1,086,000     | 802,469     | 73.9% |
| Utilities                                        | 950,000       | 599,431     | 63.1% |
| Rentals and Leases                               | 1,323,000     | 856,215     | 64.7% |
| Insurance                                        | 330,000       | 295,872     | 89.7% |
| Repairs and Maintenance                          | 1,150,000     | 1,017,809   | 88.5% |
| Repairs & Maint. - Hardware/Software             | 880,000       | 732,146     | 83.2% |
| Copying/Printing                                 | 255,000       | 192,597     | 75.5% |
| Property Appraiser's Fee                         | 325,000       | 376,453     | 115.8%|
| Tax Collector's Fee                              | 890,000       | 863,481     | 97.0% |
| Supplies                                         | 550,000       | 553,821     | 100.7%|
| Supplies-Hardware/Software                       | 350,000       | 251,748     | 71.9% |
| Memberships                                      | 20,000        | 12,487      | 62.4% |

### CAPITAL OUTLAY

| Description                                      | Annual Budget | YTD Actual  | (
|--------------------------------------------------|---------------|-------------|---
| Building and Improvements                        | 2,875,000     | 676,413     | 23.5% |
| Equipment and Furniture                          | 150,000       | 141,851     | 94.6% |
| Hardware/Software                                | 550,000       | 238,098     | 43.3% |

### LIBRARY MATERIALS

| Description                                      | Annual Budget | YTD Actual  | (
|--------------------------------------------------|---------------|-------------|---
| Materials - Restricted Contributions             | 10,000        | 11,303      | 113.0%|
| Materials - Other                                | 4,500,000     | 2,869,032   | 63.8% |

### TRANSFER TO CAPITAL PROJECTS FUND

| Description                                      | Annual Budget | YTD Actual  | (
|--------------------------------------------------|---------------|-------------|---
| Transfer to Capital Projects Fund                | 3,300,000     | 2,475,000   | 75.0% |

### TOTAL EXPENDITURES

| Description                                      | Annual Budget | YTD Actual  | (
|--------------------------------------------------|---------------|-------------|---
| Total Expenditures                               | 47,143,000    | 32,994,366  | 70.0% |
# Orange County Library District Capital Projects Fund

Nine Months Ended June 30, 2019

## Revenues

<table>
<thead>
<tr>
<th></th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>YTD (9 months= 75.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investment Earnings</td>
<td>32,000</td>
<td>88,064</td>
<td>275.2%</td>
</tr>
<tr>
<td>Transfer from Operating Fund</td>
<td>3,300,000</td>
<td>2,475,000</td>
<td>75.0%</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>3,332,000</strong></td>
<td><strong>2,563,064</strong></td>
<td><strong>76.9%</strong></td>
</tr>
</tbody>
</table>

## Expenditures

<table>
<thead>
<tr>
<th></th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>YTD (9 months= 75.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Branch</td>
<td>250,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Reserves</td>
<td>3,082,000</td>
<td>2,563,064</td>
<td>83.2%</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>3,332,000</strong></td>
<td><strong>2,563,064</strong></td>
<td><strong>76.9%</strong></td>
</tr>
</tbody>
</table>
## ORANGE COUNTY LIBRARY DISTRICT
### SINKING FUND
#### Nine Months Ended June 30, 2019

<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(9 months= 75.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>5,000</td>
<td>6,776</td>
<td>135.5%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>5,000</strong></td>
<td><strong>6,776</strong></td>
<td><strong>135.5%</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EXPENDITURES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reserves-Building and Improvements</td>
<td>2,750</td>
<td>3,727</td>
<td>135.5%</td>
</tr>
<tr>
<td>Reserves - Technology</td>
<td>2,250</td>
<td>3,049</td>
<td>135.5%</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td><strong>5,000</strong></td>
<td><strong>6,776</strong></td>
<td><strong>135.5%</strong></td>
</tr>
</tbody>
</table>
## ORANGE COUNTY LIBRARY DISTRICT
### PERMANENT FUND
#### Nine Months Ended June 30, 2019

<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(9 months= 75.0%)</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>13,778</td>
<td>55.1%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>25,000</td>
<td>13,778</td>
<td>55.1%</td>
</tr>
<tr>
<td><strong>EXPENDITURES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>-</td>
<td>50,000</td>
<td>-</td>
</tr>
<tr>
<td>Reserves</td>
<td>25,000</td>
<td>(36,222)</td>
<td>-144.9%</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>25,000</td>
<td>13,778</td>
<td>55.1%</td>
</tr>
</tbody>
</table>
### ORANGE COUNTY LIBRARY DISTRICT
### OPERATING FUND
### BALANCE SHEET - ASSETS
### June 30, 2019

**ASSETS**

<table>
<thead>
<tr>
<th>Asset</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash on Hand</td>
<td>14,419</td>
</tr>
<tr>
<td>Equity in Pooled Cash</td>
<td>518,639</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>24,964,258</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>6,000</td>
</tr>
<tr>
<td>Inventory</td>
<td>155,055</td>
</tr>
<tr>
<td>Prepays</td>
<td>197,002</td>
</tr>
<tr>
<td>Other Assets-Deposits</td>
<td>9,865</td>
</tr>
</tbody>
</table>

**TOTAL ASSETS**  25,865,238
ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - LIABILITIES & FUND BALANCE
June 30, 2019

LIABILITIES

Accounts Payable 329,102
Accrued Wages Payable 337,647
Accrued Sales Tax 2,742
Accrued Fax Tax 338
Due To Friends of the Library 15
Employee Payroll Deductions:
United Appeal 44
Vision Plan 222
Miscellaneous
Weight Watchers 793
Daughters of American Revolution 139
Staff Association 1,565
TOTAL LIABILITIES 672,607

FUND BALANCE

Nonspendable:
Inventory 155,055
Prepaid Items and Deposits 206,867
Annetta O'B Walker Trust Fund 4,000
A.P. Phillips Memorial Fund 100,000
Willis H. Warner Memorial Fund 33,712
Perce C. and Mary M. Gullett Memorial Fund 19,805

Committed:
Vivian Esch Estate Fund 44,198
Edmund L. Murray Estate Fund 724,689
Arthur Sondheim Estate Fund 39,941
Strategic Plan 4,000,000

Assigned:
Fiscal Year 2019 Budget 323,000
Unassigned 7,032,889
Current Year Revenue over Expenditures 12,508,475

TOTAL FUND BALANCE 25,192,631

TOTAL LIABILITIES & FUND BALANCE 25,865,238
### ORANGE COUNTY LIBRARY DISTRICT
### MONTHLY ROLLOVER
### June 30, 2019

<table>
<thead>
<tr>
<th></th>
<th>BALANCE 05/31/19</th>
<th>RECEIPTS</th>
<th>DISBURSE</th>
<th>BALANCE 06/30/19</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity in Pooled Cash</td>
<td>496,210</td>
<td>3,429,946</td>
<td>3,407,517</td>
<td>518,639</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>28,143,264</td>
<td>45,994</td>
<td>3,225,000</td>
<td>24,964,258</td>
</tr>
<tr>
<td></td>
<td>28,639,474</td>
<td>3,475,940</td>
<td>6,632,517</td>
<td>25,482,897</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>512,191</td>
<td>815</td>
<td>-</td>
<td>513,006</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>7,646,312</td>
<td>286,948</td>
<td>-</td>
<td>7,933,260</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>260,384</td>
<td>251,258</td>
<td>276,287</td>
<td>235,355</td>
</tr>
<tr>
<td>Claims Payment Checking Account</td>
<td>72,000</td>
<td>243,697</td>
<td>243,697</td>
<td>72,000</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>4,236,771</td>
<td>6,741</td>
<td>-</td>
<td>4,243,512</td>
</tr>
<tr>
<td></td>
<td>4,569,155</td>
<td>501,696</td>
<td>519,984</td>
<td>4,550,867</td>
</tr>
</tbody>
</table>
### ORANGE COUNTY LIBRARY DISTRICT
GENERAL POOLED INVESTMENTS
June 30, 2019

<table>
<thead>
<tr>
<th>INVESTMENT TYPE</th>
<th>DOLLARS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>US TREASURY SECURITIES</strong></td>
<td>12,960,252</td>
</tr>
<tr>
<td><strong>MONEY MARKET FUNDS</strong></td>
<td></td>
</tr>
<tr>
<td>Federated Treasury Obligations Fund</td>
<td>669,976</td>
</tr>
<tr>
<td>Federated Government Obligations Fund</td>
<td>1,077,000</td>
</tr>
<tr>
<td><strong>LOCAL GOVERNMENT INVESTMENT POOLS</strong></td>
<td></td>
</tr>
<tr>
<td>Florida Safe</td>
<td>12,081,311</td>
</tr>
<tr>
<td>Florida Prime (SBA)</td>
<td>10,865,497</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>37,654,036</td>
</tr>
</tbody>
</table>

![Pie chart showing investment types and their proportions]
Orange County Library System
Board of Trustees Meeting
July 11, 2019

Dashboard: June 2019
Online registration continues to grow in popularity. There were 715 library cards issued last month compared to 579 library cards issued in June of 2018. This is the highest number of cards issued this fiscal year (January 2019 = 706) and the second best month (August 2018 = 823) since online registration started.

Overall, digital usage was up 14% comparing June 2019 to June 2018. This continues the trend of increased usage of our digital resources and we set a new overall record with 198,035 checkouts in one month. Records were set with OverDrive having 130,888 checkouts and Kanopy with 1,371.

The Digital Products total is 72,897, a +46% change when compared to June 2018’s total of 50,053. During June, the video Adult Summer Reading Program 2019 received 38,508 views by itself. The video is currently being promoted in the form of a YouTube ad that is displayed to users who are located in Orange County.
**Events & Classes by Location**

<table>
<thead>
<tr>
<th>Location</th>
<th>2019 Events</th>
<th>2018 Events</th>
<th>% Change</th>
<th>2019 Attendance</th>
<th>2018 Attendance</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando Public Library</td>
<td>13,471</td>
<td>14,107</td>
<td>-4.5%</td>
<td>2,482</td>
<td>2,368</td>
<td>4.8%</td>
</tr>
<tr>
<td>Chickasaw</td>
<td>9,713</td>
<td>9,049</td>
<td>7.3%</td>
<td>316</td>
<td>562</td>
<td>-43.8%</td>
</tr>
<tr>
<td>South Creek</td>
<td>8,828</td>
<td>7,957</td>
<td>10.9%</td>
<td>443</td>
<td>472</td>
<td>-6.1%</td>
</tr>
<tr>
<td>Fairview Shores</td>
<td>5,745</td>
<td>3,884</td>
<td>47.9%</td>
<td>643</td>
<td>339</td>
<td>98.7%</td>
</tr>
<tr>
<td>Alafaya</td>
<td>5,322</td>
<td>4,524</td>
<td>17.6%</td>
<td>575</td>
<td>577</td>
<td>-0.3%</td>
</tr>
<tr>
<td>Winter Garden</td>
<td>5,400</td>
<td>3,774</td>
<td>43.1%</td>
<td>455</td>
<td>374</td>
<td>21.7%</td>
</tr>
<tr>
<td>Southeast</td>
<td>4,226</td>
<td>4,581</td>
<td>-7.7%</td>
<td>721</td>
<td>554</td>
<td>30.1%</td>
</tr>
<tr>
<td>South Trail</td>
<td>4,455</td>
<td>3,627</td>
<td>22.8%</td>
<td>248</td>
<td>311</td>
<td>-20.3%</td>
</tr>
<tr>
<td>Southwest</td>
<td>4,070</td>
<td>4,033</td>
<td>0.9%</td>
<td>587</td>
<td>507</td>
<td>15.8%</td>
</tr>
<tr>
<td>Hiawassee</td>
<td>3,120</td>
<td>3,558</td>
<td>-12.3%</td>
<td>186</td>
<td>323</td>
<td>-42.4%</td>
</tr>
<tr>
<td>Windermere</td>
<td>2,968</td>
<td>2,442</td>
<td>21.5%</td>
<td>327</td>
<td>400</td>
<td>-18.3%</td>
</tr>
<tr>
<td>North Orange</td>
<td>2,943</td>
<td>4,013</td>
<td>-26.7%</td>
<td>295</td>
<td>378</td>
<td>-22.0%</td>
</tr>
<tr>
<td>Washington Park</td>
<td>1,703</td>
<td>2,483</td>
<td>-31.4%</td>
<td>274</td>
<td>277</td>
<td>-1.1%</td>
</tr>
<tr>
<td>West Oaks</td>
<td>1,637</td>
<td>1,527</td>
<td>7.2%</td>
<td>321</td>
<td>285</td>
<td>12.6%</td>
</tr>
<tr>
<td>Herndon</td>
<td>1,505</td>
<td>1,278</td>
<td>17.8%</td>
<td>215</td>
<td>427</td>
<td>-49.6%</td>
</tr>
<tr>
<td>Eatonville</td>
<td>635</td>
<td>838</td>
<td>-24.2%</td>
<td>48</td>
<td>102</td>
<td>-52.9%</td>
</tr>
<tr>
<td>Online</td>
<td>-</td>
<td>-</td>
<td>0.0%</td>
<td>6</td>
<td>18</td>
<td>-66.7%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>73,741</td>
<td>71,675</td>
<td>5.7%</td>
<td>8,142</td>
<td>8,274</td>
<td>-1.6%</td>
</tr>
</tbody>
</table>

**Event Attendance**

<table>
<thead>
<tr>
<th>Event Category</th>
<th>2019</th>
<th>2018</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Events</td>
<td>2,511</td>
<td>3,134</td>
<td>-19.88%</td>
</tr>
<tr>
<td>Events - Adult</td>
<td>26,319</td>
<td>23,729</td>
<td>10.91%</td>
</tr>
<tr>
<td>Events - Teen</td>
<td>2,800</td>
<td>2,475</td>
<td>13.13%</td>
</tr>
<tr>
<td>Events - Children</td>
<td>44,111</td>
<td>42,337</td>
<td>4.19%</td>
</tr>
<tr>
<td>Technology Classes</td>
<td>8,142</td>
<td>8,274</td>
<td>-1.60%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>83,883</td>
<td>79,949</td>
<td>4.92%</td>
</tr>
</tbody>
</table>

**Social Media**

- Good Reads: 298 (5.0%) 317 (6.0%)
- Pinterest: 361 (6.4%) 296 (5.2%)
- Foursquare: 354 (6.1%) 402 (6.8%)
- Instagram: 3,393 (57.1%) 3,392 (57.0%)
- Twitter: 30,264 (51.3%) 30,264 (51.3%)
- Facebook: 21,465 (35.7%) 21,465 (35.7%)

**Events & Classes by Location**

A total of 1,365 visited Fairview Shores to celebrate the Branch’s Grand Opening on 8 June with activities, live musical performance and gave. Patrons unveiled at the Orlando Public Library on 22 June provided 1,405 Haiti pottery fans with fun eagerly activities, photo opportunities, and butterbeer sample. On 21 June, Bryan Stevenson of the Equal Justice Initiative spoke to a crowd of 476 at the Orlando Public Library during the Historical Marker Unveiling Ceremony Honoring July Perry. The dance-pop duo, Kiss Kiss Kangaroo performed to an excited crowd of 468 at the Orlando Public Library on 8 June.

A total of 222 fewer classes were presented compared to system-wide last year. This resulted in a decrease of 252 people or 1.6% for class attendance from last year. We presented 16 Offsite Events reaching 1622 people. Last year, we presented 23 Offsite Events and reached 1658 people. This year, we attended 10 Community Events reaching 2511 people. This year, we attended 10 Community Events and reached 3134 people.

June was the kickoff month for SRP as well as LGBTQ Pride Month, which created many opportunities for content centered on our tagline: Learn. Grow. Connect. We highlighted titles that customers would enjoy for summer reading as well as grow their knowledge and understanding of the LGBTQ experience on our OCLS Blog and we re-shared that content on social media throughout the month. We also partnered with Burrow Press this month to release an Instagram Stories version of their 2012 short story collection, 15 Views of Orlando. We released a chapter each day and saw excellent completion rates (66% on average) and anywhere from 150-200 viewers on each day. On the events side, we used social media (particularly Instagram and Facebook) to drive crowds to our signature Summer Reading Program events, including: Celebrate Summer With FREE Daps, the Fairview Shores Branch Grand Opening and Potterversary. A total of 1459 people attended FREE Daps programs, which was offered at 15 of our branches over a two-week period. Also of interest to us is our These Three Things video series, which has continued to see interest and engagement on social media. In June alone, the video series, which airs on Facebook and Instagram on Monday afternoons saw engagements increase 225.5%. Additionally, we had 919 viewers on IGTV this month. While largely being ignored by many brands and content creators, we have consistently created content for IGTV since April in order to get ahead of the curve on this extension of Instagram’s platform. Doing so has been a crucial contributing factor in growing our Instagram account, which grew by 192 followers this month.

**Social Media**

- Good Reads: 298 (5.0%) 317 (6.0%)
- Pinterest: 361 (6.4%) 296 (5.2%)
- Foursquare: 354 (6.1%) 402 (6.8%)
- Instagram: 3,393 (57.1%) 3,392 (57.0%)
- Twitter: 30,264 (51.3%) 30,264 (51.3%)
- Facebook: 21,465 (35.7%) 21,465 (35.7%)
Orange County Library System
Board of Trustees Meeting
July 11, 2019

Action Items
Orange County Library System
Board of Trustees Meeting
July 11, 2019

Approval of the Budget for Fiscal Year Ending September 30, 2020
TO: Library Board of Trustees

FROM: Kristopher S. Shoemaker, Chief Financial Officer

DATE: July 3, 2019

SUBJECT: FY 2019-20 Budget Approval

During the June 13, 2019 Board Meeting, we presented the Library District’s preliminary Operating, Capital Projects, Sinking and Permanent Fund budgets based on the May 31, 2019 estimated property values, as well as operating revenue and expense and interest revenues. On June 20, 2019 the Property Appraiser provided the Preliminary Tax Roll Values and the Library reviewed it’s operating revenues and expenses.

The tables below lists the changes in the Library’s Operating Fund Revenues and Expenses. Note, there are no changes to the Capital Project, Sinking or Permanent Fund budgets.

<table>
<thead>
<tr>
<th>Revenue Category</th>
<th>June</th>
<th>Increase</th>
<th>July</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Preliminary</td>
<td>( Decrease )</td>
<td>Recommended</td>
<td></td>
</tr>
<tr>
<td>Ad Valorem Taxes</td>
<td>$47,780,000</td>
<td>$240,000</td>
<td>$48,020,000</td>
<td>1</td>
</tr>
<tr>
<td>Intergovernmental</td>
<td>880,000</td>
<td>500,000</td>
<td>1,380,000</td>
<td>2</td>
</tr>
<tr>
<td>Services</td>
<td>437,000</td>
<td>-</td>
<td>437,000</td>
<td></td>
</tr>
<tr>
<td>Fines</td>
<td>600,000</td>
<td>-</td>
<td>600,000</td>
<td></td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>1,122,000</td>
<td>(500,000)</td>
<td>622,000</td>
<td>3</td>
</tr>
<tr>
<td>Xfr Property Appraiser</td>
<td>12,000</td>
<td>-</td>
<td>12,000</td>
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<td><strong>($260,000)</strong></td>
<td><strong>$61,721,000</strong></td>
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**Notes:**

1) The Ad Valorem Taxes Revenue is being increased based on the updated appraised property values.

2) The Intergovernmental Revenue is being increased to reflect a new accounting line to track the Citizen Review Panel Grant received from Orange County.

3) The Miscellaneous Revenue is being decreased to reflect the new accounting line to track the Citizen Review Panel Grant received from Orange County.

4) The Reserve Revenues are being reduced to reflect anticipated starting reserves based on FY 2018-19 revenues and expenses.

5) The Salaries, Medicare Taxes, Other Contracted Services, Travel/Training, Copying/Printing, Supplies, Supplies-Hardware/Software Expenses and Dues are being adjusted to reflect the cost breakout of the Citizen Review Panel Grant. All of the costs were previously budgeted under Other Contracted Services.

6) The Tax Collector Fees Expense are increased to reflect the cost of collecting the additional Ad Valorem Taxes.

7) The Reserves Expense is being reduced to reflect the anticipated reserves level at the end of FY 2019-20.

Should you have any questions, feel free to contact me.

**Action Requested:** Approve the Library’s FY 2019-20 Operating, Capital Projects, Sinking and Permanent Fund Budgets via the enclosed resolution.
RESOLUTION TO APPROVE THE FY 2019-20 OPERATING, CAPITAL PROJECTS, SINKING AND PERMANENT FUND BUDGETS AND RECOMMEND TO THE GOVERNING BOARD THAT THE LIBRARY DISTRICT’S MILLAGE RATE BE MAINTAINED AT 0.3748 FOR FY 2019-20

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in the City of Orlando, on the 11th day of July, 2019 at 6:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the FY 2019-20 Operating, Capital Projects, Sinking and Permanent Fund budgets.

2. To recommend to the Governing Board that the Library District’s millage rate be maintained at 0.3748 for FY 2019-20.

3. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

___________________________________
Secretary
# Table of Contents

## BUDGET IN BRIEF

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<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
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<td>Director's Message</td>
<td>1</td>
</tr>
<tr>
<td>Organizational Chart</td>
<td>5</td>
</tr>
<tr>
<td>Orange County Library District Board of Trustees</td>
<td>6</td>
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<tr>
<td>Orange County Library District Governing Board</td>
<td>7</td>
</tr>
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<td>Accomplishments</td>
<td>8</td>
</tr>
<tr>
<td>Tax Calculation Example</td>
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## OPERATING FUND

<table>
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<td>Expenditures Dollar Chart</td>
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<td>16</td>
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<td>Expenditures Budget</td>
<td>17</td>
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<tr>
<td>Highlights</td>
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## OTHER FUNDS

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<th>Page</th>
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<tr>
<td>Capital Projects Fund Budget</td>
<td>28</td>
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<tr>
<td>Sinking Fund Budget</td>
<td>29</td>
</tr>
<tr>
<td>Permanent Fund Budget</td>
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</tbody>
</table>
Director’s Message

DATE: June 26, 2019

TO: Lisa Franchina, President
    Marucci Guzmán, Vice President
    Ted Maines, Trustee
    Richard Maladecki, Trustee
    Nicole Benjamin, Trustee

FROM: Mary Anne Hodel, Director/Chief Executive Officer

SUBJECT: Budgets for the Fiscal Year Ending September 30, 2020

Adding to quality of life by creating a learning environment and experiences that foster personal growth and development.

This mission statement was created as part of the process to develop the Library’s strategic plan. This process also resulted in the formulation of our values:

- Promote learning to improve the lives of those in the community.
- Empower and foster creativity and collaboration.
- Deliver outstanding service to external and internal customers.
- Demonstrate respect, integrity, and excellence.

One of the key focal points of the strategic plan is to improve the customer experience, establishing the Library as a friendly, welcoming and community centric service, thus our tag line Learn. Grow. Connect. was adopted in 2019. While we strongly believe that our staff provide excellent service once engaged, we recognize the need to reach out to our customers and proactively engage them. The Library will continue to place a heavy emphasis on providing excellent customer service and the continuation of transforming from a standard book repository to an educational/leaning center for all ages and demographics in the upcoming fiscal year.
**Budget Presentation of Reserves:**
The Operating Fund budget for fiscal year 2019-20 reflects a 10.1% increase compared to the current year budget. While the majority of this increase is due to additional tax revenues, the other major contributing factor of the increase is related to the increase in reserves. The increase in reserves is due to FY 2018-19 actual revenues coming in higher than budget and actual expenditure coming in lower than budget. The reduced expenditures were mainly due to timing of several capital projects that are rolled into FY 2019-20 and the South Creek expansion being put on hold. The majority of the reserves were put into the Capital Project Fund for future branch development, and $500,000 was set aside in the Sinking/R&RR Fund to be used to fund capital maintenance items such as HVAC and roof replacements as our infrastructure ages and any emergency repairs due to natural disaster or catastrophic failure. Over the next several years the Library will continue to set aside these repair funds as we update our 3, 5 and 10 year capital maintenance program. It should be noted that while the budgets reflect significant increases due to the change in presentation of reserves, there is not a corresponding increase in actual spending.

**Ad Valorem Tax Revenues and Millage Rate:**
The Library is primarily funded through property tax revenues. In June 2007, the Florida Legislature passed legislation, which resulted in a 13% reduction in the Library's millage rate for fiscal year 2008. The Library's millage dropped from .4325 for fiscal 2007 to .3748 for fiscal 2008. The Library has not increased its millage rate since that time and for fiscal year 2019-20, staff are recommending that the millage be maintained once again at .3748. Based on the increase in property values, this millage will generate $4,115,000 in additional tax revenues for a total of $48,020,000.

**Transfer to Capital Projects Fund:**
Included in the Library's Operating Fund budget is a Transfer to the Capital Projects Fund. The purpose of this Transfer is to increase the pot of dollars designated for future branch development. Previously, the money in the Capital Projects Fund was used to both purchase and remodel what is now the Chickasaw Branch, which opened as the 15th branch location in July 2015.

For next year’s budget, we have included $4,000,000 as a Transfer to the Capital Projects Fund, which is an increase of $700,000 over the current year’s budget. Given the dramatic growth in the Horizon West and Lake Nona areas, we are working with several parties for partnerships to build branches in those areas of the County. These projects are several years away before starting construction and the Library is seeking lease opportunities as an interim measure. We will continue to monitor growth and evaluate the need for future library needs throughout the County.

**Transfer to Sinking/R&RR Fund:**
Included in the Library’s Operating Fund budget is a Transfer to the Sinking/Renewal & Replacement Reserve (R&RR) Fund. Previously, a Board member recommended that we annually set aside funds for future capital maintenance repairs/replacements to both our facilities and technology. For example, the roof at the Main Library will need to be replaced in the next few years and this cost easily will exceed $1,000,000. We set up a “Sinking Fund” to fund these capital maintenance repairs/replacements and began to fund it annually. We had funded it annually for just a few years but stopped once property values plummeted in 2008 and we were forced to reduce our budget. Given the increase in property values over the last several years and our aging infrastructure, we believe the time is right to resume setting aside money annually for this Sinking Fund. Rather than funding for both facilities and technology, we believe the need is greater for facilities and don’t anticipate significant technology purchases down the road. Any technology purchases should be
accommodated through our annual budgeting process. Included in next year’s budget is $500,000 for a transfer to the Sinking Fund.

**Branch Projects:**
Many of our leased facilities, including the Southwest, Southeast, and South Trail Branches, are popular with our customers and are heavily used. The location of these branches works very well for us and as a result, each has been in the same location for at least twenty years. While we have updated things like carpeting and painting, the heavily used restrooms are worn and outdated. $450,000 has been included in FY 2019-20 budget to remodel the restrooms in these three branches.

Funding has been included for engineering studies for projects such as Children’s Department Renovation, the Lake Eola Meeting Room Feasibility Study, and HVAC and Building Automation systems upgrades as some of the systems are at the end of their useful life. The majority of the physical work will follow in future fiscal years. The Library is conducting an overall assessment of its assets and is developing a 3, 5 and 10 year capital maintenance plan for future funding purposes.

**Accomplishments**
The Library has been awarded the following recognitions and held significant events over the last twelve months:

*Beanstack’s Winter Reading Challenge Winner:*
In March, Orange County Library System was recognized as one of the national winners of Beanstack’s second annual Winter Reading Challenge. The program, sponsored by Shark Tank’s Mark Cuban, challenged Beanstack users to meet a collective goal of reading at least 5 million minutes and 75,000 books in January. In total, Beanstack users actually read 13,000,000 minutes and 153,000 books. Library customers read 2,154% over our goals by completing 45,091 minutes and logging 2,315 books. Winners were determined based upon a few key factors including Outreach, Active Participation, Absolute Numbers and Community Sharing.

*Betty Davis Miller Youth Services Awards from the Florida Library Association:*
Youth Services won the Betty Davis Miller Youth Services Award- To recognize outstanding programs of direct service to youth. Two awards are presented annually: one for children’s services (ages 12 and under) and one for teen/young adult services (ages 13 - 18).

*Community Relations Graphics Department won the Hermes Awards:*
Hermes Awards are an international competition for creative professionals involved in the concept, writing and design of traditional materials, marketing and communication programs and emerging technologies.

- Platinum for the 2018 Annual Report
- Gold for 2018 Booktoberfest Print Media
- Gold for January Books and Beyond
- Gold for Find the Right Book Electronic Media

*1st Annual Melrose Film Festival:*
The film festival was on Saturday September 15th where we rolled out the red carpet for filmmakers and enthusiasts in the Melrose Center. They joined us for a day of film screenings panel discussions and Q&A sessions. We showed short films, animated shorts and music videos selected from among the from close to 3,000 entrants, staff ultimately selected 58 films to screen during the seven-hour festival. 327 attendees’ submissions were received.
Opened Fairview Shores Branch June 8, 2019:
The Orange County Library System opened its Fairview Shores Branch in the Adanson Marketplace, a shopping center on Lee Road on Saturday, June 8, 2019. Fairview Shores is the new home of the Edgewater Branch, which closed its doors on May 18, 2019. The library’s new home will allow it to offer more opportunities to partner with businesses and organizations in the community while continuing to offer more after-school activities and programming for all ages.

Programs and Classes Presented:
As the Orange County Library System continues to transform and enhance its reputation as an educational/learning center, we have presented the following programs and classes between June 2018 and May 2019.

21,000 live attendees and 5,300 via computer labs
ESOL Classes Delivered
100,000 Breakspot Meals Delivered to Children
61,000 live attendees and 30,000 hours online of Technology Classes Delivered
286,000 attendees participated in our kids and adult program offerings
2,500 hours of studio time booked in Melrose Center
1,800 hours of simulation booked in Melrose Center
2,200 patrons seen by our social worker

RECOMMENDATIONS
Staff recommends the Library Board of Trustees take the following actions:

- Recommend to the Governing Board that the Library District’s millage rate be maintained at .3748 for FY 2019-20.

c: Jerry L. Demings, Library District Governing Board Mayor
    Betsy VanderLey, Orange County Commissioner District 1
    Christine Moore, Orange County Commissioner District 2
    Mayra Uribe, Orange County Commissioner District 3
    Maribel Gomez Cordero, Orange County Commissioner District 4
    Emily Bonilla, Orange County Commissioner District 5
    Victoria Siplin, Orange County Commissioner District 6
    Ana Palenzuela, Human Resources Director, City of Orlando

    Kurt Petersen, Manager, Office of Management & Budget
    Phil Diamond, Orange County Comptroller
Orange County Library District
Board of Trustees

Left to Right: Nicole Benjamin (City Appointee); Richard Maladecki (County Appointee); President Lisa Franchina (County Appointee); Ted Maines (City Appointee) & Vice President Marucci Guzmán (County Appointee)
Orange County Library District
Governing Board

Left to Right: City of Orlando HR Director Ana Palenzuela; Orange County Mayor Jerry Demings; Orange County Commissioners Emily Bonilla; Maribel Gomez Cordero; Christine Moore; Victoria Siplin; Mayra Uribe & Betsy VanderLey
Accomplishments

- 800 Meet ups
- 2,500 Hours of studio bookings
- 1,800 Hours of simulations
- 1,000 Attendees in the Makerspace Lab
Accomplishments

- Career Online High School has 39 currently enrolled. There have been 92 grads since 2015.

- The English language learning classes (ESOL) had over 21,000 attendees. The Open Language Labs had a total attendance of 5,300.

- The Library provided tech classes to over 61,000 attendees live and 30,000 hours online.
Accomplishments

The Social worker onsite assisted over 2,200 patrons
Accomplishments

- Provided kids & adults programs to over 286,000 attendees
- Delivered over 500,000 items through our Books by MAYL program
- The Summer Breakspot program has served over 88,000 meals since 2015. This year they will expect to serve its 100,000th meal.
Accomplishments

Something For Everyone !
## Tax Calculation Example

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# Operating Fund Revenues

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<td>Charges for Services / Misc</td>
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<td>Operating</td>
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<td>Materials</td>
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<td>Capital Outlay</td>
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Operating Fund Budget

Revenues

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<td>Special Events</td>
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<td>Other</td>
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<td></td>
<td>493,000</td>
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<td>FINES</td>
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<td>Fines and Lost Materials</td>
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<td>Investment Earnings</td>
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<td>Contributions - FOL</td>
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<td>Contributions - Other</td>
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<td>Internet Rebate</td>
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<td>Grants and Awards</td>
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<td>Sale of Surplus Property</td>
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<td>TRANSFER FROM PROPERTY APPRAISER</td>
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<td>56,064,000</td>
<td>5,657,000</td>
<td>10.1%</td>
<td>61,721,000</td>
</tr>
</tbody>
</table>
# Operating Fund Budget

## Expenditures

<table>
<thead>
<tr>
<th>EXPENDITURES</th>
<th>FY 2019 BUDGET</th>
<th>INCREASE (DECREASE)</th>
<th>% CHANGE</th>
<th>FY 2020 BUDGET</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SALARIES &amp; BENEFITS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries</td>
<td>17,762,000</td>
<td>841,000</td>
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<tr>
<td>Medicare Taxes</td>
<td>258,000</td>
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<td>276,000</td>
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<tr>
<td>Defined Contribution Pension Plan</td>
<td>1,333,000</td>
<td>49,000</td>
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<tr>
<td>Defined Benefit Pension Plan</td>
<td>700,000</td>
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<tr>
<td>Money Purchase Pension Plan</td>
<td>839,000</td>
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<tr>
<td>Life and Health Insurance (Employees)</td>
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<td>199,000</td>
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<tr>
<td>Retiree Health Care (OPEB)</td>
<td>540,000</td>
<td>184,000</td>
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<tr>
<td>Worker's Compensation</td>
<td>115,000</td>
<td>10,000</td>
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<tr>
<td>Unemployment Compensation</td>
<td>20,000</td>
<td>(6,000)</td>
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<tr>
<td>Parking and Bus Passes</td>
<td>225,000</td>
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<tr>
<td><strong>Total Salaries &amp; Benefits</strong></td>
<td>24,919,000</td>
<td>1,541,000</td>
<td>6.2%</td>
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</tr>
<tr>
<td><strong>OPERATING</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Professional Services</td>
<td>240,000</td>
<td>(4,000)</td>
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</tr>
<tr>
<td>Other Contractual Services</td>
<td>1,775,000</td>
<td>206,000</td>
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<td>1,981,000</td>
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<tr>
<td>Other Contract. Serv.- Janitorial</td>
<td>340,000</td>
<td>9,000</td>
<td></td>
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<tr>
<td>Training and Travel</td>
<td>75,000</td>
<td>40,000</td>
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<tr>
<td>Telecommunication</td>
<td>300,000</td>
<td>-</td>
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</tr>
<tr>
<td>Delivery and Postage</td>
<td>1,086,000</td>
<td>49,000</td>
<td></td>
<td>1,135,000</td>
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<tr>
<td>Utilities</td>
<td>950,000</td>
<td>21,000</td>
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<tr>
<td>Rentals and Leases</td>
<td>1,323,000</td>
<td>153,000</td>
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<tr>
<td>Insurance</td>
<td>330,000</td>
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<tr>
<td>Repairs and Maintenance</td>
<td>1,150,000</td>
<td>102,000</td>
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<td>1,252,000</td>
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<tr>
<td>Repairs &amp; Maint - Hardware/Software</td>
<td>880,000</td>
<td>70,000</td>
<td></td>
<td>950,000</td>
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<tr>
<td>Copying/Printing</td>
<td>255,000</td>
<td>7,000</td>
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<td>262,000</td>
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<tr>
<td>Property Appraiser's Fee</td>
<td>325,000</td>
<td>70,000</td>
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<td>395,000</td>
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<tr>
<td>Tax Collector's Fee</td>
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<td>71,000</td>
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</tr>
<tr>
<td>Supplies</td>
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<td>244,000</td>
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<td>794,000</td>
</tr>
<tr>
<td>Supplies-Hardware/Software</td>
<td>350,000</td>
<td>125,000</td>
<td></td>
<td>475,000</td>
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<tr>
<td>Memberships</td>
<td>20,000</td>
<td>-</td>
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<td>20,000</td>
</tr>
<tr>
<td><strong>Total Operating</strong></td>
<td>10,839,000</td>
<td>1,179,000</td>
<td>10.9%</td>
<td>12,018,000</td>
</tr>
<tr>
<td><strong>CAPITAL OUTLAY</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building and Improvements</td>
<td>2,875,000</td>
<td>(552,000)</td>
<td>-12.3%</td>
<td>2,323,000</td>
</tr>
<tr>
<td>Equipment and Furniture</td>
<td>150,000</td>
<td>(7,000)</td>
<td></td>
<td>143,000</td>
</tr>
<tr>
<td>Hardware/Software</td>
<td>550,000</td>
<td>120,000</td>
<td></td>
<td>670,000</td>
</tr>
<tr>
<td><strong>Total Capital Outlay</strong></td>
<td>3,575,000</td>
<td>(439,000)</td>
<td>-12.3%</td>
<td>3,136,000</td>
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<tr>
<td><strong>LIBRARY MATERIALS</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Materials - Restricted Contributions</td>
<td>10,000</td>
<td>-</td>
<td></td>
<td>10,000</td>
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<tr>
<td>Materials - Other</td>
<td>4,500,000</td>
<td>180,000</td>
<td>4.0%</td>
<td>4,680,000</td>
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<tr>
<td><strong>Total Library Materials</strong></td>
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<td>180,000</td>
<td>4.0%</td>
<td>4,690,000</td>
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<tr>
<td><strong>TRANSFER TO CAPITAL PROJECTS FUND</strong></td>
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<td>700,000</td>
<td>21.2%</td>
<td>4,000,000</td>
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<tr>
<td><strong>TRANSFER TO SINKING/EARR FUND</strong></td>
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<td></td>
<td>500,000</td>
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<tr>
<td><strong>RESERVES</strong></td>
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<td>1,996,000</td>
<td>22.4%</td>
<td>10,917,000</td>
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<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>56,064,000</td>
<td>5,657,000</td>
<td>10.1%</td>
<td>61,721,000</td>
</tr>
</tbody>
</table>
Operating Fund Revenue Highlights

Ad Valorem Taxes ($48,020,000)
Based on the information provided by the Property Appraiser’s Office, property values are up 9.4%. With this increase and no change in the millage rate of .3748, tax revenues are up $4,115,000.

State Aid ($830,000)
As has been our practice, the amount included in next year’s budget reflects the funding level received for the current fiscal year.

County Grants ($500,000)
The $500,000 budget for this account represents the Orange County Citizens’ Review Panel Grant.

Fines & Lost Materials ($600,000)
There is no change in the budget for this account.

Investment Earnings ($350,000)
Rates have been rising and that is reflected in higher investment earnings. The budget for this account was increased by $150,000 based on FY 2018-19 estimated Investment Earnings.

Internet Rebate ($80,000)
The Universal Service Schools and Libraries Program, which is a Federal program commonly known as “E-Rate,” provides rebates up to 80% of qualified telecommunication and Internet access charges to assist schools and libraries in the United States to obtain affordable telecommunications and Internet access. The Library has received rebates on Internet and Metro-Ethernet network services. The budget for next year reflects a slight increase over FY 2018-19 budget. This revenue stream varies year by year based on which E-Rate eligible services the Library acquires during the year.

Reserves ($10,250,000)
This is the amount of Reserves that are eligible for spending.
Operating Fund Expenditure
Highlights

Salaries & Benefits

Salaries ($18,603,000)

✓ The FY 2019-20 budget includes 277 full time and 168 part time positions, which represents an increase of 10 full time and a decrease of 4 part time positions. These staffing numbers reflect 11 positions (5 full time and 6 part time) for a leased Horizon West location for 6 months.

✓ The FY 2019-20 Budget Guidelines from Mayor Demings includes a 4% salary increase for County staff. Accordingly, Library staff will receive a 4% increase in October 2019. The Library provides a merit component to high performers through additional vacation or part time leave and staff have the option of cashing out this leave at the time of their annual performance evaluation. Additionally, the Library is increasing non-exempt staff minimum pay by $0.50 per hour to stay competitive with the local job market and to stem turnover.

✓ $170,000 of the budget is related to the required expenditures of the Orange County Citizens’ Review Panel Grant.

Defined Contribution Pension Plan ($1,382,000)

Library employees have not participated in Social Security since shortly after the District was formed in September 1980. Instead, a defined contribution pension plan was established for all staff. The Plan requires that the Library contribute 7.5% of each employee’s bi-weekly salary. Vesting is immediate and benefits are payable in a lump sum at termination/retirement. The $49,000 increase in this account is due to higher budgeted salaries based on additional staff and 4% salary increase.

Defined Benefit Pension Plan ($850,000)

This Plan is a traditional retirement plan covering full time employees hired prior to January 1, 2007. The normal retirement benefit (2% of an employee’s final five (5) average earnings multiplied by years of service minus one year) is calculated at age 65. Employees who are vested and have at least 10 years of service may retire as early as 55 at a reduced benefit: 5% reduction for each year prior to age 65. As of January 1, 2019, 76 active employees were participants in this Plan.
Contributions to the Plan are actuarially determined at the beginning of each calendar year. The $150,000 increase in projected contributions for next fiscal year is largely due to the loss on investments in 2018. Note, as of April, 2019 the loss on investment had been recouped. This Plan was closed to new employees starting in January 2007.

**Money Purchase Pension Plan ($939,000)**

Effective January 1, 2007, new full time hires no longer participate in the Defined Benefit Pension Plan, but instead are enrolled in this Plan. The Plan requires that the Library contribute 9% of each employee’s bi-weekly salary. The vesting period is one year and benefits are payable in a variety of forms, including lump sum and installments. The $100,000 increase is due to higher budgeted salaries, additional staff and to the fact that every new full-time hire is enrolled in this Plan.

**Life and Health Insurance ($3,326,000)**

The Library pays the medical and dental premiums for each full time employee and the employee is responsible for the cost of any dependent coverage: spouse, children, or family. In accordance with the Affordable Care Act (ACA), the Library also provides separate health care coverage to part time employees who are paid, on average, 30 hours or more per week. An increase in the projected number of part time employees eligible for the coverage from 46 to 68 combined with a 5% projected increase in premiums are the reason for the $199,000 increase.

**Retiree Health Care ($724,000)**

Local governments are required to reflect the true cost of retiree healthcare during the employee’s tenure rather than the “Pay as You Go” system that was common up until 2007. A trust fund was established in 2007 and the Library has since been funding this benefit in a fashion similar to a pension. Contributions to the Plan are actuarially determined.

The previous retiree health care benefit only covered full time employees hired before January 1, 2007. In April, 2019, the Board approved a new, limited benefit for employees hired after that date. The $184,000 increase for this account, reflects the cost of this new benefit, as well as a loss on investments in 2018.

**Parking and Bus Passes ($221,000)**

For Main Library employees, the Library leases approximately 151 parking spaces in the City of Orlando garage across from the Main Library. The Library also offers LYNX bus passes in lieu of parking at the employee’s choice. Branches have free parking. The budget for this account reflects a nominal decrease of $4,000.

*Overall, salaries and benefits for next fiscal year are up $1,541,000 or 6.2%.*
Operating

Professional Services ($236,000)

Examples of services charged to this account include the following:

- Actuaries (pension, health insurance, retiree health care)
- Auditors
- Attorneys (general counsel, labor, construction, pension)
- Insurance broker
- Compensation consultant

There is a nominal $4,000 decrease in the budget for this account.

Other Contractual Services ($1,981,000)

Services charged to this account include the following:

- Off duty police officer coverage (Main Library, South Trail, Hiawassee, Washington Park, and Herndon Branches)
- Collection agency (collection services and renewal notices)
- Marketing
- Programming
- Branch deliveries
- Social worker services
- Debit/credit card charges
- Advertising for legal notices
- OCLC (provider of bibliographic information for cataloging)
- Armored car pickup service for all locations
- Moving services
- Pre-employment background checks
- Exterminating services
- Digitization services
- General consulting services
- Lake Eola Meeting Room feasibility study
- Services associated with the Orange County Citizens’ Review Panel (CRP) Grant

The $206,000 increase in the budget is primarily due to the planned feasibility study, the required programming costs related to the County’s Citizen Review Panel Grant, increased costs for police officer coverage, branch deliveries and debit/credit card charges.
Other Contractual Services – Janitorial ($349,000)

At the Main Library, the custodians are Library employees, but in the branches, we contract with a private vendor, Florida Cleaning System, for janitorial cleaning services. The Library also has contracts with vendors to pressure clean exteriors of the branches, clean the carpets in the branches, and clean the windows in all of our facilities. The $9,000 increase in the budget for this account is due to anticipated cost increase for exterior and carpet cleaning services.

Training and Travel ($115,000)

Charges to this account include:

- Mileage, parking, and tolls reimbursements to staff
- Group training
- Seminars and conferences for individual staff

The $40,000 increase in the budget for this account is related to required costs associated with the County's Citizen Review Panel Grant and additional professional development of the Library staff, including required Continuing Professional Education (CPE) credits to maintain their certifications.

Telecommunication ($300,000)

Telecommunication services including Internet connections, Metro-Ethernet branch connections, and Voice-Over Internet Protocol are charged to this account. There is no change in the budget for this account.

Delivery and Postage ($1,135,000)

The following are charged to this account:

- Payments to the vendor, Priority Express Parcel (PEP), for deliveries to patrons for our MAYL program
- Payments to the Post Office for deliveries to patrons for our MAYL program in areas of the District which are not served by PEP
- Payments to the Post Office for general mail service
- Federal Express charges

The budget for this account was increased $49,000 to reflect the actual amount being paid to Priority Express Parcel.

Utilities ($971,000)

Included in this account are charges for water, sewer, trash, and electricity for all of our facilities. The Library has and will continue to implement energy saving changes such as LED lighting, programmable thermostats, motion activated lights in offices, etc. The $21,000 increase is based on an anticipated rate increase from Duke energy.
Rentals and Leases ($1,476,000)

This account reflects the leasing costs of the South Trail, Fairview Shores, Hiawassee, Southeast, Southwest, Herndon, and Eatonville Branches. We also lease Washington Park and Windermere, but there are no lease charges for those facilities. Next year’s budget reflects a $153,000 increase as we have included additional funds for a new leased facility in Horizon West, based on current market conditions in that area, and the higher rent for Fairview Shores.

Insurance ($346,000)

Insurance coverage charged to this account includes the following:

- General liability
- Property
- Public officials
- Flood
- Employment practices
- Fiduciary (pensions)

Periodically, we have our facilities appraised to make sure the insured values approximate market value. The $16,000 increase in this account is based on estimates provided by our insurance broker.

Repairs and Maintenance ($1,252,000)

The Library System consists of the Main Library and 15 branches for a total of approximately 460,000 square feet. Repairs and routine maintenance include the following services:

- Plumbers
- Electricians
- Locksmiths
- Heating, ventilating, and air conditioning
- Elevators
- Painters
- Handyman
- Landscaping
- Roofers
- Fire alarms, sprinkler systems
- Building security and camera systems
- 3M self check systems

The cost to maintain our facilities and equipment is partly a function of our size. Additionally, our facilities and equipment are well maintained and our goal is to keep them in that condition. The $102,000 increase in the budget for this account is due to anticipated repairs to aging HVAC systems, camera replacements and enhanced landscaping at branches.
Repairs and Maintenance – Hardware/Software ($950,000)

Examples of items charged to this account include maintenance contracts, application service contracts wherein the vendor supplies the hardware and software, and technology repairs for the following:

- Library automation system
- Antivirus software
- Internet filtering software
- Employee evaluation software
- Technology backbone (routers, switches, and firewall)
- Accounting, payroll, and time and attendance software
- Vocera (hands free communication system)
- Citrix software (allows for centralized upgrading of commonly used applications like Microsoft Word)
- PC reservation, printing, scanning, copying, and faxing
- Applicant tracking
- Adobe Cloud Connect

The Library pays maintenance and service contracts for over 50 software applications. The budget for this account was increased by $70,000 to reflect our increasing use of technology, all of which needs to be supported and maintained.

Copying/Printing ($262,000)

The Library contracts with a vendor, EGP, to provide printers and “all in one” machines (fax, scan, print, copy) throughout the system. We pay EGP for each copy made and they are responsible for providing the machines, service, and supplies excluding the paper. The cost to the Library is 1 cent for each black and white print and 7.5 cents for each color print.

Large print jobs sent to external printers are charged to this account. This account has a nominal increase of $7,000.

Property Appraiser’s Fee ($395,000)

The Orange County Property Appraiser determines the value of property for each taxing agency in the County for ad valorem tax purposes. In exchange for providing this service, each taxing agency is charged for a portion of the Appraiser’s budget. The Property Appraiser’s office could not give us the amount of the charge for next fiscal year, so we have estimated it at $395,000, an increase of $70,000.

Tax Collector’s Fee ($961,000)

The Orange County Tax Collector collects taxes from property owners in the County and distributes the tax revenues to the appropriate taxing agencies. The Collector’s fee is 2% of the taxes collected. Due to an increase in property tax revenues, the budget for this account is increasing $71,000.
Supplies ($794,000)

Examples of supplies used throughout the system and charged to this account including the following:

✔ Office supplies
✔ Janitorial supplies
✔ Paper
✔ RFID tags for self check locations
✔ Program Supplies
✔ Furniture and equipment items with unit costs less than $1,000
✔ Supplies associated with the Orange County Citizens’ Review Panel (CRP) Grant

The $244,000 increase in this account is due mainly to replacing staff chairs throughout the branches that have reached the end of their useful life and can no longer be cleaned. It also includes various supplies that are needed for the Citizens’ Review Panel (CRP) Grant. Additionally, we have provided funds for replacement of microscopes and sewing machines for our science and sewing classes.

Supplies – Hardware/Software ($475,000)

This account includes technology items with a unit cost of less than $1,000, which are considered supplies. The proposed budget consists of the following:

✔ Replace PC’s out of warranty $250,000
✔ Outreach computers related to the CRP grant 125,000
✔ Replace printers, barcode scanners, & monitors 50,000
✔ Purchase tablets, software, and other supplies 30,000
✔ Other 20,000

Overall, operating expenditures for next fiscal year are up $1,179,000 or 10.9%.
**Capital Outlay**

**Building and Improvements ($2,323,000)**

The proposed budget includes the following:

- Remodel South Trail, Southwest, Southeast Branches Restrooms $450,000
- Replace Main Library generator & fuel tank 450,000
- Refresh South Trail, Southwest, Southeast & Alafaya Paint, Carpet etc. 400,000
- Horizon West build out estimate 250,000
- Update cameras to IP and install additional cameras in Branches 150,000
- Update Main Library and Branch HVAC controls 135,000
- Update Melrose Center Stage Lighting and AV Equipment 125,000
- Replace Lights to LEDs, Reseal Parking Lots, Paint Chickasaw Exterior 100,000
- Children Department Remodel Design 100,000
- Circulation Desk Replacement As Needed 100,000
- Other 63,000

**Equipment and Furniture ($143,000)**

The following are included in the budget for this account:

- Furniture and Fixtures at Branches $75,000
- Furniture and Fixtures at Main 25,000
- Other projects 43,000

**Hardware/Software ($670,000)**

This account includes technology items with a unit cost of more than $1,000. The proposed budget includes the following:

- Servers/cloud storage $250,000
- Self Check Out Upgrade 100,000
- Laptops 75,000
- Digital content enhancement 50,000
- Integrated library system enhancements 50,000
- Mobil Check Out 25,000
- Melrose Center iMac and Windows computers 25,000
- E-Book lending 25,000
- Video equipment 15,000
- Other projects 55,000

**Overall, capital outlay expenditures for next fiscal year are down $439,000 or 12.3%.”**
Library Materials – Other ($4,680,000)

The budget for this account covers the purchase of all materials, whether electronic or physical. There is a $180,000 increase to reflect the higher cost of some electronic material.

Transfer to Capital Projects Fund ($4,000,000)

To support future branch development, $4,000,000 is being transferred to the Capital Projects Fund. The budget for this account has been increased by $700,000.

Transfer to Sinking / R&RR Fund ($500,000)

Previously, a Board member recommended that we annually set aside funds for futures repairs/replacements to both our facilities and technology. For example, the roof at the Main Library will need to be replaced in the near future and this cost easily will exceed $1,000,000. We set up a “Sinking Fund” to fund these repairs/replacements and began to fund it annually. We had funded it annually for just a few years but stopped once property values plummeted in 2008 and we were forced to reduce out budget. Given the increase in property values over the last several years, we believe the time is right to resume setting aside money annually for this Sinking Fund. Rather than funding for both facilities and technology, we believe the need is greater for facilities and don’t anticipate significant technology purchases down the road. Any technology purchases should be accommodated through our annual budgeting process. Included in next year’s budget is $500,000 for a transfer to the Sinking Fund.

The FY 2019-20 budget reflects a $5,657,000 increase, or 10.1%, compared to the current year budget.
## Capital Projects Fund

<table>
<thead>
<tr>
<th></th>
<th>FY 2019 BUDGET</th>
<th>INCREASE (DECREASE)</th>
<th>FY 2020 BUDGET</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>32,000</td>
<td>68,000</td>
<td>100,000</td>
</tr>
<tr>
<td>Transfer from Operating Fund</td>
<td>3,300,000</td>
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<tr>
<td>Reserves</td>
<td>5,333,000</td>
<td>4,175,000</td>
<td>9,508,000</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>8,665,000</td>
<td>4,943,000</td>
<td>13,608,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY 2019 BUDGET</th>
<th>INCREASE (DECREASE)</th>
<th>FY 2020 BUDGET</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXPENDITURES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Branch</td>
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<tr>
<td>Reserves</td>
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<td>4,818,000</td>
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<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>8,665,000</td>
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<td>13,608,000</td>
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## Sinking/R&RR Fund

### REVENUES

<table>
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<tr>
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<th>FY 2019 BUDGET</th>
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<th>FY 2020 BUDGET</th>
</tr>
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<tr>
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<td>8,000</td>
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<td>Transfer from Operating Fund</td>
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<td>500,000</td>
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<tr>
<td>Reserves</td>
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<td>266,000</td>
<td>768,000</td>
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<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>507,000</strong></td>
<td><strong>769,000</strong></td>
<td><strong>1,276,000</strong></td>
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### EXPENDITURES

<table>
<thead>
<tr>
<th></th>
<th>FY 2019 BUDGET</th>
<th>INCREASE (DECREASE)</th>
<th>FY 2020 BUDGET</th>
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<td>Reserves - Technology</td>
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<td><strong>769,000</strong></td>
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# Permanent Fund

## REVENUES

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<th>INCREASE (DECREASE)</th>
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<td><strong>TOTAL REVENUES</strong></td>
<td><strong>158,000</strong></td>
<td><strong>51,000</strong></td>
<td><strong>209,000</strong></td>
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## EXPENDITURES

<table>
<thead>
<tr>
<th></th>
<th>FY 2019 BUDGET</th>
<th>INCREASE (DECREASE)</th>
<th>FY 2020 BUDGET</th>
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<tbody>
<tr>
<td>Equipment</td>
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<tr>
<td>Reserves</td>
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<td><strong>TOTAL EXPENDITURES</strong></td>
<td><strong>158,000</strong></td>
<td><strong>51,000</strong></td>
<td><strong>209,000</strong></td>
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Orange County Library System
Board of Trustees Meeting
July 11, 2019

Request to Serve Alcohol:
Christine Lindler
Request to Serve Alcoholic Beverages
at Meet the Author: Jerome Buting Event

I. Overview
On Friday, September 13, 2019, the Orlando Public Library will host an author event entitled “Meet the Author: Jerome Buting.” The Library would like to serve alcohol at this event. As stated in the adopted Alcoholic Beverage Policy (please see below), Board approval is required to serve alcoholic beverages.

II. Options
Option 1: Board approves the serving of alcoholic beverages in accordance with the Board-approved policy.

Advantage: The event offers an evening of enjoyment and may attract new people to the library.
Disadvantage: There is a degree of risk incurred when alcoholic beverages are served.

Option 2: Board does not approve the serving of alcoholic beverages.

Advantage: Decreased risk if no alcohol is served.
Disadvantage: Alternative plans for refreshments would have to be put in place.

III. Recommendation
Staff recommends approval of Option 1.

Library Alcoholic Beverage Policy (Revised and Approved by the Library Board of Trustees August 12, 2004)

Alcoholic Beverages may be served for the purpose of fundraising and various Library-sponsored development and promotions projects or approved events, when the following requirements are met:

*The event is sponsored by the Library or Library approved
*The Library Board of Trustees has approved alcoholic beverages to be served, and
*A licensed bartender, caterer, or other entity which provides liquor liability insurance coverage, is engaged to serve beverages, and
*The bartender, caterer, or other entity executes an agreement which shall:

1. Hold the Library harmless and indemnify the Library against liability arising from alcoholic beverages willfully and unlawfully served to a person who is not of lawful drinking age or knowingly served to a person habitually addicted to the use of any or all alcoholic beverages; and
2. Require the bartender, caterer, or other entity to comply with all County, State, and Federal laws governing the service of alcoholic beverages.
RESOLUTION TO APPROVE THE SERVING OF ALCOHOLIC BEVERAGES AT AN AFTERHOURS EVENT AT THE ORLANDO PUBLIC LIBRARY.

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in the City of Orlando on the 11th day of July 2019 at 6 p.m. prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To authorize the serving of alcoholic beverages in accordance with the Board-approved policy at the event on September 13, 2019 at the Orlando Public Library.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

__________________________________
Secretary
Orange County Library System
Board of Trustees Meeting
July 11, 2019

Discussion & Possible Action Items
Orange County Library System
Board of Trustees Meeting
July 11, 2019

Director’s Goals FY 2019:
3rd Quarter Update
President Lisa Franchina
Director’s Annual Goals: Each goal has a connection to the dimensions of performance provided on the Director’s Performance Evaluation form.

FY 2019 ~ 3rd Quarter Update

Strategic Goal One: Improve the Customer Experience

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

Progress

- Staff are using the newly developed Kudos pads to recognize each other for providing excellent service. Many departments/locations have these on display in the staff workroom.
- New staff taking the Customer Service Story training receive a survey after class to provide feedback on the class. In addition to feedback on the class itself, staff are asked how familiar they are with the service story and framework, prior to attending. This will allow us to gauge whether the current levels of communication around the framework are effective.
- On the Customer Service Story Website, there are postings from staff members supporting our common purpose of “We change Lives.” Here is one example: “I had a customer that started taking classes and after 2 weeks she stopped coming. I saw her again recently and she told me she found a job and how grateful she was to have learned Excel because she needed it for her new job.”
- In April and May, 92% of the customer surveys rated their experience as “Excellent” and 6.5% rated their experience as “Good.” The lower ratings received a total of 2.5%. These experiences had to do with staff enforcing the Rules of Conduct, someone not being able to find a book, and someone concerned about the noise level in the Library. “Excellent” ratings praised the knowledgeable and welcoming staff, likes the variety of classes offered, and enjoys the large collection of movies.
- All departments and locations are encouraged to create innovative ways to celebrate and recognize their successes. This includes posting positive surveys for everyone to see and putting a happy face sticker on a chart for making the customer our hero. We created a “Mystery Shop 100% Club” to celebrate and recognize staff members who receive 100% on their Mystery Shops. In May, staff from Alafaya, Chickasaw, Eatonville, Herndon, Hiawassee, North Orange, Questline, South Creek, Southeast, Southwest, Washington Park, Windermere and Winter Garden made the list.
- Managers were encouraged to sign up for weekly customer service tips from Jeff Toister’s webpage. In doing this, they received a link to his book “Customer Service Tip of the Week” free of charge. Managers were also encouraged to make use of a library resource called Lynda.com. It includes 53 training videos from this author, that range from servicing internal customers to working with upset customers. Videos range from 1 minute to 1.5 hours.
- Testing for the Spanish for Library staff, and the Emotional Intelligence courses has been completed, and they are in the final editing stages to be offered to all staff going forward.
The in-person classes "Toddler Playground," "Making STEAM Storytime a Success," and "Early Childhood Expertise Beyond Libraryland Serving Refugee and Immigrant Families," were offered this quarter.

The mystery shop reports using the new form continue to yield strong results. During this quarter the average shopper score has remained above 95% with 33 perfect 100% scores.

The Mystery Shop 100% Club has been created on the Orange Peel and has been visited 279 times during this quarter. There have been 55 Kudos for various staff members posted during this quarter. Some examples of the Kudos received include:

"Patron Robert H. called Questline to express his appreciation for the assistance he got from Casey (Hayden) yesterday. He thanked Casey for being very proficient at her job." And "Kudos to Brenda!!! I'm looking forward to other classes with her! Ms. Brenda Santana is one of the most competent computer class instructors I have ever had. She can break things down and stay at an advanced level, which is not an easy thing to accomplish. I am so grateful to have had this "Practice Session."

The agile survey was sent to customers using OCLS locations between June 17-June 23. The survey included some new questions regarding customers' involvement with the Summer Reading Program.

The Children's Library at Main is set to be painted after SRP. New height-adjustable tables and new chairs are being researched for the children's program rooms at Main.

The list of services to include after the consolidation is still under review and staff are considering what additional services might fit in the area. This project is included in the FY 2020 budget.

The group of Assistant Managers met at the Winter Garden location to walk-through and evaluate the children's area for future improvements. New child-friendly tables and chairs are being purchased for the Southeast and Winter Garden locations to create a more welcoming environment.

The Fairview Shores Branch is open and the furniture selected allows for spaces to be flexible. Also, the furniture color selections create an inviting environment for customers of all ages.

Signs have been removed from every other end cap in Library Central to reduce signage clutter. A new Local Author's Collection sign has been created and will be hung on 3rd floor.

Circulation has started sending out knapsacks with OCLS swag to children at Headstarts who are successfully signed up for a library card.

The ESL Specialist hosted the first quarterly system-wide ESOL training to review curriculum standards and classroom practices. 11 staff members attended this session. In addition, the ESOL Specialist trained six staff members in small groups and individually on various ESOL programs. She is currently working on the second phase of the face to face training for the pronunciation classes.

The ESL Specialist is working on finalizing the curriculum for the English for Families series. After piloting the program at several locations, library staff will be working with the Florida Humanities Council (FHC) to expand this program state-wide. Library staff will be meeting with the FHC in July to discuss expansion plans.

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

Replaced iMacs in the Melrose Center.

Migrating the Right Service at the Right Time website from Drupal 7 to 8.

Migrated Orlando Memory website to a new Wordpress installation.

Installed Islandora software to manage Albertson Digital Collection.

Steps have been taken to streamline and refine public and staff PC replacement procedures to more quickly and efficiently address aging PCs.

Staff met with a developer on May 8th to discuss possibility of a location in his development in Horizon West, he is reviewing his Public Land Usage and will give the Library top priority if he needs to provide more. We meet with another developer on July 2nd to discuss possibilities for a location on his property. We are also seeking a facility to rent as a new building in Horizon West is 3 - 4 years away from opening. Additionally, on June 14th a Pop-Up meeting in Horizon West was held with over 175
We will host a pop-up every Friday in June to keep community interested in having a branch.

- Renewal notice for Hiawassee was sent on March 12, 2019 which met the renewal notice requirements for an additional 5 years, thus lease good thru December 31, 2024. Eatonville Lease ends December 17, 2019, will reach out City of Eatonville to begin the renewal process in July 2019. Herndon renewed for 1 more year, good thru October 25, 2020.
- The Fourth Lease Amendment to extend the term at the Southwest Branch until January 2029 was approved at the January Board meeting.
- Sent the landlord for Edgewater Branch cancelation notice with effective date of June 30, 2019. As of June 20th, we are 95% moved out, only have a few touch up areas and do final cleaning. Meet with Landlord week of June 24th to review property to ensure a smooth turn over by June 30th. Fairview Shore opened on June 8th.

- As a way for staff to recognize each other, the “kudos” pads were finalized and sent to all departments and locations, along with posters. Many departments are already putting them to use, and we have received some positive comments about their implementation.
- To make it more visible, the Customer Service Story site was moved from the Staff Training Site to a stand-alone webpage and is featured under the Orange Peel quick links. The site highlights the Service Framework, and showcases our Common Purpose: We Change Lives, with real stories from staff on how they are changing the lives of our customers.
- During January and February, 91% of the customer surveys rated their experience as “Excellent” and 7% rated their experience as “Good”. Lower ratings received a total of 2%. These experiences had to do with staff enforcing the Rules of Conduct, the website, the charge for meeting rooms and a few with no comments. “Excellent” ratings praised staff, programs, classes, resources, and our free services.
- A new annual award for staff was announced to highlight the incredible displays and bulletin boards being created throughout the system to promote events to internal and external customers. These displays/bulletin boards are great customer service tools.
- The Mystery Shopper survey was updated to include more customer service feedback and it continues to provide an opportunity for the locations with the highest scores to receive an award.
- The agile survey was sent to customers who used the library between February 10 and February 23 to rate their service experience at OCLS. Out of the 1,026 responses, 976 rated their experience as Excellent or Very Good. And 989 customers said that library staff made them feel welcome during their visit. The responses are being evaluated to look for opportunities to recognize excellent customer service provided by staff members and improve or enhance library service.
- “Looking Glass: How Culture Affects Performance” was offered to all managers in December. This quarter, a version of the training was offered at multiple locations for all staff. Managers were able to experience the training with their staff and assisted with the classes playing different roles. Overall, this demonstrated to staff how the right organizational culture that promotes cooperation produces better customer service.
- “Nasty Negatives and Peacekeeping Positives - Simple Ways to Communicate More Effectively” was offered to staff in March. The “Looking Glass: How Culture Affects Performance” training was offered 13 times at multiple locations, with 271 staff attending during February and March. Currently on Sum Total, the employee training website, there are over 50 online courses dealing with different aspects of customer service.
- Learning Central managers paired 4 staff members who had little or no experience in Outreach with more experienced staff. Together they participated in community outreach events. They learned how to distribute information quickly to attendees in order to increase the awareness of library services. They also learned how to network with existing or prospective partner organizations.
- The new mystery shopper form, using questions based on the library’s customer service standards, has been used all three months of this quarter. The average score for the system this quarter was 96.92% (out of 100) with 38 out of 51 shops resulting in perfect 100% scores.
- Some of the positive remarks made by the mystery shoppers include, “I was acknowledged with a smile, helped and felt like a valued customer,” “They were friendly and smiled and gave great
The Training and Development Specialist is working on adding a recognition page to The Orange Peel for staff members and locations receiving a perfect 100% mystery shopper score. A committee is being formed to evaluate other opportunities to provide staff recognition and evaluate current offerings.

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

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

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

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

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

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

I.T. is determining what it takes to start sending the report to Circulation Managers monthly. New onboarding celebrations include: A new and enhanced Library card registration form. The new form is for all Library card types and includes secondary guardian, home delivery preference, and asks what interested them in coming into the Library today to register for a Library card. The interests section will be inserted into the notes field in customer's account and may be accessed later for marketing purposes.

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

A Celebration postcard was created for those customers who contact us by telephone requesting to renew their Library card. Staff will be handwriting their renewal date and mailing the postcard to the customer with a brief note of appreciation.

Staff are celebrating those customers who successfully submit a new Library card registration online and sending an email response immediately to the customer.

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

Staff are still evaluating the possibility of using different types or levels of Library cards.

The most recent training session with front line Library Central staff was "How to best resolve customer’s accessibility and account issues.”

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

- The Library’s real estate broker continues to pursue possible locations in the Horizon West area. Some of the possible shopping center locations may not be built for a couple of years. Also, Library staff will be meeting with community partners about a possible facility in Horizon West.
- The Fourth Lease Amendment to extend the term at the Southwest Branch until January 2029 was approved at the January Board meeting.
- The furniture for Fairview Shores is on order and includes nesting tables and stacking chairs for the meeting room and some public spaces. These types of furniture will allow the spaces to remain flexible and easy to setup or breakdown.
- The landlord’s contractor at the new Fairview Shores location is nearing completion of the tenant’s improvements. Once this work is completed, the Library will arrange for a few improvements including carpeting and then the landlord’s contractor will need to obtain certificate of occupancy and final inspections. The internet connection with AT&T has been ordered, but they have not given us a firm installation date.
- The OCLS Service Story e-learning module has been completed. It was assigned to all OCLS staff as a refresher and has been added to the new hire learning plan. All new OCLS staff will complete the e-learning OCLS Service Story course on their first day. The feedback on the e-learning module has been very positive.
- Based on staff feedback, kudos pads have been developed to aid in recognition and reinforcement of the customer service standards, behaviors, and system wide values. Staff can recognize each other, and the successes will be displayed at each location.
- Locations are currently recognized through their Mystery Shopper scores. This will be evaluated to see if any changes should be made.
- Training was offered at a manager meeting in December. The interactive session called the “Looking Glass” was offered to help managers see how their own behaviors and decisions can help create an organizational culture that reduces hassles and encourages cooperation. Another training session is being developed that will be offered in 2019.
- Staff Day 2018 was filled with sessions to help staff enhance customers’ experiences. Topics included: learning sign language, conducting outreach, database training, working with children with special needs, how culture influences customer service, and learning how to offer various classes and programs.
- New Mystery Shopper questionnaires that incorporate the new service standards are being launched in January 2019.
- An agile survey (asking for customer feedback using a short survey right after a transaction) was tested last fall with good results. As a result, the agile survey will be repeated on a quarterly basis this year.
- Circulation staff member Andrea Cates and Questline staff member Andie McAvoy are currently working together on a proposal for changes to the Main Lobby and the hall leading to the Children’s Library.
- The space build out has started and furniture selection is in progress for the new Edgewater/Fairview Shores Branch.
- The graphic design team has been working with branches to update signage at locations as the branches request new signs to replace older ones. We are currently working on a request for new signage for Eatonville.
- The designers are currently taking an inventory of signage at Main, as well as the most commonly used signage at branches. The plan is to create standard-sized signage for commonly used signs that all branches have, and to create a template that can be modified as needed for specialized signs at other locations. The Southeast Branch Assistant Manager is working on taking photos of problematic signage at that location that they would like help from graphics to address. When we have updated signage at that branch, we plan to use it as a template for signage across all branches.
- We have also introduced two new Magic Info TVs at Main, which take the place of two banner spaces in Library Central. We will continue to look for places to put digital signage or TVs in place of posters and paper collateral.
- In order to evaluate whether efforts to improve experience result in more frequent use of library services using customer utilization patterns maintained by I.T., a group of staff (Tammy Erikstrup, Matt Blood, Zully Escobar and Erica Grant). They are working with IT on obtaining this
Staff are considering options to update the Powtoons video that is sent in the Welcome email to new customers.

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

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

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

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

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

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

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

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

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

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

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

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

The Library has contacted Dr. Phillips Inc. about renewing the lease, which expires in January, and has received a lease amendment to extend the term. The other two branches are not up for renewal until December 2019.

The landlord’s general contractor has obtained a building permit and has started construction. The new location will be called Fairview Shores Branch.
Goal: Provide services that address the needs of the community

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

- On 4 May, our first Kindergarten Bootcamp was held with over 50 participants. Help Me Grow Florida organized developmental screenings for families. The event started with a large group activity and then families explored 6 stations with interactive activities to help them better understand the expectations for kindergarten and how they can practice at home. The K-Ready series is being offered over the summer at the Winter Garden Branch and reached the maximum registration limit.
- For the next Early Learning Resource Fair in July, we have contracted with OCPS Transportation to provide a school bus which will be available in front of the Orlando Public Library for children and their families to explore and ease any anxiety about riding the bus. We now have over 26 confirmed participating organizations for the upcoming Early Learning Resource Fair including: Central Florida Zoo & Botanical Gardens, Amaya Papaya Play Lounge, The Roth Family JCC, Adult Literacy League, OCPS, Orange County Regional History Center, My Central Florida Family.com, Orlando Science Center, New Hope for Kids, Primary Care Access Network, Kindergarten Care, My Gym Waterford Lakes Orlando FL, 4C Florida (Community Coordinated Care for Children), UCP of Central Florida, Girl Scouts of Citrus Council, Simply Healthcare Plans, PLAYGROUND, Goldfish Swim School, Orlando Day Nursery, The Mennello Museum of American Art, Help Me Grow Florida, and Happy Mama Organics.
- As a result of our contact with the Early Learning Coalition, OCLS was invited to have a team participate in the Lectio Institute workshop. The Lectio Institute workshop was a 3-day hands-on training program led by Harvard School of Education staff. There were 16 teams from Orange County participating in the workshop, all having an interest in early literacy and improving outcomes in our community. Youth Services Manager, Natalie Houston; Chief Branch Officer Bethany Stone, Youth Education Specialist, Laura Morton; Youth Program Specialist, Jackie Padilla; and Alafaya Branch Manager, Lynette Schimpf made up the OCLS team. A major consensus amongst the group was the need for more targeted, timely, and on-going training for staff across organizations related to early literacy programs. Participating in the workshop allowed us to establish new points of contact, to see how the library fits into the larger community, and what our strengths are in terms of providing training and support to other organizations such as daycares.
- A survey for daycare providers has been developed and is currently being reviewed. The goal is to determine how the library can support their needs.
- The first two Parent Meetups were conducted on 12 and 29 April with 10 participants. Adults came to connect with one another through shared life experiences. During the discussion, we highlighted a few parent hacks from the book written by Asha Dornfest to ease the journey through parenthood.
- As a result of participating in the Florida Library Association Conference last year, staff introduced “Caregiver Connect: Stay and Play” which is a new event that provides an
opportunity for parents and caregivers to talk about and share resources with each other regarding their child’s development. Library staff helped guide the discussion and shared information on library services that the parents were looking for. “Caregiver Connect: Stay and Play” is now being offered weekly at the Orlando Public Library and there are plans to expand it to other locations.

- The Technology & Education Center has developed a three-part computer basics course for children ages 4-5. The course is designed as a collaborative class where preschool age students work through interactive activities with their caregivers. In the first 30-minute session, students are introduced to computers as a machine used for work and play and learn to identify the physical components of a computer. In the second and third sessions, students are introduced to the mouse and keyboard, two of the most important and used input devices. The WhizKids: Computer Basics Series (Ages 4-5) has been scheduled at the Orlando Public Library on Mondays in June and at the Southwest Branch on Mondays in July. The series will be made available for scheduling across the system in the Fall.

- The focus on skill development in our early learning programs is readily apparent in the title and descriptions for our current events. The Youth Program Specialists have been discussing how to best share the learning objectives of a program with the staff member hosting it, the families participating, and how to informally assess if the objectives were achieved at the end of each program. Participation in the Lectio Institute allowed our team to more clearly see which early literacy skills library programming is most well suited to support. We will more narrowly focus our programming in the future, by selecting a set of skills and agreeing upon reference sources.

- Youth Program Specialist, Erin Reichel hosted “STEAM Storytime” staff training in May and created new STEAM Storytime themes for branches to offer at their locations. Branches have started handing out the STEAM focused “After-Dinner Mint Club” kits for children to do with their caregivers at home. These kits were also distributed at Commissioner Uribe’s Summer Reading Kick-Off Event and as part of the Prime Time Family Read Time series underway at South Trail. The “Build My Universe” preschool series is being presented at all library locations, focusing on a new STEAM activity each week. In order to provide more relevant and easily accessible program content, Youth Services staff have started to archive outdated and incomplete scripts on the Children and Teen Wikis. This will allow for easier selection of popular and meaningful programs. Weekly collection maintenance continues, including the beginning reader books being separated out from the normal collection to allow for easier access to these important and popular materials. A graphics request has been submitted for a new script template that will provide easy and clear guidelines for each age group. Also, each month, we review available content which is relevant to community events, such as Hispanic Heritage Month, to identify where new content is needed and incorporate the development into upcoming program offerings.

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- Youth Services attended Parent Academy on 4 May and shared with parents, “Bright Ideas for Summer Learning”. We are scheduled to participate in OCPS Parent Academy’s in the 2019/2020 school year. We continue to distribute 800 Early Literacy Calendar throughout our branches each month. The calendars have also been discussed in an OCLS blog post and shared on social media.

- The “Mother Goose on the Loose” training for 16 staff members was a great success.
Staff said they felt more comfortable presenting this type of program going forward. Erin Reichel presented the “STEAM Storytime” training on 14 May with five staff attending. Noraliz Orengo presented “Toddler Playground” training on 30 May where 18 staff members learned more about toddler programming. Feedback from a staff member stated, “I liked how it was interactive with the crowd”. A second session has been scheduled for October 3. Staff are currently developing a “Competencies for Serving Teens” training and a “Cuisine Corner Junior/Little Chef” training that will focus on how to present food programs including safety tips.

- OCLS established new partnerships to offer informative programs to users. These programs included “Social Security 101” presented by Blanca Taylor from the Social Security Administration, “Why You Need A Living Will” presented by Kimberly Soto, Esq., “I Want to Become A Citizen” presented by the Orlando Center for Justice, “Ask a Lawyer” presented by the Orange County Bar Association, and “Autism Spectrum Disorders: From Diagnosis to Action” presented by the UCF Center for Autism and Related Disabilities.

- Cuisine Corner offerings were expanded to include new chefs and cooking topics. Jocelyn Bryant of Jocelyn’s Southern Kitchen demonstrated healthy cooking recipes during her programs: “Meat Me in the Veggie Patch,” “Staying Sauced,” and “Avocados!” Healthy recipes were also the focus of the National Watermelon Board’s Cuisine Corner: “Watermelon Wednesday” and the National Mango Board’s presentation of “Mango Mondays.” Eliot Hillis, Culinary Director of Orlando Meats, demonstrated how to butcher a chicken from whole using every constituent part during a May Cuisine Corner event.

- Finance and organization were the focus of several programs. Certified KonMari consultant Tara White visited locations to offer folding demonstrations and organizational tips and tricks. University of Florida IFAS Extension Office staff explained strategies for curbing spending and establishing good spending habits during the “Discover Your Money Personality Type” and “Healthy Grocery Shopping on a Budget” programs. During “Tax Implications of Paying Down or Canceling Debt,” Ellen Gordon, professional tax preparer, bookkeeper and payroll manager, outlined how various steps to a debt-free life interact.

- OCLS regularly partners with local authors and performers to offer essential tips and tricks to new and experienced writers. These classes included “Writing to Win: Crafting Stand-out Contest Entries,” “Business of Book Writing,” and “Creating and Maintaining a Blog.”

- The Hiawassee Branch partnered with Women in the Arts to offer summer art classes to children from PreK to Grade 12. Classes are taught by professional artists, graphic designers and photographers.

- The new meetup groups: Adult Craft Club, Library Book Club and Writers Corner have seen growth in members this quarter. The Library hosted 115 meetup events this quarter for these groups. The Adult Craft Club hosted 75 meetups which included new meetups such as The Pen Meetup and The Quilting and More Meetup. The Library Book Club group hosted 30 meetups and the Writer’s Corner group hosted 10 events. Total membership for each meetup currently is: Adult Craft Club- 213; Library Book Clubs- 276 & Writer’s Corner- 456.

- Staff continue to work toward implementation. There is an OCLC led call each week that focuses on current workflows within each ILS and how Wise is being developed or already configured to handle each of these workflows. Each of the four early adopter Libraries has particular philosophies and reasons for doing tasks like they do and OCLC is invested in keeping those principles in tact while guiding a conversation that builds consensus within the group. OCLS staff member Amy VanSchaik, Digital Access Architect and resident UX/UI expert, presented the OCLS Suggest-A-Title web form to the group on the June 6th call and OCLC is looking closely at it in order to incorporate some of Amy’s ideas.

- There are currently 259,916 student and teacher records uploaded for VLC use, a 6.82% increase compared to 2018. The charter school Transitional Learning Academy was added in May 2019. The Virtual Library Card was featured as one of the
sessions at Library U 2019. Educators were shown the benefits of VLC and they had the
opportunity to ask questions about the card.

- OCLS Field trip options have been reviewed by staff to be more targeted and updated to
include Florida State Learning Standards and a new brochure for K-4 is being designed
to expand promotion of field trips to schools starting in August. We identified that many
of the same schools visit OCLS on field trips year after year, which is great to have
repeat customers, but we want to ensure that other schools are also aware of the
opportunity. Before school starts in August, OCLS will attend several OCPS curriculum
in-service days reaching hundreds of teachers and school staff members, including
Media Specialists, Social Studies teachers, and Science teachers. Library staff have also
met with staff from the Orange County History Museum to renew our partnership to
host joint field trips where students visit the museum and library in the same day for
complimentary sessions.

- Library U took place on June 13, 2019. A total of 24 teachers participated in the full-day
workshops. Workshops included: Database Dossier, Melrose Mix Up, Let’s Get Digital,
More than a Story, Fiber Arts & Tech Ed Toys, and Coding. The teachers received lunch,
a $75 honorarium provided by the Friends of the Library and they qualified to earn in-
service points from Orange County Public Schools for attending. Comments from
attendees included: “Library U is phenomenal! It is clear to see why the OCLS is
nationally recognized award-winning library!” “Everyone was so welcoming and such
great hosts!” “Everyone has been amazing! Experience was great!”

- Homeschool U is scheduled for September 12, 2019. Email blasts have been sent out to
invite homeschool educators to Homeschool U. The application deadline is August 15,
2019.

- On March 11, 2019, “Reaching Out: A Community Resource Fair” was offered in
celebration of National Social Work Month. 99 customers met with the library social
worker and representatives from local organizations such as the Coalition for the
Homeless, Health Care Center for the Homeless, iDignity, Miracle of Love, Neighborhood
Center for Families, United Against Poverty and Victim Service Center.

- The Southeast and North Orange Branch partnered with the Neighborhood Assistance
Corporation of America (NACA) to offer a “Homebuying Workshop.” The workshop
educates participants about the home buying process from start to finish through the
NACA program. 90 people attended the workshop at North Orange and 50 attended at
Southeast.

- The South Creek Branch hosted a “Let it Go” community swap. 30 people brought in
clean, gently used goods to swap with other community members.

- The Library started offering Library Pop-Up events in areas of the community that do
not have library locations in an effort to provide a library summer program to families
living in these areas. The first Horizon West pop up event was held on June 14 and 178
people came to experience Mad Science Live. The first Lake Nona pop up event was held
on June 15 and 179 people came out to experience Free DAPS.

- Melrose, Community Relations and WUCF got together to discuss making “Melrose in
the Mix” into a 30-minute television program. With this in mind, Melrose staff have
begun approaching each session a little differently in hopes to capture interview
footage of the artist(s) to weave in and around footage of the actual performance for
TV episodes. Beth McKee obliged us in this effort by arriving early to be filmed in the
Melrose Conference Room, answering some queries about her music, influences and
future projects. We hope to repeat this arrangement with upcoming “Melrose in the
Mix” artists, as we look to prepare a number of potential “Melrose in the Mix” TV
episodes.

- Staff have proposed offering Passport Services at the Library. We are now in the
process of sending a request to the Department of State for the Orlando Public Library
to be allowed to provide Passport Application Services.

- The Fairview Shores Branch hosted its Grand Opening Celebration on June 8, 2019. The
celebration featured several Melrose type experiences. Staff from the Melrose Center
demonstrated the Oculus Go virtual reality machine, the green screen, 3D printing and
many Tech Ed toys.
With the camera equipment up and running at the Chickasaw Branch, staff have been offering various photography classes for the public. On June 14, 2019 the “Photo Studio” class brought 11 students to Chickasaw. The branch has also integrated photography into other events. For instance, when they held the Career Resource Expo, the Trainer took headshots for the participants.

The Edgewater Branch hosted “iRobot STEM” in celebration of National Robotics Week. Representatives from iRobot spoke about robot technology and careers in robotics. The Windermere Branch volunteered to be the test branch for the "Dronze Zone" camp in June. The camp was successful and will be implemented system-wide.

Planning is underway for the 2nd Annual Early Learning Resource Fair. A new online registration form was created for partners. At this time, 15 community partners are confirmed as participants in this year’s event scheduled for Saturday, 13 July.

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

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

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

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

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

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

The category of “basic skills” was created on the programming choices recommended to branches. Each month at least two programs will be available for branches to select from.

The skills developed in preschool programs will be highlighted in the titles and descriptions for parents and caregivers. New script templates/lesson outlines will showcase the skills developed and practiced in each program for the benefit of staff presenters to understand why certain activities and skills were selected. Pre-K computer basic classes are currently being developed to start offering over the summer.

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

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

Staff are currently planning the SRP STEAM Preschool Series, “Build My Universe,” which will include nine unique events. A STEAM Storytime Training is currently being developed and it will be offered to staff on Tuesday, 14 May. A Youth Services Librarian attended NASA @ My Library training at the end of January. She shared the resources she learned about with other staff and is...
Planning is underway for a building wide event, at main, in partnership with WUCF TV PBS and the Orange County Regional History Center to celebrate the 50th Anniversary of the moon landing, on Saturday, 20 July. This family event will offer numerous STEAM activities and experiences.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- IT staff replaced iMacs in the Melrose Center.

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

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

- IT staff installed Islandora software to manage Albertson Digital Collection.

- Steps have been taken to streamline and refine public and staff PC replacement procedures to more quickly and efficiently address aging PCs.

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

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

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

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

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

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

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

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

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

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

- Staff are researching and evaluating free workshops already available for educators and daycare workers in Orange County, to avoid duplication.
- Staff are creating an email survey to send out at the beginning of 2019 to daycare centers and preschools, to help determine their educational needs and training interests.
- Staff attended the meetup orientation and registered for meetup accounts. A parent networking event is being planned to offer at OPL and then rolled out to branches. Staff are working with the marketing specialist to maximize promotional opportunities for meetup events.
- Staff are reviewing the essential standards to cover during Kindergarten Bootcamp. The concept of how Kindergarten Bootcamp will function, how many staff members will be needed and the best time of the year to offer it are being explored.
- Little Chef programs were offered throughout the system to teach basic cooking skills. K Ready was offered at three locations. “Germs, Germs Go Away!” program was created and will be presented around the system in January to teach kids the importance of good hand washing skills. Learning a new language and learning measurements were also offered.
- Staff started to create a preschool STEAM series for summer. A script template/lesson outline was developed for staff to use in the development of summer pre-school programs. A training was offered to the Youth Program Specialists on the difference between science lessons and STEAM programming. Preparation has started to launch a STEAM focused “After Dinner Mint Club.” This provides STEAM activities and learning resources for families to do at home for continued learning.
- OCLS purchased "Picture-Perfect Science Lessons" and "Picture-Perfect STEM" curriculum to help create programs for the system.
- We are offering programs every month for each of the following stages: Babies, Toddlers, Preschool, Lower Elementary, Upper Elementary, Tween and Teen. Programs are being promoted and marketed to the various age groups. Baby programs that have expanded include: “Mother Goose on the Loose,” “Mama Ganza” and various singing programs.
- Staff researched topics including: Developmental Reading Assessment, Lexile Reading Levels, Accelerated Reading Levels, and teacher education jargon to create handouts.
- Researched and purchased “Every Child Ready to Read Toolkit” to use as a base curriculum for future workshops. Ideas were brainstormed on how to incorporate resources into the upcoming parental networking meetups.
- The Youth Curriculum Specialist presented, “Working with Children who have Special Needs” on Staff Day. During the training, staff learned how to add modifications to their programs, how to work with parents, general information on disabilities, and how to use person-first language during their programs.
- In the Back2Basics programs, OCLS collaborated with experts with the goal of enhancing life skills. Cuisine Corner programs such as "Healthy Hispanic Dishes" and "Lasagna" with chef Yamira Lee Johnson and “Food Is Our Greatest Medicine” with Chef Rich offered participants the opportunity to learn basic cooking skills and encouraged healthy eating habits. During another program, “Mindful Relationships,” Danielle Hope of Breathe and Be, LLC informed attendees of the positive effects basic mindfulness can have on personal relationships, including improved communication, bringing awareness to arising feelings, and accepting and appreciating ourselves and others. The Events/Programs Department began partnering with Central Florida Community Arts to offer the interactive musical programs for children and seniors. “Music and Movement” and “Instrument Petting Zoo” for children and their families, featured movement activities designed to develop coordination, body awareness and control, and encourage exploration of space, instruments and emotions. The Arts Workshops for Active Seniors series offered “Music Relaxation/Meditation” and “Drum Circle and Tone Sticks” provided by professional music educators.
- In October 2018, the national nonprofit organization StoryCorps came to the Orlando Public Library to record 15 stories from library customers and employees about how the Orange County Library System has had an impact on their lives. The interviews will be housed in the American Folklife Center at the Library of Congress. Eddie Selover was the guest speaker for “Script
Orlando” in October. Eddie, a marketing communications professional, gave a presentation about his work as the organizer and host of PechaKucha Orlando. Held in over 650 cities around the world, PechaKucha Nights feature an eclectic mix of creatives and professionals who present in the 20×20 format: 20 slides, 20 seconds each.

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

- The Marketing Specialist hosted two training sessions for locations on how to use and update meetups on meetup.com. Three new meetup groups have been created for the system: Adult Craft Club, Library Book Clubs and Writers Corner. Several locations have taken the opportunity to use meetups to advertise their events that fit into these themes. We have hosted 34 meetup events for this quarter. The groups went live in November and have seen positive results. Total membership for each meetup currently is: Adult Craft Club: 95, Library Book Clubs: 102, Writer’s Corner: 119. The Adult Craft Club meetup group hosted 16 meetups which included various sewing and knitting events, “Altered Books,” “Creative Coloring,” and “Stress Buster Art.” The Library Book Clubs group hosted 10 meetups at Alafaya, Southwest, Southeast and Winter Garden. The Writer’s Corner group hosted 8 meetups which included several “Write-In with Nano WriMo” meetups at various locations and the “Writing Workshop: World Building in a Binder.” Several locations noted having new club members attend their meetups due to the advertising on meetup.com. The West Oaks Branch noticed that people are more aware of events offered and meetup.com has provided an opportunity to better connect with potential customers. Customers have informed staff that they subscribed to the Adult Craft meetup group so that they can stay up to date with new events.

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

- Testing bookings module to allow customers to check out museum/event passes.
- Testing card registrations by using Driver’s License strip for data entry.
- The staff recommendation form has undergone internal testing for the Staff Picks project.
- We are investigating the OCLC ILS system called Wise. We’ve had internal working group meetings to discuss system needs. We have met three times with OCLC to get more information about their product. We have provided information to OCLC about “must have,” “should have” and “could have” processes and features we are looking for.

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

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

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

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

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

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

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

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

Strategic Goal Two: Promote and Strengthen the Library

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

<table>
<thead>
<tr>
<th>Goal: Increase Awareness of OCLS</th>
<th>Successful Completion</th>
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<tr>
<td>Market and promote OCLS throughout the service area</td>
<td>Develop Strategic Marketing Plan</td>
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<td>Leverage Customer Testimonials</td>
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<td>Community Outreach for Awareness</td>
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<td></td>
<td>OCLS Employees as Ambassadors</td>
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**Progress**

- The new SRP cut-out is being used system-wide for selfie opportunities by customers.
In the past for Summer Reading Program, we often struggled with finding a way to make sure that our branding, name and logo was clearly present on posters, bookmarks and other materials. We created templates this year, based on templates being used for year-round promotion, that resolved the issue and unified the library’s brand with the Universe of Stories Summer Reading theme.

Graphics requests are now being fulfilled for new rack cards to be used at outreach events, as well an updated design for the library card application that meets our brand standards.

As we prepare to launch our Learn. Grow. Connect. tagline marketing campaign after Summer Reading Program, we are updating all poster, bookmark and flier templates to include the tagline.

In May, Public Relations Administrator Erin Sullivan attended a Florida Public Relations Association session on marketing that explored how AdventHealth rebranded itself after many years of being known as Florida Hospital. The session discussed effective tools for communicating brand identity to customers and staff.

In June 2019, Public Relations Specialist Erin Sullivan and Digital Media Specialist Cynthia Velasco attended an FPRA Media Mashup at which media professionals, bloggers and public relations and marketing professionals talked about effective strategies for working together. Some of the topics covered included how to work with bloggers and influencers, how to get the attention of TV journalists and how important it is to be multicultural in marketing and public relations.

Working with Cox Media Group to enhance our digital marketing has been a successful effort so far. We received a report from them in April 2019 that offers some metrics about how our various campaign pieces have performed.

Between January 16, 2019 and April 19, 2019, the social media portion of our campaign with them received 717,650 impressions and 4,180 clicks. Our campaign with Cox focused on two target groups: Millennials and Residents with children in the home.

Since Millennials are one of our target audiences, we were especially interested in seeing what resonated most with them. Campaign statistics indicate that ads that promoted online tools, like Mango Languages and Lynda, were most popular with Millennials, receiving 92,177 impressions and 398 link clicks.

Residents with children responded most to an ad encouraging library card signup that featured several different photos of family groups holding up their library cards. That ad received 157,000 impressions and 1,050 clicks.

We also used Cox to promote our Summer Reading Program videos for adults and kids. Our Adult Summer Reading Program received 64,000 views on YouTube, and our Kids Summer Reading video received 22,000 views. The videos targeted Orange County residents, excluding Winter Park and Maitland, and the goal was to build more awareness about the library’s summer reading programs overall.

Between April 1, 2019 and June 19, 2019, 764 staff members visited the Marketing and Outreach Libguide, which outlines our marketing strategy, brand standards and outreach efforts.

The Community Relations Department has invited library staff to take ownership of our new marketing initiatives by hosting open calls to participate in photos and videos that are being used to showcase the library.

In March, we held auditions that gave staff an opportunity to try out to be part of our "These Three Things" Instagram TV series, which highlights events and programs happening each week at the library. Each week, a different staff member stars in the series, which launched on April 1.

In April, two photoshoots were held and 25 staff members participated to have their photos included in Learn. Grow. Connect. collateral.

In February, March and April, staff were also asked to participate in a social media "whisper campaign" to introduce Learn. Grow. Connect. Social media squares, quotes and images were shared on the Marketing and Outreach Libguide for staff to share on their personal social media channels.

Two new TVs have been placed in Library Central to promote programs and events, and branches are in the process of replacing their meeting room LCD projectors with large-
Weekly These Three Things video has been debuted on Instagram and has so far proven to be an engaging and popular piece on social media.

WMFE 90.7 News has agreed to select and edit four to five of the 15 StoryCorps recordings for us. We will select the stories that are most focused on ties to the library. WMFE has agreed to be a media partner in our Listening Party event, and they will use these pieces on air to promote our the event and support positive sentiment about the library.

We have scheduled the event for November 15 in the Melrose Center, and during the event, we will give people a crash course in how to record their own stories and encourage them to use the podcasting booths to record their own stories.

The History Center has agreed to allow us to loan us equipment we can use to create listening stations, where people can hear snippets from the Story Corps pieces as they view Thomas Thorspecken’s sketches.

#OCLSReads hashtag was created and promote it across Facebook, Twitter and Instagram in organic content and through established influencers. We have been using the Library Ambassadors Facebook group to promote #OCLSReads hashtag. The hashtag has been popular on Instagram, where people have shared photos and reviews of the books they are reading.

Content is regularly re-posted from users in order to increase engagement/reach on Facebook, Twitter and Instagram. One popular topic that our followers like to share about is home delivery. We often receive comments from people that they love it when their "blue bags of happiness" are delivered to their doorsteps by PEP.

Staff continue to reach out to rising stars and engaged local followers on Instagram and invite them to our Facebook group. Library staff use the group to encourage ambassadors and social media influencers to talk about the library, post about library events and to keep them informed of upcoming initiatives so they can share information with their friends and followers. The group has grown to 76 members since its creation last fall. One of our influencers who is a well-known advocate for a new branch in Lake Nona used his social media platforms to promote our Lake Nona Library Pop Up event.

The new book club for ambassadors, designed to take interactions offline and in-person at local hangouts, has met twice. The goal is to keep our ambassadors engaged, talking about the library on social media and checking out materials. The first meeting was held during National Library Week at Roque Pub, and it included a library outreach table where people who came to the venue could sign up for a library card and talk to ambassadors about library services.

On May 10, we hosted the first-ever Library After Hours event with author and "Influencer Whisperer” Brittany Hennessy. The event was designed to appeal to social media influencers, bloggers and content creators, and our goal was to help them better connect with the library. There were 142 people in attendance at the event, which was sponsored by Ford, Pultpont Media, Bungalower and Florida Blog Con. Through the brand awareness and buzz created by the event, we have connected with and identified new social media influencers to work with on future campaigns.

Five additional staff members have completed the Outreach learning in SumTotal this quarter. An outreach orientation is in review phase now.

Outreach Coordinator Mike Donohue has uploaded a series of general library presentations that can be modified by staff for use if they are asked to give presentations about the library.

The Marketing and Outreach Libguide, which contains up-to-date information on outreach opportunities, has been viewed by staff 764 times between April 1, 2019 and June 19, 2019.

Outreach Coordinator Mike Donohue met with Chief Branch officers Bethany Stone and Danielle King to discuss how to support Spectrum assistant managers in being more effective at outreach. He has created outreach binders for specific departments and locations that include a list of neighborhood contacts, sample letters that assistant managers can send to organizations, and other materials to help them make contacts in the community.
Training and Development Specialist Colleen Hooks has been working to create opportunities for staff to develop better public speaking skills, and in May gauged staff interest in forming an Orange County Library System Toastmasters club. Toastmasters is a nonprofit educational organization that empowers people to become more effective communicators. The club will meet once a month and will be open to all staff with manager approval.

Outreach Coordinator Mike Donohue has uploaded a series of general presentations in the Marketing and Outreach Libguide that can be downloaded and modified by any staff members who are asked to give presentations about the library.

Community Outreach Coordinator Mike Donohue will offer a presentation on effective outreach strategies at Staff Day. When the new Youth Services Outreach Coordinator starts working at OCLS in July, he will reach out to her and her managers to see if we can collaborate on this initiative.

Five additional staff members have completed the Outreach training in SumTotal. A script has been prepared and is in review for updated Outreach training.

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

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

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

The newly branded selfie SRP cut-outs for each location are being created by graphics design team and will be used during the summer and after to encourage customers to post selfies to social media.

In late 2018, Public Relations Administrator Erin Sullivan and Digital Media Specialist Cynthia Velasco both applied for membership in the Orlando chapter of the Florida Public Relations Association (FPRA). The organization gives public relations, marketing and communications professionals access to resources, including both in-person seminars and online webinars, to help them stay ahead of trends in the marking and public relations fields. Some of the topics that Cynthia and Erin have learned about through FPRA include: Top Digital and Social Media Trends of 2019 and When Trolls Attack: Fortifying Your Social Media, both of which offered valuable insight about best practices in social media management. Erin also watched a webinar called Navigating the Complex Marketing Landscape of 2018. Cynthia also attended a session on social media law.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Community Outreach and Administrative Coordinator Mike Donohue met with Spectrum Assistant Managers to workshop several exercises with them that were designed to get them to think differently about outreach and the impact it can have on both the library and organizations that interact with the library.

Since beginning this initiative, Assistant Manager of Community Relations Vivi Valencia-Serrano, has noticed a marked increase in the number of managers who respond to requests for volunteers at outreach events, and a small group of assistant managers has begun working on an outreach project that will help connect the community of Horizon West to the Orange County Library System.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- We have completed a libguide, accessible to everyone via a link on the staff intranet, that contains:
  - Our brand book
  - Our marketing plan
  - Research conducted by The Group Advertising and Mindspot
  - Our Outreach efforts
  - Information about our social media strategy
  - During Staff Day, the Community Relations department made a concerted effort to communicate our marketing plans to staff by leading multiple staff day presentations that covered social media ambassadorship for employees, outreach training, training on our photography and Image Bank, and an informational session on our marketing goals and our new brand book.

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

- The Community Relations department met in December to begin discussing what kinds of videos would best represent the library before programs and how to communicate with managers across the system to find out what capability they have to play videos before programs begin.
- In October, StoryCorps visited the Orlando Public Library as part of our IMLS National Medal award. They interviewed 15 pairs of people about their relationship with the library and how it has impacted their lives. StoryCorps plans to turn over the raw content of the interviews to the library, and we hope to work with a local radio station to produce and air edited segments from the videos. We also plan to produce a video in-house that documents our StoryCorps experience. The video will share highlights from the interviews, and we are planning to hold a listening party in the fall that will be open to the public. It will feature interviews with people who participated in the StoryCorps experience, an art exhibit of sketches made during the StoryCorps visit, and a chance for the public to share their stories about the library.
- Our Digital Media Specialist has been encouraging our social media followers to post library-related videos and photos that highlight why they love OCLS, and they are asked to tag those posts #loveocls. The content is then reshared on our social media channels to provide unique perspectives on how and why our library system is special to its community. One very popular topic in this initiative has been the home delivery service. We will continue to encourage people to share their OCLS thoughts, stories and experiences on social and look for new opportunities to leverage them. During our StoryCorps listening party, we plan to give people an opportunity to share their stories about how the library has impacted their lives.
- In February, the Digital Media Specialist created a closed group for Orange County Library Ambassadors. There are currently 29 members. In November, we encouraged the group to help us promote our Giving Tuesday initiative and to help us raise funds for the Friends of the Orange County Library System. Several of our ambassadors participated, encouraging people to support the Friends.
- We have also asked the ambassadors to share information about various events and to help us spread the word in general about the benefits of using the library. Looking forward, we plan to host an in-person meetup for the ambassadors group so we can get to know them better and give them incentives to participate in sharing information about our initiatives.
- Our Community Ambassadors range from social media personalities to local media producers to public relations professionals. When we host our in-person meetups, we hope to develop and grow our connection and relationships with these individuals.
- Community Relations has created an outreach libguide, accessible to all staff on the staff intranet, that includes:
  - A list of supplies that may be requested for an outreach event, such as promotional items, fliers, brochures and other materials
  - A Google map of all of the outreach events that the library participates in
  - A form that gives staff an opportunity to provide feedback about outreach events they participate in
  - A form that allows staff to let Community Relations know what outreach events they are interested in
  - SumTotal training on outreach is currently available on the staff intranet, and we have plans to update and enhance it so it is more useful and informative.
- In August, Spectrum managers were introduced to a new series of Outreach trainings led by Community Relations Outreach Coordinator Mike Donohue. The trainings offer everything from advice on how to strike up conversations about partnerships to how to find different ways to introduce the library to local organizations, like nonprofits or homeowners associations.
- Assistant Managers are given assignments at each Spectrum meeting and share progress monthly with the group.
- Staff visited 15 schools this quarter to present at Teach-Ins, conduct storytimes, and to attend various school outreaches. During these visits, staff promoted library resources and encouraged students and parents to apply for library cards. The Youth Services Department is evaluating the Children’s Initiative License to Learn contest. Brainstorming sessions with system-wide managers and librarians have been conducted and ideas are being considered for future initiatives and/or contests.

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Goal: Increase Revenue & Partnerships

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<tr>
<td>Submit multiple grant applications</td>
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<td>Cultivate / Strengthen partnerships</td>
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<td>Supplement ad valorem tax revenues with fundraising</td>
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Progress

- The library applied for the following grants this quarter:
  - Best Buy Community Grant- $10,316 to create curriculum and purchase materials for “Girls Rocking Robotics.”
  - Florida Division of Cultural Affairs Special Projects Grant- $150,000 to support the Sunshine State Author series to bring top-notch writers of children/teen fiction to Orange County.
  - Disney Grant- $100,000 to support the Summer Reading Program.
  - Citizen Review Panel Grant- $500,000 to be used to expand Biz Kids Camps into Biz Kids Clubs at Hiawassee, Washington Park, Southeast, North Orange, Fairview Shores, South Trail and the Orlando Public Library.

- The library was awarded the following grants this quarter:
  - Mayor’s Matching Grant 2019-2010- $10,000 to continue the It’s Sew Easy camp for tweens and teens at the Orlando Public Library and Washington Park Branch.
  - LSTA- $53,458 to support the Right Service at the Right Time statewide website.
  - NEA Big Read Grant- $15,000 to support programs inspired by the book “Pretty Monsters” by Kelly Link.
  - Citizen Review Panel- Pending approval from the Orange County Board of County Commissioners

- The library was notified that the following grants were not awarded:
  - Dollar General Literacy Foundation- $15,000 to support English from Zero at North Orange, Hiawassee, South Trail and Washington Park.
  - National Network of Libraries of Medicine- $5,000 to partner with the Spring Lake Medical Pavilion and the Southwest Branch.

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

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

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

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

The library applied for the following grants thus far for the fiscal year 2019:

- National Network of Libraries of Medicine Community Engagement Grant- $5,000 to broaden access to and awareness of health information resources, with an emphasis on those resources provided by the NLM, and increase communication channels between librarians and health care professionals: pursuing a partnership with the Spring Lake Medical Pavilion & the Southwest Branch.
- Prime Time Family Reading Time with the Florida Humanities Council- $4,500 to support three series of Prime Time Family Reading Time at the Alafaya, South Creek and Fairview Shores branches.
- American Dream Literacy Initiative- $10,000 to support adult literacy initiatives. OCLS applied to expand ESOL classes for North Orange, Hiawassee, South Trail and Washington Park.
- Magic Leap Independent Creator Program- $20,000 to support Magic Leap equipment for the Melrose Center. Magic Leap is a head-mounted virtual retinal display, which superimposes 3D computer-generated imagery over real world objects.
- The Library was notified that the following grants were awarded:
  - ALSC-Dollar General- $5,000 to be used to support the Ready Set Code Club.
  - Best Buy Foundation Community Grant- $4,800 to create drone programming classes for teens over the summer.
- The Library applied and was notified that the following grant was not awarded:
  - Museum on Main Street: Hometown Teams with the Florida Humanities Council- $5,000 to support programming for the Smithsonian’s Hometown Teams traveling exhibit.

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

Strategic Plan FY 2019:
3rd Quarter Update
Improve the Customer Experience, establishing OCLS as a friendly, welcoming and community centric service.

A. Establish an ongoing customer service training program

1. Evaluate efficacy of efforts through customer and staff feedback

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<tr>
<td>Staff are using the newly developed Kudos pads to recognize each other for providing excellent service. Many departments/locations have these on display in the staff workroom.</td>
<td>Debbie Tour</td>
<td>6.19</td>
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New staff taking the Customer Service Story training receive a survey after class to provide feedback on the class. In addition to feedback on the class itself, staff are asked how familiar they are with the service story and framework, prior to attending. This will allow us to gauge whether the current levels of communication around the framework are effective.

On the Customer Service Story Website, there are postings from staff members supporting our common purpose of “We change Lives.” Here is one example: “I had a customer that started taking classes and after 2 weeks she stopped coming. I saw her again recently and she told me she found a job and how grateful she was to have learned Excel because she needed it for her new job.”

In April and May, 92% of the customer surveys rated their experience as “Excellent” and 6.5% rated their experience as “Good.” The lower ratings received a total of 2.5%. These experiences had to do with staff enforcing the Rules of Conduct, someone not being able to find a book, and someone concerned about the noise level in the Library. “Excellent” ratings praised the knowledgeable and welcoming staff, likes the variety of classes offered, and enjoys the large collection of movies.

As a way for staff to recognize each other, the “kudos pads” were finalized and sent to all departments and locations, along with posters. Many departments are already putting them to use, and we have received some positive comments about their implementation.

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

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

The OCLS Service Story e-learning module has been completed. It was assigned to all OCLS staff as a refresher and has been added to the new hire learning plan. All new OCLS staff will complete the e-learning OCLS Service Story course on their first day. The feedback on the e-learning module has been very positive.

Based on staff feedback, kudos pads have been developed to aid in recognition and reinforcement of the customer service standards, behaviors, and system wide values. Staff can recognize each other, and the successes will be displayed at each location.

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

All departments and locations are encouraged to create innovative ways to celebrate and recognize their successes. This includes posting positive surveys for everyone to see and putting a happy face sticker on a chart for making the customer our hero. We created a “Mystery Shop 100% Club” to celebrate and recognize staff members who receive 100% on their Mystery Shops. In May, staff from Alafaya, Chickasaw, Eatonville, Herndon, Hiawassee, North Orange, Questline, South Creek, Southeast, Southwest, Washington Park, Windermere and Winter Garden made the list.

A new annual award for staff was announced to highlight the incredible displays and bulletin boards being created throughout the system to promote events to internal and external customers. These displays/bulletin boards are great customer service tools.

The Mystery Shopper survey was updated to include more customer service feedback and it continues to provide an opportunity for the locations with the highest scores to receive an award.
An Agile survey was created for us to receive additional customer service feedback. It is emailed out to customers quarterly after they check items out. We are looking at how this can be used for some type of recognition.

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

### 3. Provide managerial refresh training to support system expectations

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<td><strong>Managers were encouraged to sign up for weekly customer service tips from Jeff Toister’s webpage. In doing this, they received a link to his book “Customer Service Tip of the Week” free of charge. Managers were also encouraged to make use of a library resource called Lynda.com. It includes 53 training videos from this author, that range from servicing internal customers to working with upset customers. Videos range from 1 minute to 1.5 hours.</strong></td>
<td>Debbie Tour</td>
<td>6.19</td>
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“Looking Glass: How Culture Affects Performance” was offered to all managers in December. This quarter, a version of the training was offered at multiple locations for all staff. Managers were able to experience the training with their staff and assisted with the classes playing different roles. Overall, this demonstrated to staff how the right organizational culture that promotes cooperation, produces better customer service.

Training was offered at a manager meeting in December. The interactive session called the “Looking Glass” was offered to help managers see how their own behaviors and decisions can help create an organizational culture that reduces hassles and encourages cooperation.

Another training session is being developed that will be offered in 2019.

### 4. Create training opportunities for staff that will enhance customers’ experiences

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<td><strong>Testing for the Spanish for Library staff, and the Emotional Intelligence courses has been completed, and they are in the final editing stages to be offered to all staff going forward.</strong></td>
<td>Debbie Tour</td>
<td>6.19</td>
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The in-person classes "Toddler Playground," "Making STEAM Storytime a Success," and "Early Childhood Expertise Beyond Libraryland Serving Refugee and Immigrant Families," were offered this quarter.

“Nasty Negatives and Peacekeeping Positives - Simple Ways to Communicate More Effectively” was offered to staff in March. The “Looking Glass: How Culture Affects Performance” training was offered 13 times at multiple locations, with 271 staff attending during February and March. Currently on Sum Total, the employee training website, there are over 50 online courses dealing with different aspects of customer service.

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

Staff Day 2018 was filled with sessions to help staff enhance customers’ experiences. Topics included: learning sign language, conducting outreach, database training, working with children with special needs, how culture influences customer service, and learning how to offer various classes and programs.

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

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

The mystery shop reports using the new form continue to yield strong results. During this quarter the average shopper score has remained above 95% with 33 perfect 100% scores.

Some positive comments mentioned in the shopper reports include:

"Danny did a great job of helping me and I feel went above and beyond to get me the information I was looking for."

"Joannie was very willing to assist me in finding the materials that I requested. She looked up the information and led me to where the books were. She showed me what was available and told me to come back if I did not find what I was looking for and she would help me more. She was friendly and smiled and made eye contact. She made sure I knew how to renew and told me the dates for each type of material that I checked out. She was helpful and efficient."
"Priscilla went out of her way by ensuring I found what I needed and adding value by offering free QuickBooks training."

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

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

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

2. Review staff recognition program and make appropriate adjustments

The Mystery Shop 100% Club has been created on the Orange Peel and has been visited 279 times during this quarter. There have been 55 Kudos for various staff members posted during this quarter. Some examples of the Kudos received include:

"Patron Robert H. called Questline to express his appreciation for the assistance he got from Casey (Hayden) yesterday. He thanked Casey for being very proficient at her job." and

"Kudos to Brenda!!! I'm looking forward to other classes with her! Ms. Brenda Santana is one of the most competent computer class instructors I have ever had. She can break things down and stay at an advanced level, which is not an easy thing to accomplish. I am so grateful to have had this "Practice Session."

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

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

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<td><strong>The agile survey was sent to customers using OCLS locations between June 17-June 23. The survey included some new questions regarding customers' involvement with the Summer Reading Program.</strong></td>
<td>Bethany Stone</td>
<td>6.19</td>
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The agile survey was sent to customers who used the library between February 10 and February 23 to rate their service experience at OCLS. Out of the 1,026 responses, 976 rated their experience as Excellent or Very Good. And 989 customers said that library staff made them feel welcome during their visit. The responses are being evaluated to look for opportunities to recognize excellent customer service provided by staff members and improve or enhance library service.

An agile survey (asking for customer feedback using a short survey right after a transaction) was tested last fall with good results. As a result, the agile survey will be repeated on a quarterly basis this year.

### C. Provide inviting facilities to fulfill community needs

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

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<td><strong>The Children’s Library at Main is set to be painted after SRP. New height-adjustable tables and new chairs are being researched for the children’s program rooms at Main.</strong></td>
<td>Steve Powell</td>
<td>6.19</td>
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A group of assistant managers, Genevieve Traas, Jackie Zumaeta, Sarah Qronfleh and Olga Rodriguez, evaluated the Children’s Library and generated a list of ideas. Their ideas include painting (walls and ceilings), furniture removal and replacement, lighting upgrades, alternative shelving for some materials and relocating some materials and displays. The list is under further review.

A group of staff is being formed to complete the evaluation.

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

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<td><strong>The list of services to include after the consolidation is still under review and staff are considering what additional services</strong></td>
<td>Steve Powell</td>
<td>6.19</td>
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might fit in the area. This project is included in the FY 2020 budget.

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

Circulation staff member Andrea Cates and Questline staff member Andie McAvoy are currently working together on a proposal for changes to the Main Lobby and the hall leading to the Children’s Library.

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

The group of Assistant Managers met at the Winter Garden location to walk-through and evaluate the children’s area for future improvements. New child-friendly tables and chairs are being purchased for the Southeast and Winter Garden locations to create a more welcoming environment.

The same group of assistant managers listed above are evaluating the Children’s areas at the Winter Garden and Southeast branches.

A group of staff is being formed to identify locations.

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

The Fairview Shores Branch is open and the furniture selected allows for spaces to be flexible. Also, the furniture color selections create an inviting environment for customers of all ages.

The furniture for Fairview Shores is on order and includes nesting tables and stacking chairs for the meeting room and some public spaces. These types of furniture will allow the spaces to remain flexible and easy to setup or breakdown.

The space build out has started and furniture selection is in progress.
5. Develop interior signage/wayfinding and implement a plan to streamline

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<td>Signs have been removed from every other end cap in Library Central to reduce signage clutter. A new Local Author's Collection sign has been created and will be hung on 3rd floor.</td>
<td>Steve Powell</td>
<td>6.19</td>
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The Circulation team met with the staff from Graphic Design, Community Relations, Events and Programming, and Learning Central to discuss updates to signage in Library Central and Lobby at Main. We have eliminated some end cap sign holders and larger online catalog directional signs. The graphics request has been approved and sent along to the Graphics Design Team who will be working on Phase I for Library Central which includes:
- Redesign Screen Savers for all Catalog Computers systemwide
- Redesign Library Central Signage for CDs / DVDs / New & Popular shelving units
- Redesign Staff Only area signs in the Main Lobby (11x17).
- Redesign "Return Books Here" sign for book drop in the Main Lobby.
- Redesign "Reusable Bag" sign for systemwide use.

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

6. Evaluate charging areas and make recommendations for changes

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<td>The evaluation of locations and rules are ongoing.</td>
<td>Steve Powell</td>
<td>6.19</td>
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**Progress** | **Champion** | **Updated**
---|---|---
Staff are evaluating the implementation of charging lockers and the associated usage rules. Locations are also being evaluated for testing. | Steve Powell | 3.19

A group of staff is being formed to complete the evaluation. | Steve Powell | 12.18

**D. Enhance the on-boarding experience for new customers**

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

**Progress** | **Champion** | **Updated**
---|---|---
Circulation has started sending out knapsacks with OCLS swag to children at Headstart who are successfully signed up for a library card. | Steve Powell | 6.19

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

- A new and enhanced Library card registration form. The new form is for all Library card types and includes secondary guardian, home delivery preference, and also asks what interested them in coming into the Library today to register for a Library card. The interests section will be inserted into the notes field in customer’s account and may be accessed later for marketing purposes.
- A new car magnet was created and is being utilized to celebrate the customer at the time of new Library card registration.
- A Celebration postcard was created for those customers who contact us by telephone requesting to renew their Library card. Staff will be handwriting their renewal date and mailing the postcard to the customer with a brief note of appreciation.
- Staff are celebrating those customers who successfully submit a new Library card registration online by sending an email response immediately to the customer.

A group of staff (Tammy Erikstrup, Matt Blood, Zully Escobar and Erica Grant) is working with IT on obtaining this information on a monthly basis. | Steve Powell | 12.18

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

**Progress** | **Champion** | **Updated**
---|---|---
Video updates are still under discussion by staff. | Steve Powell | 6.19

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

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

### 3. Develop photo / selfie opportunities for new card celebrations

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<td>The new SRP cut-out is being used system-wide for selfie opportunities by customers.</td>
<td>Steve Powell</td>
<td>6.19</td>
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<td>The newly branded selfie SRP cut-outs for each location are being created by graphics design team and will be used during the summer and after to encourage customers to post selfies to social media.</td>
<td>Steve Powell</td>
<td>3.19</td>
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<tr>
<td>ComRel and Graphics are currently in the process of the creation of newly branded selfie cut-outs for each location. Staff are also encouraging customers to post selfies to their personal social media and share them with OCLS.</td>
<td>Steve Powell</td>
<td>12.18</td>
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### 4. Evaluate using different types of Library cards per the customer type or preference

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<td>Staff are still discussing Library card options.</td>
<td>Steve Powell</td>
<td>6.19</td>
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<tr>
<td>Staff are still evaluating the possibility of using different types or levels of Library cards.</td>
<td>Steve Powell</td>
<td>3.19</td>
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<tr>
<td>Staff are in the very early stages of the evaluation.</td>
<td>Steve Powell</td>
<td>12.18</td>
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### 5. Create training opportunities for staff that will enhance the customer’s onboarding experience

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<td>No new training was completed this quarter.</td>
<td>Steve Powell</td>
<td>6.19</td>
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<td>The most recent training session with front line Learning Central staff was “How to best resolve customer’s accessibility and account issues.”</td>
<td>Steve Powell</td>
<td>3.19</td>
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<td>For customers that register online, staff are considering creating a script for phone call opportunities to new cardholders to ask if they have questions and if they are enjoying OCLS services. Staff plan to develop and implement training across front line</td>
<td>Steve Powell</td>
<td>12.18</td>
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service departments at Main to ensure the consistency of delivery on each of the public floors.

**Increase awareness of OCLS and what is offered**  
**A. Develop a strategic marketing plan**  
1. Launch rebranded collateral for system-wide use

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<td>In the past for Summer Reading Program, we often struggled with finding a way to make sure that our branding, name and logo was clearly present on posters, bookmarks and other materials. We created templates this year, based on templates being used for year-round promotion, that resolved the issue and unified the library’s brand with the Universe of Stories Summer Reading theme.</td>
<td>Erin Sullivan</td>
<td>6.19</td>
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Graphics requests are now being fulfilled for new rack cards to be used at outreach events, as well an updated design for the library card application that meets our brand standards.

As we prepare to launch our Learn. Grow. Connect. tagline marketing campaign after Summer Reading Program, we are updating all poster, bookmark and flier templates to include the tagline.

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

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

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

In October, we introduced new templates that incorporate our current brand standards for use in posters, bookmarks and fliers at branches. The templates are available for use in both Illustrator and Publisher formats, and they have been implemented widely. We are working on creating branch calendars next. | Erin Sullivan | 12.18 |
In May, Public Relations Administrator Erin Sullivan attended a Florida Public Relations Association session on marketing that explored how AdventHealth rebranded itself after many years of being known as Florida Hospital. The session discussed effective tools for communicating brand identity to customers and staff.

In June 2019, Public Relations Specialist Erin Sullivan and Digital Media Specialist Cynthia Velasco attended an FPRA Media Mashup at which media professionals, bloggers and public relations and marketing professionals talked about effective strategies for working together. Some of the topics covered included how to work with bloggers and influencers, how to get the attention of TV journalists and how important it is to be multicultural in marketing and public relations.

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

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

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

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

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

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

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

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

3. Explore marketing messages sent and evaluate success

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<td>Working with Cox Media Group to enhance our digital marketing has been a successful effort so far. We received a report from them in April 2019 that offers some metrics about how our various campaign pieces have performed.</td>
<td>Erin Sullivan</td>
<td>6.19</td>
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<td>Between January 16, 2019 and April 19, 2019, the social media portion of our campaign with them received 717,650 impressions and 4,180 clicks. Our campaign with Cox focused on two target groups: Millennials and Residents with children in the home.</td>
<td></td>
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<td>Since Millennials are one of our target audiences, we were</td>
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especially interested in seeing what resonated most with them. Campaign statistics indicate that ads that promoted online tools, like Mango Languages and Lynda, were most popular with Millennials, receiving 92,177 impressions and 398 link clicks.

Residents with children responded most to an ad encouraging library card signup that featured several different photos of family groups holding up their library cards. That ad received 157,000 impressions and 1,050 clicks.

We also used Cox to promote our Summer Reading Program videos for adults and kids. Our Adult Summer Reading Program received 64,000 views on YouTube, and our Kids Summer Reading video received 22,000 views. The videos targeted Orange County residents, excluding Winter Park and Maitland, and the goal was to build more awareness about the library's summer reading programs overall.

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

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

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

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

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

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

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

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

4. Communicate marketing initiative system-wide

Between April 1, 2019 and June 19, 2019, 764 staff members visited the Marketing and Outreach Libguide, which outlines our marketing strategy, brand standards and outreach efforts.

The Community Relations Department has invited library staff to take ownership of our new marketing initiatives by hosting open calls to participate in photos and videos that are being used to showcase the library.

In March, we held auditions that gave staff an opportunity to try out to be part of our "These Three Things" Instagram TV series, which highlights events and programs happening each week at the library. Each week, a different staff member stars in the series, which launched on April 1.

In April, two photo shoots were held and 25 staff members participated to have their photos included in Learn. Grow. Connect. collateral.

In February, March and April, staff were also asked to
participate in a social media "whisper campaign" to introduce Learn. Grow. Connect. Social media squares, quotes and images were shared on the Marketing and Outreach Libguide for staff to share on their personal social media channels.

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

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

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

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

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

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

5. Evaluate use of videos at beginning of events

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<td>Two new TVs have been placed in Library Central to promote</td>
<td>Erin</td>
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programs and events, and branches are in the process of replacing their meeting room LCD projectors with large-screen televisions.

Weekly These Three Things video has been debuted on Instagram and has so far proven to be an engaging and popular piece on social media.

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

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

B. Leverage testimonials
1. Develop marketing campaign that focuses on storytelling.

WMFE 90.7 News has agreed to select and edit four to five of the 15 StoryCorps recordings for us. We will select the stories that are most focused on ties to the library. WMFE has agreed to be a media partner in our Listening Party event, and they will use these pieces on air to promote our the event and support positive sentiment about the library.

We have scheduled the event for November 15 in the Melrose Center, and during the event, we will give people a crash course in how to record their own stories and encourage them to use the podcasting booths to record their own stories.

The History Center has agreed to allow us to loan us equipment we can use to create listening stations, where people can hear snippets from the Story Corps pieces as they view Thomas Thorspecken's sketches.

In January, Public Relations Administrator Erin Sullivan and Marketing Specialist Scottie Campbell talked to WMFE's marketing and communications specialist about highlighting the StoryCorps interviews on WMFE. She expressed interest in partnering with us on the project, and they hope to help us edit
our StoryCorps stories, play them on-air and participate in a listening party event that we plan to host in the fall.

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

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

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

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

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<td>We created #OCLSReads hashtag and promoted it across Facebook, Twitter and Instagram in organic content and through established influencers. We have been using the Library Ambassadors Facebook group to promote #OCLSReads hashtag. The hashtag has been popular on Instagram, where people have shared photos and reviews of the books they are reading.</td>
<td>Erin Sullivan</td>
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<td>We regularly re-post content from users in order to increase engagement/reach on Facebook, Twitter and Instagram. One popular topic that our followers like to share about is home delivery. We often receive comments from people that they love it when their &quot;blue bags of happiness&quot; are delivered to their doorsteps by PEP.</td>
<td>Erin Sullivan</td>
<td>12.18</td>
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<td>Our Digital Media Specialist has been encouraging our social media followers to post library-related videos and photos that</td>
<td>Erin Sullivan</td>
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highlight why they love OCLS, and they are asked to tag those posts #loveocls. The content is then reshared on our social media channels to provide unique perspectives on how and why our library system is special to its community. One very popular topic in this initiative has been the home delivery service. We will continue to encourage people to share their OCLS thoughts, stories and experiences on social and look for new opportunities to leverage them.

During our StoryCorps listening party, we plan to give people an opportunity to share their stories about how the library has impacted their lives.

### 3. Launch Facebook group for library ambassadors

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<td>We continue to reach out to rising stars and engaged local followers on Instagram and invite them to our Facebook group. Library staff use the group to encourage ambassadors and social media influencers to talk about the library, post about library events and to keep them informed of upcoming initiatives so they can share information with their friends and followers. The group has grown to 76 members since its creation last fall. One of our influencers who is a well-known advocate for a new branch in Lake Nona used his social media platforms to promote our Lake Nona Library Pop Up event.</td>
<td>Erin Sullivan</td>
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<td>Our new book club for ambassadors, designed to take interactions offline and in-person at local hangouts, has met twice. The goal is to keep our ambassadors engaged, talking about the library on social media and checking out materials. The first meeting was held during National Library Week at Roque Pub, and it included a library outreach table where people who came to the venue could sign up for a library card and talk to ambassadors about library services.</td>
<td>Erin Sullivan</td>
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The Facebook group for library ambassadors is active, and it now has 61 members. Digital Media Specialist Cynthia Velasco has engaged the group to ask them to share library messages and initiatives, including our Learn, Grow, Connect tagline. Marketing Specialist Scottie Campbell has launched a book club for the ambassadors to encourage them to read titles carried by the library and to give them a social outlet so the group develops an in-person relationship with library marketing staff.

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

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

4. Develop and grow partnerships with OCLS ambassadors.

On May 10, we hosted the first-ever Library After Hours event with author and “Influencer Whisperer” Brittany Hennessy. The event was designed to appeal to social media influencers, bloggers and content creators, and our goal was to help them better connect with the library. There were 142 people in attendance at the event, which was sponsored by Ford, Pultown Media, Bungalower and Florida Blog Con. Through the brand awareness and buzz created by the event, we have connected with and identified new social media influencers to work with on future campaigns.

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

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

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

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

C. Community outreach that builds awareness
1. Provide staff access to outreach resources and training

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<td>Five additional staff members have completed the Outreach learning in SumTotal this quarter. An outreach orientation is in review phase now.</td>
<td>Erin Sullivan</td>
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Outreach Coordinator Mike Donohue has uploaded a series of general library presentations that can be modified by staff for use if they are asked to give presentations about the library.

The Marketing and Outreach Libguide, which contains up-to-date information on outreach opportunities, has been viewed by staff 764 times between April 1, 2019 and June 19, 2019.

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

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

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

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

2. Integrate outreach duties into Spectrum assistant manager job descriptions

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<td>Outreach Coordinator Mike Donohue met with Chief Branch officers Bethany Stone and Danielle King to discuss how to support Spectrum assistant managers in being more effective at outreach. He has created outreach binders for specific departments and locations that include a list of neighborhood contacts, sample letters that assistant managers can send to organizations, and other materials to help them make contacts in the community.</td>
<td>Erin Sullivan</td>
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Community Outreach and Administrative Coordinator Mike Donohue met with Spectrum Assistant Managers to workshop several exercises with them that were designed to get them to think differently about outreach and the impact it can have on both the library and organizations that interact with the library.

Since beginning this initiative, Assistant Manager of Community Relations Vivi Valencia-Serrano, has noticed a marked increase in the number of managers who respond to requests for volunteers at outreach events, and a small group of assistant managers has begun working on an outreach project that will help connect the community of Horizons West to the Orange County Library System.

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

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

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

D. Empower employees to be ambassadors for OCLS
1. Give staff tools to become better public speakers

Training and Development Specialist Colleen Hooks has been working to create opportunities for staff to develop better public speaking skills, and in May, gauged staff interest in forming an Orange County Library System Toastmasters club. Toastmasters is a nonprofit educational organization that empowers people to become more effective communicators. The club will meet once a month and will be open to all staff with manager approval.

Outreach Coordinator Mike Donohue has uploaded a series of general presentations in the Marketing and Outreach Libguide that can be downloaded and modified by any staff members who are asked to give presentations about the library.

Training and Development Specialist Colleen Hooks has been working on the outline and structure for an educational public speaking series for staff. The series is not expected to roll out.
There are currently two courses available in SumTotal to assist staff with public speaking: Public Speaking Pointers for Librarians, and Public Speaking Strategies: Confident Public Speaking.

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

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<tr>
<td>2. Offer outreach training and tips for staff, in person at staff day</td>
<td>Erin Sullivan</td>
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<td>Community Outreach Coordinator Mike Donohue will offer a presentation on effective outreach strategies at Staff Day. When the new Youth Services Outreach Coordinator starts working at OCLS in July, he will reach out to her and her managers to see if we can collaborate on this initiative.</td>
<td>Erin Sullivan</td>
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<td>Community Relations staff members will develop materials and presentations for the November 2019 Staff Day.</td>
<td>Erin Sullivan</td>
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<td>Community Relations Outreach Coordinator Mike Donohue and Youth Services Outreach Coordinator Sarah Bates presented a session called Outreach 101 on Staff Day. The session offered information on how to conduct effective outreach events and how staff can use the Outreach libguide to find materials and resources for outreach. Attendance at the session was 18 staff members.</td>
<td>Erin Sullivan</td>
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<td>3. Require all staff to complete outreach training in SumTotal</td>
<td>Erin Sullivan</td>
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<td>Five additional staff members have completed the Outreach training in SumTotal. A script has been prepared and is in review for updated Outreach training.</td>
<td>Erin Sullivan</td>
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<tr>
<td>Seven new staff members have completed the outreach training in SumTotal, and Community Outreach and Administrative Coordinator Mike Donohue has been working with Training and Development Specialist Colleen Hooks and a small group of staff members to update and enhance the training so it is more useful for staff.</td>
<td>Erin Sullivan</td>
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<td>Quarterly, managers are reminded to allow staff to take the outreach training in SumTotal. When new staff are hired by</td>
<td>Erin Sullivan</td>
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OCLS, if they sign up to attend an outreach event, they are asked to first take the outreach course, and they receive an email from Community Relations that provides them with information about what materials are available to them and what information they need for the event.

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

**Deliver experiences that offer opportunities to help the community learn and grow**

**A. Kindergarten preparedness**

1. Develop early learning resources for families

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<td>On 4 May, our first Kindergarten Bootcamp was held with over 50 participants. Help Me Grow Florida organized developmental screenings for families. The event started with a large group activity and then families explored 6 stations with interactive activities to help them better understand the expectations for kindergarten and how they can practice at home. The K-Ready series is being offered over the summer at the Winter Garden Branch and reached the maximum registration limit.</td>
<td>Debbie Tour</td>
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For the next Early Learning Resource Fair in July, we have contracted with OCPS Transportation to provide a school bus which will be available in front of the Orlando Public Library for children and their families to explore and ease any anxiety about riding the bus. We now have over 26 confirmed participating organizations for the upcoming Early Learning Resource Fair including: Central Florida Zoo & Botanical Gardens, Amaya Papaya Play Lounge, The Roth Family JCC, Adult Literacy League, OCPS, Orange County Regional History Center, My Central Florida Family.com, Orlando Science Center, New Hope for Kids, Primary Care Access Network, KinderCare, My Gym Waterford Lakes Orlando FL, 4C Florida (Community Coordinated Care for Children), UCP of Central Florida, Girl Scouts of Citrus Council, Simply Healthcare Plans, PLAYGROUND, Goldfish Swim School, Orlando Day Nursery, The Mennello Museum of American Art, Help Me Grow Florida and Happy Mama Organics.

Planning is underway for the 2nd Annual Early Learning Resource Fair. A new online registration form was created for partners. At this time, 15 community partners are confirmed as participants in this year’s event scheduled for Saturday, 13 July.

Planning continues for the "Kindergarten Bootcamp", scheduled for Saturday, 4 May, 11 a.m. to 1 p.m. Promotional materials
"K-Ready", our 8-week OCLS kindergarten readiness program, has been completed at Washington Park, Edgewater, Hiawassee, Alafaya, and Southwest. Herndon and Eatonville are currently offering it. Winter Garden is scheduled for the summer and South Creek for the fall. From October 2018 to February 2019, the total attendance of the K-Ready programs was 1,334 preschoolers and caregivers.

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

2. Develop educational workshop for educators and daycare providers

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<td>As a result of our contact with the Early Learning Coalition, OCLS was invited to have a team participate in the Lectio Institute workshop. The Lectio Institute workshop was a 3-day hands-on training program led by Harvard School of Education staff. There were 16 teams from Orange County participating in the workshop, all having an interest in early literacy and improving outcomes in our community. Youth Services Manager, Natalie Houston; Chief Branch Officer Bethany Stone, Youth Education Specialist, Laura Morton; Youth Program Specialist, Jackie Padilla; and Alafaya Branch Manager, Lynette Schimpf made up the OCLS team. A major consensus amongst the group was the need for more targeted, timely, and ongoing training for staff across organizations related to early literacy programs. Participating in the workshop allowed us to establish new points of contact, to see how the library fits into the larger community, and what our strengths are in terms of providing training and support to other organizations such as daycares. A survey for daycare providers has been developed and is currently being reviewed. The goal is to determine how the library can support their needs.</td>
<td>Debbie Tour</td>
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<td>Staff are reaching out to the Early Learning Coalition of Orange</td>
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County and Orange County Head Start, to discuss opportunities to collaborate and share information with their teachers. OCLS has the “Every Child Ready to Read Toolkit” for Serving Early Childhood Educators. This toolkit includes PowerPoint presentations, instructions, planning worksheets, handouts, book lists, evaluation forms, resources lists, and more. Topics include: early literacy; constrained and unconstrained skills; decoding and comprehension; critical dimensions of language and literacy; early literacy skills; early literacy practice; and early literacy during routines and/or activities. Staff are hoping for the opportunity to attend some continuing education events or in-service training days using this material.

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

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

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

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

The first two Parent Meetups were conducted on 12 and 29 April with 10 participants. Adults came to connect with one another through shared life experiences. During the discussion, we highlighted a few parent hacks from the book written by Asha Dornfest to ease the journey through parenthood.

As a result of participating in the Florida Library Association Conference last year, staff introduced “Caregiver Connect: Stay and Play” which is a new event that provides an opportunity for parents and caregivers to talk about and share resources with each other regarding their child’s development. Library staff helped guide the discussion and shared information on library services that the parents were looking for. “Caregiver Connect: Stay and Play” is now being offered weekly at the Orlando Public Library and there are plans to expand it to other locations.

Parent Book Clubs have been scheduled in April and May. The first book title to be discussed is “Parenting Hacks”. Promotional materials have been created and the event has been shared on Meetup.com and discussed with a local mom’s group.
Discussions were held with OCLS Storytellers and Youth Program Specialists to identify ways to offer parents time to network after events. A tip sheet will be developed that includes best practices in library programming which fosters building community and encourages parent networking.

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

4. Develop basic skills classes such as computer skills

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<td>The Technology &amp; Education Center has developed a three-part computer basics course for children ages 4-5. The course is designed as a collaborative class where preschool age students work through interactive activities with their caregivers. In the first 30-minute session, students are introduced to computers as a machine used for work and play and learn to identify the physical components of a computer. In the second and third sessions, students are introduced to the mouse and keyboard, two of the most important and used input devices. The WhizKids: Computer Basics Series (Ages 4-5) has been scheduled at the Orlando Public Library on Mondays in June and at the Southwest Branch on Mondays in July. The series will be made available for scheduling across the system in the Fall.</td>
<td>Debbie</td>
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The focus on skill development in our early learning programs is readily apparent in the title and descriptions for our current events. The Youth Program Specialists have been discussing how to best share the learning objectives of a program with the staff member hosting it, the families participating, and how to informally assess if the objectives were achieved at the end of each program. Participation in the Lectio Institute allowed our team to more clearly see which early literacy skills library programming is most well suited to support. We will more narrowly focus our programming in the future, by selecting a set of skills and agreeing upon reference sources.

The category of “basic skills” was created on the programming choices recommended to branches. Each month at least two programs will be available for branches to select from.

The skills developed in preschool programs will be highlighted in
the titles and descriptions for parents and caregivers. New script templates/lesson outlines will showcase the skills developed and practiced in each program for the benefit of staff presenters to understand why certain activities and skills were selected. Pre-K computer basic classes are currently being developed to start offering over the summer.

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

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

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

### B. Early and family learning

1. Evaluate and build upon STEAM programming

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<td>Youth Program Specialist, Erin Reichel hosted “STEAM Storytime” staff training in May and created new STEAM Storytime themes for branches to offer at their locations. Branches have started handing out the STEAM focused “After-Dinner Mint Club” kits for children to do with their caregivers at home. These kits were also distributed at Commissioner Uribe’s Summer Reading Kick-Off Event and as part of the Prime Time Family Read Time series underway at South Trail. The “Build My Universe” preschool series is being presented at all library locations, focusing on a new STEAM activity each week.</td>
<td>Debbie Tour</td>
<td>6.19</td>
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Family Volunteering Events have been planned for Main,
Alafaya, Winter Garden and Southwest. The families will assemble STEAM After Dinner Mint Club kits. These kits will be distributed at those branches and at Commissioner Uribe’s Summer Reading event on Saturday, 18 May. A total of 16 people including a local Girl Scout troop attended the first event at the Orlando Public Library on Tuesday, 5 March.

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

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

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

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

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

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<td>In order to provide more relevant and easily accessible program content, Youth Services staff have started to archive outdated and incomplete scripts on the Children and Teen Wikis. This will allow for easier selection of popular and meaningful programs. Weekly collection maintenance continues, including the beginning reader books being separated out from the normal collection to allow for easier access to these important and popular materials. A graphics request has been submitted for a new script template that will provide easy and clear guidelines for each age group. Also, each month, we review available content which is relevant to community events, such as Hispanic Heritage Month, to</td>
<td>Debbie</td>
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</table>
Staff have crafted a long-term evaluation plan to review and develop several aspects of our services for each age group including new script templates, program offerings, analyzing and curating our wiki program offerings, identifying gaps for future program development, collections maintenance, physical spaces, signage, marketing, and staff training.

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

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

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

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

Youth Services attended Parent Academy on 4 May and shared with parents, “Bright Ideas for Summer Learning”. We are scheduled to participate in OCPS Parent Academy’s in the 2019/2020 school year. We continue to distribute 800 Early Literacy Calendar throughout our branches each month. The calendars have also been discussed in an OCLS blog post and shared on social media.

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

Youth Services has participated in three OCPS Parent Academies this fiscal year, visiting Apopka, Olympia and Jones High Schools to share information with caregivers through presentations and information fairs reaching a total of 760 parents and students. One more Parent Academy is scheduled for this school year at Dr. Phillips High School.
Over 1,600 OCLS branded “Every Child Ready to Read” Monthly Calendars have been distributed to all OCLS library locations. The calendars suggest a simple activity for each day of the month related to the five early literacy practices. They have been well received and praised for being a valuable resource for busy parents.

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

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

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

The “Mother Goose on the Loose” training for 16 staff members was a great success. Staff said they felt more comfortable presenting this type of program going forward. Erin Reichel presented the “STEAM Storytime” training on 14 May with five staff attending. Noraliz Orengo presented “Toddler Playground” training on 30 May where 18 staff members learned more about toddler programming. Feedback from a staff member stated, “I liked how it was interactive with the crowd”. A second session has been scheduled for October 3. Staff are currently developing a “Competencies for Serving Teens” training and a “Cuisine Corner Junior/Little Chef” training that will focus on how to present food programs including safety tips.

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

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

C. Provide experiences to enhance life skills

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

OCLS established new partnerships to offer informative programs to users. These programs included “Social Security 101” presented by Blanca Taylor from the Social Security Administration, “Why You Need A Living Will” presented by Kimberly Soto, Esq., “I Want to Become A Citizen” presented by the Orlando Center for Justice, “Ask a Lawyer” presented by the Orange County Bar Association, and “Autism Spectrum Disorders: From Diagnosis to Action” presented by the UCF Center for Autism and Related Disabilities.

Cuisine Corner offerings were expanded to include new chefs and cooking topics. Jocelyn Bryant of Jocelyn’s Southern Kitchen demonstrated healthy cooking recipes during her programs: “Meat Me in the Veggie Patch,” “Staying Sauced,” and “Avocados!” Healthy recipes were also the focus of the National Watermelon Board’s Cuisine Corner: “Watermelon Wednesday” and the National Mango Board’s presentation of “Mango Mondays.” Eliot Hillis, Culinary Director of Orlando Meats, demonstrated how to butcher a chicken from whole using every constituent part during a May Cuisine Corner event.

Finance and organization were the focus of several programs. Certified KonMari consultant Tara White visited locations to offer folding demonstrations and organizational tips and tricks. University of Florida IFAS Extension Office staff explained strategies for curbing spending and establishing good spending habits during the “Discover Your Money Personality Type” and “Healthy Grocery Shopping on a Budget” programs. During “Tax Implications of Paying Down or Canceling Debt,” Ellen Gordon, professional tax preparer, bookkeeper and payroll manager, outlined how various steps to a debt-free life interact.

OCLS regularly partners with local authors and performers to offer essential tips and tricks to new and experienced writers. These classes included “Writing to Win: Crafting Stand-out Contest Entries,” “Business of Book Writing,” and “Creating and Maintaining a Blog.”

The Hiawassee Branch partnered with Women in the Arts to offer summer art classes to children from PreK to Grade 12.
Classes are taught by professional artists, graphic designers and photographers.

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

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

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

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

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

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

2. Explore expanding meet-up groups to more locations

The new meetup groups: Adult Craft Club, Library Book Club and Writers Corner have seen growth in members this quarter. The Library hosted 115 meetup events this quarter for these groups. The Adult Craft Club hosted 75 meetups which included new meetups such as The Pen Meetup and The Quilting and More Meetup. The Library Book Club group hosted 30 meetups and the Writer’s Corner group hosted 10 events.

Total membership for each meetup currently is:
- Adult Craft Club: 213
- Library Book Clubs: 276
- Writer’s Corner: 456

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

Total membership for each meetup currently is:
- Adult Craft Club: 158
- Library Book Clubs: 168
- Writer’s Corner: 272

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

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

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

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

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

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

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3. Evaluate grant opportunities and seek out new funding sources

The library applied for the following grants this quarter:

- **Best Buy Community Grant**- $10,316 to create curriculum and purchase materials for “Girls Rocking Robotics.”
- **Florida Division of Cultural Affairs Special Projects Grant**- $150,000 to support the Sunshine State Author series to bring top-notch writers of children/teen fiction to Orange County.
- **Disney Grant**- $100,000 to support the Summer Reading Program.
- **Citizen Review Panel Grant**- $500,000 to be used to expand Biz Kids Camps into Biz Kids Clubs at Hiawassee, Washington Park, Southeast, North Orange, Fairview Shores, South Trail and the Orlando Public Library.

The library was awarded the following grants this quarter:

- **Mayor’s Matching Grant 2019-2010**- $10,000 to continue the It’s Sew Easy camp for tweens and teens at the

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<td>The library applied for the following grants this quarter:</td>
<td>Danielle King</td>
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Orlando Public Library and Washington Park Branch.
• LSTA- $53,458 to support the Right Service at the Right Time statewide website.
• NEA Big Read Grant- $15,000 to support programs inspired by the book “Pretty Monsters” by Kelly Link.
• Citizen Review Panel- Pending approval from the Orange County Board of County Commissioners
The library was notified that the following grants were not awarded:
• Dollar General Literacy Foundation- $15,000 to support English from Zero at North Orange, Hiawassee, South Trail and Washington Park.
• National Network of Libraries of Medicine- $5,000 to partner with the Spring Lake Medical Pavilion and the Southwest Branch.

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

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

The Library was notified that the following grants were not awarded:
• American Dream Literacy Initiative- $10,000 to support adult literacy initiatives.
OCLS was selected as one of the national winners of Beanstack’s second annual Winter Reading Challenge. The program, sponsored by Shark Tank’s Mark Cuban, challenged Beanstack users to meet a collective goal of reading at least 5 million minutes and 75,000 books in January. OCLS participants read 2,154% over our goals by completing 45,091 minutes and logging 2,315 books! Winners were determined based upon a few key factors including Outreach, Active Participation, Absolute Numbers and Community Sharing. This honor comes with an $1,500 award which will be used to provide incentives for our 1,000 Books Before Kindergarten program.

The library applied for the following grants thus far for the fiscal year 2019:

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

The Library was notified that the following grants were awarded:

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

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

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

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

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

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<td>The ESL Specialist hosted the first quarterly system-wide ESOL training to review curriculum standards and classroom practices. 11 staff members attended this session. In addition, the ESOL Specialist trained six staff members in small groups and individually on various ESOL programs. She is currently working on the second phase of the face to face training for the pronunciation classes. The ESL Specialist is working on finalizing the curriculum for the English for Families series. After piloting the program at several locations, library staff will be working with the Florida Humanities Council (FHC) to expand this program state-wide. Library staff will be meeting with the FHC in July to discuss expansion plans.</td>
<td>Danielle King</td>
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The ESL Specialist is working with the HR Department to implement Phase I of the training plan. Phase I includes creating recorded and digital ESL training sessions to be included in Sum Total for staff. The ESL Orientation has been recorded and is in the editing process. The module for the “Speaking Clearly” curriculum is currently being worked on and voice over is being completed. The modules for “English from Zero,” “Writing Clearly,” “Conversation Hour,” “English for Families” and “ESL Professional” will be created next.

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| The ESL Specialist has developed the following plan for ESOL: Develop and Expand Curriculum:  
  - ESOL classes that fall under “English from Zero” to reach 52 lessons, so that branches that offer English from Zero can have at least one lesson per week for the year to run the program continuously in the system as a whole.  
  - ESOL curriculum that addresses specific professional fields in healthcare and computer and technology.  
  - Add quizzes for “English from Zero” lessons to track student acquisition.  
  - Search for or develop a new English language diagnostic test.  
Staff Training Plan:  
  - Create and implement Phase I training by collaborating with HR to create SumTotal training for staff members who want to start teaching ESOL classes.  
  - Create and implement Phase II face-to-face ESOL | Danielle King | 3.19 |

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teaching coaching prior to program start and ongoing afterward.

- Create a collaborative environment for ESOL instructors through communication on TEAMS and quarterly/biannual ESOL meetings.

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

D. Provide service delivery via technology

1. Explore and implement alternatives to traditional services

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<td>The Staff Recommendations form is live and receiving reviews from staff.</td>
<td>Ricardo Viera</td>
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- Replaced iMacs in the Melrose Center.

- Migrating the Right Service at the Right Time website from Drupal 7 to 8.

- Migrated Orlando Memory website to a new Wordpress installation.

- Installed Islandora software to manage Albertson Digital Collection.

- Steps have been taken to streamline and refine public and staff PC replacement procedures to more quickly and efficiently address aging PCs.

- Testing bookings module to allow customers to check out museum/event passes.
- Testing card registrations by using Driver’s License strip for data entry.
- Purchased scanners for the Driver’s License scanner project.

The staff recommendation form has undergone internal testing for the Staff Picks project.
2. Refine Technology plan

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<td>No Updates during this quarter.</td>
<td>Ricardo Viera</td>
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<tr>
<td>No Updates during this quarter.</td>
<td>Ricardo Viera</td>
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<td>Technology Plan has been rewritten and contains current information.</td>
<td>Ricardo Viera</td>
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3. Investigate alternative ILS system

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<td>Staff continue to work toward implementation. There is an OCLC led call each week that focuses on current workflows within each ILS and how Wise is being developed or already configured to handle each of these workflows. Each of the four early adopter Libraries has particular philosophies and reasons for doing tasks like they do and OCLC is invested in keeping those principles in tact while guiding a conversation that builds consensus within the group. OCLS staff member Amy VanSchaik, Digital Access Architect and resident UX/UI expert, presented the OCLS Suggest-A-Title web form to the group on the June 6th call and OCLC is looking closely at it in order to incorporate some of Amy’s ideas.</td>
<td>Ricardo Viera</td>
<td>6.19</td>
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<td>During this quarter we were able to familiarize more with OCLC and get more information about their Wise product. OCLS asked for a quote and contract for the Wise Product. On February OCLC presented the Library a contract where the Library reviewed and responded with questions and requests for clarification. During the March Board Meeting the Board approved the Library to enter contract with OCLC for their Wise Product. The implementation phase will take about 12 months. Integration, testing and training will take about 9 months, so the Library is looking to go live using this new ILS during the second or third quarter of FY21.</td>
<td>Ricardo Viera</td>
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<td>We are investigating the OCLC ILS system called Wise. We’ve had Internal working group meetings to discuss system needs. We have met three times with OCLC to get more information about their product. We have provided information to OCLC about must have, should have and could have processes and features we are looking for.</td>
<td>Ricardo Viera</td>
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E. Explore new potential locations, project revenues and capital resources to service the community
1. Consider opening small, leased facility in Horizon West
### 1. Furthering Community Engagement

**Staff met with a developer on May 8th to discuss possibility of a location in his development, he is reviewing his Public Land Usage and will give Library top priority if he needs to provide more. We met with another developer on July 2nd to discuss possibilities for a location on his property. We are also seeking a facility to rent as a new building is 3 - 4 years away from opening. Additionally, on June 14th a Pop-Up meeting in Horizon West was held with over 175 attendees. We will host a pop-up every Friday in June to keep community interested in having a branch.**

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<td>Kristopher Shoemaker</td>
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Library’s broker continues to pursue possible locations in the area. Some of the possible shopping center locations may not be built for a couple of years. Also, Library staff will be meeting with community partners about a possible facility in Horizon West.

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

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

**Sent renewal notice for Hiawassee on March 12, 2019 which met the renewal notice requirements for an additional 5 years, thus lease good thru December 31, 2024. Eatonville Lease ends December 17, 2019, will reach out City of Eatonville to begin the renewal process in July 2019. Herndon renewed for 1 more year, good thru October 25, 2020.**

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<td><strong>Sent renewal notice for Hiawassee on March 12, 2019 which met the renewal notice requirements...</strong></td>
<td>Kristopher Shoemaker</td>
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The Fourth Lease Amendment to extend the term at the Southwest Branch until January 2029 was approved at the January Board meeting.

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<td><strong>The Fourth Lease Amendment to extend the term at the Southwest Branch...</strong></td>
<td>Kristopher Shoemaker</td>
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The Library has contacted Dr. Phillips Inc. about renewing the lease, which expires in January, and has received a lease amendment to extend the term. The other two branches are not up for renewal until December 2019.

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<td><strong>The Library has contacted Dr. Phillips Inc. about renewing the lease...</strong></td>
<td>Kristopher Shoemaker</td>
<td>12.18</td>
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### 3. Open new Edgewater Branch

**Sent landlord for Edgewater Branch cancelation notice with effective date of June 30, 2019. As of June 20th, we are 95% moved out, only have a few touch up areas and do final cleaning. Meet with Landlord week of June 24th to review property to ensure a smooth turn over by June 30th.**

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**Fairview Shore opened on June 8th.**

Landlord’s contractor is nearing completion of tenant’s improvements. Once this work is completed, Library will arrange for a few improvements including carpeting and then Landlord’s contractor will need to obtain certificate of occupancy and final inspections. Our internet connection with AT&T has been ordered, but they have not given us a firm installation date.

The landlord’s general contractor has obtained a building permit and has started construction. The new location will be called Fairview Shores Branch.

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<th>Kristopher Shoemaker</th>
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### F. Partner with schools

1. Evaluate the success of student virtual cards

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<td>Danielle King</td>
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There are currently 259,916 student and teacher records uploaded for VLC use, a 6.82% increase compared to 2018. The charter school Transitional Learning Academy was added in May 2019. The Virtual Library Card was featured as one of the sessions at Library U 2019. Educators were shown the benefits of VLC and they had the opportunity to ask questions about the card.

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

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

2. Evaluate the success of school visits

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<td>OCLS Field trip options have been reviewed by staff to be more targeted and updated to include Florida State Learning Standards and a new brochure for K-4 is being designed to expand promotion of field trips to schools starting in August. We identified that many of the same schools visit OCLS on field trips year after year, which is great to have repeat customers, but we want to ensure that other schools are also aware of the opportunity. Before school starts in August, OCLS will attend several OCPS curriculum in-service days reaching hundreds of teachers and school staff members, including Media Specialists, Social Studies teachers, and Science teachers. Library staff have also met with staff from the Orange County History Museum to renew our partnership to host joint field trips where students visit the museum and library in the same day for complimentary sessions.</td>
<td>Danielle King</td>
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Youth Services staff worked to identify all of the ways that OCLS currently conducts “school visits” including: field trips to our libraries, outreach storytelling at schools, participating in community events at schools, hosting family nights for schools at branches, visiting Orange County Head Starts to conduct storytelling sessions, and visiting middle schools to promote the Virtual Library Cards available to all teachers and students. Youth Services staff met with the OCPS district media specialist and discussed ways to collaborate and visit more schools. OCLS offers a wide range of field trip options. From October to February, 1,862 students and chaperones visited one of our libraries from 16 different local schools. By going out to schools for off-site events, we were able to reach 8,692 students and teachers. An orientation for library staff members which serve as liaisons to individual elementary schools is being finalized and will be scheduled to be held in August 2019.

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

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

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<td>Library U took place on June 13, 2019. A total of 24 teachers participated in the full-day workshops. Workshops included: Database Dossier, Melrose Mix Up, Let's Get Digital, More than a Story, Fiber Arts &amp; Tech Ed Toys, and Coding. The teachers received lunch, a $75 honorarium provided by the Friends of the Library and they qualified to earn in-service points from Orange County Public Schools for attending.</td>
<td>Danielle King</td>
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<td>Comments from attendees included:</td>
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<td>“Library U is phenomenal! It is clear to see why the OCLS is nationally recognized award-winning library!”</td>
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<td>“Everyone was so welcoming and such great hosts!”</td>
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<td>“Everyone has been amazing! Experience was great!”</td>
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<td>Homeschool U is scheduled for September 12, 2019. Email blasts have been sent out to invite homeschool educators to Homeschool U. The application deadline is August 15, 2019.</td>
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<td>The email blasts have all been sent out to invite educators to Library U. The application deadline is April 15, 2019. The Library U committee will meet after this date to review and select applicants. Members of the Library U committee attended Edcamp in January. Edcamp is a participation driven day for educators that took place at Jones High School. Staff shared library resources and services with 60 educators at this event. Based on the experience, staff are evaluating if OCLS could host an Edcamp in the future.</td>
<td>Danielle King</td>
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<td>The Homeschool U committee met several times to plan a workshop for homeschool educators. The date has been set for September 12, 2019. The agenda will include activities the educators and the students can do together such as STEAM projects, a field trip to the Melrose Center to use the video and audio equipment, and a hands-on demo of educational tech toys. The group will be split up for some portions of the day. The educators will learn about library resources and homeschool requirements, while the children will participate in a Cuisine Corner Jr. cooking activity.</td>
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<td>The Library U committee has met several times to plan Library U 2019. The date has been set for June 13, 2019. The agenda has been planned, and new topics will include: augmented reality, fiber arts, tech education toys and Biz Kids. Returning will be the Melrose Mix Up session, a mini-field trip in the Melrose Center to learn about the photo, audio, video, simulation and maker</td>
<td>Danielle King</td>
<td>12.18</td>
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In addition, popular topics such as coding, digital downloads, databases and storytelling will remain on the agenda. Promotion and marketing will begin in January 2019. In addition to planning the traditional Library U full-day workshop, the committee has decided to host a Homeschool U event in the fall. A team of library staff members who are experienced in working with homeschool students and educators will meet in January to start planning this event. A survey for homeschool parents has been created and sent out to all locations. The survey is an effort to gather feedback from the homeschool parents on what topics the library should focus on when developing the agenda for Homeschool U. Staff will review the feedback at their January meeting. A Library U Facebook group has been created for Orange County teachers to have an open dialogue with library staff about the resources available to educators and students.

**G. Foster Innovation & New Services**

1. Explore and develop non-traditional library services

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<td>On March 11, 2019, “Reaching Out: A Community Resource Fair” was offered in celebration of National Social Work Month. 99 customers met with the library social worker and representatives from local organizations such as the Coalition for the Homeless, Health Care Center for the Homeless, iDignity, Miracle of Love, Neighborhood Center for Families, United Against Poverty and Victim Service Center. The Southeast and North Orange Branch partnered with the Neighborhood Assistance Corporation of America (NACA) to offer a “Homebuying Workshop.” The workshop educates participants about the home buying process from start to finish through the NACA program. 90 people attended the workshop at North Orange and 50 attended at Southeast. The South Creek Branch hosted a “Let it Go” community swap. 30 people brought in clean, gently used goods to swap with other community members. The Library started offering Library Pop-Up events in areas of the community that do not have library locations in an effort to provide a library summer program to families living in these areas. The first Horizon West pop up event was held on June 14 and 178 people came to experience Mad Science Live. The first Lake Nona pop up event was held on June 15 and 179 people came out to experience Free DAPS. Melrose, Community Relations and WUCF got together to discuss making “Melrose in the Mix” into a 30-minute television program. With this in mind, Melrose staff have begun approaching each session a little differently in hopes to</td>
<td>Danielle King</td>
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Capture interview footage of the artist(s) to weave in and around footage of the actual performance for TV episodes. Beth McKee obliged us in this effort by arriving early to be filmed in the Melrose Conference Room, answering some queries about her music, influences and future projects. We hope to repeat this arrangement with upcoming “Melrose in the Mix” artists, as we look to prepare a number of potential “Melrose in the Mix” TV episodes. **Staff have proposed offering Passport Services at the Library. We are now in the process of sending a request to the Department of State for the Orlando Public Library to be allowed to provide Passport Application Services.**

| Staff have proposed offering Passport Services at the Library. We are now in the process of sending a request to the Department of State for the Orlando Public Library to be allowed to provide Passport Application Services. | Danielle King | 3.19 |

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

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

| The Alafaya Branch hosted a “Free Clothing Giveaway by Out of the Closet” event. Out of the Closet (OOTC) is a free traveling clothing boutique sponsored by Zebra Coalition. 96 people came for free, fashionable clothing and hygiene products. OOTC’s goal is to boost confidence and combat poverty in the community. | Danielle King | 3.19 |

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

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

| The testing of the Orange Crate service has been successful. Staff are evaluating the extension of the 6-month testing phase. The Pop-Up Library is still in the implementation phase and locations are being tested. | Danielle King | 12.18 |

Staff is currently in the testing phase for the Pop Up Library. The Pop Up Library, provided by Baker & Taylor, is described as “exciting new technology designed to help create satellite library locations to provide digital content promotion and access points wherever the library would like to establish a presence in

| Staff is currently in the testing phase for the Pop Up Library. The Pop Up Library, provided by Baker & Taylor, is described as “exciting new technology designed to help create satellite library locations to provide digital content promotion and access points wherever the library would like to establish a presence in | Danielle King | 12.18 |
the community.” The Pop Up Library is a self-contained, small electronic device that hosts ebooks from the library’s Axis 360 collection. The device allows people in a designated area to stream and download ebooks on their phone, tablet or laptop. No app is necessary and no library card is required for access. Three locations have been identified by OCLS as sites to deploy the Pop Up Library: the Bithlo-Christmas Neighborhood Center for Families, the waiting room in the Winnie Palmer Hospital for Women & Babies and the tag office for the Orange County Tax Collector. We are currently testing the devices and will be deploying them soon.

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

2. Expand and offer Melrose type services to more locations

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<td>The Fairview Shores Branch hosted its Grand Opening Celebration on June 8, 2019. The celebration featured several Melrose type experiences. Staff from the Melrose Center demonstrated the Oculus Go virtual reality machine, the green screen, 3D printing and many Tech Ed toys. With the camera equipment up and running at the Chickasaw Branch, staff have been offering various photography classes for the public. On June 14, 2019 the “Photo Studio” class brought 11 students to Chickasaw. The branch has also integrated photography into other events. For instance, when they held the Career Resource Expo, the Trainer took headshots for the participants. The Edgewater Branch hosted “iRobot STEM” in celebration of National Robotics Week. Representatives from iRobot spoke about robot technology and careers in robotics. The Windermere Branch volunteered to be the test branch for the &quot;Dronze Zone&quot; camp in June. The camp was successful and will be implemented system-wide.</td>
<td>Danielle King</td>
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<td>The Chickasaw Branch and the Southwest Branch started offering “3D Printing Project.” Customers can sign up to print their 3D project using our 3D printer. The Chickasaw Branch’s photo lab is now set up and they started offering basic photography classes in March. They plan on hosting photography events for the general public in the spring. The Edgewater Branch hosted “Lockhart Literacy Night” in January. Staff from the Melrose Center demonstrated the</td>
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Oculus Go virtual reality machine and the green screen with the Harry Potter themed activity during the event. The branch also did a 3D printer demo for the attendees. Staff attended the Horizon West Fest in March. They showcased the virtual reality headsets and cubelets for the community. Melrose staff participated in Otronicon for the fifth straight year. The exhibit featured projection mapping technology. Staff prepared a digital environment to combine projector, video camera, green screen and MIDI keyboard capabilities, creating a game for exhibit visitors to play.

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

The Herndon Branch celebrated their 20th anniversary on November 3, 2018. Staff from the Melrose Center demonstrated the Oculus Go virtual reality machine and the green screen with the Harry Potter themed activity during the celebration. 83 people enjoyed these Melrose inspired activities. The West Oaks Branch hosted a “Family Holiday Festival” on December 1, 2018. The festival included a photo studio session for families to take holiday family portraits.
Orange County Library System
Board of Trustees Meeting
July 11, 2019

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

Director’s Report
Staff are very pleased to learn that the Orange County Library System was selected by the Orange County
Citizens Review Panel as a preliminary recipient of $500,000 in CRP funding to help us expand the BizKids
program, which teaches entrepreneurial and financial skills to children. The funding is still awaiting a process
during which the public may appeal the CRP’s recommendations. An appeal has been made. After that, final
approval must be issued by the Board of County Commissioners. Upon approval from the County
Commissioners, each sector will receive $100,000 to spend during FY 2019-2020 (*Hiawassee, Fairview Shores
and Washington Park will share $100,000).

The CRP recommends that the library receive $500,000 to expand BizKids to serve middle school aged children
living in five ZIP codes: 32703, 32801, 32805, 32808, 32810, 32811, 32818, 32822 and 32839. The following
branches, selected based on the identified focus areas/ZIP codes, will create BizKids clubs that teach kids to
create a business plan, manufacture a product and run a small business:

- North Orange
- Orlando Public Library
- Hiawassee, Fairview Shores, Washington Park
- Southeast
- South Trail

OCLS will also receive funds for the remainder of FY 2018-2019. This amount has not been determined. We
should find out some time this summer. The plan is to use the FY 2018-2019 funds for equipment, staffing
salaries, training, advertising and offices expenses. We plan to roll out the BizKids Clubs in October with full
funding.

On June 26, all seven of branches that partner with OCPS to offer the summertime Mobile Lunch program
celebrated a milestone: We have now served 100,000 free meals to children since we began incorporating the
program into our regular Summer Reading Program offerings. The program, which used to be known as
BreakSpot, brings food trucks and buses to library locations to offer healthy lunches to anyone 18 and younger.

June was the kickoff month for the Summer Reading Program, and as a new way to promote SRP to adults, the
Library partnered with local publisher Burrow Press to release an Instagram Stories version of their 2012 short
story collection, *15 Views of Orlando*. OCLS released a chapter of the book each day and saw anywhere from
150-200 viewers who read some or all of the story on each day. This is the second time the Library has used
Instagram Stories to encourage our followers to read – the first was in 2018, when staff published chapters from
Charles Dickens’ *A Christmas Carol*. The goal of these projects has been to generate interest in reading and to
help people better connect and engage with the library.

On the events side, the Library drew crowds to several signature Summer Reading Program events, including:
Celebrate Summer with FREE Daps, which drew a total of 1,459 people to 15 of the branches over a two-week
period; the Fairview Shores grand opening, which had 1,565 people in attendance; and Potterversary, a smashing
success again this year with 1,405 people in attendance.

Also of note this month, the *These Three Things* video series, which uses Instagram TV and Facebook to
highlight three unique library events each week, has continued to see interest and engagement on social media. In
June, the video series saw engagements increase 225.5 percent. Additionally, there were 919 viewers on IGTV
this month. While largely being ignored by many brands and content creators, staff have consistently created
content for IGTV since April in order to get ahead of the curve on this extension of Instagram’s platform. Doing
so has been a crucial contributing factor in growing our Instagram account, which drew 192 new followers in
June.

On June 27, staff experimented with a bilingual format for *These Three Things* on Instagram and Facebook. The
video, featuring Questline staff member Alibeth Suarez speaking in Spanish with English subtitles, was well-
received. It reached more than 1,400 Facebook users and was shared by Facebook group Puertorriqueños en Orlando y Kissimmee. The Tampa Bay Library Consortium commented: “¡Nos encanta Estas Tres Cosas!” Moving forward, we will continue to use this format periodically and we have added additional bilingual staff to our talent base for These Three Things.

In June and July, staff have also been scheduling Library Pop-Up events in Lake Nona and Horizon West. Staff used relevant media contacts as well as collateral distributed at nearby branches to publicize the events. Notably, popular blogger Ricky Ly wrote about the pop-up and NonaMedia featured the pop-up on its social media program “In the Nona.” To date the events (one in Lake Nona, three in Horizon West) have served 546 customers.

Recent System-wide Events

Melrose Center

- Along with most other areas of the Main Library, the Melrose Center was transformed into a Potter-centric destination on June 22 for Pottermore Arty. Melrose door count that day was 1,358, with Potter enthusiasts accounting for at least 1,000 of those. Entering the Center, the first stop for guests was the green screen/projection mapping experience. Nearly every visitor to the Center stepped in and saw themselves placed among the moving portraits being projected onto the Audio Studio exterior wall. At the Interactive Media Wall, approximately 400 guests used Virtual Reality to train in the hopes of joining Dumbledore’s Army. Platform 9 ¾ materialized in the Photo Studio, where almost 600 visitors were photographed. In the Video Studio, over 300 people dodged a dementor with the use of a green screen invisibility cloak. And the Audio Studio allowed about 250 guests the chance to create movie sound effects in a Potter scene. All points of interest were popular and had lines for much of the afternoon. We had to close the VR line 20 minutes before the end of the event in order give everyone waiting a turn and still have time to break down the stations before closing.

- Library U returned to the Melrose Classroom on June 13, welcoming 24 elementary and middle school teachers from OCPS for a day of presentations demonstrating the bounty of resources available to OCLS customers. Melrose staff were on hand during the late morning to provide the field trip experience we offer to school groups. Attendees got the chance to experience VR, the simulators and the Audio and Video Studios, and also posed for headshots in the Photo Studio. Brian Haynes is part of the Library U committee and noted that numerous teachers were highly complimentary of the Melrose staff and field trip experiences.

- The first two weekends of June saw two Melrose in the Mix sessions. On June 2, in association with Swamburger Presents, rapper AMiAM performed and recorded a selection of songs for 21 studio audience members. An emcee from the hip hop group Vets of Kin and known for raw, witty lyricism, AMiAM even bust out some spontaneous breakdancing during the last song of his session. On June 9, Terri Binion returned for her second Melrose in the Mix session, accompanied Greyson Charnok on electric guitar and Tony Macaluso on upright bass. Terri again captivated the audience of 21 with her pristine vocals and emotive songs. Both sessions were proceeded by interviews with the performers. Jesse Draus is using the interviews along with the performance footage to edit each event into 30-minute television shows that we eventually hope to air in partnership with WUCF.

- Summer means camp season in the Melrose Center. Throughout June, we offered 16 multi-day camps on a variety of subjects for different age groups:
  - Media Producers (ages 9-12) – 7 attendees
  - Coding with Electronics (14-17) – 6
  - Future Engineers (12-14) – 4
  - Game Design (11-17) – 9
  - Submersibles (11-17) – 4
  - Video on the Go! (9-12) – 8
  - Plastic Casting (11-17) – 2
  - 3D Animation with Maya (11-13) – 8
  - Mini-Media Producers (6-8) – 8
  - Lego WeDo Robotics (7-10) – 5
  - Mad Scientist (9-11) – 6
  - Mini Makers (6-8) – 8
• That’s 16 multi-day camps, 101 attendees, and 65 camp classes.

• The Fab Lab attended the Orlando Science Center’s MakerFest on June 15 and 16, with an exhibit featuring some of the activities we featured in the Fab Lab at our Expo in February. Over the two days, staff interacted with 649 people, including 325 kids.

• The Fab Lab team also held a successful meetup on June 25 in honor of International Table Top Day called Make a Table Top Game. The meetup marked the kickoff of the team’s Meet the Maker series and featured Fabricio Takayasu, who shared tips and techniques for creating fun and engaging tabletop games. The event was attended by 19 people, one of whom left us this nice comment, “Tonight was Ab-Fab! Thank you to a marvelous team who made it all come together.”

• Due to our heavy camp schedule, we aren’t offering Makerspace Open Lab on Tuesdays and Thursday during June and July. We did hold three Open Labs on Saturdays in June, with 42 people attending. We held Family STEM Saturday on June 1, with 16 people (7 kids) in attendance. And Jennifer Michalicek created an impromptu Sunday version of Family STEM Saturdays on June 2, especially for Melrose in the Mix performer AMiAM’s four children.

• The Audio team continued their series Start Making Money With Your Music with a June 12 meetup focusing on Artist Development. The meetup featured music industry experts Miguel Bustamante and Michael Donaldson as guest speakers, talking about aspects of artist development like publishing, branding, marketing and more, with 30 people in attendance.

• The Audio team also helped the Ableton Live Orlando meetup group stage their Ableton Push Playground event in the Audio Studio on June 20. Ableton HQ shipped a number of new Push Playground 2 devices to us in care of the meetup group, and 17 attendees linked up for an Ableton Push jam session.

• The Photo meetup on June 11 was called How to Use Instagram Hashtags. Local digital storyteller (and 2019 Melrose Award Winner for Digital Media Design) Krystina Ramos guided 10 attendees through the basics of finding relevant hashtags for different types of photography, as well as how to use hashtags more strategically.

• The Theatre Meetup on June 30 was officially the first event to take place on the new Melrose stage. The meetup, Acting Class: Recreating Sense Reality, was led by Marko Torres and drew 10 attendees and numerous positive comments, including, “Marco is amazing, more of this please.”

• Membership for Melrose Meetup groups continued to grow during June:
  o Orlando Audio – 976 (+20)
  o Orlando Digital Media Design – 877 (+26)
  o Orlando Melrose Makers – 59 (+8)
  o Orlando Out Tonight Theatre – 1,638 (+74)
  o Orlando Photo+Design – 2,905 (+72)
  o Orlando Video & Post Production – 2,077 (+13)

• There were six community meetups during June, with attendance as follows:
  o Indienomicon - 45
  o Orlando Podcasters – 3
  o Orlando Robotics and Makers – 11
  o Orlando Machine Learning & Data Science - 38
  o Ableton Live Orlando – 17
  o Orlando SPARK – 9

• On June 25, Jim Myers delivered a 45-minute webinar for the Southeastern Florida Library Information network (SEFLIN) on digital arts resources in the Melrose Center.

• The Melrose Center welcomed 279 new Melrose Members in June, while 10,825 people visited the Center throughout the month.
Alafaya

- On 1 June, an outside presenter hosted, “Know Your Worth: A Music Adventure.” Jasmin Rhia led participants in turning negative self-talk into positive affirmations by creating songs. 50 community members attended this program.
- On 3 June, Lauren Mathur hosted, “Pajama Party.” She had 42 participates.
- On 3 June, Lauren Mathur hosted, “Build My Universe: Build a Rocket.” Participants learned about how astronauts go into space and built a rocket. There were 120 participants.
- On 4 June, the Alafaya Branch hosted, “Magical Mr. Tim” a crazy, zany and chaotic magician. Like his visits in the past it was a popular event with 263 attendees.
- On 5 June, Michelle and Melissa hosted two sessions of the program, “Bubble Playtime.” This event helps children with their motor development skills. It continued to be popular with 116 customers in attendance over the 2 sessions.
- On 5 June, Kelly Head and Melissa Ricaurte hosted, “Rock Out with Rock Band,” for teens. They had 27 teens join in on the fun.
- On 6 June, Alafaya hosted, “Celebrate Summer with FREE DAPS,” a local group of freestyle rappers and improvisers. This event was attended by 129 community members.
- On 8 June, Andrew Jeffers and Aidan Mitchel hosted, “Avengers Academy.” Young comic fans, united and celebrated Earth's mightiest of heroes. 145 people attended this event.
- On 8 June, Aidan Mitchel hosted, “Super Science,” during this monthly program the kids learn all about chemistry, physics, earth science, and more. This month this program had 36 attendees.
- On 9 June, Alafaya hosted an outside presenter, “The Glen Foster Show.” The comedy magician Glen Foster had 88 members of the community come to watch his show.
- On Sunday, June 9 Lauren Mathur hosted an outreach called, “Super Storytime!” at Epic Comics shop. She had 21 attendees for this event.
- On 10 June, Kelly Head hosted, “Little Chef: Moon Snacks.” She had 68 participants for this moon inspired event.
- On 11 June Alafaya Branch hosted, “Alien Invasion with Rick Huddle.” Attendees listened to songs, comedy and puppetry in a mini-musical that shares the lesson of understanding other cultures or creatures. 162 People attended this event.
- On 12 June Alafaya hosted “PBS Kids Time!” During this monthly event the kids learned and explored their favorite PBS characters. This month 105 people attended.
- On 13 June, an outside presenter hosted, “Day of the Dog: Service Dogs and Their Importance, “Community members met service dogs and learned about their jobs. This event had 31 attendees.
- On 15 June, Joanne Southworth and Michelle Bernabe hosted, “Terraforming Terrariums.” Children designed a world that fits in the palms of your hands and learn the concepts of planetary terraforming by creating a miniature terrarium. 47 people attended this event.
- On 15 June, David Smith hosted, “Space Ninja Training,” where participants learned some basic martial arts techniques. 44 children attended this event.
- On 16 June, Kreg Dobzinski led, “Van Gogh-ing Into Space,” where kids had the opportunity to recreate Vincent Van Gogh's The Starry Night. There were 46 attendees.
- On 17 June, Lauren Mathur hosted, “Space Discovery.” Participants learned and discovered the wonders of space through stories and interactive activities. 73 people attended this event.
- On 18 June Alafaya hosted, “See the Universe!” Astronomers from the Emil Buehler Planetarium took participants on a virtual voyage across the Universe. They had 162 participate.
- On 18 June, an outside presenter hosted, “Downsizing in Five Easy Steps,” participants learned the steps that will make downsizing easier to manage and less overwhelming. 21 community members attended this program.
- On 18 June, Helen Curtis went on an outreach to Chick-fil-a. She shared library information about resources with 64 community members.
- On 19 June, Lynette Schimpf led, “Guitar Sing-A-long.” During this event babies and toddlers participate in a brief sing-a-long to familiar songs along with live guitar. 64 people attended this event.
- On 19 June, Lauren Mathur hosted, “Afternoon Art.” The children learned about a different artist and artistic style each time and then created their own masterpiece. 47 people attended.
• On 20 June, Andrew Jeffers hosted, “Cuisine Corner Junior: Lemonade Craze,” where kids learned lemonade recipes. He had 49 people attended.
• On 22 June, Aidan Mitchel and Kelly Head hosted, “Summerween.” They had 91 participants attended this Gravity Falls inspired event.
• On 23 June, Andrew Jeffers and Priscilla Diaz led, “Stranger Things Escape Room.” 64 participants worked together to solve puzzles and escape.
• On 24 June, Michelle Bernabe hosted, “Twinkle, Twinkle Little Star.” This program introduced children to the wonderful world of languages as they learned Twinkle, Twinkle Little Star in Chinese. 43 participants attended this event.
• On 25 June, the Alafaya Branch had a visit from, “Amazing Animals.” Attendees were asked to use their imaginations to travel around the world with Amazing Animals, Inc. 211 people attended and met the animals.
• On 26 June Alafaya Branch hosted a “Family Craft Night.” This program had 38 attendees.
• On 30 June the Alafaya library hosted a “Pokémon Party” and had 80 people attend.
• Throughout the month of June, the Alafaya Branch created a choose your own adventure story during the event, “Choose Your Own Story” where customers could vote for what would happen next. They had 363 community members participate in this story telling program.
• Throughout the month of May, Carlos Paz, Priscilla Diaz and Diana Rodriguez hosted “English from Zero”, “English Conversation Hour” and “Speaking Clearly” at Alafaya. 199 Customers attended these classes over the month.
• Throughout the month on June Alafaya participated in an outreach at the local community center for, “Summer Breakspot.” 60 community members learned about library resources while coloring and creating crafts.
• During the month of June, Alafaya hosted a weekly program, “Summertime crafts.” 328 Participated in this month’s programs.

Chickasaw
• On 3 June, 220 participants attended “The Glen Foster Show.”
• On 3 June, 7 students attended “WhizKids: Code with SpriteBox.”
• On 4 June, 21 participants attended “Tertulia Cuatro Gatos / Spanish Book Club.”
• On 5 June, 133 participants attended “Celebrate Summer with FREE DAPS.”
• On 6 June, 103 participants attended “Space SMART.”
• On 7 June, 75 participants attended “Cuentame un Cuento.”
• On 7 June, 20 participants attended “Galactic Groove.”
• On 8 June, 18 participants attended “First-Time Home Buyer Workshop.”
• On 10 June, 141 participants attended “Alien Invasion with Rick Huddle.”
• On 12 June, 78 participants attended “Build My Universe: Build a Nest.”
• On 13 June, 79 participants attended “Build My Universe: Build a Monster.”
• On 13 June, 14 students attended “Family Learn to Draw.”
• On 14 June, 98 participants attended “LEGO One Scoop.”
• On 14 June, 10 participants attended “Space Spa.”
• On 14 June, 11 people used the “Photo Studio.”
• On 15 June, 179 people were engaged at the “Library Pop-Up: Lake Nona.”
• On 15 June, 9 students attended “WhizKids: The Virtual Painter.”
• On 17 June, 231 participants attended “Patty Shukla’s Super Music & Movement.”
• On 19 June, 41 participants attended “Space Discovery.”
• On 20 June, 82 participants attended “Build My Universe: Build an Asana.”
• On 21 June, 68 participants attended “Toilet Paper Solar System.”
• On 24 June, 110 participants attended “See the Universe!”
• Each Tuesday in June, an average of 66 participants attended “Storybook Fun.”
• Each Tuesday in June, an average of 47 participants attended “Toddler Time.”
• Each Tuesday in June, an average of 29 participants attended “Tiny Tales.”
• During each weekday in June, an average of 73 people attended “Summertime Crafts.”
• During each weekday in June, an average of 193 kids enjoyed lunch during “Summer BreakSpot.”
• Each Monday and Tuesday in June, an average of 8 people attended “Meetup: Crochet.”
• On 10, 11, and 12 June, 8 people attended each day of the “WhizKids: LEGO WeDo Robotics Camp.”
• Each Monday and Thursday in June, an average of 18 students attended “English from Zero.”
• Each Tuesday in June, an average of 12 students attended “Writing Clearly Intermediate.”
• Each Thursday in June, an average of 17 students attended “Practice Makes Perfect.”
• Each Wednesday in June, an average of 15 students attended “Basic Spanish.”

Eatonville
• On 3 June, special presenters “Sciencetellers presents Aliens: Escape From Earth” kicked off Eatonville’s Summer Reading Program. A total of 13 attendees enjoyed this alien adventure through science experiments.
• On 3 June, Patty Brinkman hosted “Adult Summer Reading Kickoff.” Mrs. Brinkman introduced 26 adults and 6 kids to Beanstack and how to register, adult coloring books were given out and participants joined in coloring the SRP tabletop coloring sheet while enjoying coffee and biscotti.
• On 6, 13, 20, & 27 June Eatonville hosted “Smarty Pants” where participants are engaged in activities that help children develop their early learning literacy skills. A total of 197 children from community daycare and families attended these events.
• On 6 June, Victoria Martin hosted “The Great Airplane Challenge” and a total of 11 participants learned about flight while creating their own paper airplane.
• On 10 June, Eatonville hosted “Celebrate Summer with FREE DAPS” and a total of 32 attendees enjoyed the unique free style rapping.
• On 11 June, Sonya Surgeont hosted “Out of This World Movies” and a total of 22 kids and 2 adults enjoyed watching the featured film “Captain Underpants.”
• On 12, 19, & 26 June, Veronica Tinsley hosted a variety of “Whizkids: Dino Camps and Animate Shapes with PowerPoint.” A total of 48 participants from various community partners attended these classes.
• On 13 June, Patty Brinkman hosted a “Galaxy of Geodes.” A total of 22 kids and 3 kids learned about rock formation and creating their own geode masterpiece with watercolors.
• On 14 June, Eatonville hosted “The Glen Foster Show” and a total of 36 attended this magic show full of tricks and magical surprises.
• On 17 June, Eatonville hosted “Central Florida Zoo presents GO WILD!” and a total of 71 attended this fun filled events as attendees learned about various animals ending with the opportunity to touch and feel a snake.
• On 18 June, Beverley-Ann Galloway hosted “Build My Universe: Build a Nest.” A total of 12 participants learned how to build a bird’s nest using recyclable materials such as leaves, twigs, and Spanish moss.
• On 20 June, Eatonville hosted “Vintage and Narrators: Senior Singing and Acting Troupes” with an attendance of 25 enjoying great tunes from the past, monologues, and narrations of presenters like stories.
• On 24 June, Eatonville hosted “Magical Mr. Tim” with a total of 66 enjoying his magical antics.
• On 27 June, Patty Brinkman hosted “Sparkle Like a Unicorn.” A total of 23 participants attended this fun filled events of stories, icebreakers, and four craft stations where kids created their own slime, unicorn mask, puppets and how to draw unicorns.
• A total of 45 participated in June’s “Check It Out: Mascot Games” promotion.

Fairview Shores
• On 4 June, 25 budding astronauts learned what it would be like to be an “Astronaut for A Day” as they put their skills to the test and completed missions to see if they have what it takes to blast off into space.
• On 5 June, 28 attendees enjoyed “Sing Along with Yehaa Bob.”
• On 6 June, 18 attendees got into a “Galactic Groove” with musical games that made them move.
• On 7 June, 22 attendees at “Build My Universe: Build a Mars Shelter” learned how to survive on Mars while designing and creating their very own Mars shelter built to withstand the harsh conditions of the Red Planet.
• On 8 June, 130 customers enjoyed “Celebrate Summer with FREE DAPS” a local group of freestyle rappers and improvisers who use hip-hop to create a thrilling, one-of-a-kind musical comedy show.
• On 8 June, 217 customers attended “Music and Rhythm with Sam Ash” and had fun listening to various selections of popular Jazz music.
On 8 June, 50 participants had fun learning and discovering their creativity as they created “3D Fish Craft” projects.

On 8 June, 100 participants created “Puffer Fish Craft” while learning fun facts about this unique sea creature.

On 8 June, a total of 100 children engaged in creating fun “Sail Boat Craft” projects and learned about the intricacies involved in making a boat sail.

On 8 June, a total of 100 participants engaged in creating their own unique engineering structures during “Gum Drops Craft.”

On 8 June, 184 participants enjoyed live musical entertainment performed by “Shannon Rae.”

On 8 June, 1,565 customers attended the “Fairview Shores Grand Opening Celebration.”

On 11 June, 15 participants attended the “Lee Road Safe Neighborhood Meeting” and received useful tips on Pedestrian and Bicycle Safety.

On 12 June, 36 attendees gathered in the children’s area for “Coloring Time.”

On 12 June, 54 attendees enjoyed the interactive “Alien Invasion with Rick Huddle” show as he engaged them in songs, comedy and puppetry come together in a mini-musical that shares the lesson of understanding other cultures or creatures.

On 13 June, 38 young comic fans, connected at “Avengers Academy” as they united and celebrated Earth's mightiest of heroes with stories, crafts and activities.

On 14 June, 13 attendees at “Boom, Zoom, Blastoff” discovered a journey to outer space as they learned about the amazing world of stars and more.

On 15 June, 16 participants connected with “The REP Readers” to discover theater in a whole new way through this unique, interactive workshop.

On 15 June, 20 attendees at “Stranger Things: Escape Room” connected the dots to liberate some waffles, survive the Upside Down and escape the Demogorgon in Hawkins, Indiana.

On 16 June, 15 participants engaged in “Build An Astronaut.”

On 18 June, 27 little Chefs learned to create fun treats at “Cuisine Corner Junior: Rice Krispy Rockets.”

On 19 June, 17 participants learned to “Create Your Plate UFO.”

On 19 June, 69 participants rocked to the beat, stomped their feet, clapped their hands to rhythms from around the world during this interactive performance from the drumming professionals of 3rd Wheel dot Org, “Drumming Around the World.”

On 20 June, 28 space explorers learned what it takes to “Escape From the Cosmos” and make it home safely during a mission to solve a series of challenges that put their problem-solving skills to the test.

On 21 June, 43 little chefs blast off on a tasty adventure as they learned to spread, cut and layer an out-of-this world snack at the “Little Chef: Moon Snacks” event.

On 22 June, 100 patrons participated in the “Check it out: Mascot Games” contest and received a buy one get one free coupon to the Mascot Games.

On 22 June, 37 trainers connected at the “PokAmon Party” and partied like a Pikachu with fun, activities and crafts.

On 24 June, 23 attendees at “Button Solar System” created their own Solar System using buttons.

On 26 June, 23 attendees recreated Vincent Van Gogh's The Starry Night at the “Van Gogh-ing into Space” event.

On 26 June, 14 participants created a “Space Shuttle” with recycled materials.

On 26 June, 96 participants enjoyed astonishing magic, hilarious comedy and dashing stories during “Unlock Your Imagination with John Daniels.”

On 26 June, 96 customers were entertained at the event “Unlock Your Imagination with John Daniels.” This mix of astonishing magic and hilarious comedy, with storytelling and audience participation excited the audience and had the asking for more.

On 27 June, 11 space rangers journeyed on a mission “To Infinity and Beyond” as they investigated the secret life of toys through this Toy Story 4 themed event.

On 28 June, 30 alien enthusiasts engaged in creating their own “Paper Plate Alien” as they connected with their awareness of extra-terrestrial beings.

On 28 June, 32 participants at “Space Smart” grew in this sensory-rich environment that provided hands-on with early learning adventures observing science, math and art.
On 29 June, 11 attendees participated in “Teen Gaming @ OCLS” and had loads of action-packed fun with the hottest board games.

On 29 June, 21 attendees participated in “Color Your Universe.”

On 4, 11, 18 and 25 June, 125 participants engaged in “Stories and Art” and had a fantastic storytime filled with stories, songs, and science experiments.

On 3, 10, 17 and 24 June, 104 customers attended “Zero to Five Story Time” a weekly fun-filled story time for preschool children.

On 3 - 28 June, 1,508 participants benefitted from the “Summer Lunch” event held daily on weekdays in June.

On 5, 12, 19 and 26 June, 54 toddlers and caregivers attended “Mother Goose on the Loose” and learned to use rhymes, songs, puppets, musical instruments and more to interact and help develop important pre-literacy skills.

On 5, 12, 19 and 26 June, 43 schooled aged kids and their caregivers attended “Pajama Tales” and got comfy in their pajamas while cozying up with their favorite stuffed toys to listen to bedtime stories.

On 3, 5, 18, 12, 20 and 22 June, 104 participants engaged in creating fun “Pop-Up Crafts” at the library.

On 6, 13, 20 and 27 June, 162 attendees at “Bubble Playtime” learned to develop their motor development skills in this interactive bubble class.

On 10 and 11 June, 30 participants engaged in “Build A Space Alien” as they connected with their awareness of extra-terrestrial beings.

In June, a total of 189 children and parents engaged in “Pop-Up Children’s Playtime.” They created various coloring and craft activities and played with toys focused to help build their motor skills.

**Herndon**

On 1 June, 53 customers attended “Tabletop Coloring.”

On 1 June, Vida Pereira hosted “Construction Toys.” Eleven customers attended.

On 1 June, Vida Pereira hosted “Build my Universe: Build an Animal.” Eighteen customers attended.

On 1 June, 14 customers attended “Angel Paws to Read.”

On 1 June, Emily Thomson hosted “Constellation Canvas.” Ten customers attended.

On 3 June, Limary Velez hosted “Baby Bash.” Thirty customers attended.

On 5 June, Vida Pereira hosted “To Infinity and Beyond.” Forty-two customers attended.

On 6 June, Limary Velez hosted “Stories and Stretches.” 56 customers attended.

On 7 June, 81 customers attended “Celebrate Summer with Free Daps.”

On 8 June, Vida Pereira hosted “A Galaxy of Geodes.” Thirty-six customers attended.

On 8 June, 31 customers attended “The Glen Foster Show.”

On 10 June, Limary Velez hosted “Mother Goose on the Loose.” Twenty-seven customers attended.

On 12 June, Limary Velez hosted “Galactic Groove.” Fifteen customers attended.

On 12 June, 35 customers attended “Aging at Home.”


On 14 June, 20 customers attended “Alien Invasion with Rick Huddle.”

On 15 June, Vida Pereira hosted “Pokemon Party.” Fifty-eight customers attended.

On 15 June, 32 customers participated in “Check it Out: Mascot Games.”

On 17 June, Limary Velez hosted “Tummy Time Sensory Play.” Thirty-eight customers attended.

On 19 June, Joriel Figueroa hosted “Recycling Bin Rockets.” Thirty customers attended.


On 21 June, Limary Velez hosted “Snake Education with a Twist.”


On 22 June 12 customers attended “Busy Builders.”

On 22 June, Limary Velez hosted “DIY Galaxy Bath Bombs.” Eighteen customers attended.

On 24 June, Limary Velez hosted “Mother Goose on the Loose.” Thirty customers attended.

On 24 June, Catherine Porras hosted “STEM Club.” Sixteen customers attended.

On 26 June, Limary Velez hosted “How Much Do You Weigh On The Moon?” Twenty-nine customers attended.

• On 28 June, 21 customers attended “See the Universe!”
• On 29 June, Carmelo Servil hosted “Build My Universe: Build an Alien Race.” Twelve customers attended.
• On 29 June, Vida Pereira hosted “Construction Kids.” Twenty-three customers attended.
• During the month of June, 92 customers wrote letters to “Toy Story Characters” as part of the children’s book character mailbox.

Hiawassee
• On 3 June, Hiawassee hosted “Teen Gaming @ OCLS,” where 16 tweens and teens gathered for action-packed fun with the hottest video games.
• On 4 June, Hiawassee kicked-off SRP with “The Glen Foster Show” with 96 participants enjoying mysterious magic with award-winning comedy magician Glen Foster.
• On 4 June, Hiawassee blasted off on a tasty adventure with “Little Chef: Moon Snacks,” where 20 chefs cut and layered out-of-this world snacks inspired by a favorite friend in the sky.
• On 7 June, Hiawassee presented “Build My Universe: Build a Nest” for 40 people interested in learning how birds build their nest and excited to build their own nest.
• On 11 June, Hiawassee “Celebrated Summer with FREE DAPS,” where 125 people rocked and rhymed with the local group of freestyle rappers and improvisers, using hip-hop to create a one-of-a-kind musical comedy show.
• On 11 June, Hiawassee hosted “Snack & Learn: Brain Boot Camp” with partner CarePlus, where 32 seniors learned how to protect their brain health and reduce the risk of dementia.
• On 18 June, Hiawassee presented “Comedy Maks’ Variety Show” to 136 youth gathered to enjoy the high-energy variety show filled with juggling, magic, and plate-spinning!
• On 18 June, Hiawassee explored “See the Universe!” where 27 people met astronomers from the Emil Buehier Planetarium for a virtual voyage across the Universe.
• On 19 June, Hiawassee offered “3D Planets” for 12 patrons who created their own unique planet on paper.
• On 25 June, Hiawassee hosted “3,2,1 Blastoff! with Mad Science Live,” where 109 children traveled amongst the planets, met friendly aliens and even cooked up a kitchen comet with their favorite Mad Scientists.
• On 25 June, Hiawassee presented “Day of the Dog: Service Dogs and Their Importance,” where 14 program attendees met service dogs trained by Expanding Intelligence.
• On 25 June, Hiawassee travelled “To Infinity and Beyond” with 25 youth to celebrate the release of Toy Story 4 with interactive themed activities and crafts.
• On 26 June, Hiawassee created a “Stranger Things Escape Room” for 12 teens who took the challenge to escape the Demogorgon.
• On 8, 15, 22, and 29 June, Hiawassee partnered with Women in the Arts, Inc. to offer “Community School of Arts: Summer Session” for 144 PreK thru 12 grade students who traveled in time to Puerto Rico and explored the island’s artists through art and science. Attendance for the four sessions totaled 193, with an average of 48 participants per session.
• On 14 and 28 June, Hiawassee started the fun with Bubble Playtime, an interactive bubble class, where a total of 42 preschoolers (21 at each program) improved their motor development skills.
• On 3-28 June, Hiawassee partnered with OCPS to provide lunch for 1,852 youth through the Summer Break Spot program.

Main Library
• The library hosted “To Boldly Go with Gigi and Friends” on 4 June where 229 participants enjoyed a comedy adventure with their favorite clowns.
• On 2 June, 13 pen enthusiasts attended “The Pen Meetup”, Learning Central’s meetup for fountain pen enthusiasts.
• The popular children’s band “Koo Koo Kangaroo” kicked off the summer at the library on 8 June with singing, dancing and fun for 468 audience members.
• During the event on 9 June “Music in the Library”, 177 attendees listened as Ms. Theresa’s Kids Presented a Music and Memories themed concert.
On 15 June, the “Music in the Library” event featured Stories with Strings, a cello and piano duo who performed Schubert, Grieg, and de Falla works for 87 listeners.

On 18 June, 11 artists painted unique designs onto wine glasses in “Galaxy Wine Glass Art.”

On 20 June, the “LIFE Information for Elders: Cultural Classes and Opportunities” presentation by the Orlando Museum of Art, Dr. Phillips Center, Hannibal Square Museum, and OCLS was attended by 60.

On 21 June, Bryan Stevenson of the Equal Justice Initiative spoke to a crowd of 676 at the “Historical Marker Unveiling Ceremony” honoring July Perry.

The Orlando Public Library transformed into a magical place for 1,405 witches, wizards and muggles on the 22 June “Potterversary” event celebrating the 20th anniversary of the third book. Attendees dressed in their house colors and enjoyed activities including a sorting hat ceremony, escape room, tea leaf reading and butterbeer tasting.

On 25 June, 137 children and their caregivers learned about alligators and other reptiles at the “Meet a Gatorland Wrangler” event.

In “Food101” on 26 June, 12 foodies learned about beer and how it is brewed.

A total of 177 attended the “Summer of Space: PBS Documentary Screening” on 23 June to celebrate the 50th anniversary of the moon landing and watch previews of two exciting new PBS documentaries.

The TEC department offered a variety of “WhizKid’s” classes and camps in the month of June that had 603 attendees in total.

In June, 300 children participated in the monthly “Check It Out” promotion by checking out five books and receiving a ticket to the Mascot Games.

The TEC department offered a variety of “It’s Sew Easy Camps” in the month of June that had 214 attendees in total.

The “Social Worker @ the Library” program assisted 115 customers in June.

The TEC department offered a variety of “BizKids Camps” in the month of June that had 58 attendees in total.

Our “English From Zero” program kicked off a new Sunday series in June, welcoming 57 students over 4 sessions.

The TEC department offered a variety of “TechKrew” classes and camps in the month of June that had 50 attendees in total.

North Orange

On 4 June, 50 participants attended “Build My Universe: Build a Boat.”

On 4 June, 33 participants attended “Space Carnival.”

On 6 June, 96 participants attended “Celebrate Summer with FREE DAPS.”

On 7 June, 60 participants attended “Toddler Playground.”

On 8 June, 26 participants attended “Angel PAWS to Read”

On 11 June, 45 participants attended “Build My Universe: Build an Animal.”

On 13 June, 77 participants attended the “The Glen Foster Show.”

On 14 June, 48 participants attended “Little Chef: A Full Scoop.”

On 15 June, 30 participants attended “Cookies and Milk with a Cop.”

On 18 June, 56 participants attended “Build My Universe: Build an Alien Race.”

On 21 June, 22 participants attended “Out of This World Movies.”

On 22 June, 30 participants attended “Magic & Mayhem.”

On 25 June, 26 participants used the driver license and motor vehicle service available through the Florida Licensing on Wheels event.

On 25 June, 64 participants attended “Pokémon Party.”

On 27 June, 30 participants attended “See the Universe!”

On 28 June, 38 participants attended “Avengers Academy.”

Each Wednesday in June, an average of 105 children and parents attended “Storytime Crafts.”

Each Wednesday in June, an average of 30 children and parents attended “Tiny Tales.”

Each Wednesday in June, an average of 68 children and parents attended “Toddler Time.”

Each Wednesday in June, an average of 53 children and parents attended “Storybook Fun.”
Each Monday and Wednesday in June, an average of 12 people attended “English from Zero.”
Each Tuesday in June, an average of 20 students attended “Basic Spanish.”
For the month of June, 145 kids participated in taking home an Activity Bundle.
During each weekday in June, an average of 65 kids enjoyed lunch during “Summer BreakSpot.”
For the month of June, 182 customers participated in celebrating “Communi-Tree: A Universe of Stories.” Customers share their favorite space-themed book or movie and decorated a star and hanged it on our galaxy themed display.

South Creek
On 1 June, the South Creek Branch celebrated the beginning of its Summer Reading Program with the event “Space Carnival.” Youth Program Specialist Cassandra Zamutt had the 88 in attendance reaching for the stars.
On 2 June, NASA Ambassador Dr. Mark Guillette was at the South Creek Branch to share information about the agency and its work. There were 42 people in attendance.
On 4 June, Branch Circulation Clerk Claudia Freeland hosted the Adult Summer Reading event “Tabletop Coloring: Crafter’s Corner.” There were 12 adults present who unleashed their inner artist by working together to color a banner.
On 5 June, “The Glen Foster Show” was hosted at the South Creek Branch Library. This comedic magician entertained the 234 library customers in attendance.
On 6 June, Branch Circulation Clerk Maria Mussi hosted “Build My Universe: Build My Constellation.” The 64 preschoolers and their guardians explored super star clusters through stories and crafts.
On 6 June, “Learn about Hygiene” was presented by a local nurse. The 80 people in attendance learned how to keep themselves healthy by practicing good hygiene.
On 7 June, Branch Circulation Clerk Alexandra Ohara taught the 120 kids in attendance about gravity with the event “How Much Do You Weigh on the Moon?”
On 8 June, Customer Service Lead Carmen Medina-Bermudez showed the crowd of 46 people how to use toilet paper squares to create a solar system.
On 12 June, the South Creek Branch hosted “Celebrate Summer with FREE DAPS’. The crowd of 238 people enjoyed the musical comedy of this freestyle rap group.
On 13 June, Branch Circulation Clerk Jessica Barbosa and Cassandra Zamutt hosted “Asteroid Adventures.” This preschool age event helped to develop the little astronauts’ motor skills. There were 94 in attendance.
On 14 June, Branch Circulation Clerk Jon Jacobs and Customer Service Tech Laura Lizardi hosted “To Infinity and Beyond.” The 128 space rangers in attendance completed their mission through the secret life of toys.
On 15 June, “Mr. Brad’s Music Fun” entertained the 71 in attendance with interactive songs and dances.
On 15 June, Carmen Medina-Bermudez and Circulation Clerk Lynne Richards attended an open house at the local Orange County Fire Station. There were able to share information about the Library and its services with 166 Orange County residents.
On 19 June, Astronomers from the Emil Buehler Planetarium took everyone on a virtual voyage through the solar system and nearby galaxies with “See the Universe!” A total of 204 in attendance.
On 19 June, The South Creek Book Club met for “Books with a Bite.” The group of 14 discussed the month’s latest read over a meal.
On 20 June, Branch Circulation Clerks Jan Aikens and Alexandra Ohara hosted “Build My Universe: Build a Rocket.” The 97 kids and their guardians learned how astronauts get into space by building their own rockets.
On 22 June, Customer Service Tech Aly Oestreich hosted “A Galaxy of Geodes” where the 49 in attendance created their own geode masterpieces using watercolors.
On 26 June, “Meet a Gatorland Wrangler” was held at South Creek. A total of 289 spectators were on hand to see and learn about different kinds of wildlife.
On 27 June, Toddlers discovered the wonders of the universe with “Space Discovery.” A total of 45 in attendance.
On 27 June, the South Creek Branch hosted “Senator Marco Rubio Mobile Office Hours.” Members of the senator’s staff were on hand to answer questions of his constituents. There were 20 people in attendance.
On 28 June, “Cuisine Corner Junior: Rice Krispie Rockets” was hosted by Cassandra Zamutt and Circulation Clerk Gabriela Peraza. The 71 in attendance enjoyed the delicious treat as they explored the cosmos.
In June, each Monday through Friday South Creek hosted “Summer BreakSpot.” Orange County Public Schools provide free meals to juveniles age 18 or under. South Creek had 4,166 people come to the branch for lunch.

In June, weekly story times attracted 1,136 kids and their guardians.
In June, weekly ESOL classes brought in 371 students looking to improve their English language skills.
In June, each Thursday evening South Creek hosted “Prime Time Family Reading.” Families enjoyed a meal and bonded over a bilingual story time. A total of 93 in attendance for the month.

South Trail

OCLS is partnering with the Orange County Public Schools to offer free lunch to anyone 18 or under as part of the "Summer BreakSpot program." For June, OCLS and OCPS fed over 2800 kids at South Trail. This number is up almost 500 from last year. We also celebrated serving our 100,000th meal system wide on 26 June.

On 3 June, 22 children watched “Out of this World Movies.”
On 3 June, 18 children enjoyed a “Pop Up Movie.”
On 4 June, “Celebrate Summer with FREE DAPS” entertained 46 people.
On 4 June “Crafting Corner” had 29 participants.
On 4 June. “To Infinity and Beyond” had 18 in attendance.
On 5 June, “Build My Universe: Build A Constellation” had 31 people in attendance.
On 5 June, 23 folks enjoyed a “Pop Up Movie.”
On 5 June, “Coloring Pages & Board Games” entertained 34 children.
On 6 June, “Recycling Bin Rockets” had 26 in attendance.
On 7 June, 16 were entertained with “Out of This World Movies.”
On 7 June, “Cuisine Corner Junior: Lemonade Craze” had 36 children making lemonade.
On 11 June, 24 participated in “Crafting Corner.”
On 11 June, 14 children enjoyed the program, “Escape from the Cosmos.”
On 11 June, 33 folks enjoyed “3, 2, 1 Blastoff with Mad Science Live.”
On 12 June, “Coloring Pages & Board Games” entertained 10 children.
On 12 June, “The Glen Foster Show” had 12 in attendance.
On 13 June, “Avengers Academy” had 21 people in attendance.
On 14 June, 11 children enjoyed “Out of This World Movies.”
On 15 June, “Alien Invasion with Rick Huddle” had an attendance of 10.
On 17 June, South Trail began the six week series “Prime Time Family Reading.” The program average 25 participants.
On 17 June, 33 people enjoyed “Out of this World Movies.”
On 18 June, “Crafting Corner” had 33 participants.
On 18 June, 61 people were entertained with “To Boldly Go with Gigi & Friends.”
On 18 June, 29 folks enjoyed “Cuisine Corner Junior: Rice Krispie Rockets.”
On 19 June, 50 children enjoyed “Coloring Pages and Board Games.”
On 19 June, “Build My Universe: Build a Nest” had 40 participants.
On 19 June, “Stretch Across the Universe” entertained 35 people.
On 20 June, “Space Jam” entertained 19 people.
On 20 June, “Reading Corner” had 10 participants.
On 21 June, “Space Activity Sheets” entertained 44 people.
On 25 June, 33 children leaned “How Do Astronauts Eat in Space?”
On 25 June, “See the Universe” entertained 40 children.
On 25 June, “Crafting Corner” had 36 participants.
On 26 June, 17 children were entertained with “Coloring Pages & Board Games.”
On 26 June, 30 participants learned “How Much do you Weigh in Space?”
On 27 June, “What Sign are You” entertained 17 people.
• On 28 June, “March on Mars” had an attendance of 19 people.

**Southeast**

• On 1 June, the event “Cuisine Corner Junior: Rice Krispie Rockets” was hosted at Southeast, a total of 55 people attended.
• On 3 June, the event “Adult Summer Reading Kickoff - Tabletop Coloring” was hosted at Southeast, a total of 48 people attended.
• On 6 June, the event “The Glen Foster Show” was hosted at Southeast, a total of 126 people attended.
• On 7 June, the event “Little Chef: Moon Snacks” was hosted at Southeast, a total of 48 people attended.
• On 8 June, the event “Celebrate Summer with FREE DAPS” was hosted at Southeast, a total of 72 people attended.
• On 11 June, the event “Build My Universe: Build a Monster” was hosted at Southeast, a total of 44 people attended.
• On 12, 13, 14 and 15 in June, the event “Create Your Own Father's Day Card” was hosted at Southeast, a total of 207 people attended.
• On 13 June, the event “Reactory Factory Explores the Library” was hosted at Southeast, a total of 66 people attended.
• On 14 June, the event “Magic & Mayhem presents The Moon Bunny” was hosted at Southeast, a total of 72 people attended.
• On 18 June, the event “MicheLee Puppets presents A Good Day for Pancake” was hosted at Southeast, a total of 35 people attended.
• On 20 June, the event “Mr. Harley's Kids Concert” was hosted at Southeast, a total of 117 people attended.
• On 22 June, the event “Constellation Canvas” was hosted at Southeast, a total of 25 people attended.
• On 27 June, the event “Meet a Gatorland Wrangler” was hosted at Southeast, a total of 111 people attended.
• Every Wednesday for the month of June, a total of 516 children and caretakers participated in Southeast’s “Wednesday Morning Story Times.”
• Every Monday and the last Friday in June, “English from Zero” was hosted at Southeast, a total of 5 workshops were held with a total of 142 attendees.

**Southwest**

• On 3 June, FREE DAPS entertained 126 attendees with hip-hop and musical comedy to kick off summer reading.
• On 4 June, Southwest staff presented “Artsy Toddler” where 70 participants enjoyed exploring art and listening to stories and songs.
• On 7 June, 116 attendees enjoyed the “Glen Foster Show.”
• On 10 June, 58 attendees let their artistic light shine during “Van Gogh-ing Into Space” as they recreated a famous painting by Vincent Van Gogh.
• On 10 June, author Sarah Nicolas a.k.a. Aria Kane presented the basics of self-publishing with a total of 21 attendees.
• On 10 June, Southwest staff presented the “Toddler Playground” program for 71 participants who used unstructured play to help their physical and cognitive development and explore.
• On 19 June, the train-themed program “Literacy & Locomotion” was attended by 65 people who had fun with different early literacy activities and stories.
• On 20 June, 41 participants learned about flight and worked together as a team in the “The Great Paper Airplane Challenge.”
• On 24 June, “Science Tots” featured STEAM centered learning and water play exploration for 84 attendees.
• On 25 June, 22 members of the “Southwest Book Club” met to discuss their monthly selection.
• On 28 June, Youth Programming Specialist Debra Winslow brought “Story Time” to the Horizons West pop event and entertained 75 attendees.
• On 29 June, 22 adults met to kick off the Adult Summer Reading program and learn how to make their own Galaxy Calming jars.
The library partnered with the Adult Literacy League for “Cozy English Conversations” for a June total of 109 attendees to work on English vocabulary, pronunciation and comprehension.

During June, 125 children participated in the library’s “Check it Out: Mascot Games” promotion.

Every Saturday in June, a total of 68 customers attended the “Practice Makes Perfect-Conversational English Workshop” to improve their comfort level with speaking English.

In June, a total of 183 attendees enjoyed weekly “Animated stories and crafts” program on Tuesdays.

Every Thursday morning in June, Southwest hosted “Storytime Crafts.” Four events were held with a total of 485 attendees.

In June, a total of 87 attendees dropped in to play “Drop in Chess” at the library.

In June, a total of 188 attendees attended “Bubble Playtime” and interacted with bubbles while developing their motor development skills.

In June, children were invited to write a postcard to Pete the Cat as part of the monthly, "Character Mailbox,” 99 postcards were received.

In June, the “Mosquito Scavenger Hunt” helped children learn about the Dewey Decimal System and the 142 who participated received a small prize.

**Washington Park**

- On 3 June, Washington Park Branch hosted “Celebrate Summer with FREE DAPS.” Families commemorated summer with FREE DAPS, a local group of freestyle rappers and improvisers used hip-hop to create a thrilling, one-of-a-kind musical comedy show. Eighty-one customers came and enjoyed the show.
- On 5 June, Jesus Viana hosted the “A Galaxy of Geodes” at the Washington Park Branch. Families created their very own geode masterpiece with watercolors. There were 24 participants.
- On 6 June, Kevin Lopez hosted “To Infinity and Beyond” at the Washington Park Branch. Children celebrated the release of Toy Story 4 with interactive themed activities and crafts. There were 17 participants.
- On 10 June, Washington Park Branch hosted “The Glen Foster Show.” Ninety-five customers enjoyed the mayhem with award-winning comedy magician Glen Foster.
- On 12 June, Jesus Viana presented “Astronaut for a Day” at the Washington Park Branch. Children tested their skills and completed missions to see if they had what it took to blast off into space. There were 12 participants.
- On 13 June, Eli Mender presented “3D Planets” at the Washington Park Branch. Children created their own unique planet out of paper to experience the wonders of space in their own bedroom. There were 13 participants.
- On 17 June, Washington Park Branch hosted “Meet a Gatorland Wrangler.” Families got up close and personal with snakes and gators and learned all about these amazing creatures. There were 99 attendees.
- On 19 June, Janet Schulte presented “Pokemon Party” at the Washington Park Branch. Trainers partied like a Pikachu with fun activities and crafts. There were 23 participants.
- On 24 June, the Washington Park Branch hosted “To Boldly Go with Gigi & Friends.” Families blasted off on a comedy adventure with our favorite clowns who delighted us with their world class circus skills. There were 77 attendees.
- On 26 June, Jesus Viana presented “Stretch Across America” at the Washington Park Branch. Families gathered family for a space themed introduction to yoga. There were 12 participants.
- On 27 June, Lowens Mesidor presented “Guardians Remix” at the Washington Park Branch. Families enjoyed out of this world activities. There were 18 participants.
- On 28 June, Deborah Aponte presented “Tabletop Coloring” at the Washington Park Branch. Participants celebrate a Universe of Stories and unleashed their inner artist by coloring our adult summer reading program banner with fellow community members. There were 19 participants.

In June, Washington Park hosted “Character Mailbox” featuring Peppa Pig. 38 children participated by writing letters and sending them through our character mailbox.

In June, 45 children participated in the “Check It Out: Mascot Games” contest.

Every Monday through Friday in June, Washington Park hosted “Summer BreakSpot” a program where children received a free nutritious meal from OCPS that they could enjoy inside the library. There were 865 children that received lunch during the month of June.
• Every Wednesday in June, “English from Zero” was hosted at the Washington Park Branch. A total of 4 classes were taught with an average of 15 students per class.
• Every Friday in June, “English Conversation Hour” was hosted at the Washington Park Branch. A total of 4 classes were taught with an average of 13 students per class.
• Every Saturday in June, “Writing Clearly Beginner” was hosted at the Washington Park Branch. A total of 5 classes were taught with an average of 14 students per class.

West Oaks
• On 3 June, the SRP event, “A Good Day for Pancakes” was hosted at the West Oaks Branch Library and Genealogy Center. When a friend is bullied, Pancake Pig doesn't know how to help. As it gets worse, Pancake and friends learn the difference between tattling and reporting and how to stand together to stop bullying! An audience of 22 joined MicheLee Puppets for this live performance.
• On 4 June the SRP event, “Kids Yoga” was hosted at the West Oaks Branch Library and Genealogy Center. Parents and preschoolers participated in our monthly children’s yoga class. An audience of 61 joined our yoga instructor learning how to practice posture and strengthen their mind and body connection!
• On June 5, our Community Partner, Healthy West Orange, hosted a table sharing information and resources on being a healthy West Orange resident and sharing details on their Summer Water Activity Challenge to an audience of 21.
• On 5 June, the SRP event, “3, 2, 1 Blastoff! with Mad Science Live” was hosted at the West Oaks Branch Library and Genealogy Center. We enjoyed an audience of 117, who all journeyed to the far reaches of outer space and traveled amongst the planets, met some friendly aliens and even cooked up a kitchen comet with our favorite Mad Scientists.
• On 6 June through 27 June, the weekly event series, “Practice Makes Perfect” was hosted at the West Oaks Branch Library and Genealogy Center. A West Oaks time member led the class with 22 customers practicing conversational English with other non-native speakers!
• On 7 June through 28 June, the SRP events, “Cookies & Milk with a Cop Storytime” was hosted at the West Oaks Branch Library and Genealogy Center. Parents were invited to bring their kids each week to meet our local police officers and enjoy a story, cookies, and milk! Enjoyed by 201 attendees, this series provided a great
• On 10 June, the SRP event, “Celebrate Summer with FREE DAPS” was hosted at the West Oaks Branch Library and Genealogy Center. 52 customers joined us to celebrate summer with FREE DAPS, a local group of freestyle rappers and improvisers who use hip-hop to create a thrilling, one-of-a-kind musical comedy show every time they perform!
• On 11 June, the SRP event, “Twinkle, Twinkle Little Star” was hosted at the West Oaks Branch Library and Genealogy Center. We invited parents to introduce their little one to the wonderful world of languages as we learn Twinkle, Twinkle Little Star in Chinese! An audience of 37 enjoyed learning a new language.
• On 12 June, the SRP event, “The Glen Foster Show” was hosted at the West Oaks Branch Library and Genealogy Center. With excitement, 157 children joined us for a magical time of mayhem with award-winning comedy magician Glen Foster!
• On 12 June through June 26, the event, “Visual Phasing: Advanced Genetic Genealogy Study Group” was hosted at the West Oaks Branch Library and Genealogy Center. Beginning in June and culminating in July, this eight-week event series discusses a specific chapter from the book Advanced Genetic Genealogy: Techniques and Case Studies by Debbie Parker Wayne (Editor). A combined audience of 23 enjoyed learning more about genetics and genealogy.
• On 13 June, the even, “Ancestors' Stories: Newspapers in Genealogical Research,” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 12 genealogy researchers joined us to explore how to use this rich source to expand their family history research and learn more about their ancestors.
• On 13 June, the SRP event, “How do you BURP in Space?” was hosted at the West Oaks Branch Library and Genealogy Center. Attendees learned answers to questions they didn't know they had about outer space and beyond. An audience of 44 enjoyed activities and crafts that were out of this world.
• On 15 June, the SRP event, “Family Zumba” was hosted at the West Oaks Branch Library and Genealogy Center. Family Zumba Time! 11 customers joined us and got the family moving with this energizing workout class! Attendees learned basic Zumba moves to help dance their way to fitness.
On 15 June, 59 juvenile cardholders checked out five items and received a BOGO (buy one get one) free general admission ticket good for the Mascot Games held at the Amway Arena.

On 17 June, the SRP event, “Van Gogh-ing Into Space” was hosted at the West Oaks Branch Library and Genealogy Center. 31 customers joined us and let their artistic light shine as they recreated Vincent Van Gogh’s The Starry Night!

On 18 June, the SRP event, “Build My Universe: Build an Animal” was hosted at the West Oaks Branch Library and Genealogy Center. Ever wondered what animal has claws, wings, spots and paws? Yours! An audience of 75 learned about animal adaptations and created an animal that is as unique as they!

On 19 June, the SRP event, “Meet a Gatorland Wrangler” was hosted at the West Oaks Branch Library and Genealogy Center. Gatorland brought the wild to the library and to an audience 183 attendees! Customers got up close and personal with snakes and gators and learned all about these amazing creatures.

On 20 June, the event, “Hard to Find Ancestors” was hosted at the West Oaks Branch Library and Genealogy Center. 20 genealogy researchers attended this event as we discussed techniques that can be used to find ancestors even if they didn't leave a large trail of records behind.

On 21 June, the SRP event, “See the Universe!” was hosted at the West Oaks Branch Library and Genealogy Center. Astronomers from the Emil Buehler Planetarium took and audience of 30 on a virtual voyage across the Universe, exploring planets of the Solar System, nearby star systems, other galaxies and more!

On 22 June, the SRP event, “Paws to Read”, was hosted at the West Oaks Branch Library and Genealogy Center and enjoyed by 22 beginning readers and a few furry friends.

On 22 June, the SRP event, “Galaxy Wine Glass Art” was hosted at the West Oaks Branch Library and Genealogy Center. We invited our customers to Paint their universe! An audience of 13 created a unique design on their wine glass using acrylics.

On 23 June, the SRP event, “Build My Universe: Build an Alien Race” was hosted at the West Oaks Branch Library and Genealogy Center. All 15 attending this fun event, learned what happens when a new alien race requested permission to land at the library! After learning more about the five senses and how they help us to live in this world, attendees created an alien race for their own Universe.

On 24 June, the SRP event, “Toilet Paper Solar System” was hosted at the West Oaks Branch Library and Genealogy Center. Wanting to learn more about the solar system, 23 customers journeyed with us to create a solar system using toilet paper squares.

On 25 June, the SRP event, “Build My Universe: Build a Boat” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 34 enjoyed hearing stories and participating with activities to learn about what sinks or floats.

On 26 June, the SRP event, “FLIGHT! with A.C.T. for Youth” was hosted at the West Oaks Branch Library and Genealogy Center. Mankind has always been fascinated with the skies, the stars and reaching new heights! An audience of 122 enjoyed this theatrical production that explored the stories of flight.

On 27 June, the SRP event, “Constellation Canvas” was hosted at the West Oaks Branch Library and Genealogy Center. All 21 of our customers attending enjoyed this event discovering the patterns in the stars while creating a stellar masterpiece.

Windermere

On 1 June, “English from Zero” brought 16 adults into the library to learn English.

On 3 June, 71 children participated in “Summer Fun Coloring Activity Sheet” by coloring a summer-themed coloring sheet.

On 3 June, “Math Games” brought 13 children and adults to the library to play with Cuisenaire Rods to learn about math.

On 4 June, aliens were brought to life at the library by 23 children and 16 adults during “Build My Universe: Build an Alien Race.”

On 5 June, it was a party at the library as we kicked off summer by listening to awesome rapping with 101 children, 18 teens, and 58 adults during “Celebrate Summer with FREE DAPS.”

On 5 June, “Out of This World Craft” brought 20 children and 7 adults to the library to make microphones after listening to the music of FREE DAPS.

On 5 June, 12 children and adults came to “Homeschool: Spanish Basics” to learn the Spanish alphabet and how to tell time in Spanish.
On 6 June, water bottle rockets were assembled and cleared for liftoff during “Recycling Bin Rockets” with 22 children and 14 adults.

On 8 June, everybody’s favorite therapy dogs Rocky, Indy, and Charlie came to the library to listen to 38 children and adults read stories during “Angel Paws to Read.”

On 8 June, “English from Zero” brought 2 children and 26 adults into the library to learn English.

On 10 June, “Storytime from Space” had 18 children and 13 adults listening to a real astronaut read a story from the International Space Station.

On 11 June, Baby Cow brought a special friend, Princess Belle, to read a story to 37 children and 27 adults during “Family Time with Chick-fil-A.”

On 11 June, hooked on dad was the theme during “Homeschool: Father’s Day Craft” as 15 children and 8 adults made hand-fish with paper fishing hooks.

On 12 June, 68 children and 36 adults came to “Mr. Harley’s Kid Concert” to listen to Mr. Harley sing silly songs about his blue shirt.

On 12 June, 15 children and adults were so inspired by Mr. Harley’s concert that they came to “Out of This World Crafts” to make pan flutes.

On 13 June, “Father’s Day Pop Up Craft” had 32 children coloring pictures to give to their dads on Father’s Day.

On 13 June, 22 children and 13 adults came to “Father’s Day Craft” to write fun things to do with dad on Legos to put in mason jars for the perfect way to figure out spend time with dad.

On 14 June, 80 children participated in “Happy Summer Coloring” by coloring summer-themed coloring sheets.

On 14 June, parrots and macaws were all over the library after “Homeschool: Art Expressions” when 11 children and 8 adults painted the bright, beautiful birds.

On 15 June, 17 children and adults came to “Color Your Universe” to color a beautiful poster of outer space to decorate the library.

On 15 June, “English from Zero” brought 21 adults into the library to learn English.

On 15 June, 173 children participated in “Check It Out: Mascot Games” by checking out books to earn tickets to go to the fun event.

On 16 June, 16 children and 11 adults made different constellations out of pasta, playdough, and stickers during “Build My Universe: Build a Constellation.”

On 18 June, “Pajama Jamboree” brought 10 children and 10 adults into the library to read stories while eating cookies and making paper rockets.

On 18 June, Miss Humblebee’s Academy and Tumblebook Library were two of the databases that were explored by 12 children and adults during “Homeschool: English Fun with iPads.”

On 19 June, Cha-Ching, the cute fluffy, white bunny came into the library during “Magic & Mayhem presents Moon Bunny” to perform magic tricks for 68 children and 41 adults.

On 19 June, in honor of Cha-Ching, 14 children and 7 adults made their own moon bunnies during “Out of This World Craft.”

On 19 June, 14 children and 7 adults practiced their pie decorating skills during “Homeschool: Home Economics.”

On 20 June, “Pokémon Party” brought 39 children and 25 adults into the library to celebrate all their favorite Pokémon by making a Pikachu hat.

On 21 June, “Homeschool: Astronaut Reads” had 13 children and adults listening to a real astronaut read a story from the International Space Station.

On 22 June, to celebrate the beloved book series, 17 children and 12 adults came to the library dressed in their Hogwarts robes to be sorted into houses and make their wands during “Harry-Versary.”

On 22 June, the night sky came to life inside the library during “Van Gogh-ing Into Space” when 22 children and 12 adults painted starry night watercolors.

On 24 June, “Macaroni Mania” had 15 children and 7 adults coming to the library to make fettuccine rockets.

On 24 June, 19 children and 17 adults came to “Bubble Playtime” to play with bubbles while practicing their motor skills.

On 24 June, “MicheLee Puppets- A Good Day for Pancake” taught 26 children and 19 adults about how to stop bullying and how to be a good friend.
On 25 June, 19 children and 15 adults came to the library to learn the song Twinkle, Twinkle Little Star in Chinese during the “Twinkle, Twinkle Little Star” program.

On 25 June, 41 children and 26 adults came to “See the Universe!” to listen to a real astronomer talk about the galaxy and the planets.

On 26 June, galaxies were created by 24 children and adults during “Out of This World Craft” in honor of the wonderful information learned from our new astronomer friend.

On 26 June, “Homeschool: Fun with Science” brought 11 children and 6 adults into the library to make recycling rocket ships.

Story Time had a total of 1083 in attendance over the last 4 weeks.

On 27 June, “Constellation Canvas” had 11 avid attendees learning about the constellation and using a sextant to explore the heavens.

There were 18 adults in attendance for English as a second language.

Science Tellers Presents Aliens exposed 74 customers to basic chemistry while creating an alien hand.

Winter Garden

On 1 June, Winter Garden kicked off the summer with “Celebrate the Summer with FREE DAPS” and 80 attendees.

On 1 June, staff member Nadine Nelson challenged families to put their problem-solving skills to the test in “Escape from the Cosmos.” 69 people were in attendance.

On 1 June, Winter Garden welcomed Expanding Intelligence for the first “Tails with Tales” event, which encourages children to practice their reading with sweet, furry friends. 40 attendees participated.

On 3 June, Winter Garden hosted the first SRP event of 2019 with “Comedy Maks” and 160 people.

On 3 June, Rebecca Padrick coordinated with “Healthy West Orange” to visit the library and promote safe lifestyle choices. 19 attended.

On 4 June, Janette Ramos welcomed 102 participants to “Bubble Playtime.”

On 5 June, Erin Reichel and 68 friends engaged in some DIY astrophysics in “Recycling Bin Rockets.”

On 6 June, Jessica Hart Howell hosted 41 during “Creative Watercolors.”

On 8 June, Erin Reichel invited 43 attendees to “Build My Universe: Build an Animal.”

On 8 June, Janette Ramos led 13 people in painting the stars during “Constellation Canvas.”

On 10 June, “Amazing Animals” visited, welcoming 167 attendees.

On 11 June, staff member Chand Persaud hosted “Boom, Zoom, Blastoff!” leading a group of 87 into space.

On 10 June, Rick Huddle brought and “Alien Invasion” to a crowd of 42 attendees.

On 12 June, Erin Reichel presented “Stretch Across the Universe” to 33 attendees.

On 14 June, the library held its first pop-up event in Horizon West, “Library Pop-up: Horizon West” at the Waterleigh Community Clubhouse bringing Mad Science Live to present “1,2,3, Blastoff!” 178 people came out to support and join in the fun, right in their community.

On 15 June, staff member Laura Arias hosted 33 aspiring young space travelers in “Astronaut for a Day.”

On 15 June, staff member Chand Persaud had 60 participants for “Build My Universe: Build a Rocket.”

On 17 June, Nadine Nelson offered “Adult Crafting” to 11 participants.

On 17 June, 109 attended SRP event “See the Universe.”

On 18 June, Zully Escobar welcomed 18 for an “International Space Station Simulation.”

On 18 June, staff member Nadine Nelson took 71 attendees for a voyage in “Asteroid Adventures.”

On 19 June, Jessy Howell Hart hosted a “PokeMon Party”, attended by 85.

On 21 June, the library visited Horizon West again for “Library Pop-Up: Horizon West” storytimes and crafts. 114 were in attendance.

On 22 June, 65 families got to connect with their local heroes at “Life of a Firefighter.”

On 22 June, 53 participants got cooking with Zully Escobar at “Little Chef: Moon Snacks.”

On 22 June, Janette Ramos hosted the “Stranger Things Escape Room”, attended by a representative of the Orange Observer and 26 participants.

On 24 June, “JiggleMan” delighted a crowd of 169.

On 25 June, Janette Ramos offered two sessions of “Parachute Play”, 86 attended.

On 26 June, 43 participants joined the “Space Carnival.”
• On 27 June, 34 families attended “Read to Sydney”, where they practiced reading to a furry dog.
• On 27 June, Laure Arias hosted “Van Gogh-ing Into Space”, attended by 36.
• On 29 June, 13 attended “Kreative’s Corner” to engage in creating in various art mediums.
• On 29 June, staff member Nadine Nelson shared the recipe with 39 attendees during “Cuisine Corner Junior: Lemonade Craze.”
• On 29 June, 26 attendees enjoyed “MicheLee Puppets presents A Good Day for a Pancake.”
• On 7 and 21 June, Jessica Hart Howell presented “Tummy Time Sensory Play” to a total of 61 attendees.
• Check It Out: Mascot Games ran through June 15. All 100 tickets were distributed.
• Winter Garden launched “Caregiver Connect: Stay and Play” in June, holding eight events to an average of 38 attendees per event.
• “Crafternauts” was offered on four Mondays in June, to a total of 288 participants looking to keep the fun going after the branch SRP event.
• “Lego Block Party” was held on 6 and 20 of June, welcoming a total of 35 participants.
• “K Ready!” was held on four Thursdays in June, with an average of 66 attendees per session.
• “D&D at the Library” was hosted on two Tuesdays in June, bringing in 21 attendees to take part in the campaign and battle.
• “Storytime Crafts” was held on four Fridays in June and welcomed an average of 81 participants per event.
• “Sing-A-Long with Friends” was held on four Tuesdays in June and drew an average of 59 attendees per event.
• In June, Wednesday and Friday storytimes brought in 1,267 kids and their guardians.

Library Events
Art & Display
Library After Hours: Unusual Frida Art Reception
Orlando Public Library, Library Central  Saturday, July 13, 7 p.m.
Enjoy a magical evening inspired by artist Frida Kahlo’s passion, love, courage and pain. Featuring costumes, sculptures, paintings and musical performances from the ALIVE Artists Group.

American Propaganda, 1936–1943: Selected Posters of the Works Projects Administration
Orlando Public Library, 2nd Floor Traveling Exhibit Space  On Display Through July 31
From 1936 to 1943, the Works Projects Administration produced over 35,000 posters related to government sponsored health, safety and tourism programs. On view are a selection of these posters which illustrate a period of significant social and economic change in the United States.

Adult Summer Reading Program 2019
Soar Into Space Movie Marathon
Orlando Public Library, Albertson Room  Mondays, July 1–29, 11 a.m.
Celebrate the One Giant Leap: A 50th Anniversary Celebration of the Moon Landing event with screenings of popular space-themed movies.
7/1: Apollo 13
7/8: Space Jam
7/15: First Man
7/22: Interstellar
7/29: Gravity

Galaxy of Games
Southeast Branch  Tuesdays, July 2, 9 & 30, 2–3:30 p.m.
Drop in for chess and other fun board games at the library. Chess sets and games are available for play and rule sheets are provided. All ages.
Create a Patch for Your Mission  
Chickasaw Branch  
Friday, July 5, 2 p.m.
Get crafty! Create an astronaut-inspired mission patch designed to help you visualize your goals and focus on the important aspects of your life.

Color Your Universe
Hiawassee Branch  
Monday, July 8, 6–8 p.m.
North Orange Branch  
Thursday, July 11, 4:30 p.m.
Southeast Branch  
Friday, July 12, 3:30 p.m.
Alafaya Library  
Saturday, July 13, 2–4 p.m.
Southwest Library  
Saturday, July 20, 2:30–4 p.m.
Orlando Public Library  
Sunday, July 21, 2 p.m.
Space out this summer as you color your worries away. Unleash your inner artist by coloring our adult summer reading program banner and the Adult Summer Reading 2019 coloring book. You bring the creativity. We’ve got the supplies covered!

Galaxy Calming Jar
Herndon Branch  
Thursday, July 11, 6 p.m.
Orlando Public Library  
Wednesday, July 17, 11 a.m.
Hiawassee Branch  
Thursday, July 18, 6 p.m.
Winter Garden Branch  
Monday, July 22, 6:30 p.m.
Relax by creating your own galaxy-inspired calming jar. Calming jars serve as simple meditation tools that you can use daily.

Space Spa
Hiawassee Branch  
Thursday, July 11, 6 p.m.
Southwest Branch Library  
Tuesday, July 16, 7–8:30 p.m.
Create a Haley’s Comet fizzing bath bomb and exfoliating sugar scrub for relaxation that is out of this world. Ages 18 and up. Limited supplies. Registration required.

Universe of Games
Chickasaw Branch  
Friday, July 12 & 26, 2 p.m.
Need a break from adulting? Stop in for a game and a great time.

Discussion of the Hugo Finalists Presented by The Orlando Area Science Fiction Society
Orlando Public Library  
Sunday, July 14, 1:30 p.m.
The Hugo Awards are annual awards given for excellence in the field of science fiction and fantasy. Discuss the Hugo finalists in the novel, novella and other categories.

Learn to Play Dungeons & Dragons
Orlando Public Library  
Sunday, July 14, 2 p.m.
The mysteries of the universe await you in Dungeons & Dragons! Learn to play, create your own character and fight a formidable monster for its treasure. Recommended for teens and adults. Registration required.

Cardboard Cat Rockets
Orlando Public Library  
Monday, July 15, 6:30 p.m.
Have a blast making a cardboard rocket playhouse for your cat or other small pet. Pets may not attend.

Galaxy Quest
Orlando Public Library  
Thursday, July 18, 5:30 p.m.
By Grabthar’s hammer, celebrate 20 years of Galaxy Quest! Watch this modern sci-fi classic while enjoying themed snacks and participating in Thermian Bingo. Never give up, never surrender!
Paint Your Own Moon Rocks
Southeast Branch Saturday, July 20, 2–4 p.m.
Celebrate the 50th anniversary of the Apollo 11 moon landing by painting your own moon rocks.

Sushi and Galactic Origami
Southeast Branch Tuesday, July 23, 6:30 p.m.
Learn to make origami and prepare sushi from scratch. Ages 18 and up.

Light Your Universe: Constellation Candle Jars
Herndon Branch Thursday, July 25, 6 p.m.
Hiwassee Branch Thursday, July 25, 6 p.m.
Windermere Branch Tuesday, July 30, 6 p.m.
Explore the night sky and all the constellations it has to offer. Light up your universe by creating your own constellation candle jar.

Out of this World Music Trivia
Southeast Branch Thursday, July 25, 6:30–8:30 p.m.
Ground control to music lovers! Is it a star? The moon? A planet? A Rocket Man? Blast off with us to discover the names of songs that are “universally” known to music lovers.

Sci-Fi Movie Trivia
Orlando Public Library Sunday, July 28, 2 p.m.
How well do you know your sci-fi movies? Prove your skills with the Library’s Sci-Fi Movie Trivia contest. The winner will not only leave with bragging rights, but a fun prize too!

Jigsaw Puzzle Jamboree: Space Edition
Orlando Public Library Monday, July 29, 6:30 p.m.
Ready, set, go! In teams of two, race against the clock to finish a 1000-piece jigsaw puzzle. Winners get their completed project hung in the library for all to see!

Back2Basics
Responsible Cat Ownership
Orlando Public Library, Library Central Tuesday, July 9, 6:30 p.m.
Learn the basics of responsible cat ownership from Kindness for Cats. Essential topics will include health, diet, spay and neuter, providing a healthy environment and more.

Gaining Financial Control of Your Divorce
Chickasaw Branch Monday, July 22, 6:30 p.m.
It is crucial you get the right information to successfully navigate your finances both pre- and post-divorce. Before making any financial decisions regarding your divorce, become aware of potential pitfalls and learn the smart questions you should be asking.

Couponing 101
Eatonville Branch Monday, July 29, 4:30 p.m.
Learn how couponing can save you money. Join Simple Truth Foundation for tips on couponing strategies that will have you cashing in big.

Book Clubs
Southeast Book Club
The Lilac Girls: A Novel by Martha Hall Kelly
Southeast Branch Monday, July 8, 6:30 p.m.
This novel depicts the lives of three women during and after World War II. The women’s stories are based on real individuals who were impacted by events at Ravensbruck, the German concentration camp for women during World War II.
Hiawassee Book Club
*The Tea Girl of Hummingbird Lane* by Lisa See
Hiawassee Branch  Monday, July 15, 6:30–8 p.m.
Explores the lives of a Chinese mother and her daughter, who has been adopted by an American couple, tracing the very different cultural factors that compel them to consume a rare native tea that has shaped their family’s destiny for generations.

Southwest Book Club
*To Kill a Mockingbird* by Harper Lee
Southwest Branch  Tuesday, July 23, 7–8:45 p.m.
This Pulitzer Prize-winning classic was voted number one in PBS’s *The Great American Read*. It’s the story of racial hate and violence in a small Alabama town as viewed by a young girl whose father defends a black man accused of rape. Ages 18 and up.

Winter Garden Book Club
*I Feel Bad About My Neck* by Nora Ephron
Winter Garden Branch  Thursday, July 25, 6 p.m.
Being a woman of a certain age isn’t easy, but it just got a whole lot more fun thanks to the eternally observant and wisecracking Ephron.

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

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

One Giant Leap: A 50th Anniversary Celebration of the Moon Landing
Orlando Public Library  Saturday, July 20, 10 a.m.–2 p.m.
Imagine you are witnessing history-making events through virtual reality experiences, expert speakers and hands-on family activities. Board Apollo 11 and land on the moon with virtual reality at the Technology and Education Center, ride a moon buggy simulator at the Melrose Center, build your own space station and learn about paper airplane physics at Learning Central, relax with a moon mocktail in the Lunar Lounge and more! Presented in partnership with WUCF and the Orange County Regional History Center. Share your love for space exploration in our community, ‘60s or space-themed attire is encouraged.

Ready Jet Go! Meet and Greet
Orlando Public Library  Saturday, July 20, 10 a.m.–Noon
WUCF is landing at the Orlando Public Library! Bring your little earthlings to meet Jet Propulsion from PBS KIDS animated series, *Ready Jet Go!*
Writing the Next Chapter: How Past Moon Missions are Shaping the Future of Exploration
Orlando Public Library       Saturday, July 20, 11 a.m.

Brendan Byrne, WMFE’s award-winning space reporter and NPR national space coverage contributor, opens his reporter’s notebook to share his reports on the 50th anniversary of the Apollo moon landing. Byrne takes a look at Kennedy Space Center’s role in the historic mission and how hardware from that era is still being used for NASA’s next moon shot.

Luna
Orlando Public Library, Melrose Center       Saturday, July 20, 12 p.m.

Derek Demeter, Director of the Emil Buehler Planetarium, will investigate the vast and varied history of our moon, from its origins and early history to the modern-day lunar landings and the scientific discoveries of the 21st century.

Worlds Beyond Our Own: New Exoplanet Discoveries by NASA’s TESS
Orlando Public Library, Albertson Room       Saturday, July 20, 1 p.m.

What weird and wonderful planets orbit the stars that shine brightly in our night sky? NASA’s TESS mission, launched in April 2018, is a space telescope finding the exoplanets that are our nearest neighbors. MIT researcher Natalia Guerrero manages the team that plucks potential planets out of the sea of stars in the TESS camera images. She will share TESS’s latest and most exciting exoplanet discoveries and describe how getting to know our exoplanet neighbors helps us better understand where Earth belongs in the wide variety of possible worlds.

Citizenship Inspired
Southeast Branch       Saturdays, July 6–20, 10:15 a.m.
South Creek Branch     Sundays, July 21–August 4, 2 p.m.

Students meet each week to prepare for the U.S. Naturalization (Citizenship) Interview and Test. To be eligible for U.S. Naturalization, you must be able to read, write and speak basic English. This series is for adult learners. Registration required.

Cuisine Corner
Watermelon Wednesdays
South Trail Branch       Wednesday, July 10, 6 p.m.
Winter Garden Branch     Wednesday, July 24, 6 p.m.

Bite into a new mid-week tradition: Watermelon Wednesdays! Representatives from The National Watermelon Promotion Board will show you new and delicious ways to prepare this refreshing fruit. Registration required.

Raw Food Rundown
Orlando Public Library, Cypress Room        Thursday, July 11, 6:30 p.m.

Learn how to prepare delicious, healthy raw food meals from Joycelyn Bryant, owner of Joycelyn’s Southern Kitchen. Registration required.

Mango Monday
Herndon Branch       Monday, July 15, 6:30 p.m.
West Oaks Branch      Monday, July 29, 6:30 p.m.

Mondays are for mangoes. Representatives from the National Mango Board will instruct you on the proper ways to select and prepare the fruit and introduce intriguing recipes! Registration required.

Cooking with the Family
West Oaks Branch       Tuesday, July 16, 6:30 p.m.
Hiawassee Branch       Saturday, July 20, 11 a.m.

Yamira Lee Johnson, head chef and founder of Breaking Bread with Mira and certified holistic life coach, will make an easy recipe that you can fit into your family’s busy schedule by preparing ahead of time. Yamira will share tips on how to involve the whole family in the planning and making of this delicious meal. Space is limited. Registration required.
Easy Summer Meals
South Trail Branch  Thursday, July 25, 6 p.m.
Join Chef Karen Ross of Karen’s Creative Cuisines as she shares how to make a delicious garden cannellini bean salad and flat bread, a great summertime meal.

Pasta Delight
Orlando Public Library, Cypress Room  Wednesday, July 31, 6:30 p.m.
Join Chef Karen Ross of Karen’s Creative Cuisines and learn how easy it is to make sausage and sundried tomato pasta in one pot. It’s quick, easy and delicious. Also, learn to make mascarpone stuffed dates. Mascarpone is an Italian cream cheese that can be used in sweet or savory dishes.

Genealogy
Tracing European Ancestors: A Genealogy Course
West Oaks Branch  Tuesdays, July 9–30, Noon–1:30 p.m.
Enjoy a broad overview of research in Europe, including a step-by-step guide to research in any European country. We will discuss major resources, with examples from several specific countries. Whichever country your ancestors are from, learn about the types of documents available and research strategies to utilize.

Unknown Parentage: Advanced Genetic Genealogy Study Group
West Oaks Branch  Wednesdays, July 10–31, 6:30 p.m.
This study group will focus on chapters 5–8 of *Advanced Genetic Genealogy: Techniques and Case Studies* edited by Debbie Parker Wayne. These study groups will consist of a discussion of the chapter’s content, topics and ideas.

General Events
Mindfulness Meditation
Southwest Branch  Tuesday, July 2, 6 p.m.
Learn the basics of breathing control and types of meditation. Develop abilities to cope with stress and relax through mindfulness meditation. Presented by meditation coach, Lucia Beninati. Ages 13 and up. Registration preferred, walk-ins welcome. Chairs provided.

The Ghost Society
Orlando Public Library, Cypress Room  Sunday, July 7, 2 p.m.
The Ghost Society is an open forum hosted by The Beyond Investigators paranormal team. Share your personal experiences, learn what’s new in the field and discuss books and shows in a casual atmosphere.
Orlando Public Library Pokémon League
Orlando Public Library, Magnolia Room  Sundays, July 7 & 21, 3 p.m.
Calling all trainers! Battle and trade with the Pokémon Trading Card Game and Pokémon video games. Earn cool prizes, meet other trainers and have fun. Trainers of all ages and skill levels welcome.

The Pen Meetup
Orlando Public Library, Albertson Room  Sunday, July 7, 3:30–5 p.m.
Meet up with other fountain pen enthusiasts each month as we learn new things and explore our favorite hobby. We will discuss everything from nib to paper. Let’s slow down and write.

Introduction to Foundation Center Resources
Orlando Public Library  Monday, July 8, 6–7:30 p.m.
Learn about the Foundation Center’s online resources, such as GrantSpace.org, Foundation Grants to Individuals, Foundation Directory Online – Professional, and how you may use these sources of grant information.

Have You Ever Served? Filing for Service Connected Benefits
Hiawassee Branch  Tuesday, July 9, 2:30 p.m.
Annie Artis from the Department of Veteran Affairs will share information on how to correctly file a service connected disability claim.

Trap-Neuter-Return Boot Camp
Southwest Branch  Tuesday, July 9, 5:30 p.m.
Herndon Branch  Wednesday, July 17, 5:30 p.m.
Pet Alliance of Greater Orlando will teach the basics of humanely trapping community cats. Due to the high volume of kittens entering shelters every year, TNR is the most humane and effective way to control the population of free roaming cats. Cats are humanely trapped, vaccinated, sterilized and returned to the location they were found. No pets are permitted.

The Basics of Knife Making
Orlando Public Library, Cypress Room  Tuesday, July 9, 6:30 p.m.
Local craftsman Edward Ratanun tells all about the basics of knife making. From selecting materials and constructing to sharpening and maintenance and beyond. Registration required.

Efficient Irrigation Workshop
Alafaya Branch  Wednesday, July 10, 6:30 p.m.
North Orange Branch  Thursday, July 18, 6 p.m.
Windermere Branch  Thursday, July 25, 6 p.m.
Orange County Utilities will discuss irrigation system management, setting a timer and different styles such as drip and micro-irrigation. Seating limited. Registration required.

Temporary Protected Status & Family Petitions: What You Need to Know
South Trail Branch  Thursday, July 11, 6:30 p.m.
Have Temporary Protected Status (TPS)? Wondering if a family petition is possible? Join the Orlando Center for Justice for information and updates.

Day of the Dog: Service Dogs and Their Importance
Washington Park Branch  Thursday, July 11, 6 p.m.
South Creek Branch  Tuesday, July 23, 2 p.m.
Meet wonderful service dogs trained by Expanding Intelligence and learn about the importance of their jobs. See the different tasks and tricks the dogs utilize to assist their future handlers.
Ask a Lawyer: Presented by the Orange County Bar Association
Orlando Public Library, Albertson Room  
*Tuesday, July 16, 6 p.m.*

The Orange County Bar Association (OCBA) will provide a panel of attorneys for individuals to get insight and guidance on a specific legal matter and opinions on whether an issue has legal merit. Frequently discussed topics include family law, personal injury, bankruptcy, immigration, wills and advance directives and landlord/tenant issues.

**Adult Art-Watercolor**
Southeast Branch  
*Thursday, July 18, 6:30–8:30 p.m.*
Create your own watercolor art. No experience is required to participate. All supplies will be provided.

**TARDIS Trivia**
Chickasaw Branch  
*Friday, July 19, 2 p.m.*
Calling all Whovians and trivia buffs! Come compete for bragging rights! Answer trivia and more to show off your knowledge.

**Tai Chi for Health**
Southwest Branch  
*Saturday, July 20, 1 p.m.*
Achieve stellar health! Experience a Tai Chi class for a strong body and mind with master instructor Jon Malone. No prior Tai Chi experience needed. Wear comfortable clothing and flat shoes, no sandals. Registration required. Ages 13 and up.

**Art 101: The Art of Terry Gilliam**
Orlando Public Library, Albertson Room  
*Wednesday, July 24, 6:30 p.m.*
And now for something completely different! Terry Gilliam is best known for his work with the British sketch comedy group Monty Python. His animated creations served as a visual counterpoint to the comedy of the group in both TV and film. Learn about his life and create your own art inspired by his work. Registration required. Ages 15 and up.

**Downsizing in Five Easy Steps**
Southeast Branch  
*Monday, July 29, 6–7:30 p.m.*
Consider downsizing as a gift to your children! Discover the steps that will make downsizing easier to manage and less overwhelming. This event is an extension of the ongoing Smarter Senior Seminar Series presented by Mike Flahaven, a Certified Senior Housing Professional. Registration recommended. To register, contact Mike Flahaven at 407.340.5291 or online at yourfloridahaven.com under the Smarter Senior Seminar Series section.

**Jobseekers**
**Launch Your Career!**
Get the tools you need to pound the pavement and step forward in your career. Whether you are looking for a new job or hoping to advance, the library can help you prepare.

**Career Academy**
Join us for weekly sessions covering information from finding a job, to writing a thank you note to stand out with employers.

**Perfecting Your Resume**
Orlando Public Library  
*Tuesday, July 2, 1:30 p.m. & Saturday, July 13, 9:30 a.m.*
Get noticed! Elevate your job application with best practices in crafting a resume and cover letter.

**Interview Like a Pro**
Orlando Public Library  
*Tuesday, July 16, 1:30 p.m. & Saturday, July 27, 9:30 a.m.*
You’ve landed an interview! Now what? Get tips that will help you to practice, prepare and write a memorable thank you letter.
Language Learning
Learn English in a classroom with an ESOL (English for Speakers of Other Languages) instructor or practice independently at one of our Open Language Labs.

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

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

Speaking Clearly & Writing Clearly: Beginner, Intermediate & Advanced
Southeast Branch, South Creek Branch & Windermere Branch
This ESOL series focuses on listening comprehension, pronunciation, spoken, grammar and written English.

Reading Clearly: Beginner & Intermediate
South Creek Branch & Southeast Branch
An English class designed to work on reading skills and strategies to increase reading comprehension. Participants must have a basic understanding of English. Even if participants do not speak English well, they can participate if they understand some English.

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

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

Improve Your English Reading Workshop
Hiawassee Branch  Wednesday, July 3–31, 6–8 p.m.
Improve your English conversational skills, vocabulary, pronunciation and comprehension by reading a book. This workshop is presented through a partnership between the Orange County Library System and Adult Literacy League Inc. Walk-ins are welcome.

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

Melrose Highlights
Melrose Monster Makers
Orlando Public Library, Melrose Center  Wednesday, July 17, 6 p.m.
Creature feature fans of all ages, join us for an interactive event that lets you use old school Japanese-style monster effects and modern motion capture technology to help us destroy the city!
Melrose in the Mix: The Pauses
Orlando Public Library, Melrose Center  Saturday, July 6, 3:30 p.m.
Touring regularly in support of their acclaimed 2018 album Unbuilding, Orlando band The Pauses come home to perform at our July Melrose in the Mix.

UPCOMING IN AUGUST
We have three Melrose in the Mix sessions! It’s going to get loud during our metal weekend, with Meka Nism on Saturday, August 3 and Demon**** on Sunday, August 4. The following weekend, Fake Four recording artist and hip-hop luminary Onry Ozzborn performs on Saturday, August 10.
Registration opens Sunday, July 7.

Create a Mobile Video Ad
Orlando Public Library, Melrose Center  Monday, July 8, 5 p.m. & Friday, July 26, 10 a.m.
Love shooting videos on your mobile device? Want to bump up your video skills a notch? Learn seven basic techniques to enhance your mobile videos.

Video Studio Control Room 1
Orlando Public Library, Melrose Center  Thursday, July 18, 2 p.m.
Shoot and cut video like a pro. Learn advanced video recording techniques such as live chroma keying and PTZ remote camera.

Video Studio Control Room 2
Orlando Public Library, Melrose Center  Thursday, July 18, 3:30 p.m.
Set the midground, foreground and background images for a television production. Learn advanced ATEM techniques, communicate with talent via clear-com headsets and operate lights remotely.

Acting for the Camera Level 1
Orlando Public Library, Melrose Center  Saturday, July 27, 2 p.m.
Whether you want to improve your public speaking skills, enhance your on-camera skills or are curious about the world of acting for video, this class is for you.

Acting for the Camera Level 2
Orlando Public Library, Melrose Center  Saturday, July 27, 3:30 p.m.
Get an introduction to basic terms and directions used on film and video sets. Put these terms into practice as you rehearse and record a short scene.

Music in the Library
Dueling Pianos
Orlando Public Library, Library Central  Sunday, July 7, 2 p.m.
Dueling Pianos sing-along family show will feature classic favorite songs with interactive audience participation and humorous antics from piano players.

Next Chapter
Problems Sleeping Later in Life
Orlando Public Library, Albertson Room  Thursday, July 18, 12:10 p.m.
Learn how sleep patterns change over time and discover tricks for resolving emerging or chronic sleep problems. This seminar is part of the monthly LIFE Information for Elders series.

Downsizing
Southwest Branch  Wednesday, July 10, 10:30 a.m.–12:30 p.m.
Downsizing a lifetime of belongings can be a challenging task. Senior experts will provide information and education on how to make downsizing a smooth transition. This event is part of the ongoing Smarter Senior Seminar Series presented by Mike Flahaven, a Certified Senior Housing Professional. Registration recommended.
Romance, Wine and Chocolate
Chickasaw Branch  Friday, August 30, 6:30 p.m.
Meet several notable romance writers including our featured speaker Sonali Dev. Complimentary wine and chocolate samples will be served. Doors open at 6:15 p.m. Registration required. Ages 21 and up. Registration begins July 1. Thank you to our partners: Lorelei’s Lit Lair & Writer’s Block Bookstore  Thank you to our donors:  Cooper’s Hawk Winery & Insomnia Cookies

TEC Fiber Arts
It’s Yarnfiti Time!
It’s time to start stitching your contribution to Yarnfiti 2019! Our Annual Yarnfiti Community Art Project combines the efforts of hundreds of fiber artists in Central Florida into one work of art. This year we’re creating an undersea wonderland complete with a colorful coral reef, a sea brimming with life and a fantastic mermaid’s grotto. So pick a watery pattern and crochet or knit your contribution today. Discover patterns and connect to events at ocls.info/yarnfiti. The Yarnfiti Community Art Project will premiere at the Fall Fiber Fest on Sunday, September 29, 1 p.m.

Meetup: Yarnfiti Community Art Project
Orlando Public Library  Wednesdays, July 3–31, 6–7:30 p.m.

Fall Fiber Fest
Save the date for the Fall Fiber Fest on Sunday, September 29, 1–4 p.m. The festival will include demonstrations, exhibitors, hands-on activities and a Fiber Arts Contest. Entries will be accepted in the following categories: sewing, knitting and crochet. Contest registration is open from July 1–August 31. Entries will be judged based on creativity, skill level required, utility and attendance in fiber arts classes.

Open Lab: Sewing
Orlando Public Library
Mondays, July 1–29, 1:30 p.m.
Mondays, July 8–29, 3:30 p.m.
Fridays, July 12–26, 1:30 p.m. & 3:30 p.m.
Saturdays, July 13–27, 3:30 p.m.
Get your entry for the Fiber Arts Contest ready today. Come to the sewing studio for professional tools and expert advice on all your sewing projects. Bring your patterns and fabric to participate in open labs.

TEC
Travel Virtually
Travel around the world and beyond with popular web applications and electronics.

Google Earth
Orlando Public Library  July 18, 11:30 a.m. (Ages 6–8) & July 20, 10:30 a.m. (Ages 6–8)
Fairview Shores Branch  Tuesday, July 23, 2 p.m. (Ages 6–8) & Tuesday, July 23, 4 p.m. (Ages 9–12)
Southeast Branch  Tuesday, July 31, 4 p.m. (Ages 9–12)
Fly around the globe and view famous world landmarks using Google Earth. Also, go beyond the Earth with Google Sky! Ages 6–8.

Space Explorers Camp
Herndon Branch  Monday–Wednesday, July 1–3, 2 p.m.
Orlando Public Library  Monday–Wednesday, July 22–24, 10:30 a.m.
Alafaya Branch  Tuesday–Thursday, July 23–25, 1 p.m.
Explore outer space beyond Earth. Learn about space exploration, identify planets in the solar system based on unique and identifiable features, and engage in fun interactive activities. Ages 10–12.
Step Into School Success
Add school readiness to your summer plans. Early elementary students will learn to use Microsoft Office by playing games and designing signs, while upper elementary students prepare to present with Microsoft PowerPoint and analyze scientific data with Microsoft Excel.

Battleship with Microsoft Excel
Herndon Branch  Wednesday, July 17, 10:30 a.m.
Create and play fun games with Microsoft Excel. Learn about the basics of spreadsheets while playing a version of the classic game Battleship. Ages 6–8.

Create a Sign for Your Room
Orlando Public Library  
Tuesday, July 16, 5:30 p.m.
Design a personalized sign for your room! Learn how to properly use the mouse to move pictures and the keyboard to type in Microsoft Word. Ages 6–8.

Goofy Safari with PowerPoint
Orlando Public Library  Monday, July 8, 11:30 a.m.  & Saturday, July 20, Noon
Fairview Shores Branch  Monday, July 22, 2 p.m.
Who wants to go on a safari with Microsoft PowerPoint? Use the mouse to form wild combinations of animals while learning how to create a basic presentation and view your slideshow masterpiece. Ages 6–8.

Create Effective Presentations
Windermere Branch  Tuesday, July 23, 10:30 a.m.
Southwest Branch  Friday, July 26, 2:30 p.m.
Create a dynamic slideshow presentation with animations and cool images for a school project using Microsoft PowerPoint. Ages 9–12.

Science Fair Charts with Excel
Southwest Branch  Friday, July 12, 1 p.m.
Fairview Shores Branch  Monday, July 22, 4 p.m.
Create amazing science fair charts to wow the judges using Microsoft Excel. Learn how to use the tools needed to create basic graphs to display your data. Ages 9–12.

Upcoming
Kids’ End of Summer Celebration
Chickasaw Branch, North Orange Branch, Orlando Public Library, South Creek Branch & Winter Garden Branch  Saturday, August 3, 2 p.m.
It’s time to celebrate all the fun you had this summer! Bring your Prize Pass to enter the Grand Prize Drawing and see if you are one of the lucky winners of great prizes like bicycles, tickets to local attractions and more! Ages 6–12.

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

Performance Workshop for Writers
Herndon Branch  Tuesday, July 16, 7 p.m.
Learn how to “perform” your work live, engage your audience and add value to your writing from writer Jeff Rembert and comedian Natasha Samreny.
Dive Into Worldbuilding with Arielle Haughee
Orlando Public Library, Albertson Room Wednesday, July 17, 6:30 p.m.
Create a fantastical world like none other! Learn to build realms including landmarks, technology, creatures, rules of magic and much more – a firm foundation for your fantasy, sci-fi or other fiction.

Steampunk Writing Workshop
Orlando Public Library, Albertson Room Tuesday, July 23, 6:30 p.m.
Author and freelance editor Alli Martin will teach the basics of writing steampunk, a sub-genre of science fiction with a focus on steam-powered devices and Victorian-like settings.

Revising Your Novel
Orlando Public Library, Albertson Room Thursday, July 25, 6:30 p.m.
Learn how to analyze your work and prioritize issues by breaking down tasks for revision rounds from editor Racquel Henry and Arielle Haughee, author of The Complete Revision Workbook for Writers.

Caveat Scriptor: Avoiding Publishing Scams
Chickasaw Branch Tuesday, July 30, 7 p.m.
A huge industry has arisen to prey on writers who are unsure of how the publishing industry operates. Author Sarah Nicolas will explain how publishing scams work and how writers can avoid them.

Youth Events – Children’s Lower and Upper Elementary

Jack’s Adventure in Space Presented by Bright Star
Chickasaw Branch Monday, July 1, 10:30 a.m.
Orlando Public Library Tuesday, July 2, 10:30 a.m.
Winter Garden Branch Tuesday, July 2, 6:30 p.m.
South Creek Branch Wednesday, July 3, 10:30 a.m.
Jack, a young student, puts his imagination to work to take him on an out-of-this world theatrical adventure through the solar system!

Outer Space Science with DoDad’s Lab
Alafaya Branch Tuesday, July 2, 10:30 a.m.
Fairview Shores Branch Wednesday, July 17, 10:30 a.m.
Herndon Branch Friday, July 19, 10:30 a.m.
Eatonville Branch Monday, July 22, 10:30 a.m.
Windermere Branch Wednesday, July 24, 10:30 a.m.
Orlando Public Library Tuesday, July 30, 10:30 a.m.
Travel to space with Professor DoDad and discover the solar system, space travel, gravity, stars and so much more with experiments, original music, learning and laughs!

Meet a Gatorland Wrangler
Hiawassee Branch Tuesday, July 2, 10:30 a.m.
Chickasaw Branch Monday, July 8, 10:30 a.m.
Southwest Branch Friday, July 26, 10:30 a.m.
Winter Garden Branch Monday, July 29, 10:30 a.m.
Alafaya Branch Tuesday, July 30, 10:30 a.m.
Gatorland brings the wild to the library! Get up close and personal with snakes and gators and learn all about these amazing creatures.

The Selfish Giant with Bits ‘N Pieces
West Oaks Branch Wednesday, July 3, 10:30 a.m.
Winter Garden Branch Monday, July 22, 10:30 a.m.
Hiawassee Branch Tuesday, July 23, 10:30 a.m.
Southeast Branch Thursday, July 25, 10:30 a.m.
Fairview Shores Branch Wednesday, July 31, 10:30 a.m.
Enjoy robo-lore from days of yore as Bits ‘N Pieces Puppet Theatre brings an abridged version of Oscar Wilde’s original fairy tale, The Selfish Giant’s Garden, to life before our eyes!
Cuisine Corner Junior: Rice Krispie Treats
Herndon Branch Wednesday, July 3, 10:30 a.m.
Alafaya Branch Sunday, July 7, 2 p.m.
West Oaks Branch Monday, July 15, 5 p.m.
Hiawassee Branch Tuesday, July 16, 6:30 p.m.
Winter Garden Branch Saturday, July 20, 10:30 a.m.
Blast off! Decorate a delicious treat as we explore the cosmos! Space is limited. Registration required. Food will be served at this event; please see staff about specific needs concerning food allergies. Recommended for upper elementary, tweens and teens.

Sparkle Like a Unicorn
South Trail Branch Wednesday, July 3, 11 a.m.
Orlando Public Library Wednesday, July 3, 2:30 p.m.
North Orange Branch Tuesday, July 9, 4:30 p.m.
Windermere Branch Thursday, July 11, 3 p.m.
Winter Garden Branch Saturday, July 13, 2:30 p.m.
Alafaya Branch Saturday, July 20, 11:30 a.m.
Herndon Branch Saturday, July 20, 3:30 p.m.
Fantastical fun awaits with stories and crafts. Celebrate the unique, magical and mystical unicorn!

How Do Astronauts Eat in Space?
Washington Park Branch Wednesday, July 3, 2:30 p.m.
Herndon Branch Wednesday, July 10, 10:30 a.m.
Windermere Branch Saturday, July 20, 11 a.m.
Hiawassee Branch Tuesday, July 23, 6:30 p.m.
Winter Garden Branch Wednesday, July 31, 2:30 p.m.
How do astronauts eat in space? Find out at this insightful and tasty event. Supplies limited. Registration required.

Space Exploration with Éclectique Productions
West Oaks Branch Friday, July 5, 1 p.m.
Take a musical journey through space and time with beautiful live music!

Magic & Mayhem Presents The Moon Bunny
Winter Garden Branch Saturday, July 6, 2:30 p.m.
West Oaks Branch Wednesday, July 10, 10:30 a.m.
Eatonville Branch Friday, July 12, 1 p.m.
Orlando Public Library Tuesday, July 16, 10:30 a.m.
South Trail Branch Tuesday, July 30, 10:30 a.m.
Take inspiration from Japanese, Korean, Aztec and Native American folklore of a magical bunny in the moon with this magical comedy show!

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

Scienctellers Present Aliens: Escape From Earth
West Oaks Branch Monday, July 8, 5 p.m.
Winter Garden Branch Monday, July 8, 10:30 a.m.
Herndon Branch Saturday, July 13, 10:30 a.m.
Southeast Branch Saturday, July 13, 3 p.m.
Chickasaw Branch Monday, July 15, 10:30 a.m.
Alafaya Branch Tuesday, July 23, 10:30 a.m.
Hiawassee Branch Tuesday, July 23, 6:30 p.m.
South Creek Branch Wednesday, July 24, 10:30 a.m.
An action-packed and educational alien adventure using science experiments for special effects. It’s totally out of this world!
Astronaut for a Day
Hiawassee Branch  Tuesday, July 9, 6:30 p.m.
West Oaks Branch  Thursday, July 11, 2 p.m.
North Orange Branch  Friday, July 12, 10:30 a.m.
Winter Garden Branch  Wednesday, July 17, 2:30 p.m.
South Creek Branch  Friday, July 19, 10:30 a.m.
Windermere Branch  Friday, July 19, 3 p.m.
Orlando Public Library  Friday, July 26, 3:30 p.m.
Test your skills and complete missions to see if you have what it takes to blast off into space.

Magical Mr. Tim
Fairview Shores Branch  Wednesday, July 10, 10:30 a.m.
Chickasaw Branch  Wednesday, July 10, 2 p.m.
Windermere Branch  Wednesday, July 17, 10:30 a.m.
West Oaks Branch  Wednesday, July 24, 10:30 a.m.
South Creek Branch  Wednesday, July 31, 10:30 a.m.
It’s crazy, zany and chaotic magic when Mr. Tim comes to visit! Can you help him make the magic happen?

Terraforming Terrariums
South Creek Branch  Friday, July 12, 10:30 a.m.
Fairview Shores Branch  Tuesday, July 16, 1 p.m.
Herndon Branch  Wednesday, July 17, 10:30 a.m.
Eatonville Branch  Monday, July 22, 2:30 p.m.
Washington Park Branch  Thursday, July 25, 2:30 p.m.
Windermere Branch  Thursday, July 25, 3 p.m.
Design a world that fits in the palms of your hands and learn the concepts of planetary terraforming by creating a miniature terrarium. Supplies limited. Registration required.

Amazing Animals
Windermere Branch  Saturday, July 13, 11 a.m.
Eatonville Branch  Monday, July 15, 10:30 a.m.
North Orange Branch  Thursday, July 18, 10:30 a.m.
South Trail Branch  Wednesday, July 24, 6 p.m.
Use your imagination to travel around the world with Amazing Animals Inc. Meet some of the interesting animals that can be found throughout different lands or in your own backyard.

JiggleMan
South Trail Branch  Tuesday, July 16, 10:30 a.m.
Chickasaw Branch  Monday, July 29, 10:30 a.m.
Hiawassee Branch  Tuesday, July 30, 10:30 a.m.
Windermere Branch  Wednesday, July 31, 10:30 a.m.
Get ready to laugh out loud and be amazed by the jumping, joking and juggling, JiggleMan!

Mayor Buddy’s Book Club Celebration
Orlando Public Library  Tuesday, July 16, 4 p.m.
Join Mayor Buddy’s Book Club to celebrate the completion of our latest book, win prizes and be there for the announcement of our next book club title.

Picture This! with ArtReach Orlando
Windermere Branch  Thursday, July 18, 2 p.m.
Eatonville Branch  Friday, July 26, 1:30 p.m.
Winter Garden Branch  Saturday, July 27, 10:30 a.m.
Sharpen your reading skills, improve your critical thinking and ignite your natural creativity as you participate in hands-on, open-ended art experiences! Recommended for lower and upper elementary.
How Much Do You Weigh on the Moon?
West Oaks Branch  Monday, July 22, 5 p.m.
Fairview Shores Branch  Thursday, July 25, 1 p.m.
Washington Park Branch  Wednesday, July 31, 2:30 p.m.
Ever fall asleep and have something fall on your head? That’s gravity! Experiment with this phenomenon and learn how it works, both on earth and in space.

Southeast Scribblers
Southeast Branch  Tuesday, July 30, 4 p.m.
Meet other tweens who like to write! Bring your creative caps to start writing and making your very own comic or short story.

Angel Paws to Read
Practice your reading skills by reading aloud to a furry listener. Be An Angel Therapy Dogs Ministry presents this reading program for children featuring certified therapy dogs. Visit ocls.info/paws for dates, times and locations.

Youth Events – Contests
Check It Out: Kids & Family Expo!
All Locations: July 1–31
Check out five items with your juvenile library card at any location in July and get free admission for a kid and adult to the Kids & Family Expo running August 17–18 at the Orange County Convention Center.

Join our Summer Reading Program!
There are two ways to win this summer:
Grab a Reading & Activity Calendar and cross off each day that you attend a library event, technology class or read a book. Turn in your completed calendar between July 15 and August 3 to receive a goody bag and a prize pass for our End of Summer Celebration held at five locations on Saturday, August 3, 2 p.m. You can win prizes like bicycles, tickets to local attractions, a staycation and more! One entry per child. Child must be present to win, and child can only attend one event to win one prize. Please plan to arrive 30 minutes early, Reading & Activity Calendars will not be accepted after the drawing starts. Orange County Library System juvenile regular, property owner or fee library card in good standing is required to win. Winners must be between ages 6–12.

Kids’ Beanstack Badge Challenge
Through August 2
You can also participate in our summer reading program online – register at ocls.beanstack.org to track your activities and the books you read this summer. Earn virtual badges and enter online contests! Become the Beanstack Master! Log reading, track library activities, submit book reviews and complete learning challenges online via Beanstack to earn virtual badges. Children ages 6–12 who earn at least 20 badges from the Kids Summer Reading Program on Beanstack between June 1 and August 2 will be entered to win an iPad Mini sponsored by Adonal Foyle’s Kerosene Lamp Foundation. The winner will be drawn Saturday, August 3 at 9 a.m. and announced at the Kids End of Summer Celebrations. Winner does not have to be present.

Orlando Magic / Florida Blue Baskets for Books Contest
Through August 2
The first 200 youth, ages 6–12, to submit five book reviews online via Beanstack and earn the Orlando Magic/Florida Blue Baskets for Books virtual badge will receive a pair of tickets to an Orlando Magic game (while supplies last). To qualify, book reviews must be at least two complete sentences. A virtual badge may still be earned after all Orlando Magic game tickets are distributed.

Youth Events – Early Learning
BABY
Tummy Time Sensory Play
Winter Garden Branch  Fridays, July 5 & 19, 11:45 a.m.
Herndon Branch  Monday, July 8, 10:30 a.m.
Interact with your little one as they play in their surroundings, stimulate their senses and become little explorers! This class is a “Mommy or Daddy and me” event and floor blankets are encouraged.
Baby’s First Galaxy Art
Alafaya Branch       Monday, July 8, 10:30 a.m.
Southwest Branch    Wednesday, July 24, 10:30 a.m.
Dress for a mess! Your baby will use edible paint to create their first interstellar masterpiece.

Baby Bookworms
Southwest Branch    Wednesday, July 31, 10:30 a.m.
Read! Learn! Play! Introduce your baby to important literacy practices that encourage learning and developmental growth.

TOlDLlE
Happy Birthday, America!
Orlando Public Library    Wednesday, July 3, 10 a.m.
Red, white and blue we hope you’d come through to our summer celebration made just for you! Clap to the music and dance your way around interactive stations in preparation for the Fourth of July.

Bubble Playtime
Alafaya Branch       Wednesday, July 3, 10:15 & 10:45 a.m.
Southwest Branch     Wednesday, July 3, 10:30 a.m.
Fairview Shores Branch    Thursdays, July 11 & 18, 10:30 a.m.
Hiawassee Branch      Fridays, July 12 & 26, 11 a.m.
Southwest Branch     Monday, July 15, 10:30 a.m.
Help your child with their motor-development skills in this interactive bubble class. Recommended for toddlers and preschoolers.

Space Discovery
Fairview Shores Branch    Friday, July 5, 10:30 a.m.
South Trail Branch       Friday, July 12, 11 a.m.
Zip up your suits and pop on your helmets; we’re off on an outer space adventure. Discover the wonders of space through stories and interactive activities.

Toddler Playground
North Orange Branch     Friday, July 5, 10:30 a.m.
Southwest Branch        Monday, July 8, 10:30 a.m.
Orlando Public Library  Wednesday, July 10, 10 a.m.
Chickasaw Branch        Wednesday, July 10, Noon
Toddlers use unstructured play to advance their physical and cognitive development and to have fun! This drop-in event will feature age appropriate toys for children and their caregivers to use for play.

Busy Builders
Herndon Branch           Saturdays, July 6 & 20, 11 a.m.
Participate in some fun independent play and building activities! Recommended for toddlers, preschoolers and lower elementary.

Picture This, Junior! with ArtReach Orlando
Windermere Branch       Monday, July 8, 10:30 a.m.
Southwest Branch        Wednesday, July 17, 10:30 a.m.
Winter Garden Branch    Thursday, July 18, Noon
Establish school readiness, improve motor, sensory and social skills and inspire creativity, as you participate in hands-on, open-ended art experiences! Recommended for toddlers and preschoolers.
Boom, Zoom, Blastoff!
Orlando Public Library   Wednesday, July 17, 10 a.m.
Chickasaw Branch    Thursday, July 18, Noon
Alafaya Branch   Monday, July 29, 10:30 a.m.
Southwest Branch   Monday, July 29, 10:30 a.m.
Discover with us on a journey to outer space! Dress for a mess to explore the amazing world of stars and more. Recommended for toddlers and preschoolers.

Asteroid Adventures
Alafaya Branch   Monday, July 22, 10:30 a.m.
Chickasaw Branch   Thursday, July 25, Noon
South Trail Branch   Friday, July 26, 11 a.m.
Develop your little astronaut’s motor skills on our asteroid adventure. Recommended for toddlers and preschoolers.

PRESCHOOL
Color Your World!
Southeast Branch   Monday–Saturday, July 1–August 3, 10 a.m.
Create art with crayons at this weekly event!

Stories & Art
Fairview Shores Branch   Tuesdays, July 2–July 30, 10:30 a.m.
Calling all little artists! Join us for an art-filled storytime. Dress for a mess.

Twinkle, Twinkle Little Star
Chickasaw Branch   Wednesday, July 3, Noon
Eatonville Branch   Tuesday, July 9, 10:30 a.m.
South Trail Branch   Friday, July 19, 11 a.m.
Introduce your little one to the wonderful world of languages as we learn Twinkle, Twinkle Little Star in Chinese! Recommended for toddlers and preschoolers.

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

PBS Kids Time!
Alafaya Branch   Wednesday, July 10, 10:30 a.m.
Every month we learn and explore with our favorite PBS characters! Enjoy a story, craft and episode. Recommended for preschoolers.

K Ready!
Winter Garden Branch   Thursdays, July 11–August 1, 10:30 a.m.
This eight-part series readies preschoolers to excel in kindergarten through creative play, cooperative learning and activities that stimulate the imagination! Register and attend all eight sessions. K Ready! will not take place Thursday, July 4.

Little Chef: Moon Snacks
Winter Garden Branch   Tuesday, July 16, 10:30 a.m.
Herndon Branch    Thursday, July 18, 10:30 a.m.
South Creek Branch   Thursday, July 18, 10:30 a.m.
North Orange Branch   Friday, July 19, 10:30 a.m.
South Trail Branch   Wednesday, July 24, 11 a.m.
West Oaks Branch   Saturday, July 27, 10:30 a.m.
Blast off on a tasty adventure as we spread, cut and layer an out-of-this world snack inspired by a favorite friend in the sky! This event requires caregiver participation.
Alina Celeste Sing Along
Herndon Branch  Friday, July 26, 10:30 a.m.
Southwest Branch  Saturday, July 27, 10:30 a.m.
South Trail Branch  Saturday, July 27, 2 p.m.
Washington Park Branch  Monday, July 29, 10:30 a.m.
Internationally touring family musician and teaching artist Alina Celeste combines classic folk songs with simple and melodic original tunes for an infectious good time. Recommended for preschoolers, lower and upper elementary.

Magnet Power
Orlando Public Library  Wednesday, July 31, 10 a.m.
Will it stick or won’t it? Experiment with the awesome power of magnets.

Family Events
Family events invite caregivers and children to engage in shared experiences.

Space Carnival
South Trail Branch  Friday, July 5, 11 a.m.
Chickasaw Branch  Friday, July 12, Noon
Alafaya Branch  Saturday, July 13, 10:30 a.m.
Southwest Branch  Thursday, July 25, 6:30 p.m.
Reach for the stars! Challenge your family to all types of games and see how you measure up. Recommended for families.

Escape From the Cosmos
Alafaya Branch  Friday, July 5, 2 p.m.
Orlando Public Library  Saturday, July 6, 4 p.m.
Winter Garden Branch  Saturday, July 6, 10:30 a.m. & Saturday, July 20, 2:30 p.m.
South Creek Branch  Saturday, July 27, 10:30 a.m.
Does your family have what it takes to escape Mars and make it home safely? Your mission will be to solve a series of challenges that will put your problem-solving skills to the test!

The Great Paper Airplane Challenge
South Creek Branch  Saturday, July 6, 10:30 a.m.
Fairview Shores Branch  Thursday, July 18, 1 p.m.
Washington Park Branch  Thursday, July 18, 2:30 p.m.
Design it! Fold it! Fly it! Learn about flight and work together as a team to construct and test your own paper airplane.

Family Time with Chick-fil-A
Windermere Branch  Tuesday, July 9, 10:30 a.m.
Meet the cow from Chick-fil-A for a mooooo-velous time of songs, games and storytelling.

Van Gogh-ing Into Space
Eatonville Branch  Thursday, July 11, 2:30 p.m.
Washington Park Branch  Thursday, July 11, 2:30 p.m.
Herndon Branch  Saturday, July 13, 3:30 p.m.
South Trail Branch  Tuesday, July 23, 2 p.m.
Orlando Public Library  Wednesday, July 24, 3:30 p.m.
North Orange Branch  Saturday, July 27, 2 p.m.
Let your artistic light shine at the library as you recreate Vincent Van Gogh’s The Starry Night!
**Stretch Across the Universe**  
South Creek Branch  **Saturday, July 13, 10:30 a.m.**  
Alafaya Branch  **Wednesday, July 24, 10:30 a.m.**  
Winter Garden Branch  **Saturday, July 27, 2:30 p.m.**  
Transform into a meteor, a shooting star and even the moon! Gather the family for a space-themed introduction to yoga.

**Pokémon Party**  
Chickasaw Branch  **Saturday, July 13, Noon**  
Southwest Branch  **Monday, July 29, 3 p.m.**  
Winter Garden Branch  **Thursday, August 1, 6:30 p.m.**  
Calling all trainers big and small: we choose you to party like Pikachu! Fun, activities and crafts are waiting for you!

**Family Zumba**  
Southeast Branch  **Tuesday, July 16, 1:30 p.m.**  
Get your family moving with this energizing workout class! Learn basic Zumba moves to help you dance your way to fitness. Zumba uses dance aerobics to create a fun workout. Comfortable exercise clothing and cross training or aerobic style shoes recommended. Recommended for adults and children ages 4–13.

**A Galaxy of Geodes**  
South Trail Branch  **Tuesday, July 16, 2 p.m.**  
Alafaya Branch  **Saturday, July 27, 11:30 a.m.**  
Fairview Shores Branch  **Tuesday, July 30, 1 p.m.**  
Create your very own geode masterpiece with watercolors.

**Pajama Jamboree**  
Windermere Branch  **Tuesday, July 16, 6 p.m.**  
Put on your favorite jammies for a fun-filled evening with a story, a craft and milk and cookies.

**Super Family Science: Rocket Launch**  
Eatonville Branch  **Saturday, July 20, 2 p.m.**  
Have you ever wanted to launch a rocket into space? Learn the basics of rocket science, build your own ship and get ready for countdown! Registration required.

**Storytime with the Florida Watermelon Queen**  
Orlando Public Library, Library Central  **Sunday, July 21, 2 p.m.**  
Join the Florida Watermelon Queen Avianna Liuzzo for an afternoon of stories, watermelon trivia and giveaways! This event is perfect for the whole family and a wonderful way to enjoy the end of summer vacation.

**Family Craft Night**  
Alafaya Branch  **Wednesday, July 31, 6 p.m.**  
Craft together as a family! Registration required for each family member. Recommended for families with children ages 5 and up.

**Preschool Summer Series – Build My Universe!**  
Discover the world of STEAM learning as we explore the universe around us with teamwork and hands-on fun! Recommended for preschoolers.

**Build a Monster**  
Alafaya Branch  **Monday, July 1, 10:30 a.m.**  
Hiawassee Branch  **Friday, July 5, 11 a.m.**  
North Orange Branch  **Tuesday, July 16, 10:30 a.m.**  
Orlando Public Library  **Friday, July 19, 10:30 a.m.**
Monsters can look like anything! Build your very own monster that will express inner beauty, because it’s what’s on the inside that counts.

**Build a Rocket**
North Orange Branch  
Tuesday, July 2, 10:30 a.m.
Herndon Branch  
Monday, July 15, 10:30 a.m.
Orlando Public Library  
Friday, July 26, 10:30 a.m.
West Oaks Branch  
Tuesday, July 30, 11 a.m.
How far will your rocket fly!? Learn how astronauts go into space and build a rocket of your own.

**Build an Animal**
South Trail Branch  
Wednesday, July 3, 10:15 a.m.
Orlando Public Library  
Friday, July 5, 10:30 a.m.
Windermere Branch  
Monday, July 15, 10:30 a.m.
Eatonville Branch  
Tuesday, July 16, 10:30 a.m.
Fairview Shores Branch  
Friday, July 19, 10:30 a.m.
Chickasaw Branch  
Wednesday, July 31, Noon
What animal has claws, wings, spots and paws? Yours! Learn about animal adaptations and create an animal as unique as you.

**Build a Mars Shelter**
North Orange Branch  
Tuesday, July 9, 10:30 a.m.
West Oaks Branch  
Sunday, July 21, 3 p.m.
South Creek Branch  
Thursday, July 25, 10:30 a.m.
Can you survive on Mars? Design and create your very own Mars shelter built to withstand the harsh conditions of the Red Planet.

**Build a Nest**
West Oaks Branch  
Tuesday, July 9, 11 a.m.
Winter Garden Branch  
Saturday, July 13, 10:30 a.m.
Hiawassee Branch  
Friday, July 19, 11 a.m.
North Orange Branch  
Tuesday, July 23, 10:30 a.m.
Herndon Branch  
Thursday, July 25, 10:30 a.m.
Can you build a strong enough nest? Find out how birds build their nests and build one yourself.

**Build a Constellation**
Herndon Branch  
Thursday, July 11, 10:30 a.m.
West Oaks Branch  
Tuesday, July 16, 11 a.m.
Chickasaw Branch  
Wednesday, July 17, Noon
North Orange Branch  
Tuesday, July 30, 10:30 a.m.
Connect the dots in the sky! Explore super star clusters with stories, activities and crafts.

**Build an Alien Race**
South Creek Branch  
Thursday, July 11, 10:30 a.m.
Orlando Public Library  
Friday, July 12, 10:30 a.m.
South Trail Branch  
Wednesday, July 17, 10:15 a.m.
Winter Garden Branch  
Tuesday, July 30, 10:30 a.m.
What happens when a new alien race requests permission to land at the library? Learn more about the five senses and how they help us to live in this world and create an alien race for your universe.
Build a Boat
Chickasaw Branch  Thursday, July 11, Noon
Windermere Branch  Monday, July 29, 10:30 a.m.
All aboard sailors! Get ready to dive into stories and activities to learn about what sinks or floats.

Youth Events – Teen & Tween
Space Lander STEM Challenge
South Trail Branch  Tuesday, July 2, 2 p.m.
Alafaya Branch  Sunday, July 28, 2 p.m.
Hiawassee Branch  Wednesday, July 31, 3 p.m.
Aliens orbiting the Earth need to deliver important information about saving our planet. Can you help them travel through our atmosphere and land safely on Earth?

Time Out for Teens
Southwest Branch  Tuesday, June 2–July 30, 5 p.m.
Get together with other teens to talk about school and other issues while participating in fun activities to help you relax, destress, learn new life skills and become a better you! Recommended for teens.

DC vs. Marvel
Alafaya Branch  Saturday, July 6, 2 p.m.
Hiawassee Branch  Wednesday, July 10, 3 p.m.
Washington Park Branch  Wednesday, July 10, 2:30 p.m.
Fairview Shores Branch  Saturday, July 13, 2 p.m.
North Orange Branch  Sunday, July 21, 2 p.m.
West Oaks Branch  Tuesday, July 23, 6 p.m.
South Trail Branch  Thursday, July 25, 2 p.m.
It’s the ultimate superhero faceoff. Pick your side and challenge your abilities with trivia and activities.

3D Planets
South Trail Branch  Tuesday, July 9, 2 p.m.
North Orange Branch  Friday, July 26, 10:30 a.m.
Windermere Branch  Saturday, July 27, 11 a.m.
Eatonville Branch  Tuesday, July 23, 2:30 p.m.
Create your own unique planet out of paper and experience the wonders of the cosmos right in your own bedroom.

International Space Station
Orlando Public Library  Tuesday, July 9, 6 p.m.
South Trail Branch  Thursday, July 18, 2 p.m.
Explore our International Space Station and experience how work gets done through international collaboration.

Constellation Canvas
South Trail Branch  Thursday, July 11, 2 p.m.
Winter Garden Branch  Wednesday, July 24, 2:30 p.m.
Chickasaw Branch  Friday, July 26, Noon
Alafaya Branch  Wednesday, July 31, 4:30 p.m.
What do you see when you gaze at the night sky? Discover the patterns in the stars while creating a stellar masterpiece.

Space Jam
North Orange Branch  Sunday, July 14, 2 p.m.
South Creek Branch  Saturday, July 20, 2 p.m.
Alafaya Branch  Sunday, July 21, 2 p.m.
Looney Tunes and Nerdlucks are at it again! Gather your tune squad to battle through space challenges.
Teen Art Adventures: CD Scratch Art
Winter Garden Branch  Monday, July 15, 6 p.m.
Hiawassee Branch  Wednesday, July 17, 3 p.m.
West Oaks Branch  Thursday, July 18, 4 p.m.
Chickasaw Branch  Friday, July 19, Noon
Orlando Public Library  Friday, July 19, 3:30 p.m.
Fairview Shores Branch  Saturday, July 20, 2 p.m.
South Trail Branch  Tuesday, July 30, 2 p.m.
Create your own unique wall hanging from recycled CDs. Bring your imagination and we will provide the rest.

DIY Galaxy Bath Bomb
Southeast Branch  Friday, July 19, 3 p.m.
Hiawassee Branch  Wednesday, July 24, 3 p.m.
South Creek Branch  Friday, July 26, 10:30 a.m.
South Trail Branch  Wednesday, July 31, 11 a.m.
Treat yourself! Bath bombs are easier to make than you think. Join us for a space themed creation that is out of this world.

End of Summer Teen Party
Orlando Public Library  Tuesday, July 30, 6:30 p.m.
It’s time to win fantastic prizes like bicycles, gift certificates and more! Enjoy pizza and fun before we draw entries for the grand prize drawing. Must be present and between ages 11–18 to win. Orange County Library System regular, property owner or fee card in good standing is required to win.
Orange County Library System
Board of Trustees Meeting
July 11, 2019

Public Comment:
Non-Agenda Items