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MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
April 11, 2002
Herndon Library
4324 E. Colonial Drive, Orlando, FL   32803
407.228.1410

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02-051   I.   **Call to Order**
                      President Ron Harbert presiding, called the meeting to order at 7:04 p.m.

Board Members Present:	Ron Harbert (4/0), Phyllis Hudson (4/0), Gloria Fernandez (4/1), Sara Brady (1/0), Tom Kohler (1/0)
Administrative Staff Present:	Mary Anne Hodel, Debbie Moss, Robert Tessier, John Martin, Kathryn Robinson, Marilyn Hoffman, Carla Fountain, John Claytor, Milinda Neusaenger

02-052   II.   **Oath of Office: New Trustees**
02-052.1   **Sara R. Brady**
02-052.2   **Thomas R. Kohler**
                      Ron Harbert swore in the new Board Members Ms. Sara Brady and Mr. Tom
                      Kohler.

02-053   III.   **Public Comment**
                      Mr. Rich Gause spoke about the proposed three-minute rule. Mr. Gause provided
                      a written copy of his comments.   These comments have been included in the
                      official records of this meeting. *See attached supplemental information.

02-054   III.   **Approval of Minutes – Thursday, March 21, 2002**
                      Trustee Kohler, seconded by Trustee Hudson, moved to approve the minutes from
                      the March 21, 2002 meeting.

02-055   V.   **Financial Statements: Robert Tessier**

                      Highlights: March 31, 2002

                       Revenues

                      Overall
                      March 31 is the half way point in our fiscal year. As of this date, we have
                      received approximately 92% of the total ad valorem taxes budgeted. In most of
                      the other revenue accounts we have received about 50% of the annual amount
                      budgeted.

                      Interest Earnings
                      At this point in the fiscal year we should have received about half of the annual
                      amount budgeted, or $225,000. Due to lower interest rates, we have received
                      $148,000 to date.

Expenditures

Sick Leave Payout
Starting this month, cumulative sick leave paid out since the beginning of the fiscal year will be indicated on the attached Expenditure Summary on the Salaries line. This pay out is included in the actual Salaries expenditures.

Professional Services
In addition to our own attorney's fees, we have incurred about $16,000 in professional services relating to the Winter Garden property. These services include architectural design, due diligence, geo-technical, surveying, and closing costs.

Repairs and Maintenance
Our actual expenditures are slightly higher than they should be at this point in the year. The main reason is we spent about $18,000 to replace some of the sump pumps at the Main Library.

Property Appraiser's Fee
The Property Appraiser sends quarterly invoices and the $58,000 payment is due at the beginning of each quarter. Accordingly, we have paid three quarters through the end of March.

02-056   VI.   **Statistics: Debbie Moss**

Highlights: February 2002
Management Questions the Accuracy of the Door Count Equipment:

The door counts don't seem to correlate with program attendance and circulation as indicators of use. For example, Alafaya is the number one branch in circulation and the number three branch in program attendance, but is number eight in door count. Division of Branches staff will be testing our door counting equipment for accuracy.

Statistical Report:
There are overall increases in Circulation, the largest being in the Branches. Some is due to the new branch at West Oaks. There is a slight decrease in programming.   There is a continuing increase in the number of registered patrons.   This is particularly due to expanded Reciprocal Borrowing. The increase is consistent with overall increase in the use of services. The increased use of online databases also ties in with overall increased use of our electronic interface, Library On Line.

Library On Line:
Solid increases are registered in the use of the web site and online catalog. Reference questions are experiencing the highest jump.   Renewals have become very popular online.

02-057   VII.   **Action Items**

02-058   **A.   Three Minute Rule: Debbie Moss**
                          Assistant Director Moss presented the proposal to change the By-Laws to
                          include a three minute time limit on individuals requesting to speak at the
                          Board of Trustees meetings.

                          Discussion ensued regarding the different types of time limits that can be
                          set. It was also mentioned that any policy/by-law changes can include the
                          addition of minutes at the discretion of the Board President.

                          President Harbert referred the agenda item back to Library Staff to re-
                          address and compose a policy instead of an amendment to the By-Laws.

02-059   **B.   Donation Policy: Debbie Moss**
                          Assistant Director Moss summarized the proposed Gifts, Grants and Bequests
                          Policy dated April 11, 2002.

                          Trustee Hudson, seconded by Trustee Fernandez, moved to approve the
                          proposed policy as written.

                          Motion carried 5-0.

02-060   **D.   Plaque Policy: John Claytor**
                          Planning and Development Officer John Claytor presented the proposed
                          Commemorative Plaque Policy. There was discussion regarding the
                          necessity of replacing plaques at two existing Branches at the cost of
                          approximately $6,000.00 for both plaques.

                          Trustee Kohler, seconded by Trustee Brady, moved to adopt the
                          Commemorative Plaque Policy as written, and to apply it only to new
                          construction, beginning with the South Creek Branch.

                          Motion carried 5-0.

02-061   **E.   Second Amendment to Declaration at West Oaks Library: John
                                      Claytor**
                          Planning and Development Officer John Claytor summarized the intent of
                          the Second Amendment to the Declaration of Easements, Covenants,
                          Conditions and Restrictions for the West Oaks Library site.

                          Trustee Kohler, seconded by Trustee Hudson, moved to approve the
                          Second Amendment to the Declaration of Easements, Covenants,
                          Conditions and Restrictions and to authorize the Library Director / Chief
                          Executive Officer to execute it.

                          Motion carried 5-0.

02-062   VIII. **Discussion**

Trustee Kohler has requested that the Library Staff pursue and propose, to the Board, the concept of Consent Agendas. Trustee Kohler suggested that some items are more administrative in nature, rather than the type of policy making items the Board should focus on, such as capital improvements and being in the forefront of the community. President Harbert and the rest of the Board Members agreed that the Consent Agenda proposal is a good idea.

02-063   IX.   **Information**

02-064   **Director's Report**

•Leila Higgins, manager of the Computer Resource Center, has been selected as the Library's candidate for the Executive Leadership Initiative of the Urban Library Institute. We will be submitting her name and project proposal to the Institute in Evanston, Illinois. Congratulations Leila!

•Our web site is changing names. From this point on it will be: www.ocls.info The old web site: www.ocls.lib.fl.us will also continue to get users to us. The shorter name was adopted to make it easier for our users to find us. We also thought the ".info" extension was also more appropriate to us and our mission.

•The Library will be polling participants about their library needs and signing up patrons for library cards at the following events:
> ¦ Downtown Partnership Event on 12 April, 11:30 a.m. - 1:30 p.m.
> ¦ Methodist Church at Apopka-Vineland Health and Safety Fair on 13 April, 9:00 a.m. to 2:00 p.m.
> ¦ Seniors Day at Lake Eola on 1 May 2002, 7:30 a.m. to 1:30 p.m. The library will also be providing coupons to be used at the Friends of Library Bookstore and donated book materials as handouts to support the Mayor's efforts on Senior Day.

•Brown Bag Lunch with the Director was held 26 March from 12:00 to 2:30. A number of employees came and asked questions and shared comments. A list of the comments and issues addressed was posted on the Weekly Times Online. (http://staff.ocls.lib.fl.us/staff/ThisWeekatOCLS/NewsYouCanUse/NewsYouCanUseMainPage.htm)

•The Library will be distributing Lynx bus passes beginning 1 May to all non represented staff who take the bus to work. Staff must choose whether to use the bus pass or use the paid parking option. Perhaps this might encourage more of the staff to

take the bus.

•Coming soon, the library will be requiring identification to use the library's PC's. The library is intending to bring to the board a proposal to authorize a technology card. The technology card would be issued for a fee to users who wish to use our computers who would not be eligible for a library card. It would be issued for a fee, after showing a driver's license or state identification card, to non-OCLS residents in order to sign up to use the computers. This is intended to provide more equitable access and better service

for our Orange County users. One added benefit we anticipate will be the encouragement of better PC behavior on the part of some of our more enthusiastic users.

•The managers of Division of Reference and Information (DRI) are considering alternative ways of displaying materials here at Main, in order to make the first floor of the Orlando Public Library more attractive and more inviting to the downtown walk-in trade. This effort will likely result in many of our more popular items like the videos, music cd's and books on tape being relocated to the first floor so they are more accessible to the grab and go crowd. Many of the reference materials will be grouped together on floors higher up in the building in an effort to make staffing for the reference function more efficient. Many of the circulating items will be regrouped to make them easier to retrieve. This will likely involve better signage to make the building more navigable. More information will be forthcoming on this later.

•The library is analyzing its telephone statistics for both the telephone switchboard and Questline. Currently the percentage of switchboard calls that get passed to Questline ranges from 57% to 63%. We are tracking the types of telephone calls Questline receives and any abandoned telephone calls to Questline.

•Questline is conducting an experiment they are calling "We Don't Do That vs. Did You Know the Library . . .?" Their bulletin board is divided down the middle. One side is for "We Don't Do That", and the other side is for "Did You Know The Library . . ." Every time they tell a patron they *don't* do something, they write it on a Post It for the negative side of the bulletin board; every time they *promote* a library service or product, they write it on a Post It for the positive side of the bulletin board. They expect to find out some things make us feel pretty good about our job, and some things don't, but all of it will feed into their Stop, Start, Continue project! Way to Go Questline!!

•Web pages are being translated into Spanish as well as brochures. We are seeking out Spanish language storytellers to provide better service for our Hispanic users. A Spanish language telephone message is being incorporated into the Audix telephone system. If you dial 6470, you will have the option to listen to a message about hours in English or Spanish.

•An experiment with digital audio production and export is being conducted at the Computer Resource Center. New software is being tried to create an Audio Lab to facilitate incorporating audio files into presentations and exchange of audio files over the internet. We have purchased a CD-ROM writer and special Digital Audio editing software and Windows XP. We put these on a PC to deploy so staff can create a new library product and training classes for that product.

Patrons will be able to use an Audio Lab station to:
1. Download music from the Internet
2. Take music off of standard audio CD's and convert it to digital format.
The most popular format is mp3. The popular term for this is "ripping a CD".
3. Record Music
4. Once the music is on the Audio Lab PC, they can use Sound Forge XP Studio 5.0

(http://www.sonicfoundry.com/Products/NewShowProduct.asp?PID=460) to edit the music and apply musical effects to the music.

5. Users save their digital audio files to floppy or they will be able to create their own CD-ROM in either digital or standard audio format. The popular term for this is "burning a CD".

6. Many users may have a personal audio device, or mp3 player. You can see a selection at web sites like: www.circuitcity.com. Most of these units can connect directly to a computer running Windows XP via a USB port. The Audio Lab PCs will be equipped with a USB hookup for this purpose.

We will be deploying this setup to the Reference Training Department today. We will deploy a certain number of stations here at Main.

There is more software we can add to the Audio Lab stations. These include ACIS Music 3.0 which helps users create their own music, ACID Loops which are royalty-free music and effects to create custom soundtracks and Supper-Duper-Music-Looper (www.musiclooper.com) which is music creation software aimed at children between the ages of 6 to 10.

•We are also looking at the possibilities of creating two additional library products: a Video Lab and a Print/Web Design Lab. These two products still need a little design work, so the following is still on the drawing board, but may become a reality very quickly.

The Video Lab would enable users to :
1. Capture video from digital video cameras, digital cameras, possibly a VCR.
2. Apply different video effects and translations.
3. Add text, scrolling titles and text animation.
4. Create slide show presentations from digital photos.
5. Record narration for the videos.
6. Burn Video CDs for DVD playback.
7. Save files in Real Video, Windows Media Player, Quicktime, MPEG-1 and MPEG-2 format for use on computers and web sites.
We will use Video Factory 2.0 along with a Video Capture Card, VCR and DVD-R recorder.

•The Print/Web Design Lab would enable users to:
1. Create Newsletters and other publications using Microsoft Publisher
2. Create and save Web content using Dreamweaver, Fireworks and FrontPage. We would not be hosting users web sites, but they could use our lab to create content and to save it to floppy or CD. They might also be able to post it directly to a web site hosted off site depending on the hosting service. We will use a Scanner, CD-R and several software packages to provide this product.

•We would like to offer these labs and classes in these technologies as part of our effort to increase teen usage of the library. We have high hopes that this will help attract teens to the Library. Many thanks to the staff of Information Systems and Computer Resources Center for all their efforts on developing these new library products.

•The Library will be experimenting with two 8 foot linear florescent fixtures and 4 pendant lamps on the 5th floor. We will remove the baffles, then have an electrician install the four pendants on the west end of the hall and the two florescent fixtures on

the east end. In both cases, the connections would be made to existing wiring. The electrician will remove all the other canister lights. All the fixtures would be hung at the same height as the bottom of the existing ballasts. We hope to experiment with these fixtures to see how they could improve lighting on the more public floors at Main.

•An opportunity for the community to meet the Director reception will be held at the Herndon Branch Library at 6:00 p.m. before the 11 April Board meeting

•The Library's Liz Art Project Lizard will be unveiled on Saturday, 20th April at 1:30 p.m. Please join us for this wonderful artistic addition to our Main Library.

•Orlando Magazine will have a full page article in the May issue about the Library.

•Downtown Orlando is going to expand links to the Library on their web site: www.downtownorlando.com. We are now listed on the calendar section for the children's programs and this will be expanded to include our other events such as music, Friends programs, other special events. Also, we will be linked under cultural corridor. They will also link to our web site under these categories.
They would like to pursue is an Orlando history section that would link to our site as well as the History Center.

•Our Friends of the Library have been selected as one of the fifteen non-profit agencies to have their logo painted on a special non-profit LYNX bus for one year. They will also have a poster inside the bus with logo and a line of text - something like - Friends' volunteers provide support for the Library." Also, there will be a kickoff event during National Volunteer Week, April 21-27.

•The OCLS has won the Florida Library Association's Betty Davis Miller Award for its Just For Kids Card. It will be presented at the Florida Library Association Convention in Daytona. The Betty Davis Miller award to an outstanding program of direct service to children up to and including age 12. The Library submitted the Just for Kids Card which was implemented in March 2001. This card was developed especially for children whose parents are not able to come to the Library to get them a card. Children can register themselves and each child can check out one book at a time. When he brings that one back, he can get another. When the child registers, we mail a letter to Mom and Dad to let them know and encourage them to bring the whole family in to enjoy our library services. To date the Library has registered over 1500 young persons who would otherwise not have received Library Service Many thanks to Lyn Payne, Manager of the Children's Department who labored over the application.

•On behalf of the Library, Children's Department Manager Lyn Payne received the FLA award on 10 April 2002 for the Just for Kids Card. She gave an admirable acceptance speech, the likes of which would put Halle Berry to shame. We will be posting it on our Library's website.

•On 18 April 2002, a new record high was set for online requests. 1,102 requests were made using request home delivery, topping our old record by 47 requests. Combined with the 161 "Request a Title" requests gathered in Collection Development, that means we had 1263 request from the website on Monday.

•The Library will be participating at the Discover Downtown Event tomorrow at the Sun Trust Bank. We will be handing out orange cards soliciting potential new library card users. We will also be polling our potential customers about what they know and like about the library and what would make them want to use the Library. We will be using some hand held Portable Digital Assistants to capture the data and we will be able to get the feedback immediately at the end of the event. We intend to do this informal surveying more in the coming months. We will be at the Health and Safety Fair of St. Luke's Methodist Church on the 13th.

•The Library will be asking for input from staff at all levels to tell us about what they like and do not like about our automation system. We are looking at potential replacements for our DRA software system, which has been bought up by a competing firm. A series of meetings are being held on different dates to get staff input about features they would like to see or think would be helpful in the software. This is in an effort to establish some functional requirements for our system.

•The Library is looking to local employers to incorporate information about the Library with a registration packet when they conduct benefit fairs for their employees. Our insurance consultant, Kristin Hughes has volunteered to incorporate our info into open enrollment meetings that she conducts.

02-065   **Volunteer Policy: John Martin**
John Martin, Head of Division of Branches summarized the extent of the Library's existing relationship with volunteers and the direction in which the Library Staff hopes to go by expanding volunteerism in the future. "Community Binders" was suggested by Trustee Kohler and "Book Worms" by Trustee Brady as catchy names for the volunteers.

02-066   **Government in the Sunshine Workshop for the Board of Trustees: Carla Fountain**
Human Resources Manager Carla Fountain presented three possible dates for the Government in the Sunshine Workshop to be officiated by Robert Hamilton, Institute of Government, University of Central Florida. The Board of Trustees all agreed to the date of June 11, 2002. The workshop will be held from 6:00 – 9:00 p.m. in the Palm Room on the third floor at the Main Library. Light refreshments will be provided for the Board Members.

02-067   **South Creek Project Summary March 2002: John Claytor**
John Claytor presented the South Creek Summary along with three construction
photographs.

Trustees Kohler and Brady indicated that they would like to be taken on a tour of the
Branches.

X.   **Adjournment**

President Harbert adjourned the meeting at 8:00 p.m.

**Next Meeting Dates: May 9, 2002, 7:00 p.m., West Orange Library, 1 East Cypress Street, Winter Garden, Florida 34787;
June 13, 2002, 7:00 p.m., Orlando Public Library, Albertson Room, 101 East Central Boulevard, Orlando, Florida 32801.**

**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 business office on the fifth floor of the Main Library in person or by phone
at 407.835.7323 at least two days prior to the meeting.**

*Supplemental Information

Patron Comments
Comments by Rich Gause at Orange County Library Board meeting, April 11, 2002.

First of all, I'd like to say that I don't see a problem with establishing a three minute time limit for individuals offering public comment.

Having said that, I'll offer other observations.

The executive summary and background are inaccurate in stating that 3 minutes has been the Board's practice for many years. The board has never adopted a standard and has been very inconsistent over the last four years. That inconsistency makes it important that you now adopt guidelines to ensure appropriate public access.

Excessive public comment has not been a problem for the Library Board. Unlike the County Commission which may have dozens or hundreds of citizens attending meetings, you have rarely had more than one or two citizens here other than library employees. I have attended almost every Library Board meeting in the last four years, and you had exactly one meeting where someone's public comment dragged on too long – June 1998, I was the guilty party, and I now know better. In fact, meetings with several people offering public comment have been among your shortest meetings (45 minutes or less) and your longest meetings (2 hours plus) have been ones with no public comment.

Your biggest cause of meetings running too long has been from two other sources. In addition to establishing a 3 minute rule for public comment, your should consider limiting presentations by consultants, contractors, and others to 5-10 minutes, with your questions & discussion of those presentations limited to 10-15 minutes. Those making presentations should have provided you with paper reports prior to the meeting, so they should be able to cover the highlights in 5-10 minutes. You could suspend the rules if more time is truly needed for discussion, but you could also call the question & vote – or table the issue until a later meeting if more deliberation is needed.

There are a number of more significant concerns that need to be addressed regarding public access and input to the Library Board's process. I have some concern that the focus right now is on limiting public input. I hope that in future meetings you will work on those other problems.

I am providing a printed copy of my comments and I ask that they be included as a supplement to the official records of this meeting.

Thank you,

Rich Gause
4900 Cedar Bay St
Orlando, FL 32812
(407) 277-6446