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

VISION
Where you engage in amazing experiences and opportunities to learn, explore, and create the best you.

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

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Rich Maladecki

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Mary Anne Hodel

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For nearly 100 years, Orange County Library System has been a source of enrichment for the community. Beginning in 1923, when retired police Captain Charles Albertson donated 20,000 books to the city of Orlando to establish a permanent lending library for its citizens, this library system has existed to improve the quality of life in the greater Orlando area by providing people with resources that can help them lead more fulfilling, productive lives.

A lot has changed since Albertson first made his generous donation. Orange County Library System now operates 16 locations around the county and serves more than 1.3 million people who live in this dynamic and growing region. It employs approximately 400 people and offers a collection that contains more than 2.3 million books, CDs, DVDs and other materials. As OCLS has grown, its mission – and its definition of what it means to provide library service...

When visitors come to our libraries for the first time, they discover a whole new world of educational opportunities is available to library cardholders. From game-design classes to author talks from New York Times bestsellers to a high-end audio studio where you can record your own album, our libraries give people access to a vast array of tools and experiences – for free. And our staff work tirelessly to come up with ideas for new projects and programs, such as our BizKids Clubs, which offer middle-school students a chance to learn to run a business and our Melrose in the Mix series, that brings local musicians into the studio for intimate performances before a live audience.

I’m proud to serve on the board of this very special library system, and I hope you’ll take a few moments to review this annual report, which is just a brief overview of the work we do. In the following pages, you’ll learn more about what the library has accomplished this year alone to ensure that Orange County’s residents know that their library is a place to learn, grow, and connect to the world around them.

Richard Maladecki
President, Orange County Library System Board of Trustees
It has been my honor to serve as Library Director/CEO for the Orange County Library System for the past 18 years. During my tenure, a lot has changed. I’ve watched as the world has shifted in its tastes, from analog to digital, provincial to global. I’ve made it a point to ensure that our libraries were not left behind – that we evolved to meet the needs of the community we serve.

As a result, I’ve overseen a fair share of changes within the library system, too. Refreshing our facilities as they age, so they are modern, inviting and useful. Investing in new technology, so people have opportunities to stay current and keep up with the tools they’ll need to use in today’s workplace. Increasing our online offerings so people can read, conduct research and learn from home, which they are increasingly apt to do.

Keeping up with the times has also meant making some bold moves, like when we opened the Dorothy Lumley Melrose Center for Technology, Innovation and Creativity in 2014. The Melrose Center put our library system on the creative economy map and changed the way people think about what a library can be. Today, the Melrose Center boasts 14,000 members who use it to record music, create videos, learn photography and get to know other makers and creatives in Orange County. Remaining relevant has also meant considering smart expansion of our branches as needed, to make sure that as our county grows, taxpayers have access to library services near where they work and live. This year, we started exploring plans for branches in Lake Nona and Horizon West, and while the realization of those plans is still some years away, we are investing the effort today so that we can better suit the needs of the community of tomorrow.

Earlier this year, I announced my plans to retire from Orange County Library System in early 2021. So, this is my final year to deliver this Annual Report to you. I came to this community with the intention of building on this library system’s rich tradition of being a source for inspiration and personal growth for residents. I hope to pass the torch to someone who shares my vision for a library that far exceeds expectations.

Mary Anne Hodel
Library Director/CEO
LEARNING IS AT THE CORE OF WHAT WE DO.
LEARN.

During 2019, we brought you new ways to learn everything from languages to business skills to game design – and you were here for it! Hundreds of thousands of people attended classes, events and programs at our libraries.

English Classes for Families, developed in partnership with the Florida Humanities Council, helped families learn English language skills together. More than 1,050 people attended these special classes. Attendance at English classes overall is booming. During 2019, we hosted more than 1,800 ESL classes, and total attendance was nearly 24,000.

Our 2019 Summer Reading Program, A Universe of Stories, was our largest and most successful summer reading yet. The theme was space exploration, and featured events like One Giant Leap, a celebration of the 50th anniversary of the moon landing, as well as multiple partner organizations including WUCF and Orange County Public Schools. More than 150,000 adults and children flocked to events at all 16 of our locations – and that’s a record!

Several years ago, we launched BizKids, which started out as a summer camp where kids could participate in workshops to help them learn how to run a small business. In 2019, we learned that the program was the recipient of a grant from Orange County, which would make it possible to expand BizKids to become a year-round series featuring clubs where kids can learn entrepreneurial skills with the help of business mentors, club meetings and special marketplaces where they can showcase their business ideas.

During 2019, our overall program attendance was more than 535,000 – an increase of more than 100,000 people from the previous year. Nowhere else in Central Florida does the general public have access to the kind of free educational opportunities that help our community learn together.
ONE COMMUNITY, GROWING TOGETHER.

LEARN. GROW. CONNECT.
In May 2019, our first Kindergarten Bootcamp, held in partnership with Help Me Grow Florida, hosted more than 50 participants, who engaged in interactive sessions to help parents better understand the expectations for kindergarten and give them tools they could use at home to better prepare their children.

In 2019, we continued our participation in the Career Online High School program offered by the state of Florida. The program offers scholarships for committed individuals looking to earn their high school diploma and a career certificate. In 2018, 25 students graduated from the program.

Our Dorothy Lumley Melrose Center for Technology, Innovation and Creativity has evolved its offerings over the years – as a result, its usage has grown accordingly. The Center now has more than 14,000 members who come to the Center to participate in forward-thinking meetups and events, such as the Melrose Film Festival, Melrose in the Mix: Live Recording Sessions, Open Mic: The Voice of Melrose. The Center has established itself in the community as a venue for emerging and established performers, as well as inspirational and informative speakers from across Central Florida.
USE OUR RESOURCES TO BE BETTER CONNECTED.
A connected community is an empowered community, and we want Orange County’s citizens to use our resources to be better connected – to us, to one another, and to the world.

We know outreach to the community is the best way to teach people how the library can help them, so in 2019, we made a massive effort to make sure library ambassadors were available at community events, meetings, schools and more. We participated in 589 outreach events in 2019, reaching more than 68,000 people.

To help caregivers of young children develop a stronger support network, we launched Caregiver Connect: Stay and Play at five library locations. Between June and August, 1,740 people attended one of these events, where they could meet other parents and guardians of children just like them.

Meetup.com is a popular tool that helps people find events that attract others with similar interests, so we started using this tool to create new meetups and help people connect. Meetup.com groups were formed for Adult Craft Club, Library Book Club, Writer’s Corner, and Homeschool Meetups were formed, and at the close of fiscal year 2019, the groups had more than 1,000 members combined.

In 2019, we also added Passport Services to our varied list of offerings. As a Passport Acceptance Facility, the Orlando Public Library offers these services with morning, afternoon, evening, and weekend appointments giving people with strict work schedules more flexibility to schedule appointments to obtain a passport.

Finally, we launched the Local Wanderer program, which gives library cardholders a chance to check out passes to local cultural institutions, including the Central Florida Zoo, the Orlando Museum of Art and the Mennello Museum. In its first year, more than 200 passes were checked out by customers.
STATISTICS

ATTENDANCE

61,120
Class Attendance

534,800
Attendance at Library Events

MELROSE CENTER

14,003
Melrose Members

2,409
New Melrose Members

ITEMS

7,567,721
Items Circulated

2,283,992
Items Downloaded

473,272
Items Delivered
STATISTICS

SOCIAL MEDIA
51,037
Followers

LIBRARY CARDS
399,362
Active Library Cards
58,099
New Library Card Registration

VOLUNTEERISM
169
Volunteers
19,532
Volunteer Hours
SUMMER READING PROGRAM STATISTICS

**EVENTS**
- 438 Adult Events
- 1,819 Kids Events
- 1,535 Technology Classes

**ATTENDANCE**
150,504
Attended Library Events Summer 2019

7,811 Adult Events
89,296 Kids Events
8,169 Technology Classes
Learning something that they can share with their kids 92%

Feeling more confident in helping their children learn 88%

Spending more time interacting with your children 94%
IN-KIND DONORS

4 Rivers Smokehouse
Aloma Bowl
American Girl
Andretti Indoor Karting & Games Orlando
Azteca d’Oro
Blue Man Group - Universal Orlando
Boggy Creek Airboat Rides
Bok Tower Gardens
Café Positano’s Restaurant
Caribe Royale
Cedar Halal Food & Deli
Central Florida Fair
Central Florida Zoo
CFL Pizza (Pizza Hut franchises Central FL)
Cheddars
Cheesecake Factory (Millenia) (Winter Park)
Chick-Fil-A
Coliseum of Comics Fashion Square Mall
Community Health Centers
Cooper’s Hawk Winery & Restaurants
Costco Wholesale
Covelli Family LP a franchise of Panera Bread LLC
Crayola Experience Orlando
Culver’s
DEVON CHASE
Dipasqua Enterprises, Inc
Disney
ECF Development LLC
Epic Comics
Foxtail Coffee
Fresh Kitchen
Fun Spot
Garden Theatre
Gatorland
Girl Scouts of Citrus
Habit Burger
Insomnia Cookies
Jamestown Place Publix
Jeremiah’s Ice
Kelly’s Homemade Ice Cream
Kerosene Lamp Foundation
Kings Bowl America
Landry’s Restaurants
Lee Road Neighborhood Walmart
LEGOLAND
Leu Gardens
Light Up UCF! / Spectra Venue Management
Long John Silver
Lost Caverns Adventure Golf
Lucky’s Market
Main Event Bowling
Marlow’s Tavern
McDonald’s
Medieval Times
Merlin Entertainment
Mortem Manor Haunted Attraction
M. Palmer
My Central Florida Family
My Gym - East Orlando
Olive Garden
Orange County Sheriff’s Dept.
Oriental Trading Company
Orlando City Soccer Club
Orlando Magic
Orlando Shakes
Panera Bread
Park Avenue CDs
PDQ
Priate’s Cove
Publix
Putting Edge
Rainforest Cafe
RDV Sportsplex Ice Den
Ripley’s Believe It or Not
Russo Family & Cosmetic Dentistry
Sam Ash Music, Store 46
Sam’s Club
Shannon Deeb
Shoe Time
Showcase of Citrus
SKELETONS: Museum Of Osteology
Sonny’s Restaurant
Splitsville
Starbucks
Target
The Coop
The Escape Game Orlando
The Great Escape Room
The Orlando Solar Bears
Tijuana Flats
T-Rex Cafe
Twistee Treat
Victoriou’s
Walgreens
Walmart
WAWA
WonderWorks
Yak & Yeti Restaurant
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