Orange County Library System
Board of Trustees Meeting

Board Packet for October 2019
October 4, 2019

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

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

From: Mary Anne Hodel, Director

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 6:00 p.m. on Tuesday,
October 8, 2019; Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801;
407.835.READ (7323).

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

cc: Aurora Realin - Liaison, Nominating Board ~ City of Orlando
AGENDA
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
October 8, 2019 ~ 6:00 p.m. - TUESDAY
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

19-126 I. Call to Order

II. Public Comment Policy & Procedures

19-127 III. Approval of Minutes: Library Board of Trustees Meeting ~ September 12, 2019

19-128 IV. Staff Presentations: The Local Wanderer ~ Michael Donohue

19-129 V. Financial Statements and Summaries: September 2019

19-130 VI. Dashboard: September 2019

19-131 VII. Action Items

19-132 Election of Board Officers and Committee Appointments

19-133 Continuing Construction Management Services Firm Selection: Kris Shoemaker

19-134 VIII. Discussion and Possible Action Items

19-135 Director's Evaluation & Personnel Committee Meeting: Evaluation and Minutes Approval: President Lisa Franchina

18-136 Director’s Goals FY 2019 ~ 4th Quarter Update: President Lisa Franchina

18-137 Strategic Plan FY 2019 ~ 4th Quarter Update

18-138 Director’s Goals FY 2020 ~ Draft

19-139 IX. Information

19-140 Director’s Report

19-141 Public Comment: Non-Agenda Items

X. Adjournment

Next Meeting Dates: November 14, 2019 ~ Fairview Shores Branch Library; 902 Lee Road; Orlando, Florida 32810 --- December 11, 2019 ~ WEDNESDAY ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.

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

In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this proceeding due to a disability as defined by ADA may arrange for reasonable accommodations by contacting the Director’s Office on the fifth floor of the Main Library in person or by phone at 407.835.7611 at least two days prior to the meeting.
Orange County Library System
Board of Trustees Meeting
October 8, 2019

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

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

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

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

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

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

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

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

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

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

Meetings:

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

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

**Conduct of Meetings:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Penalties: Any action taken at a meeting not open to the public, whether intentional or unintentional, is void. The law provides penalties for not complying with the Sunshine Law including criminal penalties, removal from the board position, fines up to $500, and an award of reasonable attorney’s fees against the board found to have violated the Sunshine Law.
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Approval of Minutes: Library
Board of Trustees Meeting
September 12, 2019
MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
September 12, 2019 ~ 6:00 p.m.
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

Library Board Present: Lisa Franchina (9/0); Marucci Guzmán (9/1);
Ted Maines (12/3 - City); Richard Maladecki (9/0);
Nicole Benjamin (6/1 – City)

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

Administration Absent: Steve Powell

19-108 I. Call to Order
President Franchina called the meeting to order at 6:01 p.m.

19-109 II. Public Comment Policy & Procedures

19-109 III. Approval of Minutes: Library Board of Trustees Meeting ~
August 8, 2019
Vice President Guzmán, seconded by Trustee Maladecki, move to approve the minutes for
the August 8, 2019 Library Board of Trustees Meeting. Motion carried 5-0.

19-110 IV. Staff Presentations: None

19-111 V. Financial Statements and Summaries: August 2019

19-112 VI. Dashboard: August 2019
CBO Stone highlighted some recent events that had a positive impact on attendance.
These events included the end of summer events at several locations with attendance of
1,100 and the annual Romance, Wine & Chocolate event at Chickasaw that had 129 in
attendance despite the forecasted Hurricane Dorian.

19-113 VII. Action Items

19-114 Consent Agenda Items:
Trustee Maladecki, seconded by Trustee Maines moved to approve the items on the
Consent Agenda. Motion carried 5-0.

19-115 Approval of Document for State Aid to Libraries:
➢ Annual Plan of Service FY 2020
The Board approved the Annual Plan of Service for FY 2020.

19-116 Request to Serve Alcohol
The Board authorized the serving of alcoholic beverages in accordance with the Board-
approved policy at the Booktoberfest event on October 4, 2019 at the Orlando Public
Library.

19-117 Non-Consent Agenda Items:

19-118 Mechanical, Electrical and Plumbing Continuing Contracts: Kris Shoemaker
Vice President Guzmán, seconded by Trustee Maladecki, moved to approve the
following ranking of firms for Continuing MEP Engineering Services Selection for the
Library, and to authorize staff to negotiate a Continuing Services contract for MEP Engineering services with the approved firms in order of rank.

1. TLC Engineering (TLC)
2. C&S Consulting (C&S)
3. Hanson Engineering (HANSON)

Motion carried 5-0.

19-119 Architectural Engineer Continuing Contracts: Kris Shoemaker
Vice President Guzmán, seconded by Trustee Benjamin, moved to approve the following ranking of firms for Continuing AE Services Selection for the Library, and to authorize staff to negotiate a Continuing Services contract for AE services with the approved firms in order of rank.

1. Borrelli & Partners (BORRELLI)
2. Song & Associates (SONG)
3. KMF Architects (KMF)

Motion carried 5-0.

19-120 VIII. Discussion and Possible Action Items

19-121 Bathroom Renovation Update: Kris Shoemaker
The Board requested an update regarding increasing the size of the doors and walls for the recently approved and upcoming bathroom renovation projects at the Southwest, South Trail and Southeast Branches. CFO Shoemaker informed the Board that in addition to 60-inch doors and walls, 72-inch ones are available as well. He further stated that both sizes of the doors will have piano hinges that block the gaps between the doors and the walls, thus preventing one from peeking in a stall. He further stated that the 72-inch doors and walls will make it difficult for floor cleaning and ensuring there is only one person in a stall at a time. Discussion ensued regarding safety and privacy, as well as the potential of the 72-inch doors and walls not being available in time to complete the Southwest bathroom renovation, the first project, on schedule. Trustee Maines stated it is important for transgender customers to feel safe and secure while using the restroom. Further, it was discussed that plumbing changes should not be made to accommodate the 72-inch doors and walls.

Trustee Maines motioned to use 72-inch walls and doors for these three branch renovation projects that can accommodate them. Trustee Maladecki seconded the motion with the caveat that the Southwest Branch bathroom project is not delayed if the taller walls and doors are not available in time to finish the project on schedule. President Franchina added that this change is only for these three bathroom renovation projects and not a policy change. Motion carried 4-1, with President Franchina voting nay.

19-122 Closed Day Schedule FY 2020

19-123 IX. Information

19-124 Director’s Report
Permission to enter the West Orange parcels the Library is considering purchasing should be given sometime in October 2019. The Library is arranging to contract with a firm to inspect and perform certain soil tests on the properties to determine suitability and percentage of usable, buildable space.
The Library has had favorable conversations with the City of Orlando to lease a parcel of land in the Lake Nona area for a potential branch site.

**Public Comment: Non-Agenda Items**

**X. Adjournment**
President Franchina adjourned the meeting at 6:53 p.m.

**Next Meeting Dates:** October 8, 2019 ~ **TUESDAY** ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- November 14, 2019 ~ Fairview Shores Branch Library; 902 Lee Road; Orlando, Florida 32810.

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

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Staff Presentation: The Local Wanderer ~ Michael Donohue
Orange County Library System
Board of Trustees Meeting
October 8, 2019

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

Revenues:

*Ad Valorem Taxes:*  
The Library budgeted $43,905,000 for Ad Valorem Taxes in FY 2018-19 based on property tax values, millage rate of 0.3748 and a 5% statutory deduction. So far this year we have received $44,157,999 or 100.6% of the budget. This revenue is 9.6% higher than the same time in FY 2017-18.

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

*PC Pass and PC Express:*  
Revenues from PC Pass and PC Express are at 71.4% and 65.2% respectively of budget. These revenues are down 21.0% and 33.5% respectively compared to last year’s actuals. The main reason for lower actuals is that the Library started to offer free Wi-Fi in 2018. For the FY 2019-20 budget, these revenues will be budgeted lower.

*Faxes and Scans:*  
Revenues from Faxes and Scans are at 86.5% and 114.6% respectively of budget. These revenues are down 13.0% and 5.99% respectively compared to last year’s actuals. Combined, these two accounts are 95.7% of budget and are down 10.3% compared to FY 2017-18.

*Passport Facility & Photo Fees:*  
This is a new revenue source for the Library. We started offering Passport Application Processing along with Photos on September 11th. The $1,485 received in September is only for 2 weeks of service.

*Fines and Lost Materials:*  
Revenues from Fines and Lost Materials are at 107.4% of budget. These revenues are down 14.8% compared to FY 2017-18 actuals and 29.9% down against the 5 year average. The main reason for the reduction in revenue is the increase in use of digital materials which are not subject to being late or lost. This trend of decreasing revenue from fines and lost materials will continue.

*Investment Earnings:*  
The Library takes a conservative approach when budgeting for Interest Revenues as the investment markets can be, and have been, quite volatile. While we appreciate the current investment market results (a 73.2% increase as compared to FY 2017-18 revenues), 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 environment.

*Internet Discount:*  
This account is used to record a “rebate” we receive from the Federal Government, based on our purchases of Internet Connectivity Equipment. This “rebate” is based on purchases and an extensive application process between July 1st and June 30th of each year. The Library received $78,207 or 99.0% of the budgeted revenues, this is a 59.8% reduction vs FY 2017-18 revenues.

*Transfer From Tax Collector:*  
This account is used to record our revenue share from the Tax Collector Office. It will now be received in October and recorded as a revenue for FY 2018-19.
Expenses:

Defined Benefit Pension Plan:
The Defined Benefit Pension Plan Expenditures are at 138.7% of the budget. This Plan is a traditional retirement plan covering full time employees hired prior to January 1, 2007. This Plan closed to new employees starting in January 2007.

Contributions to the Plan are actuarially determined at the beginning of each calendar year. As noted in the March 31, 2019 financial statements, this fund experienced an unfavorable investment return in calendar year 2018. We expect to overspend this account by approximately $275,000 in the current fiscal year. The off-setting account is Building Improvements.

Retiree Health Care (OPEB):
The Retiree Health Care (OPEB) expenditures are at 129.6% of the budget. This plan tracks the healthcare cost of our retirees. FY 2018-19 actuals are 29.8% higher than FY 2017-18 and 6.5% higher than the 5 year average. The increase is based on revised actuarial estimates based on retiree healthcare supplement approved by the Board in March 2019.

Professional Services:
The Professional Services Expenditures are at 87.1% of budget. These expenditures are 8.9% below the 5 year average and 3.1% higher than FY 2017-18 actuals.

Other Contractual Services:
The Other Contractual Services Expenditures are at 94.0% of budget. The expenditures in this include such services as police service, banking fees, Brinks services, marketing and programming. The expenses are 1.7% below FY 2017-18 Actuals.

Rentals and Leases:
The expenditures in this category through August are at 87.5% of budget. The main reason is that we had budgeted funds to lease a facility in the Horizon West area which has not materialized.

Repairs and Maintenance:
The expenditures in this category relate to the maintenance of the Library’s facilities and equipment. Preliminary through September, we have expended 115.1% of the budget. We will overspend this account by approximately $250,000. The major reason for the over spending is the recent failures of various HVAC systems, which cost approximately $148,000 to repair/replace the HVAC units. Additionally, we have had extensive roof repairs costing approximately $60,000. We have also incurred approximately $40,000 of unexpected electrical repairs and data cable installations.

Supplies:
The expenditure in this category are at 123.1% of budget. We will overspend this expenditure item by approximately $150,000. The main reasons for the over expenditure were the 5th floor cubicles and furniture (which were ordered as part of the project in FY 17-18, but did not arrive and were billed in November of 2019), Fairview Shores furniture, some new staff chairs throughout the Library as they had exceeded their useful life, as well as additional supplies needed for program materials, library cards and tattle tapes. The off-setting account is Building Improvements.

Supplies Hardware/Software:
The expenditure in this category are at 127.5% of budget. We will overspend this expenditure item by approximately $125,000. The main reason for the over expenditure is the lower cost of replacement computers. We anticipated the computers to exceed the $1,000 threshold to be capitalized, but they came in under that limit and thus are considered Supplies. The off-setting account is Hardware/Software, which is underspent by $216,299.

Building Improvements Expense:
The Library budgeted $1,500,000 to expand the South Creek Branch, which will not occur in FY 2018-19. We also budgeted $350,000 for the Emergency Generator Replacement Project, of which the design will occur in FY 2018-19 and construction will occur in FY 2019-20. Similarly, we budgeted for $335,000 to renovate the restrooms at the South Trail and Southeast Branches. The design will occur in FY 2018-19 and construction will occur in FY 2019-20.
REVENUES

- Ad Valorem Taxes: 94%
- Fines: 1%
- Charges for Services / Misc: 5%

EXPENDITURES

- Salaries and Benefits: 55%
- Library Materials/ Capital: 13%
- Operating/Trans to Cap Proj Fund: 32%
## ORANGE COUNTY LIBRARY DISTRICT
### OPERATING FUND REVENUE SUMMARY
**Twelve Months Ended September 30, 2019**

**Preliminary**

<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(12 months=100%)</th>
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<tbody>
<tr>
<td><strong>AD VALOREM TAXES</strong></td>
<td>43,905,000</td>
<td>44,157,999</td>
<td>100.6%</td>
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<td><strong>INTERGOVERNMENTAL</strong></td>
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<tr>
<td>State &amp; Federal Grant</td>
<td>-</td>
<td>59,708</td>
<td>-</td>
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<tr>
<td>State Aid</td>
<td>982,000</td>
<td>830,417</td>
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<td><strong>CHARGES FOR SERVICES</strong></td>
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<tr>
<td>Fee Cards</td>
<td>18,000</td>
<td>23,719</td>
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<td>PC Pass ($10 for 7 days)</td>
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<td>3,571</td>
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<td>PC Express ($5 for 1 hour)</td>
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<td>Classes</td>
<td>6,000</td>
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<td>Meeting Rooms</td>
<td>62,000</td>
<td>60,985</td>
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<td>Faxes</td>
<td>72,000</td>
<td>62,260</td>
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<td>Scans</td>
<td>35,000</td>
<td>40,104</td>
<td>114.6%</td>
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<tr>
<td>Ear Buds &amp; Jump Drives</td>
<td>6,000</td>
<td>6,286</td>
<td>104.8%</td>
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<td>Reference Charges</td>
<td>1,000</td>
<td>193</td>
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<tr>
<td>Bag Sales</td>
<td>5,000</td>
<td>4,117</td>
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<tr>
<td>Replace Library Cards</td>
<td>42,000</td>
<td>28,831</td>
<td>68.6%</td>
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<tr>
<td>Copy &amp; Vending</td>
<td>230,000</td>
<td>225,130</td>
<td>97.9%</td>
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<tr>
<td>Passport Facility &amp; Photo Fees</td>
<td>-</td>
<td>1,485</td>
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<tr>
<td>Special Events</td>
<td>1,000</td>
<td>1,126</td>
<td>112.6%</td>
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<tr>
<td></td>
<td><strong>493,000</strong></td>
<td><strong>470,315</strong></td>
<td><strong>95.4%</strong></td>
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<tr>
<td><strong>FINES &amp; LOST MATERIALS</strong></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>600,000</td>
<td>644,151</td>
<td>107.4%</td>
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<tr>
<td><strong>MISCELLANEOUS</strong></td>
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<tr>
<td>Investment Earnings</td>
<td>200,000</td>
<td>546,773</td>
<td>273.4%</td>
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<tr>
<td>Sales of Surplus Property</td>
<td>-</td>
<td>7,532</td>
<td>-</td>
</tr>
<tr>
<td>Contributions - Friends of Library</td>
<td>61,000</td>
<td>59,198</td>
<td>97.0%</td>
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<tr>
<td>Contributions - Others</td>
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<tr>
<td>Internet Discount</td>
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<td>99.0%</td>
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<tr>
<td>Grants &amp; Awards</td>
<td>20,000</td>
<td>45,632</td>
<td>228.2%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>50,000</td>
<td>73,614</td>
<td>147.2%</td>
</tr>
<tr>
<td></td>
<td><strong>430,000</strong></td>
<td><strong>827,294</strong></td>
<td><strong>192.4%</strong></td>
</tr>
<tr>
<td><strong>TRANSFER FR PROP APPRAISER</strong></td>
<td>10,000</td>
<td>17,469</td>
<td>174.7%</td>
</tr>
<tr>
<td><strong>TRANSFER FR TAX COLLECTOR</strong></td>
<td>400,000</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>46,820,000</strong></td>
<td><strong>47,007,353</strong></td>
<td><strong>100.4%</strong></td>
</tr>
</tbody>
</table>
### ORANGE COUNTY LIBRARY DISTRICT
#### OPERATING FUND EXPENDITURE SUMMARY
#### Twelve Months Ended September 30, 2019
#### Preliminary

**ANNUAL BUDGET** | **YTD ACTUAL** | **(12 months=100%)**
--- | --- | ---

#### SALARIES & BENEFITS
- **Salaries**: 17,762,000 / 17,021,919 (95.8%)
- **Medicare Taxes**: 258,000 / 240,728 (93.3%)
- **Defined Contribution Pension Plan**: 1,333,000 / 1,272,322 (95.4%)
- **Defined Benefit Pension Plan**: 700,000 / 970,762 (138.7%)
- **Money Purchase Pension Plan**: 839,000 / 821,256 (97.9%)
- **Life and Health Insurance (Employees)**: 3,127,000 / 2,859,376 (91.4%)
- **Retiree Health Care (OPEB)**: 540,000 / 700,000 (129.6%)
- **Worker's Compensation**: 115,000 / 111,928 (97.3%)
- **Unemployment Compensation**: 20,000 / 3,300 (16.5%)
- **Parking & Bus Passes**: 225,000 / 215,877 (95.9%)

Total: 24,919,000 / 24,217,468 (97.2%)

#### OPERATING
- **Professional Services**: 240,000 / 208,999 (87.1%)
- **Other Contractual Services**: 1,775,000 / 1,668,421 (94.0%)
- **Other Contract. Serv.- Janitorial**: 340,000 / 319,303 (93.9%)
- **Training and Travel**: 75,000 / 85,804 (114.4%)
- **Telecommunication**: 300,000 / 250,724 (83.6%)
- **Delivery and Postage**: 1,086,000 / 1,059,726 (97.6%)
- **Utilities**: 950,000 / 840,981 (88.5%)
- **Rental and Leases**: 1,323,000 / 1,157,087 (87.5%)
- **Insurance**: 330,000 / 295,872 (89.7%)
- **Repairs and Maintenance**: 1,150,000 / 1,323,436 (115.1%)
- **Repairs & Maint. - Hardware/Software**: 880,000 / 854,811 (97.1%)
- **Copying/Printing**: 255,000 / 257,513 (101.0%)
- **Property Appraiser's Fee**: 325,000 / 376,453 (115.8%)
- **Tax Collector's Fee**: 890,000 / 869,345 (97.7%)
- **Supplies**: 550,000 / 677,198 (123.1%)
- **Supplies-Hardware/Software**: 350,000 / 446,294 (127.5%)
- **Memberships**: 20,000 / 12,487 (62.4%)

Total: 10,839,000 / 10,704,454 (98.8%)

#### CAPITAL OUTLAY
- **Building and Improvements**: 2,875,000 / 959,117 (33.4%)
- **Equipment and Furniture**: 150,000 / 222,930 (148.6%)
- **Hardware/Software**: 550,000 / 333,701 (60.7%)

Total: 3,575,000 / 1,515,748 (42.4%)

#### LIBRARY MATERIALS
- **Materials - Restricted Contributions**: 10,000 / 13,462 (134.6%)
- **Materials - Other**: 4,500,000 / 4,098,265 (91.1%)

Total: 4,510,000 / 4,111,727 (91.2%)

#### TRANSFER TO CAPITAL PROJECTS FUND
- **3,300,000 / 3,300,000 (100.0%)**

#### TOTAL EXPENDITURES
- **47,143,000 / 43,849,397 (93.0%)**
ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Twelve Months Ended September 30, 2019  
Preliminary

<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(12 months= 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>32,000</td>
<td>122,750</td>
<td>383.6%</td>
</tr>
<tr>
<td>Transfer from Operating Fund</td>
<td>3,300,000</td>
<td>3,300,000</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>3,332,000</td>
<td>3,422,750</td>
<td>102.7%</td>
</tr>
</tbody>
</table>

|                      |               |            |                   |
| **EXPENDITURES**     |               |            |                   |
| New Branch           | 250,000       | -          | 0.0%              |
| Reserves             | 3,082,000     | 3,422,750  | 111.1%            |
| **TOTAL EXPENDITURES** | 3,332,000     | 3,422,750  | 102.7%            |
### ORANGE COUNTY LIBRARY DISTRICT
### SINKING FUND
### Twelve Months Ended September 30, 2019
### Preliminary

<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(12 months= 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>5,000</td>
<td>8,982</td>
<td>179.6%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>5,000</td>
<td>8,982</td>
<td>179.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EXPENDITURES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reserves-Building and Improvements</td>
<td>2,750</td>
<td>4,940</td>
<td>179.6%</td>
</tr>
<tr>
<td>Reserves - Technology</td>
<td>2,250</td>
<td>4,042</td>
<td>179.6%</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td>5,000</td>
<td>8,982</td>
<td>179.6%</td>
</tr>
</tbody>
</table>
ORANGE COUNTY LIBRARY DISTRICT
PERMANENT FUND
Twelve Months Ended September 30, 2019
Preliminary

<table>
<thead>
<tr>
<th></th>
<th>ANNUAL BUDGET</th>
<th>YTD ACTUAL</th>
<th>(12 months=100%)</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>65,532</td>
<td>262.1%</td>
</tr>
<tr>
<td>TOTAL REVENUES</td>
<td>25,000</td>
<td>65,532</td>
<td>262.1%</td>
</tr>
<tr>
<td><strong>EXPENDITURES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>-</td>
<td>50,000</td>
<td>-</td>
</tr>
<tr>
<td>Reserves</td>
<td>25,000</td>
<td>15,532</td>
<td>62.1%</td>
</tr>
<tr>
<td>TOTAL EXPENDITURES</td>
<td>25,000</td>
<td>65,532</td>
<td>262.1%</td>
</tr>
</tbody>
</table>
ASSETS

Cash on Hand 14,419
Equity in Pooled Cash 1,090,574
Equity in Pooled Investments 15,622,780
Accounts Receivable 6,213
Interest Receivable
Inventory 155,056
Prepaids 169,523
Other Assets-Deposits 9,865

TOTAL ASSETS 17,068,430
ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - LIABILITIES & FUND BALANCE
September 30, 2019
Preliminary

<table>
<thead>
<tr>
<th>LIABILITIES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>508,597</td>
</tr>
<tr>
<td>Accrued Wages Payable</td>
<td>707,483</td>
</tr>
<tr>
<td>Accrued Sales Tax</td>
<td>2,123</td>
</tr>
<tr>
<td>Accrued Fax Tax</td>
<td>277</td>
</tr>
<tr>
<td>Employee Payroll Deductions:</td>
<td></td>
</tr>
<tr>
<td>United Appeal</td>
<td>44</td>
</tr>
<tr>
<td>Optional Life</td>
<td>2,153</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>1,295</td>
</tr>
<tr>
<td>Vision Plan</td>
<td>1,308</td>
</tr>
<tr>
<td>Weight Watchers</td>
<td>731</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>287</td>
</tr>
<tr>
<td>Daughters of American Revolution</td>
<td>139</td>
</tr>
<tr>
<td>Staff Association</td>
<td>1,880</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>1,226,317</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FUND BALANCE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Nonspendable:</td>
<td></td>
</tr>
<tr>
<td>Inventory</td>
<td>155,056</td>
</tr>
<tr>
<td>Prepaid Items and Deposits</td>
<td>179,388</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>
<tr>
<td>Committed:</td>
<td></td>
</tr>
<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>Assigned:</td>
<td></td>
</tr>
<tr>
<td>Fiscal Year 2019 Budget</td>
<td>323,000</td>
</tr>
<tr>
<td>Unassigned</td>
<td>7,060,368</td>
</tr>
<tr>
<td>Current Year Revenue over Expenditures</td>
<td>3,157,956</td>
</tr>
<tr>
<td><strong>TOTAL FUND BALANCE</strong></td>
<td><strong>15,842,113</strong></td>
</tr>
</tbody>
</table>

**TOTAL LIABILITIES & FUND BALANCE**: **17,068,430**
## OPERATING

<table>
<thead>
<tr>
<th></th>
<th>BALANCE 08/31/19</th>
<th>RECEIPTS</th>
<th>DISBURSE</th>
<th>BALANCE 09/30/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equity in Pooled Cash</td>
<td>1,881,861</td>
<td>2,348,415</td>
<td>3,139,702</td>
<td>1,090,574</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>18,070,317</td>
<td>27,463</td>
<td>2,475,000</td>
<td>15,622,780</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>19,952,178</strong></td>
<td><strong>2,375,878</strong></td>
<td><strong>5,614,702</strong></td>
<td><strong>16,713,354</strong></td>
</tr>
</tbody>
</table>

## SINKING

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Equity in Pooled Investments</td>
<td>514,513</td>
<td>700</td>
<td>-</td>
<td>515,213</td>
</tr>
</tbody>
</table>

## CAPITAL PROJECTS

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Equity in Pooled Investments</td>
<td>8,506,552</td>
<td>286,394</td>
<td>-</td>
<td>8,792,946</td>
</tr>
</tbody>
</table>

## SELF FUNDED HEALTH

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Equity in Pooled Cash</td>
<td>246,067</td>
<td>244,752</td>
<td>148,916</td>
<td>341,903</td>
</tr>
<tr>
<td>Claims Payment Checking Account</td>
<td>72,000</td>
<td>141,976</td>
<td>141,976</td>
<td>72,000</td>
</tr>
<tr>
<td>Equity in Pooled Investments</td>
<td>4,255,972</td>
<td>5,794</td>
<td>-</td>
<td>4,261,766</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4,574,039</strong></td>
<td><strong>392,522</strong></td>
<td><strong>290,892</strong></td>
<td><strong>4,675,669</strong></td>
</tr>
</tbody>
</table>
### ORANGE COUNTY LIBRARY DISTRICT

#### GENERAL POOLED INVESTMENTS

**September 30, 2019**

**Preliminary**

<table>
<thead>
<tr>
<th>INVESTMENT TYPE</th>
<th>DOLLARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>US TREASURY SECURITIES</td>
<td>12,976,251</td>
</tr>
<tr>
<td>MONEY MARKET FUNDS</td>
<td></td>
</tr>
<tr>
<td>Federated Treasury Obligations Fund</td>
<td>673,619</td>
</tr>
<tr>
<td>Federated Government Obligations Fund</td>
<td>1,082,890</td>
</tr>
<tr>
<td>LOCAL GOVERNMENT INVESTMENT POOLS</td>
<td></td>
</tr>
<tr>
<td>Florida Safe</td>
<td>7,618,883</td>
</tr>
<tr>
<td>Florida Prime (SBA)</td>
<td>6,841,062</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>29,192,705</strong></td>
</tr>
</tbody>
</table>

**Preliminary**

- **US Treasury Securities**, 45%
- **Florida Prime**, 23%
- **Florida Safe**, 26%
- **Federated Treasury Obligations Fund**, 4%
- **Federated Government Obligations Fund**, 2%
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Dashboard: September 2019
**Monthly Report for September 2019**

**Users**
- **Active Cards**: 203,103 downloads compared to 186,855 downloads, up 8.70%.
- **New Registrations**: 4,983 compared to 6,465, down 22.92%.
- **VLC Registrations**: 248,143 compared to 241,781, up 2.63%.
- **Transactions**: 78,463 compared to 76,922, up 2.00%.

**Overall, digital usage was up 9% comparing September 2019 with 203,103 downloads compared to September 2018 with 186,855 downloads. This continues the trend of increased usage of digital resources and the daily average for digital downloads last month was 6,770.**

**RBStreaming - Acorn** was the top performer with 1,223 views/82% of usage. This is followed by Great Courses (171 views/11%) and Qello (101 views/7%), Pongalo (4 views/0%). The 1,499 views come from 210 licenses. Hoopla - New registrations last month were 575. The average number of circs per user was 3.9 and 744 users used the maximum 10 borrows. The Hoopla usage breakdown remains consistent: Audiobooks at 47%, Movies/TV = 14%, Music = 9%, eBooks = 23% and Comics = 7%.

**The Passport application service is off and running. There were 52 applications completed in September in just nine days and there are 45 appointments scheduled for October.**

Due to Hurricane Dorian, all library locations were closed September 3rd and 4th which had a direct impact on class and event attendance, door count and physical item circulation.

---

**Resources Accessed**

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Items Used</td>
<td>427,528</td>
<td>487,830</td>
<td>-12.36%</td>
</tr>
<tr>
<td>Database Use</td>
<td>203,091</td>
<td>217,721</td>
<td>-6.72%</td>
</tr>
<tr>
<td>Digital Products</td>
<td>84,555</td>
<td>44,080</td>
<td>91.82%</td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>203,103</td>
<td>186,855</td>
<td>8.70%</td>
</tr>
<tr>
<td>Computer Services</td>
<td>76,062</td>
<td>84,533</td>
<td>-10.02%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>994,339</td>
<td>1,021,019</td>
<td>-2.61%</td>
</tr>
</tbody>
</table>

---

**Net Promoter Score**

- **Door count**: 203,164 compared to 227,824, down 10.82%.
- **MAYL Packages**: 36,671 compared to 36,737, down 0.18%.
- **External Web Visits**: 164,846 compared to 146,276, up 12.70%.
- **Catalog Searches**: 486,335 compared to 507,694, down 4.21%.
- **Questline Calls**: 7,325 compared to 7,621, down 3.88%.
- **Social Media**: 51,037 compared to 37,099, up 37.57%.
- **Electronic Contacts**: 365,259 compared to 343,773, up 6.25%.
- **TOTAL**: 1,314,637 compared to 1,307,024, up 0.58%.

**Mystery Shopper Scores**

Overall, digital usage was up 9% comparing September 2019 with 203,103 downloads compared to September 2018 with 186,855 downloads. This continues the trend of increased usage of digital resources and the daily average for digital downloads last month was 6,770.

RBStreaming - Acorn was the top performer with 1,223 views/82% of usage. This is followed by Great Courses (171 views/11%) and Qello (101 views/7%). Pongalo (4 views/0%). The 1,499 views come from 210 licenses. Hoopla - New registrations last month were 575. The average number of circs per user was 3.9 and 744 users used the maximum 10 borrows. The Hoopla usage breakdown remains consistent: Audiobooks at 47%, Movies/TV = 14%, Music = 9%, eBooks = 23% and Comics = 7%.

The Passport application service is off and running. There were 52 applications completed in September in just nine days and there are 45 appointments scheduled for October.

Due to Hurricane Dorian, all library locations were closed September 3rd and 4th which had a direct impact on class and event attendance, door count and physical item circulation.
Social media saw an increase in followers of 23.95% from September 2018 to September 2019. Overall, our social media channels grew 28% from last year to this year.

Events & Class Attendance by Location

<table>
<thead>
<tr>
<th>Location</th>
<th>2019</th>
<th>2018</th>
<th>% Change</th>
<th>2019</th>
<th>2018</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orlando Public Library</td>
<td>7,110</td>
<td>7,451</td>
<td>-4.6%</td>
<td>1,492</td>
<td>1,021</td>
<td>46.1%</td>
</tr>
<tr>
<td>Winter Garden</td>
<td>3,432</td>
<td>2,242</td>
<td>53.1%</td>
<td>189</td>
<td>202</td>
<td>-6.4%</td>
</tr>
<tr>
<td>South Creek</td>
<td>2,719</td>
<td>2,743</td>
<td>-0.9%</td>
<td>314</td>
<td>308</td>
<td>1.9%</td>
</tr>
<tr>
<td>Southwest</td>
<td>2,737</td>
<td>3,235</td>
<td>17.7%</td>
<td>289</td>
<td>232</td>
<td>25.1%</td>
</tr>
<tr>
<td>Alafaya</td>
<td>2,783</td>
<td>3,009</td>
<td>-7.5%</td>
<td>223</td>
<td>282</td>
<td>-20.9%</td>
</tr>
<tr>
<td>Southeast</td>
<td>2,190</td>
<td>2,125</td>
<td>3.1%</td>
<td>399</td>
<td>474</td>
<td>-15.8%</td>
</tr>
<tr>
<td>Fairview Shores</td>
<td>1,832</td>
<td>1,074</td>
<td>70.6%</td>
<td>158</td>
<td>326</td>
<td>-51.5%</td>
</tr>
<tr>
<td>Chickasaw</td>
<td>1,599</td>
<td>2,000</td>
<td>-20.1%</td>
<td>252</td>
<td>254</td>
<td>-0.8%</td>
</tr>
<tr>
<td>North Orange</td>
<td>1,503</td>
<td>1,970</td>
<td>-23.7%</td>
<td>91</td>
<td>188</td>
<td>-51.6%</td>
</tr>
<tr>
<td>Windermere</td>
<td>1,347</td>
<td>1,326</td>
<td>1.6%</td>
<td>165</td>
<td>206</td>
<td>-19.9%</td>
</tr>
<tr>
<td>Herndon</td>
<td>1,047</td>
<td>897</td>
<td>-15%</td>
<td>96</td>
<td>152</td>
<td>-36.8%</td>
</tr>
<tr>
<td>South Trail</td>
<td>937</td>
<td>987</td>
<td>-5.1%</td>
<td>206</td>
<td>188</td>
<td>9.6%</td>
</tr>
<tr>
<td>Hiawassee</td>
<td>693</td>
<td>410</td>
<td>69.0%</td>
<td>191</td>
<td>198</td>
<td>-3.5%</td>
</tr>
<tr>
<td>West Oaks</td>
<td>783</td>
<td>1,207</td>
<td>-35.1%</td>
<td>90</td>
<td>187</td>
<td>-51.9%</td>
</tr>
<tr>
<td>Washington Park</td>
<td>665</td>
<td>1,345</td>
<td>-50.6%</td>
<td>137</td>
<td>144</td>
<td>-4.9%</td>
</tr>
<tr>
<td>Eatonville</td>
<td>310</td>
<td>518</td>
<td>-40.2%</td>
<td>8</td>
<td>53</td>
<td>-84.9%</td>
</tr>
<tr>
<td>Online</td>
<td>-</td>
<td>-</td>
<td>0.0%</td>
<td>95</td>
<td>55</td>
<td>72.7%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>31,687</td>
<td>31,629</td>
<td>0.2%</td>
<td>4,395</td>
<td>4,469</td>
<td>-1.7%</td>
</tr>
</tbody>
</table>

Events are up 11.66% and attendance is up 1.99% compared to last year. We offered 120 more events this year with an increase of 506 people in attendance.

The annual "Fall Fiber Festival" at the Orlando Public Library on 29 September, attracted 337 attendees with a variety of demonstrations, local exhibitors, interactive activities and contests. On 7 September, 247 attended the "South Creek Small Business Expo 2019" to support community small business owners and entrepreneurs. Metalic Center staff rolled out the red carpet for 236 librarians and film enthusiasts as they took part in the 7th annual "Metalic Film Festival" on 14 September. "El Mariachi Show" on 29 September celebrated Hispanic Heritage Month by leading 215 listeners on a musical journey through Latin America. Jerome Buting, Defense Lawyer from the popular Netflix series Making a Murderer, spoke to a crowd of 158 during the 13 September "Library After Hours" event.

We are down 17.02% in classes. In September 2019, 280 fewer classes were presented compared to system-wide last year. We are down 1.66% in attendance. A decrease of 74 people for classes from last year. September 2019, we presented 20 Offsite Events reaching 1,344 people. Last year, we presented 16 Offsite Events and reached 983 people. This year, we attended 32 Community Events reaching 2,528 people. Last year we attended 38 Community Events and reached 3,039 people.
## Orange County Library System
### Circulation Statistics by Location - Preliminary Without Databases
### FY 2019

#### October 1, 2018 - September 30, 2019

<table>
<thead>
<tr>
<th>Location</th>
<th>Days Open</th>
<th>Circulation Total</th>
<th>% of Total</th>
<th>Year Ago</th>
<th>Gain (Loss)</th>
<th>% Gain - Loss</th>
<th>Drive Up Window Visits</th>
<th>Walk In Window Visits</th>
<th>Total Visits</th>
<th>Drive Up Window Visits Previous Year</th>
<th>Walk In Window Visits Previous Year</th>
<th>Visits Gain</th>
<th>% Gain (Loss)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>346</td>
<td>2,176,472</td>
<td>27.40%</td>
<td>2,389,104</td>
<td>(212,632)</td>
<td>-8.90%</td>
<td>499,587</td>
<td>499,587</td>
<td>505,884</td>
<td>505,884</td>
<td>505,884</td>
<td>(6,297)</td>
<td>-1.24%</td>
</tr>
<tr>
<td>MAYL</td>
<td>243</td>
<td>499,218</td>
<td>5.55%</td>
<td>537,576</td>
<td>354,720</td>
<td>65.99%</td>
<td>462,272</td>
<td>462,272</td>
<td>457,146</td>
<td>457,146</td>
<td>5,126</td>
<td>1.12%</td>
<td></td>
</tr>
<tr>
<td>Digital Products</td>
<td>-</td>
<td>892,296</td>
<td>11.17%</td>
<td>2,030,835</td>
<td>-2,030,835</td>
<td>-100.00%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digital Downloads</td>
<td>-</td>
<td>2,833,992</td>
<td>35.39%</td>
<td>2,833,992</td>
<td>2,833,992</td>
<td>0.00%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talking Books</td>
<td>346</td>
<td>25,833</td>
<td>0.33%</td>
<td>28,429</td>
<td>(2,596)</td>
<td>-9.13%</td>
<td>12</td>
<td>12</td>
<td>154,933</td>
<td>154,933</td>
<td>154,933</td>
<td>1,099</td>
<td>9.09%</td>
</tr>
<tr>
<td>Chickasaw</td>
<td>297</td>
<td>167,417</td>
<td>2.41%</td>
<td>183,676</td>
<td>(30,898)</td>
<td>-16.82%</td>
<td>-</td>
<td>142,089</td>
<td>142,089</td>
<td>135,934</td>
<td>135,934</td>
<td>6,155</td>
<td>4.53%</td>
</tr>
<tr>
<td>West Oaks</td>
<td>346</td>
<td>152,778</td>
<td>2.11%</td>
<td>152,778</td>
<td>128,219</td>
<td>-18.99%</td>
<td>140,280</td>
<td>140,280</td>
<td>151,814</td>
<td>151,814</td>
<td>151,814</td>
<td>(11,534)</td>
<td>-7.60%</td>
</tr>
<tr>
<td>Herndon</td>
<td>297</td>
<td>209,897</td>
<td>2.87%</td>
<td>250,643</td>
<td>(44,746)</td>
<td>-17.81%</td>
<td>164,989</td>
<td>164,989</td>
<td>170,933</td>
<td>170,933</td>
<td>170,933</td>
<td>(5,944)</td>
<td>-3.48%</td>
</tr>
<tr>
<td>Alafaya</td>
<td>346</td>
<td>356,092</td>
<td>4.74%</td>
<td>413,304</td>
<td>(57,212)</td>
<td>-13.84%</td>
<td>229,538</td>
<td>229,538</td>
<td>278,184</td>
<td>278,184</td>
<td>278,184</td>
<td>18,292</td>
<td>6.58%</td>
</tr>
<tr>
<td>Southeast</td>
<td>297</td>
<td>263,945</td>
<td>3.65%</td>
<td>318,104</td>
<td>(54,159)</td>
<td>-17.03%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hiawassee</td>
<td>289</td>
<td>139,355</td>
<td>1.95%</td>
<td>170,364</td>
<td>(31,009)</td>
<td>-18.09%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Southwest</td>
<td>297</td>
<td>266,351</td>
<td>3.40%</td>
<td>296,165</td>
<td>(29,814)</td>
<td>-10.07%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edgewater</td>
<td>297</td>
<td>151,943</td>
<td>2.23%</td>
<td>194,133</td>
<td>(42,190)</td>
<td>-21.73%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Orange</td>
<td>346</td>
<td>250,041</td>
<td>3.39%</td>
<td>295,764</td>
<td>(45,723)</td>
<td>-15.46%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South Creek</td>
<td>346</td>
<td>262,496</td>
<td>3.47%</td>
<td>302,423</td>
<td>(39,927)</td>
<td>-13.20%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South Trail</td>
<td>297</td>
<td>132,544</td>
<td>1.96%</td>
<td>170,661</td>
<td>(38,117)</td>
<td>-22.32%</td>
<td>211,653</td>
<td>211,653</td>
<td>240,431</td>
<td>240,431</td>
<td>240,431</td>
<td>(7,395)</td>
<td>-3.08%</td>
</tr>
<tr>
<td>Winter Garden</td>
<td>297</td>
<td>243,320</td>
<td>3.63%</td>
<td>263,941</td>
<td>(20,621)</td>
<td>-7.81%</td>
<td>164,930</td>
<td>164,930</td>
<td>197,814</td>
<td>197,814</td>
<td>197,814</td>
<td>(17)</td>
<td>-9.01%</td>
</tr>
<tr>
<td>Windermere</td>
<td>297</td>
<td>166,918</td>
<td>2.40%</td>
<td>177,794</td>
<td>(10,876)</td>
<td>-6.12%</td>
<td>106,680</td>
<td>106,680</td>
<td>112,563</td>
<td>112,563</td>
<td>112,563</td>
<td>(5,883)</td>
<td>-5.23%</td>
</tr>
<tr>
<td>Washington Park</td>
<td>297</td>
<td>54,962</td>
<td>0.82%</td>
<td>71,807</td>
<td>(16,845)</td>
<td>-23.46%</td>
<td>86,569</td>
<td>86,569</td>
<td>93,565</td>
<td>93,565</td>
<td>93,565</td>
<td>(6,996)</td>
<td>-7.48%</td>
</tr>
<tr>
<td>Eatonville</td>
<td>297</td>
<td>23,734</td>
<td>0.31%</td>
<td>26,627</td>
<td>(2,893)</td>
<td>-10.86%</td>
<td>57,194</td>
<td>57,194</td>
<td>52,160</td>
<td>52,160</td>
<td>52,160</td>
<td>5,034</td>
<td>9.65%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>5,232</strong></td>
<td><strong>8,719,604</strong></td>
<td><strong>100.00%</strong></td>
<td><strong>8,815,327</strong></td>
<td><strong>95,723</strong></td>
<td><strong>-1.09%</strong></td>
<td><strong>112,568</strong></td>
<td><strong>3,320,151</strong></td>
<td><strong>3,375,981</strong></td>
<td><strong>55,274</strong></td>
<td><strong>-1.64%</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Action Items
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Election of Board Officers
& Committee Appointments
ORANGE COUNTY LIBRARY BOARD OF TRUSTEES  
Orlando, Florida  
By-Laws: Articles 5 & 6

ARTICLE 5

Officers of the Board

Section 1. The officers of the Board shall consist of a president, a vice president and a secretary/treasurer, each of whom shall be elected for a term of one year at the first regular meeting in each fiscal year. The officers shall serve for one year or until successors are elected. In case of a vacancy in the office of president, the vice-president shall fill the office of president. In the case of vacancy in the office of vice president or treasurer, the Board shall elect a member to fill the unexpired term.

Section 2. The president shall preside at the meetings of the Board and perform such duties as the Board may direct.

Section 3. The vice president shall perform the duties of the president in the absence or unavailability of the president.

Section 4. The secretary/treasurer shall see that all proceedings of the Board are recorded faithfully.

ARTICLE 6

Committees of the Board

Section 1. Standing Committees. The president shall have the power to establish standing committees to act in all advisory capacity to the Board. Standing committees are: Personnel, Finance, Planning, and Marketing. Terms for appointees to these committees are for one year, unless otherwise stated at the time of appointment. A standing committee should be made up of at least one member of the Board and other members of the public. Committee appointments will be approved by the Board.

Section 2. Advisory Committees: Ad hoc advisory committees may be established at the suggestion of the president and with the approval of the Board. Each ad hoc advisory committee will be made up of at least one Board Member. Members of the public may be appointed to the committee with the approval of the Board. Terms for the committee and the appointees are to be determined at the time the committee is created and the appointments are made.

Section 3. Members of the public who may agree to serve on an advisory committee must agree to abide by the Standard Rules of Conduct set forth in Chapter 112.313 of the Florida Statutes.
Library Board of Trustees Committees

Finance Committee:
Chair: TBD

Marketing Committee:
Chair: TBD

Partnership Committee:
Chair: TBD

Personnel Committee:
Chair: Lisa Franchina

Planning Committee:
Chair: TBD
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Continuing Construction
Management Services Firm
Selection: Kris Shoemaker
Continuing Construction Management Services Firm Selection

I. ISSUE STATEMENT:

Construction Management (CM) firms need to be selected to provide Continuing CM services to the Library for the next three (3) years with two (2) one (1) year extensions for a total of five (5) potential years of service. Board approval is needed for the ranking of four (4) CM firms previously selected and to authorize staff to negotiate and execute a Continuing Services contracts for CM services.

II. BACKGROUND & SUMMARY:

The Library has, and will continue to update, a list of projects that require CM services. While majority of the projects in the next year are HVAC related, as our air conditioning systems are coming to the end of their useful life, there are current projects like the Emergency Generator Replacement and Albertson Room Renovation, as well as future projects like the Children’s Library Renovation, etc. that require CM services. By entering into a continuing services contract with the CM firms to provide these services the Library will save 8 – 12 weeks in selection time when we are ready to proceed with a project. The other benefit is that we will have known and proven contractors performing the work.

The CM’s that are selected for this continuing services contract are NOT bound by F.S. 287.055 titled, Acquisition of professional architectural, engineering, landscape architectural, or surveying and mapping services. However, we will treat them as if they are and will apply the same procedures to the CMs as we do for the AE’s and MEP’s. The maximum cost per CM project would be $2 million, with most projects being less than $500,000. Any project costing over $2 million (like a new Branch) would require a separate RFQ process. Note: There are no minimum payment guarantees, thus if we do not have projects requiring their services, they are not owed payment. The firms only get paid if they do work for the Library.

The projects will be assigned to the CM firms based on the amount of work, the dollar value of work assigned, their area of specialty and other factors. The goal is to have all four (4) firms receive as near equal dollar value of work as possible over the contract period.

The following selection process is dictated by the Florida Statutes, 287.055. The general process is:

1. Library advertises a Request for Qualifications (RFQ) for the required services on the Orange County Florida Procurement Website, which sends notification to all of their registered firms for the specified requested service. The RFQ is also sent to Orange County and the City of Orlando Minority and Women Business Enterprise offices for distribution to their registered firms as well.

2. Firms submit their qualifications for consideration.

3. Selection Committee, in this case consisting of Mary Anne Hodel, Steve Powell and Kristopher Shoemaker, creates a short list preferably of no fewer than three (3) qualifying firms, which submitted proposals and satisfied the requirements of the RFQ, for oral presentations.

4. Each of the qualifying short-listed firms make an oral presentation to the Selection Committee to present their qualifications and experience, to share their proposed approach to our project, to present a proposed timeline and answer any questions from the Selection Committee.

5. Selection Committee determines a ranking of the presenting firms and sends qualifying firms to the Library Board for consideration.

6. Library Board approves, modifies, or rejects the Selection Committee’s ranking and authorizes Staff to negotiate a Continuing Services contract with the top ranked firms for the specified requested services. If that negotiation fails, negotiations begin with the next ranked firm.

7. The Selection Committee brings the contract back to the Library Board for approval.
8. Contract is executed by staff.


The Library received eight (8) responses for the RFQ, of which four (4) firms qualified to make oral presentations to the selection committee on Friday, September 27, 2019: Gomez Construction Company (GOMEZ), Johnson Laux Construction (JOHNSON), Ruby Builders (RUBY) and T&G Constructors (T&G) gave presentations to the Selection Committee. After hearing all the presentations and discussing the evaluation criteria stipulated in the RFQ (Qualification of the Firm, Qualification of Key Personnel, Proposal Approach, and Schedule/Timetable), the Selection Committee graded the firms as follows:

<table>
<thead>
<tr>
<th>Firm</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>GOMEZ</td>
<td>400</td>
</tr>
<tr>
<td>JOHNSON</td>
<td>390</td>
</tr>
<tr>
<td>RUBY</td>
<td>340</td>
</tr>
<tr>
<td>T&amp;G</td>
<td>365</td>
</tr>
</tbody>
</table>

The lowest score is 100, the maximum score is 500. Only qualifying firms with a score of 300 or more are considered for advancement to the next level of review.

Based on this scoring system, the selection Committee determined the following ranking:

1. GOMEZ
2. JOHNSON
3. T&G
4. RUBY

For staff to proceed, we seek two actions from the Board:

- First, the Library Board is being asked to approve this ranking, modify it, or reject it.
- Second, the Library Board is being asked to authorize staff to negotiate and execute a Continuing Services Contracts for CM services with the CM firms. Note, the CM contracts do not have fixed pricing as each project will have different requirements and thus will be negotiated on a project by project basis. Staff will compare the negotiated cost to the estimated cost and will bring any project that exceeds procurement authorization limits to the Library Board for approval.

III. FIRM RANKING OPTIONS:

Option 1: Approve the firms ranking recommended by the Selection Committee as follows:

1. GOMEZ
2. JOHNSON
3. T&G
4. RUBY

**Advantage:**
The Selection Committee determined that all four (4) CM firms brought unique skills to the table that the Library will need over the next 3 – 5 years. We feel the four (4) ranked CM firms will provide the best quality CM services for the Library.

**Disadvantage:**
The other non-ranked CM firms may have had good ideas. These ideas might not get incorporated into the construction project.

Option 2: Select a different ranking of the CM firms.

**Advantage:**
The alternate ranking of CM firms could result in a better or a different construction result.

**Disadvantage:**
The first ranked firm has better ideas, which might not get incorporated into the construction project.
Option 3: Throw out all firms and begin the selection process again.

*Advantage:*
Other ideas could be considered.

*Disadvantage:*
This will take more time and might not produce a better result.

IV. **FIRM RANKING RECOMMENDATION:**
The Selection Committee recommends Option #1.

V. **CONTRACT RECOMMENDATION:**
Staff recommends the Library Board to authorize staff to negotiate and execute a Continuing Services contracts for CM services with the approved firms in order of rank.
Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in the City of Orlando, on the 8th day of October, 2019, at 6:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the following ranking of firms for Continuing CM Services Selection for the Library, and to authorize staff to negotiate and execute a Continuing Services contract for CM services with the approved firms in order of rank.

1. Gomez Construction Company
2. Johnson Laux Construction
3. T&G Constructors
4. Ruby Builders

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

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

__________________________________________
Secretary
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Discussion & Possible Action Items
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Director’s Evaluation & Personnel Committee Meeting: Evaluation & Minutes Approval:
President Lisa Franchina
ORANGE COUNTY LIBRARY SYSTEM
PERSONNEL COMMITTEE MEETING MINUTES
September 17, 2019
Albertson Room, 3rd Floor
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801

Personnel Committee Members Present: Lisa Franchina, President – OCLS Board of Trustees
Ted Maines, Trustee – OCLS Board of Trustees
Joe Goldstein, President – Friends of the Library Board
Crockett Bohannon, Director – Friends of the Library Board

Library Administration Present: Mary Anne Hodel, Director / Chief Executive Officer
Kris Shoemaker, Chief Financial Officer
Kim Bennett, Human Resources Manager

Prior to the meeting, the following information was distributed to each member of the Personnel Committee:

• Grants, Awards, Donations and Fundraiser Report
• FY 2019 3rd Quarter Report on Director's Goals
• FY 2019 3rd Quarter Report on Strategic Plan

The purpose of the meeting was to conduct the annual performance evaluation of Director Hodel.

The Personnel Committee discussed and evaluated Ms. Hodel's performance for each category listed on the evaluation form: Mission and Strategic Planning, Public Relations, Fundraising and Library Perspective, Steward of Collection, Steward of Capital Resources, Technology Development, Fiscal Responsibility and Stewardship, Employment and Staffing, and Training. In each category, as well as the overall rating, the Personnel Committee gave Ms. Hodel the same rating: Far Exceeds Requirements.

Among Ms. Hodel’s many accomplishments, the Committee specifically referenced the seamless way she handled several management team retirements, the renovation of the North Orange parking lot, the opening of the Fairview Shores Branch, the progressive bathroom renovations at Southwest, South Trail, and Southeast, and her work on trying to procure the necessary space for opening two new locations. The Committee complimented Ms. Hodel on being a long range thinker and on her ability to obtain grant funds on an ongoing basis, how she flawlessly executes programs and events, her ability to identify and retain materials and resources of interest to Library customers and the roll of out new services and enhancements each year, offering premier services to Library customers while being fiscally conservative. The Committee commended Ms. Hodel for doing an outstanding job of leading the Library, as well as doing a great job recruiting, retaining, and managing an amazing team. The Committee also commended Ms. Hodel for being an outstanding CEO who has worked hard keeping the Library’s reputation positive.

The recommendations of the Personnel Committee to the Library Board of Trustees are summarized as follows:

1. Rate Ms. Hodel’s overall performance as Far Exceeds Requirements.
2. Award a 4.0% raise to Ms. Hodel effective with the pay period beginning September 29, 2019.
3. Since this 4.0% increase will put Ms. Hodel above the maximum of her pay grade, allow Ms. Hodel to go over this amount without increasing the range.
4. Consistent with the FY 2020 Compensation Plan for staff, award Ms. Hodel 60 hours of non-re-occurring vacation based on her overall Far Exceeds Requirements rating.
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Director’s Goals FY 2019
4th Quarter Update:
President Lisa Franchina
Director’s Annual Goals: Each goal has a connection to the dimensions of performance provided on the Director’s Performance Evaluation form.

FY 2019 ~ 4th Quarter Update

Strategic Goal One: Improve the Customer Experience


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

Progress

- This was the first quarter that the in-person customer service orientation for new staff was offered each month. From the attendees that completed the survey: 37.5% said they were very familiar with the service story prior to the class, 58.3% said they were a little familiar, and 4.2% said they had not heard of it before. Overall, 96% of the attendees that completed the survey said they learned something new, and 100% said they would recommend the class to a friend.

- The Customer Service Story website was visited 670 times by staff in the last quarter. This is where staff share their stories on how they are supporting the common purpose of “We Change Lives.”

- In July and August, 93% of the customer surveys rated their experience as “Excellent.” Many of the excellent ratings commented on the cleanliness of the library, the great variety of classes/programs and the number of summer activities. The lower ratings mentioned concerns about the noise level and the fact that not all classes/events are offered at all locations.

- In July, the “Mystery Shop 100% Club” recognized staff members that received perfect Mystery Shops at Alafaya, Chickasaw, Eatonville, Fairview Shores, Herndon, North Orange, Circulation, Learning Central, Melrose Center, Questline, South Trail, Southwest, Windermere and Winter Garden.

- All locations and departments continue to focus on promoting the customer service initiative. Resources used for inspiration include the customer service toolkit from Onboard Oxygen and the Customer Service Tip of the Week from Toistersolutions.com. Learning Central staff designated a location at the 4th floor information desk to have youth-geared activities available for when families visit the floor. Since then, staff have had several interactions with younger customers who are happy to receive these fun activities. Learning Central launched Peer Academy. Peer Academy helps new library staff obtain the knowledge and skills needed to help internal and external customers. Other locations have similar training for new staff including looking for ways to go the extra inch.

- Manager Training Day was held in August and focused on helping internal and external customers. Human Resources discussed employee engagement, coaching, and staff recognition. An attorney discussed public record requests, privacy laws and the library as a limited public forum. Managers had the opportunity to share questions ahead of time which led to the overall schedule for the day and a Q&A section of the handouts.

- Training was offered on “Making Your Library Marketing More Inclusive,” and on working with adults and youth with autism. To help staff offer valuable future youth...
programs, training will be offered on offering Cuisine Corner, Little Chef and toddler programs.

- The staff developed courses on “Spanish for Library Staff” and “Emotional Intelligence” have been finalized and each series will be offered on a quarterly basis.
- The new mystery shop form continues to be used successfully to reinforce that the new customer service standards are being consistently followed throughout the system. Some of the positive comments from this past quarter include:
  - "The employee was welcoming and engaging. The employee responded to what I asked about and treated me with respect. The employee provided useful guidance on where I could find more travel books."
  - "The library was clean. There were numerous people in the library doing homework, watching movies, reading and browsing the selection. There was lots of movement but it still felt like a calm and tranquil environment."
  - "An associate was available to help me as soon as I arrived in the library. He was very friendly and offered to walk me over to the aisle and shelf in response to my book question."
- The Mystery Shop 100% Club on the Orange Peel and has been visited by staff members 146 times during this quarter.
- There were over 40 Kudos received for staff members during this quarter. One of the kudos stated: "The employees went above and beyond to accomplish what I could not do. Thank you. I'm glad the Library offers so much help with such good and caring attitudes."
- The OCLS agile survey was sent to customers using any OCLS location September 15th - September 22nd.
- The ESL Specialist hosted the second quarterly system-wide ESOL training to review new curriculum. She shared best practices for hosting English Conversation and for using the resource Pronunciator. 14 staff members attended this session. The ESL Specialist is also developing new online training modules for staff.
- Staff met with Orange County Officials to discuss 2 properties available in the Horizon West area. These parcels are surplus County and City owned parcels and requires both the City and County approval to sell to OCLS at appraised value. Orange County Real Estate is working on a Right to Entry form to allow OCLS to have a vendor do a constructability analysis on both parcels so we can decide which one to choose from. Said testing will be completed by December 2019.
- Staff reached out to City of Eatonville end of July, no response, will reach out again by September 30 to renew lease.
- Bibliotheca Fast Lane Pad is being added to the Main Lobby’s Information Desk for faster service. The other list of enhancements for the Lobby Checkout and Book Return areas are still under review.
- Child-friendly tables and chairs have been purchased for the Winter Garden and Southeast locations. Furniture for Winter Garden is expected to install in early October. Furniture for Southeast is expected to install following the location refresh in December.
- The Fairview Shores Branch is open and the furniture selected allows for spaces to be flexible. Also, the furniture color selections create an inviting environment for customers of all ages.
- Screen Savers with the new tagline Learn. Grow. Connect. have been implemented system-wide on catalog computers. Library Central’s signs have been updated with new larger more visible signage for the specific collection including DVDs, Music on CDs, New & Popular, Graphic Novels, and Informational DVDs/CDBs. Signage in the Lobby has also been updated.
- Circulation staff is working with the IT Department to create the appropriate report for services using customer utilization patterns maintained by I.T.
- Staff is evaluating a new library card with a key chain card attached. The logo graphics for the new card is also in progress.
- Staff are using the newly developed Kudos pads to recognize each other for providing excellent service. Many departments/locations have these on display in the staff workroom.
New staff taking the Customer Service Story training receive a survey after class to provide feedback on the class. In addition to feedback on the class itself, staff are asked how familiar they are with the service story and framework, prior to attending. This will allow us to gauge whether the current levels of communication around the framework are effective.

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

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

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

Managers were encouraged to sign up for weekly customer service tips from Jeff Toister’s webpage. In doing this, they received a link to his book “Customer Service Tip of the Week” free of charge. Managers were also encouraged to make use of a library resource called Lynda.com. It includes 53 training videos from this author, that range from servicing internal customers to working with upset customers. Videos range from 1 minute to 1.5 hours.

Testing for the Spanish for Library staff, and the Emotional Intelligence courses has been completed, and they are in the final editing stages to be offered to all staff going forward.

The in-person classes “Toddler Playground,” “Making STEAM Storytime a Success,” and “Early Childhood Expertise Beyond Libraryland Serving Refugee and Immigrant Families,” were offered this quarter.

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

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

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

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

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

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

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

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

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

- Circulation has started sending out knapsacks with OCLS swag to children at Headstarts who are successfully signed up for a library card.
- The ESL Specialist hosted the first quarterly system-wide ESOL training to review curriculum standards and classroom practices. 11 staff members attended this session. In addition, the ESOL Specialist trained six staff members in small groups and individually on various ESOL programs. She is currently working on the second phase of the face to face training for the pronunciation classes.
- The ESL Specialist is working on finalizing the curriculum for the English for Families series. After piloting the program at several locations, library staff will be working with the Florida Humanities Council (FHC) to expand this program state-wide. Library staff will be meeting with the FHC in July to discuss expansion plans.
- The Staff Recommendations form is live and receiving reviews from staff.
- Replaced iMacs in the Melrose Center.
- Migrating the Right Service at the Right Time website from Drupal 7 to 8.
- Migrated Orlando Memory website to a new Wordpress installation.
- Installed Islandora software to manage Albertson Digital Collection.
- Steps have been taken to streamline and refine public and staff PC replacement procedures to more quickly and efficiently address aging PCs.
- Staff met with a developer on May 8th to discuss possibility of a location in his development in Horizon West, he is reviewing his Public Land Usage and will give the Library top priority if he needs to provide more. We meet with another developer on July 2nd to discuss possibilities for a location on his property. We are also seeking a facility to rent as a new building in Horizon West is 3 - 4 years away from opening. Additionally, on June 14th a Pop-Up meeting in Horizon West was held with over 175 attendees. We will host a pop-up every Friday in June to keep community interested in having a branch.
- Renewal notice for Hiawassee was sent on March 12, 2019 which met the renewal notice requirements for an additional 5 years, thus lease good thru December 31, 2024. Eatonville Lease ends December 17, 2019, will reach out City of Eatonville to begin the renewal process in July 2019. Herndon renewed for 1 more year, good thru October 25, 2020.
- The Fourth Lease Amendment to extend the term at the Southwest Branch until January 2029 was approved at the January Board meeting.
- Sent the landlord for Edgewater Branch cancelation notice with effective date of June 30, 2019. As of June 20th, we are 95% moved out, only have a few touch up areas and do final cleaning. Meet with Landlord week of June 24th to review property to ensure a smooth turn over by June 30th. Fairview Shore opened on June 8th.
- As a way for staff to recognize each other, the “kudos” pads were finalized and sent to all departments and locations, along with posters. Many departments are already putting them to use, and we have received some positive comments about their implementation.
- To make it more visible, the Customer Service Story site was moved from the Staff Training Site to a stand-alone webpage and is featured under the Orange Peel quick links. The site highlights the Service Framework, and showcases our Common Purpose: We Change Lives, with real stories from staff on how they are changing the lives of our customers.
- During January and February, 91% of the customer surveys rated their experience as “Excellent” and 7% rated their experience as “Good”. Lower ratings received a total of 2%. These experiences had to do with staff enforcing the Rules of Conduct, the website, the charge for meeting rooms and a few with no comments. “Excellent” ratings praised staff, programs, classes, resources, and our free services.
- A new annual award for staff was announced to highlight the incredible displays and bulletin boards being created throughout the system to promote events to internal and external customers. These displays/bulletin boards are great customer service tools.
- The Mystery Shopper survey was updated to include more customer service feedback and it continues to provide an opportunity for the locations with the highest scores to receive an award.
- The agile survey was sent to customers who used the library between February 10 and February 23 to rate their service experience at OCLS. Out of the 1,026 responses, 976 rated their experience as Excellent or Very Good. And 989 customers said that library staff made them feel welcome during their visit. The responses are being evaluated to look for opportunities to
recognize excellent customer service provided by staff members and improve or enhance library service.

- “Looking Glass: How Culture Affects Performance” was offered to all managers in December. This quarter, a version of the training was offered at multiple locations for all staff. Managers were able to experience the training with their staff and assisted with the classes playing different roles. Overall, this demonstrated to staff how the right organizational culture that promotes cooperation produces better customer service.

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

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

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

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

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

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

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

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

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

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

- I.T. is determining what it takes to start sending the report to Circulation Managers monthly. New onboarding celebrations include: A new and enhanced Library card registration form. The new form is for all Library card types and includes secondary guardian, home delivery preference, and asks what interested them in coming into the Library today to register for a Library card. The interests section will be inserted into the notes field in customer’s account and may be accessed
A new car magnet was created and is being utilized to celebrate the customer at the time of new Library card registration.

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

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

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

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

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

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

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

The Fourth Lease Amendment to extend the term at the Southwest Branch until January 2029 was approved at the January Board meeting.

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

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

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

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

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

Training was offered at a manager meeting in December. The interactive session called the “Looking Glass” was offered to help managers see how their own behaviors and decisions can help create an organizational culture that reduces hassles and encourages cooperation. Another training session is being developed that will be offered in 2019.

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

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

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

- Circulation staff member Andrea Cates and Questline staff member Andie McAvoy are currently working together on a proposal for changes to the Main Lobby and the hall leading to the Children's Library.
- The space build out has started and furniture selection is in progress for the new Edgewater/Fairview Shores Branch.
- The graphic design team has been working with branches to update signage at locations as the branches request new signs to replace older ones. We are currently working on a request for new signage for Eatonville.
- The designers are currently taking an inventory of signage at Main, as well as the most commonly used signage at branches. The plan is to create standard-sized signage for commonly used signs that all branches have, and to create a template that can be modified as needed for specialized signs at other locations. The Southeast Branch Assistant Manager is working on taking photos of problematic signage at that location that they would like help from graphics to address. When we have updated signage at that branch, we plan to use it as a template for signage across all branches.
- We have also introduced two new Magic Info TVs at Main, which take the place of two banner spaces in Library Central. We will continue to look for places to put digital signage or TVs in place of posters and paper collateral.
- In order to evaluate whether efforts to improve experience result in more frequent use of library services using customer utilization patterns maintained by I.T., a group of staff (Tammy Erikstrup, Matt Blood, Zully Escobar and Erica Grant). They are working with IT on obtaining this information on a monthly basis.
- Staff are considering options to update the Powtoons video that is sent in the Welcome email to new customers.
- For customers who register online, staff are considering creating a script for phone call opportunities to new cardholders to ask if they have questions and if they are enjoying OCLS services.
- Staff plan to develop and implement training across front line service departments at Main to ensure the consistency of delivery on each of the public floors.
- There are currently two courses available in SumTotal to assist staff with public speaking: Public Speaking Pointers for Librarians, and Public Speaking Strategies: Confident Public Speaking. The Human Resources training department is currently developing an in-person public speaking class for staff that will be available in 2019. This will empower staff to be better OCLS Ambassadors.
- Community Relations Outreach Coordinator Mike Donohue and Youth Services Outreach Coordinator Sarah Bates presented a session called Outreach 101 on Staff Day. The session offered information on how to conduct effective outreach events and how staff can use the Outreach libguide to find materials and resources for outreaches. Attendance at the session was 18 staff members.
- Quarterly, managers are reminded to allow staff to take the outreach training in SumTotal. When new staff are hired by OCLS, if they sign up to attend an outreach event, they are asked to first take the outreach course, and they receive an email from Community Relations that provides them with information about what materials are available to them and what information they need for the event. The community outreach training was completed by 52 staff members this quarter.
- Staff are researching and developing STEAM program training to be presented to staff in 2019.
- A meeting was held with the Training and Development Specialist to brainstorm ideas for future training opportunities and how to share trainings with all staff members.
- The ESL Specialist has developed the following staff training plan for ESOL:
  - Develop and Expand Curriculum:
    - ESOL classes that fall under “English from Zero” to reach 52 lessons, so that branches that offer English from Zero can have at least one lesson per week for the year to run the program continuously in the system as a whole.
    - ESOL curriculum that addresses specific professional fields in healthcare and computer and technology.
    - Add quizzes for “English from Zero” lessons to track student acquisition.
    - Search for or develop a new English language diagnostic test.
Staff Training Plan:
- Create and implement Phase I training by collaborating with HR to create SumTotal training for staff members who want to start teaching ESOL classes.
- Create and implement Phase II face-to-face ESOL teaching coaching prior to program start and ongoing afterward.
- Create a collaborative environment for ESOL instructors through communication on TEAMS and quarterly/biannual ESOL meetings.

- During this quarter the ESL Specialist created an ESL Instructor Team in Microsoft Teams to use as a sharing and learning tool for locations offering English classes. She has been working on uploading curriculum content to the team and she has shared information for the instructors to use. She hosted “Creating Your Own ESL Class” for participants during Staff Day. This workshop discussed various classes that can be taught, techniques that can be used in the classroom and ways to evaluate the students. Participants had the opportunity to ask questions and share their experiences in the classroom. The ESL Specialist trained two new part-time casual ESOL Instructors this quarter. She also worked with the full-time ESL Instructor on adapting the curriculum for the English Classes for Families series.
- Library’s broker, CBRE, has been looking for possible sites in Horizon West area.
- The Library has contacted Dr. Phillips Inc. about renewing the lease, which expires in January, and has received a lease amendment to extend the term. The other two branches are not up for renewal until December 2019.
- The landlord’s general contractor has obtained a building permit and has started construction. The new location will be called Fairview Shores Branch.

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<th>Goal: Provide services that address the needs of the community</th>
<th>Successful Completion</th>
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<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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<td>Increase attendance at Melrose meet-up groups</td>
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Progress
- Our 2020 Kindergarten Bootcamp is planned for the Orlando Public Library and for expansion to the Chickasaw Branch. New lesson plan templates are being tested and prepared for implementation for the February 2020 event offerings.
- K-Ready! was offered at Winter Garden over the summer for eight weeks with an attendance of 160 adults and 254 preschoolers. Most of the preschoolers were starting kindergarten in the fall. The K-Ready! content was well received. The caregivers expressed that the mix of hands on, instructional and media-based activities worked well with their preschoolers’ attention spans. The take home packets were also a hit, as some attendees stayed after the event to immediately work on the weekly craft and the worksheet. The group was focused, involved and had fun!
- Emails were sent to over 200 childcare providers, offering workshop topics such as: how to use our website to find educational materials for your classroom; how to evaluate materials for your classroom and curriculum; how to use our electronic resources and databases for kids; best practices for read alouds and storytimes; “Every Child Ready to Read” early literacy tips and tricks; information about our educational field trips and library tours; and information about free library services, programs and events. Although the response rate was low, the survey helped us to identify that
online pre-recorded sessions, which can be viewed at anytime, have the highest interest among busy childcare providers. We will utilize this information in future offerings for this audience.

- "Caregiver Connect: Stay and Play" is now being offered at five OCLS locations including: Orlando Public Library, Winter Garden, Southwest, Windermere, and Herndon. An average of 27 participants, caregivers and children have attended each session. From June thru August, 1,740 people have participated system-wide.

- The Technology & Education Center completed development of the "WhizKids: Computer Basics" classes for children ages 4-5. The classes were successfully piloted at the Orlando Public Library and the Southwest Branch this summer with attendance totaling 43. Feedback from parents has been very positive. One parent shared that she was grateful for the skill improvement she observed in her child as she progressed through each class. Technology Trainers from various locations attended a Train-the-Trainer session in September to learn more about the classes; they plan to begin offering them at their locations this fall. In addition to the Computer Basics classes, the Technology and Education Center developed three new classes, "Build a Computer," "Learn a Language" and "Code Unplugged," for children ages 5-6. These classes provide students in this age range a learning path to develop basic skills.

- The “One Giant Leap: Celebration of the 50th Anniversary of the Moon Landing” attracted 555 people. It was a block party held in partnership with the Orange County Regional History Center and WUCF. Activities were offered by multiple departments at main.

- The theme for the Summer Reading Program was a “Universe of Stories” which lent itself to many space-themed events. For example, the Preschool Summer Series – “Build My Universe” included brand new STEAM activities. We had astronomers from the Emil Buehler Planetarium visit every OCLS location. “Sciencetellers Present Aliens: Escape from Earth” was a new presenter that featured science experiments, storytelling and explained the chemical reactions in a behind the scenes reenactment. A few other new presenters included “Space SMART” and “Toilet Paper Solar System.” For teens we offered, “International Space Station Simulation” and “Space Lander STEM Challenge.” For the family an event titled, “STEAM Discovery,” was offered. “STEAM Storytime” and “STEAM Playground” was offered for early learners. Other examples of events held in this quarter included: “Weather Watchers,” “Storybook STEAM,” “Science Tots”, “STEM Club”, “Outer Space Science with DoDad’s Lab” and “Animal Super Powers.”

- The new script program templates that provide easy and clear guidelines in offering programs to each group have been designed by our graphic department and are now being tested. The plan is to use them starting in February 2020.

- Trainings were held for staff focusing on offering youth programs. These trainings focused on babies (Mother Goose on the Loose), toddlers (Toddler Playground), preschool/school age (Little Chef and Cuisine Corner Jr.), and storytelling. A teen focused training has been proposed for Staff Day. The maintenance of the Children’s Library physical collection continues, with a committee of staff members evaluating how each of the spaces are utilized.

- The Youth Outreach Coordinator and Youth Education Specialist facilitated two sessions at the September 14, OCPS Parent Academy, reaching 142 parents and students. Josh Murdock, TEC Department Head and Natalie Houston, Youth Services Manager facilitated four workshops for a total of 73 OCPS Parent Engagement Liaisons. OCLS staff member Lianne Velez participated in the Parent Orientation for a local childcare facility, sharing library information in Spanish for 56 attendees.

- In September, staff member Crystal Sullivan hosted a storytelling workshop for staff. Cuisine Corner Jr. and Little Chef training was offered in September by Youth Program Specialists, Noraliz Orengo and Cassandra Zamutt. Numerous youth services-oriented sessions were proposed for Staff Day 2019. A youth services training calendar has been drafted for 2019/2020. Youth Services continues to assess which training should be offered annually, bi-annually or quarterly to meet the needs of staff, and which new training topics need to be introduced. In August, Youth Services Librarian Silence Bourn
Youth Curriculum Specialist Laura Morton, completed the NYPL “Raising the Bar” Integrating Early Childhood Development into Librarian Professional Development. In September, they conducted observations of OCLS storytellers in preparation for presenting OCLS staff training focused on “Every Child Ready to Read.”

- In addition to the “Write and Publish a Novel” series of workshops featuring author L.E. Perez, Writers Corner events featured new and interesting aspects of content creation. During “Inspire Your Writing,” author Taylor Simonds discussed how to incorporate playlists, instrumental scores, and mood boards into the writing process, and writer Jeff Rembert and comedian Natasha Samreny offered a new take on the how authors can “perform” work life, engage audiences and add value to their writing. At Herndon’s first “Mini Book Fair,” Writers Atelier, Laurelei’s Lit Lair, and the Jack Kerouac Project shared resources with attendees and authors from four different genres shared their works. Jerome F. Buting, defense lawyer from the popular Netflix series Making a Murderer discussed “behind the scenes” insight into how police and prosecutors tipped the scales of justice in their efforts to convict Steven Avery and Brendan Dassey.

- The new meetup groups: Adult Craft Club, Library Book Club and Writers Corner have seen growth in members this quarter. The Library hosted 69 meetup events this quarter for these groups. The Adult Craft Club hosted 34 meetups which included meetups for artists such as the watercolor painting meetups. The Library Book Club group hosted 24 meetups and the Writer’s Corner group hosted 11 events. The North Orange Branch hosted its first Homeschool Meetup in August with 22 attendees. They have monthly meetups scheduled moving forward. Total membership for each meetup currently is: Adult Craft Club- 255 members; Library Book Clubs- 346 members; Writer’s Corner- 596 members.

- There are currently 237,430 student and teacher records uploaded for VLC use. In July, a private school, Foundation Academy of Winter Garden requested Virtual Library access and a total of 425 students and 47 teachers were added. The Legends Academy Charter School was added in August 2019 and 1,494 students and 395 teachers now have Virtual Library access. The Library is currently exploring the possibility of expanding the Virtual Library Card to students enrolled in the downtown campus of Valencia and UCF. As of August 2019, there are 1,174 total users of Axis 360 and 3,110 users of Overdrive.

- The new OCLS Field Trip Brochure has been printed and sent out to every OCPS elementary school. In the first month of school, we received 10 field trip requests for the 2019/2020 school year. A new webpage highlighting our offerings is now available: https://www.ocls.info/school-year-field-trips. Staff hosted an internal staff training workshop in August to review the content and organization of the field trips. In August, the Youth Services Assistant Manager presented training for 35 Children’s Initiative liaisons. The session offered tips on contacting their assigned schools to participate in events such as Meet the Teacher and Open House. A new storyteller request form is in development for schools and organizations to utilize in requesting a visit from an OCLS storyteller. A Microsoft Teams has been established for OCLS liaisons which serves as a communication and support platform for the initiative. All middle schools have been assigned a liaison to support building relationships with schools.

- The Youth Services Manager and the TEC Department Head conducted four parent engagement sessions at Edgewater High School. The group learned about library resources and engaged in a fun activity where they had to present their own library commercial to share what they had learned.

- Homeschool U took place on September 12, 2019. A total of 26 educators and students participated in the half-day workshops. Workshops included Tech Ed Toys, Cuisine Corner Jr., Homeschool 101, Florida Parent Educators Association, STEAM Time, and Renaissance Robotics Demonstration. Comments from attendees included: “Keep up the good work. Please have more events for homeschoolers.” “Thank you so much for thinking of us, as a family that does virtual homeschool, we need help to continue to improve our kids to progress to a better education.” “We totally loved it! Thanks a lot!” “We already use some of the resources, but now we have learned of new resources like the kids business classes.”
The Library U committee will meet soon to discuss plans for Library U 2020.
The Library is preparing for the introduction of the new service of Cloud Library through Bibliotheca. Cloud Library offers Mobile Check Out, Assist App, and an Express Collection of e-content. Locations are being prepped for the Mobile Check Out, a new check out option that customers can use with their smart phone. The Assist App provides interactive receipts and notifications, and the Express Collection offers quick access to popular titles.
The Melrose Center hosted the “No Tan Radio Music & Arts Festival” in August. The festival highlights Hispanic/Latin musicians and visual artists. With electric bands playing on the new Melrose stage and acoustic acts playing on a small stage in the Melrose Conference Room, the festival provided over four hours of continuous live music for 379 attendees. Performers included Leo Aether, Artefacto, Blunder Club, Alejandro Prado and Huellas de Colombia Folkdances, the latter dazzling with a routine on the dancefloor set up in front of the stage. Visual artists exhibited at tables throughout the Center, including a group from NOVUS ARTEM International Gallery. Alibeth Suarez from Questline served as host of the festival and covered it for MAS 100.7FM radio.
Staff started offering Passport Services at the Orlando Public Library in September. This service seems to popular and over 30 people have signed up to apply for a U.S. passport thus far.
The Chickasaw Branch is offering beginner photography classes once a month in their new photography classroom. 24 attendees have taken advantage of this new class. Chickasaw has also hosted “Introduction to Virtual Reality,” “VR Open Lab,” and various 3D printing labs. The Fairview Shores Branch offered a series of “Pop-Up: Oculus Go” virtual reality programs over the summer. They also offered "3D Design Custom Cookie Cutters," "3D Design Minecraft Characters," and "Drone Zone Camp." The Hiawassee Branch offered a “Community School of Arts Summer Session,” which included 3D design projects. The Alafaya Branch hosted "Music Lab: Song Maker" in August. The class taught students how to create simple or elaborate beats and melodies with the color-coded Music Lab product. The Windermere Branch volunteered to be the test location to host the drone three-day camp over the summer.
On 4 May, our first Kindergarten Bootcamp was held with over 50 participants. Help Me Grow Florida organized developmental screenings for families. The event started with a large group activity and then families explored 6 stations with interactive activities to help them better understand the expectations for kindergarten and how they can practice at home. The K-Ready series is being offered over the summer at the Winter Garden Branch and reached the maximum registration limit.
For the next Early Learning Resource Fair in July, we have contracted with OCPS Transportation to provide a school bus which will be available in front of the Orlando Public Library for children and their families to explore and ease any anxiety about riding the bus. We now have over 26 confirmed participating organizations for the upcoming Early Learning Resource Fair including: Central Florida Zoo & Botanical Gardens, Amaya Papaya Play Lounge, The Roth Family JCC, Adult Literacy League, OCPS, Orange County Regional History Center, My Central Florida Family.com, Orlando Science Center, New Hope for Kids, Primary Care Access Network, KinderCare, My Gym Waterford Lakes Orlando FL, 4C Florida (Community Coordinated Care for Children), UCP of Central Florida, Girl Scouts of Citrus Council, Simply Healthcare Plans, PLAYGROUND, Goldfish Swim School, Orlando Day Nursery, The Mennello Museum of American Art, Help Me Grow Florida, and Happy Mama Organics.
As a result of our contact with the Early Learning Coalition, OCLS was invited to have a team participate in the Lectio Institute workshop. The Lectio Institute workshop was a 3-day hands-on training program led by Harvard School of Education staff. There were 16 teams from Orange County participating in the workshop, all having an interest in early literacy and improving outcomes in our community. Youth Services Manager, Natalie Houston; Chief Branch Officer Bethany Stone, Youth Education Specialist, Laura Morton; Youth Program Specialist, Jackie Padilla; and Alafaya Branch Manager, Lynette Schimpf made up the OCLS team. A major consensus amongst the group was the need for more targeted, timely, and on-going training for staff across organizations related to early literacy programs. Participating in the workshop allowed
us to establish new points of contact, to see how the library fits into the larger community, and what our strengths are in terms of providing training and support to other organizations such as daycares.

- A survey for daycare providers has been developed and is currently being reviewed. The goal is to determine how the library can support their needs.
- The first two Parent Meetups were conducted on 12 and 29 April with 10 participants. Adults came to connect with one another through shared life experiences. During the discussion, we highlighted a few parent hacks from the book written by Asha Dornfest to ease the journey through parenthood.
- As a result of participating in the Florida Library Association Conference last year, staff introduced “Caregiver Connect: Stay and Play” which is a new event that provides an opportunity for parents and caregivers to talk about and share resources with each other regarding their child’s development. Library staff helped guide the discussion and shared information on library services that the parents were looking for. “Caregiver Connect: Stay and Play” is now being offered weekly at the Orlando Public Library and there are plans to expand it to other locations.
- The Technology & Education Center has developed a three-part computer basics course for children ages 4-5. The course is designed as a collaborative class where preschool age students work through interactive activities with their caregivers. In the first 30-minute session, students are introduced to computers as a machine used for work and play and learn to identify the physical components of a computer. In the second and third sessions, students are introduced to the mouse and keyboard, two of the most important and used input devices. The WhizKids: Computer Basics Series (Ages 4-5) has been scheduled at the Orlando Public Library on Mondays in June and at the Southwest Branch on Mondays in July. The series will be made available for scheduling across the system in the Fall.
- The focus on skill development in our early learning programs is readily apparent in the title and descriptions for our current events. The Youth Program Specialists have been discussing how to best share the learning objectives of a program with the staff member hosting it, the families participating, and how to informally assess if the objectives were achieved at the end of each program. Participation in the Lectio Institute allowed our team to more clearly see which early literacy skills library programming is most well suited to support. We will more narrowly focus our programming in the future, by selecting a set of skills and agreeing upon reference sources.
- Youth Program Specialist, Erin Reichel hosted “STEAM Storytime” staff training in May and created new STEAM Storytime themes for branches to offer at their locations. Branches have started handing out the STEAM focused “After-Dinner Mint Club” kits for children to do with their caregivers at home. These kits were also distributed at Commissioner Uribe’s Summer Reading Kick-Off Event and as part of the Prime Time Family Read Time series underway at South Trail. The “Build My Universe” preschool series is being presented at all library locations, focusing on a new STEAM activity each week. In order to provide more relevant and easily accessible program content, Youth Services staff have started to archive outdated and incomplete scripts on the Children and Teen Wikis. This will allow for easier selection of popular and meaningful programs. Weekly collection maintenance continues, including the beginning reader books being separated out from the normal collection to allow for easier access to these important and popular materials. A graphics request has been submitted for a new script template that will provide easy and clear guidelines for each age group. Also, each month, we review available content which is relevant to community events, such as Hispanic Heritage Month, to identify where new content is needed and incorporate the development into upcoming program offerings.
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- Youth Services attended Parent Academy on 4 May and shared with parents, “Bright Ideas for Summer Learning”. We are scheduled to participate in OCPS Parent Academy’s in the 2019/2020
school year. We continue to distribute 800 Early Literacy Calendar throughout our branches each month. The calendars have also been discussed in an OCLS blog post and shared on social media.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- The Fairview Shores Branch hosted its Grand Opening Celebration on June 8, 2019. The celebration featured several Melrose type experiences. Staff from the Melrose Center demonstrated the Oculus Go virtual reality machine, the green screen, 3D printing and many Tech Ed toys.

- With the camera equipment up and running at the Chickasaw Branch, staff have been offering various photography classes for the public. On June 14, 2019 the “Photo Studio” class brought 11 students to Chickasaw. The branch has also integrated photography into other events. For instance, when they held the Career Resource Expo, the Trainer took headshots for the participants.

- The Edgewater Branch hosted “iRobot STEM” in celebration of National Robotics Week. Representatives from iRobot spoke about robot technology and careers in robotics. The Windermere Branch volunteered to be the test branch for the “Dronze Zone” camp in June. The camp was successful and will be implemented system-wide.
Planning is underway for the 2nd Annual Early Learning Resource Fair. A new online registration form was created for partners. At this time, 15 community partners are confirmed as participants in this year’s event scheduled for Saturday, 13 July.

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

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

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

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

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

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

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

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

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

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

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

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

Staff have crafted a long-term evaluation plan to review and develop several aspects of our services for each age group including new script templates, program offerings, analyzing and curating our wiki program offerings, identifying gaps for future program development, collections maintenance, physical spaces, signage, marketing, and staff training.
In this quarter, a meeting was held to develop criteria for reviewing the Teen program selections on the program bank.

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

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

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

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

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

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

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

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

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

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

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

- The Staff Recommendations form is live and receiving reviews from staff.
- IT staff replaced iMacs in the Melrose Center.
- IT staff migrated the Right Service at the Right Time website from Drupal 7 to 8.
- IT staff migrated Orlando Memory website to a new Wordpress installation.
- IT staff installed Islandora software to manage Albertson Digital Collection.
- Steps have been taken to streamline and refine public and staff PC replacement procedures to more quickly and efficiently address aging PCs.
- OCLS asked for a quote and contract for the Wise Product. On February OCLC presented the Library a contract which the Library reviewed and responded to with questions and requests for clarification. During the March Board Meeting the Board approved the Library to enter into a contract with OCLC for their Wise Product. The implementation phase will take about 12 months. Integration, testing and training will take about 9 months, so the Library is looking to go live using this new ILS during the second or third quarter of FY 2021.
- There are currently 256,846 student and teacher records uploaded for VLC use, an 18% increase compared to 2018. In March 2019, Innovation Montessori High School teachers and students were provided Virtual Library access. Staff continue to work with additional charter schools to provide them with access. As of March 2019, there are 886 total users of Axis 360 and 2,176 users of Overdrive. Since January 2018, 10,468 items were accessed through Overdrive and 775 were accessed through Axis 360.
- OCLS received approval to participate in the Disney Family Volunteering Reward Program. Several “Family Volunteering: STEAM Kits” events were offered throughout the system. Families had the opportunity to volunteer to help assemble STEAM kits at this community service event.
- The Alafaya Branch hosted a “Free Clothing Giveaway by Out of the Closet” event. Out of the Closet (OOTC) is a free traveling clothing boutique sponsored by Zebra Coalition. 96 people came for free, fashionable clothing and hygiene products. OOTC’s goal is to boost confidence and combat poverty in the community.
- The library has been working with various partners to offer community services in our facilities. For instance, the North Orange Branch has partnered with the Florida Highway Safety and Motor Vehicles to offer FLOW (Florida Licensing on Wheels.) FLOW provides a convenient method to renew a driver’s license, obtain a replacement ID, change a name or address on an ID, obtain an ID card, and purchase a specialty license plate. The branch will be offering this service monthly. The Florida Department of Health in Orange County hosted a health outreach event at the Orlando Public Library which provided information on programs and services, including Hepatitis A vaccinations.
- The testing of the Orange Crate service has been successful. Staff are evaluating the extension of the 6-month testing phase. The Pop-Up Library is still in the implementation phase and locations are being tested.
- The Chickasaw Branch and the Southwest Branch started offering “3D Printing Project.” Customers can sign up to print their 3D project using our 3D printer. The Chickasaw Branch’s photo lab is now set up and they started offering basic photography classes in March. They plan on hosting photography events for the general public in the spring.
- The Edgewater Branch hosted “Lockhart Literacy Night” in January. Staff from the Melrose Center demonstrated the Oculus Go virtual reality machine and the green screen with the Harry Potter themed activity during the event. The branch also did a 3D printer demo for the attendees.
- Staff are researching ideas and exploring learning resources needed by families of early learners.
- Planning started for Kindergarten Bootcamp, to be offered at Orlando Public Library in May 2019, after Voluntary Pre-Kindergarten (VPK) ends in Orange County. The bootcamp will consist of workshop stations for both parents and children. Each of the stations will have an activity for children to practice, and a learning tip or strategy that the adult or family member can use, create or learn, to help their child during the transition to Kindergarten.
- Staff are researching and evaluating free workshops already available for educators and daycare workers in Orange County, to avoid duplication.
- Staff are creating an email survey to send out at the beginning of 2019 to daycare centers and preschools, to help determine their educational needs and training interests.
- Staff attended the meetup orientation and registered for meetup accounts. A parent networking
event is being planned to offer at OPL and then rolled out to branches. Staff are working with the marketing specialist to maximize promotional opportunities for meetup events.

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

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

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

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

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

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

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

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

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

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

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

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

- The Youth Services Department is exploring how they could use meetups for parent groups in the future.
- Testing bookings module to allow customers to check out museum/event passes.
- Testing card registrations by using Driver’s License strip for data entry.
- The staff recommendation form has undergone internal testing for the Staff Picks project.
- We are investigating the OCLC ILS system called Wise. We’ve had internal working group meetings to discuss system needs. We have met three times with OCLC to get more information about their product. We have provided information to OCLC about “must have,” “should have” and “could have” processes and features we are looking for.
- There are currently 245,620 student and teacher records uploaded for Virtual Library Card use, a 21% increase compared to 2017. Four Charter Schools were added this quarter: Cornerstone Charter Academy, Orlando Science Elementary Charter School, Orlando Science Middle & High School and Oakland Avenue Charter School. Staff is working with three additional charter schools to provide them with VLC access. With the Virtual Library Card, students and teachers have access to digital books on Axis 360 and OverDrive. Since December 2017, 598 items were accessed through Axis 360 and 6,431 were accessed through OverDrive. The most popular format used was OverDrive Read, a browser based format. In October 2018, there were 89 active users using Axis 360 and 637 using OverDrive. In November 2018, the number of active users decreased due to the holidays. Axis 360 had 77 active users and OverDrive had 410 active users.

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

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

- A Library U Facebook group has been created for Orange County teachers to have an open dialogue with library staff about the resources available to educators and students.
- Staff is currently in the testing phase for the Pop Up Library. The Pop Up Library, based on equipment provided by Baker & Taylor, is described as “exciting new technology designed to help create satellite library locations to provide digital content promotion and access points wherever the library would like to establish a presence in the community.” The Pop Up Library is a self-contained, small electronic device that hosts ebooks from the library’s Axis 360 collection. The device allows people in a designated area to stream and download ebooks on their phone, tablet, or laptop. No app is necessary and no library card is required for access. Three locations have been identified by OCLS as sites to deploy the Pop Up Library: the Bithlo-Christmas Neighborhood Center for Families, the waiting room in the Winnie Palmer Hospital for Women & Babies and the tag office for the Orange County Tax Collector. We are currently testing the devices and will be deploying them soon.
- In October, the Library started testing the Orange Crate service. Library members were invited and opted in to receive monthly handpicked deliveries of books. Two books are delivered to the subscriber for a six-month duration. Currently three deliveries have been made and staff are evaluating the process and workflow of the service.
- The Chickasaw Branch will start offering virtual reality (VR) and photography services soon. The VR and photography equipment has been ordered and is being set up at Chickasaw. The Technology Trainers are receiving training from the Melrose and TEC staff regarding class curriculum for this technology. The Chickasaw Branch plans to use the virtual reality equipment afterschool to provide activities for the many students that visit the branch from the Renaissance Charter School. They also plan on offering photography events and classes for the general public.
- The Herndon Branch celebrated their 20th anniversary on November 3, 2018. Staff from the Melrose Center demonstrated the Oculus Go virtual reality machine and the green screen with the Harry Potter themed activity during the celebration. 83 people enjoyed these Melrose inspired activities. The West Oaks Branch hosted a “Family Holiday Festival” on December 1, 2018. The festival included a photo studio session for families to take holiday family portraits.

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

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

#### Goal: Increase Awareness of OCLS

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<th>Successful Completion</th>
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<tr>
<td>Develop Strategic Marketing Plan</td>
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<td>Leverage Customer Testimonials</td>
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<tr>
<td>Community Outreach for Awareness</td>
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<td>OCLS Employees as Ambassadors</td>
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#### Progress

- All poster, flier and bookmark templates have been updated with the tagline Learn. Grow. Connect. The templates are stored on the OP for general use by branch staff. The Graphics Department has also designed new scripts for Youth Services programs that include the new branding and tagline.
- As part of the initiative to develop new branded rack-cards for use at outreach events, a format has been approved. The first piece of that project is the new library card signup application, titled Get Your Card. That piece is in circulation now. More rack-cards based on that design are being created that address a variety of library services.
- As the social media platform Instagram grows and becomes more popular, we have increased the amount and types of content we put there. Examples include the
Instagram TV series "These Three Things," which we launched in April, as well as a series of library GIFS that appear on Instagram Stories.

- Our Instagram content reached a new peak in August of 1,045,416 views. Our content has been used on Instagram Stories by major influencers such as Brittany Hennessy (@mrsbrittanyhennessy) to Tania Baron (@officialtaniabaron). We will continue to develop engaging, viral Instagram Stories content in the coming months by creating and publishing Instagram Story templates.

- We have begun advertising in theatre playbills, a place customers are not used to seeing our message. The advertising is comparatively inexpensive and this effort is strengthening our partnerships with participants in our new Local Wanderer program, which offers library card holders an opportunity to check out free passes to cultural institutions using their library cards.

- We continue to work with Cox Media on digital advertising that reaches our target audiences via social media and YouTube. Our end-of-summer wrap-up video has accumulated more than 60,000 views in approximately six weeks. We have also launched ad sets with Cox that focus on our tagline, Learn. Grow. Connect. Results for that initiative will be forthcoming in late October.

- Learn. Grow. Connect. relaunched in August, just after Summer Reading Program ended. Before the campaign was relaunched, we worked with market-research firm Mindspot to gauge awareness of our messaging among our target audiences. The study they provided served as a baseline against which we could measure our success. At the end of October, we will work with Mindspot again to re-evaluate awareness based on our marketing messages.

- Exploring our marketing messages and evaluating success is an ongoing effort that will continue beyond this fiscal year.

- Marketing and Public Relations continues to encourage staff to engage with our marketing efforts. We continue to ask staff to participate in production of the "These Three Things" Instagram series, we rolled out an ad campaign for Learn. Grow. Connect. in which staff are the focus, and we continue to encourage all staff to continue to use the tools and templates we have provided for marketing materials created at their locations.

- In the last quarter, the Outreach and Marketing Libguide was visited 700 times by employees.

- The StoryCorps listening party is scheduled for December 7 in the Melrose Center.

- All StoryCorps materials have been shared with WMFE, which will be a media partner in the event, and they have agreed to air promotional messages in support of the event as part of their partnership.

- In partnership with Orange County Regional History Center, we will have an exhibit at main of Thomas Thorspecken sketches and Amanda Murphy photographs depicting our StoryCorps recording days, alongside listening stations where customers can hear snippets of the StoryCorps recording conducted at the library in October 2018.

- This quarter, we launched #LearnGrowConnect bookmark campaign on social media. The campaign encourages users who receive a limited-edition Learn. Grow. Connect. bookmark in their home delivery packages to post a photo to Twitter or Instagram.

- For National Library Card Signup Month, which is in September, we also relaunched our Bring a Friend library card signup campaign, which encourages people to bring a friend to sign up for a new library card for a chance to win a prize. Participants were encouraged to take a photo or video of their experience helping a friend sign up for a library card and post it to social media for a chance to win an additional prize. To date, the campaign as resulted in 51 new library card signups.

- In August and September, we engaged our used our Facebook ambassadors group to ask our ambassadors to help us spread the word about National Library Card Sign Up Month. We provided them with copy points and promotional graphics to share on their own social media channels. We incentivized them to produce and share their own content by hosting a contest in the group each week. The contest rewards a randomly selected winner with a free beverage at Foxtail Coffee Co. (a sponsor of the Bring A Friend campaign) who shares a link or screenshot of a recent post promoting the
We continue to grow our group of Ambassadors by attending networking events, such as the Downtown Orlando Partnership “Influencer” series and Florida Public Relations Association meetings, and identifying local book bloggers on social media, particularly Instagram, and reaching out with an invitation to join the group.

One area where this has been particularly helpful has been in spreading the word about our Lake Nona and Horizon West Library Pop Up events. One of our library ambassadors, Ricky Ly, has strong connections in the Lake Nona community, and he helped us spread the word about the pop up events happening in that area by posting about them on his Instagram and Twitter accounts. He has since expressed interest in working with the library to promote other events, programs and services on his blog.

We will relaunch the Ambassador Book Club in October in a more casual format in which readers will discuss books they are currently reading or recently read. This will provide an opportunity to casual engage with the ambassadors in a library-related manner.

The Marketing and Outreach Libguide continues to be updated with new presentations and resources. In addition to a PowerPoint presentation on best practices for effective community outreach, a searchable map of schools and outreach events the library participates in, and a link to a SumTotal training on outreach, the libguide allows staff to suggest an event that they think would make a good outreach opportunity for the library.

Before the end of the fiscal year, a new version of a basic presentation about OCLS will be uploaded to include information about new library services and resources, as well information about the new Fairview Shores branch. This presentation can be used by staff as a basic presentation about the library, or it can be modified to suit a staff member's needs.

Over the course of the past year, Community Outreach Coordinator Mike Donohue has conducted workshops during Spectrum meetings that include a review of content and exercises included in the ALA's Libraries Transforming Communities curriculum.

As part of that ongoing training, Spectrum managers have been asked to make it part of their workflow to either reach out to community organizations on behalf of the library, or empower staff to do so. Over time, this has resulted in a wider range of volunteers for offsite outreach events, which has helped us more effectively reach more community members. So far, in Fiscal Year 2019, we have attended 503 community and offsite events, and reached more than 62,400 people -- an increase of 3 percent over last fiscal year.

After Spectrum managers rotate on October 13, 2019, they will each receive a binder for their location that includes a list of community contacts and organizations relevant to their location, demographic information about the community their location serves, as well as letter templates and prompts for making contact with community organizations that could be good partners for OCLS.

Plans are moving ahead with providing a Toastmasters club for staff who wish to develop better public speaking skills. So far, 37 staff members have expressed interest in the initiative. Training and Development Specialist Colleen Hooks has the list of staff members and has been in touch with Toastmasters about getting the club up and running.

As part of the Marketing and Public Relations Department's "These Three Things" Instagram video initiative, staff who have volunteered to participate are given an opportunity to exercise their speaking skills in front of the camera. Staff members star in these videos, which highlight three library events, programs or initiatives. Participating staff members are given a script to practice, and they are coached through the process of reading it to the camera while walking through the library. The segments air weekly on Instagram TV.

The Outreach 101 presentation given on Staff Day has also been presented at Train-the-Trainer and Spectrum meetings. The presentation can also be accessed through the Marketing and Outreach Libguide.

An updated presentation on effective outreach strategies will be on the agenda for Staff Day 2019. Marketing and Public Relations (formerly known as Community Relations) will
create the curriculum and conduct the training.

- Two additional staff members have taken the Outreach training this quarter. Moving forward, the training will become part of the onboarding experience that new staff complete on their first day.
- The new SRP cut-out is being used system-wide for selfie opportunities by customers.
- In the past for Summer Reading Program, we often struggled with finding a way to make sure that our branding, name and logo was clearly present on posters, bookmarks and other materials. We created templates this year, based on templates being used for year-round promotion, that resolved the issue and unified the library's brand with the Universe of Stories Summer Reading theme.
- Graphics requests are now being fulfilled for new rack cards to be used at outreach events, as well as an updated design for the library card application that meets our brand standards.
- As we prepare to launch our Learn. Grow. Connect. tagline marketing campaign after Summer Reading Program, we are updating all poster, bookmark and flier templates to include the tagline.
- In May, Public Relations Administrator Erin Sullivan attended a Florida Public Relations Association session on marketing that explored how AdventHealth rebranded itself after many years of being known as Florida Hospital. The session discussed effective tools for communicating brand identity to customers and staff.
- Working with Cox Media Group to enhance our digital marketing has been a successful effort so far. We received a report from them in April 2019 that offers some metrics about how our various campaign pieces have performed.
- Between January 16, 2019 and April 19, 2019, the social media portion of our campaign with them received 717,650 impressions and 4,180 clicks. Our campaign with Cox focused on two target groups: Millennials and Residents with children in the home.
- Since Millennials are one of our target audiences, we were especially interested in seeing what resonated most with them. Campaign statistics indicate that ads that promoted online tools, like Mango Languages and Lynda, were most popular with Millennials, receiving 92,177 impressions and 398 link clicks.
- Residents with children responded most to an ad encouraging library card signup that featured several different photos of family groups holding up their library cards. That ad received 157,000 impressions and 1,050 clicks.
- We also used Cox to promote our Summer Reading Program videos for adults and kids. Our Adult Summer Reading Program received 64,000 views on YouTube, and our Kids Summer Reading video received 22,000 views. The videos targeted Orange County residents, excluding Winter Park and Maitland, and the goal was to build more awareness about the library's summer reading programs overall.
- Between April 1, 2019 and June 19, 2019, 764 staff members visited the Marketing and Outreach Libguide, which outlines our marketing strategy, brand standards and outreach efforts.
- The Community Relations Department has invited library staff to take ownership of our new marketing initiatives by hosting open calls to participate in photos and videos that are being used to showcase the library.
- In March, we held auditions that gave staff an opportunity to try out to be part of our "These Three Things" Instagram TV series, which highlights events and programs happening each week at the library. Each week, a different staff member stars in the series, which launched on April 1.
- In April, two photoshoots were held and 25 staff members participated to have their photos included in Learn. Grow. Connect. collateral.
- In February, March and April, staff were also asked to participate in a social media "whisper campaign" to introduce Learn. Grow. Connect. Social media squares, quotes and images were shared on the Marketing and Outreach Libguide for staff to share on their personal social media channels.
- Two new TVs have been placed in Library Central to promote programs and events, and branches are in the process of replacing their meeting room LCD projectors with large-screen televisions.
Weekly These Three Things video has been debuted on Instagram and has so far proven to be an engaging and popular piece on social media.

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

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

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

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

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

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

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

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

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

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

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

Outreach Coordinator Mike Donohue met with Chief Branch officers Bethany Stone and Danielle King to discuss how to support Spectrum assistant managers in being more effective at outreach. He has created outreach binders for specific departments and locations that include a list of neighborhood contacts, sample letters that assistant managers can send to organizations, and other materials to help them make contacts in the community.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Seven additional staff took the Community Outreach training in SumTotal this quarter. In addition, a small group of staff have met to begin brainstorming ideas for updates to the Community Outreach e-learning opportunities. They are also discussing the possibility of creating a curriculum that can be presented as an orientation to outreach.
- Community Outreach and Administrative Coordinator Mike Donohue met with Spectrum Assistant Managers to workshop several exercises with them that were designed to get them to think differently about outreach and the impact it can have on both the library and organizations that interact with the library.
- Since beginning this initiative, Assistant Manager of Community Relations Vivi Valencia-Serrano, has noticed a marked increase in the number of managers who respond to requests for volunteers at outreach events, and a small group of assistant managers has begun working on an outreach project that will help connect the community of Horizon West to the Orange County Library System.
- Mike Donohue plans to schedule a meeting with Chief Branch Officers Bethany Stone and Danielle King to evaluate the outreach training and determine how we wish to move forward.
- Training and Development Specialist Colleen Hooks has been working on the outline and structure for an educational public speaking series for staff. The series is not expected to roll out until after the Summer Reading Program ends.
- Community Relations staff members will develop materials and presentations for the November 2019 Staff Day.
- Seven new staff members have completed the outreach training in SumTotal, and Community Outreach and Administrative Coordinator Mike Donohue has been working with Training and Development Specialist Colleen Hooks and a small group of staff members to update and enhance the training so it is more useful for staff.
- Youth Services staff worked to identify all of the ways that OCLS currently conducts “school visits” including: field trips to our libraries, outreach storytelling at schools, participating in community events at schools, hosting family nights for schools at branches, visiting Orange County Head Starts to conduct storytelling sessions, and visiting middle schools to promote the Virtual Library Cards available to all teachers and students. Youth Services staff met with the OCPS district media specialist and discussed ways to collaborate and visit more schools.
- OCLS offers a wide range of field trip options. From October to February, 1,862 students and chaperones visited one of our libraries from 16 different local schools. By going out to schools for off-site events, we were able to reach 8,692 students and teachers.
- An orientation for library staff members who serve as liaisons to individual elementary schools is being finalized and will be scheduled to be held in August 2019.
- The email blasts have all been sent out to invite educators to Library U. The application deadline is April 15, 2019. The Library U committee will meet after this date to review and select applicants. Members of the Library U committee attended Edcamp in January. Edcamp is a participation driven day for educators that took place at Jones High School. Staff shared library resources and services with 60 educators at this event. Based on the experience, staff are evaluating if OCLS could host an Edcamp in the future.
- The Homeschool U committee met several times to plan a workshop for homeschool educators. The date has been set for September 12, 2019. The agenda will include activities the educators and the students can do together such as STEAM projects, a field trip to the Melrose Center to use the video and audio equipment, and a hands-on demo of educational tech toys. The group will be split up for some portions of the day. The educators will learn about library resources and homeschool requirements, while the children will participate in a Cuisine Corner Jr. cooking activity.
- Staff attended the Horizon West Fest in March. They showcased the virtual reality headsets and cubelets for the community. Melrose staff participated in Otronicon for the fifth straight year. The exhibit featured projection mapping technology. Staff prepared a digital environment to combine projector, video camera, green screen and MIDI keyboard capabilities, creating a game for exhibit visitors to play.
- ComRel and Graphics are currently in the process of the creation of newly branded selfie cut-outs for each location. Staff are also encouraging customers to post selfies to their personal social media and share them with OCLS.
In October, we introduced new templates that incorporate our current brand standards for use in posters, bookmarks and fliers at branches. The templates are available for use in both Illustrator and Publisher formats, and they have been implemented widely. We are working on creating branch calendars next.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### Goal: Increase Revenue & Partnerships

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

- To celebrate the 50th Anniversary of the Moon Landing, OCLS partnered with a variety of experts including MIT researcher Natalia Guerrero; Derek Demeter, Director of the Emil Buehler Planetarium; and WMFE’s space reporter Brendan Byrne. Participants explored new hobbies and skills during presentations on “Container Gardening” by Master Gardener Dena Wild from UF/IFAS Extension Orange County Office and “Efficient Irrigation” workshops presented by Orange County Utilities staff. Woodworker Glen Glazier demonstrated the process of making a pen, and craftsman Edward Ratanun outlined the basics of knife making. Local calligraphy instructor Lynda Chandler offered an “Introduction to Calligraphy” and “Alphabet Calligraphy” classes. ASL Services, Inc. instructors taught students basics of American Sign Language.

- Jenny Aviles with the Family & Consumer Sciences for the Orange County Extension Office offered family-focused events such as “Create a Family Spending Plan,” “Discover Your Money Personality Type,” and “Healthy Grocery Shopping on a Budget.” During another popular event, “Homeschooling Strategies for All Families,” Kerry Tastinger introduced strategies families can apply to set the stage for a successful school year.

- OCLS is working with the Florida Humanities Council 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. In the next fiscal year, the ELS Specialist will work on developing the training modules and two Florida libraries will be selected to pilot the series.

- The library applied for the following grants this quarter:
  - Orlando Magic Youth Foundation- $100,000 to support Kindergarten Readiness for all 16 locations.
  - KaBOOM Community Built Playground- Grantees will receive a custom-designed playscape designed by KaBOOM for the South Creek Branch.
  - Americans and the Holocaust Traveling Exhibition- $2,000 to support a traveling exhibition that examines the motives, pressure and fears that shaped Americans responses to Nazism.
  - Jerry Kline Community Impact Prize- $250,000 awarded to recognize a public library as a vital community asset.
  - The library was awarded the following grants this quarter:
    - Citizen Review Panel- $500,000 to expand the Biz Kids Club throughout OCLS to include Orlando Public Library and six branch locations.

- The library was notified that the following grants were not awarded:
  - Best Buy Community Grant- $10,316 to support Girls Rocking Robotics.

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

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

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

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

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

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

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

The library applied for the following grants thus far for the fiscal year 2019:
• National Network of Libraries of Medicine Community Engagement Grant- $5,000 to broaden access to and awareness of health information resources, with an emphasis on those resources provided by the NLM, and increase communication channels between librarians and health care professionals: pursuing a partnership with the Spring Lake Medical Pavilion & the Southwest Branch.
• Prime Time Family Reading Time with the Florida Humanities Council- $4,500 to support three series of Prime Time Family Reading Time at the Alafaya, South Creek and Fairview Shores branches.
• American Dream Literacy Initiative- $10,000 to support adult literacy initiatives. OCLS applied to expand ESOL classes for North Orange, Hiawassee, South Trail and Washington Park.
• Magic Leap Independent Creator Program- $20,000 to support Magic Leap equipment for the Melrose Center. Magic Leap is a head-mounted virtual retinal display, which superimposes 3D computer-generated imagery over real world objects.
• The Library was notified that the following grants were awarded:
• ALSC-Dollar General- $5,000 to be used to support the Ready Set Code Club.
• Best Buy Foundation Community Grant- $4,800 to create drone programming classes for teens over the summer.
• Museum on Main Street: Hometown Teams with the Florida Humanities Council- $5,000 to support programming for the Smithsonian’s Hometown Teams traveling exhibit.

The Events Department was awarded a programming grant through the Florida Humanities Council to Celebrate the Great American Read, a partnership with PBS’s local station WUCF. The grant was completed in October, providing 24 individual events with a total attendance of 392.
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Strategic Plan FY 2019
4th Quarter Update
Improve the Customer Experience, establishing “OCLS as a friendly, welcoming and community centric service.

A. Establish an ongoing customer service training program
1. Evaluate efficacy of efforts through customer and staff feedback

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<td>This was the first quarter that the in-person customer service orientation for new staff was offered each month. From the attendees that completed the survey: 37.5% said they were very familiar with the service story prior to the class, 58.3% said they were a little familiar, and 4.2% said they had not heard of it before. Overall, 96% of the attendees that completed the survey said they learned something new, and 100% said they would recommend the class to a friend.</td>
<td>Debbie Tour</td>
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The Customer Service Story website was visited 670 times by staff in the last quarter. This is where staff share their stories on how they are supporting the common purpose of “We Change Lives.”

In July and August, 93% of the customer surveys rated their experience as “Excellent.” Many of the excellent ratings commented on the cleanliness of the library, the great variety of classes/programs and the number of summer activities. The lower ratings mentioned concerns about the noise level and the fact that not all classes/events are offered at all locations.

Staff are using the newly developed Kudos pads to recognize each other for providing excellent service. Many departments/locations have these on display in the staff workroom.

New staff taking the Customer Service Story training receive a survey after class to provide feedback on the class. In addition to feedback on the class itself, staff are asked how familiar they are with the service story and framework, prior to attending. This will allow us to gauge whether the current levels of communication around the framework are effective.

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

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

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

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

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

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

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

In July, the “Mystery Shop 100% Club” recognized staff members that received perfect Mystery Shops at Alafaya, Chickasaw, Eatonville, Fairview Shores, Herndon, North Orange, Circulation, Learning Central, Melrose Center, Questline, South Trail, Southwest, Windermere and Winter Garden.

All locations and departments continue to focus on promoting the customer service initiative. Resources used for inspiration include the customer service toolkit from Onboard Oxygen and the Customer Service Tip of the Week from Toistersolutions.com. Learning Central staff designated a location at the 4th floor information desk to have youth-geared activities available for when families visit the floor. Since then, staff have had several interactions with younger customers who
are happy to receive these fun activities. Learning Central launched Peer Academy. Peer Academy helps new library staff obtain the knowledge and skills needed to help internal and external customers. Other locations have similar training for new staff including looking for ways to go the extra inch.

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

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

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

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

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

3. Provide managerial refresh training to support system expectations

Manager Training Day was held in August and focused on helping internal and external customers. Human Resources discussed employee engagement, coaching, and staff recognition. An attorney discussed public record requests, privacy laws and the library as a limited public forum. Managers had the opportunity to share questions ahead of time which led to the overall schedule for the day and a Q&A section of the handouts.

Managers were encouraged to sign up for weekly customer service tips from Jeff Toister's webpage. In doing this, they received a link to his book “Customer Service Tip of the Week” free of charge. Managers were also encouraged to make use of a library resource called Lynda.com. It includes 53 training videos from this author, that range from servicing internal customers to working
with upset customers. Videos range from 1 minute to 1.5 hours.

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<td>“Looking Glass: How Culture Affects Performance” was offered to all managers in December. This quarter, a version of the training was offered at multiple locations for all staff. Managers were able to experience the training with their staff and assisted with the classes playing different roles. Overall, this demonstrated to staff how the right organizational culture that promotes cooperation, produces better customer service.</td>
<td>Debbie Tour</td>
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<td>Training was offered at a manager meeting in December. The interactive session called the “Looking Glass” was offered to help managers see how their own behaviors and decisions can help create an organizational culture that reduces hassles and encourages cooperation. Another training session is being developed that will be offered in 2019.</td>
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4. Create training opportunities for staff that will enhance customers’ experiences

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<td>Training was offered on “Making Your Library Marketing More Inclusive,” and on working with autistic adults and youth. To help staff offer valuable future youth programs, training will be offered on Cuisine Corner, Little Chef and toddler programs. The staff developed courses on “Spanish for Library Staff” and “Emotional Intelligence” have been finalized and each series will be offered on a quarterly basis.</td>
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<td>Testing for the Spanish for Library staff, and the Emotional Intelligence courses has been completed, and they are in the final editing stages to be offered to all staff going forward. The in-person classes &quot;Toddler Playground,&quot; &quot;Making STEAM Storytime a Success,&quot; and &quot;Early Childhood Expertise Beyond Libraryland Serving Refugee and Immigrant Families&quot;, were offered this quarter.</td>
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<td>“Nasty Negatives and Peacekeeping Positives - Simple Ways to Communicate More Effectively” was offered to staff in March. The “Looking Glass: How Culture Affects Performance” training was offered 13 times at multiple locations, with 271 staff attending during February and March. Currently on Sum Total, the employee training website, there are over 50 online courses dealing with different aspects of customer service. Learning Central managers paired 4 staff members who had little or no experience in Outreach with more experienced staff. Together they participated in community outreach events. They</td>
<td>Debbie Tour</td>
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learned how to distribute information quickly to attendees in order to increase the awareness of library services. They also learned how to network with existing or prospective partner organizations.

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

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

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

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<td>The new mystery shop form continues to be used successfully to reinforce that the new customer service standards are being consistently followed throughout the system. Some of the positive comments from this past quarter include: &quot;The employee was welcoming and engaging. The employee responded to what I asked about and treated me with respect. The employee provided useful guidance on where I could find more travel books.&quot; &quot;The library was clean. There were numerous people in the library doing homework, watching movies, reading and browsing the selection. There was lots of movement but it still felt like a calm and tranquil environment.&quot; &quot;An associate was available to help me as soon as I arrived in the library. He was very friendly and offered to walk me over to the aisle and shelf in response to my book question.&quot;</td>
<td>Bethany Stone</td>
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The mystery shop reports using the new form continue to yield strong results. During this quarter the average shopper score has remained above 95% with 33 perfect 100% scores. Some positive comments mentioned in the shopper reports include: "Danny did a great job of helping me and I feel went above and beyond to get me the information I was looking for." "Joannie was very willing to assist me in finding the materials that I requested. She looked up the information and led me to where the books were. She showed me what was available and told me to come back if I did not find what I was looking for and she would help me more. She was friendly and smiled and made eye contact. She made sure I knew how to renew and told me the dates for each type of material that I checked out. She was helpful and efficient." "Priscilla went out of her way by ensuring I found what I needed and adding value by offering free QuickBooks training." 

The new mystery shopper form, using questions based on the library's customer service standards, has been used all three months of this quarter. The average score for the system this quarter was 96.92% (out of 100) with 38 out of 51 shops resulting
Some of the positive remarks made by the mystery shoppers include, "I was acknowledged with a smile, helped and felt like a valued customer," "They were friendly and smiled and gave great customer service," and "The employee went above and beyond to make sure I could get my book at another location. She was attentive and patient."

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

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<td>Bethany Stone</td>
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2. Review staff recognition program and make appropriate adjustments

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<td>The Mystery Shop 100% Club on the Orange Peel has been visited by staff members 146 times during this quarter.</td>
<td>Bethany Stone</td>
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<td>Over 40 Kudos were received for staff members during this quarter. One of the kudos stated: &quot;The employees went above and beyond to accomplish what I could not do. Thank you. I'm glad the Library offers so much help with such good and caring attitudes.&quot; Source: Customer Service Survey-Fairview Shores</td>
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The Mystery Shop 100% Club has been created on the Orange Peel and has been visited 279 times during this quarter. There have been 55 Kudos for various staff members posted during this quarter. Some examples of the Kudos received include: "Patron Robert H. called Questline to express his appreciation for the assistance he got from Casey (Hayden) yesterday. He thanked Casey for being very proficient at her job." and "Kudos to Brenda!!! I'm looking forward to other classes with her! Ms. Brenda Santana is one of the most competent computer class instructors I have ever had. She can break things down and stay at an advanced level, which is not an easy thing to accomplish. I am so grateful to have had this "Practice Session.""

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

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

3. Incorporate agile survey techniques into survey processes

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<tr>
<th>Progress</th>
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<tbody>
<tr>
<td>The OCLS agile survey was sent to customers using any OCLS</td>
<td>Bethany Stone</td>
<td>9.19</td>
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</table>
### 1. Evaluate Children’s area furniture and space usage plan and adjust as necessary

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

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<tr>
<th>Progress</th>
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<tr>
<td>OCLS will consult with an architect in the coming fiscal year to redesign the Children’s Library at Main. A committee was formed in Youth Services to evaluate the current space utilization and propose ideas to be submitted to the architect.</td>
<td>Steve Powell</td>
<td>9.19</td>
</tr>
<tr>
<td>The Children’s Library at Main is set to be painted after SRP. New height-adjustable tables and new chairs are being researched for the children’s program rooms at Main.</td>
<td>Steve Powell</td>
<td>6.19</td>
</tr>
<tr>
<td>A group of assistant managers: Genevieve Traas, Jackie Zumaeta, Sarah Qronfleh and Olga Rodriguez, evaluated the Children’s Library and generated a list of ideas. Their ideas include painting (walls and ceilings), furniture removal and replacement, lighting upgrades, alternative shelving for some materials and relocating some materials and displays. The list is under further review.</td>
<td>Steve Powell</td>
<td>3.19</td>
</tr>
<tr>
<td>A group of staff is being formed to complete the evaluation.</td>
<td>Steve Powell</td>
<td>12.18</td>
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### 2. Evaluate customer service areas, furniture and space usage with a focus on Main

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<tr>
<td>Bibliotheca Fast Lane Pad is being added to the Main Lobby’s Information Desk for faster service. The other list of enhancements for the Lobby Checkout and Book Return areas are still under review.</td>
<td>Steve Powell</td>
<td>9.19</td>
</tr>
<tr>
<td>The list of services to include after the consolidation is still under review and staff are considering what additional services might fit in the area. This project is included in the FY 2020 budget.</td>
<td>Steve Powell</td>
<td>6.19</td>
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Staff generated a list for the Main Lobby that includes: consolidating the check-in and check-out functions to one side of the Lobby, reconfiguring the existing check-out side so that a work station with printer and the TBS equipment (copier, scanner, fax and print functions) could be placed there and potential suggestions for the old café space. The list is under further review.

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

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

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<tr>
<td><strong>Child-friendly tables and chairs have been purchased for the Winter Garden and Southeast locations. Furniture for Winter Garden is expected to be installed in early October. Furniture for Southeast is expected to install following the location refresh in December.</strong></td>
<td>Steve Powell</td>
<td>9.19</td>
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</table>

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

The same group of assistant managers listed above are evaluating the Children’s areas at the Winter Garden and Southeast branches. A group of staff is being formed to identify locations.

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

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<tr>
<td><strong>The Fairview Shores Branch is open and the furniture selected allows for spaces to be flexible. Also, the furniture color selections create an inviting environment for customers of all ages.</strong></td>
<td>Steve Powell</td>
<td>6.19</td>
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The furniture for Fairview Shores is on order and includes nesting tables and stacking chairs for the meeting room and some public spaces. These types of furniture will allow the spaces to remain flexible and easy to setup or breakdown.

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

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

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<tr>
<td><strong>Screen Savers with the new tagline Learn. Grow. Connect.</strong></td>
<td>Steve</td>
<td>9.19</td>
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library's signs have been updated with new larger more visible signage for the specific collection including DVDs, Music on CDs, New & Popular, Graphic Novels, and Informational DVDs/CDBs. Signage in the Lobby has also been updated.

Signs have been removed from every other end cap in Library Central to reduce signage clutter. The Local Author's Collection was relocated on the 3rd floor and a new sign has been created with current branding. Interior signage for branches has been completed and will be installed at all locations by the end of calendar year 2019.

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

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

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

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

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

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

6. Evaluate charging areas and make recommendations for changes

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<tr>
<td>The evaluation of locations and rules are ongoing.</td>
<td>Steve Powell</td>
<td>6.19</td>
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Progress Champion Updated

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

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

Steve Powell 3.19

Steve Powell 12.18

D. Enhance the on-boarding experience for new customers

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

Progress Champion Updated

Circulation staff is working with the IT Department to create the appropriate report.

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

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

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

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

Steve Powell 3.19

Steve Powell 6.19

Steve Powell 3.19

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

Progress Champion Updated

Video updates are still under discussion by staff.

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

Steve Powell 6.19

Steve Powell 3.19

Steve Powell 3.19
intention to use the video on an iPad at each location at the time of new Library card registration.

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

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<tr>
<th>3. Develop photo / selfie opportunities for new card celebrations</th>
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<tr>
<td>The new SRP cut-out is being used system-wide for selfie opportunities by customers.</td>
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<td>The newly branded selfie SRP cut-outs for each location are being created by graphics design team and will be used during the summer and after to encourage customers to post selfies to social media.</td>
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<tr>
<td>ComRel and Graphics are currently in the process of the creation of newly branded selfie cut-outs for each location. Staff are also encouraging customers to post selfies to their personal social media and share them with OCLS.</td>
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<th>4. Evaluate using different types of Library cards per the customer type or preference</th>
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<td><strong>Progress</strong></td>
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<tr>
<td>Staff is evaluating a new library card with a key chain card attached. The logo graphics for the new card is also in progress.</td>
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<tr>
<td>Staff are still discussing Library card options.</td>
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<tr>
<td>Staff are still evaluating the possibility of using different types or levels of Library cards.</td>
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<tr>
<td>Staff are in the very early stages of the evaluation.</td>
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<tr>
<th>5. Create training opportunities for staff that will enhance the customer’s onboarding experience</th>
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<td>No new training was completed this quarter.</td>
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<td>The most recent training session with front line Learning Central staff was “How to best resolve customer’s accessibility and account issues.”</td>
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<tr>
<td>For customers that register online, staff are considering creating a script for phone call opportunities to new cardholders to ask if they have questions and if they are enjoying OCLS services. Staff plan to develop and implement training across front line service departments at Main to ensure the consistency of delivery on each of the public floors.</td>
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Increase awareness of OCLS and what is offered
A. Develop a strategic marketing plan

1. Launch rebranded collateral for system-wide use

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<td>All poster, flier and bookmark templates have been updated with the tagline Learn. Grow. Connect. The templates are stored on the OP for general use by branch staff. The Graphics Department has also designed new scripts for Youth Services programs that include the new branding and tagline. As part of the initiative to develop new branded rack-cards for use at outreach events, a format has been approved. The first piece of that project is the new library card signup application, titled Get Your Card. That piece is in circulation now. More rack-cards based on that design are being created that address a variety of library services.</td>
<td>Erin Sullivan</td>
<td>9.19</td>
</tr>
<tr>
<td>In the past for Summer Reading Program, we often struggled with finding a way to make sure that our branding, name and logo was clearly present on posters, bookmarks and other materials. We created templates this year, based on templates being used for year-round promotion, that resolved the issue and unified the library's brand with the Universe of Stories Summer Reading theme. Graphics requests are now being fulfilled for new rack cards to be used at outreach events, as well an updated design for the library card application that meets our brand standards. As we prepare to launch our Learn. Grow. Connect. tagline marketing campaign after Summer Reading Program, we are updating all poster, bookmark and flier templates to include the tagline.</td>
<td>Erin Sullivan</td>
<td>6.19</td>
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<tr>
<td>The new templates are in use around the system, and staff at many locations are using them successfully. They have greatly improved the look, feel and consistency of our marketing message. In January 2019, our first draft of a calendar template that could be used around the system was released for use by staff. The template includes an obvious Orange County Library System logo, room for a large photo on the front, a place to prominently identify the branch and a standard calendar inside that is clear and readable. Some branches have used the new templates without issue, but we still have some staff who are having problems with formatting or fitting enough events into the template. The Graphics team is working on an alternate solution for branches and departments that have more content than will comfortably fit into the new template.</td>
<td>Erin Sullivan</td>
<td>3.19</td>
</tr>
<tr>
<td>In October, we introduced new templates that incorporate our current brand standards for use in posters, bookmarks and flyers at branches. The templates are available for use in both Illustrator and Publisher formats, and they have been implemented widely. We are working on creating branch calendars next.</td>
<td>Erin Sullivan</td>
<td>12.18</td>
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As the social media platform Instagram grows and becomes more popular, we have increased the amount and types of content we put there. Examples include the Instagram TV series "These Three Things," which we launched in April, as well as a series of library GIFS that appear on Instagram Stories.

Our Instagram content reached a new peak in August of 1,045,416 views. Our content has been used on Instagram Stories by major influencers such as Brittany Hennessy (@mrsbrittanyhennessy) to Tania Baron (@officialtaniabaron). We will continue to develop engaging, viral Instagram Stories content in the coming months by creating and publishing Instagram Story templates.

We have begun advertising in theatre playbills, a place customers are not used to seeing our message. The advertising is comparatively inexpensive and this effort is strengthening our partnerships with participants in our new Local Wanderer program, which offers library card holders an opportunity to check out free passes to cultural institutions using their library cards.

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

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

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

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

Community Relations Assistant Manager Viviana Valencia-
Serrano completed multiple Lynda.com webinars in fall and spring, including Marketing 103: How to Tell a Compelling Story That Engages Your Community, Basics of Social Media Marketing for Libraries and Digital Marketing Trends. In spring 2019, Digital Media Specialist Cynthia Velasco and Marketing Specialist Scottie Campbell attended in-person Coffee and Content meetups for marketers and digital creators to learn more about what other marketing professionals in the area are doing in the field.

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

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

One of the other things that was covered in the session was how to use Pinterest more effectively to drive traffic to your website, and we have been exploring ways we can use our Pinterest boards to promote blogs, new titles and to highlight library initiatives. Finally, we have set up a Meetup.com account to begin promoting book clubs and adult craft events, like knitting and sewing. Our Marketing Specialist has been working with staff to help them set up accounts and post events. While it is too early to say whether it has had an impact on attendance at events, the West Oaks Branch has reported that people say they are more aware of new events happening at the library because they see them posted on Meetup.

3. Explore marketing messages sent and evaluate success

We continue to work with Cox Media on digital advertising that reaches our target audiences via social media and YouTube. Our end-of-summer wrap-up video has accumulated more than 60,000 views in approximately six weeks. We have also launched ad sets with Cox that focus on our tagline, Learn. Grow. Connect. Results for that initiative will be
Progress

Champion

Updated

forthcoming in late October. Learn. Grow. Connect. relaunched in August, just after Summer Reading Program ended. Before the campaign was relaunched, we worked with market-research firm Mindspot to gauge awareness of our messaging among our target audiences. The study they provided served as a baseline against which we could measure our success. At the end of October, we will work with Mindspot again to re-evaluate awareness based on our marketing messages.

Exploring our marketing messages and evaluating success is an ongoing effort that will continue beyond this fiscal year.

Working with Cox Media Group to enhance our digital marketing has been a successful effort so far. We received a report from them in April 2019 that offers some metrics about how our various campaign pieces have performed. Between January 16, 2019 and April 19, 2019, the social media portion of our campaign with them received 717,650 impressions and 4,180 clicks. Our campaign with Cox focused on two target groups: Millennials and Residents with children in the home. Since Millennials are one of our target audiences, we were especially interested in seeing what resonated most with them. Campaign statistics indicate that ads that promoted online tools, like Mango Languages and Lynda, were most popular with Millennials, receiving 92,177 impressions and 398 link clicks. Residents with children responded most to an ad encouraging library card signup that featured several different photos of family groups holding up their library cards. That ad received 157,000 impressions and 1,050 clicks.

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

Between January and March 2019, the library worked with Cox Media Group on a social media and YouTube advertising campaign that targeted Millennials and newcomers to the area. The YouTube portion of the campaign featured short videos of library users talking about the features of the library they love most. A clickable link at the end of the ad brought people to a landing page that showed people how to find the services discussed in the videos. The social media portion of the campaign consisted of photos taken by our staff photographer paired with emojis and language that advertised various library services, including language learning, ebooks and small-business development resources. People who saw the ad were encouraged to click to sign up for a library card.

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

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

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

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

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

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

### 4. Communicate marketing initiative system-wide

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<td><strong>Marketing and Public Relations</strong> continues to encourage staff to engage with our marketing efforts. We continue to ask staff to participate in production of the &quot;These Three Things&quot; Instagram series, we rolled out an ad campaign for Learn. Grow. Connect. in which staff are the focus, and we continue to encourage all staff to continue to use the tools and templates we have provided for marketing materials created at their locations.</td>
<td>Erin Sullivan</td>
<td>9.19</td>
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In the last quarter, the Outreach and Marketing Libguide was visited 700 times by employees.

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<tr>
<td>Between April 1, 2019 and June 19, 2019, 764 staff members visited the Marketing and Outreach Libguide, which outlines our</td>
<td>Erin Sullivan</td>
<td>6.19</td>
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marketing strategy, brand standards and outreach efforts. The Community Relations Department has invited library staff to take ownership of our new marketing initiatives by hosting open calls to participate in photos and videos that are being used to showcase the library.

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

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

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

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

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

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

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

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

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

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<tr>
<td>No new update.</td>
<td>Erin Sullivan</td>
<td>9.19</td>
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Two new TVs have been placed in Library Central to promote programs and events, and branches are in the process of replacing their meeting room LCD projectors with large-screen televisions. Weekly These Three Things video has been debuted on Instagram and has so far proven to be an engaging and popular piece on social media.

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

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

B. Leverage testimonials

1. Develop marketing campaign that focuses on storytelling.

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<td>The StoryCorps listening party is scheduled for December 7 in the Melrose Center. All StoryCorps materials have been shared with WMFE, which will be a media partner in the event, and they have agreed to air promotional messages in support of the event as part of their partnership. In partnership with Orange County Regional History Center, we will have an exhibit at main of Thomas Thorspecken sketches and Amanda Murphy photographs depicting our StoryCorps recording days, alongside listening stations where customers can hear snippets of the StoryCorps recording conducted at the library in October 2018.</td>
<td>Erin Sullivan</td>
<td>9.19</td>
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WMFE 90.7 News has agreed to select and edit four to five of the 15 StoryCorps recordings for us. We will select the stories that are most focused on ties to the library. WMFE has agreed to be a media partner in our Listening Party event, and they will use these pieces on air to promote the event and support positive sentiment about the library.

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

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

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<td>In January, Public Relations Administrator Erin Sullivan and Marketing Specialist Scottie Campbell talked to WMFE's marketing and communications specialist about highlighting the StoryCorps interviews on WMFE. She expressed interest in partnering with us on the project, and they hope to help us edit our StoryCorps stories, play them on-air and participate in a listening party event that we plan to host in the fall. We will use this opportunity to display an exhibit of sketches created by Thomas Thorspecken featuring StoryCorps participants, and we will present the event in conjunction with the Orange County Regional History Center's &quot;Accidental Historian&quot; exhibit, which examines the way communities preserve and tell their stories. We hope to use the power of all three of our organizations to build buzz and excitement about the event, the library and the way it has intersected with people's lives.</td>
<td>Erin Sullivan</td>
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<td>In October, StoryCorps visited the Orlando Public Library as part of our IMLS National Medal award. They interviewed 15 pairs of people about their relationship with the library and how it has impacted their lives. StoryCorps plans to turn over the raw content of the interviews to the library, and we hope to work with a local radio station to produce and air edited segments from the videos. We also plan to produce a video in-house that documents our StoryCorps experience. The video will share highlights from the interviews, and we are planning to hold a listening party in the fall that will be open to the public. It will feature interviews with people who participated in the StoryCorps experience, an art exhibit of sketches made during the StoryCorps visit, and a chance for the public to share their stories about the library.</td>
<td>Erin Sullivan</td>
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2. Develop opportunities to create development of user-generated content

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<td>This quarter, we launched #LearnGrowConnect bookmark campaign on social media. The campaign encourages users who receive a limited-edition Learn. Grow. Connect. bookmark in their home delivery packages to post a photo to Twitter or Instagram.</td>
<td>Erin Sullivan</td>
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<td>For National Library Card Signup Month, which is in September, we also relaunched our Bring a Friend library card signup campaign, which encourages people to bring a friend to sign up for a new library card for a chance to win a prize. Participants were encouraged to take a photo or video of their experience helping a friend sign up for a library card and post it to social media for a chance to win an additional prize. To date, the campaign as resulted in 99 new library card signups.</td>
<td>Erin Sullivan</td>
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<td>We created #OCLSReads hashtag and promote it across Facebook, Twitter and Instagram in organic content and through established influencers. We have been using the Library Ambassadors</td>
<td>Erin Sullivan</td>
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Facebook group to promote #OCLSReads hashtag. The hashtag has been popular on Instagram, where people have shared photos and reviews of the books they are reading.

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

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

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

3. Launch Facebook group for library ambassadors

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<td><strong>In August and September, we engaged our Facebook ambassadors group to ask our ambassadors to help us spread the word about National Library Card Sign Up Month. We provided them with copy points and promotional graphics to share on their own social media channels. We incentivized them to produce and share their own content by hosting a contest in the group each week. The contest rewards a randomly selected winner with a free beverage at Foxtail Coffee Co. (a sponsor of the Bring A Friend campaign) who shares a link or screenshot of a recent post promoting the initiative.</strong></td>
<td>Erin Sullivan</td>
<td>9.19</td>
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We continue to reach out to rising stars and engaged local followers on Instagram and invite them to our Facebook group. Library staff use the group to encourage ambassadors and social media influencers to talk about the library, post about library events and to keep them informed of upcoming initiatives so they can share information with their friends and followers. The group has grown to 76 members since its creation last fall. One of our influencers who is a well-known advocate for a new branch in Lake Nona used his social media platforms to promote our Lake Nona Library Pop Up event.

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

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

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

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

4. Develop and grow partnerships with OCLS ambassadors.

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<td>We continue to grow our group of Ambassadors by attending networking events, such as the Downtown Orlando Partnership “Influencer” series and Florida Public Relations Association meetings, and identifying local book bloggers on social media, particularly Instagram, and reaching out with an invitation to join the group. One area where this has been particularly helpful has been in spreading the word about our Lake Nona and Horizon West Library Pop Up events. One of our library ambassadors, Ricky Ly, has strong connections in the Lake Nona community, and he helped us spread the word about the pop up events happening in that area by posting about them on his Instagram and Twitter accounts. He has since expressed interest in working with the library to promote other events, programs and services on his blog. We will relaunch the Ambassador Book Club in October in a more casual format in which readers will discuss books they are currently reading or recently read. This will provide an opportunity to casual engage with the ambassadors in a library-related manner.</td>
<td>Erin Sullivan</td>
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On May 10, we hosted the first-ever Library After Hours event with author and “Influencer Whisperer” Brittany Hennessy. The event was designed to appeal to social media influencers, bloggers and content creators, and our goal was to help them better connect
with the library. There were 142 people in attendance at the event, which was sponsored by Ford, Pulptown Media, Bungalover and Florida Blog Con. Through the brand awareness and buzz created by the event, we have connected with and identified new social media influencers to work with on future campaigns.

Marketing Specialist Scottie Campbell has launched a book club for the ambassadors to encourage them to read titles carried by the library and to give them a social outlet so the group develops an in-person relationship with library marketing staff. We also plan to work with the ambassadors, many of whom are local influencers, to engage them in the upcoming Brittany Hennessy author event. The subject matter of Hennessy's book is about how brands can harness the power of social media to enhance their presence in the digital world, so it's a natural fit for our ambassador group. Digital Media Specialist Cynthia Velasco is researching ways that other brands and organizations partner with influencers and develop successful partnerships with them. We hope to adopt some best practices so our relationship with ambassadors is fruitful.

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

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

The Marketing and Outreach Libguide continues to be updated with new presentations and resources. In addition to a PowerPoint presentation on best practices for effective community outreach, a searchable map of schools and outreach events the library participates in, and a link to a SumTotal training on outreach, the libguide allows staff to suggest an event that they think would make a good outreach opportunity for the library. Before the end of the fiscal year, a new version of a basic presentation about OCLS will be uploaded to include information about new library services and resources, as well information about the new Fairview Shores branch. This presentation can be used by staff as a basic presentation about the library, or it can be modified to suit a staff member's needs.

Five additional staff members have completed the Outreach learning in SumTotal this quarter. An outreach orientation is in review phase now. Outreach Coordinator Mike Donohue has uploaded a series of general library presentations that can be modified by staff for use if they are asked to give presentations about the library. The Marketing and Outreach Libguide, which contains up-to-date information on outreach opportunities, has been viewed by
staff 764 times between April 1, 2019 and June 19, 2019.

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

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

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

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

2. Integrate outreach duties into Spectrum assistant manager job descriptions

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<td>Over the course of the past year, Community Outreach Coordinator Mike Donohue has conducted workshops during Spectrum meetings that include a review of content and exercises included in the ALA's Libraries Transforming Communities curriculum. As part of that ongoing training, Spectrum managers have been asked to make it part of their workflow to either reach out to community organizations, on behalf of the library, or empower staff to do so. Over time, this has resulted in a wider range of volunteers for offsite outreach events, which has helped us more effectively reach more community members. So far, in Fiscal Year 2019, we have attended 503 community and offsite events, and reached more than 62,400 people -- an increase of 3 percent over last fiscal year. After Spectrum managers rotate on October 13, 2019, they will each receive a binder for their location that includes a list of community contacts and organizations relevant to their location, demographic information about the community their location serves, as well as letter templates and prompts for making contact with community organizations that could be good partners for OCLS.</td>
<td>Erin Sullivan</td>
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Outreach Coordinator Mike Donohue met with Chief Branch officers Bethany Stone and Danielle King to discuss how to support Spectrum assistant managers in being more effective at outreach. He has created outreach binders for specific departments and locations that include a list of neighborhood contacts, sample...
letters that assistant managers can send to organizations, and other materials to help them make contacts in the community.

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

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

In August, Spectrum managers were introduced to a new series of Outreach trainings led by Community Relations Outreach Coordinator Mike Donohue. The trainings offer everything from advice on how to strike up conversations about partnerships to how to find different ways to introduce the library to local organizations, like nonprofits or homeowners associations. Assistant Managers are given assignments at each Spectrum meeting and share progress monthly with the group.

D. Empower employees to be ambassadors for OCLS

1. Give staff tools to become better public speakers

Plans are moving ahead with providing a Toastmasters club for staff who wish to develop better public speaking skills. So far, 37 staff members have expressed interest in the initiative. Training and Development Specialist Colleen Hooks has the list of staff members and has been in touch with Toastmasters about getting the club up and running.

As part of the Marketing and Public Relations Department's "These Three Things" Instagram video initiative, staff who have volunteered to participate are given an opportunity to exercise their speaking skills in front of the camera. Staff members star in these videos, which highlight three library events, programs or initiatives. Participating staff members are given a script to practice, and they are coached through the process of reading it to the camera while walking through the library. The segments air weekly on Instagram TV.

Training and Development Specialist Colleen Hooks has been working to create opportunities for staff to develop better public speaking skills, and in May gauged staff interest in forming an Orange County Library System Toastmasters club. Toastmasters is a nonprofit educational organization that empowers people to become more effective communicators. The club will meet once a
Outreach Coordinator Mike Donohue has uploaded a series of general presentations in the Marketing and Outreach Libguide that can be downloaded and modified by any staff members who are asked to give presentations about the library.

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

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

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

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<td>The Outreach 101 presentation given on Staff Day has also been presented at Train-the-Trainer and Spectrum meetings. The presentation can also be accessed through the Marketing and Outreach Libguide. An updated presentation on effective outreach strategies will be on the agenda for Staff Day 2019. Marketing and Public Relations (formerly known as Community Relations) will create the curriculum and conduct the training.</td>
<td>Erin Sullivan</td>
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<td>Community Outreach Coordinator Mike Donohue will offer a presentation on effective outreach strategies at Staff Day. When the new Youth Services Outreach Coordinator starts working at OCLS in July, he will reach out to her and her managers to see if we can collaborate on this initiative.</td>
<td>Erin Sullivan</td>
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<td>Community Relations staff members will develop materials and presentations for the November 2019 Staff Day.</td>
<td>Erin Sullivan</td>
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<td>Community Relations Outreach Coordinator Mike Donohue and Youth Services Outreach Coordinator Sarah Bates presented a session called Outreach 101 on Staff Day. The session offered information on how to conduct effective outreach events and how staff can use the Outreach libguide to find materials and resources for outreaches. Attendance at the session was 18 staff members.</td>
<td>Erin Sullivan</td>
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<td>Two additional staff members have taken the Outreach training this quarter. Moving forward, the training will become part of the onboarding experience that new staff complete on their first day.</td>
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<td>Five additional staff members have completed the Outreach training.</td>
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training in SumTotal. A script has been prepared and is in review for updated Outreach training.

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

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

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

A. Kindergarten preparedness

1. Develop early learning resources for families

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<td>Our 2020 Kindergarten Bootcamp is planned for the Orlando Public Library and for expansion to the Chickasaw Branch. New lesson plan templates are being tested and prepared for implementation for the February 2020 event offerings.</td>
<td>Debbie Tour</td>
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K-Ready! was offered at Winter Garden over the summer for eight weeks with an attendance of 160 adults and 254 preschoolers. Most of the preschoolers were starting kindergarten in the fall. The K-Ready! content was well received. The caregivers expressed that the mix of hands on, instructional and media-based activities worked well with their preschoolers’ attention spans. The take home packets were also a hit, as some attendees stayed after the event to immediately work on the weekly craft and the worksheet. The group was focused, involved and had fun!

On 4 May, our first Kindergarten Bootcamp was held with over 50 participants. Help Me Grow Florida organized developmental screenings for families. The event started with a large group activity and then families explored 6 stations with interactive activities to help them better understand the expectations for kindergarten and how they can practice at home. The K-Ready series is being offered over the summer at the Winter Garden Branch and reached the maximum registration limit.

For the next Early Learning Resource Fair in July, we have contracted with OCPS Transportation to provide a school bus which will be available in front of the Orlando Public Library for children and their families to explore and ease any anxiety about riding the bus. We now have over 26 confirmed participating...

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

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

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

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

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

2. Develop educational workshop for educators and daycare providers

Emails were sent to over 200 childcare providers, offering workshop topics such as: how to use our website to find educational materials for your classroom; how to evaluate materials for your classroom and curriculum; how to use our electronic resources and databases for kids; best practices for read alouds and storytimes; “Every Child Ready to Read” early literacy tips and tricks; information about our educational field trips and library tours; and information about free library services, programs and events. Although the response rate was low, the survey helped us to identify that online pre-recorded sessions, which can be viewed anytime, have the highest interest among busy childcare providers. We
As a result of our contact with the Early Learning Coalition, OCLS was invited to have a team participate in the Lectio Institute workshop. The Lectio Institute workshop was a 3-day hands-on training program led by Harvard School of Education staff. There were 16 teams from Orange County participating in the workshop, all having an interest in early literacy and improving outcomes in our community. Youth Services Manager, Natalie Houston; Chief Branch Officer Bethany Stone, Youth Education Specialist, Laura Morton; Youth Program Specialist, Jackie Padilla; and Alafaya Branch Manager, Lynette Schimpf made up the OCLS team. A major consensus amongst the group was the need for more targeted, timely, and on-going training for staff across organizations related to early literacy programs. Participating in the workshop allowed us to establish new points of contact, to see how the library fits into the larger community, and what our strengths are in terms of providing training and support to other organizations such as daycares.

A survey for daycare providers has been developed and is currently being reviewed. The goal is to determine how the library can support their needs.

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

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

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

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

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

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<td>“Caregiver Connect: Stay and Play” is now being offered at five OCLS locations including: Orlando Public Library, Winter Garden, Southwest, Windermere, and Herndon. An average of 27 participants, caregivers and children have</td>
<td>Debbie Tour</td>
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attended each session. From June thru August, 1,740 people have participated system-wide.

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

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

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

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

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

4. Develop basic skills classes such as computer skills

The Technology & Education Center completed development of the "WhizKids: Computer Basics" classes for children ages 4-5. The classes were successfully piloted at the Orlando Public Library and the Southwest Branch this summer with attendance totaling 43. Feedback from parents has been very positive. One parent shared that she was grateful for the skill improvement she observed in her child as she progressed through each class. Technology Trainers from various locations attended a Train-the-Trainer session in September to learn more about the classes; they plan to begin offering them at their locations this fall. In addition to the Computer Basics classes, the Technology and Education Center developed three new classes, “Build a Computer,” “Learn a Language” and “Code Unplugged,” for children ages 5-6. These classes provide students in this age range a learning path to develop basic skills.

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

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

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

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

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

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

Little Chef programs were offered throughout the system to teach basic cooking skills. K Ready was offered at three locations. “Germs, Germs Go Away!” program was created and will be presented around the system in January to teach kids the importance of good hand washing skills. Learning a new language and learning measurements were also offered.
The “One Giant Leap: Celebration of the 50th Anniversary of the Moon Landing” attracted 555 people. It was a block party held in partnership with the Orange County Regional History Center and WUCF. Activities were offered by multiple departments at main.

The theme for the Summer Reading Program was a “Universe of Stories” which lent itself to many space-themed events. For example, the Preschool Summer Series – “Build My Universe” included brand new STEAM activities. We had astronomers from the Emil Buehler Planetarium visit every OCLS location. “Sciencetellers Present Aliens: Escape from Earth” was a new presenter that featured science experiments, storytelling and explained the chemical reactions in a behind the scenes reenactment. A few other new presenters included “Space SMART” and “Toilet Paper Solar System.” For teens we offered, “International Space Station Simulation” and “Space Lander STEM Challenge.” For the family an event titled, “STEAM Discovery,” was offered. “STEAM Storytime” and “STEAM Playground” was offered for early learners. Other examples of events held in this quarter included: “Weather Watchers,” “Storybook STEAM,” “Science Tots”, “STEM Club”, “Outer Space Science with DoDad’s Lab” and “Animal Super Powers.”

Youth Program Specialist, Erin Reichel hosted “STEAM Storytime” staff training in May and created new STEAM Storytime themes for branches to offer at their locations. Branches have started handing out the STEAM focused “After-Dinner Mint Club” kits for children to do with their caregivers at home. These kits were also distributed at Commissioner Uribe’s Summer Reading Kick-Off Event and as part of the Prime Time Family Read Time series underway at South Trail. The “Build My Universe” preschool series is being presented at all library locations, focusing on a new STEAM activity each week.

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

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

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

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

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

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

The new script program templates that provide easy and clear guidelines in offering programs to each age group have been designed by our graphic department and are now being tested. The plan is to use them starting in February 2020.

Trainings were held for staff focusing on offering youth programs. These trainings focused on babies (Mother Goose on the Loose), toddlers (Toddler Playground), preschool/school age (Little Chef and Cuisine Corner Jr.), and storytelling. A teen focused training has been proposed for Staff Day. The maintenance of the Children's Library physical collection continues, with a committee of staff members evaluating how each of the spaces are utilized.

In order to provide more relevant and easily accessible program content, Youth Services staff have started to archive outdated and incomplete scripts on the Children and Teen Wikis. This will allow for easier selection of popular and meaningful programs. Weekly collection maintenance continues, including the beginning reader books being separated out from the normal collection to allow for easier access to these important and popular materials. A graphics request has been submitted for a new script template that will provide easy and clear guidelines for each age group. Also, each month, we review available content which is relevant to community events, such as Hispanic Heritage Month, to identify where new content is needed and incorporate the development into upcoming program offerings.

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

In this quarter, a meeting was held to develop criteria for reviewing the Teen program selections on the program bank.
In-person trainings for staff will be offered on presenting programs to each age group on serving babies, toddlers, and children.

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

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

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<td>The Youth Outreach Coordinator and Youth Education Specialist facilitated two sessions at the September 14, OCPS Parent Academy, reaching 142 parents and students. Josh Murdock, TEC Department Head and Natalie Houston, Youth Services Manager facilitated four workshops for a total of 73 OCPS Parent Engagement Liaisons. OCLS staff member Lianne Velez participated in the Parent Orientation for a local childcare facility, sharing library information in Spanish for 56 attendees.</td>
<td>Debbie Tour</td>
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Youth Services attended Parent Academy on 4 May and shared with parents, “Bright Ideas for Summer Learning”. We are scheduled to participate in OCPS Parent Academy’s in the 2019/2020 school year. We continue to distribute 800 Early Literacy Calendar throughout our branches each month. The calendars have also been discussed in an OCLS blog post and shared on social media.

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

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

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

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

Researched and purchased “Every Child Ready to Read Toolkit” to use as a base curriculum for future workshops. Ideas were brainstormed on how to incorporate resources into the upcoming parental networking meetups.
4. Develop staff training workshops to help enhance the quality of youth programming

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<td>In September, staff member Crystal Sullivan hosted a storytelling workshop for staff. Cuisine Corner Jr. and Little Chef training was offered in September by Youth Program Specialists, Noraliz Orengo and Cassandra Zamutt. Numerous youth services-oriented sessions were proposed for Staff Day 2019. A youth services training calendar has been drafted for 2019/2020. Youth Services continues to assess which training should be offered annually, bi-annually or quarterly to meet the needs of staff, and which new training topics need to be introduced. In August, Youth Services Librarian Silence Bourn and Youth Curriculum Specialist Laura Morton, completed the NYPL “Raising the Bar” Integrating Early Childhood Development into Librarian Professional Development. In September, they conducted observations of OCLS storytellers in preparation for presenting OCLS staff training focused on “Every Child Ready to Read.”</td>
<td>Debbie Tour</td>
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The “Mother Goose on the Loose” training for 16 staff members was a great success. Staff said they felt more comfortable presenting this type of program going forward. Erin Reichel presented the “STEAM Storytime” training on 14 May with five staff attending. Noraliz Orengo presented “Toddler Playground” training on 30 May where 18 staff members learned more about toddler programming. Feedback from a staff member stated, “I liked how it was interactive with the crowd”. A second session has been scheduled for October 3. Staff are currently developing a “Competencies for Serving Teens” training and a “Cuisine Corner Junior/Little Chef” training that will focus on how to present food programs including safety tips. | Debbie Tour | 6.19 |

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

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

C. Provide experiences to enhance life skills
1. Collaborate with organizations who are experts in their field to offer events and classes

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To celebrate the 50th Anniversary of the Moon Landing, OCLS partnered with a variety of experts including MIT researcher Natalia Guerrero; Derek Demeter, Director of the Emil Buehler Planetarium; and WMFE’s space reporter Brendan Byrne. Participants explored new hobbies and skills during presentations on “Container Gardening” by Master Gardener Dena Wild from UF/IFAS Extension Orange County Office and “Efficient Irrigation” workshops presented by Orange County Utilities staff. Woodworker Glen Glazier demonstrated the process of making a pen, and craftsman Edward Ratanun outlined the basics of knife making. Local calligraphy instructor Lynda Chandler offered an “Introduction to Calligraphy” and “Alphabet Calligraphy” classes. ASL Services, Inc. instructors taught students basics of American Sign Language.

Jenny Aviles with the Family & Consumer Sciences for the Orange County Extension Office offered family-focused events such as “Create a Family Spending Plan,” “Discover Your Money Personality Type,” and “Healthy Grocery Shopping on a Budget.” During another popular event, “Homeschooling Strategies for All Families,” Kerry Tastinger introduced strategies families can apply to set the stage for a successful school year.

In addition to the “Write and Publish a Novel” series of workshops featuring author L.E. Perez, Writers Corner events featured new and interesting aspects of content creation. During “Inspire Your Writing,” author Taylor Simonds discussed how to incorporate playlists, instrumental scores, and mood boards into the writing process, and writer Jeff Rembert and comedian Natasha Samreny offered a new take on how authors can “perform,” engage audiences and add value to their writing. At Herndon’s first “Mini Book Fair,” Writers Atelier, Laurelei’s Lit Lair, and the Jack Kerouac Project shared resources with attendees and authors from four different genres shared their works. Jerome F. Buting, defense lawyer from the popular Netflix series Making a Murderer discussed “behind the scenes” insight into how police and prosecutors tipped the scales of justice in their efforts to convict Steven Avery and Brendan Dassey.

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

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

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

OCLS regularly partners with local authors and performers to offer essential tips and tricks to new and experienced writers. These classes included “Writing to Win: Crafting Stand-out Contest Entries,” “Business of Book Writing,” and “Creating and Maintaining a Blog.” The Hiawassee Branch partnered with Women in the Arts to offer summer art classes to children from PreK to Grade 12. Classes are taught by professional artists, graphic designers and photographers.

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

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

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

In the Back2Basics programs, OCLS collaborated with experts with the goal of enhancing life skills. Cuisine Corner programs such as “Healthy Hispanic Dishes” and “Lasagna” with chef Yamira Lee Johnson and “Food Is Our Greatest Medicine” with Chef Rich offered participants the opportunity to learn basic cooking skills and encouraged healthy eating habits. During another program, “Mindful Relationships,” Danielle Hope

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of Breathe and Be, LLC informed attendees of the positive effects basic mindfulness can have on personal relationships, including improved communication, bringing awareness to arising feelings, and accepting and appreciating ourselves and others. The Events/Programs Department began partnering with Central Florida Community Arts to offer the interactive musical programs for children and seniors. “Music and Movement” and “Instrument Petting Zoo” for children and their families, featured movement activities designed to develop coordination, body awareness and control, and encourage exploration of space, instruments and emotions. The Arts Workshops for Active Seniors series offered “Music Relaxation/Meditation” and “Drum Circle and Tone Sticks” provided by professional music educators.

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

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

2. Explore expanding meet-up groups to more locations

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<td>The new meetup groups: Adult Craft Club, Library Book Club and Writers Corner have seen growth in members this quarter. The Library hosted 69 meetup events this quarter for these groups. The Adult Craft Club hosted 34 meetups which included meetups for artists such as the watercolor painting meetups. The Library Book Club group hosted 24 meetups and the Writer’s Corner group</td>
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hosted 11 events. The North Orange Branch hosted its first Homeschool Meetup in August with 22 attendees. They have monthly meetups scheduled moving forward.

Total membership for each meetup currently is:
Adult Craft Club- 255 members
Library Book Clubs- 346 members
Writer’s Corner- 596 members

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

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

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

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

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

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

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

Total membership for each meetup currently is:
Adult Craft Club: 95
Library Book Clubs: 102
Writer’s Corner: 119
The Adult Craft Club meetup group hosted 16 meetups which included various sewing and knitting events, “Altered Books,” “Creative Coloring,” and “Stress Buster Art.” The Library Book Clubs group hosted 10 meetups at Alafaya, Southwest, Southeast and Winter Garden. The Writer’s Corner group hosted 8 meetups which included several “Write-In with Nano WriMo” meetups at various locations and the “Writing Workshop: World Building in a Binder.” Several locations noted having new club members attend their meetups due to the advertising on meetup.com. The West Oaks Branch noticed that people are more aware of events offered and meetup.com has provided an opportunity to better connect with potential customers. Customers have informed staff that they subscribed to the Adult Craft meetup group so that they can stay up to date with new events.

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

3. Evaluate grant opportunities and seek out new funding sources

The library applied for the following grants this quarter:
- Orlando Magic Youth Foundation- $100,000 to support Kindergarten Readiness for all 16 locations.
- KaBOOM Community Built Playground- Grantees will receive a custom-designed playscape designed by KaBOOM for the South Creek Branch.
- Americans and the Holocaust Traveling Exhibition- $2,000 to support a traveling exhibition that examines the motives, pressure and fears that shaped Americans responses to Nazism.
- Jerry Kline Community Impact Prize- $250,000 awarded to recognize a public library as a vital community asset.

The library was notified that the following grants were not awarded:
- Best Buy Community Grant- $10,316 to support Girls Rocking Robotics.
- Florida Division of Cultural Affairs Special Projects Grant- $150,000 to support the Sunshine State Author series to bring top-notch writers of children/teen fiction to Orange County.
- Disney Grant- $100,000 to support the Summer Reading Program.
- Citizen Review Panel Grant- $500,000 to be used to expand Biz Kids Camps into Biz Kids Clubs at Hiawassee, Washington Park, Southeast, North Orange, Fairview Shores, South Trail and the Orlando Public Library.

The library was awarded the following grants this quarter:
- Mayor’s Matching Grant 2019-2010- $10,000 to continue the It’s Sew Easy camp for tweens and teens at the Orlando Public Library and Washington Park Branch.
- LSTA- $53,458 to support the Right Service at the Right Time statewide website.
### Progress

- **NEA Big Read Grant** - $15,000 to support programs inspired by the book “Pretty Monsters” by Kelly Link.
- **Citizen Review Panel** - Pending approval from the Orange County Board of County Commissioners

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

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

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

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

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

The library applied for the following grants thus far for the fiscal year 2019:
- **National Network of Libraries of Medicine Community Engagement Grant** - $5,000 to broaden access to and awareness of health information resources, with an emphasis
on those resources provided by the NLM, and increase communication channels between librarians and health care professionals: pursuing a partnership with the Spring Lake Medical Pavilion & the Southwest Branch.

• Prime Time Family Reading Time with the Florida Humanities Council- $4,500 to support three series of Prime Time Family Reading Time at the Alafaya, South Creek and Fairview Shores branches.

• American Dream Literacy Initiative- $10,000 to support adult literacy initiatives. OCLS applied to expand ESOL classes for North Orange, Hiawassee, South Trail and Washington Park.

• Magic Leap Independent Creator Program- $20,000 to support Magic Leap equipment for the Melrose Center. Magic Leap is a head-mounted virtual retinal display, which superimposes 3D computer-generated imagery over real world objects.

The Library was notified that the following grants were awarded:

• ALSC-Dollar General- $5,000 to be used to support the Ready Set Code Club.

• Best Buy Foundation Community Grant- $4,800 to create drone programming classes for teens over the summer. The Library applied and was notified that the following grant was not awarded:

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

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

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

The ESL Specialist hosted the second quarterly system-wide ESOL training to review new curriculum. She shared best practices for hosting English Conversation and for using the resource Pronunciator. 14 staff members attended this session. The ESL Specialist is also developing new online training modules for staff. OCLS is working with the Florida Humanities Council 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. In the next fiscal year, the ESL Specialist will work on developing the training modules and two Florida libraries will be selected to pilot the series.

The ESL Specialist hosted the first quarterly system-wide ESOL training to review curriculum standards and classroom practices. 11 staff members attended this session. In addition, the ESOL Specialist trained six staff members in small groups and individually on various ESOL programs. She is currently working on the second phase of the face to face training for the pronunciation classes. The ESL Specialist is working on finalizing the curriculum for the English for Families series. After piloting the program at several locations, library staff will be working with the Florida Humanities
Council (FHC) to expand this program state-wide. Library staff will be meeting with the FHC in July to discuss expansion plans.

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

The ESL Specialist has developed the following plan for ESOL:

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

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

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

**D. Provide service delivery via technology**

1. Explore and implement alternatives to traditional services

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<tr>
<td>- Total of eight locations using the Create A Card application</td>
<td>Ricardo Viera</td>
<td>9.19</td>
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<tr>
<td>- Staff Picks Launched</td>
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<td>- Melrose Awards site and entry submission form migrated to Drupal</td>
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<td>- Local Wanderer page and ticketing software launched</td>
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<tr>
<td>- Accessibility remediation for ocls.info and the catalog completed</td>
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<tr>
<td>- EZProxy authentication screens configured and styled</td>
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<tr>
<td>- Accessibility remediation for ocls.info and the catalog completed</td>
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### Progress

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<td>Ricardo Viera</td>
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Three locations using the CreateACard application which utilizes scanning drivers’ license. 2-D scanners purchased and being deployed for all location. OPAC computer deployments occurring around the system. Scheduled for completion first week of July. Interface for staff access to Staff Picks (Staff Recommendations) database planned and in development.

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

The Staff Recommendations for museum/event passes.

Testing card registrations by using Driver’s License strip for data entry. Purchased scanners for the Driver’s License scanner project. The staff recommendation form has undergone internal testing for the Staff Picks project.

### 2. Refine Technology plan

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<td>Ricardo Viera</td>
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Technology Plan has been updated and contains current information.

No Updates during this quarter.

No Updates during this quarter.

### 3. Investigate alternative ILS system

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<td>Ricardo Viera</td>
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No updates for this quarter.

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

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

Ricardo Viera 12.18

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<td>Ricardo Viera</td>
<td>12.18</td>
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E. Explore new potential locations, project revenues and capital resources to service the community

1. Consider opening small, leased facility in Horizon West

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<td>Staff met with Orange County Officials to discuss 2 properties available in the Horizon West area. These parcels are surplus County and City owned parcels and requires both the City and County approval to sell to OCLS at appraised value. Orange County Real Estate is working on a Right to Entry form to allow OCLS to have a vendor do a constructability analysis on both parcels so we can decide which one to choose. Said testing will be completed by December 2019.</td>
<td>Kristopher Shoemaker</td>
<td>9.19</td>
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Staff met with a Horizon West Developer on May 8th to discuss possibility of a location in his development, he is reviewing his Public Land Usage and will give Library top priority if he needs to provide more. We meet with another Horizon West Developer on July 2nd to discuss possibilities for a location on his property. We are also seeking a facility to rent as a new building is 3 - 4 years away from opening. Additionally, on June 14th a Pop-Up meeting in Horizon West was held with over 175 attendees. We will host a pop-up every Friday in June to keep community interested in having a branch.

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

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

Kristopher Shoemaker 6.19

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<td>Kristopher Shoemaker</td>
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<td>Kristopher Shoemaker</td>
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2. Evaluate Eatonville, Hiawassee & Southwest lease agreements

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<td>Reached out to City of Eatonville end of July, no response, will reach out again by September 30 to renew lease.</td>
<td>Kristopher Shoemaker</td>
<td>9.19</td>
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Sent renewal notice for Hiawassee on March 12, 2019 which met the renewal notice requirements for an additional 5 years, thus lease good thru December 31, 2024. Eatonville lease ends December 17, 2019, will reach out City of Eatonville to begin the renewal process in July 2019. Herndon renewed for 1 more year, good thru October 25, 2020.

The Fourth Lease Amendment to extend the term at the Southwest Branch until January 2029 was approved at the January Board meeting.

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

3. Open new Edgewater Branch

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<td>Officially turned keys and property over to landlord on June 28, 2019 and lease terminated June 30, 2019.</td>
<td>Kristopher Shoemaker</td>
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Sent landlord for Edgewater Branch cancelation notice with effective date of June 30, 2019. As of June 20th, we are 95% moved out, only have a few touch up areas and do final cleaning. Meet with Landlord week of June 24th to review property to ensure a smooth turn over by June 30th. Fairview Shore opened on June 8th.

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

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

F. Partner with schools

1. Evaluate the success of student virtual cards

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<td>There are currently 237,430 student and teacher records uploaded for VLC use. In July, a private school, Foundation Academy of Winter Garden requested Virtual Library access and a total of 425 students and 47 teachers were added. The Legends Academy Charter School was added in August 2019 and 1,494 students and 395 teachers now have Virtual Library access. The Library is currently exploring the possibility of expanding the Virtual Library Card to students enrolled in the downtown campus of Valencia and UCF. As of August 2019, there are 1,174 total users of Axis 360 and 3,110 users of Overdrive.</td>
<td>Danielle King</td>
<td>9.19</td>
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</table>
There are currently 259,916 student and teacher records uploaded for VLC use, a 6.82% increase compared to 2018. The charter school Transitional Learning Academy was added in May 2019. The Virtual Library Card was featured as one of the sessions at Library U 2019. Educators were shown the benefits of VLC and they had the opportunity to ask questions about the card.

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

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

2. Evaluate the success of school visits

The new OCLS Field Trip Brochure has been printed and sent out to every OCPS elementary school. In the first month of school, we received 10 field trip requests for the 2019/2020 school year. A new webpage highlighting our offerings is now available: https://www.ocls.info/school-year-field-trips. Staff hosted an internal staff training workshop in August to review the content and organization of the field trips. In August, the Youth Services Assistant Manager presented training for 35 Children’s Initiative liaisons. The session offered tips on contacting their assigned schools to participate in events such as Meet the Teacher and Open House. A new storyteller request form is in development for schools and organizations to utilize in requesting a visit from an OCLS storyteller. A Microsoft Teams has been established for OCLS liaisons which serves as a communication and support platform for the initiative. All middle schools have been assigned a liaison to support building relationships with schools. The Youth Services Manager and the TEC Department Head conducted four parent engagement sessions at Edgewater High School. The group learned about library resources and engaged in a fun activity where they had to present their own library commercial to share what they had learned.

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

Youth Services staff worked to identify all of the ways that OCLS currently conducts “school visits” including: field trips to our libraries, outreach storytelling at schools, participating in community events at schools, hosting family nights for schools at branches, visiting Orange County Head Starts to conduct storytelling sessions, and visiting middle schools to promote the Virtual Library Cards available to all teachers and students. Youth Services staff met with the OCPS district media specialist and discussed ways to collaborate and visit more schools. OCLS offers a wide range of field trip options. From October to February, 1,862 students and chaperones visited one of our libraries from 16 different local schools. By going out to schools for off-site events, we were able to reach 8,692 students and teachers.

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

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

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

Homeschool U took place on September 12, 2019. A total of 26 educators and students participated in the half-day workshops. Workshops included Tech Ed Toys, Cuisine Corner Jr., Homeschool 101, Florida Parent Educators Association, STEAM Time, and Renaissance Robotics Demonstration.

Comments from attendees included:
“Keep up the good work. Please have more events for homeschoolers.”
“Thank you so much for thinking of us, as a family that does virtual homeschool, we need help to continue to improve our kids to progress to a better education
“We totally loved it! Thanks a lot!”
“We already use some of the resources, but now we have learned of new resources like the kids business classes”

The Library U committee will meet soon to discuss plans for Library
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<td>Library U took place on June 13, 2019. A total of 24 teachers participated in the full-day workshops. Workshops included: Database Dossier, Melrose Mix Up, Let’s Get Digital, More than a Story, Fiber Arts &amp; Tech Ed Toys, and Coding. The teachers received lunch, a $75 honorarium provided by the Friends of the Library and they qualified to earn in-service points from Orange County Public Schools for attending. Comments from attendees included: “Library U is phenomenal! It is clear to see why the OCLS is nationally recognized award-winning library!” “Everyone was so welcoming and such great hosts!” “Everyone has been amazing! Experience was great!” Homeschool U is scheduled for September 12, 2019. Email blasts have been sent out to invite homeschool educators to Homeschool U. The application deadline is August 15, 2019.</td>
<td>Danielle King</td>
<td>6.19</td>
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<td>The email blasts have all been sent out to invite educators to Library U. The application deadline is April 15, 2019. The Library U committee will meet after this date to review and select applicants. Members of the Library U committee attended Edcamp in January. Edcamp is a participation driven day for educators that took place at Jones High School. Staff shared library resources and services with 60 educators at this event. Based on the experience, staff are evaluating if OCLS could host an Edcamp in the future. The Homeschool U committee met several times to plan a workshop for homeschool educators. The date has been set for September 12, 2019. The agenda will include activities the educators and the students can do together such as STEAM projects, a field trip to the Melrose Center to use the video and audio equipment, and a hands-on demo of educational tech toys. The group will be split up for some portions of the day. The educators will learn about library resources and homeschool requirements, while the children will participate in a Cuisine Corner Jr. cooking activity.</td>
<td>Danielle King</td>
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<tr>
<td>The Library U committee has met several times to plan Library U 2019. The date has been set for June 13, 2019. The agenda has been planned, and new topics will include: augmented reality, fiber arts, tech education toys and Biz Kids. Returning will be the Melrose Mix Up session, a mini-field trip in the Melrose Center to learn about the photo, audio, video, simulation and maker labs. In addition, popular topics such as coding, digital downloads, databases and storytelling will remain on the agenda. Promotion and marketing will begin in January 2019. In addition to planning the traditional Library U full-day workshop, the committee has decided to host a Homeschool U event in the fall. A team of library staff members who are experienced in working with homeschool students and educators will meet in January to start planning this event. A survey for homeschool parents has been created and sent out to all locations. The survey is an effort to gather feedback from the homeschool parents on what topics the library should focus on when developing the agenda for Homeschool U. Staff will review the feedback at their January meeting. A Library U Facebook group has been created for Orange County teachers to have an open dialogue with library staff about the resources available to educators and students.</td>
<td>Danielle King</td>
<td>12.18</td>
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<td>The Library is preparing for the introduction of the new service of Cloud Library through Bibliotheca. Cloud Library offers Mobile Check Out, Assist App, and an Express Collection of e-content. Locations are being prepped for the Mobile Check Out, a new check out option that customers can use with their smart phone. The Assist App provides interactive receipts and notifications, and the Express Collection offers quick access to popular titles. The Melrose Center hosted the “No Tan Radio Music &amp; Arts Festival” in August. The festival highlights Hispanic/Latin musicians and visual artists. With electric bands playing on the new Melrose stage and acoustic acts playing on a small stage in the Melrose Conference Room, the festival provided over four hours of continuous live music for 379 attendees. Performers included Leo Aether, Artefacto, Blunder Club, Alejandro Prado and Huellas de Colombia Folkdances, the latter dazzling with a routine on the dancefloor set up in front of the stage. Visual artists exhibited at tables throughout the Center, including a group from NOVUS ARTEM International Gallery. Alibeth Suarez from Questline served as host of the festival and covered it for MAS 100.7FM radio. Staff started offering Passport Services at the Orlando Public Library in September. This service seems to be popular and over 30 people have signed up to apply for a U.S. passport thus far.</td>
<td>Danielle King</td>
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On March 11, 2019, “Reaching Out: A Community Resource Fair” was offered in celebration of National Social Work Month. 99 customers met with the library social worker and representatives from local organizations such as the Coalition for the Homeless, Health Care Center for the Homeless, IDignity, Miracle of Love, Neighborhood Center for Families, United Against Poverty and Victim Service Center. The Southeast and North Orange Branch partnered with the Neighborhood Assistance Corporation of America (NACA) to offer a “Homebuying Workshop.” The workshop educates participants about the home buying process from start to finish through the NACA program. 90 people attended the workshop at North Orange and 50 attended at Southeast.

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

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

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

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

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

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

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

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

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

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

2. Expand and offer Melrose type services to more locations

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<tr>
<td>The Chickasaw Branch is offering beginner photography classes once a month in their new photography classroom. 24 attendees have taken advantage of this new class. Chickasaw has also hosted</td>
<td>Danielle King</td>
<td>9.19</td>
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</table>
“Introduction to Virtual Reality,” “VR Open Lab,” and various 3D printing labs. The Fairview Shores Branch offered a series of “Pop-Up: Oculus Go” virtual reality programs over the summer. They also offered “3D Design Custom Cookie Cutters,” “3D Design Minecraft Characters,” and "Drone Zone Camp." The Hiawassee Branch offered a “Community School of Arts Summer Session,” which included 3D design projects. The Alafaya Branch hosted "Music Lab: Song Maker" in August. The class taught students how to create simple or elaborate beats and melodies with the color-coded Music Lab product. The Windermere Branch volunteered to be the test location to host the drone three day camp over the summer.

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

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

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

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

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

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

The Herndon Branch celebrated their 20th anniversary on November 3, 2018. Staff from the Melrose Center demonstrated the Oculus Go virtual reality machine and the green screen with the Harry Potter themed
activity during the celebration. 83 people enjoyed these Melrose inspired activities. The West Oaks Branch hosted a “Family Holiday Festival” on December 1, 2018. The festival included a photo studio session for families to take holiday family portraits.
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Director’s Goals FY 2020 ~ Draft
Director’s Annual Goals: Each goal has a connection to the dimensions of performance provided on the Director’s Performance Evaluation form.

**FY 2020 ~ Draft**

**Strategic Goal One: Improve the Customer Experience**


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

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<tr>
<th>Goal: Provide services that address the needs of the community</th>
<th>Successful Completion</th>
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<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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<td>Increase attendance at Melrose meet-up groups</td>
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**Progress**
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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<tr>
<th>Goal: Increase Awareness of OCLS</th>
<th>Successful Completion</th>
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<tr>
<td>Market and promote OCLS throughout the service area</td>
<td>Develop Strategic Marketing Plan</td>
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<td>Leverage Customer Testimonials</td>
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<td>Community Outreach for Awareness</td>
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<td>OCLS Employees as Ambassadors</td>
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**Progress**

<table>
<thead>
<tr>
<th>Goal: Increase Revenue &amp; Partnerships</th>
<th>Successful Completion</th>
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<tbody>
<tr>
<td>Pursue additional revenue streams &amp; Partnerships</td>
<td>Submit multiple grant applications</td>
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<td>Cultivate / Strengthen partnerships</td>
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<td>Supplement ad valorem tax revenues with fundraising</td>
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**Progress**
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Information
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Director’s Report
Director’s Report: October 2019

September was National Library Card Sign Up Month, and this year we engaged the group of Library Ambassadors to help spread the word about the importance of libraries, the work they do in our communities, and the value of having a library card. Throughout the month, we incentivized the Ambassadors to spread the word on social media by rewarding one person each week with library swag and a gift card to Foxtail Coffee Co. – one of our Bring a Friend campaign sponsors. Thanks to their important advocacy work online and the work of staff in our branch libraries, there were 132 library cards sign-ups through the campaign. This is up from last year’s National Library Card Signup Month, during which we received 80 new cards as a result of the campaign.

Staff also used social media as a tool to increase awareness and secure ticket sales for a very successful author event that took place on September 13th. Library After Hours featuring Jerry Buting, known for his role as the defense attorney in the Netflix series Making a Murderer, drew 158 attendees, many of whom came to mingle with the author at a VIP reception before his event started. Proceeds from the event, which raised approximately $3,000, benefited the Friends of the Orange County Library System. The event also drew social media engagement from the audience, many of whom tagged us in posts in Instagram and Twitter, expressing their excitement about meeting the author/attorney.

Staff are currently planning programming for the newly expanded Biz Kids Clubs, which offer entrepreneurial programs to middle-school aged kids at the Orlando Public Library, as well as the Fairview Shores, Hiawassee, North Orange, South Trail, Southeast and Washington Park branches. The clubs will consist of a 10-session instructor-led program where kids will learn office software skills, develop a business idea and learn to manage a small business. This program is being funded by the Orange County Citizens Review Panel, which awarded the library up to $500,000 for the project.

Staff are on the verge of introducing new technology to customers that will make the checkout process faster and easier. Cloud Library from Bibliotheca will allow customers to check out physical books by using an app they can download on their smartphones. Before they leave, they will swipe their books over a fast-lane checkout pad that will deactivate security features before they exit the building. We are currently upgrading equipment to be compatible with Cloud Library technology, and staff expect to have everything in place for testing by the end of October. Cloud Library will also offer customers an Express Collection, which will offer fast and easy checkout of a selection of in-demand e-books that can be checked out on a mobile device for up to seven days. The goal is to reduce wait times for some of the most popular titles in the collection. We hope to introduce Cloud Library to customers in mid to late November.

November is also when we hold the annual Staff Development Day, when we close all of our locations and have staff attend an all-day session full of team-building activities, training sessions and educational opportunities. This year’s Staff Day takes place on November 8 at the Orlando Public Library, and I extend the invitation to all of our board members to participate. It’s a fun day that everyone enjoys, and I think you might enjoy seeing how it unfolds.

Recent System-Wide Events
Melrose Center

- The 2nd annual Melrose Film Festival took place on September 14. This year we received just under 2,000 submissions. There were 73 films (none longer than seven minutes) screened at the festival, up from 58 films last year. Winners were selected by staff for each of our five categories – Short Film, Micro Short Film, Documentary, Animated Short and Music Video. The Audience Choice winner was named after we tallied the votes from among the 229 festival attendees. The 2019 Melrose Film Festival winners:
  - Short Film – Trap Fishing by David Helfer Wells
  - Micro Short Film – Gladiators by Alfonso Diaz
Documentary – The Bee Rescuer by Bidit Roy
Animated Short – Jericho by Alexander Williams
Music Video – Welder by Roos Mattaar
Audience Choice – The Fox & The Pigeon (Animated Short) by Michelle Chua

The festival also featured a filmmaker panel discussion which included Sam Gaffin, Christine Mauriello, SaraRose Freedman and Dr. Nicolas Serenati. Huge credit goes to the Video team of Ryan Mulcahy, Carlos Paz, Gabriel Soltren and Anthony Torres (with a nod to former team member Tori Abram-Copenhaver), and also to Melissa Lawrence, for successfully navigating the five-month journey that culminated in another successful festival.

- Our Melrose in the Mix session on September 7 featured Orlando music legend Steve Garron. Steve rose to prominence in the late 1990s with his band Precious. He formed a new band (The Garrentees) for this session, performing two new songs and two classics for 26 audience members - the largest Melrose in the Mix audience to date. We interviewed Steve ahead of the session in preparation for making the event into a TV episode. During the interview, Steve touched on his memories of the Library. His mother is retired OCLS manager Marlene Gawron, and he talked about coming to the Orlando Public Library during his formidable years as well as the positive influence retired OCLS storyteller Charlie Houck on him. Steve and the band plan to use the audio recorded during the session on an upcoming release, which was engineered by Drigo Garcia-Salas and Leo Linares.

- On September 6, we hosted a special recording session for renowned saxophonist and vocalist Grace Kelly. Among other credits, Grace has performed with the band on The Late Show with Stephen Colbert. She was in town with her band performing at Epcot that weekend. One of our credentialed Audio Studio customers reserved the studio for the date, and Drigo and Leo played a major role in engineering the session. Also on hand was WUCF’s Kyle Eagle, who interviewed Grace in the studio following the session for a spot to be featured on WUCF’s radio show Major Scale.

- The Audio team meetup on September 11 featured the return of Bruce Hensal. Bruce has worked with dozens of famous artists during his four decades in the music recording business, serving as the engineer on numerous important records over the years including The Eagles’ Hotel California. (Our Reel to Real workshop last November featured Bruce leading eight credentialed Audio Studio customers through a recreation of the Hotel California session.) Bruce’s presentation was called Confessions of a Professional Fly on the Wall, and he entertained 17 attendees with stories and photos from his career.

- On September 15, the Fab Lab team hosted the Maker Foundation for the demonstration and judging of their Makeathon 0.0 event. Makeathon is a contest where teams receive a sealed box on Friday, and must create a project from its contents by Sunday. We had 37 attendees for the event.

- Melrose staff played a part in the successful Homeschool U event on September 12, attended by 15 adults and 14 children. Melissa Lawrence has been involved in the project from the start through various planning stages. During part of the morning program, attendees visited the Fab Lab where Harold Singh and Yesenia Arroyo offered a Snap Circuits class.

- Speaking of Yesenia Arroyo, she was among a group of OCLS staff who presented at the 2019 Leading Edge Libraries Conference on September 19. Yesenia spoke about creating makerspace programming in libraries. Paolo Melillo coordinated the OCLS presence at the conference, and reported that Yesenia’s presentation was “very informative”, that she “connected well with the attendees”, and that her hands-on experiences were particularly engaging with the audience.

- On September 12, Gabriel Soltren represented the Melrose Center at the Starter Riot Entrepreneurial Expo held at UCF. Gabriel staffed a table and talked about Melrose resources with 79 people who visited with him throughout the expo.

- Jim Myers was a presenter at the 2019 Southeast Florida Library Information Network Virtual Conference on September 27, giving a presentation about the Melrose Center model of checking out creative spaces to library patrons.

- Our acrylic painting event Say It Paint So! returned on September 12, with Robert Jakab leading a full house of 10 in the Fab Lab through a painting lesson that culminated in everyone leaving with their very own masterpiece.
The Fab Lab held 10 *Makerspace Open Labs* during September, with a total attendance of 223. There were four open lab days with more than 20 attendees, and two days exceeding 40. There were two *Family Stem Saturdays* held in September, with 14 attendees (eight kids) on September 7, and 23 (nine kids) on September 21.

Winny Rivas led a Photo meetup on September 17 called *Photography Color Theory*, helping seven attendees learn how to elevate the composition and visual communication of their photography through the manipulation of color.

On September 12, Juan Rivera held a Digital Media Design meetup called *Unmask-in-Photoshop*, showing six attendees the essential skills of creating and editing masks when working in Photoshop.

*Open Mic: The Voice of Melrose* returned on September 26. Five performers took the stage and 23 people attended.

Membership for Melrose Meetup groups continued to grow during September:
- Orlando Audio – 1,010 (+15)
- Orlando Digital Media Design – 941 (+36)
- Orlando Melrose Makers – 75 (+2)
- Orlando Out Tonight Theatre – 1,814 (+45)
- Orlando Photo+Design – 3,020 (+52)
- Orlando Video & Post Production – 2,176 (+44)

There were six community meetups during September, with attendance as follows:
- Indienomicon - 58
- Orlando Machine Learning & Data Science (twice) – 26, 10
- American Marketing Association – 26
- Orlando.NET – 16
- Ableton Users Group Orlando – 8

We welcomed 190 new Melrose Members in September, while 6,498 people visited the Center throughout the month.

**Alafaya**

- On 7 September, Eliss Contreras and Lauren Mathur attended an outreach at an Orange County Fire Station. During this event Lauren and Eliss shared information about library services with 149 community members.
- On 9 September, Lauren Mathur led, “Teddy Bear Storytime.” This teddy bear themed storytime had 44 attendees join in on the fun.
- On 9 September, Lauren Mathur hosted, “Pajama Party.” This storytime had 29 attendees join in on the fun.
- On 9 September, Andrew Jeffries held “Building Challenge.” During this monthly program 23 attendees participated in various building challenges.
- On 10 September, Lauren Mathur hosted, “PBS Kids Time!” During this monthly program participants enjoy a story, craft and a video inspired by a PBS character. This month 58 people attended.
- On 10 September, Lauren Mathur attended SAC Outreach and PTO meetings at Lakemont Elementary School. She shared information about library services and resources to 47 individuals.
- On September 11, Lynette Schimpf led, “Guitar Sing-along.” This baby/toddler sing-along had 48 participants.
- On 12 September, Lauren Mathur attended an outreach at Stone Lakes Elementary Open House. During this event Lauren shared information about library services with 98 community members.
- On 12 September, Carey Major attended an outreach at Camelot Elementary School Open House. During this event Carey shared information about library services with 94 community members.
- On 14 September, Lauren Mathur and Carey Major led a, “Narwhal and Jelly Party!” During this program 38 attendees enjoyed a reenactment of a Narwhal and Jelly book and created themed crafts.
- On 14 September, Lauren Mathur hosted a “Peppa Party!” During this program 59 participants played games, sang songs, created crafts, and read stories inspired by Peppa Pig.
On 15 September, the Alafaya Branch hosted the Mad Science Live program, “Spin, Pop, BOOM!” During this science program the 41 attendees were introduced to chemistry with fun experiments.

On 16 September, Lauren Mathur and Carey Major hosted, “Listen, Move & Play in All Kinds of Weather.” The 39 attendees learned about the weather with songs, activities, and crafts.

On 17 September, Lauren Mathur attended an outreach at Risen Savior Academy. During this event Lauren shared stories and songs to 34 participants.

On 17 September, Carey Major hosted “STEAM Playground.” This science program had 43 attendees.

On 18 September, outside presenter My Gym held “My Gym Mobile Mommy & Me (ages 0-2).” This program had 40 participants.

On 18 September, outside presenter My Gym led, “My Gym Mobile Fun & Fitness (ages 3-5).” There were 47 attendees.

On 21 September, the Alafaya Branch celebrated Batman Day! 36 individuals participated in a Batman themed craft.

On 22 September, an outside presenter performed “Celebrate with Dance” in celebration of Hispanic Heritage month and 63 people were in attendance.

On 23 September, Lisa Glassford led, “Sensory Toys.” This program had 59 attendees get unplugged and learn through play.

On 24 September, Lauren Mathur presented “Look, I’m a Scientist!” and it had 34 attendees.

On 25 September, Michelle Bernabe presented “Move and Play” and 39 people attended the program.

On 25 September, Kreg Dobzinski presented “Family Craft Night” and 48 people attended the program.

On 25 September, “Estrategias Exitosas Para Negocios Nuevos” was presented in honor of Hispanic Heritage Month and had 33 attendees.

Throughout the month of September, Priscilla Diaz, Andrew Jeffries, and Diana Rodriguez hosted “English from Zero,” “English Conversation Hour” and “Speaking Clearly” at Alafaya. 282 customers attended these classes over the month.

Throughout the month of September, the Alafaya Branch hosted “Storytime crafts,” on Friday mornings. During this program 90 participants created a craft.

During the month of September, Michelle Bernabe hosted the 4-session program, “Citizenship Inspired.” She had an average of 12 attendees prepare for the US citizenship test.

Throughout the month of September, the Alafaya Branch hosted “Social Worker @ the Library.” During this weekly social worker session attendees learn about social and government services. The Alafaya Branch had 33 people met with the social worker.

Throughout the month of September, Lauren Mathur and Misty White received and replied to letters addressed to the character of the month’s mailbox at Alafaya. A total of 107 children participated in this event.

Chickasaw

On 6 September, 28 participants attended “Wii Love Gaming.”

On 9 September, 19 participants attended “Vamos a Leer.”

On 5 September, 24 participants attended “Now I’m Big.”

On 6 September, 33 participants attended “Cuentame un Cuento.”

On 10 September, 28 participants attended “Tertulia Cuatro Gatos.”

On 11 September, 51 participants attended “The REP Readers Featuring: Tuck Everlasting.”

On 12 September, 127 students and parents were engaged at an outreach at Lake George Elementary School’s Open House.

On 12 September, 17 participants attended “Little Bugs.”

On 16 September, 38 participants attended “Mark Allen’s Magic Show.”

On 18 September, 20 participants attended “Barn Dance.”

On 18 September, 35 participants attended “Mexican Danza.”

On 19 September, 39 participants attended “Sesame Street Storytime.”

On 20 September, 31 participants attended “Wii Love Gaming.”
On 20 September, 16 participants attended “Crunch Munch Dinosaur Lunch.”
On 20 September, 5 students attended “Photo: Camera Levels 1 & 2.”
On 21 September, 10 participants attended “Talleres de Bienvenida.”
On 23 September, 17 participants attended “Decorate a Sweet Treat with a Veteran.”
On 25 September, 11 participants attended “Listen, Move & Play in All Kinds of Weather.”
On 25 September, 37 participants attended “Pop Up: Sweet Treats and Cards for Vets.”
On 25 September, 12 participants attended “Family Zumba.”
On 26 September, 26 participants attended “Book to Boogie.”

On each Tuesday during the month of September, an average of 12 participants attended “Tiny Tales.”
On each Tuesday during the month of September, an average of 50 participants attended “Toddler Time.”
On each Tuesday during the month of September, an average of 34 participants attended “Storybook Fun.”
On each Tuesday during the month of September, an average of 45 participants attended “Storytime Crafts.”
On each Monday and Thursday during the month of September, an average of 11 participants attended “English from Zero.”
On each Wednesday during the month of September, an average of 14 participants attended “Basic Spanish.”
On each Thursday during the month of September, an average of 12 participants attended “Practice Makes Perfect.”
On each Monday – Thursday in September, an average of 14 participants attended “Afterschool Adventures with Hero Spark.”

Eatonville
- On 5 September, Patty Brinkman hosted “I Heart Salsa” a total of 10, 7 adults and 3 teens enjoyed this Latin beat event filled with activities, crafts, and Zumba!
- On 10 September, Sonya Surgeont hosted “Building a Recipe” a total of 12 attended this event where kids learned how to build a layered treat.
- On 17 September, Eatonville Branch hosted “Spin, Pip, Boom? With Mad Science Live” a total of 50 kindergarten students from Hungerford Elementary attended this event full of exciting chemistry activities and experiments.
- On 28 September, Eatonville hosted “The Food Label: What’s it all About?” A total of 10 adults attended this information sharing event.
- In September, a total of 23 attended various “Pop-Up” art and trivia events.
- A total of 114 attended Thursdays “Zero to Five” storytimes
- A total of 20 kids participated in this month “Check it Out: Orlando City Soccer Club” promotion.

Fairview Shores
- On 5 and 19 September, “Tertulia Cuatro Gatos” hosted their monthly meeting where they read poetry, discussed literature and sang; 54 people enjoyed these cultural events.
- On 6 and 7 September, 32 creative builders joined us for “Lego Block Party.
- On 6, 20 and 27 September, “Mother Goose on the Loose” hosted an average of 14 for an important time of pre-literacy skills development using rhymes, songs, puppets and musical instruments.
- On 7 September, “Mark Alan’s Magic Show” amazed and amused 25 attendees with his magical fun for kids of all ages.
- On 10 September, Fairview Shores hosted 12 participants for “Game Day” where we provided action-packed fun with the Xbox, Wii and board games!
- On 10 September, Edgewater hosted, “Central Florida Book Club” where 25 attendees met to discuss The Library Book by Susan Orlean.
On 11, 18 and 25 September, an average of 14 joined us for an exciting pajama party with stories, games and crafts during “Pajama Tales!”

On 12 September, the Fairview Shores Branch Librarian attended the Lockhart Elementary School Meet the Teacher event where she discussed library services and initiatives with 107 teachers, students and parents.

On 13 September, Fairview Shores hosted 14 children and parents for “Little Bugs,” a fun time of interactive learning about their favorite bugs.

On 14 September, “I Heart Salsa” helped 17 teens and tweens travel across Latin Cultures with music and activities.

On 16 September, “Caregiver Connect: Stay & Play” allowed caregivers to meet and mingle while their little ones explored imaginary play with friends; 16 attended.

On 17 September, “Parachute Play” hosted 12 children and parents for a special parachute playtime that included rhymes and songs.

On 19 September, “Painting with Scissors” hosted 14 artists as they explored the cut paper art of Henri Matisse.

On 21 September, 13 participated in learning more about the skill and fun involved in chess during “Drop in Chess.”

On 24 September, we gathered together with 12 other participants to listen to a story and work together on a STEAM based project during, “STEAM Storytime.”

On 26 September, “Marshmallow Games” 15 kids of all ages learned about marshmallows and competed in a variety of games featuring this sweet treat.

Every Monday in September, an average of 24 children and parents participated in Fairview Shores “Zero to Five Storytime.” This read-aloud program encourages early literacy skills and includes rhythm and repetition of nursery rhymes, picture books, songs, and flannel board stories.

Every Wednesday evening in September, an average of 15 joined us for an exciting pajama party with stories, games and crafts during “Pajama Tales!”

Each Thursday in September, Fairview Shores hosted, “Fur-ever Friends Film Festival” engaging an average of 14 participants in a family friendly pet movie and a craft.

Every Thursday in September, Fairview Shores hosted, “Bubble Play Time” engaging an average of 31 toddlers and preschoolers for a great time developing coordination while playing with bubbles.

In September, a total of 38 children and parents engaged in “Pop-Up Children’s Playtime.” They created various coloring and craft activities and played with toys focused to help build motor skills.

In September, a total of 284 children and parents engaged in “Pop-Up Crafts” at the library.

In September, a total of 517 children and parents enjoyed a relaxing time of coloring during, “Passive Coloring Time!”

**Herndon**


On 7 September, Catherine Porras hosted “I Heart Salsa.” Fifteen customers attended.

On 7 September, Vida Pereira hosted “Construction Toys.” Twenty customers attended.

On 9 September, Limary Velez hosted “Tummy Time Sensory.” Twenty customers attended.

On 9 September, Limary Velez hosted “Caregiver Connect: Stay and Play.” Twenty customers attended.

On 11 September, Joriel Figueroa hosted “Vamos a Leer.” Sixteen customers attended.

On 11 September, 12 customers attended “Healthy Living for Seniors.”

On 12 September, Normalee Page hosted “Little Bugs.” Forty-eight customers attended.

On 12 September, Edward Booker hosted “Northlake Park Open House.” One hundred and forty customers attended.

On 14 September, 36 customers attended “Spin, Pop, Boom! With Mad Science.”

On 16 September, Limary Velez hosted “Mother Goose on the Loose.” Thirty-three customers attended.
On 16 September, Limary Velez hosted “Mama Gansa.” Thirty-three customers attended.
On 16 September, Limary Velez hosted “Caregiver Connect: Stay and Play.” Twenty-nine customers.
On 16 September, 14 customers attended “Alphabet Calligraphy Class.”
On 19 September, Limary Velez hosted “Now I’m Big.” Forty-five customers attended.
On 20 September, Melissa Ricaurte hosted “Bubble Playtime.” Twenty-six customers attended.
On 25 September, Joriel Figueroa hosted “Dr. Seuss on the Loose.” Twelve customers attended.
On 26 September, Limary Velez hosted “Little Chef: A Full Scoop.” Forty-one customers attended.
On 30 September, 26 customers participated in “Check it Out: Orlando City Soccer Club.”
During the month of September, 51 customers wrote letters to an “Astronaut” as part of the children’s book character mailbox.

Hiawassee

This month Hiawassee conducted twelve “English from Zero” workshops (5, 9, 12, 16, 19, 23, 26, and 30 September) to help participants improve their basic English skills and practice English vocabulary. An average of 15 people attended each workshop.
On 6 September, Hiawassee presented “Sesame Street Storytime” to 44 preschoolers and toddlers who sang, danced, and learned their way through the alphabet and numbers with interactive stories and activities inspired by Plaza Sésamo!
On 9 September, Hiawassee hosted its monthly “Gaming @ OCLS” event for 15 teens and tweens gathered for action-packed fun with the hottest video games.
On 11 September, Hiawassee presented “I Heart Salsa,” an event enjoyed by 20 participants who traveled through Latin culture with music, activities and more.
On 13 September, Hiawassee presented “Bubble Playtime.” The interactive event, developed to help toddlers and preschoolers develop motor skills, was attended by 31 library customers.
On 14 September, Hiawassee hosted “We C.A.R.E. About Animals” in partnership with C.A.R.E. Foundation. The educational program was attended by 40 library customers who learned about local wildlife, their habitats and conservation efforts to protect them.
On 14 September, Hiawassee Assistant Manager Sara Brown, shared information about library resources and services with 89 soon-to-be mothers at the annual “Community Baby Shower” community event sponsored by the Central Florida Diaper Bank and Commissioner Victoria Siplin.
On 20 September, Hiawassee offered “Hello Zoo!” The event was attended by 23 toddlers and parents who gathered to listen to stories followed by fun zoo activities.
On 24 September, Hiawassee presented “Latin Fun Fiesta” to 14 kids who enjoyed the fun Maya and Miguel celebration filled with activities, crafts and culture that proved to be “muy fabuloso!”
On 26 September, Hiawassee presented “Rock the Wrap: Headwrap Styling Workshop” to 15 library customers who enjoyed an educational and interactive experience that provided step-by-step instruction of headwrap styling techniques.
On 6, 13, 20, and 27 September, Hiawassee presented “Zero to Five Storytime” to an average of 19 preschoolers and toddlers.
On 11, 18, and 25 September, Hiawassee hosted “Improve Your English Workshops” in partnership with the Adult Literacy League. An average of 12 participants attended each workshop.
On 1-30 September, Hiawassee promoted “Check It Out: Orlando City Soccer Club” presenting 34 children who checked out five or more books with a free child’s ticket to an Orlando City Soccer Club game.
• The “Responsible Dog Ownership” event on 7 September presented by the Orlando Dog Training Club educated 63 first-time, current and prospective dog owners about the basics of dog ownership.

• Jerome Buting, Defense Lawyer from the popular Netflix series “Making a Murderer,” spoke to 158 attendees during the 13 September “Library After Hours” event.

• The TEC department hosted the “Arbor School of Central Florida” on 13 and 20 September with a total of 61 attendees exploring VR/AR, flying drones, making t-shirt tote bags, and building computers using Kano.

• On 12 September, the library hosted its first “Homeschool U” workshop where 29 homeschool educators learned how the library can support a homeschool curriculum with interactive and informative breakout sessions.

• On 12 September 59 kindergarten through second grade students from Lake Eola Charter School visited the library on 12 September for a fun and interactive storytime, including a special science experiment about chemical reactions.

• A total of 146 listeners were inspired to tap their feet and dance to the beat as Caramba Productions presented “Music in the Library: Tropical Latin Jazz” on 15 September.

• On 16 September, the library hosted “Sing Along with Yehaa Bob” for 118 children and their caregivers, who enjoyed fun songs played on the piano.

• The monthly “LIFE Information for Elders” class on 19 September guided 87 elders and caregivers through the different types of agencies and assistance available in the Central Florida area.

• “Mexican Danza” on 21 September gave 88 attendees the opportunity to celebrate Hispanic Heritage Month with a Mexican folkloric dance performance.

• During the “Local Author Festival” on 22 September, 75 readers met local authors to discuss their inspiration and work.

• At the “Yarnfiti Installation Party” on 22 September, 30 attendees brought a coral reef theme to life on the second floor of the Orlando Public Library.

• This month's “Art 101” on 25 September focused on the jewels created during the Mughal dynasty and inspired six artists to create a work of art based on these classic designs.

• On 28 September, the library hosted its first “Girl Scout” event where 13 Orange County Girl Scouts completed fun and challenging STEM related activities in order to receive their Space Science Investigator Badge.

• The “El Mariachi Show” on 29 September celebrated Hispanic Heritage Month by leading 215 listeners on a musical journey through Latin America.

• The Fall Fiber Festival on 29 September brought out 337 knitting, crochet and sewing enthusiasts for activities, vendor booths and contests. Friends of the Library generously sponsored the event. Winners of the Fiber Arts Contest were announced for the following categories: Sewing Garments, Sewing: Quilting and Crafts, Knitting, Crochet, People’s Choice and Grand Prize.

• In the month of September, the TEC department offered a variety of Online classes that had 92 attendees in total.

• In September, 15 customers learned to sew by taking “Introduction to Sewing Machines.”

• In September, 11 jobseekers learned to perfect their resumes and interview like a pro over three sessions at the “Career Academy” program series.

• The “Social Worker @ the Library” program assisted 88 customers over 7 sessions in September.

• The “English From Zero” Sunday series welcomed 43 students over 3 sessions.

North Orange

• On 5 September, 32 participants attended “Sing Along with Yehaa Bob.”

• On 6 September, 19 participants attended “Barn Dance.”

• On 9 September, 33 participants attended “Little Chef: Bean Burritos.”

• On 10 September, 26 participants attended “Adventure from the Hundred Acre Wood.”

• On 12 September, 19 participants attended “Meet the Author: Angie Palank.”

• On 12 September, 76 students and parents were engaged at an outreach at Wheatley Elementary School’s Open House.
• On 13 September, 16 participants attended “Listen, Move & Play in all Kinds of Weather.”
• On 16 September, 20 participants attended “Little Bugs.”
• On 17 September, 30 participants attended “Artsy Toddler.”
• On 19 September, 20 participants attended “Lots of Leaves.”
• On 18 September, 16 participants attended “Purple, Green & Orange.”
• On 21 September, 35 participants attended “Cookies and Milk with a Cop!”
• On 21 September, 27 participants attended “Make and Take Crafts.”
• On 23 September, 23 participants attended “Now I’m Big.”
• On 24 September, 25 students attended “Global Read Aloud: Dreamers.”
• On 26 September, 35 participants attended “Hello Zoo!”
• On 28 September, 25 participants attended “Decorate a Sweet Treat with a Veteran.”
• On 27 September, 27 participants attended “I Can Count.”
• On 25 September, 37 participants attended “Pop Up: Sweet Treats and Cards for Vets.”
• On each Tuesday during the month of September, an average of 48 participants attended “Toddler Time.”
• On each Tuesday during the month of September, an average of 45 participants attended “Storybook Fun.”
• On each Wednesday during the month of September, an average of 70 participants attended “Storytime Crafts.”
• On each Monday during the month of September, an average of 20 participants attended “English from Zero.”
• On each Tuesday during the month of September, an average of 30 participants attended “Basic Spanish.”
• On each Wednesday during the month of September, an average of 15 participants attended “Intermediate English.”

South Creek
• On 6 September, “Toddler Games” hosted 31 children for a series of games and movement activities. This event was developed by Customer Service Tech Laura Lizardi.
• On 7 September, the “Small Business Expo” as held at South Creek. Three hundred and seven people attended the third annual expo. The program is the brainchild of Circulation Clerks Claudia Freeland and Jon Jacobs.
• Also on 7 September, Shannon Rae, a local musician performed for 89 people.
• On 8 September, Branch Librarian Reshard Ausserlechner hosted an “International Food Potluck” for 36 people.
• On 11 September, “Little Bugs” brought in 46 people. Youth Program Specialist Cassandra Zamutt presented the event.
• Also on 11 September, Customer Service Lead Carmen Medina Bermudez visited 97 people at Wyndham Lakes Elementary’s Open House.
• On 12 September, “Teddy Bear Storytime” brought in 35 people, along with a group of treasured teddy bears to hear stories. Branch Circulation Clerk Alexandra Valencia Ohara presented.
• On 14 September, 55 people enjoyed “Outer Space Science with DoDad's Lab.”
• On 14 September, Jon Jacobs and Laura Lizardi, staff members, presented “ArtMazing” for 38 people. This family art time was developed by Jon Jacobs and Laura Lizardi and features involved arts and crafts projects.
• On 18 September, Cassandra Zamutt presented “Now I’m Big” to 36 children and caretakers.
• On 25 September, 43 people enjoyed “Little Chef: Bean Burritos” presented by Cassandra Zamutt.
• On 28 September, “Mexican Danza” attracted an audience of 51 people.
• On Mondays and Tuesdays ESOL classes bring in many people for the “English from Zero,” “English Conversation Hour,” “Reading Clearly,” and “Speaking Clearly.” During September 407 people attended these events.
On Mondays and Tuesdays, 641 children attended storytimes. “Toddler Time,” “Storybook Fun” and “Tiny Tales” always bring in large crowds to South Creek.

Also on Tuesdays, Circulation Clerk Gabriela Peraza leads “Happy Faces” which is a crafting event for disabled adults. While few people attend, this event has strong adherents. Eleven people attended in September.

On Wednesday nights the Tertulia Cuatro Gatos/Spanish Book Club holds their event at South Creek. In September, 111 people attended the event.

On Thursdays, the “Let’s Speak Spanish” event has been attracting more people. Led by Customer Service Lead Carmen Medina Bermudez, 63 people are learning Spanish.

Also on Thursdays, the “Knitting and Crochet Nook” continues strong. Fifty-five people crafted during September.

On Fridays, “Toddler G.A.M.E.S” attracted 91 children. This active story time was developed by Customer Service Tech Laura Lizardi.

South Trail

“Afterschool Adventures with Hero Spark” began it’s third year at South Trail and averaged 10 children Monday thru Thursday during September.

Andre Morris, “Social Worker @ the Library,” had a good month at South Trail averaging 10 customers each Friday.

“Practice Makes Perfect” met on Tuesday nights during September and average 16 students per class.

“English From Zero” met on Saturday mornings during September and averaged 21 people per class.

On 6 September, 13 children participated in “Crafternoons.”

On 9 September, Melissa Tees entertained 73 children at “SOMCA Storytime.”

On 10 September, 10 people participated in “Superhero Science.”

On 12 September, “Food Discovery” entertained 19 people with fun facts about fruit.

On 12 September, Claudia Piper attended “Pineloch Elementary’s Open House” and spoke to 24 people about library resources.

On 14 September, 15 people participated in “Rock the Wrap: Headwrap Styles.”

On 16 September, “Hola Biblioteca” had an attendance of 17 people.

On 17 September, “Global Rad Aloud” entertained 13 people.

On 18 September, “We C.A.R.E. About Animals” had 42 people in attendance.


On 25 September, Carolyn McClendon spoke to 15 people about “Prime Time” at the Orange Blossom Trail Development Board meeting.

On 26 September, “Frugal Feasts” taught 14 people how to prepare a low-cost meal.

Southeast

On 9 September, the event “Teddy Bear Storytime” was hosted at Southeast, a total of 13 people attended.

On 14 September, the event “Outer Space Science with DoDad's Lab” was hosted at Southeast, a total of 16 people attended.

On 18 & 19 September, the event “Hispanic Heritage Craft” was hosted at Southeast, a total of 105 people attended.

On 20 September, the event “Little Chef: Bean Burritos” was hosted at Southeast, a total of 20 people attended.

On 21 September, the event “Library Pop-Up: Lake Nona - Storytime” was hosted at Valencia College in Lake Nona, a total of 125 people attended.

Most Wednesdays for the month of September, a total of 147 children and caretakers participated in Southeast’s “Color Your World!”

Most Wednesdays for the month of September, a total of 240 children and caretakers participated in Southeast’s “Wednesday Morning Story Times.”
• Most Saturdays in September, “Citizenship Inspired” was hosted at Southeast, a total of 3 workshops were held with a total of 120 attendees.
• Most Fridays in September, “Conversation Hour” was hosted at Southeast, a total of 3 workshops were held with a total of 78 attendees.
• Most Wednesdays for the month of September, “Reading Clearly” was hosted at Southeast, a total of 3 workshops were held with a total of 75 attendees.
• Most Tuesdays for the month of September, “Speaking Clearly Advanced” was hosted at Southeast, a total of 3 workshops were held with a total of 74 attendees.
• Every Thursday for the month of September, “Spanish From Zero” was hosted at Southeast, a total of 4 workshops were held with a total of 160 attendees.
• During August, 100 children participated in the library’s “Check It Out: Orlando City Soccer Club” promotion.

Southwest
• On 6 September, “D is for Dinosaur” had 30 attendees.
• On 9 September, “Teddy Bear Storytime” had 53 attendees.
• On 13 September, “Alphabet Adventures” had 28 attendees.
• On 16 September, 74 customers attended “Bubble Playtime” and interacted with bubbles while developing their motor development skills.
• On 17 September, 26 people attended “Cuisine Corner” and learned how to make goat cheese croquettes with raspberry preserves, demonstrated by Chef Emily from Publix Aprons.
• On 18 September, a total of 30 attended “Mother Goose on the Loose” to listen to nursery rhymes, songs and develop important pre-literacy skills.
• On 18 September, a total of 35 attended “Mama Gansa” to listen to nursery rhymes, songs and develop Spanish language skills.
• On 20 September, “Sesame Street Storytime” was held for 80 customers who were entertained by bilingual stories and songs with Sesame Street friends.
• On 20 September, “Decorate a Sweet Treat with a Veteran” had 16 attendees.
• On 21 September, 15 adults met for the “Southwest Art Club – Portrait of Frida” in celebration of Hispanic Heritage month.
• On 21 September, the library held a pop-up event in Horizon West, “Library Pop-up: Horizon West” at the Waterleigh Community Clubhouse the fun of Healthy Herb to present about healthy food and fitness to 53 attendees.
• On 23 September, Youth Programming Specialist Debra Winslow presented a storytelling session for 54 preschoolers at the local Kiddie U daycare center.
• On 24 September, 26 members of the “Southwest Book Club” met to discuss their monthly selection.
• On 24 September, Youth Programming Specialist Debra Winslow attended the Walker Middle School Open House and shared resources and information with 45 teens.
• On 25 September, the event “Senior Living Affordability Options” had 24 attendees.
• On 26 September, Branch Lead Kelley Mayer represented the library at the Sand Lake Elementary’s STEAM Night and interacted with 210 students, parents and teachers. She shared information on Library services, resources and upcoming STEAM events and classes.
• On 30 September, Southwest staff presented the “Toddler Playground” program for 67 participants who used unstructured play to help their physical and cognitive development and explore.
• In September, a total of 74 participated in “Caregiver Connect: Stay and Play.”
• The library partnered with the Adult Literacy League for “Cozy English Conversations” for a September total of 76 attendees to work on English vocabulary, pronunciation and comprehension.
• Every Saturday in September, an average of 14 customers attended the “Practice Makes Perfect-Conversational English Workshop” to improve their comfort level with speaking English.
• Every Thursday morning in September, Southwest hosted “Storytime Crafts.” Four events were held with a total of 343 attendees.
• During September, 100 children participated in the library’s “Check it Out: Orlando City Soccer Club” promotion.
• In September, children were invited to write a postcard to Rosita as part of the monthly, "Character Mailbox," 41 postcards were received.
• In September, the “Bowling Scavenger Hunt” helped children learn about the Dewey Decimal System and the 34 who participated received a small prize.

Washington Park
• On 7 September, “We C.A.R.E for Animals” was hosted at the Washington Park Branch. 21 customers discovered a world of rescue animals and learned about local wildlife, their habitats and conservation efforts to protect them.
• On 18 September, Deborah Aponte promoted OCLS resources and services at the Eccleston Elementary School event “Bites! Camera! Action! Farmers Market.” She was able to reach out to 61 people.
• On 23 September, Janet Schulte presented “Teen Art Adventures: Hispanic Artists” at the Washington Park Branch. Eleven customers explored the art of famous Hispanic artists and created some art of their own.
• On 26 September, Deborah Aponte promoted OCLS resources and services at the Carver Middle School Open House. She highlighted Homework Help and other digital resources. She was able to reach out to 99 people.
• In September, Washington Park hosted “Character Mailbox” featuring postcards to Angelina Ballerina. Twenty children participated by writing letters and sending them through our character mailbox.
• On Tuesdays in September, “Basic Spanish” was hosted at the Washington Park Branch. A total of 2 classes were taught with an average of 12 students per class.
• Every Wednesday in September, “English from Zero” was hosted at the Washington Park Branch. A total of 3 classes were taught with an average of 13 students per class.
• Every Friday in September, “English Conversation Hour” was hosted at the Washington Park Branch. A total of 4 classes were taught with an average of 13 students per class.
• Every Saturday in September, “Writing Clearly Beginner” was hosted at the Washington Park Branch. A total of 4 classes were taught with an average of 13 students per class.

West Oaks
• On 5 September through 26 September, the event series, “Writing Clearly for Beginners: ESOL,” was hosted at the West Oaks Branch Library and Genealogy Center. This series introduced 57 customers to the beginning and basics of English grammar by focusing on the parts of speech, the organization of sentences, and vocabulary building.
• On 10 September, the event, “Little Chef: Bean Burritos” was hosted at the West Oaks Branch Library and Genealogy Center. We invited customers to learn about Hispanic foods while you mash, spread and roll a delicioso Mexican inspired dish. A total of 15 joined us at this enjoyable event.
• On 10 September, the event, “What's on the Inside?” was hosted at the West Oaks Branch Library and Genealogy Center. At this event, children learned how to count the hairs on their head and all about what happens when you eat pizza! All 19 attendees learned by exploring the human body with hands-on activities and stories to find out the answers to these questions and more!
• On 14 September, the genealogy group, AAHGS, hosted their monthly meeting at the West Oaks Branch Library and Genealogy Center. Members of the Central Florida Chapter of Afro-American Historical and Genealogical Society (AAHGS) shared information on African American History, Heritage and Genealogy to an audience of 10 customers.
• On 14 September, the event, “Calm, Cool, and Collected” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 20 relaxed by creating their very own calming jar, while learning how calming jars serve as simple meditation tools that you can use daily.
On 15 September, the event, “Animals Around the World” was hosted at the West Oaks Branch Library and Genealogy Center. Customers were invited to bring their friends and learn about animals from every corner of the world. All 18 attendees enjoyed the fun stories, activities and crafts!

On 17 September, the event, “Barn Dance” was hosted at the West Oaks Branch Library and Genealogy Center. We invited customers to join us on a visit the farm with chick and his barnyard friends for a fun adventure full of stories, activities and more! A total of 14 joined us at this enjoyable event.

On 17 September, the event, “Cuisine Corner Junior: Salsa, Salsa, Salsa!” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 26 helped us celebrate Hispanic Heritage with a salsa tasting, salsa dancing and spicy games!

On 18 September, the event, “DNA Double Topic Night: Haplogroups and Surname Projects” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 10 joined us for this dual topic DNA night to explore the meaning behind haplogroups and discuss how to work with a surname project!

On 19 September, the event, “Using Vital Records: Finding Your Roots Series” was hosted at the West Oaks Branch Library and Genealogy Center. Births, Marriages, and Deaths are important pieces of information for our family history. We presented ways to become familiar with the key sources for locating ancestors’ vital records to an audience of 18.

On 21 September, West Oaks Branch Library and Genealogy Center staff represented the library at the Thornbrooke Elementary Annual Family Fun Night. Interacting with 187 students, parents and teachers, our Librarian shared information on Library services, resources and upcoming events and classes.

On 22 September, the event, “Alphabet Calligraphy Class” was hosted at the West Oaks Branch Library and Genealogy Center. Customers were invited to join us and learn about the history of various calligraphy fonts while practicing writing letters of the alphabet. We encouraged the 13 attending to bring their favorite calligraphy pens!

On 24 September, the event, “I Can Count” was hosted at the West Oaks Branch Library and Genealogy Center. A total of 22 parents and preschoolers were encouraged to explore their world with stories and activities that inspired mathematical thinking!

On 24 September, the event, “Folk Art Arpilleras” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 17 celebrated National Hispanic Heritage Month by learning about folk art arpilleras from Chile and Peru and enjoyed creating one of their own!

On 26 September, the event, “We C.A.R.E. About Animals” was hosted at the West Oaks Branch Library and Genealogy Center. With curiosity and excitement, an audience 25 discovered a whole world of rescue animals and learned about local wildlife, their habitats and conservation efforts to protect them with educators from The C.A.R.E. Foundation!

On 28 September, the event, “Paws to Read” was hosted at the West Oaks Branch Library and Genealogy Center. A few furry friends and 15 enjoyed reading and learning together.

On 29 September, the event, “Healthy, Happy & Hummus…” was hosted at the West Oaks Branch Library and Genealogy Center. An audience of 12 joined us to learn about the history and origin of hummus, the health benefits to eating hummus and enjoyed a staff demonstration on how to make the delicious Middle Eastern delicacy!

On 30 September, 68 juvenile customers participated in our Orlando City Soccer Club check out contest by checking out and receiving a free child’s ticket to an Orlando City Soccer Club game in October 2019 with the purchase of an adult ticket.

Windermere

On 7 September, “English from Zero” brought 13 adults to the library to practice and improve their English.

On 9 September, 9 children and 6 adults came to the library to read stories and learn all about different animals during “Hello Zoo!”
On 10 September, 15 children and adults came to “Storytime with Chick-fil-A” to read a story, make craft dogs, and hang out with Baby Cow.

On 14 September, everybody’s therapy dog Rocky came to the library with 8 children and 4 adults to read stories during “Angel Paws to Read.”

On 14 September, “English from Zero” brought 16 adults to the library to practice and improve their English.

On 19 September, 6 children and 4 adults came to “Latin Fun Fiesta” to have a party and bust open a piñata.

On 21 September, 17 children and 14 adults took a quick trip to space with Professor DoDad to explore the solar system during “Outer Space Science with DoDad’s Lab.”

On 21 September, “English from Zero” brought 1 child and 12 adults to the library to practice and improve their English.

On 23 September, number counting filled the library as 10 children and 8 adults counted during the activities and crafts of “I Can Count.”

On 26 September, 15 children and 6 adults made it rain in the library during “Superhero Science” by using water, shaving cream, and food dye.

On 27 September, “Stuffed Animal Sleepover” had 13 children and 8 adults dropping off their stuffed animal friends to leave at the library for a slumber party and then the next morning at breakfast watched a slide show of pictures of all the shenanigans the stuffed animals got into.

On 27 September, “English from Zero” brought 15 adults to the library to practice and improve their English.

During September, 100 children participated in “Check It Out: Orlando Soccer Club” to receive a ticket to a soccer game after checking out 5 or more items.

Citizenship Inspired: This month 16 adults came to the library to study before taking their Citizenship Test.

Knitting Club: 17 children and adults came to Knitting Club to learn basic knit stitches as well as work on different projects.

Homeschool: Throughout this month there were several classes for homeschool students including art, science, language, and math classes. A total of 39 children and 23 adults participated.

Storybook Fun had 171 in attendance during September

During September 413 parents and toddlers were entertained during Toddler Time

Tiny Tales saw 190 in attendance this month

Caregiver Connect continues to grow with 135 this month.

Winter Garden

On 5 September, Zully Escobar hosted “Artsy Toddler” engaging 25 in songs, books and crafts.

On 7 September, Winter Garden welcomed Expanding Intelligence for the “Tails with Tales” event, which encourages children to practice their reading with sweet, furry friends. 30 attendees participated.

On 7 September, “Music in the Library: Brian Hayes” drew in 34 attendees who enjoyed the musical performance of this Classical Guitarist.

On 7 September, the library held a pop-up event in Horizon West, “Library Pop-up: Horizon West” at the Waterleigh Community Clubhouse bringing “New Kids POP presented by Dramatic Education,” to 29 attendees.

On 10 September, Erin Reichel visited the “Forsyth Woods Open House,” engaging with 147 parents and children.

On 10 September, Rebecca Padrick attended the “SunRidge Elementary Open House,” speaking with 62 parents and children.

On 10 September, Chand Persad welcomed 52 to the “Hello, Zoo!” event.

On 11 September, Erin Reichel hosted the Hispanic Heritage inspired “Cuisine Corner Junior: Salsa, Salsa, Salsa!,” attended by 35.

On 12 September, Erin Reichel attended the “Vista Lakes Open House,” connecting with 155 parents and children.
On 12 September, the library held a pop-up event in Horizon West, “Library Pop-up: Horizon West” at the Waterleigh Community Clubhouse bringing Hispanic Heritage themes stories and crafts to 33 attendees.

On 12 September, Nadine Nelson hosted “Little Bugs” welcoming a group of 28.

On 12 September, Jessica Hart Howell hosted “Creative Coloring” for 15 attendees.

On 14 September, the REP visited the library to present “The REP Readers Featuring: Tuck Everlasting” to 16 attendees.

On 21 September, “We C.A.R.E. About Animals” visited the Winter Garden library, introducing 56 people to a world of interesting creatures.

On 21 September, Yamira Lee Johnson showed 20 people how to cook during “Cuisine Corner: Healthy Hispanic Dishes.”

On 24 September, Chand Persad, presented “Now I’m Big” to 61 attendees.

On 24 September, Erin Reichel visited “Bridgewater Middle School” to introduce 130 students and teachers to the resources available to them with their Virtual Library Card.

On 25 September, Erin Reichel hosted the Hispanic Heritage inspired “Folk Art Arpilleras,” attended by 25.

On 26 September, 18 children attended “Read to Sydney,” where they practiced reading to a furry dog.

On 26 September, 2 sessions of “Parachute Play” brought dancing and singing to the location for 54 participants.

On 27 September, Erin Reichel visited “Ocoee Middle School” to introduce 159 students and teachers to the resources available to them with their Virtual Library Card.

Caregiver Connect: Stay and Play” was offered 7 times in September, for an average of 44 attendees per event.

“Lego Block Party,” hosted by staff member Brandon Lower, was held on 14 and 24 of September, welcoming a total of 45 participants.

“Family Yoga” was held on three occasions at the branch in September, bringing in a total of 30 attendees.

“Sing-A-Long with Friends” was held on three Tuesdays in September and drew an average of 33 attendees per event.

“Storytime Crafts” was held on four Fridays in September and welcomed an average of 53 participants per event.

On 28 September, the Winter Garden branch threw a Hispanic Heritage Celebration with several events.

Zully Escobar welcomed 10 to “Spanish Games” where participants played a variety of games in Spanish.

Rebecca Padrick was joined by 11 attendees at “Teen Art Adventures: Hispanic Artists.”

The “Hispanic Fusion” dancers come to the Library to perform cultural dances that represent their respective countries. 70 people attended the event, many joined in the dancing.

From 9/16/-9/21 the Winter Garden branch invited the community to celebrate Pirate Week with themed events and activities:

On 17 September, Janette Ramos welcomed 78 guests to join in the “Pirate Party!”

On 18 September, Erin Reichel hosted “A Pirate's Life for Me” which was attended by 32 future swashbucklers.


On 19 September, Erin Reichel presented “Pirates and Princesses” to 53 attendees.

On 21 September, Erin Reichel and 27 attendees participated in “Never Land Adventures.”

Over the course of the week 47 treasure seekers joined the “Pirate Treasure Scavenger Hunt.”

Check It Out: Orlando City Soccer Club ran in September; all 100 tickets were distributed.
Library Events

Art & Display

Musings by Beaux Arts

Orlando Public Library | On Display Through October 31
Beaux Arts of Central Florida is composed of 50 professional artists whose mission is to produce exceptional art in all mediums. With Musings, Beaux Arts’ first exhibition at the Orlando Public Library, visitors can view some of the group’s more experimental and contemporary pieces.

Crafter’s Corner for Adults

South Creek Branch | Tuesday, October 1, 2:30 p.m.
You are invited to stop in and explore your creativity. Whatever your hobby, come along and share an afternoon of arts and crafts. All supplies provided.

Meet the Artist: Delores Williams

Hiawassee Branch | Saturday, October 5, 12:30–2:30 p.m.
Let your creativity bloom with featured artist Delores Williams as she teaches art fundamentals.

Creative Watercolors

Hiawassee Branch | Thursday, October 3, 6–8 p.m.
Winter Garden Branch | Thursday, October 17, 6–8 p.m.
Learn the basics of watercolor painting through the use of watercolor pencils and paint.

Art Class

South Creek Branch | Thursday, October 3, 6:30–8:15 p.m.
Come express your ideas, emotions, perceptions and sensations. Registration required.

Craft Club for Adults

West Oaks Branch | Saturday, October 5, 2–4 p.m.
Create a decorative paper pumpkin. All supplies provided. Ages 18 and up. Registration required.

Creative Coloring for Adults

Hiawassee Branch | Monday, October 14, 6–8 p.m.
Coloring is a great way to relax and unwind while channeling your inner child. All supplies provided, but feel free to bring your favorite colored pencils or markers. Ages 18 and up.

Art for Adults – Wireframe Sculptures

Alafaya Branch | Thursday, October 17, 6:30 p.m.
Create a striking sculpture using items that are easily found around the house. Ages 16 and up. Registration required.

Adult Craft Hour

Winter Garden Branch | Monday, October 21, 6 p.m.
Join us as we create pumpkin decor for autumn. All supplies provided. Ages 18 and up.

Back2Basics

Plant Clinic

Winter Garden Branch | Thursday, October 3, 3–5 p.m.
Chickasaw Branch | Thursday, October 10, 2–4 p.m.
Bring your plants, get your soil pH tested and ask questions! Master Gardener Volunteers from the UF/IFAS Orange County Extension Office will be available to answer your gardening questions.
Credit 101
South Trail Branch  Thursday, October 17, 4:30 p.m.
Hiawassee Branch  Monday, October 28, 6 p.m.
Credit 101 covers credit score basics and how to improve consumer credit. This workshop will also provide basic understanding of credit reports and the importance of your credit score and budgeting.

Book Clubs
Tertulia Cuatro Gatos / Spanish Book Club
Chickasaw Branch  martes, 1 de octubre, 6:30–8:30 p.m.
South Creek Branch  miércoles, 2–30 de octubre, 6:30–8:45 p.m.
Fairview Shores Branch  jueves, 3 y 17 de octubre, 6:30–8:30 p.m.
Windermere Branch  martes, 8 de octubre, 6:30 p.m.
Southeast Branch  jueves, 10 y 24 de octubre, 6:30–8:30 p.m.
La Tertulia Cuatro Gatos se reúne para compartir y discutir poesía, literatura, arte o historia. Todos son bienvenidos. El programa es presentado en español.
Join Spanish-language book club to discuss literature, art, music and more related to Latin American culture. This program is presented in Spanish.

OCLS Album of the Month Club
In the Aeroplane Over the Sea by Neutral Milk Hotel
Orlando Public Library, Albertson Room  Thursday, October 10, 6:30 p.m.
Fellow music lovers rejoice! OCLS has an Album-of-the-Month Club, and you are invited to join in on engaging conversation about some of the greatest records ever pressed. Ages 16 and up.

Alafaya Book Club
Purple Hibiscus by Chimamanda Ngozi Adichie
Alafaya Branch  Thursday, October 10, 7 p.m.
Kambili and Jaja are sent to their aunt, a university professor, where they discover a life beyond the confines of their father’s authority. When they return home, tensions escalate, and Kambili must find the strength to keep her loved ones together.

Southeast Book Club
An American Marriage: A Novel by Tayari Jones
Southeast Branch  Monday, October 14, 6:30 p.m.
When her husband is arrested and imprisoned for a crime she knows he didn’t commit, she takes comfort in a longtime friendship only to encounter unexpected challenges in resuming her life when her husband's sentence is suddenly overturned.

Books with a Bite
South Creek Branch  Wednesday, October 16, 2 p.m.
The South Creek Book Club will meet the third Wednesday of each month. We will be discussing the books we love and what we’re currently reading.

Hiawassee Book Club
The Perfect Alibi by Phillip Margolin
Hiawassee Branch  Monday, October 21, 6:30–8 p.m.
Two rape cases at the same bar are complicated by a prominent athlete’s threats, baffling DNA evidence, suspicious attacks on case lawyers and a D.A.’s resolve to prosecute a killing in self-defense.
Winter Garden Book Club
*Alias Grace* by Margaret Atwood
Winter Garden Branch  *Thursday, October 31, 6 p.m.*
Grace Marks was convicted for her involvement in the vicious murders of her employer, his housekeeper and his mistress. Now serving a life sentence, Grace claims to have no memory of the murders.

**Citizenship Inspired**

South Trail Branch  *Saturdays, October 5–26, 12:15–4 p.m.*
Alafaya Branch  *Mondays, October 7–28, 5:30 p.m.*
West Oaks Branch  *Mondays, October 7–28, 6–9 p.m.*
Hiawassee Branch  *Thursdays, October 10–31, 6–8:30 p.m.*
South Creek Branch  *Wednesday, October 23 & 30, 2:30–5 p.m.*

During this four-week program, students will meet once each week to prepare for the U.S. Naturalization (Citizenship) Test and Interview.

**Talleres de Bienvenida**
Alafaya Branch  *sábado, 5 de octubre, 1–4 p.m.*
Le invitamos a Talleres de Bienvenida, una serie de talleres diseñados para darle la bienvenida a personas de habla hispana que se han mudado a la Florida Central. This class is presented in Spanish.

**Know Your Rights**
North Orange Branch  *Thursday, October 10, 6:30 p.m.*
This workshop from QLatinx is designed for immigrants, both documented and undocumented, and those who are interested in learning more about how to defend the constitutional rights of the immigrant community.

**Cuisine Corner**

Southeast Branch  *Tuesday, October 8, 6:30 p.m.*
Fairview Shores Branch  *Thursday, October 10, 6:30 p.m.*
South Creek Branch  *Saturday, October 12, 2 p.m.*

Yamira Lee Johnson, head chef of Breaking Bread with Mira, will demonstrate how to create healthy Hispanic dishes. Space is limited. Registration required.

**Fall Chowder and Crisps**
Windermere Branch  *Thursday, October 10, 6 p.m.*
Join Chef Karen Ross of Karen’s Creative Cuisines as she shares a simple and delicious corn chowder recipe. She will also show how easy it is to make cinnamon apple crisps made with wonton wrappers. Registration required.

**Cuisine Corner: Snack Time & Party Favorites**
Orlando Public Library, Cypress Room  *Friday, October 11, 2 p.m.*
Guacamole and pico de gallo are some of the most popular dips for entertaining. Personal chef Cristina Godreau will show you how easy they are to make.

**Carbs! The Good. The Bad. The Truth.**
Orlando Public Library, Cypress Room  *Tuesday, October 15, 6:30 p.m.*
Learn how we use carbohydrates for energy from Joycelyn Bryant of Joycelyn’s Southern Kitchen and how to make lower-carb versions of your favorite foods. Registration required.

**Fall Comfort Food Recipes Made Healthier**
Orlando Public Library, Cypress Room  *Tuesday, October 22, 6:30 p.m.*
There’s nothing better than a cozy night of soup and salad. Carly Paige, health coach and healthy chef, will be giving the classic creamy tomato soup and Caesar salad a healthy makeover.
Halloween Party
Alafaya Branch  Wednesday, October 23, 6:30 p.m.
Washington Park Branch  Saturday, October 26, 2:30 p.m.
Chef Farah Davids is back with a group of spooky food ideas for your Halloween party! Get into the spirit of the season and strike fear and delight for the scariest night of the year!

Pumpkin
Orlando Public Library, Cypress Room  Thursday, October 24, 6:30 p.m.
Library staff will show you how to pump up autumn meals with delectable pumpkin recipes you will Fall for. Space is limited. Registration required.

Fig & Flour Bakery
Orlando Public Library, Cypress Room  Wednesday, October 30, 6:30 p.m.
Fall for delicious plant-based autumn treats. Fig & Flour Bakery is a small batch bakery that uses fresh, local ingredients.

Genealogy
Tracing Hispanic Ancestors
West Oaks Branch  Tuesday, October 1, 12:30 p.m.
This genealogy research series focuses on researching European ancestors. Whichever country your ancestors are from, come learn about types of documents available and research strategies to utilize.

Do It Yourself DNA Research Open Forum
West Oaks Branch  Wednesday, October 2, 6:30 p.m.
Spend an evening analyzing your own DNA test results. Our Genealogy Specialist will be available to assist with answering questions as you conduct your own DNA analysis.

The Family Tree Guide to DNA Testing and Genetic Genealogy
West Oaks Branch  Wednesday, October 9, 6:30 p.m.
Study and discuss Chapters 1–6 in *The Family Tree Guide to DNA Testing and Genetic Genealogy (Second Edition)* by Blaine T. Bettinger.

AAHGS: Afro American Historical and Genealogical Society
West Oaks Branch  Saturday, October 12, 10:30 a.m.–12:30 p.m.
Members of the Central Florida Chapter of Afro-American Historical and Genealogical Society (AAHGS) will share information on African American history, heritage and genealogy.

The Family Tree Guide to DNA Testing and Genetic Genealogy
West Oaks Branch  Wednesday, October 16, 6:30 p.m.

Genealogy Online Scavenger Hunt
West Oaks Branch  Wednesday, October 23, 6:30 p.m.
Enjoy this fun interactive session where you will learn online research strategies that will help you to locate your ancestors in online sources.

Death Stands Ready at the Door: Tombstone Iconography
West Oaks Branch  Wednesday, October 30, 6:30 p.m.
Tombstone iconography and burial practices reflect the attitudes towards death held by early Americans. Learn how religious beliefs and family patterns of a society are reflected in burying customs.
Finding Your Roots
Estates, Wills & Probate Records
West Oaks Branch    Thursday, October 3, 11 a.m.
Learn what these records are, where they are located and how to best utilize them in your family history research.

Immigration Records
West Oaks Branch    Thursday, October 10, 11 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.

Church and Cemetery Records
West Oaks Branch    Thursday, October 17, 11 a.m.
Discover what types of information are contained in these records, how to access them and how they can help enhance your family history research.

Military Records
West Oaks Branch    Thursday, October 24, 11 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 ancestor.

Electronically Preserving Obituaries as Cultural Heritage
Everyone deserves to be remembered. The EPOCH website is a place where family and friends, at no cost, may pay tribute to loved ones who have passed on.

Halloween
Victorian Horror Troupe – PHANTASMAGORIA
Orlando Public Library, Library Central    Sunday, October 13, 4 p.m.
Enjoy a performance from the critically acclaimed Victorian Horror Troupe, Phantasmagoria, as they present a variety of selections from their stories, poems, sideshow and dances.

Basics of Horror Makeup
West Oaks Branch    Saturday, October 19, 11 a.m.–12:30 p.m.
The Vocational Academy of Makeup & Prosthetics (VAMP) goes over the essentials of horror makeup. Create ghastly injuries and take your costume to the next level. Ages 18 and up.

Scary Tails Family Storytime
Herndon Branch    Monday, October 21, 6:30 p.m.
South Trail Branch    Thursday, October 24, 6:30 p.m.
Expanding Intelligence and their trained service dogs share spooky stories for the whole family. Learn about service animals and the jobs they can assist their owners with. Let’s get ready for Halloween!

Horror Film Fest
Orlando Public Library, Albertson Room    Sunday–Thursday, October 27–31, 2–4:30 p.m.
Every day is a new decade of terror. Revel in horror as we scream through the 1970s to modern day. These spine chilling tales are Rated R, so only those ages 17 and up will be admitted … if you dare.

Trick or Treat Safe Zone
Orlando Public Library    Saturday, October 26, 10 a.m.–3 p.m.
Young ghouls and goblins enjoy trick or treating throughout Orlando Public Library and Orange County Regional History Center along with creepy crafts, candy and a scavenger hunt!
The BOO! Bash
Alafaya Branch  Saturday, October 12, 2 p.m.
Winter Garden Branch  Saturday, October 19, 2:30 p.m.
North Orange Branch  Friday, October 25, 11 a.m.
South Creek Branch  Saturday, October 26, 2:30 p.m.
Hiawassee Branch  Tuesday, October 29, 6:30 p.m.
Fairview Shores Branch  Wednesday, October 30, 6:30 p.m.
Chickasaw Branch  Thursday, October 31, 11 a.m.
West Oaks Branch  Thursday, October 31, 4 p.m.

Wear your favorite Halloween costume and join us for a ghoulish good time with creepy crafts, spooky stories and more! Recommended for preschoolers, lower and upper elementary.

Monster Mash-Up
Herndon Branch  Wednesday, October 16, 10:30 a.m.
Chickasaw Branch  Thursday, October 17, 11 a.m.
North Orange Branch  Tuesday, October 22, 11 a.m.
Fairview Shores Branch  Friday, October 25, 10:30 a.m.
Eatonville Branch  Tuesday, October 29, 10:30 a.m.

Monsters are magical and are filled with the free spirit of creativity. Therefore, they can look like anything so let’s make our very own monsters!

I’m Not Scared!
North Orange Branch  Friday, October 18, 11 a.m.

Owl is absolutely, positively not scared of the dark, and you shouldn’t be either! A fun time filled with fearless stories, activities and crafts.

Little Chef: Monster Mash Trail Mix
Herndon Branch  Wednesday, October 23, 10:30 a.m.
North Orange Branch  Monday, October 28, 11 a.m.
West Oaks Branch  Tuesday, October 29, 11 a.m.
South Creek Branch  Wednesday, October 30, 10:30 a.m.

Mix and mash along with the monsters for a Halloween-themed treat. Registration required.

Build My Universe: Build a Monster
Winter Garden Branch  Thursday, October 24, 10:30 a.m.

Monsters can look like anything! Build your very own monster that will express inner beauty, because it’s what’s on the inside that counts.

Little Chef: PB&J Spiders
Orlando Public Library  Friday, October 25, 10:30 a.m.

It’s peanut butter and jelly time! Come spread, cut and stack ingredients to make a friendly and delicious spider.

What’s In That Cave!
Chickasaw Branch  Friday, October 25, 11 a.m.

They come out at night and they zigzag through the sky above. Journey to a library cave with stories and activities all about bats! Recommended for toddlers and preschoolers.

Itsy-Bitsy Spiders
Chickasaw Branch  Wednesday, October 9, 11 a.m.
Herndon Branch  Thursday, October 10, 10:30 a.m.
South Creek Branch  Wednesday, October 16, 10:30 a.m.
Hiawassee Branch  Friday, October 18, 11 a.m.
West Oaks Branch  Tuesday, October 22, 11 a.m.
North Orange Branch  Thursday, October 24, 11 a.m.
South Trail Branch  Tuesday, October 29, 10:15 a.m.
Winter Garden Branch  Thursday, October 31, 10:30 a.m.

Eek a spider! Don’t be scared. Join us for not-so-creepy, crawly crafts and stories about our eight-legged friends. Recommended for toddlers and preschoolers.

Mummies Have Mommies Too!
Herndon Branch  Thursday, October 17, 10:30 a.m.
South Trail Branch  Tuesday, October 22, 10:15 a.m.
Windermere Branch  Tuesday, October 22, 10:30 a.m.
South Creek Branch  Wednesday, October 23, 10:30 a.m.
Chickasaw Branch  Wednesday, October 23, 11 a.m.
West Oaks Branch  Sunday, October 27, 3 p.m.
Alafaya Branch  Tuesday, October 29, 10:30 a.m.
Winter Garden Branch  Tuesday, October 29, 10:30 a.m.
North Orange Branch  Tuesday, October 29, 11 a.m.
Orlando Public Library  Wednesday, October 30, 10:30 a.m.

Don’t get spooked by our Halloween friends, get wrapped up in fun with them instead! Recommended for toddlers and preschoolers.

Halloween Storytime
Alafaya Branch  Wednesday, October 30, 10:30 a.m.

Wear your costume and join us for not-so-scary Halloween stories. Recommended for toddlers and preschoolers.

Little Chef: Pumpkin Patch
South Creek Branch  Wednesday, October 9, 10:30 a.m.
Winter Garden Branch  Saturday, October 12, 10:30 a.m.
North Orange Branch  Monday, October 14, 11 a.m.

You’re never too young to get your start in the kitchen! Bring your little one to learn cooking skills such as kitchen safety, layering, measuring, smearing, tasting and presentation as you interact with a delicious recipe. Adult participation is required at this event. Space is limited. Registration required. Ages 3–5.

Healthy Living
Understanding Mental Health
Herndon Branch  Thursday, October 10, 6 p.m.

Join us on World Mental Health Day to learn about mental health and ways to improve it.

Medicare 101
South Creek Branch  Sunday, October 13, 2 p.m.

An educational session about Medicare to empower you to make the best decision possible. Learn what Parts A, B, C and D mean, what they cover, how and when you can enroll.

Community Yoga
West Oaks Branch  Sunday, October 20, 3 p.m.

Yoga is a great way to improve the health of your body and mind. Step out of your comfort zone and join us for an experience you won’t forget!
Family Zumba
Southeast Branch  Saturday, October 26, 10:30 a.m.
Chickasaw Branch  Wednesday, October 30, Noon
Get your family moving with this energizing workout class! Learn basic Zumba moves to help you dance your way to fitness. Zumba uses dance aerobics for a fun workout. Recommended for children ages 4–13 and adults.

Hispanic Heritage
Celebrate Through Film: Hispanic Heritage
Orlando Public Library, Albertson Room  Wednesday, October 2, 11 a.m.–3 p.m.
Celebrate Hispanic Heritage month with these screenings of popular movies.
10/2: Pan's Labyrinth (Rated R – Ages 18 and up)
10/9: Coco (PG)

Mexican Danza
West Oaks Branch  Saturday, October 5, 11 a.m.
Winter Garden Branch  Saturday, October 12, 2:30 p.m.
Celebrate with a Mexican Folkloric Dance performance. Enjoy colorful costumes and traditional Mexican music.

Celebrate With Dance
Hiawassee Branch  Saturday, October 5, 2 p.m.
South Creek Branch  Sunday, October 6, 2 p.m.
Chickasaw Branch  Wednesday, October 9, Noon
Enjoy a lively performance of Spanish folk dances by Alborea Dances.

Celebrate Through Words: Hispanic Heritage Month
Orlando Public Library, Library Central  Sunday, October 6, 4 p.m.
Celebrate Hispanic Heritage Month with a reading from local writers, including author Cecilia Milanes, author L. E. Perez and award-winning spoken word artist Eddie Figures.

The Labyrinth of Cuban Culture
Orlando Public Library, Library Central  Thursday, October 10, 6:30 p.m.
Dr. Luis Martinez-Fernandez, professor of history at the University of Central Florida, will explore Cuban culture through illustrations, audio clips and historical footage.

Día de los Muertos
Alafaya Branch  Saturday, October 12, 11 a.m.
UCF Professor Dr. Beatriz Reyes-Foster celebrates the Mexican day of rememberance, Día de los Muertos! Learn about the history, art and cultural importance of this often misunderstood holiday.

Un Rincón en la Historia / A Corner in History
South Creek Branch  Thursday, October 31, 6:30–8:30 p.m.
Photographic and literary presentation by amateur photographer María Cristina Rodriguez. Presented in Spanish.

Jobseekers
Career Academy: Perfecting Your Resume
Orlando Public Library, Learning Central  Tuesday, October 1, 1:30 p.m. & Saturday, October 12, 9:30 a.m.
Get noticed! Elevate your job application with best practices in crafting a resume and cover letter.
Career Academy: Interview Like a Pro
Orlando Public Library, Learning Central  Tuesday, October 15, 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.

Orange County Public Schools Transportation Job Fair
Orlando Public Library, Albertson Room  Monday, October 7, 10 a.m.–1 p.m.
OCPS Transportation will be accepting applications and conducting interviews for bus driver and mechanic positions.

Orlando Children’s Business Fair
Orlando Public Library  Sunday, November 17, 2–5 p.m.
What do Elon Musk, Mark Zuckerberg, Bill Gates and an Orange County third grader have in common? They are all entrepreneurs who innovate and serve their communities. Join us for the Orlando Children’s Business Fair and together we can invest in the success of the next generation of entrepreneurs. The fair is a one-day marketplace where children will debut their innovative inventions, market their services or products, and build marketing strategies. Registration ends Saturday, October 19.

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

Language Learning
Reading Clearly for Beginners
South Creek Branch  Tuesdays, October 1–29, 6:15 p.m.
Explore English grammar and vocabulary for comprehension and vocabulary development.

English Conversation Hour
Alafaya Branch  Tuesdays, October 1–29, 6:30 p.m.
Orlando Public Library  Sundays, October 6–27, 4 p.m.
Come practice your English speaking skills. All proficiency levels are welcome!

Practice Makes Perfect
West Oaks Branch  Tuesdays, October 1–29, 6:30–8 p.m.
Join other new English speakers for conversational English practice. A certified instructor with A.L.L. will facilitate. Presented in partnership between Orange County Library System and the Adult Literacy League Inc.

Speaking Clearly Beginners
South Creek Branch  Tuesdays, October 1–29, 7:30 p.m.
Class for beginners designed to introduce learners to the basics of the sounds of English for pronunciation.

Improve Your English Reading Workshop
Hiawassee Branch  Wednesdays, October 2, 16–30, 6–8 p.m.
Improve your English conversational skills, vocabulary, pronunciation and comprehension by reading a book.

Intermediate English
North Orange Branch  Wednesday, October 2, 6:30–8:30 p.m.
English from Zero classes are designed for beginning English learners.
Writing Clearly Intermediate
West Oaks Branch  Thursday, October 3–31, 6:30–8:15 p.m.
This course focuses on grammar and complex ideas, including sentence structures, phrases and vocabulary building.

Talk to Me
South Creek Branch  Mondays, October 7–28, 4 p.m.
Basic conversation for beginning English speakers.

English from Zero
Orlando Public Library  Saturdays, October 5–26, 4 p.m.
Alafaya Branch  Mondays, October 7–28, 6:30 p.m.
Herndon Branch  Tuesdays, October 8–29, 6:30 p.m.
English from Zero classes are designed for beginning English learners.

Basic Spanish
North Orange Branch  Tuesdays, October 1–29, 6:30–8 p.m.
Chickasaw Branch  Wednesdays, October 2–30, 6:30–8 p.m.
Workshop for individuals who speak little to no Spanish.

Let’s Speak Spanish!
South Creek Branch  Thursdays, October 3–31, 4:30 p.m.
Learn basic Spanish.

Library Events
Happy Faces
South Creek Branch  Tuesdays, October 1–29, 10:15–11:45 a.m.
A fun event for patrons of all ages with physical or intellectual disabilities where everyone can participate in stories and activities.

Positive Flow
Eatonville Branch  Wednesday, October 2–30, 5:30–7:30 p.m.
Free after school tutoring for grades K–12.

Flu Shot Clinic @ the Library
North Orange Branch  Saturday, October 5, 11 a.m.–2 p.m.
We are teaming up with Walgreens this flu season to outsmart the sniffles and provide flu vaccinations. The flu shot is free with insurance and limited vouchers are available for the uninsured.

Ghost Society
Orlando Public Library, Cypress Room  Sunday, October 6, 2 p.m.
Share your personal experiences, learn what’s new in the field and discuss books and shows in a casual atmosphere.

Orlando Public Library Pokémon League
Orlando Public Library, Albertson & Magnolia Room  Sundays, October 6 & 20, 3 p.m.
Calling all trainers! Battle with the Pokémon Trading Card Game and more. Trainers of all ages and skill levels welcome.
The Pen Meetup  
Orlando Public Library, Cypress Room  
Sunday, October 6, 3:30–5 p.m.  
Meet up with other fountain pen enthusiasts each month as we learn new things and explore our favorite hobby.

All About Mushrooms  
Orlando Public Library, Cypress Room  
Monday, October 7, 6:30 p.m.  
Local mushroom expert Jon Martin explains the basics of searching for and identifying local fungi. Learn about the history of fungus and why they are so important to life on earth. Registration required.

Recollections of an Atomic Bombing Survivor  
Orlando Public Library, Library Central  
Tuesday, October 8, 6:30 p.m.  
Hear the story of Mr. Sadahiro Kiyono who at 8 years old survived the atomic bombing of Nagasaki. Mr. Kiyono will be discussing his experiences as an atomic bomb survivor with the aid of a translator. This lecture is organized by Orlando Public Library, the Nagasaki National Peace Memorial Hall for the Atomic Bomb Victims and Valencia College.

Savvy Savers  
West Oaks Branch  
Saturday, October 12, 1–3 p.m.  
Become a savvy saver by sharing coupons and savings tips.

Introduction to Foundation Center Resources  
Orlando Public Library, Learning Central  
Monday, October 14, 6–7:30 p.m.  
Looking for funding? Get the 101 on using this comprehensive directory to win grants and make a difference.

Origami Cranes  
Orlando Public Library, Albertson Room  
Monday, October 14, 6:30 p.m.  
Learn how to create origami cranes. This event is taking part in conjunction with the Hiroshima/Nagasaki Peace Exhibition.

Improv Games Workshop  
Winter Garden Branch  
Monday, October 14, 6–8 p.m.  
Join us for a games session to understand the basics of improv while having some fun in a supportive environment.

Trap-Neuter-Return Boot Camp  
Chickasaw Branch  
Tuesday, October 15, 5:30–7 p.m.  
Orlando Public Library  
Tuesday, October 29, 5:30–7 p.m.  
Pet Alliance of Greater Orlando will teach the basics of humanely trapping community cats.

Be the Change in a Messed Up World  
Orlando Public Library, Library Central  
Sunday, October 20, 2–3:30 p.m.  
Rob Greenfield is an adventurer and activist dedicated to leading the way to a more sustainable and just world. He embarks on extreme adventures and activism campaigns to inspire change.

Food 101: Southwestern Cuisine  
Orlando Public Library, Albertson Room  
Wednesday, October 23, 6:30 p.m.  
The Food 101 series introduces you to a new topic every month, examining the historical and social significance of what we eat. Registration required.
Florida Licensing on Wheels
North Orange Branch  
Tuesday, October 29, 10 a.m.–2 p.m.
Do you need to update your name or address on your driver license or ID? Florida Licensing on Wheels will be at the branch offering all these services and more.

Melrose Center
Monster Making: Digital 3D Sculpting
Orlando Public Library, Melrose Center  
Thursdays, October 3 & 10, 6:30 p.m.
Create detailed monster sculptures in a digital environment. Learn to use Sculptris and the intuitive brushes and tools to create amazing artwork which can be 3D printed.

Lake Eola Photo Walk
Orlando Public Library, Melrose Center  
Saturday, October 5, 10–11:30 a.m.
Grab your camera and walking shoes and join our photo instructors as they lead you on a guided photo walk. Part of the Scott Kelby Worldwide Photo walk, this meetup starts at the Melrose Center and then continues on a quick stroll around Lake Eola.

Meet the Maker: An Evening with R2
Orlando Public Library, Melrose Center  
Tuesday, October 22, 6–7:30 p.m.
Interested in making droids? Come to our October Meet the Maker session at the Melrose Center. We will have a panel discussion with droid builders, portraits in space and crafts for kids.

Women in Theater
Orlando Public Library, Melrose Center  
Sunday, October 27, 4–5:30 p.m.
Professional theater performers and educators will share their experiences, give demonstrations and offer words of encouragement for women working in the Central Florida theater community. Presenters include Alina Alcantara, Elaine Pechacek, Sara Oliva and Melanie Leon.

2020 Melrose Awards
Submission Period: September 9–December 9
The Melrose Awards are back! Have you created a project using Melrose Center resources this year? Winners in the Music Recording, Voice Recording, Photography, Video, Digital Media Design and Maker categories will be awarded cash prizes at the Melrose Creative Expo on February 15, 2020. Submissions accepted until December 9 at ocls.info/melroseawards.

Technoween
Orlando Public Library, Melrose Center  
Sunday, October 13, 1:30–4:30 p.m.
Experience a terrifyingly good time for the whole family.

Modern Parenting
Caregiver Connect: Stay and Play
Orlando Public Library  
Wednesdays, October 2, 9, 23, 30, 11:30 a.m.
Winter Garden Branch  
Wednesdays, October 2–30, 11:30 a.m. & Fridays, October 4–25, 11:30 a.m.
Herndon Branch  
Mondays, October 7 & 28, 11:30 a.m.
Connect with other caregivers to meet and mingle while your little one explores imaginary play with new and old friends.

Music in the Library
Hunter’s Creek Community Band
South Creek Branch  
Sunday, October 20, 2:30 p.m.
Join us as we enjoy live music by our very own Hunter’s Creek Community Band.
Central Florida Community Arts Beginner Dance for Seniors
Fairview Shores Branch  Wednesdays, October 2, 9, 23 & 30, 10:30 a.m.–Noon
Seniors at all skill levels are welcome and encouraged to attend! This is a great way to learn beginning dance skills and get some exercise in a fun environment. Registration recommended.

Snack & Learn: Medicare 101
Hiawassee Branch  Tuesday, October 8, 1:30 p.m.
Join Casman Mosby of CarePlus for an in depth discussion about Medicare basics, your coverage options and where to get help.

Prevention and Treatment of Diabetes
Fairview Shores Branch  Tuesdays, October 15–December 17, 6:30–8:30 p.m.
Learn how to prevent or treat diabetes, the number one leading cause of cardiovascular disease and stroke in the U.S. Learn what diabetes is and how to prevent or reverse it through lifestyle changes.

STRESS! Relief
Orlando Public Library, Albertson Room  Thursday, October 17, 12:10 p.m.
Conquer stress after learning about the physical signs, behavioral signs and four stages of stress. This seminar is part of the monthly LIFE Information for Elders series.

Downsizing in Five Easy Steps
Chickasaw Branch  Wednesday, October 23, 1:30–3 p.m.
Discover steps that make downsizing easier to manage. Un agente inmobiliario hispanohablante estara presente para responder a sus preguntas.

What You Need to Know About Legal Matters
Eatonville Branch  Wednesday, October 30, 10:30 a.m.–12:30 p.m.
Learn what legal documents you need as you age. Registration recommended.

TEC-Fiber Arts
It’s Socktoberfest!
Celebrate socks with a custom-made pair for your feet. Crochet, knit or sew your way to perfect socks this fall.

Let’s Knit Socks
Orlando Public Library  Wednesdays, October 2–30, 4:30–6 p.m.
Alafaya Branch  Saturdays, October 5–November 9, 1–2:30 p.m.
Knit your first pair of toe-up slipper socks. Socks knit with worsted weight yarn are perfect for lounging. Learn how to cast on and knit with double-pointed needles and make an afterthought heel.

Let’s Crochet Socks
Washington Park Branch  Wednesdays, October 9 & 16, 5:30–7 p.m.
Orlando Public Library  Mondays, October 21 & 28, 6–7:30 p.m.
Crochet a cute pair of slipper socks with this fun and easy pattern. Use increases, decreases and working in the round to create socks.

Sewing: Stretch Socks
Orlando Public Library, Sewing Studio  Thursday, October 17, 11:30 a.m.–1:30 p.m.
Come to the sewing studio to make a great pair of stretch socks just in time for cooler weather. Get creative with novelty fabrics!
Fall Fiber Arts
Get a head start on your fall sewing with new classes for all skill levels. From home décor to better fitting garments there’s a class for you.

Let’s Crochet Pumpkins
Winter Garden Branch  Saturday, October 19, 10:30 a.m.–Noon
Let’s crochet a pumpkin! This fall themed pattern will create a small 3D pumpkin. Learn this quick pattern to create your own pumpkin patch at home! Prior crochet experience required.

Sewing: Ruffled Wristlet Key Fob
Orlando Public Library  Wednesday, October 9, 11:30 a.m.–1:30 p.m.
Carry your keys in style with a unique key fob. Learn to use basting stitches to create gathers and how to add structure to fabric with interfacing. Students are required to bring fabric and notions.

Quilting and More Meetup
Southeast Branch  Wednesday, October 30, 4:30–6 p.m.
Join us on the last Wednesday of each month for our sewing club! Fabric and limited sewing machines are provided, but bring your machine if you are able. Registration required.

Crafty Costumes
Go out on Halloween in style with a handmade costume. In special classes and sewing open labs get personalized assistance from choosing the perfect pattern to adding the perfect finishing touches.

Sewing: Witch Hat
Orlando Public Library  October 15 & 16, 2–4 p.m. & October 29 & 30, 10 a.m.–Noon
Create your own witch hat for Halloween. This easy to make witch hat uses three fat quarters, interfacing and bias tape.

Sewing: Easy Superhero Cape
Orlando Public Library, Sewing Studio  Saturday, October 19, 10 a.m.–Noon
Tuesday, October 22, 2–4 p.m.
Monday, October 28, 10 a.m.–Noon
Are you ready for halloween? Join us to make this easy superhero cape for a quick and easy costume in sizes for kids to adults.

Open Lab: Sewing
Orlando Public Library  Mondays, October 7–28, 1:30 p.m.
Thursdays, October 3–31, 5:30 p.m.
Fridays, October 4–25, 1:30 p.m.
Saturdays, October 5–26, 3:30 p.m.
Come to the Sewing Studio at Orlando Public Library and bring your sewing projects. All the tools are here for you. Participants are required to bring their own patterns and materials.

TEC-Technology
Fly Through Fall
Become a drone pilot this fall. Learn the basics of drone flight and safety while flying through races and obstacle courses.
WhizKids: Become a Drone Pilot
Winter Garden Branch  Monday, October 7, 11:15 a.m. & Saturday, October 12, 11:45 a.m.
Alafaya Branch  Thursday, October 10, 4:30 p.m.
Orlando Public Library  Saturday, October 19, 11 a.m.
Pilot real drones in Drone Zone. Compete in races and fly drones through obstacle course challenges. Ages 7–9.

WhizKids: Drone Zone Level 1
Winter Garden Branch  Tuesday, October 8, 3:45–5:15 p.m. & Friday, October 11, 1:15–2:45 p.m.
Orlando Public Library  Thursday, October 17, 2–3:30 p.m.
Alafaya Branch  Saturday, October 19, 10:30 a.m.–Noon
Pilot real drones in Drone Zone. Compete in races and fly drones through obstacle course challenges. Ages 10–12.

WhizKids: Drone Zone Level 2
Winter Garden Branch  Thursday, October 10, 3:45–5:15 p.m.
Orlando Public Library  Friday, October 18, 2–3:30 p.m.
Pilot drones through real-world tasks. Use the cannon to hit targets and the grabber to make deliveries. Ages 10–12.

TechKrew: Drone Zone Level 1
Orlando Public Library  Thursday, October 17, 10:30 a.m.–Noon

Click With CSS
Give your websites colorful and graphic layouts with Cascading Style Sheets (CSS). Learn CSS from the basic syntax to intermediate formatting options.

Web Design: CSS Level 1
Herndon Branch  Saturday, October 5, 2:15 p.m. & Wednesday, October 9, 6 p.m.
Orlando Public Library  Wednesday, October 9, 10–11:30 a.m. & Tuesday, October 22, 10–11:30 a.m.
Washington Park Branch  Tuesday, October 15, Noon–1:30 p.m.
Alafaya Branch  Friday, October 18, 1–2:30 p.m.
Chickasaw Branch  Monday, October 21, 5–6:30 p.m.
Want to take your coding skills to the next level? Learn how to write proper Cascading Style Sheets (CSS) code and format webpages using external style sheets.

Web Design: CSS Level 2
Herndon Branch  Saturday, October 5, 3:30 p.m. & Wednesday, October 9, 7:15 p.m.
Orlando Public Library  October 9, 12:15–1:45 p.m. & October 22, 11:45 a.m.–1:15 p.m.
Washington Park Branch  Tuesday, October 15, 1:45–3:15 p.m.
Alafaya Branch  Friday, October 18, 3–4:30 p.m.
Chickasaw Branch  Monday, October 21, 7–8:30 p.m.
Customize your webpages using CSS. Learn how to add functionality such as Google Maps CSS hovers and transitions.

Web Design: CSS Level 3
Orlando Public Library  Wednesday, October 9, 2:15–3:45 p.m. & Tuesday, October 22, 1:45–3:15 p.m.
Do you want to draw more attention to your site? A full-screen video background is a solution.
Can’t get to the library? Learn the basics of web design from the comfort of home. Master this powerful language with instructor-led classes and real-world exercises. To register and see a complete listing of the library’s live online classes, visit ocls.info/online.

**Online Class: Web Design – CSS Level 1**  
*Saturday, October 26, 2–3:30 p.m.*  
Want to take your coding skills to the next level? Learn how to write proper Cascading Style Sheets (CSS) code and format webpages using external style sheets.

**Online Class: Web Design – CSS Level 2**  
*Sunday, October 27, 2–3:30 p.m.*  
Customize your webpages using CSS. Learn how to add functionality such as Google Maps CSS hovers and transitions.

**Writers Corner**  
**Write a Novel in a Month, presented by Orlando NaNoWriMo**  
Orlando Public Library, Albertson Room  
*Saturday, October 5, 1–5:30 p.m.*  
Join National Novel Writing Month (NaNoWriMo) veterans to discuss plot, character, world building, an overview of NaNoWriMo 2019 and tips for making it through. Registration required.

**Publishing Your Sci-Fi and Fantasy Short Stories**  
Winter Garden Branch  
*Wednesday, October 9, 6 p.m.*  
Author Mari Ness will teach this introduction to publishing short speculative fiction. Learn about the different avenues to publication, how to find outlets for your work and the submissions process.

**OCLS Writers Group**  
Orlando Public Library, Magnolia Room  
*Sunday, October 13, 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.

**Writing Wednesday**  
Orlando Public Library, Albertson Room  
*Wednesday, October 16, 6–7:30 p.m.*  
Join us for structured writing time and light refreshments. Writers of all types and levels are encouraged to attend.

**The Author’s Press Kit**  
Alafaya Branch  
*Sunday, October 27, 2–3:15 p.m.*  
Author, event planner and former book publicist Sarah Nicolas will break down every item an author should have in their press kit before seeking media, event or publicity opportunities. Registration required.

**Check it Out**  
**Check It Out: Crayola Experience**  
*All Locations, October 1–30*  
Check out five items with your library card at any Orange County Library System location and receive a Buy One Get One Free coupon to visit Crayola Experience at The Florida Mall!

**Children**  
**Game Day**  
Fairview Shores Branch  
*Tuesdays, October 1–29, 4–5:30 p.m.*  
Play everything from Xbox and chess to Pokémon and more at our Cool to Do After School series!
Crafternoons
South Trail Branch  Tuesdays, October 1, 22 & 29, 4:30 p.m.
South Trail Branch  Fridays, October 4, 18 & 25, 4 p.m.
Join us for an hour of crafting fun with friends. Registration recommended.

Cuisine Corner Junior: Fruit ‘N Salsa Cinnamon Chips
West Oaks Branch  Tuesday, October 1, 5 p.m.
Hiawassee Branch  Tuesday, October 8, 6:30 p.m.
Southeast Branch  Wednesday, October 9, 6 p.m.
South Creek Branch  Thursday, October 17, 4 p.m.
Turn your fruit into your next hit. Learn to create fruit salsa and sweet chips to share. Recommended for upper elementary, tween and teens. Registration required.

Hispanic Heritage Craft
Southeast Branch  Wednesdays, October 2 & 9, 10 a.m.–Noon
Celebrate Hispanic Heritage by creating a fun craft.

Mayor Buddy’s Book Club Discussion Group
Orlando Public Library  Thursdays, October 3 & 17, 3:15 p.m.
Join Mayor Buddy’s Book Club weekly discussion group to talk, meet other book club members, share experiences, and have fun. Recommended for upper elementary, tween and teen.

Tails with Tales
Winter Garden Branch  Saturday, October 5, 11:45 a.m.
Come practice your reading skills by reading aloud to a sweet, furry friend. Expanding Intelligence Dog Training LLC presents this reading program with their certified therapy dogs.

Coco: Movie
Southeast Branch  Saturday, October 5, 2–3:45 p.m.
Join us for a showing of Disney Pixar’s Coco! Sing and dance along to the beat. Recommended for preschool, lower and upper elementary.

Creatures, Monsters and Villains
Orlando Public Library  Saturday, October 5, 3:30 p.m.
Learn about some of literature’s spookiest characters with crafts and other fun activities.

Moon Myths
Fairview Shores Branch  Monday, October 7, 4 p.m.
West Oaks Branch  Tuesday, October 8, 5 p.m.
Eatonville Branch  Wednesday, October 9, 2:30 p.m.
South Creek Branch  Saturday, October 19, 2:30 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.

Masai Animal Masks
Washington Park Branch  Monday, October 7, 4 p.m.
Orlando Public Library  Saturday, October 12, 3:30 p.m.
Eatonville Branch  Thursday, October 24, 3:30 p.m.
Chickasaw Branch  Friday, October 25, 3:30 p.m.
Winter Garden Branch  Wednesday, October 30, 3:30 p.m.
Listen to a story and create original artwork based on Masai tribal costume masks.
**Drawing Club**
Alafaya Branch  Monday, October 7, 4:30 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.

**Treehouse Adventures: Midnight on the Moon**
South Trail Branch  Monday, October 7, 4:30 p.m.
Blast off to the moon! Join us for a space themed adventure focusing on the 1969 moon landing.

**Hola Biblioteca**
North Orange Branch  Tuesday, October 8, 11 a.m.
West Oaks Branch  Tuesday, October 15, 5 p.m.
Hiawassee Branch  Tuesday, October 15, 5:30 p.m.
Celebrate Hispanic Heritage Month with this fabuloso event! Take a trip to the library and enjoy stories, crafts and activities.

**Dem Bones, Dem Bones**
Eatonville Branch  Tuesday, October 8, 3:30 p.m.
Washington Park Branch  Wednesday, October 16, 4 p.m.
Herndon Branch  Wednesday, October 16, 4:30 p.m.
Orlando Public Library  Wednesday, October 30, 2:15 p.m.
Windermere Branch  Thursday, October 31, 3:30 p.m.
The arm bone is connected to the … what bone? Make skeleton crafts, shake your bones and learn a little about what holds us all together.

**LEGO Block Party**
Winter Garden Branch  Tuesday, October 8, 6:30 p.m.
Is there anything you can’t build with LEGO? We provide the LEGO, you provide the creativity. LEGO bricks will be provided but cannot go home with you.

**Drop In Chess**
Orlando Public Library  Wednesdays, October 9 & 23, 2 p.m.
Fairview Shores Branch  Saturdays, October 12 & 19, 2 p.m.
Drop in for a game of chess at the library. Chess sets are available for play and rule sheets are provided. All ages.

**Collage and Color**
Winter Garden Branch  Wednesday, October 9, 3:30 p.m.
Chickasaw Branch  Friday, October 11, 3:30 p.m.
Eatonville Branch  Thursday, October 17, 3:30 p.m.
Fairview Shores Branch  Thursday, October 17, 4 p.m.
Washington Park Branch  Monday, October 21, 4 p.m.
Winter Garden Branch  Tuesday, October 22, 6:30 p.m.
Poetry, stories, collage and color all come together to celebrate the work of author and illustrator Ashley Bryan.

** Totally Triangle**
North Orange Branch  Thursday, October 10, 11 a.m.
Fairview Shores Branch  Monday, October 21, 4 p.m.
Eatonville Branch  Wednesday, October 23, 2:30 p.m.
Washington Park Branch  Wednesday, October 23, 4 p.m.
West Oaks Branch  Tuesday, October 29, 5 p.m.
Can you build a strong, stable structure using only triangles?
Cuisine Corner Junior: Pop’T Canvas
Orlando Public Library  Thursday, October 10, 3:15 p.m.
Celebrate all that is special about Pop-Tarts: the filling, frosting and sprinkles that dazzle our taste buds! Recommended for upper elementary, tweens and teens.

Library Pop-Up: Horizon West
Waterleigh Community Clubhouse
16150 Pebble Bluff Loop, Winter Garden  October 12 & 19, 10:30 a.m. & October 24, 10:30 a.m.
Enjoy a library program filled with fun for the whole family right in your own neighborhood!

Angel Paws to Read
North Orange Branch  Saturday, October 12, 11 a.m.
West Oaks Branch  Saturday, October 26, 11:30 a.m.–1 p.m.
Practice your reading skills by reading aloud to a lovable, furry listener. Be An Angel Therapy Dogs Ministry presents this reading program for children featuring certified therapy dogs.

Building Challenge
Alafaya Branch  Monday, October 14, 4:30 p.m.
Different building challenges each month, using things like LEGO, K’Nex, Keva blocks and more! Recommended for upper elementary, tweens and teens. Space is limited. Registration required.

Treehouse Adventures: Dolphins at Daybreak
South Trail Branch  Monday, October 14, 4:30 p.m.
Dive deep into the ocean and explore amazing underwater animals.

Afternoon Movie
South Trail Branch  Thursday, October 17, 3–4:30 p.m.
Come enjoy a showing of Wallace & Gromit: The Curse of the Were-Rabbit!

Food Discovery
South Trail Branch  Thursday, October 17, 4:30 p.m.
Explore the culinary world with Food Discovery! Supplies limited. Registration required.

The CREATE Space
Orlando Public Library  Friday, October 18, 3 p.m.
What will you create today? Explore, experiment or be entertained. Recommended for upper elementary, tweens and teens.

Cookies and Milk with a Cop!
North Orange Branch  Saturday, October 19, 11 a.m.
Come meet an Apopka Police Officer, hear them read stories, and have cookies and milk with them!

Construction Toys for Kids
Herndon Branch  Saturday, October 19, 2 p.m.
Learn the basics of building and learning with Snap Circuits, K’NEX and Magformers. Recommended for lower and upper elementary.

Haunted Gingerbread Build-Off
Orlando Public Library  Saturday, October 19, 3:30 p.m.
Compete against others to see who can build the most frightfully delicious structure. Ghouls and goblins need not apply. Recommended for upper elementary and tweens. Space is limited. Registration required.
Maker Monday  
Alafaya Branch  
Monday, October 21, 4:30 p.m.
Discover the maker in you as we complete challenges, STEM projects and experiments. Recommended for upper elementary, tweens and teens. Registration required.

Treehouse Adventures: Ghost Town at Sundown  
South Trail Branch  
Monday, October 21, 4:30 p.m.
Take a spooky trip to the Wild West with Treehouse Adventures!

Ghoulish Treats  
Winter Garden Branch  
Tuesday, October 22, 10:30 a.m.
Little monsters will enjoy crafting their own ghoulish treats. Space is limited. Registration required. Recommended for preschool and toddlers.

Día de los Muertos Crafts  
Winter Garden Branch  
Wednesday, October 23, 3:30 p.m.
Join us to make Día de los Muertos crafts and celebrate this Mexican holiday.

Read to Sydney  
Winter Garden Branch  
Thursday, October 24, 11:45 a.m.
Read to Sydney is a local therapy dog organization that encourages children to practice their reading skills with an attentive furry listener. All ages are welcome to join Thom and his dog Toby.

Cuisine Corner Junior  
Alafaya Branch  
Monday, October 28, 4:30 p.m.
Enjoy easy-to-make snacks to celebrate Hispanic Heritage Month! Recommended for upper elementary, tweens and teens. Space is limited. Registration required.

Halloween Spooktacular  
Orlando Public Library  
Tuesday, October 29, 3:15 p.m.
North Orange Branch  
Thursday, October 31, 11 a.m.
Wear your costume and join us for ghoulish games, creepy crafts and spooky stories … if you dare! Recommended for preschoolers, lower and upper elementary.

Early Learning Baby  
Sing-A-Long With Friends  
Winter Garden Branch  
Tuesdays, October 1–29, 10:15 a.m.
A brief sing-a-long to familiar songs for you and your baby or toddler.

Mother Goose on the Loose  
Fairview Shores Branch  
Friday, October 4, 10:30 a.m.
Southeast Branch  
Mondays, October 7–21, 5:30 p.m.
Using rhymes, songs, puppets, musical instruments and more, interact together to help develop important pre-literacy skills in our littlest ones!

Baby’s First Fall Festival  
Alafaya Branch  
Monday, October 7, 10:30 a.m.
Herndon Branch  
Monday, October 7, 10:30 & 11 a.m.
Fairview Shores Branch  
Friday, October 18, 10:30 a.m.
Orlando Public Library  
Monday, October 28, 10 a.m.
The air is crisp, the apples are ripe, a fall gathering sounds just about right! Bring your little one and meet up with your friends for a baby storytime and autumn fun.
Mama Gansa
Southeast Branch  
Mondays, October 7–21, 5:45 p.m.
A Spanish immersion Mother Goose on the Loose with interactive songs, rhymes and activities to grow your baby’s early literacy and Spanish skills!

My Gym Mobile Mommy & Me
Alafaya Branch  
Wednesday, October 16, 10:15 a.m.
A parent participation class that combines music, movement and basic gymnastic skills. We make fitness fun!

Tummy Time Sensory Play
Herndon Branch  
Monday, October 28, 10:30 & 11 a.m.
Interact with your little one as they play in their surroundings, stimulate their senses and become little explorers! This class requires adult participation and floor blankets are encouraged.

Early Learning Preschool
Global Read Aloud: Niño Wrestles the World
South Trail Branch  
Tuesday, October 1, 10:15 a.m.
Herndon Branch  
Friday, October 18, 10:30 a.m.
Señoras y señores, put your hands together for the fantastic, spectacular, one of a kind Niño! Explore the world of lucha libre with Yuyi Morales’ Niño Wrestles the World.

Alphabet Adventures
Alafaya Branch  
Tuesday, October 1, 10:30 a.m.
Practice the alphabet with exciting stories and fun activities.

Global Read Aloud: Viva Frida
Eatonville Branch  
Tuesday, October 1, 10:30 a.m.
Chickasaw Branch  
Monday, October 7, 11 a.m.
North Orange Branch  
Monday, October 7, 11 a.m.
South Trail Branch  
Tuesday, October 8, 10:15 a.m.
West Oaks Branch  
Tuesday, October 8, 11 a.m.
Alafaya Branch  
Monday, October 14, 10:30 a.m.
Orlando Public Library  
Friday, October 18, 10:30 a.m.
Herndon Branch  
Friday, October 25, 10:30 a.m.
Celebrate your creativity! You'll enjoy stories and songs in Spanish and English while expressing yourself through art in the style of Frida Kahlo.

Fall Festival
North Orange Branch  
Tuesday, October 1, 11 a.m.
South Creek Branch  
Wednesday, October 2, 10:30 a.m.
Eatonville Branch  
Monday, October 7, 10:30 a.m.
Herndon Branch  
Wednesday, October 9, 10:30 a.m.
Winter Garden Branch  
Thursday, October 17, 10:30 a.m.
Chickasaw Branch  
Monday, October 21, 11 a.m.
Windermere Branch  
Monday, October 28, 10:30 a.m.
Celebrate fall with stories, games and activities featuring apples, pumpkins and autumn leaves.

Kids Yoga
West Oaks Branch  
Tuesday, October 1, 11 a.m.
Yoga helps to develop focus and concentration, practice good posture, clear the mind and strengthen the mind-body connection. Recommended for families.
Fairytale Adventures
Herndon Branch       Wednesday, October 2, 10:30 a.m.
Explore the magical and imaginary world of Goldilocks and the Three Bears, The Three Little Pigs and Little Red Riding Hood through bilingual stories, songs and activities!

K Ready!
South Creek Branch    Thursdays, October 3–31, 10:30 a.m.
This eight-part series readies preschool children to excel in kindergarten through creative play, cooperative learning and activities that stimulate the imagination!

While You Sleep
Chickasaw Branch      Thursday, October 3, 11 a.m.
Night frog sings, owls hoot and trains rumble. Discover what happens at night while you sleep.

Get Active with Science
North Orange Branch   Thursday, October 3, 11 a.m.
Windermere Branch     Monday, October 7, 10:30 a.m.
Chickasaw Branch      Friday, October 11, 11 a.m.
Touch it, build it, change it or push it but don’t miss it! Have fun with interactive science experiments and sensory explorations.

Cuentame un Cuento
Chickasaw Branch      Friday, October 4, 11 a.m.
Come enjoy bilingual stories and crafts for children. The library provides an interactive storytime in English and Spanish suitable for speakers of either languages. The whole family is welcome!

If You Give a Mouse a Cookie
Orlando Public Library Friday, October 4, 11 a.m.
Come listen, learn and play with interactive activities inspired by If You Give a Mouse a Cookie such as molding cookies out of clay!

Global Read Aloud: Just a Minute
Herndon Branch        Friday, October 11, 10:30 a.m.
Dive into the world of numbers with Yuyi Morales’ Just a Minute! You’ll enjoy stories and songs in Spanish and English and make a festive craft.

Nighttime Stories
North Orange Branch   Friday, October 11, 11 a.m.
Let’s work the night shift. We’ll share stories, sing songs and even make a craft about what sometimes happens at night.

Global Read Aloud: Little Night
South Trail Branch    Tuesday, October 15, 10:15 a.m.
Celebrate the night with Yuyi Morales’ Little Night! Enjoy stories and songs in Spanish and English along with a festive craft!

My Gym Mobile Fun & Fitness
Alafaya Branch        Wednesday, October 16, 11 a.m.
A parent participation class that combines music, movement, games/relays and basic gymnastic skills. We make fitness fun!
A is for Apple
South Trail Branch  Thursday, October 17, 11 a.m.
Explore all the fun things that you can do with apples!

It’s About Time
Alafaya Branch  Wednesday, October 23, 10:30 a.m.
Learn about the different times of year and the times of the day with fun activities and crafts to help you prepare for kindergarten.

Be a Good Sport
Chickasaw Branch  Thursday, October 24, 11 a.m.
Let’s go team! Basketball, soccer, baseball and football are great opportunities to learn how to treat others.

Counting with Creatures
Herndon Branch  Wednesday, October 30, 10:30 a.m.
Can you help your animal friends learn to count? Come learn counting skills with fun activities and crafts!

Early Learning Toddlers

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<tr>
<th>Toddler Playground</th>
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<tr>
<td>Fairview Shores Branch</td>
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Toddlers use unstructured play to advance their physical and cognitive development and to have fun!

Bubble Playtime

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

Storytime Crafts

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<td>Chickasaw Branch</td>
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Drop-in before and after storytime to create a make-and-take craft. Recommended for toddlers and preschoolers.

Germs, Germs Go Away!
Orlando Public Library  Wednesday, October 2, 10:30 a.m.
Wash, wash, wash your hands, soap will make them clean. Scrub the germs until they come off to make them nice and clean. Recommended for toddlers and preschoolers.

Pirates and Princesses

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Ahoy, mateys! Come to our royal romp full of swashbuckling stories, side-splitting sea shanties and other fantastic fun. Recommended for toddlers and preschoolers.
Who Hoots?
Winter Garden Branch Thursday, October 3, 10:30 a.m.
North Orange Branch Friday, October 4, 11 a.m.
Who who who hoots in the night? An owl, that’s who! Play and discover while learning all about our feathered friends. Recommended for toddlers and preschoolers.

B is for Bailar
Hiwassee Branch Friday, October 4, 11 a.m.
South Creek Branch Saturday, October 5, 10:30 a.m.
Chickasaw Branch Thursday, October 10, 11 a.m.
¡Azúcar! Celebrate National Hispanic Heritage Month with a music appreciation storytime for all little ones.

Toddler G.A.M.E.S.
South Creek Branch Fridays, October 4–25, 2 p.m.
Growing, Active, Musical, Educational, Silly – A super fun interactive event for your little ones.

PBS Kids Time!
Alafaya Branch Tuesday, October 8, 10:30 a.m.
Enjoy a story, video and crafts featuring PBS characters. This month we’ll Meet the Helpers and honor National Fire Prevention Week. Session will be recorded for research purposes.

Parachute Play
Winter Garden Branch Tuesday, October 8, 10:30 a.m. & 11 a.m.
Join us with your toddlers for a special parachute playtime. Enjoy rhymes, songs and tons of parachute fun.

Guitar Sing-A-long
Alafaya Branch Wednesday, October 9, 10:30 a.m.
A brief sing-a-long to familiar songs along with live guitar for you and your toddler.

Cardboard Box Play!
Orlando Public Library Wednesday, October 9, 10:30 a.m.
Winter Garden Branch Tuesday, October 15, 10:30 a.m.
West Oaks Branch Tuesday, October 15, 11 a.m.
Eatonville Branch Wednesday, October 16, 10:30 a.m.
Chickasaw Branch Wednesday, October 16, 11 a.m.
South Creek Branch Saturday, October 19, 10:30 a.m.
Herndon Branch Thursday, October 31, 10:30 a.m.
Fuel your creativity with a cardboard box! Explore imaginary places with friends during an interactive storytime and free play. Recommended for toddlers and preschoolers.

Celebrate with Dora and Friends
Winter Garden Branch Thursday, October 10, 10:30 a.m.
Grab your backpacks and let’s go, vámanos! Join the adventure to create crafts and hear stories inspired by Dora the Explorer and her amigos. Recommended for toddlers and preschoolers.

Busy Builders
Herndon Branch Saturdays, October 12 & 26, 11 a.m.
Join us for some fun independent play and building activities! Recommended for toddlers and preschoolers.

STEAM Playground
Alafaya Branch Tuesday, October 15, 10:30 a.m.
Science! Technology! Engineering! Art! Math! Playground! Explore basic STEAM concepts through active play. Recommended for toddlers and preschoolers.
Autumn Apples
Chickasaw Branch  Friday, October 18, 11 a.m.
An apple a day may keep the doctor away, but apple-themed crafts and activities are just plain fun! Celebrate the season of fall with everything apple. Recommended for toddlers and preschoolers.

Mindfulness and Me!
Alafaya Branch  Monday, October 21, 10:30 a.m.
Mindfulness for little ones and parents. Learn emotional toolbox techniques to help prevent meltdowns and communicate feelings with this fun and relaxing program.

Hello, Zoo!
Orlando Public Library  Wednesday, October 23, 10:30 a.m.
Gather together and listen to a story followed by fun zoo activities.

Tape Town
Herndon Branch  Thursday, October 24, 10:30 a.m.
Chickasaw Branch  Wednesday, October 30, 11 a.m.
Vroom, vroom, zoom around the story room! Follow the roads of tape town to explore, learn and play. Recommended for toddlers and preschoolers.

Animals Around the World
Hiawassee Branch  Friday, October 25, 11 a.m.
Bring your friends and learn about animals from every corner of the world. Enjoy fun stories, activities and crafts.

Tiny Dancers
Alafaya Branch  Monday, October 28, 10:30 a.m.
Move and groove from ballet to disco with this engaging program to help kids express themselves through movement.

Make Believe Dress and Play
Chickasaw Branch  Monday, October 28, 11 a.m.
Turn on your imaginations and learn why pretend play is more than just fun! Dress up is welcome. Recommended for toddlers and preschoolers.

Family
Spin, Pop, BOOM! with Mad Science Live
Windermere Branch  Saturday, October 5, 11 a.m.
Hiawassee Branch  Saturday, October 19, 2 p.m.
Foaming cups and steaming chemical reactions will introduce you to a world of exciting chemistry with awesome rainbow reactions, foaming elephants’ toothpaste and even slime!

We C.A.R.E. About Animals
Herndon Branch  Saturday, October 5, 1 p.m.
North Orange Branch  Tuesday, October 15, 11 a.m.
Discover a world of rescue animals and learn about local wildlife, their habitats and conservation efforts to protect them with educators from The C.A.R.E. Foundation.

Central Florida Zoo Presents Creatures of the Night
South Trail Branch  Saturday, October 5, 2 p.m.
Discover amazing characteristics and adaptations that have allowed nocturnal animals to be successful in the dark. Recommended for lower and upper elementary.
New Kids POP Presented by Dramatic Education
South Trail Branch  Tuesday, October 8, 4:30 p.m.
Eatonville Branch  Tuesday, October 15, 10 a.m.–Noon
Perform an original Dramatic Education Musical! Participants will learn choreography to hit POP songs accompanied by a scripted musical that will be performed at the end of the session.

Alina Celeste Sing Along
Orlando Public Library  Friday, October 11, 10:30 a.m.
Southeast Branch  Friday, October 11, 3 p.m.
South Creek Branch  Saturday, October 12, 10:30 a.m.
Winter Garden Branch  Saturday, October 12, 1 p.m.
Alafaya Branch  Sunday, October 13, 2 p.m.
Chickasaw Branch  Monday, October 14, 11 a.m.
Celebrate Hispanic Heritage Month with internationally touring family musician and teaching artist, Alina Celeste as she combines classic folk songs with simple and melodic original tunes!

Outer Space Science with DoDad’s Lab
West Oaks Branch  Thursday, October 17, 1:30 p.m.
Fairview Shores Branch  Saturday, October 19, 1 p.m.
Travel to space with Professor DoDad and discover the solar system, space travel, gravity, stars and so much more with experiments, original music, learning and laughs!

Mark Alan’s Magic Show
Washington Park Branch  Saturday, October 19, 2:30 p.m.
Watch Mark Alan amaze and amuse you with magical fun for kids of all ages! Recommended for lower and upper elementary.

Decorate a Sweet Treat with a Veteran
Hiawassee Branch  Tuesday, October 1, 6:30–8 p.m.
Winter Garden Branch  Wednesday, October 2, 3:30 p.m.
Orlando Public Library  Friday, October 4, 3 p.m.
Fairview Shores Branch  Tuesday, October 8, 4 p.m.
Windermere Branch  Saturday, October 12, 11 a.m.
Southeast Branch  Saturday, October 12, 2 p.m.
South Trail Branch  Tuesday, October 15, 4:30 p.m.
West Oaks Branch  Tuesday, October 22, 5 p.m.
Decorate a sweet treat with a local veteran. Learn more about their time serving our country while sharing this treat together. Registration required. All ages.

Painting for a Purpose with a Veteran
Washington Park Branch  Wednesday, October 2, 4 p.m. & Wednesday, October 16, 3:30 p.m.
South Creek Branch  Saturday, October 12, 3 p.m.
Paint and create a masterpiece to honor our veterans. Spend time painting with a local veteran and learn about their time serving our country. Registration required. Ages 6 and up.

Kingdom of Board-om
Alafaya Branch  Thursday, October 3, 6:30–8 p.m.
Come one, come all and join the Kingdom of Board-om as we explore both classic board games and the cutting edge of current gaming at the Alafaya library. All ages.

ArtMazing
South Creek Branch  Saturday, October 5, 2:30 p.m.
Unleash your inner artist and discover your creative side in this monthly all ages event. Inspiration is a must!
Pajama Party
Alafaya Branch   Monday, October 7, 6 p.m.
Put on your PJs and join us for a nighttime story time! Enjoy stories and songs for the whole family!

What’s That Splat?
South Trail Branch  Friday, October 11, 4 p.m.
Chickasaw Branch  Friday, October 18, 3:30 p.m.
Hiawassee Branch  Tuesday, October 22, 6:30 p.m.
Eatonville Branch  Wednesday, October 30, 2:30 p.m.
Explore crime scene evidence, fingerprints and more as you hone your forensic science skills!

Vegan Mac & “Cheese”
South Trail Branch  Thursday, October 17, 2 p.m.
Learn to make a vegan twist on macaroni and cheese using butternut squash! It is a perfect dish for the fall months. Supplies limited. Registration required.

Which Witch is Which?
Windermere Branch  Friday, October 18, 2 p.m.
South Trail Branch  Monday, October 28, 4:30 p.m.
Can you survive the Salem Witch Trials? Jump back in time with us to 1692 Massachusetts and find out!

STEM Afternoon: Think Like a Scientist
Southeast Branch  Saturday, October 19, 2 p.m.
Join us for a fun afternoon of STEM activities presented by Girl Scouts of Citrus Council. Work with other kids to complete hands-on activities.

Pokémon Party
Fairview Shores Branch  Thursdays, October 24 & 31, 4 p.m.
Calling all trainers big and small: we choose you to party like a Pikachu! Fun, activities and crafts are waiting for you!

Frugal Feasts
South Trail Branch  Thursday, October 24, 5 p.m.
Learn to make cheap, healthy and filling meals for your family. Supplies limited. Registration required.

Halloween Escape Room
Winter Garden Branch  Saturday, October 26, 2:30 p.m.
Fairview Shores Branch  Monday, October 28, 4–5:30 p.m.
Herndon Branch  Wednesday, October 30, 4:30 p.m.
Can your family escape? Join us for a Halloween themed escape room full of ghosts, ghouls and maybe even monsters! Registration required.

Sunshine State Author Series
Meet the Authors: Zack Loran Clark and Nick Eliopulos
Fairview Shores Branch  Tuesday, October 29, 6:30 p.m.
Meet Sunshine State Award-winning authors Zack Loran Clark and Nick Eliopulos, co-writers of the book The Adventurers Guild! The Adventurers Guild tells the story of two best friends as they battle monsters to protect one of the last surviving cities in the world. Come meet the authors for a special presentation, Q&A and book signing! Sponsored in part by the State of Florida, Department of State, Division of Cultural Affairs and the Florida Council on Arts and Culture. (Include Logos)
Mayor Buddy’s Book Club Celebration
Orlando Public Library  Wednesday, October 30, 4 p.m.
Join Mayor Buddy’s Book Club to celebrate the completion of our latest book! Meet Sunshine State Award-winning authors Zack Loran Clark and Nick Eliopulos, co-writers of the book *The Adventurers Guild*.

**Tween & Teen**
**Afterschool Adventures with Hero Spark**
Chickasaw Branch   Mondays–Thursdays, 3:30–5:30 p.m.
Orlando Public Library   Mondays–Thursdays, 3:30–5:30 p.m.
South Trail Branch   Mondays–Thursdays, 3:30–5:30 p.m.
Gaming and homework help collide at the library. Complete your homework with the help of a tutor, and then join your peers for awesome gaming adventures.

**Mexican Folk Art**
Herndon Branch  Wednesday, October 2, 4:30 p.m.
Washington Park Branch  Wednesday, October 9, 4 p.m.
Windermere Branch  Thursday, October 10, 3:30 p.m.
South Creek Branch  Saturday, October 26, 10:30 a.m.
Celebrate Mexican Independence Day and the end of Hispanic Heritage Month by creating your own craft honoring Mexican folk art.

**The Haunted Library**
Fairview Shores Branch  Saturday, October 5, 2 p.m.
Southeast Branch  Saturday, October 19, 3 p.m.
Herndon Branch  Wednesday, October 23, 4:30 p.m.
Eatonville Branch  Thursday, October 31, 3:30 p.m.
Find out what is haunting your local library and what phobias haunt your friends.

**You Are Creepy**
Winter Garden Branch  Saturday, October 5, 2:30 p.m.
Herndon Branch  Wednesday, October 9, 4:30 p.m.
Washington Park Branch  Thursday, October 17, 5:30 p.m.
Eatonville Branch  Tuesday, October 29, 3:30 p.m.
Don’t be a scaredy-cat! Come to the library for a spooky Halloween event filled with creepy crafts, activities and an even creepier movie … if you dare.

**Rock Your College Apps: All About Applications**
Alafaya Branch  Saturday, October 5, 3:30 p.m.
Get ready, get set and apply! Learn the ins and outs of completing the Common Application, as well as how to write resumes and request recommendations.

**(Not So) Terrifying Trivia**
Orlando Public Library  Tuesday, October 8, 3:15 p.m.
Are you frightfully good at trivia? Show off your spooktacular knowledge by competing with other teens to win a sweet treat. Space is limited. Registration required.

**Wreck This Art Challenge**
Herndon Branch  Saturday, October 12, 3:30 p.m.
For anyone who’s ever wished to, but had trouble starting or finishing a drawing or sketch comes Wreck This Art Challenge, a *Wreck This Art Journal*-inspired event.
Harry Potter Trivia Time
Windermere Branch  Thursday, October 17, 3:30 p.m.
Herndon Branch    Saturday, October 26, 3:30 p.m.
Do you have what it takes to challenge your friends to the ultimate Harry Potter trivia challenge?

Stranger Things Escape Room
Orlando Public Library   Tuesday, October 22, 3:15 p.m.
Alafaya Branch         Saturday, October 26, 2–4 p.m.
Stranger Things are afoot again in Hawkins, Indiana. See if you have what it takes to liberate some waffles, survive the Upside Down and escape the Demogorgon.

Animanga Hero Club
Alafaya Branch        Thursday, October 24, 6:30–8 p.m.
Come be a hero with games, trivia, crafts, prizes and of course discussion of your favorite anime and manga.
Orange County Library System
Board of Trustees Meeting
October 8, 2019

Public Comment:
Non-Agenda Items