July 2, 2020

To: Richard Maladecki, President
Marucci Guzmán, Vice President
Nicole Benjamin, Trustee
Danielle Levien, Trustee
Crockett Bohannon, Trustee

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

From: Mary Anne Hodel, Director

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 6:00 p.m. on Thursday,
July 9, 2020 via Zoom:

Join Zoom Meeting
https://zoom.us/j/91076876448

Dial by your location
+1 301 715 8592 US (Germantown)
+1 312 626 6799 US (Chicago)
+1 646 558 8656 US (New York)
+1 253 215 8782 US (Tacoma)
+1 346 248 7799 US (Houston)
+1 669 900 9128 US (San Jose)

Meeting ID: 910 7687 6448

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 9, 2020 ~ 6:00 p.m.

Join Zoom Meeting
https://zoom.us/j/91076876448

Dial by your location
+1 301 715 8592 US (Germantown)
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+1 669 900 9128 US (San Jose)

Meeting ID: 910 7687 6448

20-071  I.  Call to Order
20-072  II.  Public Comment Policy & Procedures
20-073  III.  Approval of Minutes: Library Board of Trustees Meeting ~ June 11, 2020
20-074  IV.  Staff Presentation: Colleen Hooks ~ Sum Total
20-075  V.  Financial Statements and Summaries: June 2020
20-076  VI.  Dashboard: June 2020
20-077  VII.  Action Items: None
20-078  VIII. Discussion and Possible Action Items
02-079  Director’s Goals FY 2020: 2nd & 3rd Quarter Updates ~ Trustee Nicole Benjamin
20-080  Strategic Plan FY 2020: 2nd & 3rd Quarter Updates
20-081  IX.  Information
20-082  Director’s Report
20-083  Public Comment: Non-Agenda Items

X.  Adjournment

Next Meeting Dates: August 13, 2020 ~ Location to be Determined. --- September 10, 2020 ~ Location to be Determined.

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 9, 2020

Call to Order
ORANGE COUNTY LIBRARY SYSTEM
Public Comment and Conduct of Meetings Policy and Procedures

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

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

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

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

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

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

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

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

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

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

Meetings:

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

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

Conduct of Meetings:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Penalties:** Any action taken at a meeting not open to the public, whether intentional or unintentional, is void. The law provides penalties for not complying with the Sunshine Law including criminal penalties, removal from the board position, fines up to $500, and an award of reasonable attorney’s fees against the board found to have violated the Sunshine Law.
Approval of Minutes: Library Board of Trustees Meeting
June 11, 2020
MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
June 11, 2020 ~ 6:00 p.m.

Join Zoom Meeting
https://zoom.us/j/98115508176

Meeting ID: 981 1550 8176
Dial by your location
   +1 301 715 8592 US (Germantown)
   +1 312 626 6799 US (Chicago)
   +1 646 558 8656 US (New York)
   +1 253 215 8782 US (Tacoma)
   +1 346 248 7799 US (Houston)
   +1 669 900 9128 US (San Jose)

Meeting ID: 981 1550 8176

Library Board Present: Richard Maladecki (5/0); Marucci Guzmán (5/2); Nicole Benjamin (8/0 – City); Danielle Levien (4/0 - City); Crockett Bohannon (4/0)

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

20-057 I. Call to Order
President Maladecki called the meeting to order at 6:01 p.m.

20-058 II. Public Comment Policy & Procedures

20-059 III. Approval of Minutes:
Emergency Coronavirus Meeting ~ May 8, 2020
Library Board of Trustees Meeting ~ May 14, 2020
Vice President Guzman, seconded by Trustee Bohannon, moved to approve both meeting minutes for May. Motion carried 4-0.

Trustee Benjamin joined the meeting at 6:04 p.m.

20-060 IV. Staff Presentation: Marketing Update ~ Scottie Campbell

20-061 V. Financial Statements and Summaries: May 2020

20-062 VI. Dashboard: May 2020

20-063 VII. Action Items

20-064 Revised Preliminary FY 2021 Budget: Kris Shoemaker
CFO Shoemaker reviewed the minor changes to the revised Preliminary FY 2021 Budget. Vice President Guzmán, seconded by Trustee Bohannon, moved to approve the FY 2020-21 Preliminary Operating, Capital Projects, Sinking/EARR and Permanent Fund budgets and to recommend to the Governing Board that the Library District’s millage rate be maintained at .3748 for FY 2020-21. Motion carried 5-0.

20-065 Main Basement Bathroom Project: Kris Shoemaker
This item was removed.
20-066 **Pending Approval**

Albertson Room Project: Kris Shoemaker
Trustee Bohannon, seconded by Trustee Benjamin, moved to approve the Albertson Room Project. Motion carried 5-0.

20-067 VIII. **Discussion and Possible Action Items**

20-068 IX. **Information**

20-069 **Director’s Report**

20-070 **Public Comment: Non-Agenda Items**
The following individuals signed up to address the Board to share their concerns about closing the Herndon Branch:
- Zulaika Hernandez
- Erica Clements – not present
- Susan Montgomery – not present
- Leila Chacko – not present
- Alicia Riggins
- Kelly Webster
- Michelle Kline – not present
- Colleen Kearney
- Kelly Astro
- Melissa Lee
- Stella Lee
- Beth Love – not present
- Nyma Whitmire – not present
- Madison Ickes
- Paulette Bosch
- Anna Pepper – not present
- Ellen Deeb
- Julie Furxhi
- William Toms – not present
- Maria Rasmy – not present
- Michael Cassidy
- Phillip Harkonnen – not present
- Ann Tsung – not present
- Tony Ortiz

Trustee Bohannon, seconded by Vice President Guzmán, moved to adjourn the meeting. Motion carried 5-0.

President Maladecki adjourned the meeting at 7:43 p.m.

X. **Adjournment**

Next Meeting Dates: July 9, 2020 ~ Location To Be Determined --- August 13, 2020 ~ Location To Be Determined.

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 9, 2020

Staff Presentation:
Colleen Hooks ~ Sum Total
Orange County Library System
Board of Trustees Meeting
July 9, 2020

Financial Statements &
Summaries: June 2020
Project Summaries:
The attached Project Summaries for the three (3) Restroom Projects include all of the costs paid through June 30, 2020. All projects are fully paid. All projects were completed on time and came in under budget by $63,244.

The Emergency Generator Replacement is well underway and is 100% complete as of June 30, 2020, with the receipt of Certificate of Completion from the City. The payment for the June work was processed on July 2, 2020. The only tasks left to perform is receiving the operating manuals, warranty and ancillary paperwork from the vendors and pay out retainage. The project will come in under budget.

Operating Fund Revenue & Expenditure Summaries:

Revenues:

Ad Valorem Taxes:
The Library budgeted $48,020,000 for Ad Valorem Taxes in FY 2019-20 based on property tax values, millage rate of 0.3748 and a 5% statutory deduction. So far this year, we have received $46,672,944 or 97.2% of the budget, which is on target as the majority of the taxes are received in the December through March timeframe.

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

County Grant:
The Library budgeted $500,000 for County Grant Revenues in FY 2019-20 and is based the maximum allotment to be received from the Citizen’s Review Panel Grant for the Biz Kids Program. The program officially started in January 2020 and the funding will be granted approximately monthly and will be based on a per student hour basis. Thus we will not receive the full grant funding. The $67,638 in revenue received is for initial set-up costs as well as classes held between January and March 2020. With the Covid-19 closure, we did not offer classes in April, May or June. We anticipate receiving less than $70,000 from this grant program due to the curtailment of classes due to Covid-19.

Fee Cards:
The Library budgeted $18,000 for Fee Card revenues for FY 2019-20. Through June 2020, we received $18,355 or 102.0% of the budgeted revenue.

Meeting Rooms:
The Library budgeted $55,000 for meeting room revenues for FY 2019-20. Through June 2020, we received $29,458 or 53.6% of the budgeted revenues. We anticipate receiving less than $30,000 in Meeting Room Revenues for the fiscal year.

Faxes and Scans:
Revenues from Faxes and Scans are at 49.8% and 53.3% respectively of budget. These revenues are down dollar-wise and thus are less as a percent of budget when compared to the last 5 years average through June.

Passport Facility & Photo Fees:
This is a new revenue source for the Library after the budget was submitted. We started offering Passport Application Processing along with Photos on September 11, 2019. We received $15,600 for these services through June 2020.
Copy and Vending:
The Library budgeted $225,000 for these services in FY 2019-20. We received $113,811 through the month of June 2020. Note that the Southwest Branch was closed for the month of October, South Trail Branch was closed for the month of November, the Southeast Branch was closed in December and all branches closed to public March 18, 2020. Five (5) branches opened May 18th; nine (9) branches opened May 26th and the Main Library opened June 1st.

Fines and Lost Materials:
Revenues from Fines and Lost Materials through June 2020 are $321,607 or 53.6% of budget. The typical trend is for these revenues to be decreasing, due to increased usage of digital media. These revenues will be down significantly for FY 2019-20 as OCLS has waived fines from March 18 thru June 1 due to Covid-19.

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

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

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

Special Note: Due to Covid-19, the Library does not anticipate significant increases in actual revenues for Charges For Services, Interest, Fines and Lost Materials nor in the County Grant Revenue Accounts.

Expenses:

Defined Benefit Pension Plan:
The Library budgeted $850,000 for FY 2019-20 and through June 2020 has expended $707,085 or 83.2% of the budget. The actuals are based on revised actuarial estimates, which are not provided until after the budget is submitted.

Worker’s Compensation:
The Worker’s Compensation expenditures are at 79.8% of budget, as these payments are paid quarterly in advance.

Delivery & Postage:
The Delivery and Postage expenditures are at 75.3% of the budget due to timing of payments.

Utilities:
The utilities expenditures reflect 53.9% of budget being expended as of June. This is due to the timing of the various utility bills not being received in time to be paid in the month of June. Note, the OCLS has implemented energy saving techniques (reduced lighting, reduced HVAC run times and temperatures, etc.) to reduce costs while we are closed.

Insurance:
The Insurance expenditures are at 101.8% of budget, due to an increase in the insurance policies rates.
**Repairs and Maintenance – Hardware/Software:**
The Library budgeted $950,000 for hardware/software repairs and maintenance. Thru June 2020, the Library expended $864,616 or 91.0% of the budget. The primary costs are annual payments made throughout the year based on expiration date for Library software renewal licenses and support. The percentage of budget spent is in line with previous years.

**Supplies:**
The Library budgeted $794,000 for supplies. Through June 2020, the Library expended $585,630 or 73.8% of the budget. The primary costs are related to new tables and chairs for the three renovated branches as well as chairs system wide that have reached the end of their useful life, as well as Covid-19 supplies.

**Membership:**
The expenditures in this category are at 62.4% of budget.

**Building Improvements Expense:**
The Library budgeted $2,323,000 for various building improvement projects such as the Southwest, South Trail and Southeast restroom renovations and the Emergency Generator Replacement Project. The restroom projects are complete and fully paid. The Emergency Generator Replacement Project started December 2, 2019 and the first phase to replace the underground storage tank was completed on January 31, 2020. The $2,045,027 incurred so far includes $574,756 for the restroom projects (see attached project summary sheet) and $463,640 has been spent of the Emergency Generator Replacement Project. The balance is budgeted capitalized maintenance expenditures for items reaching the end of their useful life, such as roof replacement, painting, carpet and security cameras.

**Equipment and Furniture Expense:**
The Library budgeted $143,000 for equipment and furniture. Through June 2020, the Library expended $193,820 or 135.5% of the budget. This is mainly due to replacing branch furniture and fixtures which have reached the end of their useful life. The off-set for the overage is Building & Improvements.

**Hardware/Software Expense:**
The Library budgeted $670,000 new hardware and software. Through June 2020, the Library expended $410,497 or 61.3% of the budget. This is mainly due to the $216,668 in new server hardware the Board approved in November 2019.
## OCLS Restroom Renovation Project Budget

### Expenditures As of 6-30-2020

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<th>Original Budget</th>
<th>Change Order</th>
<th>Revised Budget</th>
<th>Actual</th>
<th>Variance</th>
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<td>$469,698</td>
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</tr>
<tr>
<td>Owner Provided</td>
<td>141,394</td>
<td>0</td>
<td>141,394</td>
<td>105,058</td>
<td>(36,336)</td>
</tr>
<tr>
<td>Contingency</td>
<td>58,000</td>
<td>(31,092)</td>
<td>26,908</td>
<td>0</td>
<td>(26,908)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$638,000</td>
<td>$0</td>
<td>$638,000</td>
<td>$574,756</td>
<td>($63,244)</td>
</tr>
</tbody>
</table>
Change Orders:

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

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

3) Southwest masonry work - Approved $6,028

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

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

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

7) Southeast additional electrical required by inspector - Approved $2,219

Total Change Orders $31,092
# OCLS Emergency Generator Replacement Project Budget

## Expenditures As of 6-30-2020

<table>
<thead>
<tr>
<th>Project Code 20-009</th>
<th>Original Budget</th>
<th>Change Order</th>
<th>Revised Budget</th>
<th>Actual</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source North America (Tank)</td>
<td>$7,085</td>
<td>$0</td>
<td>$7,085</td>
<td>$7,085</td>
<td>$0</td>
</tr>
<tr>
<td>Quest Power Intl. (Generator)</td>
<td>48,356</td>
<td>0</td>
<td>48,356</td>
<td>64,322</td>
<td>15,966</td>
</tr>
<tr>
<td>Gomez Contraction (Install)</td>
<td>406,668</td>
<td>0</td>
<td>406,668</td>
<td>391,558</td>
<td>(15,110)</td>
</tr>
<tr>
<td>Other (Permits, MOT, Etc.)</td>
<td>8,719</td>
<td>0</td>
<td>8,719</td>
<td>675</td>
<td>(8,044)</td>
</tr>
<tr>
<td>Contingency</td>
<td>50,000</td>
<td>0</td>
<td>50,000</td>
<td>0</td>
<td>(50,000)</td>
</tr>
<tr>
<td><strong>Project Costs</strong></td>
<td><strong>$520,828</strong></td>
<td><strong>$0</strong></td>
<td><strong>$520,828</strong></td>
<td><strong>$463,640</strong></td>
<td><strong>($57,188)</strong></td>
</tr>
</tbody>
</table>
# ORANGE COUNTY LIBRARY DISTRICT
## OPERATING FUND REVENUE SUMMARY
### Nine Months Ended June 30, 2020

<table>
<thead>
<tr>
<th>Source</th>
<th>Annual Budget</th>
<th>YTD Actual</th>
<th>(9 months= 75.0%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AD VALOREM TAXES</strong></td>
<td>48,020,000</td>
<td>46,672,944</td>
<td>97.2%</td>
</tr>
<tr>
<td><strong>INTERGOVERNMENTAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State &amp; Federal Grant</td>
<td>50,000</td>
<td>68,808</td>
<td>137.6%</td>
</tr>
<tr>
<td>State Aid</td>
<td>830,000</td>
<td>863,215</td>
<td>104.0%</td>
</tr>
<tr>
<td>County Grants</td>
<td>500,000</td>
<td>67,638</td>
<td>13.5%</td>
</tr>
<tr>
<td><strong>CHARGES FOR SERVICES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fee Cards</td>
<td>18,000</td>
<td>18,355</td>
<td>102.0%</td>
</tr>
<tr>
<td>PC Pass ($10 for 7 days)</td>
<td>2,000</td>
<td>1,648</td>
<td>82.4%</td>
</tr>
<tr>
<td>PC Express ($5 for 1 hour)</td>
<td>4,000</td>
<td>2,895</td>
<td>72.4%</td>
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<tr>
<td>Classes</td>
<td>6,000</td>
<td>2,582</td>
<td>43.0%</td>
</tr>
<tr>
<td>Meeting Rooms</td>
<td>55,000</td>
<td>29,458</td>
<td>53.6%</td>
</tr>
<tr>
<td>Faxes</td>
<td>55,000</td>
<td>27,411</td>
<td>49.8%</td>
</tr>
<tr>
<td>Scans</td>
<td>30,000</td>
<td>15,998</td>
<td>53.3%</td>
</tr>
<tr>
<td>Ear Buds &amp; Jump Drives</td>
<td>6,000</td>
<td>2,810</td>
<td>46.8%</td>
</tr>
<tr>
<td>Bag Sales</td>
<td>3,500</td>
<td>1,894</td>
<td>54.1%</td>
</tr>
<tr>
<td>Replace Library Cards</td>
<td>30,000</td>
<td>11,645</td>
<td>38.8%</td>
</tr>
<tr>
<td>Copy &amp; Vending</td>
<td>225,000</td>
<td>113,811</td>
<td>50.6%</td>
</tr>
<tr>
<td>Passport Facility &amp; Photo Fees</td>
<td>-</td>
<td>15,601</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>2,500</td>
<td>696</td>
<td>27.8%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>437,000</td>
<td>244,804</td>
<td>56.0%</td>
</tr>
<tr>
<td><strong>FINES &amp; LOST MATERIALS</strong></td>
<td>600,000</td>
<td>321,607</td>
<td>53.6%</td>
</tr>
<tr>
<td><strong>MISCELLANEOUS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>350,000</td>
<td>315,621</td>
<td>90.2%</td>
</tr>
<tr>
<td>Sales of Surplus Property</td>
<td>2,000</td>
<td>835</td>
<td>41.8%</td>
</tr>
<tr>
<td>Contributions - Friends of Library</td>
<td>60,000</td>
<td>60,925</td>
<td>101.5%</td>
</tr>
<tr>
<td>Contributions - Others</td>
<td>20,000</td>
<td>8,966</td>
<td>44.8%</td>
</tr>
<tr>
<td>Internet Rebate</td>
<td>80,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Grants &amp; Awards</td>
<td>40,000</td>
<td>10,450</td>
<td>26.1%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>70,000</td>
<td>42,016</td>
<td>60.0%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>622,000</td>
<td>438,813</td>
<td>70.5%</td>
</tr>
<tr>
<td><strong>TRANSFER FR PROP APPRAISER</strong></td>
<td>12,000</td>
<td>42,363</td>
<td>353.0%</td>
</tr>
<tr>
<td><strong>TRANSFER FR TAX COLLECTOR</strong></td>
<td>400,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>51,471,000</td>
<td>48,720,192</td>
<td>94.7%</td>
</tr>
</tbody>
</table>
## ORANGE COUNTY LIBRARY DISTRICT
### OPERATING FUND EXPENDITURE SUMMARY
#### Nine Months Ended June 30, 2020

<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>SALARIES &amp; BENEFITS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries</td>
<td>18,603,000</td>
<td>13,364,094</td>
<td>71.8%</td>
</tr>
<tr>
<td>Medicare Taxes</td>
<td>276,000</td>
<td>189,477</td>
<td>68.7%</td>
</tr>
<tr>
<td>Defined Contribution Pension Plan</td>
<td>1,382,000</td>
<td>1,002,309</td>
<td>72.5%</td>
</tr>
<tr>
<td>Defined Benefit Pension Plan</td>
<td>850,000</td>
<td>707,085</td>
<td>83.2%</td>
</tr>
<tr>
<td>Money Purchase Pension Plan</td>
<td>939,000</td>
<td>684,702</td>
<td>72.9%</td>
</tr>
<tr>
<td>Life and Health Insurance (Employees)</td>
<td>3,326,000</td>
<td>2,192,366</td>
<td>65.9%</td>
</tr>
<tr>
<td>Retiree Health Care (OPEB)</td>
<td>724,000</td>
<td>542,453</td>
<td>74.9%</td>
</tr>
<tr>
<td>Worker's Compensation</td>
<td>125,000</td>
<td>99,741</td>
<td>79.8%</td>
</tr>
<tr>
<td>Unemployment Compensation</td>
<td>14,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Parking &amp; Bus Passes</td>
<td>221,000</td>
<td>141,771</td>
<td>64.1%</td>
</tr>
<tr>
<td><strong>Total Salaries &amp; Benefits</strong></td>
<td>26,460,000</td>
<td>18,923,998</td>
<td>71.5%</td>
</tr>
<tr>
<td><strong>OPERATING</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Services</td>
<td>236,000</td>
<td>144,398</td>
<td>61.2%</td>
</tr>
<tr>
<td>Other Contractual Services</td>
<td>1,981,000</td>
<td>885,302</td>
<td>44.7%</td>
</tr>
<tr>
<td>Other Contract. Serv.- Janitorial</td>
<td>349,000</td>
<td>192,888</td>
<td>55.3%</td>
</tr>
<tr>
<td>Training and Travel</td>
<td>115,000</td>
<td>63,112</td>
<td>54.9%</td>
</tr>
<tr>
<td>Telecommunication</td>
<td>300,000</td>
<td>175,584</td>
<td>58.5%</td>
</tr>
<tr>
<td>Delivery and Postage</td>
<td>1,135,000</td>
<td>855,075</td>
<td>75.3%</td>
</tr>
<tr>
<td>Utilities</td>
<td>971,000</td>
<td>523,374</td>
<td>53.9%</td>
</tr>
<tr>
<td>Rentals and Leases</td>
<td>1,476,000</td>
<td>899,337</td>
<td>60.9%</td>
</tr>
<tr>
<td>Insurance</td>
<td>346,000</td>
<td>352,117</td>
<td>101.8%</td>
</tr>
<tr>
<td>Repairs and Maintenance</td>
<td>1,252,000</td>
<td>854,235</td>
<td>68.2%</td>
</tr>
<tr>
<td>Repairs &amp; Maint. - Hardware/Software</td>
<td>950,000</td>
<td>864,616</td>
<td>91.0%</td>
</tr>
<tr>
<td>Copying/Printing</td>
<td>262,000</td>
<td>155,643</td>
<td>59.4%</td>
</tr>
<tr>
<td>Property Appraiser's Fee</td>
<td>395,000</td>
<td>317,031</td>
<td>80.3%</td>
</tr>
<tr>
<td>Tax Collector's Fee</td>
<td>961,000</td>
<td>933,499</td>
<td>97.1%</td>
</tr>
<tr>
<td>Supplies</td>
<td>794,000</td>
<td>585,630</td>
<td>73.8%</td>
</tr>
<tr>
<td>Supplies-Hardware/Software</td>
<td>475,000</td>
<td>140,356</td>
<td>29.5%</td>
</tr>
<tr>
<td>Supplies-Programming</td>
<td>-</td>
<td>94,886</td>
<td>-</td>
</tr>
<tr>
<td>Memberships</td>
<td>20,000</td>
<td>12,486</td>
<td>62.4%</td>
</tr>
<tr>
<td><strong>Total Operating</strong></td>
<td>12,018,000</td>
<td>8,049,569</td>
<td>67.0%</td>
</tr>
<tr>
<td><strong>CAPITAL OUTLAY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building and Improvements</td>
<td>2,323,000</td>
<td>2,045,027</td>
<td>88.0%</td>
</tr>
<tr>
<td>Equipment and Furniture</td>
<td>143,000</td>
<td>193,820</td>
<td>135.5%</td>
</tr>
<tr>
<td>Hardware/Software</td>
<td>670,000</td>
<td>410,497</td>
<td>61.3%</td>
</tr>
<tr>
<td><strong>Total Capital Outlay</strong></td>
<td>3,136,000</td>
<td>2,649,344</td>
<td>84.5%</td>
</tr>
<tr>
<td><strong>LIBRARY MATERIALS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Materials - Restricted Contributions</td>
<td>10,000</td>
<td>8,861</td>
<td>88.6%</td>
</tr>
<tr>
<td>Materials - Other</td>
<td>4,680,000</td>
<td>3,111,361</td>
<td>66.5%</td>
</tr>
<tr>
<td><strong>Total Library Materials</strong></td>
<td>4,690,000</td>
<td>3,120,222</td>
<td>66.5%</td>
</tr>
<tr>
<td><strong>TRANSFER TO CAPITAL PROJECTS FUND</strong></td>
<td>4,000,000</td>
<td>3,000,000</td>
<td>75.0%</td>
</tr>
<tr>
<td><strong>TRANSFER TO SINKING/EARR FUND</strong></td>
<td>500,000</td>
<td>250,000</td>
<td>50.0%</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>50,804,000</td>
<td>35,993,133</td>
<td>70.8%</td>
</tr>
</tbody>
</table>
# ORANGE COUNTY LIBRARY DISTRICT
## CAPITAL PROJECTS FUND
### Nine Months Ended June 30, 2020

<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>100,000</td>
<td>108,902</td>
<td>108.9%</td>
</tr>
<tr>
<td>Transfer from Operating Fund</td>
<td>4,000,000</td>
<td>3,000,000</td>
<td>75.0%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>4,100,000</td>
<td>3,108,902</td>
<td>75.8%</td>
</tr>
</tbody>
</table>

|                     |               |            |                    |
| **EXPENDITURES**    |               |            |                    |
| New Branch          | 375,000       | 37,570     | 10.0%              |
| Reserves            | 3,725,000     | 3,071,332  | 82.5%              |
| **TOTAL EXPENDITURES** | 4,100,000   | 3,108,902  | 75.8%              |
## ORANGE COUNTY LIBRARY DISTRICT
### SINKING FUND
### Nine Months Ended June 30, 2020

<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>8,000</td>
<td>9,333</td>
<td>116.7%</td>
</tr>
<tr>
<td>Transfer from Operating Fund</td>
<td>500,000</td>
<td>250,000</td>
<td>50.0%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>508,000</td>
<td>259,333</td>
<td>51.0%</td>
</tr>
</tbody>
</table>

|                      |               |            |                   |
| **EXPENDITURES**     |               |            |                   |
| Reserves-Building and Improvements | 417,000     | 212,878    | 51.0%             |
| Reserves - Technology | 91,000        | 46,455     | 51.0%             |
| **TOTAL EXPENDITURES** | 508,000       | 259,333    | 51.0%             |
# ORANGE COUNTY LIBRARY DISTRICT
## PERMANENT FUND
### Nine Months Ended June 30, 2020

<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>7,934</td>
<td>31.7%</td>
</tr>
<tr>
<td>Reserves</td>
<td>25,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>50,000</td>
<td>7,934</td>
<td>15.9%</td>
</tr>
</tbody>
</table>

<p>| | | | |
|                      |               |            |                   |
| <strong>EXPENDITURES</strong>     |               |            |                   |
| Equipment            | 50,000        | 11,437     | 22.9%             |
| Reserves             | -             | (3,502)    | -                 |
| <strong>TOTAL EXPENDITURES</strong> | 50,000      | 7,934      | 15.9%             |</p>
<table>
<thead>
<tr>
<th>ASSETS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash on Hand</td>
<td>19,736</td>
</tr>
<tr>
<td>Equity in Pooled Cash</td>
<td>171,770</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>27,549,069</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>2</td>
</tr>
<tr>
<td>Inventory</td>
<td>123,866</td>
</tr>
<tr>
<td>Prepaids</td>
<td>166,967</td>
</tr>
<tr>
<td>Other Assets-Deposits</td>
<td>9,865</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>28,041,275</strong></td>
</tr>
</tbody>
</table>
## ORANGE COUNTY LIBRARY DISTRICT
### OPERATING FUND
#### BALANCE SHEET - LIABILITIES & FUND BALANCE
#### June 30, 2020

### LIABILITIES
<table>
<thead>
<tr>
<th>Liability</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>191,802</td>
</tr>
<tr>
<td>Retainage Payable</td>
<td>39,156</td>
</tr>
<tr>
<td>Accrued Wages Payable</td>
<td>498,997</td>
</tr>
<tr>
<td>Accrued Sales Tax</td>
<td>915</td>
</tr>
<tr>
<td>Accrued Fax Tax</td>
<td>263</td>
</tr>
<tr>
<td>Employee Payroll Deductions:</td>
<td></td>
</tr>
<tr>
<td>Optional Life</td>
<td>3,516</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>1,991</td>
</tr>
<tr>
<td>Vision Plan</td>
<td>1,495</td>
</tr>
<tr>
<td>Weight Watchers</td>
<td>516</td>
</tr>
<tr>
<td>Short Term Disability</td>
<td>1,029</td>
</tr>
<tr>
<td>Daughters of American Revolution</td>
<td>209</td>
</tr>
<tr>
<td>Staff Association</td>
<td>(1,098)</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>738,791</strong></td>
</tr>
</tbody>
</table>

### FUND BALANCE

#### Nonspendable:
<table>
<thead>
<tr>
<th>Nonspendable</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory</td>
<td>123,866</td>
</tr>
<tr>
<td>Prepaid Items and Deposits</td>
<td>176,832</td>
</tr>
<tr>
<td>Annetta O'B Walker Trust Fund</td>
<td>4,000</td>
</tr>
<tr>
<td>A.P. Phillips Memorial Fund</td>
<td>100,000</td>
</tr>
<tr>
<td>Willis H. Warner Memorial Fund</td>
<td>33,712</td>
</tr>
<tr>
<td>Perce C. and Mary M. Gullett Memorial Fund</td>
<td>19,805</td>
</tr>
</tbody>
</table>

#### Committed:
<table>
<thead>
<tr>
<th>Committed</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vivian Esch Estate Fund</td>
<td>44,198</td>
</tr>
<tr>
<td>Edmund L. Murray Estate Fund</td>
<td>724,689</td>
</tr>
<tr>
<td>Arthur Sondheim Estate Fund</td>
<td>39,941</td>
</tr>
<tr>
<td>Strategic Plan</td>
<td>4,000,000</td>
</tr>
<tr>
<td>Unassigned</td>
<td>9,308,382</td>
</tr>
<tr>
<td>Current Year Revenue over Expenditures</td>
<td>12,727,059</td>
</tr>
<tr>
<td><strong>TOTAL FUND BALANCE</strong></td>
<td><strong>27,302,484</strong></td>
</tr>
</tbody>
</table>

**TOTAL LIABILITIES & FUND BALANCE** **28,041,275**
## ORANGE COUNTY LIBRARY DISTRICT
### MONTHLY ROLLOVER
#### June 30, 2020

<table>
<thead>
<tr>
<th></th>
<th>BALANCE 05/31/20</th>
<th>RECEIPTS</th>
<th>DISBURSE</th>
<th>BALANCE 06/30/20</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity in Pooled Cash</td>
<td>528,497</td>
<td>2,463,315</td>
<td>2,820,042</td>
<td>171,770</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>29,367,581</td>
<td>14,822</td>
<td>1,833,333</td>
<td>27,549,070</td>
</tr>
<tr>
<td></td>
<td><strong>29,896,078</strong></td>
<td><strong>2,478,137</strong></td>
<td><strong>4,653,375</strong></td>
<td><strong>27,720,840</strong></td>
</tr>
<tr>
<td><strong>SINKING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>1,046,712</td>
<td>508</td>
<td>-</td>
<td>1,047,220</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>12,539,568</td>
<td>339,339</td>
<td>-</td>
<td>12,878,907</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>773,697</td>
<td>284,709</td>
<td>185,052</td>
<td>873,354</td>
</tr>
<tr>
<td>Claims Payment Checking Account</td>
<td>73,000</td>
<td>150,587</td>
<td>150,587</td>
<td>73,000</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>4,294,273</td>
<td>2,084</td>
<td>-</td>
<td>4,296,357</td>
</tr>
<tr>
<td></td>
<td><strong>5,140,970</strong></td>
<td><strong>437,380</strong></td>
<td><strong>335,639</strong></td>
<td><strong>5,242,711</strong></td>
</tr>
</tbody>
</table>
## ORANGE COUNTY LIBRARY DISTRICT
### GENERAL POOLED INVESTMENTS
#### June 30, 2020

### INVESTMENT TYPE | DOLLARS
--- | ---
US TREASURY SECURITIES | 8,997,852
MONEY MARKET FUNDS |  
| Federated Treasury Obligations Fund | 679,710
| Federated Government Obligations Fund | 1,092,741
LOCAL GOVERNMENT INVESTMENT POOLS |  
| Florida Safe | 16,784,617
| Florida Prime (SBA) | 18,216,634
TOTAL | 45,771,554
Orange County Library System
Board of Trustees Meeting
July 9, 2020

Dashboard: June 2020
Books By MAYL had their best month in 10 years! The special services staff checked out 68,846 items last month for home delivery. Their effort would not have been possible without branch and main circulation staff paging items and technical services processing new materials. OCLS teamwork at its finest!

Digital circulation remained strong with 223,462 uses for the month which translates to 7,449 uses per day.

There were 2,610 new card registrations of which 1,086 were completed through our online registration service. This is the fourth month in a row the service has registered over 1,000 new users. The team’s busiest day was on June 16th when they processed 200 applications.
### Events & Classes by Location

<table>
<thead>
<tr>
<th>Location</th>
<th>2020 Attendance</th>
<th>2019 Attendance</th>
<th>% Change</th>
<th>2020 Attendance</th>
<th>2019 Attendance</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando Public Library</td>
<td>4,801</td>
<td>13,471</td>
<td>-64.4%</td>
<td>-</td>
<td>2,482</td>
<td>-100.0%</td>
</tr>
<tr>
<td>South Creek</td>
<td>4,363</td>
<td>8,828</td>
<td>-50.6%</td>
<td>135</td>
<td>443</td>
<td>-69.5%</td>
</tr>
<tr>
<td>South Trail</td>
<td>3,511</td>
<td>4,435</td>
<td>-21.2%</td>
<td>155</td>
<td>248</td>
<td>-37.8%</td>
</tr>
<tr>
<td>Chickasaw</td>
<td>3,205</td>
<td>9,713</td>
<td>-67.0%</td>
<td>178</td>
<td>316</td>
<td>-43.7%</td>
</tr>
<tr>
<td>North Orange</td>
<td>2,337</td>
<td>2,943</td>
<td>-20.6%</td>
<td>89</td>
<td>295</td>
<td>-68.8%</td>
</tr>
<tr>
<td>Southeast</td>
<td>2,165</td>
<td>4,226</td>
<td>-48.8%</td>
<td>168</td>
<td>721</td>
<td>-76.7%</td>
</tr>
<tr>
<td>Alafaya</td>
<td>1,996</td>
<td>5,322</td>
<td>-62.5%</td>
<td>143</td>
<td>575</td>
<td>-75.1%</td>
</tr>
<tr>
<td>Fairview Shores</td>
<td>1,739</td>
<td>5,745</td>
<td>-69.7%</td>
<td>141</td>
<td>643</td>
<td>-78.1%</td>
</tr>
<tr>
<td>Hiawassee</td>
<td>1,813</td>
<td>3,120</td>
<td>-41.9%</td>
<td>51</td>
<td>186</td>
<td>-72.6%</td>
</tr>
<tr>
<td>Winter Garden</td>
<td>1,401</td>
<td>5,400</td>
<td>-74.1%</td>
<td>204</td>
<td>455</td>
<td>-55.2%</td>
</tr>
<tr>
<td>Southwest</td>
<td>1,153</td>
<td>4,070</td>
<td>-71.7%</td>
<td>159</td>
<td>587</td>
<td>-72.9%</td>
</tr>
<tr>
<td>Windermere</td>
<td>740</td>
<td>2,968</td>
<td>-75.1%</td>
<td>196</td>
<td>327</td>
<td>-40.1%</td>
</tr>
<tr>
<td>West Oaks</td>
<td>634</td>
<td>1,637</td>
<td>-61.3%</td>
<td>87</td>
<td>321</td>
<td>-72.9%</td>
</tr>
<tr>
<td>Online</td>
<td>-</td>
<td>-</td>
<td>0.0%</td>
<td>661</td>
<td>6</td>
<td>10916.7%</td>
</tr>
<tr>
<td>Washington Park</td>
<td>299</td>
<td>1,703</td>
<td>-82.4%</td>
<td>12</td>
<td>274</td>
<td>-95.6%</td>
</tr>
<tr>
<td>Eatonville</td>
<td>263</td>
<td>635</td>
<td>-58.6%</td>
<td>-</td>
<td>48</td>
<td>-100.0%</td>
</tr>
<tr>
<td>Herndon</td>
<td>-</td>
<td>1,505</td>
<td>-100.0%</td>
<td>-</td>
<td>215</td>
<td>-100.0%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>30,420</td>
<td>75,741</td>
<td>-59.8%</td>
<td>2,279</td>
<td>8,142</td>
<td>-72.0%</td>
</tr>
</tbody>
</table>

### Event Attendance

**Community Events**
- 0 - 2,511 - 100.00%

**Events - Adult**
- 8,171 - 26,319 - 68.95%

**Events - Teen**
- 610 - 2,800 - 78.21%

**Technology Classes**
- 2,279 - 8,142 - 72.01%

**TOTAL**
- 32,699 - 83,883 - 61.02%

Social media statistics saw a 20.05% growth for June 2020.

As we jumped into our new normal of offering a Virtual Summer Reading Program, we saw significant video consumption on our Facebook, Instagram, and YouTube accounts. In total, we had our video content, which included livestreaming of literary programs, These Three Things, and cross-posted livestreams from PBS Books, viewed 19,007 times in June. On IGTV, we received 3,328 views for These Three Things, our Writing Tip of the Week, which began at the beginning of the quarantine, and our livestream with Chef Mira. Additionally, our YouTube channel received 58,701 views during the month of June. We continued to push out twice-a-week storytimes and began offering more livestreams, including our Monday morning livestream events with VSRP presenters that run concurrently with our Facebook streams in an effort to reach audiences on as many platforms as possible. At the end of June, we recorded a new batch of storytime videos and plan to continue those at least through the end of the summer to continually push out new content and encourage customers to engage with us online.
Orange County Library System
Board of Trustees Meeting
July 9, 2020

Action Items: None
Orange County Library System
Board of Trustees Meeting
July 9, 2020

Discussion & Possible Action Items
Orange County Library System
Board of Trustees Meeting
July 9, 2020

Director’s Goals FY 2020:
2\textsuperscript{nd} & 3\textsuperscript{rd} Quarter Updates
Director’s Annual Goals: Each goal has a connection to the dimensions of performance provided on the Director’s Performance Evaluation form.

FY 2020 ~ 2nd & 3rd Quarter Updates

Strategic Goal One: Improve the Customer Experience

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

Progress

- The Zebra Coalition training originally scheduled for May 6th has been postponed due to the pandemic. It will be rescheduled for a later date.
- We have added the following classes to SumTotal this quarter:
  - A Conversation on Racism with Jason Reynolds and Ibram X Kendi
  - Advancing Racial Equity in Your Library
  - Beyond Awareness: Strategies for Demonstrating Cultural Competence in Library Services to Children
  - How to be an Antiracist
  - How to Build an Anti-Racist World
  - How to Deconstruct Racism, One Headline at a Time
  - How to Overcome Our Biases? Walk Boldly Toward Them
  - KidLit4BlackLives Rally
  - Racism Has a Cost for Everyone
  - The Danger of a Single Story
  - What We Can Do About the Culture of Hate
- We offered the following classes with inclusiveness themes during the ALA Virtual Conference, and the archive will be available for one year:
  - Retention efforts of minority librarians in librarianship from the perspectives of early, middle and advanced career librarians
  - Serving the Transgender Community: It’s More Than Just Bathrooms!
  - Herstory through Activism: Women, Libraries, and Activism
  - Suggesting Own Voices to All Readers: EDI and RA Services
  - Civic Duty? Libraries and the Disenfranchised
  - Promoting Multicultural Library Services in Virtual Spaces
  - Juntos: Latinx Family Engagement at Your Library
- An online implicit bias training is in the final stages of creation and should be ready to be published in SumTotal soon, with content based on the implicit bias research and training available from the Kirwan Institute for the Study of Race and Ethnicity.
- Additional diversity training programs are currently being vetted for possible system wide implementation.
- Due to COVID-19, in-person trainings, orientations, and hiring are on hold. We will continue to evaluate feedback from the surveys to see what can be implemented and improved for our orientations and on-boarding in the future. Additionally, we have begun researching companies that are holding new employee orientations online, to see what, if
anything might work for us, gathering best practices, and also evaluating our content to see what might be able to be moved online.

- The Customer Service Champion revamp is currently on hold due to the pandemic. We are reviewing the content of the Service Story Orientation to see if it is conducive to being taught online.
- The Mystery Shopper Program was suspended during the library closure this quarter. It will be starting back up to evaluate not only library customer service, but also the library’s response to Covid in our facilities.
- The library is continuing to work with the ILS software developer to determine what CRM features will be included in the new ILS.
- The last quarter was greatly affected by the COVID-19 pandemic and at this time there are restrictions on customer access to furniture and library spaces. The system is open with a 25% of full occupancy limit. There is currently no access to furniture outside of individual computer work stations which are socially distanced. Browsing has been open at branches and opened at Main for Library Central and the Children’s Library on June 22.
- The Contract and Construction Administrator has updated the Facilities standards books with our preferred choices and acceptable alternates. This project is complete for now, but will need future updating as styles and colors change over time.
- The notary services proposal is on hold due to the systemwide restriction of no in-person events, programs, or classes until September 1.
- The project to reconfigure the Main Lobby was absorbed into a larger project to review the entire first floor and the design aspect of the project is on hold indefinitely.
- Staff continues to participate in multiple weekly calls with the OCLC Implementation and Software Development teams regarding the migration to Wise. There are other regular calls regarding catalog integration, marketing, and training. Staff is working through a comprehensive project to clean-up dated and unused patron and item data. The project is still on track for OCLS to “go live” on February 8, 2021. The Chesapeake, Virginia Public Library went live on Wise on June 8, 2020. The Anythink Library System in Colorado and Greensboro Public Library in North Carolina are scheduled to go live in June 2020 as well.
- The Executive Edge team was wrapping up their evaluation of the fee schedule but due to economic uncertainty surrounding the pandemic, the presentation for the Administration is on hold indefinitely.
- Passport services that provided the filing of applications and pictures were very popular up until the pandemic closure on March 18. Revenue from the first day on September 11, 2019, until the closure was $15,600.
- The first order of the new library card with a key chain tag was placed on June 16th.
- Staff continues to explore the functionality within Wise to implement the option of offering fee cards as a monthly subscription service.
- The ESL Specialist was busy this quarter updating ESL class curriculum to be conducted virtually. She conducted a variety of training sessions for the ESL Trainers on the following topics: Google classroom, Quizlets, Kahoot, and Zoom. She also conducted a training on best practices for teaching ESL online. In addition, she shared multiple how-to videos with the trainers. If needed, she provided one on one training for individuals who needed additional assistance. Bi-weekly ESL team meetings are being held to encourage collaboration, provide best practices, and stay appraised of classes, student needs and new activities.
- Staff have collaborated on the creation of a new English class for social interactions and English in the workplace. The ESL Specialist and full-time ESL Instructor are evaluating ways the English for Families series can be adapted to host virtually. The budget and schedule need to be updated to fit into our new environment.
- This quarter almost 200 English classes have been taught virtually. OCLS offered 21 English classes a week online and plan to increase offerings in July.
- Received 90% review documents and had presentation from Borelli and Associates regarding both Horizon West sites. Also, in discussion with the County about a land lease option. Plan is to take options to Board of Trustees in August or September for their recommendation and approval.
Meetings were held with the various Admins in the Spring regarding their needs. The key forward facing projects were included in the budget. Other projects were put into a holding area for potential funding in future years.

We have hired engineering firms to review the MEP and HVAC systems throughout all of the owned locations which will be completed by December 2020 so that we can create a life cycle replacement plan.

We have had the annual roof inspections completed and were provided estimated useful life left per owned facility to be incorporated into the life cycle replacement plan.

The training - Old School? New School? How Generational and Cultural Differences Are Assets in Your Workplace was offered on February 14th, 2020. The archive is also available in SumTotal. Staff from the Zebra Coalition are scheduled to come to OCLS for a staff training on Gender Identity and Sexual Orientation: A two hour workshop that will cover topics like terminology, sexual orientation and gender concepts, transgender culture, coming out process, and intersectionality. The workshop is offered to businesses, organizations, and schools. Focused lessons/modules can be developed for specific groups such as: service providers, child welfare providers, school personnel, teachers, and others as needed. This training was scheduled for Wednesday, May 6 from 9am - 11am.

The survey data of the last two years of orientation surveys have been reviewed and compiled into the following sections, based on questions asked:
- What would you change about the OCLS Connect - Get to Know Your Library Orientation?
- The OCLS Connect - Get to Know Your Library Orientation could be improved by:
- My favorite part of the OCLS Connect - Get to Know Your Library Orientation was:
- My least favorite part of the OCLS Connect - Get to Know Your Library Orientation was:
- Do you have any questions that were not answered as part of the OCLS Connect - Get to Know Your Library Orientation? If yes, please list:
- Any other comments or feedback?

We are reviewing the responses to these questions for areas of improvement and possible changes that can be implemented. Follow up questions will be sent to staff who have been hired in the last 2 years for additional feedback now that they have been on staff longer and may have additional perspectives.

In the meantime, the following questions were posed to the managers and administrators of the system and the responses will be evaluated:

New Employee Orientation
- What do you think is missing from our new employee orientation?
- What do you think we do well (in regards to orientation)?
- In a perfect world scenario, what would your dream new employee orientation look like?

New Employee Onboarding
- What do you think is missing from our new employee onboarding?
- What do you think we do well (in regards to onboarding)?
- In a perfect world scenario, what would your dream new employee onboarding look like?

We are exploring options for revamping the Customer Service Champions program to create further engagement and practice with the Customer Service Story.

The library has been auditing the mystery shopper reports to ensure that shoppers are providing the full service under the contract. Out of 42 shops, the library earned 33 100% scores during the 2nd quarter. The number would likely have been higher as only eight locations were shopped in March before the library closed due to the coronavirus. In the customer engagement survey this quarter, 97.73% of respondents said their experience made them feel positive about returning to the library. In the same survey 96.86 said that library staff made them feel welcome on their visit.

The library has been working with the developers of the new ILS software to determine what should be included in the CRM portion of the ILS. This has involved looking into the strengths and weaknesses of the library’s current analytical usage software.

The Mystery Shopper Committee is developing a list of measurables for classes and events that could be used in potential shopper reports. Best practices are being evaluated to determine what the library considers a successful class or events. The committee is also evaluating the cost benefit of adding additional shops to the mystery shopper program.

The Construction Administration area of Facility and Operations submitted their initial draft of the construction standards book. It is currently being reviewed and should be finalized in the Summer. The standards include the type (manufacturer, make model,
Staff has finalized a proposal to offer notary services and it is currently being evaluated by the Administration.

Reconfiguring Main’s Lobby has been moved into a larger project that involves an architect evaluating the entire first floor for brand consistency. Staff met with the architect to express their ideas and needs.

The OCLC Wise Implementation kicked off on February 4th with the OCLC Wise Implementation team visiting from Ohio and the Netherlands. The team was here for three exhausting days evaluating workflows and processes across all aspects of the library’s operation.

Executive Edge continues looking at fee schedules and preparing a presentation for the Administration team.

The Passport Office has been relocated from the third floor to the first floor just off of the Lobby and signage has been installed to promote the service.

A new library card/key chain tag has been designed, a printing bid has been received from the vendor and staff are waiting for samples to confirm proper design and usage. Staff will work through the existing stock of library cards before transitioning to this new style card.

IT continues to train and monitor staff behavior when receiving phish emails. Staff are sent to additional training when they fail to identify the test emails sent by us.

Received 60% Progress Report from Borrelli and Partners in February. The 100% Report was to be presented March 25th but is delayed to COVID-19.

Discussed options with the County regarding additional property on the western property line for the Eastern most site (near Tiny Road) to allow for a less expensive driveway entrance way.

Had conference call scheduled with Tavistock mid March but has been moved to mid April due to COVID-19.

Billy Warren and Brian Dornbush met with all of the Admin team and created a comprehensive list of desired projects, then assigned estimated cost, construction timelines to each and estimated which fiscal year they would be completed. This list will be reviewed by the Admin team in late April or early May in order to budget FY 2020-21 projects.

In partnership with UCF Libraries, the class When Catalog Searching Fails Us, How Do We Find the “Windows, Mirrors and Sliding Glass Doors?” Discover UCF’s Diverse Families Database was offered at Staff Development Day in November 2019, with approximately 30 attendees. DIVerse Families is a comprehensive bibliography that demonstrates the growing diversity of families in the United States. This type of bibliography provides teachers, librarians, counselors, adoption agencies, children/young adults, and especially parents and grandparents needing to empower their children with materials that reflect their families. Part of this training discussed the importance of inclusiveness in collection development. The database itself includes bibliography/collection development resources on the topics of family relationships, culture/ethnicity, racial diversity, LGBTQ, and disability and health.

The survey data for the last two years’ worth of new hire orientations have been compiled for analysis. A survey will also be sent to all staff and managers to gather further feedback. Additionally, research on training industry onboarding and orientation best practices has been compiled and questionnaires for onboarding practices from other libraries has been conducted. Analysis will be done to determine possible implementation options based on our specific organizational needs and abilities, and the feedback from staff. The customer service orientation / training schedule for 2020 has been adjusted to every other month, vs monthly to allow for slightly larger class sizes. The curriculum is currently being rewritten / adjusted based on feedback from the first 6 months of classes.

The Service Story e-learning is part of the first day onboarding learnings for new staff. The customer service orientation is being revamped to allow for more practice scenarios and in-depth discussions.

We will explore options to increase submissions for the Share Your Story / We Change Lives page of the service story site.

At the November branch manager meeting, examples of customer service situations were discussed to determine if additional training would be a solution, or if there were other answers to the situations, prompting discussions around handling staff and customer concerns. An activity /
exercise on demonstrating ways to tell customers what you can do, vs what you can’t do was completed (Tie into service story behavior - I will customize services and provide options). This was a fun exercise and people commented that they will be doing it with their staff; this is also being incorporated into the new service story curriculum.

- The library is conducting an agile survey on a quarterly basis and comparing the results with the shopper program results to ensure similar experiences are being reported. Staff are evaluating the questions used in the shopper report to ensure they are reflective of the library’s service goals.
- Customer Relation Management (CRM) software will be included in the new ILS. Library staff are currently using Analytics on Demand software to track and evaluate library usage.
- A committee is being formed to evaluate the benefits of expanding the Mystery Shopper program into technology classes and or library events. The committee will determine whether to pursue this in both classes and events, only one of the categories or neither category.
- The Southwest and South Trail branches received new customer service desks as part of their branch refreshes. The desk for the Southeast branch is in progress.
- Main circulation staff are currently exploring notary services for customers.
- Enhancements for the Lobby Checkout and Book Return areas are still under review. Now that contracts with contractors, architects, and engineers are finalized this project will move into design.
- OCLS staff are attending weekly and bi-weekly conference calls with OCLC and other early adopter libraries. These calls include discussions regarding product architecture and development specific to OCLS. There is an ongoing evaluation of Allen County’s “go live” (11/11/2019) and new and improved implementation procedures due to the upcoming “go live” (2/3/2020) of the Anythink Library System.
- Executive Edge is currently reviewing all fee schedules.
- Passport services kicked off on 9/11/2019. As of 11/25/2019, 105 Passport applications were successfully completed. In addition, Passport Training re-certification for 2020 was conducted by the State Department at the Main Library. OCLS Passport Agents hosted the training and 48 participants attended.
- Staff worked with the Graphics Department to design a library card with a key chain card. We are waiting for the next library card order to proceed.
- The functionality for subscription fee cards might be included in Wise and will be further evaluated as the ILS replacement project progresses.
- The ESL Specialist is currently working on an online basic training module for the staff who will teach ESOL classes. The basic training is 85% complete and edits are being made before it goes live. The subsequent trainings are in the planning phase. Staff who complete the online trainings will also attend a face-to-face training to create brand consistency in our class offerings.
- IT has implemented a phishing security and education strategy for staff. On a monthly basis we send a few emails to all staff. The purpose of these emails is to benchmark staff knowledge to recognize emails that are trying to phish for personal information. This information is gathered on a monthly basis and evaluated. Depending on results IT may decide to send certain staff for additional training on this subject.
- Staff visited 2 County-owned Horizon West Properties in August 2019. Worked with County Real Estate to obtain Right of Entry (received 12-10-19). Issued Purchase Order for Borrelli and Partners to perform Due Diligence on both parcels to assist in determining which parcel to buy, report due approximately Feb 1, 2020. Appraisals should be finalized by Feb 1, 2020. Based on Due Diligence Report and Appraisals we can make a recommendation to the Board of Trustees in March/April timeframe. Once we select the parcel, it will take 60 - 90 days to close.
- For Lake Nona area, Staff had a discussion with Tavistock basically reconfirming our space needs and requirements. The City of Orlando reached out to us in September to see if we would be interested in space at their recently acquired land, but nothing further.
- Facilities & Operation Managers Billy Warren and Brian Dornbush have been assigned the task to perform a comprehensive review of the Library’s facilities and their systems to develop a 1, 3, 5 and 10 year look ahead for budgeting purposes. The project is to be completed by March 31, 2020. Part of the assignment is for them to schedule meetings with each Admin in the month of January to assess their needs. The plan will be brought to Admin in April so that we can budget accordingly for FY 2020-21 and future years. The plan will be updated each year, some projects will be moved up, moved back or dropped from the schedule based on funding, return on investment, obsolescence, etc.
<table>
<thead>
<tr>
<th>Goal: Provide services that address the needs of the community</th>
<th>Successful Completion</th>
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<tbody>
<tr>
<td>Enrich the community with vibrant and dynamic events</td>
<td>Deliver services via technology</td>
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<td>Provide events to enhance life skills</td>
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<td>Expand early and family learning events</td>
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<td>Continue Virtual Library Card with OCPS</td>
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**Progress**

- The newly revised online “Request a Storyteller” form was finalized on 1 May, with the addition of the virtual storytelling option. Since then, we have received six requests via the new form. We promoted the new form internally and via OCLS social media, press releases, and in the Early Learning e-newsletter. We sent out an email blast to 200 daycare center directors promoting the service. In the final quarter of the year, we will focus on reaching out to our local daycare centers to create a wider awareness of the services that we offer, including the free storyteller visits.

- Many of our scheduled Head Start visits, which traditionally take place in the Spring, were canceled due to the stay-at-home order and distance learning. We began offering virtual storytelling visits, and we were able to reach 13 out of 22 Orange County Head Start Centers, either in-person early in the year or via a virtual visit.

- The Kindergarten Readiness Committee, met virtually to modify the action plan for revamping the kindergarten readiness series and create a timeline for accomplishing goals. The new kindergarten readiness series will be called “Countdown to Kindergarten.” By 1 September, six event scripts will be developed for a virtual “Countdown to Kindergarten” series based on the best practices of “Every Child Ready to Read.” Two events will be scheduled each month, September through November 2020, to beta test the new series. A virtual staff training session for “Countdown to Kindergarten” will be scheduled in December. The training will be recorded and archived in our learning management system, as a resource for staff. In winter 2020/2021, the series will be adapted to use with in-person events. Changes to the curriculum will be recorded and communicated to staff.

- The 2020 Kindergarten Bootcamps scheduled in May were canceled due to COVID-19. As an alternative means of supporting caregivers in their efforts to prepare their children for kindergarten, staff updated the Kindergarten Readiness Resource Guide, [http://libguides.ocls.info/kindergarten](http://libguides.ocls.info/kindergarten). The resource guide now aligns with “Every Child Ready to Read,” an initiative of the Public Library Association (PLA) and the Association for Library Services to Children (ALSC). The updated Kindergarten Readiness resource guide went live on Monday, 11 May. As of 15 June, the resource guide has had 1,010 views.

- The resource guide provides an overview of the five early literacy practices, including reading, writing, singing, talking, and playing. Families are invited to participate in our virtual storytimes, view our prerecorded video storytimes, and utilize our early literacy calendars. Insights into why each practice is important, aim to encourage parents in their efforts. Caregiver resources, such as activity suggestions, articles, book lists, and links, provide a depth of material to cover since preparing for kindergarten begins at birth and continues through the preschool years. English/Spanish bilingual resources are also incorporated to support parents/caregivers in practicing early literacy behaviors in Spanish.
In addition to updating the resource guide, the Youth Education Specialist presented three staff training sessions on preparing children for kindergarten in May. The training was recording and is available in our learning management system for on-demand access for any of our staff members.

We are distributing 600 Early Literacy Calendars per month in picture books requested through our home delivery service.

In June, the library staff was invited to present information about our services to the leadership of the Orange County Neighborhood Center for Families (NCF). We were able to provide the NCF with digital copies of the Early Literacy Calendar to distribute to the families they serve through the end of the year.

Due to COVID-19 and social distancing recommendations, all of our large-scale in-person events were canceled starting in March. We quickly began offering Live Streaming events via our OCLS Facebook and YouTube Channels. We kicked off the Summer Reading Program, with “Celebrate Summer with Free Daps” for 138 viewers. The performance by ScienceTellers, “Dragons - Return of the Ice Sorceress,” had 133 viewers. For our third week of summer, “Mixed-up Fairy Tales” presented by Page Turner Adventures had 121 viewers. The Live Streaming events have been well received by families for their convenience and accessibility. This has opened up a new youth programming format option.

Hands-on interactive activities are now accomplished with take-home activity kits, which were distributed to all locations. The activities focused on STEAM (Science/Technology/Engineering/Arts/Mathematics) and featured themes, including constellations, frogs, static electricity, and the laws of motion. A total of 6,400 kits were assembled, and the take-home kits are currently available for customers to pick up from all locations, while supplies last.

There were 19 passive programs offered, including “Take and Make Craft Kits,” “STEAM Kits,” and the call-in “Storyline” service, which had 161 callers. Sample activities were added to the “Passive Programming” section of the Children’s Program Bank. The section currently contains 21 sample activities.

Laura Morton and Silence Bourn presented an “Every Child Ready to Read” Storyteller Workshop to the OCLS storytellers in May. The outline for recording storyteller videos was updated to reflect the goals and integrate the principles of “Every Child Ready to Read.” Another training session for the youth program specialists and branch librarians will be scheduled in August 2020. Staff across the system had the opportunity to participate in numerous webinars and online training available through our Learning Management System, ALSC, WebJunction, and other library and early literacy-focused organizations during this quarter.

Since the last update, staff have reviewed and archived more than 150 event pages on our Children’s program bank wiki. They review each script for following our current branding guidelines, most recent template formats, broken links, and updating the tags on pages to aid in searching and identifying programs that fit our monthly system-wide themes. We recently added a tween section to the program wiki. Throughout this process, we identify gaps in our content. For example, staff will be writing scripts for Juneteenth, so that we may offer youth programming in celebration of Juneteenth next year.

During this quarter, Library staff focused on converting programs and classes into virtual experiences that customers could do at home. Cooking at home became a necessity over these months, as reflected in many of our events. Chef Yamira Lee Johnson hosted “Cuisine Corner – Pantry Edition” which showed participants how to make a delicious meal from pantry staples. Events & Programs staff hosted “Cuisine Corner – Cool Summer,” which showed attendees how to make refreshing dishes perfect for a backyard picnic. Blog posts included “Cuisine Corner: Dalgona Coffee aka Frothy Coffee” and YouTube videos such as “Cuisine Corner: Learn to Make a Mug Cake,” “Cuisine Corner: Baking Bread at Home” and “Cuisine Corner: Tex Mex Chicken and Zucchini with Chef Karen Ross.” Other “at-home” events included “Qigong Movement and Breathing” presented by Jasmine Winn. At this event, attendees were shown basic movement, breathing and meditation techniques. New presenter Charlie Pioli, owner of O-Town Compost, hosted a virtual hands-on tutorial demonstrating the basics of composting for the home.
Another focus has been on virtual writing events. “The Writing Workshop – Adding Oomph to Action Scenes” was hosted by author and martial arts instructor L.E. Perez. The “Ask the Literary Agents Panel” allowed customers to ask questions about the publishing industry. “Write to Market. . . or Not?” featured a literary agent discussing how to make submissions stand out. OCLS also posted several “Writing Tips of the Week,” featuring several authors, editors and literary agents.

Cultural appreciation continues to be a focus for Library Events. In May, the Library commemorated Asian Pacific American Heritage Month through a partnership with local PBS station WUCF, for a virtual preview of the new groundbreaking PBS documentary series, “ASIAN AMERICANS,” which explored the impact of this group on our country’s past, present, and future through individual lives and personal histories. Local Chef Ha Roda, shared a traditional Vietnamese recipe in one of her favorite new kitchen appliances at the “Instant Pot Vietnamese.”

With the onset of stay at home orders and distance learning, OCLS reached out to OCPS to support teachers, parents, and students, with great success! Library staff were able to share information about resources and services in virtual presentations for OCPS Library Media Specialists, clerks, and the OCPS Parent Engagement Liaisons. Summer reading information was shared with parents at individual schools. The Youth Outreach Coordinator presented a staff training for our library staff members about serving as a liaison during distance learning.

Working in partnership with the parent engagement liaison from Pinewood Elementary, we began offering virtual storytime sessions geared towards elementary students so that families could tune in from their homes. As these events grew and word spread to other schools, our OCLS storytellers have presented 68 virtual storytelling sessions for over 1,000 participants since late March.

Both OCLS and OCPS are using Beanstack, an online platform and app for students to track their reading minutes or books read, write reviews, earn online badges, and complete recommended activities. OCPS students automatically have a Beanstack account, which they access through their launchpad portal, and they can link their school and library Beanstack accounts so that their reading can count for both organizations. Thus far, 1,450 students have linked their accounts. We continue to coordinate with OCPS to support families by creating tutorials, flyers, and documentation to aid in explaining the program and provide documentation to staff on how to support families in using Beanstack.

As a result of COVID-19, staff are pivoting to create virtual field trips options to be ready for the new school year. They are focusing on creating virtual field trip options for our most popular field trips first, those for kindergarten and first-grade students. We will update our promotional materials, website, and request form to add the virtual field trip option in anticipation of offering and promoting the virtual field trips to schools this fall. We have been in touch with the Orange County Regional History Center since we have a partnership to offer joint field trips for schools, where they visit the History Center and Library in a single day. Any changes to that program offering are pending more information about how Orange County Public Schools will function this fall.

In May 2020, the Library finalized an agreement to provide virtual access to Library resources for 500 UCF Education students needing access to eBooks for their Children’s Literature & YA Classes.

During the library closure due to COVID-19, the Library created new digital content to help the community maintain social distancing, while still having access to library services. Virtual storytelling, performances, new blogs, Melrose content, and online classes were created for the public. New platforms such as Zoom and Streamyard are being used to offer virtual events. Guidelines and best practices in using these tools have been developed and shared with staff. All staff conducting Zoom events and classes have received training on this tool which focused on safety and security and best practices. In addition, guidelines and best practices on conducting storytimes in a virtual environment have been developed and shared with staff presenting youth events and tips for teaching
online have been shared with technology trainers. This quarter over 885 events and 180 technology classes have been presented virtually.

- Staff from various locations have also filmed content to be viewed on OCLS' YouTube channel. Content includes storytelling, cooking, writing, yoga, meditation, and much more. Many locations are being innovative in how we reach our customers in person, while social distancing. Several locations have created "grab & go" activity kits for families, book bundles, and movie kits.
- Due to COVID-19, the in-person pop-up events scheduled in Horizon West and Lake Nona have been cancelled.
- Valencia College Lake Nona Campus will remain closed through the fall semester for outside events. They have expressed interest in cross promoting events and collaborating on virtual content for the Lake Nona community.
- Staff sent an e-newsletter to the customers registered to receive communication regarding Horizon West. The newsletter encouraged families to participate in the virtual Summer Reading Program and to take a survey to gather feedback about a future library in the area.
- Due to the COVID-19 closures and ongoing social distancing guidelines, the Library cancelled and ceased planning what would generally be considered in-person signature events. However, the Library has created a new series and partnership to provide events virtually. In May, the Library started a new virtual series called “Meet the Author Live,” hosted by librarian and author Lauren Gibaldi. Invited guests included Jenny Torres Sanchez, author of *We Are Not from Here*, and in June, New York Times bestselling author Katie Cotugno.
- The Library established a new partnership with PBS Books to cross post a series of national events. These have included “National DNA Day with PBS Books,” the “Penny Stamps Speakers Series,” which features respected artists, designers, and innovators from a broad spectrum of fields, and a “Virtual Commemoration of Juneteenth.”
- Bibliotheca Fast Lane pad has been added to the Main Lobby’s Information Desk for faster service and is currently being used by a few customers. Staff continues to share this new technology with customers. The online storyteller request form is currently in development. The Youth Program Specialists and storyteller are scheduling storytelling visits to all 22 Orange County Head Start Centers and delivering an OCLS coloring book to each child. The Head Start visits should be complete by the end of the school year. A list of daycares near Main and Chickasaw will receive promotional material for the "Kindergarten Boot Camp" in May.
- The K-Ready Committee met in January and March. They defined kindergarten readiness for OCLS as, "We create positive learning experiences to empower families in our community by providing a supportive learning environment, with familiar routines, experiences, and resources." The committee examined the current K-Ready curriculum to identify what was working and discussed what the future curriculum should include. The new curriculum will provide early literacy tips, book lists, songs, rhymes, stations, and crafts. It will contain enough details for the presenters to understand their roles as early literacy providers. Staff will create six scripts to start with that will be 45-minutes long.
- "Kindergarten Bootcamp" will include tips for caregivers, and resource guides will provide songs and early literacy practices. *Help Me Grow*, which offers free developmental screening, will be attending both the Orlando Public Library and the Chickasaw branch event. An OCPS School Bus will be at each event to allow children to tour it before they have to ride it to school. A list of daycares near Main and Chickasaw has been created to receive promotional materials.
- Expanding the annual Youth Art Contest to include all grades K-12 has led to several positive outcomes. Art submissions increased from 81 artists who submitted 129 art pieces to 174 artists, who submitted 195 art pieces, 70 of which were in the elementary school age bracket. Attendance of the Youth Art Contest Reception also increased from 38 attendees to 198.
- The "Early Learning Resource Fair" in July will have some new partners, and the event duration will be expanded by one hour to increase the time for families to participate. Attendees of the fair that fill out and return their raffle form will receive a free book.
- West Oaks held its annual "Family History Fair" in February, where attendees learned what genealogical resources are available at the Library. Herndon is planning its annual Book Festival at the beginning of the school year.
- From 1 January through 1 March, several locations offered passive programs, including Alafaya, Fairview Shows, Hiawassee, North Orange, Main, South Creek, South Trail, Southwest, Washington Park, West Oaks, and Windermere. Total participation in these events totaled 3,480. There were 74 programs, including Activity Bundles/ Boredom Buckets, Pop-Up events, Character Mailboxes, Interactive displays, and Coloring Sheets/Worksheets.
- "Caregiver Connect: Stay and Play" continues to be very popular at all locations. This allows caregivers time to connect and mingle while the little ones explore and make friends. Pop-up events at Lake Nona and Horizon West continue to grow. At Fairview Shores, there were 126 children and caregivers engaged in "Pop-Up Crafts." West Oaks offered many "Tech Exploration" pop-up events where kids walking into the branch got to experience hands-on learning with different technologies like Virtual Reality headsets and Osmo gaming kits.
- Youth Services has compiled 42 hours of training modules related to early literacy, child development, diversity, and the use of picture books for challenging discussions and future staff training.
- The staff continues to tag and archive events on the wiki. The wiki houses the scripts for all locations to use for youth programs. Youth Services is introducing a Tween section with program scripts for the 8-12 age group.
- All of the archived wiki content remains available to youth program specialists and youth services staff members to update the templates and branding standards. Once updated, the program will be added to the active wiki site.
- During this quarter, cultural celebrations were one of the Library’s foci. There were several events that highlighted Black History Month. The South Trail Branch hosted “OrisiRisi African Folklore” which shared the beauty of African life and culture through a unique folkloric performance filled with drumming, dance and storytelling. The “30th Annual National African-American Read-In” was celebrated at the Orlando Public Library as local luminaries shared African-American literature through poetry, story, and song. South African musician Nathi Gcabashe performed at multiple locations. Afropop band Wassalou performed at the Orlando Public Library, bringing colorful traditional costuming and dance straight out of Africa. The Eatonville Branch provided fun activities for families as part of “Zora! Festival,” honoring Zora Neale Hurston. The Orlando Public Library hosted the “Chinese New Year Celebration: Year of the Rat,” which featured folk dances, musical performances, a Dragon Dance, and Chinese calligraphy. To celebrate St. Patrick’s Day, “Step to the Irish Beat” took place at the Orlando Public Library with The Watters School of Irish Dancing giving a high-energy performance.
- Another focus was improving people’s life skills. On January 25, the “OCLS Writers Conference” provided writers with the tools and knowledge necessary to reach their writing and publishing goals. Multiple locations hosted the “Mini BizKids Market” which allowed people to shop at youth-run businesses ranging from crafters, artists, jewelry-makers and more. Sewing and fiber arts continues to be a popular trend system wide. The Southwest Branch is the newest location to add sewing classes, macramé, knitting, and embroidery to their list of offerings.
- The ESL Specialist has developed the fundamental training module for staff who will be teaching ESL classes. This module has been sent to the Training & Development Manager to be added to OCLS’ online portal SumTotal. She is also working on developing an ESOL teaching strategy module and she is planning a meeting with the ESL instructors. The Specialist plans on developing modules for each program that OCLS offers.
- OCLS is continuing our work with the Florida Humanities Council on the expansion plan for the English for Families series. The training modules for this program are almost complete and the draft is being edited.
- Introduced OCR based language translation features on the self service copy/fax/scan stations.
- Updated the software for reservations of public computers.
Summer Reading pages created
New designs launched for location and special interest groups e-newsletters
Youth Services has made arrangements to meet with the OCPS Media Specialists over the summer to discuss changes to the Children’s Initiative and the creation of a calendar that would include outreach and partnership opportunities. This calendar may consist of the Teach-In dates and Celebrate Literacy Week events.
• On 23 January, Brittany Michaud and Daniel Meyer entertained 226 students and parents with Snap Circuits at the Orlando Science School STEM Night Outreach.
• On January 30, Branch Librarian Katy Comellas-Deliz attended Lake Weston Literacy Night and spoke with 84 students and parents about library services.
• On January 29, Kristen Trinh and Daniel Meyer, attended the Rosemont Elementary Literacy week and showcased Bring Your Art to Life AR with the Quiver App. They reached 48 students who were enthused about the services that we offer. By popular demand, they were encouraged to return for another outreach.
• On March 2, 125 students enjoyed a special storytime celebrating Dr. Seuss’s birthday with Kristen Trinh and Katy Comellas-Deliz during an outreach to Rosemont Elementary School.
• On 13 February, Fairview Shores Librarian attended “For the Love of Reading” at Killarney Elementary and spoke with 87 students and parents about library services.
Field trip curriculum has been added to our Children’s Program Bank, for K-4 and are available on the wiki. Due to changes in the state standards, our field trip curriculum will be updated to the new BEST standards by May 15. Our field trip coordinators will be purchasing additional materials to lend out to branches that are interested in hosting these events at their location in the 2020/2021 school year. A recorded training is being scheduled for this summer to make the field trip training available anytime online. For the 2019-2020 school year, we hosted 15 field trips with 946 total in attendance. We provided educational field trips for 7 first grade, 5 kindergarten, 1 second grade, 1 pre-k and 1 mixed grade groups.
The library has worked to increase usage of the OCPS Virtual Card by Orange County students. During this quarter, 1,637 VLC cardholders used e-content providers OverDrive and Axis360 to check out 7,511 items.
The cloudLibrary service by Bibliotheca features a mobile checkout option with one’s smart phone. The library has been testing mobile check out of items offsite for future use at Pop-Up events in Lake Nona and Horizon West.
The television show version of “Melrose in the Mix” premiered on WUCF-TV on January 23, featuring singer-songwriter Terri Binion. The second episode of the “Melrose in the Mix” television show aired on February 20, featuring Orlando-based, nationally-touring band The Pauses. WUCF has subsequently posted the episode online. In February, the Audio Studio staged the recording of our second “Reel to Real Podcast,” with Bruce Hensal and Leo Linares hosting. Guests were Debbie Smith (calling in from Akron, Ohio) and Beth McKee. Beth is well-known all around the southeast for her southern roots music and community activism through her Swamp Sistas movement. Debbie is one of the pioneering women of rock & roll and was a founding member of 1970s groups, The Poor Girls and Chi Pig. The Audio team engineered the session while the Video team captured video of the podcast. This episode is scheduled to be released in April.
During the library closure due to COVID-19, the Library created new digital content to help the community maintain social distancing, while still having access to library services. Virtual storytelling, performances, new blogs, Melrose content, and online classes were created for the public.
The library offered 15 Pop-Up events in the Horizon West area this quarter, inclusive of six weeks of “Prime Time Bi-lingual Storytime,” three monthly special presenters, and “Zero to Five Storytime” twice monthly. These events brought in over 450 attendees. “Zero to Five Storytime” will continue through the summer and be joined by once weekly SRP presenters on Saturday mornings.
The library offered two pop-up events in the Lake Nona community this quarter. In January we brought an all-ages storytime and Family Zumba to the neighborhood that engaged 51 children and parents. In February, 41 participants enjoyed Orisirisis African Folklore as they shared the beauty of African life and culture through a unique performance filled with drumming, dancing, and storytelling. Comedy Mak was scheduled for March, but was cancelled due to concerns over COVID-19.
The January 31, the “Library After Hours Event” at the Orlando Public Library featured New York Times bestselling author Debbie Macomber as she discussed the inspiration behind her stories and the process of bringing them to life on page. The Orlando Public library partnered with WUCF and PBS to present “No Passport Required: Screening & Food Tasting” on January 12 for guests to explore the immigrant food culture in Orlando. The Melrose Center hosted their annual “Melrose Creative Expo.” The Expo began with the Melrose Awards presentation, honoring the best projects created at least in part in the Melrose Center during the past year.

- Bibliotheca Fast Lane Pads have been added to all branches and main to allow for faster service. The service features three modules:
  - Mobile Checkout- mobile checkout of physical library items with your smartphone.
  - Assist App- interactive receipts and due date reminders for items checked out using mobile check out and the self-checkout machines.
  - Express Collection-access to popular digital books with a 7-day checkout period and no wait.

- One way of serving local daycares and our youth under the age 5 in their care, is by sending out a professional storyteller to share stories with the children and to leave information about our services. Currently, there are many avenues from which we receive storyteller requests. A new “storyteller request“ form is in development and promotional language has been written. The creation of a new online form is an effort to streamline how the community requests a storyteller to visit special events and daycares. A single portal will allow us to provide the community with details they need upfront. This will also allow us to collect better data to analyze and determine which parts of our community we are reaching and to what extent specific areas are utilizing our storytelling services.

- Another way to serve local daycares was demonstrated at the North Orange branch. During the month of October, an Apopka Day Care visited the library and were invited to stay and participate in a Pop-Up Storytime and Craft. A total of 18 kids and 4 Caregivers participated in the event.

- The Youth Education Specialist will lead a committee on the review and the revision of K-Ready. The committee includes staff from youth services and branches.

- In 2020, we will rebrand and expand “Kindergarten Bootcamp.” This one-day event shares with parents the expectations for their children when entering kindergarten and how to practice skills with their child at home in a fun way. The event is scheduled for 2 May, at the Orlando Public Library. On 28 May, the event will be expanded to the Chickasaw Branch. Bilingual English/Spanish promotional materials will be created to better reach families whose first language is not English.

- The annual Youth Art Contest has been expanded to include all grades K-12. In previous years it focused on middle and high school students. The Youth Art Show is scheduled in February, at the Orlando Public Library.

- We are extending the number of locations offering large-scale family events. One example is offering Steve Songs Summer Concert to four locations instead of two. Kindergarten Bootcamp will be offered at the Chickasaw Branch.

- Some locations are exploring ways to add a component to current events to increase attendance. For instance, Chickasaw plans to add taking family photos during some events they offer. Staff from several locations attended the Project Wild training with the Florida Fish and Wildlife Conservation Commission to evaluate adding programs and activities to enhance current and future offerings. Orlando Public Library is planning to extend large events such as Trick or Treat Safe Zone and Potterversary.

- Youth Services reviewed with the social media specialist the target audience, previous attendance, and target attendance goals for each large-scale event to maximize marketing and attendance.

- Two Youth Program Specialists, presented the Staff Day training session, “Passive Shmassive” showcasing numerous examples of passive programming ideas. Examples from a variety of locations were shared, including: collaborative community art projects, scavenger hunts, make and take craft stations, and character mailboxes. A new “Passive Programming” section of the Children’s Program Bank has been created including a blog feature. The section currently contains 12 sample activities.

- “Caregiver Connect” offers caregivers and children the opportunity to stay and play after regular events. In October and November, the Herndon location had 132 participants. Pop-up playtime and pop-up crafts have been popular in the system. In October, a total of 164 children and caregivers engaged in “Pop-Up Children’s Playtime” at Fairview Shores. Participants created various coloring projects, craft activities, and played with toys designed to help build motor skills. During November and December, the Southwest branch hosted a “Thankful Tree” interactive community display, inviting participants to share what they are thankful for. In November, the
“Baseball Scavenger Hunt” encouraged 51 participants to explore the Southwest collection and claim a small prize for completion. Each month children are invited to write a letter to a different book character such as Paddington.

- Using the Public Library Association’s, “Every Child Ready to Read” as a foundation for early learning programs, we will be updating our storytime outlines, impacting how 55 programs a week are presented to enhance them as learning experiences for children and caregivers. In order to implement these research-based practices, two OCLS staff members have completed the four-part train-the-trainer series, “Raising the Bar: Integrating Early Childhood Education into Librarian Professional Development.” The training was developed by the New York Public Library, in collaboration with CUNY’s Professional Development Institute and funded by the Institution of Museum and Library Services. Storytellers were selected as the first phase of staff training since they conduct the majority of the early learning programs each week and would have the greatest initial impact. OCLS storytellers have been introduced to the upcoming changes and are excited to participate in future training. Future staff training workshops open to all staff include, “Literacy and Locomotion” in January and “Mother Goose on the Loose / Mama Gansa,” in February.
- Youth Services created a dashboard “snapshot”, listing the number of scripts in each of the eight age-groups and program type categories. Last fiscal year, the Children’s Program Bank included 1,124 program scripts. The current snapshot includes 794 scripts, a reduction of 30%. This reduction was made possible with the assistance of the digital content team, using a method of archiving older/outhdated scripts. This provides a more streamlined and simplified version of the Children’s Program Bank wiki.
- Sustainability was a focused trend this quarter. The Orlando Public Library hosted adventurer and activist Rob Greenfield for two events as he shared his year-long project to grow and forage 100% of his food. Beekeeping Basics, helped guests get started in beekeeping, learning about equipment, safe habits and the best type of hive for their needs. Local mushroom expert Jon Martin explained the basics of identifying and searching for local fungi and why they are so important to life on earth at the event, All About Mushrooms.
- Adult Crafting events continue to be popular. Calligraphy for the Holidays at the Alafaya Branch and Handmade Greeting Cards at the West Oaks Branch helped guests with their creativity.
- The Library helped customers prepare for the Holidays at several Cuisine Corner events at various locations. Thankful Thanksgivings provided tips to ensure the Thanksgiving meal was a success. Chef Ha Roda presented, Thít Bò Bảy Món (Beef Seven Ways) and shared the history and culture of Vietnam through this traditional holiday feast. Yamira Lee Johnson, head chef and founder of Breaking Bread with Mira, demonstrated how to make coquito, a traditional Puerto Rican drink. Stressless Holiday Entertaining helped customers to enjoy the holidays without spending all of their time in the kitchen. And Chef Cristina taught our customers how to make Puerto Rican Polvorones, the sweet melt-in-your-mouth holiday cookies.
- Multiple staff took part in Project WILD training with the Florida Fish and Wildlife Conservation Commission. OCLS staff will be able to offer programs to the Orange County community based on the Project WILD curriculum. “Project WILD is an interdisciplinary conservation and environmental education program emphasizing wildlife.” The programs are geared towards kindergarten through 12th grade.
- The Fairview Shores Branch has been offering various hands-on pop-up classes featuring technology kits such as Oculus VR, iPads, and Legos. The Chickasaw Branch offers 3-D printing, virtual reality, and gaming for the afterschool crowds. Many locations across the system are offering sewing, knitting, crocheting, and macramé to expand fiber arts offerings. The Friends of the Library recently purchased sewing machines for the Chickasaw, Southwest, North Orange and Windermere Branches due to the popularity of this service. Various locations are partnering with Panda Express to offer Chinese New Year events in February 2020.
- Purchased, configured, and deployed 50 surfaces and accessories for the BizKids grant.
- Launched website accessibility software in ocls.info and the catalog.
- Share Your Library Experience form built and ready for launch.
- Bookeye computer and software was upgraded.
- Three microfilm stations were replaced and upgraded.
- Orange Peel LDAP integration.
- Melrose voting functionality migrated to Drupal.
- Suggest a Title staff view developed.
- Switched wireless print service.
- Staff Picks tabbed section added to Books, Movies, and More
- Adobe 2019 licenses for classrooms are installed.
The number of schools, classes, teachers, and students participating in our annual “License to Learn” library card drive continues to decline, generating fewer library card registration in year over year comparisons. The 15-year-old Children’s Initiative program has changed over time as well as the school environment. For example, in recent years OCLS introduced the Virtual Library Card first for all students and now it includes educators. Youth Services Manager, Natalie Houston, has undertaken to redesign the Children’s Initiative as her project for the Sunshine State Leadership Institute.

As a result of the additional promotion, a new field trip brochure was sent to the principal of every OCPS elementary school at the beginning of the school year. OCLS Field Trips at the Orlando Public Library are now booked through May 2020. The teachers attending the events express their appreciation for the enthusiasm of the presenters and the thoughtfulness of the lessons presented. OCLS field trip coordinators, continue to revise the program content to include engaging topical books and have added artifacts like a coffee grinder, butter churn, and weaving loom to bring the content to life. Last fiscal year, one field trip training offered focused on kindergarten and 1st-grade field trip content. This year, a second training focused on second-grade and fourth-grade field trip curriculum and was offered to staff in December. Staff gained knowledge, tips, and resources to help them bring these experiences to life for school-age children at their location. The training was to boost their confidence through open discussion and engage in hands-on, interactive activities from curriculum developed by Youth Services that supports the Florida State Standards. All branch youth program specialists were invited to observe and assess for use at their locations, scheduled field trips at the Orlando Public Library. There are at least eight opportunities through the end of the 2019/2020 school year. In future quarters, the field trip curriculum for grades K-4 will be made available to all locations via the wiki.

OCLS has developed a Memorandum of Understanding for use with private schools and Foundation Academy with 471 students signed up for access to the same content as the OCPS Virtual Library Card.

The Chickasaw Branch has been offering photo sessions themed on various seasons such as Halloween and winter. Families are invited into the photo studio and on stage to take family photos. The Melrose video team brought the “Green Screen Experience” to Southeast for their 25th-anniversary celebration. From November 14-17, Melrose hosted the first ever “Melrose Game Jam,” a partially after-hours marathon game design event. Teams worked diligently to completely design a working video game from scratch that included the education theme. On the final day, the “Melrose Game Jam Expo” invited visitors to play the games and cast their votes for their favorites. The winning game based on voters was called Dreamscape.

The library offered nine Pop-up events in the Horizon West area this quarter, with over 300 in attendance. In the second quarter, the library will bring “Zero to Five Storytime” twice monthly, six weeks of “Prime Time Bi-lingual Storytime,“ and monthly special presenters. The library has partnered with the Lake Nona Campus, Valencia College to provide library events each month for the Lake Nona community. Since June 2019, we have hosted 5 events in the Lake Nona community with over 500 in attendance. In 2020 there are monthly events planned through the end of July. For more information about upcoming Pop-up events, visit www.ocls.info/library-pop.

The Fairview Shores Branch hosted “National Night Out” for 250 guests on October 1, 2019. This program was in partnership with the Lee Safe Road Neighborhood, Orange County Sheriff’s Office, Walmart, McDonalds, Planet Fitness, Sam Ash and other local businesses in the community. The event was so successful that the group is planning their next large community event. The Alafaya Branch hosted a week of Disney themed events and classes in December. Events included “Paint with a Disney Artist,” “Haunted Mansion Escape Room,” and many more. The Melrose Center continued to offer “Melrose in the Mix” sessions this quarter. In October, the Austin R&B group The Vapor Caves was featured and played 80s-inspired funk music. In November, Bella Fontella was featured, and she played songs showcasing her unique blend of Hip Hop vocals.

The 4th annual "Technoween" event took place on October 13, with 354 in attendance for a terrifyingly fun time for the whole family. The event featured a costume contest, horror movie trivia and activities throughout the center, including the Monster Sound Studio, Be a Star of the Silver Scream, Virtual Horror, the Phantom Photo Studio, the Frighteningly Fun Fab Lab and Terror-Vision projection mapping. Exhibitors included Tourist City Ghostbusters, Orlando Science Center, Orlando Cosplay, and Steampunk R2.

The Events/Programs Department is in the final planning stage for the library’s next signature event. The New York Times best-selling author, Debbie Macomber will be the presenter for the "Library After Hours: An Evening with Debbie Macomber” on January 31, 2020. The Hiawassee Branch is planning their 10th anniversary event scheduled for January 11, 2020. Herndon is planning...
their mini book festival for summer 2020. The Southwest Branch has secured the author James Grippando for the “15th Annual Southwest Author Event” to take place in April 2020. The Chickasaw Branch will hold the 5th annual “Romance, Wine & Chocolate” after-hours event on Friday, September 4, 2020 and its 5th anniversary celebration on July 18, 2020. In April 2020, South Creek will host the 13th anniversary celebration of “Tertulia Cuatro Gatos” with an after-hours celebration.
Strategic Goal Two: Promote and Strengthen the Library
Performance Dimension: Public Relations, Marketing, Community Outreach, Revenues, Partnerships, Grants, Fundraising, Fiscal Responsibility, Stewardship, Training

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<th>Goal: Increase Awareness of OCLS</th>
<th>Successful Completion</th>
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<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>OCLS Employees as Ambassadors</td>
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**Progress**

- **Before our libraries closed due to COVID-19**, we were already working with Cox to take advantage of areas of opportunity that previous research indicated could help us draw the interest of customers. Those areas of opportunity included ebooks, streaming services, audiobooks and other digital services. Once libraries closed, we directed all of our advertising efforts with Cox toward virtual services and events, online library card signup, and ebook checkouts. Early results of that effort indicated that customers responded well to those ads. Cox reports that this ad set delivered 144,500 impressions between March 14 and April 4, received more than 2,000 link clicks from viewers who wanted to find out more, and had an engagement rate of more than 2 percent, which is well above the industry average engagement rates of .12 percent for nonprofits and .15 percent for higher education.

- **Between January and March**, our ads directed at the Millennial audience continued to perform well, delivering more than 382,300 impressions and generating 2,451 clicks and engagement rates between .66 and .87 percent. Statistics provided by Cox indicate that the Millennial audience was most drawn to ads promoting the Melrose Center audio studio, followed by a carousel ad that highlighted a combination of library programs such as cooking, book clubs and sewing. We will continue to refine our ads for this audience, as these ads continue to perform well, indicating healthy interest from this demographic.

- Another area where we have continued to grow our advertising presence is the Hispanic market. We are now making sure that 100 percent of our press releases are written in Spanish and in English, and many of our important initiatives are advertised in Spanish with the help of Entravision, which has helped us extend our reach on Spanish-language TV, radio and social media.

- Since OCLS has been closed due to COVID-19, the Assistant Manager of Marketing and Public Relations, who is fluent in Spanish, has done 12 on-air interviews on Despierta Orlando and 12 interviews on Salsa 98.1 FM. She has covered a variety of topics, including signing up for a library card online, virtual ESL classes, live online classes, Summer Reading Program, Adult Summer Reading, the library’s social worker, OCPS Mobile Lunch at the library, home delivery, and the library’s phased reopening plan.

- **Between April 14 and May 10**, Entravision indicates that these interviews, which they have also shared on their social media platforms, received 3,111 clicks. Between May 26 and June 21, the interviews generated 4,326 clicks.

- In addition, we ran library commercials on both Salsa 98.1 FM and Univision TV. During April, May and June, a total of 139 ads ran on Salsa 98.1 FM, and 60 TV commercials aired on Univision.

- Our Digital Media Specialist reports an uptick in interactions with our social media accounts this quarter, as a result. She notes that combined, the campaigns generated a total of 14,298 clicks to different areas of our website from the topics discussed. We have
also received 11 Facebook messages from customers asking questions more in-depth questions about services addressed in our Entravision marketing efforts.

- We intend to continue our relationship with Entravision, as it provides us with both advertising and an organic presence in the Spanish media landscape, which we think will help boost the library's visibility amongst Hispanics, which make up the second-largest demographic in Orange County.
- Our Digital Media Specialist has committed to working with marketing staff to conduct periodic audits of our marketing materials, to ensure that diversity is represented in our images, videos and other collateral.
- Our partnerships with local bloggers is ongoing, and in June, the Public Relations Administrator gathered the following statistics from some of the blogs we are working with:
  - **Tasty Chomps**
    Campaign includes one lower sidebar square display ad on all pages of blog, plus quarterly banner ads in e-newsletter, quarterly social media posts, and periodic blogs or editorial mentions on the website about the library.
    - September 2019-May 2020
      - Editorial mentions: 7
      - Social Media mentions: 53
      - E-newsletter mentions: 8
      - Social media impressions: 76,812
      - Display ad impressions: 91,602
      - Pageviews on editorial posts: 14,620
  - **Orlando Date Night Guide**
    Campaign includes one ad in all workshop round-ups and monthly "best of" posts, featured event coverage for seasonal event roundups when relevant, and a minimum of six social media posts throughout the term of the contract.
    - December 2019-June 2020
      - Total ad impressions: 15,449
        - January - 4,178
        - February - 5,631
        - March - 2,368
        - April - 1,925
        - May - 3,347
      - Social media impressions: 4,357
      - Social media clicks: 10
      - E-newsletter impressions: 4,092
      - E-newsletter clicks: 11
- During our closure due to COVID-19, Marketing and Public Relations staff decided to launch a new library podcast called Shelf Centered. One of the goals was to use the podcast, which is a tool that many other businesses use to engage new audiences, to highlight some of the ways the library was shifting its focus to virtual events and digital services while our facilities were closed to the public. The podcast features interviews with staff, book recommendations, and interviews with local influencers and authors about their work. Melrose Center also launched a new podcast, called Reel to Real, in March.
- Youth Services, Events and Programs, and Marketing and Public Relations teamed up to create and promote new virtual events that were debuted on YouTube, Facebook and Instagram. We continue to use Streamyard to host live social media events, and storytimes and events for children of various ages are streamed weekly on our YouTube and Facebook pages. This has helped grow our YouTube channel significantly. Our channel saw more than 1,300 new subscribers in April and 1,100 new subscribers in May, bringing our following there to more than 8,800 people.
- On April 17, the Marketing Specialist led a meeting to discuss updates to the Brand Book and Marketing Plan. The determination was made that the current plan can be simplified, so that it's more easily digested by staff, and thus more widely useful to all. Our current marketing initiatives show that we have done a good job reaching our core constituency, which includes families with children, and we appear to be reaching a larger Millennial
audience through our use of blogs, YouTube and social media for advertising. The group is working on refining the plan and will meet twice in the next quarter to make suggestions for updates.

- The Brand Book, which helps guide our staff in understanding how to create consistent and high-impact marketing materials, is almost complete. The new version includes a section on best practices for creating impactful e-newsletters. An updated draft of the Brand Book will be ready for review in July.
- As of June 2020, 100 percent of our press releases are written in Spanish and in English and delivered to both English and Spanish-language media outlets and representatives. Many of our important initiatives are advertised in Spanish with the help of Entravision, which has helped us extend our reach on Spanish-language TV, radio and social media.
- Looking toward the next quarter, we will work on growing our Hispanic contacts list so our information may be shared more widely in the Hispanic community.
- As was recapped in a previous portion of the Strategic Plan, since March, the Assistant Manager of Marketing and Public Relations, who is fluent in Spanish, has done 12 on-air interviews on Despierta Orlando and 12 interviews on Salsa 98.1 FM. She has covered a variety of topics, including signing up for a library card online, virtual ESL classes, live online classes, Summer Reading Program, Adult Summer Reading, the library’s social worker, OCPS Mobile Lunch at the library, home delivery, and the library's phased reopening plan.
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- We intend to continue our relationship with Entravision, as it provides us with both advertising and an organic presence in the Spanish media landscape, which we think will help boost the library’s visibility amongst Hispanics, which make up the second-largest demographic in Orange County.
- In addition, the Assistant Manager of Marketing and Public Relations will work with the Marketing Specialist to identify additional media outlets that might want to partner with OCLS in promoting our services to the Hispanic community.
- Before COVID-19, the Marketing and Public Relations team held a video shoot for a Summer Reading Program promotional video that would tell the story of a fictional family who go to the library and have their imaginations sparked by the books and events they find their. The goal was to inspire people to think of the library as a place to "Imagine Your Story," which is this year's Summer Reading theme. The video was shot at the Winter Garden Branch on March 15, but a few days later, all of our locations closed due to COVID-19, and our in-person library events were cancelled. The video was replaced with a different marketing piece promoting virtual events, but we hope to use the footage we captured to promote in-person events when they can safely be rescheduled.
- For National Library Week, which took place in April, the Digital Media Specialist asked staff to share short videos or photos of themselves telling customers what they miss most about the library. "National Library Week 2020 - I Can't Wait To ..." reached more than 6,000 people on Facebook and received more than 800 engagements.
- The library’s Ambassadors book club met via Zoom for an informal book discussion. The next session will resume in July.
The "National Library Week 2020 - I Can't Wait To ... " video, released in April, was designed to allow our staff members to engage our customers directly by letting them know that library staff miss them and look forward to reopening. The video reached more than 6,000 people on Facebook and received more than 800 engagements, including 42 shares.

In May, to encourage people to participate in our Virtual Summer Reading Program, we asked members of our Library Ambassadors Facebook group to use a profile photo frame created by our Graphics team to announce the launch of Summer Reading. Several of our ambassadors, including a local blogger, used the frame and posted about SRP.

In May, Youth Services Manager Natalie Houston was once again the face of our Summer Reading Program when she narrated a video shared on our social media channels explaining to people how our Virtual Summer Reading Program would work, and how people can sign up for virtual events and reading challenges. The video was released on Facebook in early June, and so far, it has received 872 views, 35 engagements and 16 shares.

During the COVID-19 closure, the Outreach Coordinator in Marketing and Public Relations conducted two staff outreach training sessions through Zoom. In total, 56 staff participated who were then added to the Community Outreach Training group on Teams. This group will allow us to reliably select trained staff for upcoming events and have more consistent dialogue with staff that are invested in doing outreach.

The Youth Services Outreach Coordinator has worked to help our elementary school liaisons improve their communications with their contacts at Orange County Public Schools. On April 17, during the COVID closure, she held a comprehensive training showing liaisons how to contact schools and what information to share with them to align with the library's virtual initiatives.

Youth Services has also focused on connecting the community with helpful library resources, promoting the virtual Summer Reading Program and partnering with Orange County Public Schools. During the unexpected circumstances of business of school closures, OCPS educators received weekly updates from us about virtual programs and storytelling, family support services and online borrowing. A digital resource directory was created for Children’s Initiative Liaisons to send to their schools, and a middle and high school mailing list was created to ensure all students, K-12, were kept up-to-date. Youth Services has also given eight presentations to community organizations and has hosted informative parent workshops explaining the virtual Summer Reading Program format. In total, we’ve had 188 attendees during these events.

Due to COVID-19, all of our in-person outreach efforts have been temporarily halted. Training and Development Manager Colleen Hooks has shared that ALA is offering a session called Out-Doing Outreach in a Post COVID-19 World, which will engage participants in a discussion about current practices and opportunities. The session will be made available as a recorded session, which will be shared with our Outreach Committee.

Due to COVID, the Toastmasters group has been unable to meet in person. However, those who have joined Toastmasters have access to the Toastmasters’ website, which contains a variety of resources to help them improve their presentation skills. They are being encouraged to review those resources until the club can begin its meetings.

Prior to the COVID-19 outbreak, the Public Relations Administrator shared a board opening on the Orange Blossom Trail Development Board with the manager of the South Trail Branch. She applied for the open position, and she received a letter acknowledging that her application has been received.

The Public Relations Administrator applied for an open position on the County Arts and Cultural Advisory Board.

The Youth Services Outreach Coordinator did a presentation for the Children’s Cabinet of Orange County, a nonpartisan coalition of individuals and organizations working toward the safety and well-being of children and families in Orange County. After the presentation, staff from the library’s Youth Services department were invited to join the coalition to help
strengthen partnerships between OCLS and other organizations serving children and families.

- Over the past several months, four library staff members were invited to participate in interviews with local media about the library.
- On May 7, TEC Instructional Technology Specialist Tony Orengo was interviewed on A Mediocre Time with Tom & Dan radio show and podcast about live online classes.
- On May 15, Melrose Center Fab Lab Instructor Yesenia Arroyo was interviewed for a story in El Sentinel about how Melrose staff were creating PPE to be donated to healthcare workers in the Orlando area. That story featured a print and video component.
- On May 20, South Trail Branch Manager Carolyn McClendon was interviewed by WESH-2 to talk about the library's phased reopening.
- On June 5, Youth Services Manager Natalie Houston was featured on Orange TV in a video segment about library reopening and the Virtual Summer Reading Program.
- In early July, Youth Services Manager Natalie Houston will be featured on A Mediocre Time with Tom & Dan to talk about our Virtual Summer Reading Program.
- During March, April, May and June, Marketing and Public Relations Assistant Manager Brigitte Martinez has done multiple interviews on TV and radio to promote library services to the Hispanic market. Her ongoing efforts have been outlined in other sections of the Strat Plan.
- The new Shelf Centered podcast has given other staff an opportunity to practice their skills being interviewed about library services in a friendly, low-stress way. Several staff members have been invited to participate in the podcast, which is run by Marketing and Public Relations staff, to talk about book recommendations, live online classes, Summer Reading Program and more. This is great exposure for our staff, as well as a great way to help them become comfortable answering questions about the library.
- The Marketing and Public Relations Department has identified September, which is National Library Card Signup Month, as a good opportunity to initiate the staff library card sign-up contest.
- The OCPS Media Specialist curriculum development event initially scheduled to be hosted at the Orlando Public Library in June turned into a virtual event. Branch librarians, Melissa Tees and Katy Comellas-Diaz, presented in two separate online sessions about OCLS databases for Math and Science, then for Language Arts and Social studies for a group of 25 representatives from K-12 schools and district coordinators.
- During this quarter, the focus has been on creating more bilingual messaging in the Learn. Grow. Connect. We had discussions with our partners at Entravision to craft a plan to ensure that we are sending relevant, consistent messaging to the Hispanic community that reflects what we are issuing to the English-speaking community. An example of that messaging is the ad that encourages people in English to sign up for a library card using the line, "Get the card that opens worlds," with the Learn. Grow. Connect. tagline. The Spanish version features a similar call to action, with the Spanish tagline Aprenda. Inspírate. Conectate. The ad will be shared on social media channels and we will share with our Hispanic media partners.
- We are also evaluating data being provided to use from Cox to determine how our ads placed to advertise some of the services that we identified during last quarter as areas for growth and opportunity. Those services include streaming services, audiobooks and other digital services. Some of that data will be available in early April. After the library closed to the public in March due to the COVID-19 crisis, we made an aggressive effort to promote those services, and anecdotal evidence indicates that these efforts have been successful.
- In March, Marketing and Public Relations crafted a survey to evaluate the audience that has been using our Local Wanderer culture pass program. The survey will help us gather demographic information to tell us which demographic segments have made the most use of the program.
- We are continuing our relationships with Orlando Date Night Guide, Tasty Chomps, Bungalower and the Bus, and Tom and Dan. In January, Tom and Dan actually recorded an episode of their show in the Melrose Center and highlighted the various resources available there to cardholders.
- We have also been working with Cox Media on promoting library messages via YouTube advertising. We have used this for multiple initiatives, including a thank you message to
library customers who attended our 2019 Summer Reading Program events (165,000 views), and our video to build awareness and donations for our Annual Appeal (26,000 views and more than $30,000 raised). A meeting is scheduled with Cox in April to discuss how to best promote the library’s digital services during our closure period, and when we have a better idea of how Summer Reading Program will look, we will likely use YouTube advertising, targeted toward Orange County residents with children ages 6-18, to build awareness about our summer offerings. The Marketing Specialist met with the Graphics team in January to conduct a review of the Brand Book and to make changes to existing content.

- The Marketing Specialist and Public Relations Specialist are currently reviewing the existing Marketing Plan and identifying weaknesses that exist in the plan now. Things that are being considered include whether the correct KPIs were selected when the plan was written, and whether the plan is too broad. Discussions about how to focus on one or two important goals, rather than many goals, are underway. In the month of January 2020, the Marketing and Public Relations team recognized that there should be more bilingual staff participating in These Three Things, our Instagram TV series that shares three key events happening at various library locations each week. The department held auditions in English and Spanish for the series, with the intent of offering additional bilingual and Spanish-language episodes. We will evaluate how the bilingual episodes perform.

- In addition, the Marketing and Public Relations team worked in taking a bilingual approach to creating bilingual marketing content for the annual Summer Reading Program. The Summer Reading Program promotional video was recorded in both English and Spanish, so that it could be shared on both English-language and Spanish-language social media and TV channels. The department also crafted a plan to marketing Summer Reading through Entravision, El Sentinel and La Prensa. As of this writing, some of those plans are on hold while we wait to find out when registration for Summer Reading Program will open, as we are in a holding period due to the coronavirus crisis.

- During February, new Learn. Grow. Connect. ads and promotional pieces were created that included dual messaging in English and Spanish.

- Press releases are consistently written in both English and Spanish and distributed to Hispanic media monthly. Our use of storytelling to promote our Annual Appeal was a big success. Our video featuring Chrispin was a big success, and it was viewed 26,000 times on YouTube. The appeal pulled in more than $30,000 in donations. Some of those funds were donated to the Friends, while some were donated directly to the library. We intend to continue to use this powerful storytelling technique in future fundraising efforts.

- For our Summer Reading Program promotional video, we also engaged a fictionalized storytelling technique to engage audiences and encourage them to think of the library as a place to "Imagine Your Story." The video was shot at the Winter Garden Branch on March 15, and it features a father who reluctantly brings his two daughters to the library, only to find that their imaginations have been activated by their experiences there. We plan to release the video two to three weeks before the start of Summer Reading Program. A library ambassador book club attempted to meet, with little success, in the past. The Marketing Specialist recast the event as a book meetup/casual chat event, held at a local brewery, to engage our ambassadors. The event was held on March 10 at Rock Pit Brewing, which was one of our participating breweries for Booktoberfest. The event drew six ambassadors.

- The Marketing and Public Relations Department planned an Ambassador Meetup at Wall Crawl Orlando on March 25, but had to cancel due to ongoing concerns surrounding the coronavirus. We have talked to Wall Crawl about rescheduling for a future date. Additionally, we plan to host a Virtual Ambassador Book Club during this self-isolation period on a to be determined date. On February 6, the Community Outreach Coordinator presented an updated outreach training to approximately 20 staff members. This new training includes quantifiable expectations and practical tips to ensure staff success at outreach events. The staff present were also added to a Teams group so they can serve as outreach ambassadors for their departments and locations. The group also provides a more direct channel for communicating upcoming outreach opportunities. An outreach presentation has since been recorded so that it can be viewed on-demand through the SumTotal staff training site. All staff will be asked to complete the training before participating in an outreach event, so they can be more effective and confident when speaking about the library to various audiences.
Our OCLS Toastmasters group was officially chartered through Toastmasters International on March 1, 2020. The initial chartered group consists of 20 staff members, and now that we are officially up and running, we will be able to extend the invitation to any additional staff who want to join. The meetings take place at the Orlando Public Library every second and fourth Thursday, from 2-3:30 p.m. The Marketing and Public Relations Department has been researching county boards that align with the library’s interest. A number of boards were identified as good candidates, but several of them were not seeking new members at this time, and several were boards that the library is currently working with on projects or grants, so those boards were eliminated from consideration to avoid any conflicts of interest.

Two county advisory boards were identified that could create community connections to benefit the library, and the Public Relations Administrator applied for one such position. A branch manager was asked if she would be interested in applying for another board, which serves the community in which her branch is located.

Marketing and Public Relations will continue to look for opportunities and share them with Admin for consideration. Two members of library staff were recruited to represent the library in interviews for the media this quarter. In January, Youth Services Librarian Silence Bourn was interviewed by the Community Paper in downtown Orlando for its People of O-Town series. The story was called, "You can’t judge a book by its cover, but your librarian can help."

In March, Youth Services department head Natalie Houston was interviewed on camera by WFTV for a story on how the library is providing resources to parents dealing with school closures during the COVID-19 crisis.

Public Relations Administrator Erin Sullivan talked to Training and Development Manager Colleen Hooks about identifying webinars and SumTotal trainings that can help staff cultivate their speaking and presentation skills, which would help them feel more confident in doing TV and radio interviews. Public Relations Administrator Erin Sullivan will look for existing trainings in SumTotal, as well as other courses and webinars that may become available, which can be offered to staff interested in this learning track.

The Marketing and Public Relations Department has identified September, which is National Library Card Signup Month, as a good opportunity to initiate this contest.

Every week OCLS has a social worker onsite to meet one on one with individuals and families at the following locations: North Orange, Fairview Shores, Alafaya, South Trail, and Orlando Public Library. The social worker is available to assist and make referrals on topics such as affordable housing, career skills, counseling/mental health, government services, immigration and much more. During this quarter, the social worker met with over 630 individuals. In addition, when the library closed due to COVID-19, the social worker continued to support the community by taking phone calls and emails from customers who needed social service assistance.

In early November, Marketing and Public Relations met with representatives from Cox Media and Entravision, two media partners who helped us advertise our Learn. Grow. Connect. messages in the previous fiscal year. We learned from Cox that our messages about home delivery and sewing programs resonated with our Millennial audiences, while Entravision found that our messages about English Classes and the Melrose Center were popular among Spanish speakers.

In late November, we met with MindSpot Research to find out how various audiences are interested in the library and which services are most appealing to them. Based on a report they shared with us, interest is growing among Millennials in the following services:

- TV/Internet Streaming
- Job Seeking Resources/Career Resources
- Sound Studio/Video Production Studio Resources
- Meeting Room/Coworking Spaces
- Audiences aged 35-44 are showing more interest in Small Business Resources and Simulators, and Hispanic audiences expressed a growing interest in Job Seeking/Career Resources, Ebooks and Audiobooks, Fiber Arts and Language Learning.
- Some areas where Mindspot sees the most opportunity for growth with the audiences who responded to their survey are in promoting TV/Internet Streaming Services, Digital Downloads, Language Learning, Life Skills and Self Improvement Workshops, Photography Resources.

A photoshoot took place at the Chickasaw Branch on December 8 to capture photos that we can use to continue to solidify awareness of our offerings in photography, language learning and other services that resonated with those surveyed.
Beginning in October, we are exploring the use of native advertising in blogs and radio. We have entered into partnerships with a handful of new media outlets that will use their platforms to share information about the library with their audiences. For example, we are working with the Tasty Chomps blog to place display advertising, and part of the agreement includes blog posts about library events and programs, such as Booktoberfest and Cuisine Corner. We are also working with Orlando Date Night Guide to place display ads, and part of the agreement includes some editorial exposure for library events. We are also working with the radio show A Mediocre Time with Tom and Dan radio show on a monthly sponsorship that includes a social media post and web ad on their website, a monthly segment in which they will do a book review about a title they have checked out from OCLS, and four 30-40 second produced commercials on the podcast and radio show on I Heart Radio's Real Radio 104.1 FM. In addition, we are working with Playground Magazine to supplement our regular ad agreement with content that runs in the magazine alongside their regular editorial pieces.

This year, the Digital Media Specialist has made storytelling a component of our Social Media Strategy. This year's goal is for the Marketing Specialist, Digital Media Specialist and Video Production Specialist to diversify our existing storytelling content by producing 1-2 videos that give the full context of a customer's experience using the library.

Storytelling also plays a central role in this year's Annual Appeal campaign. We have a short video of a customer named Chrispin, a man from Haiti who used sewing classes offered at the South Trail Branch to hone his language and sewing skills, which helped him get a job as a cast member in Disney's costuming department. The campaign features a video interview with Chrispin, as well as narration from Friends of the Orange County Library System President Joe Goldstein.

We are also in the final stages of launching our Melrose in the Mix TV series on WUCF. WUCF and OCLS have entered into an agreement to air six episodes of Melrose in the Mix on WUCF TV beginning in January. The series showcases performances by artists who are featured in this live in-studio recording series presented in the Melrose Center, and it also has a video component in which the artists talk about their work and the music scene. Their interviews highlight the role that the Melrose Center plays in the community by showcasing the space and the people who use it to a new audience. The Digital Media Specialist has created a goal to expand membership in the library's social media ambassador program by 10 percent in FY 2019-2020, and to explore introducing tools such as a new advocacy email list, and online ambassador application on our website and in-person events that appeal to social media influencers who could help us expand this initiative.

This year's Social Media Strategy also calls for repurposing user-generated content created by our ambassadors for use in more strategic social media advertising, with a focus on Instagram ads.

The Community Outreach Coordinator and the Marketing and Public Relations Assistant Manager are evaluating the previous Outreach Committee work and will reconvene the committee in early 2020 to solicit recommendations for ways we can make outreach more effective.

A trial meeting of an OCLS Toastmasters Club convened on Thursday, December 12. Employees who are interested in signing up for the club, which helps improve public speaking and presentations skills, will pay dues of $45 twice per year.

Every week OCLS has a social worker onsite to meet one on one with individuals and families at the following locations: North Orange, Fairview Shores, Alafaya, South Trail, and Orlando Public Library. The social worker is available to assist and make referrals on topics such as affordable housing, career skills, counseling/mental health, government services, immigration and much more. During this quarter, the social met with over 530 individuals.

Various social services events were offered this quarter such as the “Ask a Lawyer: Presented by the Orange County Bar Association,” “Medicare 101,” “Citizenship Inspired,” “Know Your Rights” and the very popular “NACA Home Buying Workshop.” The NACA Workshop was hosted at four locations this quarter and over 265 attended and learned about the home buying process from start to finish. In addition, the Orlando Public Library hosted a “Volunteer Fair” featuring several Central Florida organizations to help inform the community of the wonderful opportunities available.

Presentations on the virtual library card and resources were given by library staff on August 7th at both the OCPS Media Specialist pre-planning day and the OCPS social studies curriculum day.

Library staff presented on school and library partnerships at the annual FAME (Florida Association for Media in Education) Conference on November 7th.

<table>
<thead>
<tr>
<th>Goal: Increase Revenue &amp; Partnerships</th>
<th>Successful Completion</th>
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</thead>
<tbody>
<tr>
<td>Pursue additional revenue streams &amp; Partnerships</td>
<td>Submit multiple grant applications</td>
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**Progress**

- **During the closure due to COVID-19,** library staff developed a variety of digital resources that promoted social services to help the community stay informed and connected during this unprecedented time. A guide focused on COVID-19 was created with updated information about the virus with links to local and national resources. Other guides created focused on coping with tragedy, mental health, and resources customers could use from home. In addition, blog posts highlighted various topics such as self-care, social distancing, educational resources, activities for children, and social worker advocacy. In June, the library posted a statement on the opposition of hatred, racism and intolerance. A variety of resources on the subject of race, identity, and social justice were created to share with customers. Topics included, “Read to Understand,” “Virtual Book Display: A Community in Pain,” and the “Social and Systemic Injustice” collection. In addition, a “Black Lives Matter” resource guide was updated with current information.

- The Library partnered with the Orange County Bar Association to provide an open forum for individuals to speak with a panel of attorneys to get insight & guidance on Landlord/Tenant and Real Estate Law at the June virtual event “Ask A Lawyer.” As part of a monthly “LIFE Information for Elders” seminar series, the Library offered the virtual event “Online Learning Resources at AARP.” Ingrid Collins, Associate State Director, shared online learning resources available through AARP.

- The Social Worker continued to be available via phone and virtually during the closure. The social worker is available to assist and make referrals on topics such as unemployment, affordable housing, career skills, counseling/mental health, government services, immigration and much more. During this quarter, the social worked assisted 132 individuals.

- With so many families struggling financially, this summer there is an extra need in the community to provide food to children. OCLS continued its partnership with OCPS to offer “OCPS Mobile Lunch” at six library locations: Chickasaw Branch, Fairview Shores Branch, Hiawassee Branch, South Creek Branch, North Orange Branch and the South Trail Branch. This year the meals are grab and go and breakfast and lunch are being served.

- The library applied for the following grants this quarter: Florida Division of Cultural Affairs Specific Cultural Project Grant- $25,000 for Sunshine State Author series to bring writers of children/teen fiction to Orange County or virtually for readings and workshops in 2020-2021.

- The library was awarded the following grants this quarter: Citizen Review Panel funding- $500,000 to use for BizKids camps has been renewed for the fiscal year 2020-2021.

- The library was notified that the following grants were not awarded: Dollar General Literacy Grant

- The Orange County Library System partnered with the Supervisor of Elections to provide Early Voting in the Presidential Preference Primary Election. Early Voting sites included the Alafaya, Chickasaw, Fairview Shores, Hiawassee, South Creek, Southwest and West Oaks Branches. The South Trail Branch partnered with NACA, a non-profit community advocacy and homeownership organization, to present a free workshop in Spanish about the home buying process from start to finish. The Herndon Branch partnered with Career Source Central Florida to offer monthly “Veteran Employment Support and Labor Market Information.” The Fairview Shores Branch is focusing their efforts on offering several social services programs a month by partnering with the Neighborhood Center for Families (NCF) and the Orange County Family Services Division. In January, over 250 people attended “New Year: New Supplies” at Fairview and were provided with school supplies.
and information on various social services in the community. Organizations such as the NCF, OC Family Services, United Way, Jewish Family Services, and Community Health Centers were among the organizations that participated.

- The library applied for the following grants this quarter:
  - Dollar General Grant- $10,000 to fund “English from Zero” at the Hiawassee, North Orange South Trail, Windermere, Alafaya and Winter Garden branches.
  - Ezra Jack Keats- $500 to provide Oculus Go Headsets for programs at the Windermere Branch.
  - National Ambassador for Young People- This program provides a visit from award-winning young adult author Jason Reynolds to underserved communities. OCLS has proposed a visit at the Washington Park Branch and nearby Carver Middle School.
  - Health Literacy Grant- $5,000 to expand our ESL programs to help ESL students improve their health literacy skills.
  - Mayor’s Matching Grant- $10,000 to continue offering the sewing camps and the Sunshine State Authors series.

- The library was awarded the following grants this quarter:
  - Prime Time Family Reading Time- $2,500 from the Florida Humanities to support two Prime Time Family Reading Time series in Horizon West and at the Windermere Branch.

- The library was notified that the following grants were not awarded:
  - Orlando Magic Youth Foundation

- In partnership with CareerSource Central Florida, the Herndon Branch will start offering “Veteran Employment Support and Labor Market Information” every month starting in February 2020. A disabled veteran career consultant will be available to assist veterans seeking employment opportunities. Additionally, if the veteran has a significant barrier to employment such as homelessness, prior incarceration, service-connected disability, lack of high school diploma, or recent military discharge, this on-site representative specializes in offering intensive services and one-on-one appointments.

- In October, Florida Licensing on Wheels (FLOW) visited the North Orange Branch and provided drivers licenses and motor vehicle assistance to 40 customers. The Branch has a continuous partnership with FLOW and will be offering this service several times throughout the year. The Fairview Shores Branch has a partnership with the Lee Road Safe Neighborhood group. The Branch Manager has met with key individuals from this group including the Orange County Action Manager, representatives from the Sheriff’s Office, and the Victory Church to discuss ways to work together to offer various identified needs in the community.

- The library applied for the following grants this quarter:
  - Academy Film Craft Grant- $20,000 to provide practical film crafting for diverse filmmakers, with focus on Latinas in Central Florida.
  - Anthem Healthy Generations- $5,000 from the Anthem foundation to support programs that raise awareness for, educate on, and encourage new behaviors, resulting in healthy, active lifestyles. This grant was submitted to support programs at the Winter Garden and Southwest locations.
  - Prime Time Family Reading Time- $2,500 from the Florida Humanities to support two Prime Time Family Reading Time series in Horizon West and at the Windermere Branch.

- The library was awarded the following grants this quarter:
  - English for Families- $15,000 was awarded from the Florida Humanities to continue supporting the English for Families series and to expand the offerings to other libraries in the state.

- The library was notified that the following grants were not awarded:
  - Jerry Kline Community Impact Prize
  - Americans and the Holocaust Traveling Exhibition

- OCLS is working with the Florida Humanities on an expansion plan for the English for Families series. The goal is to share the curriculum and develop training modules that will be available for other libraries in the state of Florida to use to implement the series in their community. Staff is working on developing the training modules and two Florida libraries will be selected to pilot the series.
Orange County Library System
Board of Trustees Meeting
July 9, 2020

Strategic Plan FY 2020:
2nd & 3rd Quarter Updates
Improve the Customer Experience, establishing OCLS as a friendly, welcoming and community centric service.

A. Establish an ongoing customer service training program

1. Provide inclusiveness training for all staff

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<tr>
<td>The Zebra Coalition training originally scheduled for May 6th has been postponed due to the pandemic. It will be rescheduled for a later date. We have added the following classes to SumTotal this quarter:</td>
<td>Kristopher Shoemaker</td>
<td>6.20</td>
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<td>- A Conversation on Racism with Jason Reynolds and Ibram X Kendi</td>
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<td>- Advancing Racial Equity in Your Library</td>
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<td>- Beyond Awareness: Strategies for Demonstrating Cultural Competence in Library Services to Children</td>
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<td>- How to be an Antiracist</td>
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<td>- How to Build an Anti-Racist World</td>
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<td>- How to Deconstruct Racism, One Headline at a Time</td>
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<td>- How to Overcome Our Biases? Walk Boldly Toward Them</td>
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<td>- KidLit4BlackLives Rally</td>
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<td>- Racism Has a Cost for Everyone</td>
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<tr>
<td>- The Danger of a Single Story</td>
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<tr>
<td>- What We Can Do About the Culture of Hate</td>
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We offered the following classes with inclusiveness themes during the ALA Virtual Conference, and the archive will be available for one year:

- Retention efforts of minority librarians in librarianship from the perspectives of early, middle and advanced career librarians
- Serving the Transgender Community: It’s More Than Just Bathrooms!
- Herstory through Activism: Women, Libraries, and Activism
- Suggesting Own Voices to All Readers: EDI and RA Services
- Civic Duty? Libraries and the Disenfranchised
- Promoting Multicultural Library Services in Virtual Spaces
- Juntos: Latinx Family Engagement at Your Library

An online implicit bias training is in the final stages of creation and should be ready to be published in SumTotal soon, with content based on the implicit bias research and training available from the Kirwan Institute for the Study of Race and Ethnicity. Additional diversity training programs are currently being vetted for possible system wide implementation.

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<tr>
<th>The training - Old School? New School? How Generational and Cultural Differences Are Assets in Your Workplace was offered</th>
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<tr>
<td>Kristopher Shoemaker</td>
<td></td>
<td>4.20</td>
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Staff from the Zebra Coalition are scheduled to come to OCLS for a staff training on Gender Identity and Sexual Orientation: A two hour workshop that will cover topics like terminology, sexual orientation and gender concepts, transgender culture, coming out process, and intersectionality. The workshop is offered to businesses, organizations, and schools. Focused lessons/modules can be developed for specific groups such as: service providers, child welfare providers, school personnel, teachers, and others as needed. This training is current scheduled for Wednesday, May 6 from 9am - 11am.

In partnership with UCF Libraries, the class When Catalog Searching Fails Us, How Do We Find the "Windows, Mirrors and Sliding Glass Doors?" Discover UCF’s Diverse Families Database was offered at Staff Development Day in November 2019, with approximately 30 attendees. DIVerse Families is a comprehensive bibliography that demonstrates the growing diversity of families in the United States. This type of bibliography provides teachers, librarians, counselors, adoption agencies, children/young adults, and especially parents and grandparents needing to empower their children with materials that reflect their families. Part of this training discussed the importance of inclusiveness in collection development. The database itself includes bibliography/collection development resources on the topics of family relationships, culture/ethnicity, racial diversity, LGBTQ, and disability and health.

2. Evaluate on-boarding / orientation program

Due to COVID-19, in-person trainings, orientations, and hiring are on hold. We will continue to evaluate feedback from the surveys to see what can be implemented and improved for our orientations and on-boarding in the future. Additionally, we have begun researching companies that are holding new employee orientations online, to see what, if anything might work for us, gathering best practices, and also evaluating our content to see what might be able to be moved online.

The survey data of the last two years of orientation surveys have been reviewed and compiled into the following sections, based on questions asked:

- What would you change about the OCLS Connect - Get to Know Your Library Orientation?
- The OCLS Connect - Get to Know Your Library Orientation could be improved by:
- My favorite part of the OCLS Connect - Get to Know Your Library Orientation was:
- My least favorite part of the OCLS Connect - Get to Know Your Library Orientation was:
- Do you have any questions that were not answered as part of the OCLS Connect - Get to Know Your Library Orientation? If yes, please list:
Any other comments or feedback?
We are reviewing the responses to these questions for areas of improvement and possible changes that can be implemented. Follow up questions will be sent to staff who have been hired in the last 2 years for additional feedback now that they have been on staff longer and may have additional perspectives.

In the meantime, the following questions were posed to the managers and administrators of the system and the responses will be evaluated:

**New Employee Orientation**
- What do you think is missing from our new employee orientation?
- What do you think we do well (in regards to orientation)?
- In a perfect world scenario, what would your dream new employee orientation look like?

**New Employee Onboarding**
- What do you think is missing from our new employee onboarding?
- What do you think we do well (in regards to onboarding)?
- In a perfect world scenario, what would your dream new employee onboarding look like?

The survey data for the last two years’ worth of new hire orientations have been compiled for analysis. A survey will also be sent to all staff and managers to gather further feedback. Additionally, research on training industry onboarding and orientation best practices has been compiled and questionnaires for onboarding practices from other libraries has been conducted. Analysis will be done to determine possible implementation options based on our specific organizational needs and abilities, and the feedback from staff.

The customer service orientation / training schedule for 2020 has been adjusted to every other month, vs monthly to allow for slightly larger class sizes. The curriculum is currently being rewritten / adjusted based on feedback from the first 6 months of classes.

3. Promote the OCLS customer service story

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<tr>
<td>The Customer Service Champion revamp is currently on hold due to the pandemic. We are reviewing the content of the Service Story Orientation to see if it is conducive to being taught online.</td>
<td>Kristopher Shoemaker</td>
<td>6.20</td>
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<tr>
<td>We are exploring options for revamping the Customer Service Champions program to create further engagement and practice with the Customer Service Story.</td>
<td>Kristopher Shoemaker</td>
<td>4.20</td>
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<tr>
<td>The Service Story e-learning is part of the first day onboarding learnings for new staff. The customer service orientation is being revamped to allow for more practice scenarios and in-depth discussions.</td>
<td>Kristopher Shoemaker</td>
<td>12.19</td>
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</table>
We will explore options to increase submissions for the Share Your Story / We Change Lives page of the service story site.

At the November branch manager meeting, examples of customer service situations were discussed to determine if additional training would be a solution, or if there were other answers to the situations, prompting discussions around handling staff and customer concerns. An activity / exercise on demonstrating ways to tell customers what you can do, vs what you can’t do was completed (Tie in to service story behavior - I will customize services and provide options). This was a fun exercise and people commented that they will be doing it with their staff; this is also being incorporated into the new service story curriculum.

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 effectiveness of shopper program / content

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<th>Progress</th>
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<tr>
<td>The Mystery Shopper Program was suspended during the library closure this quarter. It will be starting back up to evaluate not only library customer service, but also the library’s response to Covid in our facilities.</td>
<td>Bethany Stone</td>
<td>6.20</td>
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</table>

The library has been auditing the mystery shopper reports to ensure that shoppers are providing the full service under the contract.

Out of 42 shops, the library earned 33 100% scores during this quarter. The number would likely have been higher as only eight locations were shopped in March before the library closed due to the coronavirus.

In the customer engagement survey this quarter, 97.73% of respondents said their experience made them feel positive about returning to the library. In the same survey 96.86 said that library staff made them feel welcome on their visit.

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<tr>
<td>The library is conducting an agile survey on a quarterly basis and comparing the results with the shopper program results to ensure similar experiences are being reported. Staff are evaluating the questions used in the shopper report to ensure they are reflective of the library’s service goals.</td>
<td>Bethany Stone</td>
<td>12.19</td>
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2. Investigate Customer Relation Management (CRM) software for potential use

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<tr>
<td>The library is continuing to work with the ILS software developer to determine what CRM features will be included in the new ILS.</td>
<td>Bethany Stone</td>
<td>6.20</td>
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</table>

The library has been working with the developers of the new ILS software to determine what should be included in the CRM portion of the ILS. This has involved looking into the strengths...
and weaknesses of the library’s current analytical usage software.

CRM software will be included in the new ILS. Library staff are currently using Analytics on Demand software to track and evaluate library usage.

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<tr>
<td>3. Explore expanding the Mystery Shopper program to include technology classes and library events</td>
<td>Bethany Stone</td>
<td>12.19</td>
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<tbody>
<tr>
<td>Expanding technology classes and library events to the Mystery Shopper program is on hold due to the systemwide restriction of no in-person events, programs, or classes until at least September, 1.</td>
<td>Bethany Stone</td>
<td>6.20</td>
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The committee is developing a list of measurables for classes and events that could be used in potential shopper reports. Best practices are being evaluated to determine what the library considers a successful class or events. The committee is also evaluating the cost benefit of adding additional shops to the mystery shopper program.

A committee is being formed to evaluate the benefits of expanding the Mystery Shopper program into technology classes and or library events. The committee will determine whether to pursue this in both classes and events, only one of the categories or neither category.

C. Provide inviting facilities to fulfill community needs

1. Evaluate customer service furniture and space usage

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<tr>
<td>The last quarter was greatly affected by the COVID-19 pandemic and at this time there are restrictions on customer access to furniture and library spaces. The system is open with a 25% of full occupancy limit. There is currently no access to furniture outside of individual computer work stations which are socially distanced. Browsing has been open at branches and will open at Main for Library Central and the Children’s Library on June 22.</td>
<td>Steve Powell</td>
<td>6.20</td>
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</tbody>
</table>

Bibliotheca Fast Lane pad has been added to the Main Lobby’s Information Desk for faster service and is currently being used by a few customers. Staff continues to share this new technology with customers.

The Southwest and South Trail branches received new customer service desks as part of their branch refreshes. The desk for the Southeast branch is in progress.

Bibliotheca Fast Lane Pads have been added to all branches to allow for faster service. The service features three modules:

- Mobile Checkout- mobile checkout of physical library items with your smartphone.
- Assist App - interactive receipts and due date reminders for items checked out using mobile check out and the self-checkout machines.
- Express Collection - access to popular digital books with a 7-day checkout period and no wait.

2. Evaluate brand consistency and set a standard for branch décor

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<tr>
<td>The Contract and Construction Administrator has updated the Facilities standards books with our preferred choices and acceptable alternates.</td>
<td>Kristopher Shoemaker</td>
<td>6.20</td>
</tr>
<tr>
<td>This project is complete for now, but will need future updating as styles and colors change over time.</td>
<td>Kristopher Shoemaker</td>
<td>3.20</td>
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</table>

The Construction Administration area of Facility and Operations submitted their initial draft of the construction standards book. It is currently being reviewed and should be finalized in the Summer. The standards include the type (manufacturer, make model, finishes, etc.) and colors, for flooring (tile, carpet LVT), fixture types (sinks, mirrors, plumbing etc.), furniture, etc. as well as wiring and electrical standards.

3. Develop and implement wayfinding signage

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<tr>
<td>This project is underway and will be completed by September 30, 2020</td>
<td>Kristopher Shoemaker</td>
<td>6.20</td>
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</table>

Facilities and Operations is reviewing our wayfinding and will make recommendations in the Summer. | Kristopher Shoemaker | 3.20 |

4. Explore notary services

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<tr>
<td>The notary services proposal is on hold due to the systemwide restriction of no in-person events, programs, or classes until September, 1.</td>
<td>Steve Powell</td>
<td>6.20</td>
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<tr>
<td>Staff has finalized a proposal for this service and it is currently being evaluated by the Administration.</td>
<td>Steve Powell</td>
<td>3.20</td>
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<tr>
<td>Main circulation staff are currently exploring this service.</td>
<td>Steve Powell</td>
<td>11.19</td>
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5. Reconfigure the Main Lobby

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<td>The project to reconfigure the Main Lobby was absorbed into a larger project to review the entire first floor and the design aspect of the project is on hold indefinitely.</td>
<td>Steve Powell</td>
<td>6.20</td>
</tr>
<tr>
<td>This project has been moved into a larger project that involves an architect evaluating the entire first floor for brand consistency. Staff met with the architect to express their ideas and needs.</td>
<td>Steve Powell</td>
<td>3.20</td>
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</tbody>
</table>
Enhancements for the Lobby Checkout and Book Return areas are still under review. Now that contracts with contractors, architects, and engineers are finalized this project will move into design.

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

1. Implement a new ILS

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<tr>
<td>Staff continues to participate in multiple weekly calls with the OCLC Implementation and Software Development teams regarding the migration to Wise. There are other regular calls regarding catalog integration, marketing, and training. Staff is working through a comprehensive project to clean-up dated and unused patron and item data. The project is still on track for OCLS to “go live” on February 8, 2021. The Chesapeake, Virginia Public Library went live on Wise on June 8, 2020. The Anythink Library System in Colorado and Greensboro Public Library in North Carolina are scheduled to go live in June 2020 as well.</td>
<td>Steve Powell</td>
<td>6.20</td>
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Staff continues to participate in weekly and bi-weekly conference calls with OCLC and the other early adopter libraries. The calls center on product collaboration that influences product development and the development timeline. The Implementation kicked off on February 4th with the OCLC Wise Implementation team visiting from Ohio and the Netherlands. The team was here for three exhausting days evaluating workflows and processes across all aspects of the library’s operation.

OCLS staff are attending weekly and bi-weekly conference calls with OCLC and other early adopter libraries. These calls include discussions regarding product architecture and development specific to OCLS. There is an ongoing evaluation of Allen County’s “go live” (11/11/2019) and new and improved implementation procedures due to the upcoming “go live” (2/3/2020) of the Anythink Library System.

2. Evaluate fines and fees programs

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<tr>
<td>The Executive Edge team was wrapping up their evaluation of the fee schedule but due to economic uncertainty surrounding the pandemic, the presentation for the Administration is on hold indefinitely.</td>
<td>Steve Powell</td>
<td>6.20</td>
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Executive Edge continues looking at fee schedules and preparing a presentation for the Administration team.

Executive Edge is currently reviewing all of the fee schedules.

3. Implement Passport services at Main

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<tr>
<td>Passport services that provided the filing of applications and pictures were very popular up until the pandemic closure on March 18. Revenue from the first day on September 11, 2019, until the closure was $15,600.</td>
<td>Steve Powell</td>
<td>6.20</td>
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The Passport Office has been relocated from the third floor to the first floor just off of the Lobby and signage has been installed to promote the service.

Passport services kicked off on 9/11/2019. As of 11/25/2019, 105 Passport applications were successfully completed. In addition, Passport Training re-certification for 2020 was conducted by the State Department at the Main Library. OCLS Passport Agents hosted the training and 48 participants attended.

### 4. Explore new library cards

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<tr>
<td>The first order of the new library card with a key chain tag was placed on June 16th.</td>
<td>Steve Powell</td>
<td>6.20</td>
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<tr>
<td>A new library card/key chain tag has been designed, a printing bid has been received from the vendor and staff are waiting for samples to confirm proper design and usage. Staff will work through the existing stock of library cards before transitioning to this new style card.</td>
<td>Steve Powell</td>
<td>3.20</td>
</tr>
<tr>
<td>Staff worked with the Graphics Department to design a library card with a key chain card. We are waiting for the next library card order to proceed.</td>
<td>Steve Powell</td>
<td>12.19</td>
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### 5. Evaluate monthly subscription for fee cards

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<tr>
<td>Staff continues to explore the functionality within Wise to implement the option of offering fee cards as a monthly subscription service.</td>
<td>Steve Powell</td>
<td>6.20</td>
</tr>
<tr>
<td>This is part of the Executive Edge discussion regarding fines and fees evaluation. The new ILS, Wise, has the functionality to bill monthly and staff continues to explore the impact this might have on fee cards.</td>
<td>Steve Powell</td>
<td>3.20</td>
</tr>
<tr>
<td>The functionality for subscription cards might be included in Wise and will be further evaluated as the ILS replacement project progresses.</td>
<td>Steve Powell</td>
<td>12.19</td>
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### Increase awareness of OCLS and what is offered

#### A. Develop a strategic marketing plan

1. Evaluate customer demographics and determine target audiences for OCLS

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<tr>
<td>Before our libraries closed due to COVID-19, we were already working with Cox Media to take advantage of areas of opportunity that previous research indicated could help us draw the interest of customers. Those areas of opportunity included ebooks, streaming services, audiobooks and other digital services. Once libraries closed, we directed all of our advertising efforts with Cox toward virtual services and events, online library card signup, and ebook checkouts. Early results of that effort indicated that customers responded well to those ads. Cox reports that this ad set delivered 144,500 impressions between March 14 and April 4, received more than 2,000 link clicks from viewers who wanted to find out more, and had an engagement rate of more than 2 percent,</td>
<td>Erin Sullivan</td>
<td>6.20</td>
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which is well above the industry average engagement rates of 12 percent for nonprofits and 15 percent for higher education.

Between January and March, our ads directed at the Millennial audience continued to perform well, delivering more than 382,300 impressions and generating 2,451 clicks and engagement rates between .66 and .87 percent. Statistics provided by Cox indicate that the Millennial audience was most drawn to ads promoting the Melrose Center audio studio, followed by a carousel ad that highlighted a combination of library programs such as cooking, book clubs and sewing. We will continue to refine our ads for this audience, as these ads continue to perform well, indicating healthy interest from this demographic.

Another area where we have continued to grow our advertising presence is the Hispanic market. We are now making sure that 100 percent of our press releases are written in Spanish and in English, and many of our important initiatives are advertised in Spanish with the help of Entravision, which has helped us extend our reach on Spanish-language TV, radio and social media.

Since OCLS has been closed due to COVID-19, the Assistant Manager of Marketing and Public Relations, who is fluent in Spanish, has done 12 on-air interviews on Despierta Orlando and 12 interviews on Salsa 98.1 FM. She has covered a variety of topics, including signing up for a library card online, virtual ESL classes, live online classes, Summer Reading Program, Adult Summer Reading, the library's social worker, OCPS Mobile Lunch at the library, home delivery, and the library's phased reopening plan.

In addition, we ran library commercials on both Salsa 98.1 FM and Univision TV. During April, May and June, a total of 139 ads ran on Salsa 98.1 FM, and 60 TV commercials aired on Univision.

Our Digital Media Specialist reports an uptick in interactions with our social media accounts this quarter, as a result. She notes that combined, the campaigns generated a total of 14,226 clicks to different areas of our website from the topics discussed. We have also received 11 Facebook messages about services discussed in our Entravision marketing efforts.

Between April 14 and May 10, Entravision indicates that these interviews, which they have also shared on their social media platforms, received 3,111 clicks. Between May 26 and June 21, the interviews generated 4,326 clicks.

Our Digital Media Specialist has committed to working with our marketing staff to conduct periodic audits of our marketing efforts to ensure we are meeting our goals and adjusting strategies as needed.
materials, to ensure that diversity is represented in our images, videos and other collateral.

During this quarter, the focus has been on creating more bilingual messaging in the Learn. Grow. Connect. We had discussions with our partners at Entravision to craft a plan to ensure that we are sending relevant, consistent messaging to the Hispanic community that reflects what we are issuing to the English-speaking community. An example of that messaging is the ad that encourages people in English to sign up for a library card using the line, "Get the card that opens worlds," with the Learn. Grow. Connect. tagline. The Spanish version features a similar call to action, with the Spanish tagline Aprenda. Inspírate. Conectate. The ad is pictured below, and it will be shared on social media channels and we will share with our Hispanic media partners.

We are also evaluating data being provided to use from Cox to determine how our ads placed to advertise some of the services that we identified during last quarter as areas for growth and opportunity. Those services include streaming services, audiobooks and other digital services. Some of that data will be available in early April.

After the library closed to the public in March due to the COVID-19 crisis, we made an aggressive effort to promote those services, and anecdotal evidence indicates that these efforts have been successful.

In March, Marketing and Public Relations crafted a survey to evaluate the audience that has been using our Local Wanderer culture pass program. The survey will help us gather demographic information to tell us which demographic segments have made the most use of the program.
ADQUIERA LA TARJETA QUE ABRE MUNDO

APRENDA. INSPIRÁTE. CONÉCTATE.
407.835.7323 | ocls.info/tarjeta
In early November, Marketing and Public Relations met with representatives from Cox Media and Entravision, two media partners who helped us advertise our "Learn. Grow. Connect." messages in the previous fiscal year. We learned from Cox that our messages about home delivery and sewing programs resonated with our Millennial audiences, while Entravision found that our messages about English Classes and the Melrose Center were popular among Spanish speakers.

In late November, we met with MindSpot Research to find out how various audiences are interested in the library and which services are most appealing to them. Based on a report they shared with us, interest is growing among Millennials in the following services:

- TV/Internet Streaming
- Job Seeking Resources/Career Resources
- Sound Studio/Video Production Studio Resources
- Meeting Room/Coworking Spaces

Audiences aged 35-44 are showing more interest in Small Business Resources and Simulators, and Hispanic audiences expressed a growing interest in Job Seeking/Career Resources, Ebooks and Audiobooks, Fiber Arts and Language Learning.

Some areas where Mindspot sees the most opportunity for growth with the audiences who responded to their survey are in promoting TV/Internet Streaming Services, Digital Downloads, Language Learning, Life Skills and Self Improvement Workshops, Photography Resources.

A photoshoot took place at the Chickasaw Branch on December 8 to capture photos that we can use to continue to solidify awareness of our offerings in photography, language learning and other services that resonated with those surveyed.

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2. Explore new marketing trends and opportunities

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<td>Our partnerships with local bloggers is ongoing, and in June, the Public Relations Administrator gathered the following statistics from some of the blogs we are working with:</td>
<td>Erin Sullivan</td>
<td>6.20</td>
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<tr>
<td>Tasty Chomps</td>
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<td>Campaign includes one lower sidebar square display ad on all pages of blog, plus quarterly banner ads in e-newsletter, quarterly social media posts, and periodic blogs or editorial mentions on the website about the library.</td>
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<td>September 2019–May 2020</td>
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<tr>
<td>Editorial mentions: 7</td>
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<tr>
<td>Social Media mentions: 53</td>
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<tr>
<td>E-newsletter mentions: 8</td>
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<td></td>
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<tr>
<td>Social media impressions: 76,812</td>
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<td></td>
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<tr>
<td>Display ad impressions: 91,602</td>
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<tr>
<td>Pageviews on editorial posts: 14,620</td>
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<tr>
<td>Orlando Date Night Guide</td>
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<td>Campaign includes one ad in all workshop round-ups and monthly &quot;best of&quot; posts, featured event coverage for seasonal event roundups when relevant, and a minimum of six social media posts throughout the term of the contract.</td>
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<tr>
<td>December 2019-June 2020</td>
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<tr>
<td>Total ad impressions: 15,449</td>
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<td>- January - 4,178</td>
<td></td>
<td></td>
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<tr>
<td>- February - 5,631</td>
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<tr>
<td>- March - 2,368</td>
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<tr>
<td>- April - 1,925</td>
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<tr>
<td>- May - 3,347</td>
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<tr>
<td>Social media impressions: 4,357</td>
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<tr>
<td>Social media clicks: 10</td>
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<tr>
<td>E-newsletter impressions: 4,092</td>
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<tr>
<td>E-newsletter clicks: 11</td>
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During our closure due to COVID-19, Marketing and Public Relations staff decided to launch a new library podcast called Shelf Centered. One of the goals was to use the podcast, which is a tool that many other businesses use to engage new audiences, to highlight some of the ways the library was shifting its focus to virtual events and digital services while our facilities were closed to the public. The podcast features interviews with staff, book recommendations, and interviews with local influencers and authors about their work. Melrose Center also launched a new podcast, called Reel to Real, in March.

Youth Services, Events and Programs, and Marketing and Public Relations teamed up to create and promote new virtual events that were debuted on YouTube, Facebook and Instagram. We continue to use Streamyard to host live social media events, and storytimes and events for children of various ages are streamed weekly on our YouTube and Facebook pages. This has helped grow our YouTube channel significantly. Our channel saw more than 1,300 new subscribers in April and 1,100 new subscribers in May, bringing our following there to more than 8,800 people.

We are continuing our relationships with Orlando Date Night Guide, Tasty Chomps, Bungalow and the Bus, and Tom and Dan. In January, Tom and Dan actually recorded an episode of their show in the Melrose Center and highlighted the various resources available there to cardholders.

We have also been working with Cox Media on promoting library messages via YouTube advertising. We have used this for multiple initiatives, including a thank you message to library customers who attended our 2019 Summer Reading Program events (165,000 views), and our video to build awareness and donations for our Annual Appeal (26,000 views and more than $30,000 raised). A meeting is scheduled with Cox in April to discuss how to best promote the library’s digital services during our closure period, and when we have a better idea of how Summer Reading Program will look, we will likely use YouTube advertising, targeted toward Orange County residents with children ages 6-18, to build awareness about our summer offerings.

Erin Sullivan 4.20
Beginning in October, we are exploring the use of native advertising in blogs and radio. We have entered into partnerships with a handful of new media outlets that will use their platforms to share information about the library with their audiences.

For example, we are working with the Tasty Chomps blog to place display advertising, and part of the agreement includes blog posts about library events and programs, such as Booktoberfest and Cuisine Corner. We are also working with Orlando Date Night Guide to place display ads, and part of the agreement includes some editorial exposure for library events. We are also working with the radio show A Mediocre Time with Tom and Dan radio show on a monthly sponsorship that includes a social media post and web ad on their website, a monthly segment in which they will do a book review about a title they have checked out from OCLS, and four 30-40 second produced commercials on the podcast and radio show on I Heart Radio's Real Radio 104.1 FM.

In addition, we are working with Playground Magazine to supplement our regular ad agreement with content that runs in the magazine alongside their regular editorial pieces.

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<td><strong>On April 17, the Marketing Specialist led a meeting to discuss updates to the Brand Book and Marketing Plan. The determination was made that the current plan can be simplified, so that it’s more easily digested by staff, and thus more widely useful to all. Our current marketing initiatives show that we have done a good job reaching our core constituency, which includes families with children, and we appear to be reaching a larger Millennial audience through our use of blogs, YouTube and social media for advertising. The group is working on refining the plan and will meet twice in the next quarter to make suggestions for updates.</strong></td>
<td>Erin Sullivan</td>
<td>6.20</td>
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<tr>
<td><strong>The Brand Book update, which helps guide our staff in understanding how to create consistent and high-impact marketing materials, is almost complete. The new version includes a section on best practices for creating impactful e-newsletters. An updated draft of the Brand Book will be ready for review in July.</strong></td>
<td>Erin Sullivan</td>
<td>4.20</td>
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The Marketing Specialist met with the Graphics team in January to conduct a review of the Brand Book and to make changes to existing content.

The Marketing Specialist and Public Relations Specialist are currently reviewing the existing Marketing Plan and identifying weaknesses that exist in the plan now. Things that are being considered include whether the correct KPIs were selected when the plan was written, and whether the plan is too broad. Discussions about how to focus on one or two important goals, rather than many goals, are underway.
The Marketing Specialist will schedule a meeting to review content in both documents and suggest appropriate changes.

4. Evaluate multicultural marketing efforts

As of June 2020, 100 percent of our press releases are written in Spanish and in English and delivered to both English and Spanish-language media outlets and representatives. Many of our important initiatives are advertised in Spanish with the help of Entravision, which has helped us extend our reach on Spanish-language TV, radio and social media.

Looking toward the next quarter, we will work on growing our Hispanic contacts list so our information may be shared more widely in the Hispanic community.

As was recapped in a previous portion of the Strategic Plan, since March, the Assistant Manager of Marketing and Public Relations, who is fluent in Spanish, has done 12 on-air interviews on Despierta Orlando and 12 interviews on Salsa 98.1 FM. She has covered a variety of topics, including signing up for a library card online, virtual ESL classes, live online classes, Summer Reading Program, Adult Summer Reading, the library's social worker, OCPS Mobile Lunch at the library, home delivery, and the library's phased reopening plan.

Between April 14 and May 10, Entravision indicates that these interviews, which they have also shared on their social media platforms, received 3,111 clicks. Between May 26 and June 21, the interviews generated 4,326 clicks.

In addition, we ran library commercials on both Salsa 98.1 FM and Univision TV. During April, May and June, a total of 139 ads ran on Salsa 98.1 FM, and 60 TV commercials aired on Univision.

Our Digital Media Specialist reports an uptick in interactions with our social media accounts this quarter, as a result. She notes that combined, the campaigns generated a total of 14,298 clicks to different areas of our website from the topics discussed. We have also received 11 Facebook messages from customers asking more in-depth questions about services addressed in our Entravision marketing efforts.

We intend to continue our relationship with Entravision, as it provides us with both advertising and an organic presence in the Spanish media landscape, which we think will help boost the library’s visibility amongst Hispanics, which make up the second-largest demographic in Orange County.

In addition, the Assistant Manager of Marketing and Public Relations will work with the Marketing Specialist to identify additional media outlets that might want to
In the month of January 2020, the Marketing and Public Relations team recognized that there should be more bilingual staff participating in These Three Things, our Instagram TV series that shares three key events happening at various library locations each week. The department held auditions in English and Spanish for the series, with the intent of offering additional bilingual and Spanish-language episodes. We will evaluate how the bilingual episodes perform.

In addition, the Marketing and Public Relations team worked in taking a bilingual approach to creating bilingual marketing content for the annual Summer Reading Program. The Summer Reading Program promotional video was recorded in both English and Spanish, so that it could be shared on both English-language and Spanish-language social media and TV channels. The department also crafted a plan to marketing Summer Reading through Entravision, El Sentinel and La Prensa. As of this writing, some of those plans are on hold while we wait to find out when registration for Summer Reading Program will open, as we are in a holding period due to the coronavirus crisis.

During February, new Learn. Grow. Connect. ads and promotional pieces were created that included dual messaging in English and Spanish.

Press releases are consistently written in both English and Spanish and distributed to Hispanic media monthly.

The Marketing and Public Relations team met in November and December to discuss how to better integrate messages in Spanish into our marketing initiatives.

An open call for auditions for the Instagram series These Three Things is scheduled for January, and our team is specifically seeking staff who speak Spanish and other languages to participate.

When the new series of Learn. Grow. Connect. ads and promotional pieces is launched in early 2020, it will include dual messaging in Spanish and English.

In November, we met with Entravision to talk about the results of our previous marketing partnership with them. We are evaluating the data and will use it to decide whether to renew our contract for 2020.

### B. Leverage storytelling

1. Explore storytelling as a marketing tool

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<td>Before COVID-19, the Marketing and Public Relations team held a video shoot for a Summer Reading Program promotional video that would tell the story of a fictional family who go to the library and have their imaginations sparked by the books and events they find their. The goal</td>
<td>Erin Sullivan</td>
<td>6.20</td>
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was to inspire people to think of the library as a place to "Imagine Your Story," which is this year's Summer Reading theme. The video was shot at the Winter Garden Branch on March 15, but a few days later, all of our locations closed due to COVID-19, and our in-person library events were cancelled. The video was replaced with a different marketing piece promoting virtual events, but we hope to use the footage we captured to promote in-person events when they can safely be rescheduled.

For National Library Week, which took place in April, the Digital Media Specialist asked staff to share short videos or photos of themselves telling customers what they miss most about the library. "National Library Week 2020 - I Can't Wait To ..." reached more than 6,000 people on Facebook and received more than 800 engagements.

Our use of storytelling to promote our Annual Appeal was a big success. Our video featuring Chrispin was a big success, and it was viewed 26,000 times on YouTube. The appeal pulled in more than $30,000 in donations. Some of those funds were donated to the Friends, while some were donated directly to the library. We intend to continue to use this powerful storytelling technique in future fundraising efforts.

For our Summer Reading Program promotional video, we also engaged a fictionalized storytelling technique to engage audiences and encourage them to think of the library as a place to "Imagine Your Story." The video was shot at the Winter Garden Branch on March 15, and it features a father who reluctantly brings his two daughters to the library, only to find that not only have their imaginations been activated by their experiences they have there -- has been too. We plan to release the video two to three weeks before the start of Summer Reading Program.

This year, the Digital Media Specialist has made storytelling a component of our Social Media Strategy. This year's goal is for the Marketing Specialist, Digital Media Specialist and Video Production Specialist to diversify our existing storytelling content by producing 1-2 videos that give the full context of a customer's experience using the library.

Storytelling also plays a central role in this year's Annual Appeal campaign. We have a short video of a customer named Chrispin, a man from Haiti who used sewing classes offered at the South Trail Branch to hone his language and sewing skills, which helped him get a job as a cast member in Disney's costuming department. The campaign features a video interview with Chrispin, as well as narration from Friends of the Orange County Library System President Joe Goldstein.

We are also in the final stages of launching our Melrose in the Mix TV series on WUCF. WUCF and OCLS have entered into an agreement to air six episodes of Melrose in the Mix on WUCF TV beginning in January. The series showcases performances by artists who are featured in this live in-studio recording series presented in the Melrose Center, and it also has a video component in which the artists talk about their work and the
music scene. Their interviews highlight the role that the Melrose Center plays in the community by showcasing the space and the people who use it to a new audience.

### 2. Find opportunities to increase user engagement and refine ambassador program

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<td>The library's Ambassadors book club met via Zoom for an informal book discussion. The next session will resume in July.</td>
<td>Erin Sullivan</td>
<td>6.20</td>
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<tr>
<td>The &quot;National Library Week 2020 - I Can't Wait To ... &quot; video, released in April, was designed to allow our staff members to engage our customers directly by letting them know that library staff miss them and look forward to reopening. The video reached more than 6,000 people on Facebook and received more than 800 engagements, including 42 shares.</td>
<td>Erin Sullivan</td>
<td>6.20</td>
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<td>In May, to encourage people to participate in our Virtual Summer Reading Program, we asked members of our Library Ambassadors Facebook group to use a profile photo frame created by our Graphics team to announce the launch of Summer Reading. Several of our ambassadors, including a local blogger, used the frame and posted about SRP.</td>
<td>Erin Sullivan</td>
<td>6.20</td>
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<tr>
<td>In May, Youth Services Manager Natalie Houston was once again the face of our Summer Reading Program when she narrated a video shared on our social media channels explaining to people how our Virtual Summer Reading Program would work, and how people can sign up for virtual events and reading challenges. The video was released on Facebook in early June, and so far, it has received 872 views, 35 engagements and 16 shares.</td>
<td>Erin Sullivan</td>
<td>6.20</td>
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<td>A library ambassador book club attempted to meet, with little success, in the past. The Marketing Specialist recast the event as a book meetup/casual chat event, held at a local brewery, to engage our ambassadors. The event was held on March 10 at Rock Pit Brewing, which was one of our participating breweries for Booktoberfest. The event drew six ambassadors.</td>
<td>Erin Sullivan</td>
<td>4.20</td>
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<td>The Marketing and Public Relations Department planned an Ambassador Meetup at Wall Crawl Orlando on March 25 but had to cancel due to ongoing concerns surrounding the coronavirus. We have talked to Wall Crawl about rescheduling for a future date. Additionally, we plan to host a Virtual Ambassador Book Club during this self-isolation period on a to be determined date.</td>
<td>Erin Sullivan</td>
<td>4.20</td>
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<td>The Digital Media Specialist has created a goal to expand membership in the library's social media ambassador program by 10 percent in FY 2019-2020. Will explore tools to introduce such as a new advocacy email list, and online ambassador application on our website and in-person events</td>
<td>Erin Sullivan</td>
<td>12.19</td>
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that appeal to social media influencers who could help us expand this initiative.

This year’s Social Media Strategy also calls for repurposing user-generated content created by our ambassadors for use in more strategic social media advertising, with a focus on Instagram ads.

C. Community outreach that builds awareness
1. Evaluate and refine standards for successful outreach

During the COVID-19 closure, the Outreach Coordinator in Marketing and Public Relations conducted two staff outreach training sessions through Zoom. In total, 56 staff participated who were then added to the Community Outreach Training group on Teams. This group will allow us to reliably select trained staff for upcoming events, and have more consistent dialogue with staff that are invested in doing outreach.

The Youth Services Outreach Coordinator has worked to help our elementary school liaisons improve their communications with their contacts at Orange County Public Schools. On April 17, during the COVID closure, she held a comprehensive training showing liaisons how to contact schools and what information to share with them to align with the library’s virtual initiatives.

Youth Services has also focused on connecting the community with helpful library resources, promoting the virtual Summer Reading Program and partnering with Orange County Public Schools. During the unexpected circumstances of business of school closures, OCPS educators received weekly updates from us about virtual programs and storytelling, family support services and online borrowing. A digital resource directory was created for Children’s Initiative Liaisons to send to their schools, and a middle and high school mailing list was created to ensure all students, K-12, were kept up-to-date. Youth Services has also given eight presentations to community organizations and has hosted informative parent workshops explaining the virtual Summer Reading Program format. In total, we’ve had 188 attendees during these events.

Due to COVID-19, all of our in-person outreach efforts have been temporarily halted. Training and Development Manager Colleen Hooks has shared that ALA is offering a session called Out-Doing Outreach in a Post COVID-19 World, which will engage participants in a discussion about current practices and opportunities. The session will be made available as a recorded presentation, which will be shared with our Outreach Committee.

On February 6, the Community Outreach Coordinator presented an updated outreach training to approximately 20 staff members. This new training includes quantifiable expectations and practical tips to ensure staff success at outreach events.
staff present were also added to a Teams group so they can serve as outreach ambassadors for their departments and locations. The group also provides a more direct channel for communicating upcoming outreach opportunities.

The Community Outreach Coordinator and the Marketing and Public Relations Assistant Manager are evaluating the previous Outreach Committee work and will reconvene the committee in early 2020 to solicit recommendations for ways we can make outreach more effective.

2. Cultivate staff to participate in speaking engagements for the library

Due to COVID, the Toastmasters group has been unable to meet in person. However, those who have joined Toastmasters have access to the Toastmasters' website, which contains a variety of resources to help them improve their presentation skills. They are being encouraged to review those resources until the club can begin its meetings.

An outreach presentation has since been recorded so that it can be viewed on-demand through the SumTotal staff training site. All staff will be asked to complete the training before participating in an outreach event, so they can be more effective and confident when speaking about the library to various audiences.

Our OCLS Toastmasters group was officially chartered through Toastmasters International on March 1, 2020. The initial chartered group consists of 20 staff members, and now that we are officially up and running, we will be able to extend the invitation to any additional staff who want to join. The meetings take place at the Orlando Public Library every second and fourth Thursday, from 2-3:30 p.m.

A trial meeting of an OCLS Toastmasters Club convenes on Thursday, December 12 from 2-3:30 p.m. in the Magnolia/Palm room of the Orlando Public Library. Employees who are interested in signing up for the club, which helps improve public speaking and presentations skills, will pay dues of $45 twice per year.

D. Empower employees to be ambassadors for OCLS

1. Identify boards and community organizations that library staff could become involved with to strengthen relationship with the community

Prior to the COVID-19 outbreak, the Public Relations Administrator shared a board opening on the Orange Blossom Trail Development Board with the manager of the South Trail Branch. She applied for the open position, and she received a letter acknowledging that her application has been received. The Public Relations Administrator applied for an open position on the County Arts and Cultural Advisory Board.
The Youth Services Outreach Coordinator did a presentation for the Children’s Cabinet of Orange County, a nonpartisan coalition of individuals and organizations working toward the safety and well-being of children and families in Orange County. After the presentation, staff from the library’s Youth Services department were invited to join the coalition to help strengthen partnerships between OCLS and other organizations serving children and families.

The Marketing and Public Relations Department has been researching county boards that align with the library's interest. A number of boards were identified as good candidates, but several of them were not seeking new members at this time, and several were boards that the library is currently working with on projects or grants, so those boards were eliminated from consideration to avoid any conflicts of interest.

Two county advisory boards were identified that could create community connections to benefit the library, and the Public Relations Administrator applied for one such position. A branch manager was asked if she would be interested in applying for another board, which serves the community in which her branch is located.

Marketing and Public Relations will continue to look for opportunities and share them with Admin for consideration.

No update.

2. Train staff for interviews for TV & radio

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<td>Over the past several months, four library staff members were invited to participate in interviews with local media about the library.</td>
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<td>On May 7, TEC Instructional Technology Specialist Tony Orengo was interviewed on A Mediocre Time with Tom &amp; Dan radio show and podcast about live online classes.</td>
<td>Erin</td>
<td>6.20</td>
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<td>On May 15, Melrose Center Fab Lab Instructor Yesenia Arroyo was interviewed for a story in El Sentinel about how Melrose staff were creating PPE to be donated to healthcare workers in the Orlando area. That story featured a print and video component.</td>
<td>Erin</td>
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<td>On May 20, South Trail Branch Manager Carolyn McClendon was interviewed by WESH-2 to talk about the library’s phased reopening.</td>
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<td>On June 5, Youth Services Manager Natalie Houston was featured on Orange TV in a video segment about library reopening and the Virtual Summer Reading Program.</td>
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<td>In early July, Youth Services Manager Natalie Houston will be featured on A Mediocre Time with Tom &amp; Dan to talk about our Virtual Summer Reading Program.</td>
<td>Erin</td>
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During March, April, May and June, Marketing and Public Relations Assistant Manager Brigitte Martinez has done multiple interviews on TV and radio to promote library services to the Hispanic market. Her ongoing efforts have been outlined in other sections of the Strat Plan.

The new Shelf Centered podcast has given other staff an opportunity to practice their skills being interviewed about library services in a friendly, low-stress way. Several staff members have been invited to participate in the podcast, which is run by Marketing and Public Relations staff, to talk about book recommendations, live online classes, Summer Reading Program and more. This is great exposure for our staff, as well as a great way to helped them become comfortable answering questions about the library.

Two members of library staff were recruited to represent the library in interviews for the media this quarter. In January, Youth Services Librarian Silence Bourn was interviewed by the Community Paper in downtown Orlando for its People of O-Town series. The story was called, "You can't judge a book by its cover, but your librarian can help."

In March, Youth Services department head Natalie Houston was interviewed on camera by WFTV for a story on how the library is providing resources to parents dealing with school closures during the COVID-19 crisis.

Public Relations Administrator Erin Sullivan talked to Training and Development Manager Colleen Hooks about identifying webinars and SumTotal trainings that can help staff cultivate their speaking and presentation skills, which would help them feel more confident in doing TV and radio interviews. Public Relations Administrator Erin Sullivan will look for existing trainings in SumTotal, as well as other courses and webinars that may become available, which can be offered to staff interested in this learning track.

Due to COVID-19, our original plan to conduct a contest for employees to encourage them to go out into the community to try to get people to sign up for library cards will not be implemented. Instead, Marketing and Public Relations will conduct a department and branch focused contest that will recognize the location that can obtain the highest number of library card signups during September.

The Marketing and Public Relations Department has identified September, which is National Library Card Signup Month, as a good opportunity to initiate this contest.
The Marketing and Public Relations Department has discussed this initiative and some ways it can be accomplished. More action on this project will take place after the New Year.

Deliver experiences that offer opportunities to help the community learn and grow
A. Kindergarten preparedness
1. Explore offerings to local daycares

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<td>The newly revised online “Request a Storyteller” form was finalized on 1 May, with the addition of the virtual storytelling option. Since then, we have received six requests via the new form. We promoted the new form internally and via OCLS social media, press releases, and in the Early Learning e-newsletter. We sent out an email blast to 200 daycare center directors promoting the service. In the final quarter of the year, we will focus on reaching out to our local daycare centers to create a wider awareness of the services that we offer, including the free storyteller visits.</td>
<td>Debbie Tour</td>
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Many of our scheduled Head Start visits, which traditionally take place in the Spring, were canceled due to the stay-at-home order and distance learning. We began offering virtual storytelling visits, and we were able to reach 13 out of 22 Orange County Head Start Centers, either in-person early in the year or via a virtual visit.

The online storyteller request form is currently in development. The Youth Program Specialists and storyteller are scheduling storytelling visits to all 22 Orange County Head Start Centers and delivering an OCLS coloring book to each child. The Head Start visits should be complete by the end of the school year. A list of daycares near Main and Chickasaw will receive promotional material for the "Kindergarten Boot Camp" in May.

One way of serving local daycares and our youth under the age 5 in their care is by sending out a professional storyteller to share stories with the children and to leave information about our services. Currently, there are many avenues from which we receive storyteller requests. A new “storyteller request” form is in development and promotional language has been written. The creation of a new online form is an effort to streamline how the community requests a storyteller to visit special events and daycares. A single portal will allow us to provide the community with details they need upfront. This will also allow us to collect better data to analyze and determine which parts of our community we are reaching and to what extent specific areas are utilizing our storytelling services.

Another way to serve local daycares was demonstrated at the North Orange branch. During the month of October, an Apopka Day Care visited the library and were invited to stay and participate in a Pop-Up Storytime and Craft. A total of 18 kids and 4 Caregivers participated in the event.
### 2. Evaluate K-Ready and revamp

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<td>The Kindergarten Readiness Committee, met virtually to modify the action plan for revamping the kindergarten readiness series and create a timeline for accomplishing goals. The new kindergarten readiness series will be called “Countdown to Kindergarten.” By 1 September, six event scripts will be developed for a virtual “Countdown to Kindergarten” series based on the best practices of “Every Child Ready to Read.” Two events will be scheduled each month, September through November 2020, to beta test the new series. A virtual staff training session for “Countdown to Kindergarten” will be scheduled in December. The training will be recorded and archived in our learning management system, as a resource for staff. In winter 2020/2021, the series will be adapted to use with in-person events. Changes to the curriculum will be recorded and communicated to staff.</td>
<td>Debbie Tour</td>
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The committee met in January and March. They defined kindergarten readiness for OCLS as, "We create positive learning experiences to empower families in our community by providing a supportive learning environment, with familiar routines, experiences, and resources." The committee examined the current K-Ready curriculum to identify what was working and discussed what the future curriculum should include. The new curriculum will provide early literacy tips, book lists, songs, rhymes, stations, and crafts. It will contain enough details for the presenters to understand their roles as early literacy providers. Staff will create six scripts to start with that will be 45-minutes long.

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<td>The Youth Education Specialist will lead a committee on the review and the revision of K-Ready. The committee includes staff from youth services and branches.</td>
<td>Debbie Tour</td>
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### 3. Explore and implement additional ways to prepare children for Kindergarten

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<td>The 2020 Kindergarten Bootcamps scheduled in May were canceled due to COVID-19. As an alternative means of supporting caregivers in their efforts to prepare their children for kindergarten, staff updated the Kindergarten Readiness Resource Guide, <a href="http://libguides.ocls.info/kindergarten">http://libguides.ocls.info/kindergarten</a>. The resource guide now aligns with “Every Child Ready to Read,” an initiative of the Public Library Association (PLA) and the Association for Library Services to Children (ALSC). The updated Kindergarten Readiness resource guide went live on Monday, 11 May. As of 15 June, the resource guide has had 1,010 views.</td>
<td>Debbie Tour</td>
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The resource guide provides an overview of the five early literacy practices, including reading, writing, singing, talking, and playing. Families are invited to participate in our virtual storytimes, view our prerecorded video storytimes, and utilize our early literacy calendars. Insights into why each practice is important, aim to encourage parents in their efforts. Caregiver resources, such as activity suggestions, articles, book lists, and links,
provide a depth of material to cover since preparing for kindergarten begins at birth and continues through the preschool years. English/Spanish bilingual resources are also incorporated to support parents/caregivers in practicing early literacy behaviors in Spanish.

In addition to updating the resource guide, the Youth Education Specialist presented three staff training sessions on preparing children for kindergarten in May. The training was recording and is available in our learning management system for on-demand access for any of our staff members.

We are distributing 600 Early Literacy Calendars per month in picture books requested through our home delivery service.

In June, the library staff was invited to present information about our services to the leadership of the Orange County Neighborhood Center for Families (NCF). We were able to provide the NCF with digital copies of the Early Literacy Calendar to distribute to the families they serve through the end of the year.

"Kindergarten Bootcamp" will include tips for caregivers, and resource guides will provide songs and early literacy practices. Help Me Grow, which offers free developmental screening, will be attending both the Orlando Public Library and the Chickasaw branch event. An OCPS School Bus will be at each event to allow children to tour it before they have to ride it to school. A list of daycares near Main and Chickasaw has been created to receive promotional materials. The events are scheduled for 2 May at the Orlando Public Library and on 28 May at the Chickasaw branch.

In 2020, we will rebrand and expand “Kindergarten Bootcamp.” This one-day event shares with parents the expectations for their children when entering kindergarten and how to practice skills with their child at home in a fun way. The event is scheduled for 2 May, at the Orlando Public Library. On 28 May, the event will be expanded to the Chickasaw Branch. Bilingual English/Spanish promotional materials will be created to better reach families whose first language is not English.

B. Early and family learning
1. Expand current annual large-scale family events to increase attendance

Due to COVID-19 and social distancing recommendations, all of our large-scale in-person events were canceled starting in March. We quickly began offering Live Streaming events via our OCLS Facebook and YouTube Channels. We kicked off the Summer Reading Program, with “Celebrate Summer with Free Daps” for 138 viewers. The performance by ScienceTellers, “Dragons - Return of the Ice Sorceress,” had 133 viewers. For our third week of summer, “Mixed-up Fairy Tales” presented by Page Turner Adventures had 121 viewers. The Live Streaming events have been well received by families for their convenience.
and accessibility. This has opened up a new youth programming format option.

Expanding the annual Youth Art Contest to include all grades K-12 has led to several positive outcomes. Art submissions increased from 81 artists who submitted 129 art pieces to 174 artists who submitted 195 art pieces, 70 of which were in the elementary school age bracket. Attendance of the Youth Art Contest Reception also increased from 38 attendees to 198.

The "Early Learning Resource Fair" in July will have some new partners, and the event duration will be expanded by one hour to increase the time for families to participate. Attendees of the fair that fill out and return their raffle form will receive a free book.

West Oaks held its annual "Family History Fair" in February, where attendees learned what genealogical resources are available at the Library. Herndon is planning its annual Book Festival at the beginning of the school year.

The annual Youth Art Contest has been expanded to include all grades K-12. In previous years it focused on middle and high school students. The Youth Art Show is scheduled in February, at the Orlando Public Library.

We are extending the number of locations offering large-scale family events. One example is offering Steve Songs Summer Concert to four locations instead of two. Kindergarten Bootcamp will be offered at the Chickasaw Branch.

Some locations are exploring ways to add a component to current events to increase attendance. For instance, Chickasaw plans to add taking family photos during some events they offer. Staff from several locations attended the Project Wild training with the Florida Fish and Wildlife Conservation Commission to evaluate adding programs and activities to enhance current and future offerings. Orlando Public Library is planning to extend large events such as Trick or Treat Safe Zone and Potterversary.

Youth Services reviewed with the social media specialist the target audience, previous attendance, and target attendance goals for each large-scale event to maximize marketing and attendance.

2. Create opportunities for hands-on interactive experiences at each location for walk-in customers

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<td>Hands-on interactive activities are now accomplished with take-home activity kits, which were distributed to all locations. The activities focus on STEAM (Science/Technology/Engineering/Arts/Mathematics) and feature themes, including constellations, frogs, static electricity, and the laws of motion. A total of 6,400 kits were assembled, and the take-home kits are currently available for customers to pick up from all locations, while supplies last.</td>
<td>Debbie Tour</td>
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There were 19 passive programs offered, including “Take and Make Craft Kits,” “STEAM Kits,” and the call-in “Storyline” service, which had 161 callers. Sample activities were added to the “Passive Programming” section of the Children’s Program Bank. The section currently contains 21 sample activities.

From 1 January through 1 March, several locations offered passive programs, including Alafaya, Fairview Shows, Hiawassee, North Orange, Main, South Creek, South Trail, Southwest, Washington Park, West Oaks, and Windermere. Total participation in these events totaled 3,480. There were 74 programs, including Activity Bundles/ Boredom Buckets, Pop-Up events, Character Mailboxes, Interactive displays, and Coloring Sheets/Worksheets.

"Caregiver Connect: Stay and Play" continues to be very popular at all locations. This allows caregivers time to connect and mingle while the little ones explore and make friends. Pop-up events at Lake Nona and Horizon West continue to grow. At Fairview Shores, there were 126 children and caregivers engaged in "Pop-Up Crafts." West Oaks offered many "Tech Exploration" pop-up events where kids walking into the branch got to experience hands-on learning with different technologies like Virtual Reality headsets and Osmo gaming kits.

Two Youth Program Specialists, presented the Staff Day training session, “Passive Shmassive” showcasing numerous examples of passive programming ideas. Examples from a variety of locations were shared including: collaborative community art projects, scavenger hunts, make and take craft stations, and character mailboxes. A new "Passive Programming" section of the Children’s Program Bank has been created including a blog feature. The section currently contains 12 sample activities.

“Caregiver Connect” offers caregivers and children the opportunity to stay and play after regular events. In October and November, the Herndon location had 132 participants. Pop-up playtime and pop-up crafts have been popular in the system. In October, a total of 164 children and caregivers engaged in “Pop-Up Children’s Playtime” at Fairview Shores. Participants created various coloring projects, craft activities, and played with toys designed to help build motor skills. During November and December, the Southwest branch hosted a “Thankful Tree” interactive community display, inviting participants to share what they are thankful for. In November, the “Baseball Scavenger Hunt” encouraged 51 participants to explore the Southwest collection and claim a small prize for completion. Each month children are invited to write a letter to a different book character such as Paddington.

3. Develop and provide staff training on early literacy principles and practices

Laura Morton and Silence Bourn presented an “Every Child Ready to Read” Storyteller Workshop to the OCLS storytellers in May. The outline for recording storyteller videos was updated to reflect the goals and integrate the principles of “Every Child Ready to Read.”

Debbie Tour 3.20
Debbie Tour 12.19
Progress | Champion | Updated
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training session for the youth program specialists and branch librarians will be scheduled in August 2020. Staff across the system had the opportunity to participate in numerous webinars and online training available through our Learning Management System, ALSC, WebJunction, and other library and early literacy-focused organizations during this quarter.

Storyteller training is scheduled for staff on 6 May 2020 and will be presented by Laura Morton and Silence Bourn. Revised storytime outlines for baby, toddler, and preschoolers are completed and offer enhanced learning experiences for children and caregivers. Staff will be creating tip guides, guides on selecting books for each age group, and ways to practice specific skills.

Youth Services has compiled 42 hours of training modules related to early literacy, child development, diversity, and the use of picture books for challenging discussions and future staff training.

Using the Public Library Association's, “Every Child Ready to Read” as a foundation for early learning programs, we will be updating our storytime outlines, impacting how 55 programs a week are presented to enhance them as learning experiences for children and caregivers.

In order to implement these research-based practices, two OCLS staff members have completed the four-part train-the-trainer series, ”Raising the Bar: Integrating Early Childhood Education into Librarian Professional Development”. The training was developed by the New York Public Library, in collaboration with SUNY’s Professional Development Institute and funded by the Institution of Museum and Library Services. Storytellers were selected as the first phase of staff training since they conduct the majority of the early learning programs each week and would have the greatest initial impact. OCLS storytellers have been introduced to the upcoming changes and are excited to participate in future training.

Future staff training workshops open to all staff include, “Literacy and Locomotion” in January and “Mother Goose on the Loose / Mama Gansa,” in February.

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4. Evaluate the program wiki and consider revamping for ease of use

Progress | Champion | Updated
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Since the last update, staff have reviewed and archived over 150 event pages from the Children’s program bank wiki because they are out of date. Staff review each script to make sure it follows our current branding guidelines, uses the recent template formats, checks the links, and updates the tags on pages to aid in searching and identifying programs that fit our monthly system-wide themes. Throughout this process, staff identify gaps in our content. For example, staff will be writing scripts for Juneteenth, so that we may offer youth programming in celebration of Juneteenth next
Progress  Champion  Updated

Staff recently added a tween section to the program wiki.

The staff continues to tag and archive events on the wiki. The wiki houses the scripts for all locations to use for youth programs. Youth Services is introducing a Tween section with program scripts for the 8-12 age group.

All of the archived wiki content remains available to youth program specialists and youth services staff members to update the templates and branding standards. Once updated, the program will be added to the active wiki site.

Youth Services created a dashboard “snapshot”, listing the number of scripts in each of the eight age-groups and program type categories. Last fiscal year, the Children’s Program Bank included 1,124 program scripts. The current snapshot includes 794 scripts, a reduction of 30%. This reduction was made possible with the assistance of the digital content team, using a method of archiving older/outdated scripts. This provides a more streamlined and simplified version of the Children’s Program Bank wiki.

C. Provide experiences to enhance life skills

1. Look at current trends for program and class ideas

During this quarter, Library staff focused on converting programs and classes into virtual experiences that customers could do at home. Cooking at home became a necessity over these months, as reflected in many of our events. Chef Yamira Lee Johnson hosted “Cuisine Corner – Pantry Edition” which showed participants how to make a delicious meal from pantry staples. Events & Programs staff hosted “Cuisine Corner – Cool Summer,” which showed attendees how to make refreshing dishes perfect for a backyard picnic. Blog posts included “Cuisine Corner: Dalgona Coffee aka Frothy Coffee” and YouTube videos such as “Cuisine Corner: Learn to Make a Mug Cake,” “Cuisine Corner: Baking Bread at Home” and “Cuisine Corner: Tex Mex Chicken and Zucchini with Chef Karen Ross.” Other “at-home” events included “Qigong Movement and Breathing” presented by Jasmine Winn. At this event, attendees were shown basic movement, breathing and meditation techniques. New presenter Charlie Pioli, owner of O-Town Compost, hosted a virtual hands-on tutorial demonstrating the basics of composting for the home.

Another focus has been on virtual writing events. “The Writing Workshop – Adding Oomph to Action Scenes” was hosted by author and martial arts instructor L.E. Perez. The “Ask the Literary Agents Panel” allowed customers to ask questions about the publishing industry. “Write to Market... or Not?” featured a literary agent discussing how to make submissions stand out. OCLS also posted several “Writing Tips of the Week,” featuring several authors, editors and literary agents.

Cultural appreciation continues to be a focus for Library Events. In May, the Library commemorated Asian Pacific
American Heritage Month through a partnership with local PBS station WUCF, for a virtual preview of the new groundbreaking PBS documentary series, “ASIAN AMERICANS,” which explored the impact of this group on our country’s past, present, and future through individual lives and personal histories. Local Chef Ha Roda, shared a traditional Vietnamese recipe in one of her favorite new kitchen appliances at the “Instant Pot Vietnamese.”

During this quarter, cultural celebrations were one of the Library’s focus. There were several events that highlighted Black History Month. The South Trail Branch hosted “OrisiRisi African Folklore” which shared the beauty of African life and culture through a unique folkloric performance filled with drumming, dance and storytelling. The “30th Annual National African-American Read-In” was celebrated at the Orlando Public Library as local luminaries shared African-American literature through poetry, story, and song. South African musician Nathi Gcabashe performed at multiple locations. Afropop band Wassalou performed at the Orlando Public Library, bringing colorful traditional costuming and dance straight out of Africa. The Eatonville Branch provided fun activities for families as part of “Zora! Festival,” honoring Zora Neale Hurston. The Orlando Public Library hosted the “Chinese New Year Celebration: Year of the Rat,” which featured folk dances, musical performances, a Dragon Dance, and Chinese calligraphy. To celebrate St. Patrick’s Day, “Step to the Irish Beat” took place at the Orlando Public Library with The Watters School of Irish Dancing giving a high-energy performance.

Another focus was improving people’s life skills. On January 25, the “OCLS Writers Conference” provided writers with the tools and knowledge necessary to reach their writing and publishing goals. Multiple locations hosted the “Mini BizKids Market” which allowed people to shop at youth-run businesses ranging from crafters, artists, jewelry-makers and more. Sewing and fiber arts continues to be a popular trend system wide. The Southwest Branch is the newest location to add sewing classes, macramé, knitting, and embroidery to their list of offerings.

Sustainability was a focused trend this quarter. The Orlando Public Library hosted adventurer and activist Rob Greenfield for two events as he shared his year-long project to grow and forage 100% of his food. Beekeeping Basics, helped guests get started in beekeeping, learning about equipment, safe habits and the best type of hive for their needs. Local mushroom expert Jon Martin explained the basics of identifying and searching for local fungi and why they are so important to life on earth at the event, All About Mushrooms.

Adult Crafting events continue to be popular. Calligraphy for the Holidays at the Alafaya Branch and Handmade Greeting Cards at the West Oaks Branch helped guests with their creativity.

The Library helped customers prepare for the Holidays at several Cuisine Corner events at various locations. Thankful Thanksgivings provided tips to ensure the Thanksgiving meal was a success. Chef Ha Roda presented, Thịt Bò Bày Món (Beef Seven Ways) and shared the history and culture of Vietnam through this traditional holiday feast. Yamira Lee Johnson, head
Progress

chef and founder of Breaking Bread with Mira, demonstrated how to make coquito, a traditional Puerto Rican drink. Stressless Holiday Entertaining helped customers to enjoy the holidays without spending all of their time in the kitchen. And Chef Cristina taught our customers how to make Puerto Rican Polvorones, the sweet melt-in-your-mouth holiday cookies.

Multiple staff took part in Project WILD training with the Florida Fish and Wildlife Conservation Commission. OCLS staff will be able to offer programs to the Orange County community based on the Project WILD curriculum. “Project WILD is an interdisciplinary conservation and environmental education program emphasizing wildlife.” The programs are geared towards kindergarten through 12th grade.

The Fairview Shores Branch has been offering various hands-on pop-up classes featuring technology kits such as Oculus VR, iPads, and Legos. The Chickasaw Branch offers 3-D printing, virtual reality, and gaming for the afterschool crowds. Many locations across the system are offering sewing, knitting, crocheting, and macramé to expand fiber arts offerings. The Friends of the Library recently purchased sewing machines for the Chickasaw, Southwest, North Orange and Windermere Branches due to the popularity of this service. Various locations are partnering with Panda Express to offer Chinese New Year events in February 2020.

2. Evaluate partnerships and opportunities to connect customers with social services

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During the closure due to COVID-19, library staff developed a variety of digital resources that promoted social services to help the community stay informed and connected during this unprecedented time. A guide focused on COVID-19 was created with updated information about the virus with links to local and national resources. Other guides created focused on coping with tragedy, mental health, and resources customers could use from home. In addition, blog posts highlighted various topics such as self-care, social distancing, educational resources, activities for children, and social worker advocacy. In June, the library posted a statement on the opposition of hatred, racism and intolerance. A variety of resources on the subject of race, identity, and social justice were created to share with customers. Topics included, “Read to Understand,” “Virtual Book Display: A Community in Pain,” and the “Social and Systemic Injustice” collection. In addition, a “Black Lives Matter” resource guide was updated with current information.

The Library partnered with the Orange County Bar Association to provide an open forum for individuals to speak with a panel of attorneys to get insight & guidance on Landlord/Tenant and Real Estate Law at the June virtual event “Ask A Lawyer.” As part of a monthly “LIFE Information for Elders” seminar series, the Library offered the virtual event “Online Learning Resources at
AARP.” Ingrid Collins, Associate State Director, shared online learning resources available through AARP. The Social Worker continued to be available via phone and virtually during the closure. The social worker is available to assist and make referrals on topics such as unemployment, affordable housing, career skills, counseling/mental health, government services, immigration and much more. During this quarter, the social worker assisted 132 individuals. With so many families struggling financially, this summer there is an extra need in the community to provide food to children. OCLS continued its partnership with OCPS and the US Department of Agriculture to offer “OCPS Mobile Lunch” at six library locations: Chickasaw Branch, Fairview Shores Branch, Hiawassee Branch, South Creek Branch, North Orange Branch and the South Trail Branch. This year the meals are grab and go and breakfast and lunch are being served.

The Orange County Library System partnered with the Supervisor of Elections to provide Early Voting in the Presidential Preference Primary Election. Early Voting sites included the Alafaya, Chickasaw, Fairview Shores, Hiawassee, South Creek, Southwest and West Oaks Branches. The South Trail Branch partnered with NACA, a non-profit community advocacy and homeownership organization, to present a free workshop in Spanish about the home buying process from start to finish. The Herndon Branch partnered with Career Source Central Florida to offer monthly “Veteran Employment Support and Labor Market Information.” The Fairview Shores Branch is focusing their efforts on offering several social services programs a month by partnering with the Neighborhood Center for Families (NCF) and the Orange County Family Services Division. In January, over 250 people attended “New Year: New Supplies” at Fairview and were provided with school supplies and information on various social services in the community. Organizations such as the NCF, OC Family Services, United Way, Jewish Family Services, and Community Health Centers were among the organizations that participated.

Every week OCLS has a social worker onsite to meet one on one with individuals and families at the following locations: North Orange, Fairview Shores, Alafaya, South Trail, and Orlando Public Library. The social worker is available to assist and make referrals on topics such as affordable housing, career skills, counseling/mental health, government services, immigration and much more. During this quarter, the social worker met with over 630 individuals. In addition, when the library closed due to COVID-19, the social worker continued to support the community by taking phone calls and emails from customers who needed social service assistance.
During this quarter, the social worker met with over 530 individuals.

In partnership with CareerSource Central Florida, the Herndon Branch will start offering “Veteran Employment Support and Labor Market Information” every month starting in February 2020. A disabled veteran career consultant will be available to assist veterans seeking employment opportunities. Additionally, if the veteran has a significant barrier to employment such as homelessness, prior incarceration, service-connected disability, lack of high school diploma, or recent military discharge, this on-site representative specializes in offering intensive services and one-on-one appointments.

In October, Florida Licensing on Wheels (FLOW) visited the North Orange Branch and provided drivers licenses and motor vehicle assistance to 40 customers. The Branch has a continuous partnership with FLOW and will be offering this service several times throughout the year. The Fairview Shores Branch has a partnership with the Lee Road Safe Neighborhood group. The Branch Manager has met with key individuals from this group including the Orange County Action Manager, representatives from the Sheriff’s Office, and the Victory Church to discuss ways to work together to offer various identified needs in the community.

Various social services events were offered this quarter such as the “Ask a Lawyer: Presented by the Orange County Bar Association,” “Medicare 101,” “Citizenship Inspired,” “Know Your Rights” and the very popular “NACA Home Buying Workshop.” The NACA Workshop was hosted at four locations this quarter and over 265 attended and learned about the home buying process from start to finish. In addition, the Orlando Public Library hosted a “Volunteer Fair” featuring several Central Florida organizations to help inform the community of the wonderful opportunities available.

### 3. Continue to research, pursue and evaluate grant opportunities

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<td>The library applied for the following grants this quarter:</td>
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<td>• Florida Division of Cultural Affairs Specific Cultural Project Grant-</td>
<td>Danielle King</td>
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<td>$25,000 for Sunshine State Author series to bring writers of children/teen fiction to Orange County or virtually for readings and workshops in 2020-2021.</td>
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<td>The library was awarded the following grants this quarter:</td>
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<td>• Citizen Review Panel funding- $500,000 to use for BizKids camps has been renewed for the fiscal year 2020-2021.</td>
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<td>The library was notified that the following grants were not awarded:</td>
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<td>• Dollar General Literacy Grant</td>
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<td>The library applied for the following grants this quarter:</td>
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<td>• Dollar General Grant- $10,000 to fund “English from Zero” at the Hiawassee, North Orange South Trail, Windermere, Alafaya and Winter Garden branches.</td>
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- Ezra Jack Keats- $500 to provide Oculus Go Headsets for programs at the Windermere Branch.
- National Ambassador for Young People- This program provides a visit from award-winning young adult author Jason Reynolds to underserved communities. OCLS has proposed a visit at the Washington Park Branch and nearby Carver Middle School.
- Health Literacy Grant- $5,000 to expand our ESL programs to help ESL students improve their health literacy skills.
- Mayor’s Matching Grant- $10,000 to continue offering the sewing camps and the Sunshine State Authors series.

The library was awarded the following grants this quarter:
- Prime Time Family Reading Time- $2,500 from the Florida Humanities to support two Prime Time Family Reading Time series in Horizon West and at the Windermere Branch.

The library was notified that the following grants were not awarded:
- Orlando Magic Youth Foundation

The library applied for the following grants this quarter:
- Academy Film Craft Grant- $20,000 to provide practical film crafting for diverse filmmakers, with focus on Latinas in Central Florida.
- Anthem Healthy Generations- $5,000 from the Anthem foundation to support programs that raise awareness for, educate on, and encourage new behaviors, resulting in healthy, active lifestyles. This grant was submitted to support programs at the Winter Garden and Southwest locations.
- Prime Time Family Reading Time- $2,500 from the Florida Humanities to support two Prime Time Family Reading Time series in Horizon West and at the Windermere Branch.

The library was awarded the following grants this quarter:
- English for Families- $15,000 was awarded from the Florida Humanities to continue supporting the English for Families series and to expand the offerings to other libraries in the state.

The library was notified that the following grants were not awarded:
- Jerry Kline Community Impact Prize
- Americans and the Holocaust Traveling Exhibition

4. Implement system-wide training plan for ESOL offerings

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<tr>
<td>The ESL Specialist was busy this quarter updating ESL class curriculum to be conducted virtually. She conducted a variety of training sessions for the ESL Trainers on the following topics: Google classroom, Quizlets, Kahoot, and Zoom. She also conducted a training on best practices for teaching ESL online. In addition, she shared multiple how-to videos with the trainers. If needed, she provided one on one training for individuals who needed additional assistance. Bi-weekly ESL team meetings are being held to encourage collaboration, provide best practices, and Danielle King</td>
<td>6.20</td>
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stay appraised of classes, student needs and new activities.
Staff have collaborated on the creation of a new English class for social interactions and English in the workplace. The ESL Specialist and full-time ESL Instructor are evaluating ways the English for Families series can be adapted to host virtually. The budget and schedule need to be updated to fit into our new environment. This quarter almost 200 English classes have been taught virtually. OCLS offered 21 English classes a week online and plan to increase offerings in July.

The ESL Specialist has developed the fundamental training module for staff who will be teaching ESL classes. This module has been sent to the Training & Development Manager to be added to OCLS’ online portal SumTotal. She is also working on developing an ESOL teaching strategy module and she is planning a meeting with the ESL instructors. The Specialist plans on developing modules for each program that OCLS offers.
OCLS is continuing our work with the Florida Humanities Council on the expansion plan for the English for Families series. The training modules for this program is almost complete and the draft is being edited.

The ESL Specialist is currently working on an online basic training module for the staff who will teach ESOL classes. The basic training is 85% complete and edits are being made before it goes live. The subsequent trainings are in the planning phase. Staff who complete the online trainings will also attend a face-to-face training to create brand consistency in our class offerings.
OCLS is working with the Florida Humanities on an expansion plan for the English for Families series. The goal is to share the curriculum and develop training modules that will be available for other libraries in the state of Florida to use to implement the series in their community. Staff is working on developing the training modules and two Florida libraries will be selected to pilot the series.

### D. Provide service delivery via technology

1. Explore and implement alternatives to traditional services

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<td><strong>Shelf Centered Podcast Launch</strong></td>
<td>Ricardo Viera</td>
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<td>• The Shelf Centered podcast, created and hosted by Marketing &amp; Public Relations, was established in the LibSyn platform, and distributed through Apple Podcasts, Stitcher, and Spotify. This is the official podcast of Orange County Library System and covers library news and services and provides a customers another way to stay connected to all that OCLS offers.</td>
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<td><strong>Reel to Real Podcast Increased Distribution</strong></td>
<td>Ricardo Viera</td>
<td>6.20</td>
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<td>• The Reel to Real podcast, launched in the previous quarter, was set to be distributed through Stitcher and Spotify. The Reel to Real podcast, is recorded in the Melrose Center and is hosted by Grammy Award-winning audio engineer Bruce Hensal and members of the Melrose Center Audio team. This podcast allow OCLS to engage with the music community on the</td>
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national and local level, bringing content directly to interested customers.

- **Notice of Intent to Speak Form**
  - In response to Library Board of Trustees meetings being held online virtually, the Notice of Intent to Speak form was created to provide members of the public a simple way to indicate their interest in making a public comment at an upcoming board meeting, online as an alternative to the paper comment form used at in-person board meetings.

- **Request A Storyteller Form was Updated**
  - The Request A Storyteller form was created to streamline the process by which customers request an OCLS storyteller make an appearance at their school or organization. Customers are asked to provide preliminary information about their storyteller needs and this helps Youth Services staff in their planning. During this time, the form was updated to include virtual storyteller offerings.

- **Social Worker Assistance Request Form Launched**
  - The Social Worker Assistance Request form was developed to connect customers with the OCLS Social Worker more efficiently while the library was closed to the public. Previously, customers were directed to send their requests to a designated email address, but through the form, staff can capture key information upfront to better serve the customer.

- **Zoom Public Meetings**
  - Due to COVID-19 we started offering programs and meeting through the Zoom platform. This tool has been essential for the Library to continue offering programs and services. During the last quarter we hosted 1,011 meetings with 15,511 participants and 663,769 meeting minutes.

- Introduced OCR based language translation features on the self service copy/fax/scan stations.
- Updated the software for reservations of public computers.
- Summer Reading pages created
- New designs launched for location and special interest groups e-newsletters

- **Purchased, configured, and deployed 50 surfaces and accessories for the BizKids grant.**
- **Launched website accessibility software in ocls.info and the catalog.**
- **Share Your Library Experience form built and ready for launch.**
- **Bookeye computer and software was upgraded.**
- **Three microfilm stations were replaced and upgraded.**
- **Orange Peel LDAP integration.**
- **Melrose voting functionality migrated to Drupal.**
- **Suggest a Title staff view developed.**
- **Switched wireless print service.**
- **Staff Picks tabbed section added to Books, Movies, and More**
- **Adobe 2019 licenses for classrooms are installed**

2. Update Technology plan
### 3. Evaluate public PC needs to free up space for workspaces and charging areas

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<td><strong>In order to comply with social distancing regulations while providing computer services we had to separate many of the public computers. By distancing public computers we were able to maintain 266 computers out of a total of 304 or a 88% in operations.</strong></td>
<td>Ricardo Viera</td>
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<td>In light of the uncertain times, and anticipating increased demands for public access computers and internet, the Library has decided to put off any reduction in computer resources until a full quarter after the Library has reopened to the public. This will give us time to gauge any changes in utilization produced by the fallout of the Pandemic of 2020.</td>
<td>Ricardo Viera</td>
<td>3.20</td>
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<tr>
<td>No update.</td>
<td>Ricardo Viera</td>
<td>12.19</td>
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### 4. Implement a phishing network security education strategy for staff

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<td><strong>Information Technology continues to train and monitor staff behavior when receiving phish emails. Staff are sent to additional training when they fail to identify the test emails sent by us.</strong></td>
<td>Ricardo Viera</td>
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</tr>
<tr>
<td>IT continues to train and monitor staff behavior when receiving phish emails. Staff are sent to additional training when they fail to identify the test emails sent by us.</td>
<td>Ricardo Viera</td>
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<tr>
<td>IT has implemented a phishing security and education strategy for staff. On a monthly basis we send a few emails to all staff. The purpose of these emails is to benchmark staff knowledge to recognize emails that are trying to phish for personal information. This information is gathered on a monthly basis and evaluated. Depending on results IT, may decide to send certain staff for additional training on this subject.</td>
<td>Ricardo Viera</td>
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### E. Explore new potential locations, project revenues and capital resources to service the community

1. Evaluate sites for acquisition / purchase in Horizon West and Southeast Orange County

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<td><strong>Received 90% review documents and had presentation from Borelli and Associates regarding both sites. Also in discussion with the County about a land lease option. Plan is to take options to Board of Trustees in August or September for their recommendation and approval.</strong></td>
<td>Kristopher Shoemaker</td>
<td>6.20</td>
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<td>Received 60% Progress Report from Borrelli and Partners in February. The 100% Report was to be presented March 25th but is delayed until Mid-April due to COVID-19.</td>
<td>Kristopher Shoemaker</td>
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Discussed options with the County regarding additional property on the western property line for the Eastern most site (near Tiny Road) to allow for a less expensive driveway entrance way.

Had conference call scheduled with Tavistock mid March but has been moved to mid April due to COVID-19.

Visited 2 County-owned Horizon West Properties in August 2019. Obtained Right of Entry (received 12-10-19). Issued Purchase Order for Borrelli and Partners to perform Due Diligence on both parcels to assist in determining which parcel to buy, report due approximately Feb 1, 2020. Appraisals should be finalized by Feb 1, 2020. Based on Due Diligence Report and Appraisals we can make recommendation to the Board of Trustees in March/April timeframe. Once we select the parcel it will take 60 - 90 days to close.

For Lake Nona area, Mary Anne, Danielle and Kris had a discussion with Tavistock basically reconfirming our space needs and requirements. The City of Orlando has reached out to us in September to see if we would be interested in space at their recently acquired land, but nothing further.

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2. Evaluate the need to expand or remodel library facilities

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<td>Meetings were held with the various Admins in the Spring regarding their needs. The key forward facing projects were included in the budget. Other projects were put on hold for potential funding in future years.</td>
<td>Kristopher Shoemaker</td>
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<td>We have hired engineering firms to review the MEP and HVAC systems throughout all of the owned locations which will be completed by December 2020 so that we can create a life cycle replacement plan.</td>
<td>Kristopher Shoemaker</td>
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<td>We have had the annual roof inspections completed and were provided estimated useful life left per owned facility to be incorporated into the life cycle replacement plan.</td>
<td>Kristopher Shoemaker</td>
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<td>Billy Warren and Brian Dornbush met with all of the Admin team and created a comprehensive list of desired projects, then assigned estimated cost, construction timelines to each and estimated which fiscal year they would be completed. This list will be reviewed by the Admin team in late April or early May in order to budget FY 2020-21 projects.</td>
<td>Kristopher Shoemaker</td>
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<tr>
<td>Billy Warren and Brian Dornbush have been assigned the task to perform a comprehensive review of the Library’s facilities and their systems to develop a 1, 3, 5 and 10 year look ahead for budgeting purposes. Project to be completed by March 31, 2020.</td>
<td>Kristopher Shoemaker</td>
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<td>Part of their assignment is for them to schedule meetings with each Admin in the month of January to assess their needs.</td>
<td>Kristopher Shoemaker</td>
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Will bring the plan to Admin in April so that we can budget accordingly for FY 2020-21 and future years.

The plan will be updated each year, some projects will be moved up, moved back or dropped from the schedule based on funding, return on investment, obsolescence, etc.

### F. Partner with schools

1. Evaluate the success of the children’s initiative

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<td>With the onset of stay at home orders and distance learning, OCLS reached out to OCPS to support teachers, parents, and students, with great success! Library staff were able to share information about resources and services in virtual presentations for OCPS Library Media Specialists, clerks, and the OCPS Parent Engagement Liaisons. Summer reading information was shared with parents at individual schools. The Youth Outreach Coordinator presented a staff training for our library staff members about serving as a liaison during distance learning. Working in partnership with the parent engagement liaison from Pinewood Elementary, we began offering virtual storytime sessions geared towards elementary students so that families could tune in from their homes. As these events grew and word spread to other schools, our OCLS storytellers have presented 68 virtual storytelling sessions for over 1,000 participants since late March. Both OCLS and OCPS are using Beanstack, an online platform and app for students to track their reading minutes or books read, write reviews, earn online badges, and complete recommended activities. OCPS students automatically have a Beanstack account, which they access through their launchpad portal, and they can link their school and library Beanstack accounts so that their reading can count for both organizations. Thus far, 1,450 students have linked their accounts. We continue to coordinate with OCPS to support families by creating tutorials, flyers, and documentation to aid in explaining the program and provide documentation to staff on how to support families in using Beanstack. Youth Services has made arrangements to meet with the OCPS Media Specialists over the summer to discuss changes to the Children's Initiative and the creation of a calendar that would include outreach and partnership opportunities. This calendar may consist of the Teach-In dates and Celebrate Literacy Week events. On 23 January, Brittany Michaud and Daniel Meyer entertained 226 students and parents with Snap Circuits at the Orlando Science School STEM Night Outreach.</td>
<td>Bethany Stone</td>
<td>6.20</td>
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Youth Services has made arrangements to meet with the OCPS Media Specialists over the summer to discuss changes to the Children's Initiative and the creation of a calendar that would include outreach and partnership opportunities. This calendar may consist of the Teach-In dates and Celebrate Literacy Week events. On 23 January, Brittany Michaud and Daniel Meyer entertained 226 students and parents with Snap Circuits at the Orlando Science School STEM Night Outreach.
· On January 30, Branch Librarian Katy Comellas-Deliz attended Lake Weston Literacy Night and spoke with 84 students and parents about library services.

· On January 29, Kristen Trinh and Daniel Meyer, attended the Rosemont Elementary Literacy week and showcased Bring Your Art to Life AR with the Quiver App. They reached 48 students who were enthused about the services that we offer. By popular demand they were encouraged to return for another outreach.

· On March 2, 125 students enjoyed a special storytime celebrating Dr. Seuss's birthday with Kristen Trinh and Katy Comellas-Deliz during an outreach to Rosemont Elementary School.

· On 13 February, Fairview Shores Librarian attended “For the Love of Reading” at Killarney Elementary and spoke with 87 students and parents about library services.

The number of schools, classes, teachers, and students participating in our annual “License to Learn” library card drive continues to decline, generating fewer library card registration in year over year comparisons. The 15-year-old Children’s Initiative program has changed over time as well as the school environment. For example in recent years, OCLS introduced the Virtual Library Card first for all students and now it includes educators.

Youth Services Manager, Natalie Houston, has undertaken to redesign the Children’s Initiative as her project for the Sunshine State Leadership Institute.

2. Evaluate field trip events and develop a plan to roll out to select branches

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<td>As a result of COVID-19, staff are pivoting to create virtual field trip options to be ready for the new school year. They are focusing on creating virtual field trip options for our most popular field trips first, those for kindergarten and first-grade students. We will update our promotional materials, website, and request form to add the virtual field trip option in anticipation of offering and promoting the virtual field trips to schools this fall. We have been in touch with the Orange County Regional History Center since we have a partnership to offer joint field trips for schools, where they visit the History Center and Library in a single day. Any changes to that program offering are pending more information about how Orange County Public Schools will function this fall.</td>
<td>Bethany Stone</td>
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Field trip curriculum has been added to our Children’s Program Bank, for K-4 and are available on the wiki. Due to changes in the state standards, our field trip curriculum will be updated to the new BEST standards by May 15. Our field trip coordinators will be purchasing additional materials to lend out to branches that are interested in hosting these events at their location in the 2020/2021 school year. A recorded training is being scheduled for this summer to make the field trip training available anytime online. For the 2019-2020 school year, we hosted 15 field trips with 946 total in attendance. We provided
educational field trips for 7 first grade, 5 kindergarten, 1 second grade, 1 pre-k and 1 mixed grade groups.

As a result of the additional promotion, a new field trip brochure was sent to the principal of every OCPS elementary school at the beginning of the school year. OCLS Field Trips at the Orlando Public Library are now booked through May 2020. The teachers attending the events express their appreciation for the enthusiasm of the presenters and the thoughtfulness of the lessons presented. OCLS field trip coordinators continue to revise the program content to include engaging topical books and have added artifacts like a coffee grinder, butter churn, and weaving loom to bring the content to life.

Last fiscal year one field trip training offered focused on kindergarten and 1st-grade field trip content. This year, a second training focused on second-grade and fourth-grade field trip curriculum and was offered to staff in December. Staff gained knowledge, tips, and resources to help them bring these experiences to life for school-age children at their location. The training was to boost their confidence through open discussion and engage in hands-on, interactive activities from curriculum developed by Youth Services that supports the Florida State Standards.

All branch youth program specialists were invited to observe and assess for use at their locations, scheduled field trips at the Orlando Public Library. There are at least eight opportunities through the end of the 2019/2020 school year.

In future quarters, the field trip curriculum for grades K-4 will be made available to all locations via the wiki.

3. Provide educational experiences for educators

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<td>The OCPS Media Specialist curriculum development event initially scheduled to be hosted at the Orlando Public Library in June turned into a virtual event. Branch librarians, Melissa Tees and Katy Comellas-Diaz, presented in two separate online sessions about OCLS databases for Math and Science, then for Language Arts and Social studies for a group of 25 representatives from K-12 schools and district coordinators.</td>
<td>Bethany Stone</td>
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<td>OCLS will host 15 Orange County Public School Media Specialists over the summer for eight-days of curriculum development, part of their agenda will include presentations by OCLS staff about the virtual library cards which all educators and students have access to.</td>
<td>Bethany Stone</td>
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<td>Presentations on the virtual library card and resources were given by library staff on August 7th at both the OCPS Media Specialist pre-planning day and the OCPS social studies curriculum day.</td>
<td>Bethany Stone</td>
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<td>Library staff presented on school and library partnerships at the annual FAME (Florida Association for Media in Education) Conference on November 7th.</td>
<td>Bethany Stone</td>
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4. Expand library card options for educational facilities

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<td>In May 2020, the Library finalized an agreement to provide virtual access to Library resources for 500 UCF Education students needing access to eBooks for their Children’s Literature &amp; YA Classes.</td>
<td>Bethany Stone</td>
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<td>The library has worked to increase usage of the OCPS Virtual Card by Orange County students. During this quarter, 1,637 VLC cardholders used e-content providers OverDrive and Axis360 to check out 7,511 items.</td>
<td>Bethany Stone</td>
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<td>OCLS has developed a Memorandum of Understanding for use with private schools and Foundation Academy with 471 students signed up for access to the same content as the OCPS Virtual Library Card.</td>
<td>Bethany Stone</td>
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G. Foster Innovation & New Services

1. Investigate and explore new ideas for innovation

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<td>During the library closure due to COVID-19, the Library created new digital content to help the community maintain social distancing, while still having access to library services. Virtual storytelling, performances, new blogs, Melrose content, and online classes were created for the public. New platforms such as Zoom and Streamyard are being used to offer virtual events. Guidelines and best practices in using these tools have been developed and shared with staff. All staff conducting Zoom events and classes have received training on this tool which focused on safety and security and best practices. In addition, guidelines and best practices on conducting storytimes in a virtual environment have been developed and shared with staff presenting youth events and tips for teaching online have been shared with technology trainers. This quarter over 885 events and 180 technology classes have been presented virtually. Staff from various locations have also filmed content to be viewed on OCLS' YouTube channel. Content includes storytelling, cooking, writing, yoga, meditation, and much more. Many locations are being innovative in how we reach our customers in person, while social distancing. Several locations have created &quot;grab &amp; go&quot; activity kits for families, book bundles, and movie kits.</td>
<td>Danielle King</td>
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<td>The cloudLibrary service by Bibliotheca features a mobile checkout option with your smart phone. The library has been testing mobile check out of items offsite for future use at Pop-Up events in Lake Nona and Horizon West. The television show version of “Melrose in the Mix” premiered on WUCF-TV on January 23, featuring singer-songwriter Terri Binion. The second episode of the “Melrose in the Mix” television show aired on February 20, featuring Orlando-based, nationally-touring band The Pauses. WUCF has subsequently posted the episode online. In February, the Audio Studio staged the recording of our second “Reel to Real Podcast,” with Bruce Hensal and Leo Linares hosting. Guests were Debbie Smith (calling in from Akron, Ohio) and Beth McKee. Beth is well-known all around the southeast for her southern roots music and</td>
<td>Danielle King</td>
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community activism through her Swamp Sistas movement. Debbie is one of the pioneering women of rock & roll and was a founding member of 1970s groups The Poor Girls and Chi Pig. The Audio team engineered the session while the Video team captured video of the podcast. This episode is scheduled to be released in April. During the library closure due to COVID-19, the Library created new digital content to help the community maintain social distancing, while still having access to library services. Virtual storytelling, performances, new blogs, Melrose content, and online classes were created for the public.

The Library launched a new service called cloudLibrary by Bibliotheca on December 2, 2019. The service features three modules:
- Mobile Checkout- mobile checkout of physical library items with your smart phone.
- Assist App- interactive receipts and due date reminders for items checked out using mobile check out and the self-checkout machines.
- Express Collection-access to popular digital books with a 7-day checkout period and no wait.

The Chickasaw Branch has been offering photo sessions themed on various seasons such as Halloween and winter. Families are invited into the photo studio and on stage to take family photos. The Melrose video team brought the “Green Screen Experience” to Southeast for their 25th anniversary celebration. From November 14-17, Melrose hosted the first ever “Melrose Game Jam,” a partially after-hours marathon game design event. Teams worked diligently to completely design a working video game from scratch that included the education theme. On the final day, the “Melrose Game Jam Expo” invited visitors to play the games and cast their votes for their favorites. The winning game based on voters was called Dreamscaper.

2. Offer Pop-Up library events in targeted communities

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<td>Due to COVID-19, the in-person pop-up events scheduled in Horizon West and Lake Nona have been cancelled. Valencia College Lake Nona Campus will remain closed through the fall semester for outside events. They have expressed interest in cross promoting events and collaborating on virtual content for the Lake Nona community. Staff sent an e-newsletter to the customers registered to receive communication regarding Horizon West. The newsletter encouraged families to participate in the virtual Summer Reading Program and to take a survey to gather feedback about a future library in the area.</td>
<td>Danielle King</td>
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<td>The library offered 15 Pop-Up events in the Horizon West area this quarter, inclusive of six weeks of “Prime Time Bi-lingual Storytime,” three monthly special presenters, and “Zero to Five Storytime” twice monthly. These events brought in over 450 attendees. “Zero to Five Storytime” will continue through the summer and be joined by once weekly SRP presenters on Saturday mornings.</td>
<td>Danielle King</td>
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The library offered two pop-up events in the Lake Nona community this quarter. In January we brought an all-ages storytime and Family Zumba to the neighborhood that engaged 51 children and parents. In February, 41 participants enjoyed OrisiRisis African Folklore as they shared the beauty of African life and culture through a unique performance filled with drumming, dancing, and storytelling. Comedy Mak was scheduled for March, but was cancelled due to concerns over COVID-19.

The library offered nine Pop-up events in the Horizon West area this quarter, with over 300 in attendance. In the second quarter the library will bring “Zero to Five Storytime” twice monthly, six weeks of “Prime Time Bi-lingual Storytime,” and monthly special presenters. The library has partnered with the Lake Nona Campus, Valencia College to provide library events each month for the Lake Nona community. Since June 2019, we have hosted 5 events in the Lake Nona community with over 500 in attendance. In 2020 there are monthly events planned through the end of July. For more information about upcoming Pop-up events, visit www.ocls.info/library-pop.

### 3. Continue developing signature events

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<td><strong>Due to the COVID-19 closures and ongoing social distancing guidelines, the Library cancelled and ceased planning what would generally be considered in-person signature events. However, the Library has created a new series and partnership to provide events virtually. In May, the Library started a new virtual series called “Meet the Author Live,” hosted by librarian and author Lauren Gibaldi. Invited guests included Jenny Torres Sanchez, author of <em>We Are Not from Here</em>, and in June, New York Times bestselling author Katie Cotugno. The Library established a new partnership with PBS Books to cross post a series of national events. These have included “National DNA Day with PBS Books,” the “Penny Stamps Speakers Series,” which features respected artists, designers, and innovators from a broad spectrum of fields, and a “Virtual Commemoration of Juneteenth.”</strong></td>
<td>Danielle King</td>
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The January 31, the “Library After Hours Event” at the Orlando Public Library featured *New York Times* bestselling author Debbie Macomber as she discussed the inspiration behind her stories and the process of bringing them to life on page. The Orlando Public library partnered with WUCF and PBS to present “No Passport Required: Screening & Food Tasting” on January 12 for guests to explore the immigrant food culture in Orlando. The Melrose Center hosted their annual “Melrose Creative Expo.” The Expo began with the Melrose Awards presentation, honoring the best projects created at least in part in the Melrose Center during the past year.

The Fairview Shores Branch hosted “National Night Out” for 250 guests on October 1, 2019. This program was in partnership with the Lee Safe Road Neighborhood, Orange County Sheriff’s Office, Walmart, McDonalds, Planet Fitness, Sam Ash and other local businesses in the community. The event was so successful that the group is planning their next large community event.
Alafaya Branch hosted a week of Disney themed events and classes in December. Events included “Paint with a Disney Artist,” “Haunted Mansion Escape Room,” and many more. The Melrose Center continued to offer “Melrose in the Mix” sessions this quarter. In October, the Austin R&B group The Vapor Caves was featured and played 80s-inspired funk music. In November, Bella Fontella was featured, and she played songs showcasing her unique blend of Hip Hop vocals.

The 4th annual “Technoween” event took place on October 13, with 354 in attendance for a terrifyingly fun time for the whole family. The event featured a costume contest, horror movie trivia and activities throughout the center, including the Monster Sound Studio, Be a Star of the Silver Scream, Virtual Horror, the Phantom Photo Studio, the Frighteningly Fun Fab Lab and Terror-Vision projection mapping. Exhibitors included Tourist City Ghostbusters, Orlando Science Center, Orlando Cosplay, and Steampunk R2.

The Events/Programs Department is in the final planning stage for the library’s next signature event. The New York Times best-selling author, Debbie Macomber will be the presenter for the “Library After Hours: An Evening with Debbie Macomber” on January 31, 2020. The Hiawassee Branch is planning their 10th anniversary event scheduled for January 11, 2020. Herndon is planning their mini book festival for summer 2020. The Southwest Branch has secured the author James Grippando for the “15th Annual Southwest Author Event” to take place in April 2020. The Chickasaw Branch will hold the 5th annual “Romance, Wine & Chocolate” after-hours event on Friday, September 4, 2020 and its 5th anniversary celebration on July 18, 2020. In April 2020, South Creek will host the 13th anniversary celebration of “Tertulia Cuatro Gatos” with an after-hours celebration.
Orange County Library System
Board of Trustees Meeting
July 9, 2020

Information
Orange County Library System
Board of Trustees Meeting
July 9, 2020

Director’s Report
Published W.E.B. DuBois’ The Souls of Black Folk from June 8 - 15.


Top performing post on Instagram was highlighting the book Juneteenth for Mazie on Juneteenth. We received 113 likes. It was shared to IG Stories 14 times.

Our Facebook page saw engagement increase by 5.5% this month. Our livestreams this month were a significant contributing factor. Livestreams included FREE Daps, Bee Parks & The Hornets, the Penny Stamps Speaker Series, Qigong with Jasmine Win and others.

We added 478 subscribers to our YouTube channel this month.

MULTICULTURAL MARKETING
- Brigitte Martinez, MPR Assistant Manager, did 12 interviews on Despierta Orlando and 12 interviews on Salsa 98.1. Topics included OCPS Mobile Lunch, digital services and Home Delivery.
- Virtual Summer Reading Program ads are running on radio and TV with Entravision.

LEARN. GROW. CONNECT.
A new batch of 6000 bookmarks with author quotes were included in Home Delivery.

OUTREACH HIGHLIGHTS
MPR staff worked with local artists to develop an exhibition of creative works created as a response to COVID-19. The exhibition is viewable on the gallery walls of Orlando Public Library until the end of June.

THESE THREE THINGS
June 1 – Scottie Campbell/Orlando Public Library Light Waves Sculpture
June 6 – Mike Donohue/Chickasaw Branch
June 15 – Veronica Tinsley/Southeast Branch
June 22 – Laura Lizardi/South Creek Branch (presented in Spanish)
June 29 – Maggie Finley/Library Garage
-Total views on Facebook: 1,898 views
-Total views on IGTV: 2,721 views

LOCAL WANDERER
After a temporary hiatus due to the COVID-19 quarantine, Local Wanderer will resume service on July 1 with tickets available for Orlando Museum of Art, Central Florida Zoo & Botanical Gardens, and Orange County Regional History Center.

MEDIA HIGHLIGHTS
• Orlando Magic highlighted its work with our Summer Reading Program in ‘Orlando Magic and Florida Blue Celebrate the 10th Anniversary of the Baskets for Books Program with a Virtual Children’s Book’ on June 22.
• Watermark published ‘Orange County Library helps you create a DIY Pride Film Festival you can watch at home’ on June 5 from an article originally published in Books & Beyond.
• Orlando Business Journal highlighted OCLS in ‘Local library system books growth with wellness program’ on June 23.
• Orange TV interviewed Erin Sullivan, Public Relations Administrator, and Natalie Houston, Youth Services Manager, in an OCFL Update episode titled ‘Reopening Update from the Orange County Library System.’
• Downtown Orlando Partnership shared a list of materials related to racism available through OCLS in The Downtown Drip on June 5.
The Orlando Public Library has been open to the public for more than a full month now. It was the last of the libraries to reopen since the facilities closed due to COVID on March 18. Since the reopening, door count has slowly increased, but it remains very low.

During June 2020, Orlando Public Library’s door count was 3,938 people. That’s a significant drop from 2019, when the door count was 47,479. Branches have also been very slow since they began gradually reopening them in May. During the month of June, the total door count at all branches was 49,521. In June 2019, total branch door count was 207,478.

These low door counts may be due, in part, to the fact that people are hesitant to go out in public due to the continuing growth in the number of COVID-19 cases in the county.

While door counts are low, demand for services customers can access from home are growing. During June, staff fulfilled more than 86,000 home-delivery requests, which is a record-breaking number.

Demand for virtual events also remains high. Between March 18 and June 22, staff offered 1,174 virtual events and live online classes, with a total attendance of 24,789 people. In our June post-event surveys for adult events, we had multiple positive comments from attendees:

“More virtual classes even after pandemic was over!”
“Love the convenience of having these programs online!”
“I love the virtual concept through Zoom. Instructor is well-prepared and very knowledgeable.”
“Please continue online genealogy classes after COVID-19.”
“I am so pleased that the library is offering these programs during this trying time.”

Staff also presented 213 virtual storytimes to Orange County Public Schools and county Head Starts, with a total attendance of 4,925. Schools and Head Starts that have participated include:

- Head Starts: Bithlo, Dover Shores, East Orange, Englewood, Evans, John Bridges, McCoy, Pine Hills, Three Points, Ventura, South Orlando YMCA and Washington Shores

OCLS also operates a storyline, accessible by phone, that has provided a selection of fun, interactive stories told by professional storytellers for 180 callers.

The Friends of the Orange County Library System have also been struggling due to COVID-19. The bookstore at the Orlando Public Library is the primary source of income for the Friends. While our facilities were closed, the bookstore brought in almost no income, but after Orlando Public Library reopened, the store has been able to bring in some funds by selling pallets of donated books to booksellers and by selling new fiction and collectibles on eBay. The Friends board met last week to discuss fundraising strategies to supplement the limited income through the end of the year.

Recent System-Wide Events

**Melrose Center**

- Overall membership for Melrose Meetup groups continued to show small growth during June:
  - Orlando Audio – 1,072 (0)
June saw the Fab Lab team continuing to make PPE equipment. We’ll be arranging donation to Advent Health of 36 Montana face masks and inserts 3D printed this month. Also created were 40 full face shields, using the familiar 3D print visor design (which the team used to make more than 800 visors for Orlando Health) along with plexiglass and adhesive materials. Some of the shields were given to F&O staff to try out, and they seem to have received positive reviews. Twenty-five shields were donated to Victoria Nursing & Rehabilitation in Miami, a facility we connected with through Yesenia Arroyo, whose mother is on staff there. The Victoria staff were incredibly grateful, and this effort has led us to start reaching out to local nursing homes and rehabilitation centers to see if we can assist them with face shields as well. The team also concluded their efforts to provide all OCLS staff with 3D printed tension release bands (aka ear loop extenders), with 220 printed and distributed in June.

The sixth episode of the Melrose in the Mix TV series, featuring local roots singer-songwriter Beth McKee and her Funky Time Band, aired June 25 on WUCF-TV. The episode was actually the first one created for WUCF by Jesse Draus, but it was ultimately scheduled to serve as the season finale. The season’s six episodes will be replayed monthly from July through December.

On June 21, the Audio team began initial production on Episode 4 of the Reel to Real podcast. Our guest, noted singer-songwriter Chris Butler (who founded and wrote hits for the band The Waitresses) will feature as Bruce Hensal’s guest, with Jim Myers handling co-hosting duties.

Throughout the month, the Melrose Instructors offered more than 50 Virtual Events via Zoom. These included:

**Audio**
- Reaper Workshop
- Fundamentals of Sound for Audio Engineering
- Pro Tools Levels 1, 2, 3
- Microphone Theory Levels 1, 2, 3
- Using Velocities for Responsive Drums
- Creating a Good Recording Template

**Fab Lab**
- Tinkercad Workshop
- An Introduction to 3D Modeling with TinkerCAD
- Paper Engineering Make a Box Fold Pop-Up Card
- Paper Engineering: Make a V Fold Pop-Up Card

**Photo/Design**
- Lightroom Interface Demonstration
- Using the Develop Module in Lightroom
- Exporting Images from Lightroom + Q&A
- Photo Composition
- Intro to Instagram
- Efficient Instagram Posting
- Instagram Hashtags
- Maya Fundamentals
- Maya Modeling 1 - Biped Character Geometry
- Create a Third Person Video Game - (Ages 13 - 17)
- Maya Modeling 2 - Biped Character UV Map
- Maya Rigging 1 - Biped Character HumanIK Skeleton
- Digital Painting Level 1, 2
- Adobe Live Demo + Q&A: Exporting with Bridge
Video Production Camp (Ages 13-17) – the participants of this five-day camp, along with the Video team led by Ryan Mulcahy with assistance from Marko Torres, helped produce this video.

• Total attendance for Melrose Virtual Events in June – 235.
• Melrose staff continued to produce social media content throughout the month. Here’s a summary of content posted in June:

Audio
- Rename Tracks Faster in Logic Pro X video
- Nudging Clips in Logic Pro X video
- Clip Gain and Based Processing in Logic Pro X video
- Reversing Clips in Logic Pro X video
- Use Drum Replacer in Logic Pro X video
- TRS and TS Cables illustrated video (in collaboration with Juan Rivera)
- Thickening Instruments Using Parallel Processing video
- Autopunch in Logic Pro X video
- Automation Basics in Logic Pro X video
- Comping in Logix Pro X video
- Finding Tempo in Logic Pro X video
- Trimming Gaps in Logic Pro X Piano Roll video
- Joining Clips and Tracks in Logic Pro X video
- Use Producer Kits in Logic Pro X video
- Learn About the DeEsser in Logic Pro X video

Video:
- Using OBS Software with Adobe Premiere video
- Melrose Team Talk: Learn a New Language video
- Using Additive Color video
- Using Waveform Monitor video
- Create an Animated Waveform in After Effects video
- 3D Text in After Effects video
- Melrose Team Talk: Learn Video Editing video

Photo/Design:
- Photo Tip: Photographing a Moving Subject post w/image
- Freezing Action Using Your Flash video
- Photo Tip: Tips for Saving Your Camera Battery post w/image
- Art Tip: Best Color Practices video
- Adobe Tip: Color Space video
- Adobe Tip: Color Lookup Tables video
o Art Tip: Tools From the Trade Design Instructor video
Theatre:
o Vocal Warmups for Live Performers & Public Speakers video

Alafaya
• On 1 June, Kreg Dobzinski led, “Drawing Club,” where attendees learned new drawing techniques. There were 33 participants.
• On 1 June, Lauren Mathur held the program, “Pajama Party,” participants joined us virtually for stories, songs, and a craft. 104 people attended.
• On 2 June, Lauren Mathur led the program, “Sesame Street Stories and Crafts,” attendees enjoyed celebrating our favorite Sesame Street friends and fairy tales, with songs, books, and activities. 118 people participated.
• On 2 June, Priscilla Diaz-Ortiz taught the class, “Conversation Hour,” participants practiced English speaking skills. There were 16 attendees.
• On 5 June, Lauren Mathur and Carey Major led, “Star Wars Readers Theater,” participants watched as we acted out Star Wars books, learned how to do it themselves, and make their own props. There were 113 attendees.
• On 9 June, Lauren Mathur hosted, “Imagine You're a Mythical Creature,” attendees learned about mythical creatures during this interactive storytime. There were 131 participants.
• On 9 June, Priscilla Diaz-Ortiz led, “Conversation Hour,” participants practiced English speaking skills. There were 22 attendees.
• On 9 June, Kreg Dobzinski led, “Fantasy Map Creation for Beginners,” attendees learned the basic symbols and techniques to illustrate fantastical world from coastline to castle. There were 35 participants.
• On 10 June, Lauren Mathur hosted, “Frozen Stories and Crafts,” participants enjoyed Frozen-themed stories and activities. There were 220 attendees.
• On 15 June, Priscilla Diaz-Ortiz taught, “English from Zero,” attendees learned and talked about new basic English vocabulary associated with different topics. There were 23 participants.
• On 16 June, Priscilla Diaz-Ortiz taught, “Conversation Hour,” participants practiced English speaking skills. There were 15 attendees.
• On 18 June, Andrew Jeffries, Courtney Holtzman, and Jessica Clark led, “Animal Crossing,” during this meetup participants played the newest Animal Crossing game. There were 6 attended.
• On 18 June, Lauren Mathur hosted, “Afternoon Art,” attendees learned about an artist and the artist’s style and then created their own masterpiece. There were 99 participants.
• On 18 June, Lauren Mathur hosted, “Meet the Author Live: Katie Cotugno,” attendees listened in on a live conversation between the New York Times bestselling author and author and librarian Lauren Mathur. There were 38 attendees.
• On Friday, June 19, Joanne Southworth led, “How to Finger Knit a Butterfly,” attendees learned how to finger knit a butterfly using yarn. There were 20 participants.
• On 22 June, Kreg Dobzinski hosted, “Spooky in the Summer,” participants learned to draw monsters and beasts that live in the shadows. There were 22 attendees.
• On 25 June, Lauren Mathur and Carey Major led, “Playing Pretend with Elephant and Piggie,” participants watched as we acted out Elephant and Piggie books, learned how to do it themselves, and make their own props. There were 155 attendees.
• On 25 June, Andrew Jeffries led “Crafts & Culture,” attendees learned the basics of Ancient Greek pottery while discussing the culture that made use of the featured art form. There were 3 attendees.
• On 29 June, Kelly Head hosted, “Cuisine Corner Junior Watermelon Pizza,” participants learned to make a refreshing summer pizza out of fruit. There were 18 participants.
• During the month of June, the Alafaya team distributed 400, “After Dinner Mint Kits,” to community members.
During the month of June, the Alafaya team gave out 303 art/craft kits to families who visited the branch. These kits included but were not limited to a puppy craft, a balloon craft, a Moana craft, Peppa Pig craft, jellyfish craft, etc.

**Chickasaw**
- Technology Trainers hosted "Algodoo Sandbox" on June 1, 17 people attended virtually.
- ESL Instructor hosted "Writing Clearly for Beginners" on June 2, 33 people attended virtually.
- Technology Trainers hosted "Algodoo with Physics" on June 2, 16 people attended virtually.
- Technology Trainers hosted "Code with Code Studio" on June 2, 11 people attended virtually.
- Youth Programming Specialist hosted "Imagine You're a Community Hero" on June 2, 38 people attended virtually.
- ESL Instructor hosted "Ask an English Teacher" on June 3, 19 people attended virtually.
- ESL Instructor hosted "English from Zero" on June 3, 18 people attended virtually.
- Technology Trainers hosted "3D Design Custom Cookie Cutters" on June 3, 10 people attended virtually.
- Technology Trainers hosted "Animate Cars with Algodoo" on June 3, 8 people attended virtually.
- ESL Instructor hosted "Writing Clearly for Beginners" on June 4, 32 people attended virtually.
- Technology Trainers hosted "Code with Code Studio" on June 4, 12 people attended virtually.
- Youth Programming Specialist hosted "Heroes Groove & Craft" on June 5, 65 people attended virtually.
- Technology Trainers hosted "Code with JavaScript" on June 6, 9 people attended virtually.
- Technology Trainers hosted "Computer Programming Level 1" on June 8, 10 people attended virtually.
- ESL Instructor hosted "Writing Clearly for Beginners" on June 9, 30 people attended virtually.
- ESL Instructor hosted "Ask an English Teacher" on June 10, 28 people attended virtually.
- ESL Instructor hosted "English from Zero" on June 10, 18 people attended virtually.
- Technology Trainers hosted "Computer Programming Level 2" on June 10, 8 people attended virtually.
- ESL Instructor hosted "Writing Clearly for Beginners" on June 11, 25 people attended virtually.
- Technology Trainers hosted "Code with Code Studio" on June 11, 4 people attended virtually.
- Youth Programming Specialist hosted "Cuentame un Cuento" on June 12, 60 people attended virtually.
- Technology Trainers hosted "Mix Music Using Audacity" on June 12, 4 people attended virtually.
- ESL Instructor hosted "Writing Clearly for Beginners" on June 16, 30 people attended virtually.
- Technology Trainers hosted "Algodoo Sandbox" on June 16, 9 people attended virtually.
- ESL Instructor hosted "Ask an English Teacher" on June 17, 23 people attended virtually.
- ESL Instructor hosted "English from Zero" on June 17, 18 people attended virtually.
- Technology Trainers hosted "Code with CodeCombat" on June 17, 17 people attended virtually.
- Youth Programming Specialist hosted "Traffic JAM! Storytime & Craft" on June 17, 61 people attended virtually.
- ESL Instructor hosted "Writing Clearly for Beginners" on June 18, 22 people attended virtually.
- Technology Trainers hosted "Animate Shapes with PowerPoint" on June 19, 13 people attended virtually.
- Technology Trainers hosted "Code with Code Studio" on June 22, 12 people attended virtually.
- ESL Instructor hosted "Writing Clearly for Beginners" on June 23, 29 people attended virtually.
- Technology Trainers hosted "Code with Tynker" on June 23, 7 people attended virtually.
- ESL Instructor hosted "Ask an English Teacher" on June 24, 30 people attended virtually.
- ESL Instructor hosted "English from Zero" on June 24, 27 people attended virtually.
- ESL Instructor hosted "Writing Clearly for Beginners" on June 25, 25 people attended virtually.
- Technology Trainers hosted "Roblox Game Design" on June 25, 9 people attended virtually.
- Youth Programming Specialist hosted "Monster Mash-Up Storytime & Craft" on June 26, 100 people attended virtually.
- ESL Instructor hosted "Writing Clearly for Beginners" on June 30, 26 people attended virtually.
- During the month of June, Chickasaw Branch provided 1,851 OCPS meals to children and teens in the community.
• During the month of June, Chickasaw Branch handed out 436 After Dinner Mint Kits. These passive programming kits were handed out to provide activities for kids outside of the library.

**Eatonville**

• On 4 June, Eatonville Manager facilitated “Goal Getter Meet-Up,” six attendees shared their vision boards during this motivational meet-up.
• On 17 June, Eatonville Manager led “Goal Getter Action Plan Workshop,” with 17 participants gathered to learn tips on how to accomplish their goals by creating an intentional strategy for success.
• On 30 June, Eatonville Customer Service Lead presented “African Safari.” 30 attendees explored animals of the African savanna while enjoying fun stories, activities, and a craft.
• Throughout June, Eatonville Customer Service Tech Co-hosted Virtual SRP Classes alongside colleagues from Fairview Shores Branch. 145 attendees participated in the online classes.
• During the month of June, the Eatonville team distributed 210 “After Dinner Mint Kits” to children visiting the branch.

**Fairview Shores**

• Fairview Shores Assistant Manager and Customer Service Lead hosted “Central Florida Book Club” on June 9, 28 customers attended virtually.
• Fairview Shores Librarian hosted “Mother Goose on the Loose with Ms. Katy” on June 3 and 17, 44 customers attended virtually.
• Fairview Shores Circulation Clerk hosted “Escape the Labyrinth” on June 11, 127 customers attended virtually.
• Fairview Shores Librarian and Customer Service Clerk hosted “Pajama Tales with Ms. Katy” on June 24, 28 customers attended.
• Fairview Shores Customer Service Tech hosted “The Great Library Quiz Off” on June 11 and 25, 49 customers attended virtually.
• Fairview Shores staff hosted “All Aboard to Explore” on June 4, 11, 18 and 25, 412 customers attended virtually.
• Fairview Shores Manager hosted “Lee Road Safe Neighborhood Meeting” on June 9, 10 persons including Commissioner Moore, attended virtually.
• Fairview Shores Branch Circulation Clerk hosted “Teen Art Adventures: Doodle Art” on June 26, 31 customers attended virtually.
• Fairview Shores Branch hosted “Summer BreakSpot” in June and issued 989 meals to students 18 and under.
• Fairview Shores Branch facilitated the passive program “After Dinner Mint Kits” in June and gave out 305 kits to children to work on at home.
• On June 2, “Three Little Pigs Felt Story with Ms. Kristen” was posted on the OCLS YouTube page. This event has been viewed 171 times.

**Hiawassee**

• Hiawassee presented nine virtual classes with a total attendance of fifty-one for the month of June.
• Hiawassee distributed three-hundred and seventy-three “After Dinner Mint” STEAM kits in June.
• Hiawassee Branch Circulation Clerk, Lydia, created and distributed thirteen Take & Make Keyrings for teens in June.
• Orange County Library System again partnered with Orange County Public Schools to offer free lunch to anyone eighteen or under as part of the annual Summer BreakSpot program. For June, Hiawassee fed 1427 children.
• Hiawassee Branch Circulation Clerk, Patrick, wrote an OCLS Blog Post titled “Five Great Graphic Novels for Teens and Adults.”
Main
• FREE DAPS, a local group of freestyle rappers and improvisers, created one-of-a-kind raps live based on virtual audience suggestions for 138 livestream viewers. This livestream event kicked off the weekly Monday 10 a.m. summer presenter series livestreaming via the OCLS Facebook and YouTube social media channels.
• On 5 June, in partnership with PBS Books, the University of Michigan Penny Stamps Speaker Series began with a presentation about the late sculptor Christo which was viewed by 313 attendees.
• The interactive “Dragons – Return of the Ice Sorceress” livestream event on 8 June had 133 live viewers enchanted by the adventure story of science and dragons!
• On 9 June, literary agent Sara Megibow spoke with 55 attendees about how to make winning query submissions during the “Write to the Market . . . Or Not?” virtual event.
• Virtual Storytimes were presented at eight Head Starts (30 events, 479 attendees). Head Starts included: Bithlo, Dover Shores, Dover Community Center, Englewood, Evans, McCoy, Pine Hills, and Washington Shores.
• On 16 June, Learning Central staff presented the “Career Academy: Perfecting your Resume” virtual event and had an attendance of 9 people. On 30 June, “Career Academy: Interview Like a Pro” has eight people registered.
• The virtual event “Qigong Movement and Breathing” on 16 June allowed 36 attendees the opportunity to learn basic techniques that can benefit their health.
• New York Times bestselling author Katie Cotugno spoke to 38 attendees during the “Meet the Author” virtual event on 18 June.
• On 19 June, 70 preschoolers made fun crafts for the male caregivers in their lives at the “Daddy and Me” virtual event.
• Learning Central staff presented, “How to Draw a Caricature” virtual event for 14 attendees on 19 June.
• The virtual “Caregiver Connect: Stay and Play” weekly event series had a total of 68 attendees exploring creativity through songs, connections, and play.
• Chef and certified holistic life coach Yamira Lee Johnson presented the Cuisine Corner virtual event, “Summer Detox Drinks,” on 23 June for 108 participants.
• The TEC department offered 25 “Online Web Design” classes with 137 attendees in total.
• The Social Worker helped over 72 customers find information about a variety of topics, including housing and unemployment. This is a significant increase from 45 customers last month.
• A total of 206 customers learned Microsoft Excel by taking the TEC online classes.
• There were 23 Online QuickBooks” classes with a total of 94 attendees.
• A total of 122 attendees enhanced their Adobe Photoshop skills with the online classes offered.
• Customers attended 14 virtual sewing, knitting, crochet classes and open labs for a total attendance of 68.
• Virtual Storytimes were presented at six Elementary Schools (17 events, 236 attendees). Elementary Schools: Arbor Ridge, Engelwood, Phyllis Wheatley, Sunridge, Whispering Oaks, and Zellwood.

North Orange
• On 2 June, ESL Instructor hosted “Conversation Hour.” A total of 20 students attended virtually.
• On 3 June, Branch Circulation Clerk hosted “Quick Minute Science.” A total of 85 people joined virtually.
• On 3 June, Technology Trainer hosted, “Basic Spanish” for 24 students.
• On 3 June, ESL Instructor hosted “English from Zero.” A total of 27 people attended virtually.
• On 4 June, Youth Programming Specialist hosted "Aloha Toddlers.” 86 people attended virtually.
• On 10 June, Technology Trainer presented, “Basic Spanish” for 31 students.
• On 11 June, ESL Instructor hosted “English from Zero” for 21 students.
• On 17 June, Youth Program Specialist hosted, “Harry Potter Trivia Time” for 26 Teens.
• On 23 June, Youth Program Specialist presented, “Imagine You’re Royalty” for 101 attendees.
• On 23 June, Youth Program Specialist presented, “Magical Menagerie.” A total of 17 people attended virtually.
On 24 June, Branch Circulation Clerk presented, “Quick Minute Science” for 102 attendees.

During the month of June, North Orange Branch provided 931 OCPS meals to children and teens in the community.

During the month of June, North Orange Branch provided 75 Activity Bundles for preschoolers that visited the branch.

During the month of June, the North Orange team prepare 481 craft kits for families who visited the branch. These themed craft kits include a rocket bookmark, create a Father’s Day card, a Fairytale Craft, a Hot Air Balloon craft, an Apple Cushion craft, a Space Travel Craft, a Pokémon & Parrots craft, a Sailboats craft, an Animal Mask and a CD Scratch Art kit.

During the month of June, Chickasaw Branch handed out 200 After Dinner Mint Kits.

**South Creek**

- On 1 June, “Little Chef Key Lime Pie Parfait,” was posted in Beanstack for SRP. This video has been viewed 11 times.
- On 1 June, “Little Chef Teddy Bear Toast” was posted in Beanstack for SRP. This video has been viewed 20 times.
- On 1 June, “Little Chef Pigs in a Blanket” was posted in Beanstack for SRP. This video has been viewed 8 times.
- South Creek’s ESOL instructor hosted “Conversation Hour” on 1 June; 15 people attended virtually.
- South Creek’s ESOL instructor hosted “English from Zero” on 2 June; 26 people attended virtually.
- South Creek’s Youth Program Specialist hosted “Little Chef: Banana Pudding” on 3 June; 50 people attended virtually.
- South Creek’s staff hosted “ArtMazing” on 4 June; 66 people attended virtually.
- South Creek’s staff hosted “Afternoon with a Balloon” on 4 June; 27 people attended virtually.
- South Creek’s staff hosted “Latin Fiesta Bilingual” on 8 June; 32 people attended virtually.
- South Creek’s staff hosted “Painting with Nature” on 10 June; 28 people attended virtually.
- South Creek’s staff hosted “DIY Paper Cacti” on 11 June; 36 people attended virtually.
- South Creek’s staff hosted “Cuisine Corner Jr.: Lemonade Craze” on 12 June; 37 people virtually.
- South Creek’s staff hosted “F Is for Florida” on 15 June; 43 people attended virtually.
- South Creek’s Youth Program Specialist hosted “Family Crest Art” on 17 June; 74 people attended virtually.
- South Creek’s staff hosted “South Creek Social Crafters Meetup; 7 people attended virtually.
- South Creek’s staff hosted “Librarian for a Day” on 18 June; 22 people attended virtually.
- South Creek’s Youth Program Specialist hosted “Little Chef: If You Give a Mouse a Cookie” on 24 June; 56 people attended virtually.
- South Creek’s staff hosted “Recycling Bin Rockets” on 27 June; 57 people attended virtually.
- South Creek Branch hosted Summer BreakSpot in June; 3,415 meals were issued to customers 18 and under.
- South Creek Branch facilitated the passive program “After Dinner Mint Kits” in June; 300 kits were given to children to work on at home.
- South Creek’s Youth Program Specialist conducted the passive program “Sea Turtle Weaving Craft;” 72 kits were given to children to work on at home.

**South Trail**

For the sixth year, 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 1500 children at South Trail.

A total of 325 “After Dinner Mint” STEAM packets were distributed to children during June.

Over 1000 craft packets were given to children during June as they received their “Summer BreakSpot” lunches.
Two sessions of “Citizenship Inspired” were offered virtually by South Trail staff in June. Each session averaged 15 students who were excited about learning how to become US citizens.

On 10 June, Branch Youth Program Specialist, Stephanie Robinson hosted the virtual event “Volcanic Mythology” to a crowd of 103.

On 17 June, Stephanie Robinson entertained 140 people with the virtual event, “Money Science.”

Southeast

400 “After Dinner Mint” STEAM kits were distributed to children in June.

242 STEAM kits were distributed to children in June.

On 10 June, Branch Youth Program Specialist, Jewels Hall hosted the virtual event “Creatures of the Night” to a crowd of 93.

Every Monday for the month of June, the part-time Technology Trainer from Southeast presented, “Hola Amigos - Spanish from Zero for Kids”. 439 people attended these classes.

During the month of June, the ESL Specialist from Southeast presented, “English from Zero”. 313 people attended these classes.

During the month of June, the ESL Specialist from Southeast presented, “Writing Clearly”. 250 people attended these classes.

Every Wednesday for the month of June, the ESL Specialist from Southeast presented, “Reading Clearly”. 124 people attended these classes.

The part-time Technology Trainer presented “Spanish from Zero: Basics” and “Spanish from Zero: Intermediate”. 246 people attended these classes.

On 30 June, Branch Librarian, Melody Mitchell hosted the virtual event “Take a Virtual Trip” to a crowd of 24.

On June 10, Southeast hosted a Spanish book club with Tertulia Cuatro Gatos. 10 people attended.

Southwest

During the month of June, Southwest staff hosted 2 Animal Crossing virtual events where viewers could connect with other fans of this popular game and learn tips and tricks to grow their own island. There were 58 attendees.

During the month of June, Southwest staff hosted “Mother Goose on the Loose” on two occasions where they used rhymes, songs, puppets, musical instruments and more to interact together to help develop important pre-literacy skills. There were 77 attendees.

During the month of June, Southwest Tech Trainers hosted 5 computer programing and coding courses where viewers could complete challenges using code, and explore computer science with characters from Frozen, Minecraft and Star Wars. There were 25 attendees.

During the month of June, Southwest Tech Trainers hosted 3 Roblox events where participants were given an introduction to game design and then used code to bring their own game to life. There were 44 attendees.

During the month of June, Southwest Tech Trainers hosted 3 “Loom Bracelets” and “Finger Knit Jewelry” events where viewers learned to create trendy accessories with upcycled fabric and their fingers. There were 32 attendees.

During the month of June, Southwest Tech Trainers hosted 2 “Make Pop-up Cards” events where viewers could discover the world of paper engineering while they cut, folded and decorated cool cards. There were 30 attendees.

During the month of June, Southwest staff hosted six adult craft and fiber arts programs, events where participants could chat and meet new people while they worked on their crafts or could be inspired to learn a new one. There were 29 attendees.

On 2 June Southwest staff hosted “History Happenings: Ancient China” which allowed viewers to travel to the Forbidden City to discover the ancient world of the Ming Dynasty. There were 33 attendees.
• On 3 June Southwest Youth Program Specialist hosted “Tall Tales to Tell” where viewers learned how to use the characteristics of a tall tale to create one of their own and make the unbelievable believable. There were 52 attendees.
• On 5 June Southwest staff hosted “Artsy Toddler” where viewers could paint, paste, glue, stamp and create while they enjoyed stories, songs and exploring age-appropriate art experiences. There were 30 attendees.
• On 9 June Southwest staff hosted “Neo-Plastic Art” where viewers learned to create their own art using the neo-plastic style of Dutch painter Piet Mondrian. There were 74 attendees.
• On 11 June Southwest staff hosted “Project WILD: Insect Inspection” where viewers learned how to identify insects and lead a scientific insect investigation. There were 115 attendees.
• On 17 June Southwest staff hosted “Wild Penguin Tales” where viewers got to sing songs, read stories, and share fun facts about our wild penguin friends. There were 97 attendees.
• On 24 June Southwest staff hosted “Into the Big Bad Woods” where viewers watched to see if their family had what it takes to complete a series of challenges, outsmart fairy tale villains and escape the Big Bad Woods. There were 79 attendees.
• On 26 June Southwest staff hosted “What’s the Point? Morals in Classic Tales” where viewers listened to classic fairy tales and discussed the lessons found in each one. There were 65 attendees.
• On 29 June Southwest staff hosted “Project WILD: The Deep Blue Sea” where viewers could dive in and learn about oceans and develop an appreciation for ocean life. There were 130 attendees.

In the month of June, the Librarian at Southwest began collaboration with an organization called Podcast Brunch Club to create a branch of this podcast club based at the Southwest library branch. This effort, which is planned to begin virtually in August, is one of many original programs developed for the virtual platform which could later translate to in-person programming.

In the month of June, the Southwest staff completely reorganized the staff room, clearing out and disposing of 6 large shelving units and unneeded items in preparation to create a workspace for the additional Assistant Manager. Concurrently, the front circulation closet was also cleaned and cleared to increase organization within the space and to rehome less used items from the staff room.

In preparation for unexpected circumstances, as well as to utilize all resources available, during the month of June the Southwest team began to revamp efforts on the consistent use of the Teams platform by creating workspace channels for the branch’s teams and encouraging meaningful engagement on the platform by centralizing communication and involvement efforts in that space.

Washington Park
• On 25 June, Carmen Offutt taught “Design Minecraft Characters” and there were 7 children in attendance.
• On 27 June, Carmen Offutt taught “Code with Code Studio” and there were 5 children in attendance.
• On 30 June, Carmen Offutt hosted “Spanish from Zero – Basics” and there were 10 students in attendance.

In June, Washington Park facilitated the passive program “After Dinner Mint Kits” and gave out 231 STEAM activity kits to children to engage them at home.
• During the month of June, Washington Park facilitated the passive program “Animal Origami” and gave out 29 origami kits to children to engage them at home.
• During the month of June, Washington Park facilitated the passive program “A Hero’s Journey” and gave out 29 activity packets to children to engage them at home.

West Oaks
• On 2 June, West Oaks Genealogy Specialist presented the “Military Records” virtual event where 42 attendees learned how military records can help to uncover information on ancestors.
• On 3 June, the West Oaks Genealogy Specialist hosted a “Genetic Genealogy in Practice” virtual study group where 23 participants worked through different DNA and genetic research questions together.
• On 4 June, West Oaks Genealogy Specialist presented “Genealogy, The Very Basics” via Zoom where 14 attendees received an overview of how to begin their family history research.
• On 9 June, the West Oaks Genealogy Specialist taught “DNA Testing for Genealogy” for a group of 41 virtual attendees who learned how DNA testing can supplement traditional genealogical research.
• On 10 June, the “Genetic Genealogy in Practice” study group continued where 18 attendees received help with their more advanced research questions.
• On 11 June, the West Oaks Librarian presented fun songs and stories at the virtual “Mama Goose for Little Geese” event attended by 57 toddlers and caregivers.
• On 11 June, the West Oaks Genealogy Specialist hosted “Discovering U.S. Census Records” virtually for 24 attendees who learned about what information is contained in each of the censuses and how it can aide in research.
• On 15 June, West Oaks staff presented “DIY Sugar Scrub and Bath Salts” on Zoom where 20 participants created their own sugar scrubs using simple ingredients from the kitchen.
• On 16 June, West Oaks Librarian hosted “Imagine You’re a Pirate” virtual event where 120 preschoolers and caregivers had fun dressing like pirates and listening to stories about treasure hunts and the open sea.
• On 16 June, West Oaks Genealogy Specialist taught “Advanced Searching on Ancestry” on Zoom with a live demo of how to get the most out of Ancestry Library Edition for 49 attendees.
• On 17 June, the “Genetic Genealogy in Practice” study group of 19 attendees met virtually to discuss advanced DNA and genealogy questions.
• On 18 June, the West Oaks Genealogy Specialist presented “Using Vital Records” where 28 virtual attendees learned about birth, marriage and death records in genealogy research.
• On 19 June, West Oaks staff presented the “Edgy Emojis” virtual event where 48 participants had fun expressing themselves in stories and music using emojis.
• On 23 June, West Oaks Genealogy Specialist taught “Using GedMatch.com” on Zoom where 35 attendees watched a live demo of all the useful features and tools on GedMatch.com.
• On 23 June, staff presented “Magical Menagerie” virtually for 17 attendees who compared popular magical creatures from well-known stories through trivia and games.
• On 24 June, West Oaks Genealogy Specialist hosted “Genetic Genealogy In Practice” study group where 17 attendees received help with their specific research questions.
• On 25 June, the West Oaks Genealogy Specialist presented “Digging Up Land Records” virtually for 21 attendees who learned about deeds, mortgages, platting and surveys.
• On 30 June, West Oaks Genealogy Specialist held a virtual event on “Exploring FamilySearch.org” where 27 participants learned about this tremendous free source for family and history research.

Windermere
• On 1 June, “Homeschool Science” had 3 adults and 10 children learning about the densities of different liquids while making density towers.
• On 2 June, mummies were all over Zoom as 7 adults and 16 children learned about the ancient Egyptian afterlife and even mummified their favorite stuffed animals during “Judgement of Osiris.”
• On 3 June, everyone was happy during “If You’re Happy and You Know It” where 11 adults and 11 children made smiley face masks while singing songs and reading stories.
• On 4 June, “Citizenship Inspired” helped 5 adults learn about the process and test to become a citizen of the USA.
• On 5 June, no one went hungry during “Cuisine Corner Junior: Cheesy Green Hummus” where 14 adults and 17 children made their own spinach hummus.
• On 5 June, 23 adults practiced their English talking skills during “Conversation Hour.”
• On 5 June, “Homeschool Art Expressions” had 2 adults and 7 children embracing their inner artist while creating the most adorable cat you’ve ever seen.
• On 8 June, colors and shapes were the focus as 2 adults and 5 children came to “Homeschool Spanish.”
• On 11 June, “Citizenship Inspired” helped 5 adults learn about the process and test to become a citizen of the USA.
• On 12 June, 13 adults practiced their English talking skills during “Conversation Hour.”
On 12 June, “Homeschool: Trip to the Museum” had 2 adults and 3 children exploring the works of Monet and creating their own interpretation of Monet’s water lily scene.

On 15 June, 3 adults and 8 children made oobleck, a slimy material that is both liquid and solid, during “Homeschool Science.”

On 16 June, 38 adults and 43 children attended “Teddy Bear Storytime” with their favorite bear to sing songs and make paper teddy bear friends.

On 16 June, “Make More Pop Up Cards” taught 2 adults and 5 children how to make zigzag cut pop up cards just in time for Father’s Day.

On 18 June, during “Little Chef Moon Snacks” 33 adults and 43 children read myths about the rabbit in the moon and made a healthy moon snack.

On 18 June, the homeschoolers learned about healthy food during “Cuisine Corner Junior: Cheesy Green Hummus” where 2 adults made their own spinach hummus.

On 18 June, “Citizenship Inspired” helped 8 adults learn about the process and test to become a citizen of the USA.

On 19 June, “Graffiti Take Home Art” allowed 25 children to embrace their artistic side while decorating graphic font letters on a brick wall to spell their names.

On 19 June, 19 adults and 31 children attended “African Art Adventure” where they created pictures of elephants and giraffes in front of a sunset.

On 19 June, 20 adults practiced their English talking skills during “Conversation Hour.”

On 22 June, “Homeschool Spanish” taught 6 adults and 8 children about body parts like ojo (eye) and mano (hand).

On 23 June, 24 adults and 33 children took a trip around the world while exploring places like Machu Picchu and the Pyramids of Giza during “Ancient Architecture.”

On 24 June, “Make More Pop Up Cards” taught 2 adults and 12 children how to make V-cut pop up cards to brighten someone’s day.

On 24 June, the sun was shining over the library as 34 adults and 38 children made suns with rainbows while doing flannel activities and singing songs during “You Are My Sunshine.”

On 25 June, “DIY Art Creatures of the Night” had 11 adults and 21 children creating their own alebrije, or colorful spirit animal, like Dante from the movie Coco.

On 25 June, “Citizenship Inspired” helped 9 adults learn about the process and test to become a citizen of the USA.

On 26 June, 4 adults and 5 children attended “Homeschool: Tales of Odin” to go on an adventure while learning about Norse mythology.

On 26 June, bright colors were everywhere during “Homeschool: Trip to the Museum” as 4 adults and 5 children learned about Vincent Van Gogh and his famous sunflowers.

On 26 June, 22 adults practiced their English talking skills during “Conversation Hour.”

On 29 June, “Homeschool Science” had 3 adults and 6 children come to learn about kinetic energy and make a popsicle popper.

On 29 June, the homeschooler got in on the fun during “Ancient Architecture” where 2 adults and 2 children took a trip around the world while exploring places like Machu Picchu and the Pyramids of Giza.

On 30 June, “Teddy Bear Toast” brought 39 adults and 52 children in to learn how to make this delicious and healthy breakfast food with their favorite stuffed teddy bear.

On 30 June, 12 adults and 24 children explored Norse mythology during “Tales of Odin” where they were able to help create the stories for the characters.

Though out the month of June, Windermere hosted 20 technology classes with a total of 196 participants.

Winter Garden

On 5 June, Erin Reichel hosted “Flying Off to Neverland” for 102 attendees.

On 12 June, Erin Reichel hosted “Cauldrons Bubble” for 135 attendees.

On 19 June, Erin Reichel hosted “Gingy Needs a New Route” for 93 attendees.
On 22 June, Ryan Nyman hosted the first virtual offering of “D&D with the Library” for 5 attendees.
“English from Zero” was taught by Patrick Seifer four times in June to a total of 124 students.”
“Conversation Hour” was taught by Patrick Seifer eight times in June to a total of 178 students.”
“Knit and Crochet Meetup” was offered by Jessy Hart Howell on 4 occasions in June. A total of 34 attended.
The “Let's Crochet-” classes were offered by Jessy Hart Howell 7 times in June to a total of 63 customers.
In June, the branch librarian, Rebecca Padrick, launched a new service called the “Winter Garden Book Match” via the newsletter. 6 people utilized the form to receive personalized book recommendations.
In June, the Winter Garden branch handed out 345 “After Dinner Mint Kits.”
In June, the Winter Garden branch handed out “Take Home Craft” kits to customers with children. The kits changed as supplies lasted and included at times a unicorn, a fish, a rainbow, etc. The bags also contained information on virtual SRP events and Beanstack. 299 kits were distributed.
In June, children wrote letters to the character of the month to practice their writing skills. A total of 6 children participated.
In June, Tech Trainer Ryan Nyman hosted 10 tech classes for kids and teens with a combined attendance of 109 customers.

Upcoming Events
Library Virtual Events
Adult Summer Reading

Virtual Event: Southwest Fiber Arts Meetup
*Wednesdays, July 1–29, 10:30 a.m.–Noon*
Have a great time connecting with our community on Zoom while working on your fiber art. Be sure to bring your work in progress, yarn and tools. All levels are welcome.

Virtual Event: South Creek Social Crafters Meetup
*Wednesday, July 1, 11 a.m.*
Join us for a virtual meetup using Zoom and explore your creativity. Whatever your hobby, let’s get together and craft while meeting new people. Be sure to bring your own work in progress.

Virtual Event: Goal Getter Affirmation Workshop
*Thursday, July 2, 7 p.m.*
Create your own personalized affirmations and learn ways to implement them into your everyday life.

Virtual Event: Mars 2020 Perseverance
*Thursday, July 2, 7 p.m.*
NASA’s Mars Perseverance rover will launch on July 20 from Cape Canaveral. Learn about the rover and its mission from Derek Demeter, Planetarium Director at Seminole State.

Virtual Event: Shakespeare LIVE!
*Mondays, July 6 & 13, 6:30 p.m.*
*Monday, July 20, 6–8 p.m.*
Explore the fantastical world of A Midsummer Night’s Dream. Read, learn about, and perform excerpts from William Shakespeare’s masterpiece. Recommended for teens and adults. Registration required.

Virtual Event: Introduction to Calligraphy
*Friday, July 10, 11 a.m.*
Explore the basics of the beautiful art form, calligraphy. Students will be introduced to a variety of pens and materials used to create different lettering styles. Registration required.
Virtual Event: Tea & Conversation  
*Saturday, July 11, 2 p.m.*
This monthly social is designed to bring adults together. Share food, tea, and your stories. It is a celebration of everyday life and being in the moment.

Virtual Event: Animanga Meetup  
*Tuesday, July 14, 6 p.m.*
The con’s got canceled. Join fellow anime lovers for trivia, games, discussion and viewing of some of your new and classic anime! Recommended for adults.

Virtual Event: Animal Crossing Meetup for Adults  
*Thursday, July 16, 6 p.m.*
Celebrate the newest Animal Crossing: New Horizons by participating in a game show! Challenge yourself with fishing and bug tournaments, island obstacles and trivia. Recommended for adults.

Virtual Event: Rock The Wrap: Headwrap Styling Workshop  
*Saturday, July 18, 11 a.m.*
This educational and interactive experience provides step-by-step instruction of headwrap styling techniques. Learn about the significance and history of head wrapping. Registration required.

Virtual Event: Ultimate Dungeon Master’s Guide for Roll20  
*Sunday, July 19, 4 p.m.*
Want to create an awesome online game of Dungeons &amp; Dragons for you and your friends? Join us to learn about the tools at your disposal and how to be the expert your group needs in no time flat!

Virtual Event: Japanese Book Binding  
*Monday, July 20, 10:30 a.m.*
Assemble sheets of paper together to form a book using one of the ancient Japanese methods of book binding.

Virtual Event: Qigong Movement and Breathing  
*Tuesday, July 21, 10 a.m.*
Jasmine Win shows basic qigong techniques and how using them in your daily life can benefit your health. Qigong is a crucial tool in Chinese medicine which involves movement, breathing and meditation.

Virtual Event: Farm-to-Cup Coffee  
*Thursday, July 23, 6:30 p.m.*
Jarrett Johnson of Lineage Coffee shares with you how he and his team picks the perfect bean, carefully roasts to optimum color and selects an ideal brewing method to bring you a delicious cup of coffee.

Virtual Event: Crafts & Culture  
*Thursday, July 30, 5 p.m.*
Learn the basics of Norse drawing and wood carving while discussing the culture that made use of the featured art form. Recommended for adults.

Virtual Event: Meet the Authors of Braves Win!  
*Thursday, July 30, 7 p.m.*
Braves Win! The 1995 World Champion Atlanta Braves celebrates the historic team and players. Writers Peter M. Gordon, Tom Hufford and Jacob Pomrenke will discuss the book and their research.
Virtual Event: Alafaya Book Club
*Thursday, July 9, 7 p.m.*
The Alafaya Book Club will virtually meet to discuss *The 7 1/2 Deaths of Evelyn Hardcastle* by Stuart Turton.

Virtual Event: Southeast Book Club
*Monday, July 13, 7 p.m.*
Join the Southeast Book Club to discuss *The Library Book* by Susan Orlean.

Cuisine Corner
Virtual Event: Rainbow Seafood Stir Fry
*Wednesday, July 8, 6:30 p.m.*
Ha Roda joins us again for another fantastic cooking event! This time she makes a delicious stir fry from shrimp, calamari, peppers and more!

Virtual Event: Summer Pantry Snacks
*Wednesday, July 15, 6 p.m.*
Watch live as Yamira Lee Johnson, head chef and founder of Breaking Bread with Mira, shows you how to make satisfying summer snacks.

Virtual Event: Let’s Do Lunch – Salt and Pepper Shrimp
*Thursday, July 16, 12:15 p.m.*
Join us, live on Zoom, as library staff cook a quick lunch for the family. We will be cooking salt and pepper shrimp.

Genealogy
Virtual Event: Lucidchart for Genealogy
*Wednesday, July 1, 6:30 p.m.*
Discover how you can use Lucidchart for your genealogy research. Learn how to build family trees, pedigree charts and more!

Virtual Event: Estates, Wills & Probate Records
*Thursday, July 2, 11:30 a.m.*
Learn what these records are, where they are located and how to best utilize them in your family history research.

Virtual Event: Tracing European Ancestors: An Introduction
*Monday, July 6, 7 p.m.*
Explore resources for finding records in the home countries of your European ancestors. Learn about types of documents and research strategies. Enjoy an overview and samples from several countries.

Virtual Event: 20 Unique Websites for Genealogy Research
*Tuesday, July 7, 1 p.m.*
New websites and features appear on the Internet almost daily. Come and explore these 20 unique websites that are indispensable for both beginning and experienced researchers.

Virtual Event: Genealogy Research Question Workshop
*Wednesday, July 8, 6:30 p.m.*
Sharpen your genealogy skills and learn about resources by sharing your research questions.
Virtual Event: Immigration Records  
Thursday, July 9, 11:30 a.m.  
Immigration records are an incredibly rich source of information for the family historian. Learn more about your family’s history by using passenger lists and naturalization records.

Virtual Event: Tracing British Isles Ancestors: An Overview  
Monday, July 13, 7 p.m.  
Explore resources for finding records in the British Isles. Enjoy an overview of types of documents, and research strategies. Learn from samples including England, Ireland, Scotland and Wales.

Virtual Event: Researching in NYC: The Five Boroughs  
Tuesday, July 14, 1 p.m.  
Explore the rich research resources and collections that are held in a variety of repositories in the five boroughs of New York City. Discover what records are available and how to use them.

Virtual Event: Family Tree Guide to DNA Testing Study Group  
Wednesdays, July 15–29, 6:30 p.m.  
Join us for our genetic genealogy study group and learn how DNA test results can help to confirm, extend and deepen your genealogical research. Registration required.

Virtual Event: Church and Cemetery Records  
Thursday, July 16, 11:30 a.m.  
Discover what type of information is contained in these records, how to access them, and how they can help enhance your family history research.

Virtual Event: Tracing English Ancestors  
Monday, July 20, 7 p.m.  
Explore resources, tips and tricks for finding records in the home countries of your ancestors, this session featuring England. Learn types of documents available and research strategies to utilize.

Virtual Event: Working on the Railroad: Railroad Records  
Tuesday, July 21, 1 p.m.  
Do you have an ancestor who worked for the railroads? Join us and learn where to turn to discover information about the railroad, its records, and where you might find them.

Virtual Event: Military Records  
Thursday, July 23, 11:30 a.m.  
Military records have been created throughout our history regardless of whether or not there was a war being waged. Learn how these records can help you to uncover information on your ancestors.

Virtual Event: Tracing Scottish Ancestors  
Monday, July 27, 7 p.m.  
Explore resources, tips and tricks for finding records in the home countries of your ancestors, this session featuring Scotland. Learn types of documents available and research strategies to utilize.

Virtual Event: United States Genealogy: Pennsylvania  
Tuesday, July 28, 1 p.m.  
Explore the rich research resources and collections that are held in a variety of archives and repositories in the Keystone state. Discover what records are available and how to use them.
Virtual Event: DNA Testing for Genealogy  
*Thursday, July 30, 11:30 a.m.*  
Learn the basics of genetic genealogy and how DNA testing can supplement your traditional genealogical research. Explore the different types of tests that are available.

**Jobseekers**  
Virtual Event: Career Academy – Perfecting Your Resume  
*Tuesday, July 14, 1:30 p.m.*  
Get noticed! Elevate your job application with best practices in crafting a resume and cover letter.

Virtual Event: Career Academy – Interview Like a Pro  
*Tuesday, July 28, 1:30 p.m.*  
You’ve landed an interview! Now what? Get tips that will help you to practice and prepare, and to write a memorable thank you letter.

**Language Learning**  
ESOL Classes  
Virtual Event: English from Zero  
*Wednesday, July 1–29, 10:30 a.m. & 6 p.m.*  
*Thursday, July 2–23, 10:30 a.m. & 6 p.m.*  
*Friday, July 10–24, 10:30 a.m.*  
Join us to learn and talk about new basic English vocabulary associated with different topics. Please register!

Virtual Event: Reading Clearly Intermediate  
*Wednesdays, July 1–15, 3:30 p.m.*  
Explore English grammar and vocabulary for comprehension and vocabulary development.

Virtual Event: Ask an English Teacher  
*Wednesdays, July 1–29, 4 p.m.*  
Do you have questions about how to put language together to express yourself well? Do you need more help with topics in other English classes? Well, this is the class for you!

Virtual Event: Writing Clearly for Beginners  
*Thursday, July 2–30, Noon*  
*Tuesday, July 7–28, Noon*  
Join us for a virtual meeting using Zoom where we will review different grammar points in English and basic sentence writing.

Virtual Event: English for Social Interactions  
*Mondays, July 6–27, 7 p.m.*  
Join us to learn different English idioms and phrases that are used to communicate on a daily basis.

**Language Classes**  
Virtual Event: Basic Spanish  
*Wednesday, July 1–29, 6 p.m.*  
This beginners workshop for individuals who speak little to no Spanish will cover basic grammar and vocabulary.
Virtual Event: “Hola Amigos” – Spanish from Zero for Kids  
*Mondays, July 6–20, 3 p.m.*  
This virtual Spanish class for children covers pronunciation, alphabet, sounds, syllables, the colors, the parts of the body, the numbers, the days of the week and more vocabulary.

Virtual Event: Spanish from Zero – Basics  
*Tuesday, July 7–28, 4 p.m.*  
This virtual class is designed to introduce learners to the basics of Spanish pronunciation, alphabet, sounds, syllables and vocabulary.

Virtual Event: American Sign Language 1: Basic Conversation  
*Tuesday, July 7–28, 6 p.m.*  
Learn basic skills used to communicate with the Deaf or Hard of Hearing. Learn basic communication skills, finger spelling, introduction to Deaf culture and vocabulary. Registration required.

Library Events  
Connect with the Library  
Virtual Event: Social Worker @ the Library  
Our Social Worker is available to assist with social and government services.

Virtual Event: Open Hour with a Librarian  
*Thursday, July 2–30, 2 p.m.*  
Get real-time recommendations from OCLS Librarians on what to read next or what to read on specific topics through Facebook.

Virtual Library events  
Virtual Event: DIY T-Shirt Tote Bag  
*Wednesday, July 1, 3 p.m.*  
Upcycle a well-loved t-shirt into a cute and functional tote bag at this fun online event!

Virtual Event: The Vote – Documentary Virtual Screening & Chat  
*Wednesday, July 1, 6:30 p.m.*  
Virtual preview of the new PBS documentary series, American Experience The Vote to celebrate the 100th anniversary of the 19th Amendment and women’s right to vote.

Virtual Event: Citizenship Inspired  
*Tuesdays & Wednesdays, July 7–28, 2–4 p.m.*  
*Saturdays, July 11–25 2020, 10 a.m.–11:30 a.m.*  
During this four-class virtual program, students will meet to prepare for the U.S. Naturalization (Citizenship) Test and Interview.

Virtual Event: How to Read Sheet Music  
*Saturday, July 11, 11 a.m.*  
Having treble making sense of music notation? Learn how to read sheet music with professional music instructor Don Kruger. Registration required.

Virtual Event: Navigating Health Websites  
*Thursday, July 16, 12:10 p.m.*  
Learn how to search health websites to find the information you need. This seminar is part of the monthly LIFE Information for Elders series. Registration required.
Virtual Event: Art 101 – Fantasy in Art  
*Wednesday, July 22, 6:30 p.m.*  
Artists have been imagining and depicting fantastic creatures and worlds since humanity’s earliest civilizations. Learn why fantasy continues to capture the imagination of artists today.

Virtual Event: Tai Chi  
*Saturday, July 25, 11 a.m.*  
Sifu Al Aki presents an introduction to Tai Chi. Destress by practicing meditative movements. All levels welcome. Comfortable exercise clothing and cross training or aerobic style shoes recommended.

Virtual Event: Gaining Financial Control Of Your Divorce  
*Monday, July 27, 6:30 p.m.*  
Before making any financial decisions regarding your divorce, become aware of potential pitfalls and learn the smart questions you should be asking. Registration required.

Writers Corner  
Virtual Event: OCLS Writer’s Group  
*Sunday, July 12, 4 p.m.*  
Join your fellow writers for critique, discussion and camaraderie. Writers of all genres and experience are welcome. Please attend one meeting before submitting a piece for critique.

Virtual Event: How to Sell a Memoir  
*Sunday, July 19, 2 p.m.*  
Keena Roberts, author of Wild Life, will discuss how to pitch a memoir to literary agents and publishers.

Melrose Center  
Virtual Event: Photo Composition  
*Friday, July 24, 2 p.m.*  
The rules of thirds is probably the most often referenced photography rule of composition. Learn more about the rule of thirds and how you can use it to produce more interesting and dynamic photos.

Tween/Teen Camps  
Virtual Event: Create and Animate a 3D Character  
*Thursdays, July 2–23, 2 & 4 p.m.*  
Learn to create and animate your own 3D character using Blender during these weekly sessions. This is not a series, but attending each session significantly benefits the designer. Please note: Blender software is required and free to download at blender.org. Ages 13–17.

Virtual Event: Mission to Mars  
*Tuesday–Thursday, July 7–9, 11 a.m.*  
During this three-day camp, design a mission patch on TinkerCAD and develop a rocket to transport you and your communications satellite to the red planet! Please note: TinkerCAD software is recommended but not required to attend and is free to download at tinkercad.com. Ages 11–13.

Virtual Event: Video Production Camp  
*Monday–Friday, July 20–24, 11 a.m.*  
During this five-day camp, become familiar with the principles and techniques of creating a video. Use everyday objects and skills to learn acting, lighting and camera techniques you can use where ever you go. Ages 13–17.
TEC
Live Online Excel Classes
Our instructors are teaching remotely. Become an Excel wizard, able to analyze large amounts of data with ease through intuitive spreadsheets and built-in functions. Visit ocls.info/online to view the schedule and sign up for a class. Dates, times and class offerings vary

Virtual Event: Microsoft Excel Level 1
Tuesday, July 7, 10:30 a.m.
Monday, July 13, 10:30 a.m.
Saturday, July 18, 10 a.m.
Thursday, July 23, 10:30 a.m.
Start your journey using Excel today. Input, format and save data in simple spreadsheets, then calculate data with formulas.

Virtual Event: Microsoft Excel Formulas and Functions
Saturday, July 11, 10:30 a.m.
Friday, July 24, 10:30 a.m.
Calculate your data with formulas and functions. Search the Function Library to find the perfect fit. Use date, financial, logical, lookup, math and text functions.

Virtual Event: Create Basic Spreadsheets
Wednesday, July 8, Noon
Monday, July 13, 5 p.m.
Monday, July 20, 11 p.m.
Tuesday, July 21, 3 p.m.
Wednesday, July 29, 4 p.m.
Friday, July 31, Noon
Excel just for kids! Learn how to crunch numbers in Excel and use tools to give it the perfect look for your project. Ages 10–12.

Virtual Event: Let’s Crochet Together
Break out your stash of fabric or yarn for virtual fiber arts events and classes. From getting together virtually with other fiber arts enthusiasts to learning a new skill, there is a virtual experience for you at the library. Visit ocls.info/fiber-arts to view the schedule and sign up for an event or class. Dates, times and class offerings vary.

Virtual Event: Let’s Crochet Corner to Corner - Confident Beginner Level
Friday, July 17, 2–3:30 p.m.
The sky’s the limit with corner to corner (C2C) crochet. Perfect for pillows and blankets, learn the technique to create textured fabrics in single colors and how to join multiple colors together for interesting patterns.

Virtual Event: Let’s Crochet Hogwarts House Scarf Bookmarks - Confident Beginner Level
Friday, July 31, 2–3:30 p.m.
Celebrate Harry’s birthday in style with a bookmark representing your Hogwarts house. This magical bookmark uses single crochets in your Hogwarts house colors to create a mini scarf.
Virtual Event: Solar Engineer - Hot Dog Roaster  
*Wednesday, July 1, 11 a.m.*  
It’s hot dog roasting time. In this program, you will build your own roaster just in time for lunch. This program is for kids with an adult. Only one child in the family needs to be registered.

Virtual Event: All Aboard to Explore  
*Thursday, July 2–23, 3 p.m.*  
All aboard for stories, science and more as we sail off to explore literary adventures.

Virtual Event: Sparkle Like a Unicorn  
*Tuesday, July 7, 2 p.m.*  
Fantastical fun awaits with stories and a craft. Celebrate the unique, magical and mystical unicorn! Recommended for lower and upper elementary.

Virtual Event: Mythological Moana and Maui  
*Wednesday, July 8, 2 p.m.*  
Set Sail and become a hero like Moana and Maui!

Virtual Event: Super Science  
*Wednesdays, July 8 & 22, 11 a.m.*  
Conduct awesome new experiments, learning all about chemistry, physics, earth science, and more. Recommended for upper elementary and tweens. Registration required.

Virtual Event: Imagine You’re an Artist  
*Thursday, July 9, 2 p.m.*  
You can create art from anything, anytime! Learn the techniques to create two styles of art: Mandala Dot Art and Stained-Glass Style Chalk Art. Virtual Storytime for Children.

Virtual Event: Jack Needs a Parachute  
*Friday, July 10, 10 a.m.*  
Jack is back up the beanstalk and needs your STEAM skills to construct the fastest parachute for him to escape. Recommended for lower and upper elementary.

Virtual Event: Hola Biblioteca  
*Friday, July 10, 11 a.m.*  
Take a virtual trip to the library and enjoy stories, crafts and activities. Recommended for lower and upper elementary.

Virtual Event: Imagine You’re a Monster  
*Tuesday, July 14, 2 p.m.*  
Monsters are everywhere in mythology. Celebrate these great Greek beasts with mythical crafts and activities. Virtual Storytime for Children.

Virtual Event: Mayor Buddy’s Book Club End of Book Party  
*Tuesday, July 14, 3 p.m.*  
Join Orlando Mayor Buddy’s Book Club virtual event and celebrate the completion of our latest book, *Overboard!* By Terry Lynn Johnson. Recommended for ages 8-12.
**Virtual Event: Quick Minute Science**  
*Wednesdays, July 15 & 29, 11 a.m.*
Easy and safe science activities for the entire family! Follow along through topics like space, chemistry, physical science and more! Recommended for ages 6-12.

**Virtual Event: Afternoon Art**  
*Thursday, July 16, 2 p.m.*
Discover an art adventure! Learn about a different artist and artist style each time and then create your own masterpiece. Recommended for lower and upper elementary.

**Virtual Event: The Science of Harry Potter**  
*Friday, July 17, 10 a.m.*
Enter the magical world of Harry Potter and discover the science behind powerful potions, mysterious creatures and magical spells.

**Virtual Event: A World of Nonsense**  
*Friday, July 17, 3 p.m.*
Fall down the rabbit hole and immerse yourself in a whole new world filled with wacky and wonderful characters. Don’t forget your imagination!

**Virtual Event: Feeling Good**  
*Friday, July 17, 4 p.m.*
Learn some chill skills with self-calming techniques, tips and tricks. Recommended for lower and upper elementary.

**Virtual Event: The Fairy Tales of Grimm**  
*Monday, July 20, 10 a.m.*
Explore fun-filled classical 19th Century melodramas loaded with laughs and audience participation as the Atlantic Coast Theatre performs tales from Rapunzel, Snow White, Hansel & Gretel and more!

**Virtual Event: Growing Up WILD: Lunch for Bear**  
*Monday, July 20, 1 p.m.*
Learn to live with bears by understanding the foods they eat. Recommended for lower elementary.

**Virtual Event: Calder’s Mobile Art**  
*Tuesday, July 21, 2 p.m.*
Explore the works of Alexander Calder and create your own abstract mobile.

**Virtual Event: Mythological Mermaids**  
*Thursday, July 23, 10 a.m.*
Discover more about mermaids and their magical history with stories and a craft.

**Virtual Event: Cuisine Corner Junior: Wizard Treats!**  
*Friday, July 24, 3 p.m.*
Learn to make wizard inspired treats that even muggles can enjoy!

**Virtual Event: Do You Believe in Fantastic Beasts?**  
*Friday, July 24, 10 a.m.*
Show us what you know about fantastic beasts and the magic of Harry Potter with trivia and magical challenges.
Virtual Event: A World of Color
*Tuesday, July 28, 2 p.m.*
Create abstract art using vivid colors inspired by the work of Disney artist, Mary Blair.

Virtual Event: Marvel YOU-niversity
*Wednesday, July 29, 3 p.m.*
Discover the powers of your favorite Marvel Superheros. Then help engineer a stronger mask for Iron Man.

Virtual Event: Moon Myths
*Thursday, July 30, 2 p.m.*
Do you feel different when there’s a full moon? Do you think it could be made of cheese? Find out what else people across the world believe about the moon.

Virtual Event: Red Needs a Zipline
*Friday, July 31, 10 a.m.*
Help Little Red find the quickest way through the woods and out of wolf’s reach by creating a push or pull zipline using STEAM.

Early Learning Baby
Virtual Event: Mother Goose on the Loose
*Wednesdays, July 1–29, 10 a.m.*
Using rhymes, songs, puppets, musical instruments and more, we will be interacting together to help develop important pre-literacy skills in our littlest ones! Recommended for babies.

Virtual Event: Caregiver Connect - Stay and Play
*Wednesdays, July 1–29, 10:30 a.m.*
Connect with other caregivers to meet and mingle. Encourage your little one to say hello to new and old friends as we explore creativity through songs and an activity.

Early Learning Preschool
Virtual Event: Little Picasso
*Wednesday, July 1, 2 p.m.*
Calling all preschoolers to freely and creatively explore and express themselves! Let your imagination run wild with color, texture and more! Recommended for preschoolers.

Virtual Event: Super Storytime & Craft!
*Thursday, July 2, 10 a.m.*
Mighty virtual stories and a craft for the youngest of heroes. Dress up is welcomed. Recommended for toddlers and preschoolers.

Virtual Event: Imagine You’re on a Jungle Adventure
*Tuesday, July 7, 10 a.m.*
Are you a tiger? Listen to stories and use your imagination to become a jungle animal. Recommended for preschoolers.

Virtual Event: Monsters Read Too!
*Monday, July 13, 2 p.m.*
Did you know that monsters love to read? Join us for not-so-scary stories and crafts featuring our favorite monsters. Recommended for preschoolers.
Virtual Event: Imagine You’re Casting a Spell  
*Tuesday, July 14, 10 a.m.*  
Creating magic is as easy as abracadabra or alakazam! Explore spells with mesmerizing stories, magical crafts and enchanting activities. Recommended for preschoolers.

Virtual Event: Snail Tales  
*Wednesday, July 15, 4 p.m.*  
Follow the shiny and slimy snail trail to stories, activities and crafts. Recommended for toddlers & preschoolers.

Virtual Event: Fairy Tale Fun: Imagine You’re Dancing  
*Friday, July 17, 11 a.m.*  
Exercise your preschooler’s imagination through music, movement and dance. Recommended for preschoolers.

Virtual Event: Imagine You’re a Villain  
*Tuesday, July 21, 10 a.m.*  
Crown yourself a baddie as we explore the characters on the other side of our favorite stories. Recommended for preschoolers.

Virtual Event: Little Chef: Strawberry Yogurt Parfaits  
*Thursday, July 23, 1 p.m.*  
What can you make with strawberries, graham crackers and yogurt? Practice measuring and layering as you follow along with this healthy recipe. Registration required. Recommended for preschoolers.

Virtual Event: Build a Story with Goldilocks  
*Friday, July 24, 11 a.m.*  
Investigate size through a beloved fairytale with this storytime and a craft. Recommended for toddlers and preschoolers.

Virtual Event: Imagine You’re in a Tale with a Twist  
*Tuesday, July 28, 10 a.m.*  
You’ve never heard a story told like this before! Shake up your favorite fairy tales with stories, activities and a craft. Recommended for preschoolers.

Virtual Event: Peter Rabbit’s Garden Party  
*Friday, July 31, 11 a.m.*  
Peter Rabbit loves Mr. McGregor’s garden and you will too at this wonderful garden party. Hop with us for stories, crafts and a bunny good time! Recommended for preschoolers.

Early Learning Toddler  
Virtual Event: Hear Me Roar!  
*Wednesday, July 1, 4 p.m.*  
Stomp, jump and roar your way through a dino-mite adventure as you learn about dinosaurs with a variety of activities. Recommended for toddlers and preschoolers.

Virtual Event: You Are My Sunshine  
*Tuesday, July 7, 11 a.m.*  
Celebrate a positive mindset and sunshiny moments by singing songs, reading stories and learning crafts and activities sure to make your little one smile! Recommended for toddlers and preschoolers.
Virtual Event: Stories & Stretches  
*Wednesday, July 8, 4 p.m.*
Calling all little yogis and wiggleworms for a special movement storytime focusing on motor development that is filled with stories, songs and fun! Recommended for toddlers and preschoolers.

Virtual Event: Now I’m Big  
*Thursday, July 9, 10 a.m.*
Let’s come together to explore our surroundings. Enhance your gross motor skills through activities that will get your large muscles movin’. Recommended for toddlers.

Virtual Event: Artsy Toddler  
*Tuesdays, July 14 & 28, 11 a.m.*
Paint, paste, glue, stamp and create! Young children will enjoy stories, songs and exploring age-appropriate art experiences. Recommended for toddlers.

Virtual Event: Hungry for Concepts  
*Thursday, July 16, 10 a.m.*
Wiggle through interactive stations inspired by The Very Hungry Caterpillar creator, Eric Carle! Soar through basic concepts that will make your wings fly through this virtual storytime.

Virtual Event: Pirates and Princesses  
*Wednesday, July 29, 2 p.m.*
Ahoy, mateys! Come to our royal romp full of swashbuckling stories, side-splitting sea shanties, and other fantastic fun. Recommended for toddlers & preschoolers.

Virtual Event: Good Morning, Farm!  
*Thursday, July 30, 10 a.m.*
Say hello to all your farm friends with stories and fun hands-on learning. Recommended for toddlers.

Family  
Virtual Event: ArtMazing  
*Thursday, July 2, 11 a.m.*
Unleash your inner artist and discover your creative side in this all-ages art exploration. Inspiration is a must! Recommended for families.

Virtual Event: Central Florida Zoo presents Happy Habitats  
*Monday, July 6, 10 a.m.*
Discover how different animals have adapted to their habitats and meet exotic species from all over the planet. Recommended for families.

Virtual Event: Pajama Party  
*Monday, July 6, 7 p.m.*
Put on your pajamas and join us virtually for stories, songs, and a craft.

Virtual Event: I Love Manatees  
*Thursday, July 9, 11 a.m.*
Show some love for Florida’s state marine animal with stories, crafts and activities. Recommended for families.

Virtual Event: The Glen Foster Show  
*Monday, July 13, 10 a.m.*
It’s time for mayhem with award-winning comedy magician Glen Foster! Recommended for families.
Virtual Event: Dragonology  
*Wednesday, July 15, 3 p.m.*
Do you believe in dragons? If you are a true believer, you don’t want to miss this exciting virtual adventure to discover the truth about these legendary creatures. Recommended for families.

Virtual Event: Growing Up WILD: Lunch for Bear  
*Monday, July 20, 1 p.m.*
Learn to live with bears by understanding the foods they eat. Recommended for lower elementary.

Virtual Event: I Wish I May  
*Thursday, July 23, 11 a.m.*
Design your own magical bottle and complete it with a single wish! Inspired by Kelly Link’s short story ‘The Surfer.’ Registration required. Recommended for families.

Virtual Event: Hair Styling 101  
*Sunday, July 26, 2 p.m.*
Learn how to easily braid and twist your child’s natural hair into a protective style. Explore healthy braiding technique and get advice on the best hair tools for textured hair. Registration required.

Virtual Event: JiggleMan  
*Monday, July 27, 10 a.m.*
Get ready to laugh out loud and be amazed by the jumping, joking and juggling, JiggleMan! Recommended for families.

Virtual Event: Pokemon Party!  
*Monday, July 27, 4 p.m.*
Calling all trainers big and small: we choose you to party like a Pikachu! Virtual fun and a craft. Recommended for families.

Virtual Event: Summer Snacks: Puppy Chow  
*Tuesday, July 28, 1 p.m.*
Want an easy treat for a summer snack? Learn how to make this salty and sweet snack! Recommended for families.

Virtual Event: A World of Color  
*Tuesday, July 28, 2 p.m.*
Create abstract art using vivid colors inspired by the work of Disney artist, Mary Blair. Recommended for lower and upper elementary.

Virtual Event: Star Wars Galactic Games  
*Thursday, July 30, 11 a.m.*
Believe in the force, do you? Take the oath, construct your lightsaber craft and get into gear with stories inspired by a galaxy far, far away. Recommended for families.

Teens  
Virtual Event: Are You Smarter Than Mother Goose?  
*Wednesday, July 1, 6 p.m.*
Put your knowledge to the test! Use your facts about folktales, fairytales, and nursery rhymes to unscramble the elements of these twisted tales through trivia. Recommended for tween and teens.
Virtual Event: Drawing Club  
Monday, July 6, 2 p.m.
Try out new drawing techniques each month and experiment with your fellow artists! Recommended for upper elementary, tweens and teens. Space is limited. Registration required.

Virtual Event: Animal Crossing Club  
Monday, July 6, 4 p.m.
Calling all Animal Crossing Fans! Connect with other fans of this popular game and learn tips and tricks to grow your island.

Virtual Event: A Grimm Escape  
Tuesday, July 7, 4 p.m.
Channel the cleverness of Rumpelstiltskin, the kindness of Snow White and the determination of the Evil Queen to puzzle your way out of a fairytale-themed escape room. Recommended for tweens & teens.

Virtual Event: Teen Art Adventures: Watercolor Rose  
Friday, July 10, 2 p.m.
Create a beautiful watercolor rose using glue and basic art supplies. Recommended for tweens and teens.

Virtual Event: Beast’s Rose  
Wednesday, July 15, 6 p.m.
Create a beautiful rose illustration using basic art supplies. For teens ages 13-17.

Virtual Event: Teen Art Adventures - Paper Weaving  
Tuesday, July 21, 4 p.m.
Learn to create a beautiful woven wall hanging using only strips of paper! Recommended for tweens.

Virtual Event: Cuisine Corner Junior: Pizza Planet Dip  
Thursday, July 23, 2 p.m.
Tickle your taste buds with a unique twist on a family favorite as we turn pizza into a delicious dip! Recommended for upper elementary, tweens and teens.

Virtual Event: Teen Art Adventure Somewhere Over the Rainbow  
Friday, July 24, 2 p.m.
No pot of gold here...just beautiful art created from colorful lines cut and rearranged into an extraordinary rainbow. Recommended for tweens and teens.

Virtual Event: Fashion Forward  
Thursday, July 30, 3 p.m.
What will you wear to school this year? Find new ideas and create your own inspiration board. Recommended for tweens and teens.
Orange County Library System
Board of Trustees Meeting
July 9, 2020

Public Comment:
Non-Agenda Items