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

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

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.
Annual reports don’t usually make the most compelling reading material. Although they are important documents that show an organization’s accountability for how they spend their money and accomplish their goals, they usually focus on dry facts and statistics. This year, we’re taking a different approach. In the pages that follow, you’ll find the facts and figures we always include in our Annual Report: a financial summary can be found on page 13, and some stats about how we served the community are on page 12.

However, the real testament to how well we did this year isn’t in the numbers. It’s in the stories of the people we encountered and the lives we changed. In the pages that follow, we have gathered some real-life anecdotes from people who use the Orange County Library System. Their stories range from that of a recovering addict who says the library helped her earn her college degree to a young entrepreneur who uses library resources to further her business endeavors. These stories are the real testament to how the library not only serves this community, but changes it for the better.

If you have a story about something the library had done for you, please don’t be shy – share it with us by emailing it to comments@ocls.info or tag us on social media. We never tire of hearing from our customers!

Mary Anne Hodel
Director and CEO
Orange County Library System
One of the highlights of my past year as the president of the Board of Trustees for the Orange County Library System was being invited to Washington, D.C. to see the library receive the 2018 National Medal from the Institute for Museum and Library Services. It was a pleasure to see our work to serve the community recognized with the highest honor bestowed upon libraries by the government.

Why did the IMLS choose to honor us? Take a look at the following pages, and you’ll see why. Our work not only provides resources people can use to better themselves – it also has the power to change lives.

In this Annual Report, you’ll hear about a 12-year-old who founded her own company, a romance novel blogger who created a community of people who shared her passions, and a local filmmaker who’s now working on major-market projects. The one thing they all have in common: they used the Orange County Library System to achieve their goals.

We’re honored to serve such an inspired community – and that so many in our community get their inspiration from the library.

Lisa Franchina
President
Board of Trustees
Before Terhys Persad came to the Melrose Center, she didn’t know much about editing or producing video. She came to the center because she had an idea for a video series that documented how artists around the world used their work to reflect on the political and economic climates of their communities. She signed up for classes at the Melrose Center to see what it would take to turn her idea into reality.

In 2018, she entered the finished product, Where Art Thou, in the annual Melrose Awards competition, which offers cash prizes to the best projects created using Melrose resources. She won the Melrose Awards grand prize, and her series has also been selected as a finalist in the Africa World Documentary Film Festival. “The Melrose Center was instrumental in making this project,” she says.

Persad has since gone on to work as a director’s assistant on the Amazon original film Troupe Zero, starring Viola Davis, and on the A24 feature @Zola.

“The Melrose Center was instrumental in making this project.”
At just 12 years old, Celeste Kuri is the CEO of her own company, Super Soaps USA. She started making all-natural soaps in fun shapes and designs when she was 9. Her hobby turned into a small business, and today she donates a portion of the proceeds from her sales to charitable causes, like the Turtle Hospital in Marathon. She thanks the library, and programs like the annual Children’s Business Fair, for helping her learn about becoming an entrepreneur. Recently in fact she decided it was time to take her business to the next level. She and her mother say that they used library resources to complete the paperwork to file her trademark application.

“The Children’s Business Fair was very helpful to give me that extra push to figure out how to start the business,” she says. “It helped to make me think about costs and structures, like how to trademark.”

Kuri, who is homeschooled, says the library has also given her something else that’s extremely valuable: a sense of community and belonging. “The library is more than books,” she says. “It’s about connections, where homeschooling doesn’t have to be a lonely journey.”
A few years ago, local blogger Lorelei Buzzetta struck up a conversation about her love of romance novels with the manager of the Alafaya Branch. The two talked about how Buzzetta used her blog, Lorelei’s Lit Lair, to highlight her favorite authors and connect with her fellow romance enthusiasts. The library agreed to let her have a regular book display, featuring some of her favorite titles, and they scheduled the first in a series of what has become an annual event: Romance, Wine and Chocolate. The free after-hours event, which featured a reading and book discussion by a well-known romance author, was an instant hit. For three years in a row, the event has been at capacity, and Buzzetta has been able to grow her presence among readers of romantic fiction.

Buzzetta is a valuable library partner who has helped develop a program that’s so popular that it keeps growing each year. In 2019, Romance, Wine and Chocolate is scheduled to take place at the Chickasaw Branch, a library branch that can accommodate a larger crowd. Buzzetta is grateful to the library for supporting her project and helping her to expand her reach. She says she feels like the library is more than just a place she goes to visit. “The library is an extension of my home,” she says.
Maria Gabriela Toledo is not just a customer of the Orange County Library System – she’s also an employee. Today Toledo is a circulation clerk at the Chickasaw Branch, but in 2011, she had moved to Orange County from Venezuela, and found out about the library from a friend who was checking out DVDs. She found out the library offered so much more than the DVDs and began taking classes. She says the library helped her whole family learn to speak English, and as she advanced in her language skills, she realized she was able to apply for positions at the library. In 2014, she was hired by the Orange County Library System. Now, not only has the library changed her life – she’s also using library resources to help others.

In her position at Chickasaw, she helps teach Spanish to customers who want to learn, and she has also helped to teach the library’s Citizenship Inspired classes, which help people prepare to take the U.S. Naturalization test to become citizens. “[I’m] proud to help represent and be part of an organization that provides so much for the community,” she says.
Deanna Yoder is open about her past. In 2010, she recovered from addiction, and shortly after, she moved to Orlando. Even when she was struggling with addiction, she says, she dreamed of becoming a drug and alcohol-abuse counselor. So, she signed up for an online program through Phoenix University. She quickly found herself in over her head. Unsure where to go, she stopped at her local library for assistance. That decision is one that she says changed her life. She credits the staff at the Southeast Branch with helping her learn to log in for courses, format her written assignments and conduct research for papers. In 2018, she shared with the library that she had graduated successfully from the program.

“If it weren’t for the library,” she says, “I wouldn’t be here telling you about my associate’s degree in psychology or my bachelor’s degree in addiction studies.”

Even after graduation, Yoder is a regular library user. She visits the Southeast Branch often, and she says she’s grateful for the friendly, helpful staff who are always ready to assist customers. “When I walk in the door, they always greet me by name and smile,” she said. “Questions, concerns, comments, they’re always willing to lend a helping hand.”
Three years ago, Chris Beverly discovered The Dorothy Lumley Melrose Center while looking for a place to study. He was surprised to discover a wealth of resources, including a video studio and 3D printing classes, accessible for free to library card holders who sign up to become Melrose members. In addition to his own interests, Chris realized the facilities could help further his dad’s company.

“I was actually floored,” says Mark Beverly, CEO of Veteran Entitlement, which assists military veterans in receiving benefits and resources entitled to them. “This is like a library on steroids. This needs to be recast, massed, all over the country.”

In 2017, Chris Beverly received a Melrose Award in the audio category for work he created using the library’s facilities. Chris laughs when friends ask where he recorded his award-winning audio, and he always tells them he used the “top-notch” equipment at the library downtown. “I have several friends who still don’t believe it,” he says.
Maria Guerrero is the founder of Women in the Arts, a non-profit organization founded to recognize the work of women artists and bring art education to the greater community. In 2012, she began an annual art competition in collaboration with the Orange County Library System that culminates in an art exhibit and awards ceremony at Orlando Public Library.

Guerrero says the library feels like a natural choice for the partnership. Over the years, she says, the library has had an impact on her life on both a personal and organization level.

“First, being welcome as a citizen of this country as an immigrant, later on celebrating that citizenship by being able to vote at the library, then in my journey as a student in architecture school, then when I was a young mom bringing kids to the library, and later on when I had other dreams and ideas and the library became the springboard to materialize my dreams,” she says. “I came to realize the library is a partner for life.”
AWARDS AND HONORS

**IMLS National Medal**
The Institute of Museum and Library Services selected the Orange County Library System as one of 10 recipients of the 2018 National Medal for Museum and Library Service, the nation’s highest honor given to museums and libraries that make significant and exceptional contributions to their communities. The Orange County Library System was recognized for the work it does to support its community, particularly when it comes to providing access to STEM education for children living in underserved communities, ESOL classes for adults and families, and a commitment to providing access to high-quality educational tools for children in the county’s public school system.

**Disney Grant**
On April 17, Walt Disney World visited the Orange County Library System’s Winter Garden Branch to award OCLS with a $100,000 Disney Grant. The funds were used to work with two local nonprofit organizations, ArtReach Orlando and Hero Spark, to enhance programming offered during the library’s annual Summer Reading Program.

**Upstart Award**
The Library was chosen for the 2018 Upstart Library Innovation Award in recognition of the BizKids event series. The Upstart Innovation Award, presented by the Public Library Association and sponsored by Upstart, recognizes a public library’s innovative, cutting-edge, creative service to their community. Winners are presented with $2,000 and a plaque in their honor. BizKids is a series of classes and events aimed at promoting entrepreneurship and teaching young people the skills needed to successfully run a small business.

**Charlie Robinson Award**
Orange County Library System Director/CEO Mary Anne Hodel was the recipient of the 2018 Charlie Robinson Award by the Public Library Association. The Charlie Robinson Award honors a public library director who, over the course of seven years, has been a risk taker, an innovator and a change agent. Recipients are known for developing and implementing programs that are responsive to the needs of their community.
STATISTICS

- **431,175** Active Library Cards
- **17,728** Volunteer Hours
- **484,261** Items Delivered
- **6,456** New Library Card Registrations
- **2,384** New Melrose Members in 2018
- **8,815,327** Items Circulated
- **2,030,835** Items Downloaded
- **11,393** Melrose Members
- **60,266** Class Attendance
- **12** Volunteer Hours
- **484,261** Items Delivered
- **2,384** New Melrose Members in 2018
- **41,176** Social Media Followers
$43,836,000 EXPENDITURES

$22,706,000 Salaries & Benefits
$3,395,000 Capital Outlay
$9,609,000 Operating Expenses
$4,448,000 Materials
$1,500,000 Transfer to Capital Fund
$2,178,000 Reserves
$1,215,000 Miscellaneous
$37,483,000 Ad Valorem Taxes
$1,048,000 Grants
$756,000 Fines & Lost Materials Fee
$524,000 Charges For Services

$43,836,000 REVENUE

$22,706,000 Salaries & Benefits
$3,395,000 Capital Outlay
$9,609,000 Operating Expenses
$4,448,000 Materials
$1,500,000 Transfer to Capital Fund
$2,178,000 Reserves
$1,215,000 Miscellaneous
$37,483,000 Ad Valorem Taxes
$1,048,000 Grants
$756,000 Fines & Lost Materials Fee
$524,000 Charges For Services
4Rivers Smokehouse
A Gullah Girl Marketplace
American Girl Bistro
Art Services, Ink.
Attraction Support Service
Azteca d’Oro
Baja Burrito Kitchen
Benihana
Big Daddy’s Pizza
Bok Tower Gardens
Brassroots Leather LLC
Brunswick Bowl
Cafe Tu Tu Tango
Caribe Royale
Casual Fashion Queen
Central Florida Fair
Central Florida Zoo & Botanical Gardens
Chick-fil-A
Chipotle
Chocolate Museum & Café
Community Health Center
Cooper’s Hawk Winery & Restaurant
Costco
Dave & Buster’s
Dinosaur world
Dr. John Russo Dentistry
Embassy Suites
ERC Management Co.
Feld Entertainment
Flipper’s Pizzeria
Foxtail Coffee Company
Fuddruckers
Fun Spot
Gatorland
Gelato Fiasco
Girl Scouts of Citrus
Give Kids the World
Golden Tiara Parties
Good Year
Goodfella’s Pizzeria
House of Blues
HR Part Supply Co.
Hukoo’s Family Fun
Informa Exhibitions
Jeremiah’s Italian Ices
Kaebisch Chocolate
Kelly’s Homemade Ice Cream
Kerosene Lamp Foundation
Kiddo’s Kargo
King’s Bowl America
Lake Silver Elementary School
LEGOLAND
Leu Gardens
Macrame Momma
Marlow’s Tavern
McDonalds
Medieval Times
MegaCon Orlando
Merlin Entertainments
Michelee Puppets
Miler’s Ale House
Millie Moo’s Indoor Activity Center
My Central Florida Family
My Gym-East Orlando
New Hope for Kids
Olive & Two Ewe Studios
Olive Garden
Orange County Regional History Center
Oriental Trading Co.
Orlando City Soccer
Orlando Magic
Orlando Science Center
Orlando Shakespeare Theater
Panda Express
Panera/Covelli Enterprises
Papa John’s
Park Ave CDs
Pirate’s Cove
Princesses and Princes
Publix
Putting Edge
Rainforest Café, T-REX and Yak & Yeti
RDV Sportsplex-Ice Den
Rebounderz Trampoline Park
Red Lobster
Ripley’s Believe It or Not!
Ross Stores
Sea World
Shake Shack
Showcase of Citrus
Starbucks
String Theory Colorworks
Sweet! By Holly
Target
Tattinglady and Music
That’s Sew McFly
The Crayola Experience
The Glass Knife
The Great Escape Room
The Habit Burger Grill
Trader Joe’s
TWIN MOMMY CREATIONS
Twistee Treat
Walgreens
Walmart
Wendy’s
West Orange Creamery
WonderWorks
Writer’s Block Bookstore
GRANTS AND DONATIONS

$100,000-$120,000
Friends of the Orange County Library System
Walt Disney World

$10,000-$40,000
Adult Literacy League
Cultural Affairs
Florida Humanities Council
LSTA

$1,000-$5,000
ALA Upstart Innovation Award
City of Orlando Mayor’s Matching Grant
Friends of Gardens
Lucky’s Bags for Change
The Naomi & James Fitzgibbon Family Foundation
Universal Orlando U Give Grant

$100 AND UNDER
Alison Issen
Alison Wray
Allison M. Barksdale
Amy Jackson
Andrew Williams
Andrey Verbitskiy
Angela Skelton
Barbara Cilik
Carol J. Calvit
Carolyn Gardner
Christine Collins
Christine Persons-Pratt
Claire M. Maruska
Clifford Kirchof
Debra Bircher
Dianiluz Cora
Douglas Olander
Eileen Schroth
Gregory J. Underwood
Ira & Patricia Fleckman
Jackie Hogan
James & Makiling Elphick
James Bostwick
James Schwarzrock
Jane Waymire
Janice L. Wolek
Jay & Kathleen Berlinsky
Jay Bentley
Jay Miller
Jean T. Hartsaw
John D. Painter
John Gikas
John T. Clark
Jonathan Abbott
Jozef Guzvanj
Kaitlyn Plemmons
Kathleen Griffin
Kathleen Kelly
Kathleen Mauser
Kathryn Smith
Kim Collantes
Lauren Beltz
Margaret A. Fuller
Maria Bulerin
Marie Hansen
Marilyn A. Ross
Mark Warren
Mary Munroe
Mary Rosette
Matthew Reischl
Mike Donohue
Muriel J. Brown
Network for Good
Richard Cullen
Richard Yarnell
Robert Lawton
Robert Stucker
Roberta Mosher
Robert Starr
Roger J. Sarkovics
Sara H. Howard
Sarah Kirk
Sharon Huggett
St. Luke’s Evangelical Lutheran Church
Steve Marshall Harrison
Summer Kennedy
Suzette Pletcher
Theodore Vician
Tiffany Sampson
Warren Stilwell