

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
October 10, 2002
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.7323

02-192

I. Call to Order and Approval of Agendas

President Harbert called the meeting to order at 7:03 p.m.

Board Members Present: Ron Harbert (10/1), Phyllis Hudson (10/1), Gloria Fernandez (10/2), Sara Brady (7/1), Tom Kohler (7/0).

Library Administration Present: Mary Anne Hodel, Debbie Moss, Robert Tessier, Carla Fountain, Kathryn Robinson, John Martin, Marilyn Hoffman, Milinda Neusaenger

02-193

II. Public Comment

If a request is made for written comments to be included in the official record of this meeting, it is helpful if the requestor is able to provide the comments in an electronic format. This, however, is not required. This is to ensure the completion and accuracy of the official record posted on the Library's website, www.ocls.info . For more information, contact Milinda Neusaenger at 407.835.7611 or neusaenger.milinda@ocls.info .

Van Church – OCLS Librarian and SEIU union steward for the professional bargaining unit spoke regarding the meeting minutes. He verbally stated he wanted to comment on Management / Labor meetings and President Harbert asked Van Church not to speak on non-agenda topics.

Rich Gause – Orange County resident spoke regarding the Public Comment Policy and committees of the Board and communication.

Angela Jacobe – OCLS Manager requested to speak on the subject of personnel and deprofessionalization. President Harbert asked Ms. Jacobe to speak only to items on the Meeting Agenda.

Kenneth Gibert – OCLS Manager spoke regarding a regular place on the Board Agenda for the union to provide remarks and observations.*

Eric Atkinson – OCLS Manager requested to speak regarding union correspondence and representation. In lieu of speaking on the same subject as Mr. Gibert, Mr. Atkinson provided his comments to be included in the official record of the Board Meeting. *

- 02-194 III. **Approval of Minutes**
- 02-195 **Library Board of Trustees Branch Tour #1: Tuesday, September 17, 2002**
Trustee Kohler, seconded by Trustee Hudson, moved to approve the Branch Tour #1 Minutes.
Motion carried 5-0.
- 02-196 **Library Board of Trustees Meeting: Thursday, September 19, 2002**
Trustee Hudson, seconded by Trustee Kohler, moved to approve the Library Board of Trustees Meeting Minutes. Trustee Hudson asked for a statement to be included in the September minutes clarifying that OCLS will not be charging for offsite storytelling.
Motion carried 5-0.
- 02-197 **Library Board of Trustees Branch Tour #2: September 23, 2002**
Trustee Hudson, seconded by Trustee Brady, moved to approve the Branch Tour #2 Minutes.
Motion carried 5-0.
- 02-198 IV. **Financial Statements: Robert Tessier**
Comptroller Tessier presented several charts and asked for input from the Board of Trustees regarding the types information they would like to see included in the Board Packets each month. The Board requested that all that was presented as the financial statement be included in the forthcoming monthly Board Packets. Various questions were asked regarding the financial statements.
- 02-199 V. **Statistics and Summaries: Debbie Moss**
Assistant Director Moss summarized the different reports and mentioned that the one year anniversary of the opening of West Oaks is a notable point of interest. Brief discussion ensued regarding the reported statistics.
- 02-200 VI. **Action Items**
- 02-201 A. **Consent Agenda**
- 02-202 **1. Third Amendment of the West Oaks Declaration**
Trustee Kohler, seconded by Trustee Fernandez, moved to approve the third amendment of the West Oaks Declaration.
Motion carried 5-0.
- 02-203 B. **Election of Officers: Ron Harbert**
President Harbert opened the floor to nominations and election of Board of Trustees officers. Trustee Fernandez nominated Trustee Hudson as Vice President. Trustee Hudson nominated Trustee Kohler as President.
Discussion ensued regarding the start of the terms, which will begin at the end of the meeting.

Trustee Fernandez, seconded by Trustee Brady, moved to elect Trustee Kohler as President and Trustee Hudson as Vice President.
Motion carried 5-0.

- 02-204 **C. Draft Strategic Plan: Mary Anne Hodel & Robert Tessier**
Comptroller Tessier presented a financial projection for the next 5 years. Discussion ensued regarding the reserve funds, ad Valorem taxes, and the pay off period for the Main and Branches debt services funds. Director Hodel shared the draft Strategic Plan with the Board Members and explained that the Plan was derived from the various visioning sessions held with members of the Community, Board Members and the Administrative Team, the Management Team, and Staff Members. Director Hodel explained that the previous Strategic Plan had been completed in 2001 and it was time again to adopt a new one and that this is a chance to engage the Board in open dialog about the draft Plan. Trustee Hudson shared with the rest of the Board that the 2002 Florida Library Directory with Statistics is online at <http://dlis.dos.state.fl.us/bld> . Trustee Brady said she saw the Plan as a good starting point. The Board requested an additional meeting with the Strategic Plan as the exclusive topic of discussion. A Strategic Plan Workshop will be scheduled.
- 02-205 **D. Public Comment Policy: Mary Anne Hodel**
Director Hodel presented the proposed, revised policy. Discussion ensued regarding the various aspects of the proposed policy, such as the “Notice of Intent to Speak” form and information required from the person requesting to speak. The requirement of limiting topics to agenda items was also discussed. Trustee Kohler suggested that persons interested in speaking to the Board should be allowed to do so, regardless of whether or not the topic is an agenda item. Trustee Kohler furthered suggested that persons wanting to speak regarding agenda items should do so just before the Board discusses the item. Persons wanting to speak on non-agenda topics could do so at an open comment time set aside at the end of each meeting. Trustee Fernandez suggested that this item be tabled and brought back at a later date.
- 02-206 **E. Internet Policy: Debbie Moss**
Assistant Director Moss presented the current Internet Access Policy which had not been formally reviewed and approved by the Board of Trustees. Trustee Hudson, seconded by Trustee Kohler, moved to approve the existing Internet Access Policy.
Motion carried 5-0.
- 02-207 **F. Early Return to Work Policy: Carla Fountain**
Human Resources Manager Fountain summarized the proposed Early Return to Work Policy.
Trustee Hudson, seconded by Trustee Brady, moved to approve the proposed Early Return to Work Policy.
Motion carried 5-0.

02-208

G. Director's Evaluation Process: Gloria Fernandez

Trustee Fernandez will be forming a committee with a minimum of three people, and will include herself as the chairperson and respective Board Member. Trustee Fernandez asked Director Hodel for a summary of her accomplishments, and her goals for the coming year. Director Hodel's review is due in December.

02-209 VII. **Discussion and Possible Action Items**

02-210 **Union Correspondence and Representation: Phyllis Hudson**

Trustee Hudson presented for discussion, the proposal to allow time on the agenda for a union representative to speak to the Board of Trustees.

Trustee Hudson moved for the monthly agenda to include, as a regular item, time for a union representative to make remarks to the Board of Trustees. The motion died due to the lack of a second.

02-211 VIII. **Information**

02-212 **Director's Report**

‡ Check out the Library Story Contest winners online. Thanks to Sheri Chambers for the web work and Ben Garcia for the graphics and layout. It looks great! Good work for everyone involved.

‡ The Library newsletter has a new look. New graphics and lots more programs for the public! Many thanks to all the Librarians who worked so hard putting their programs together, and to Community Relations for coordinating all the efforts and to Ben Garcia for the great new look of the newsletter.

‡ Staff day is coming up 11 November. The day will feature kick off with Dr. Richard Sweeney who will talk with us about the future of libraries. Break out sessions are planned for the mid morning, to be followed by a pleasant surprise session in the afternoon. Board members are invited to participate along with all staff.

‡ The fire panel is still down. Staff will continue to monitor the building.

‡ The Library is working with Ajit Lachandani County Administrator for the Orange Board of County Commissioners to find a date to talk with the Governing Board about the Library's Fees and Fines. We might also want to invite them to a tour of our facility and a joint meeting with the Library Board so they could learn first hand of the issues facing us. President Harbert commented that the Board of County Commissioners only requested the Library to place the fees and fines on hold until January. They did not force the Library to do so.

‡ Vectoring software has enabled the Library's upgraded phone system to become a call center. QuestLine Manager Gail Carroll presented and summarized the new vectoring telephone service software. She also explained the most current phone statistics since the new service was initiated as of Sept. 24, 2002.

Further discussion ensued regarding a meeting with the Board of County Commissioners and the proposed fees and fines structure and another possible topic of discussion, the Strategic Plan which will include long range goals.

02-213

Patron Comments

A copy of comments from a patron was included with the Board Packet.

02-214

South Creek Update: John Claytor

Planning and Development Officer Claytor presented a proposed Change Order to implement a Drainage Improvement Plan for the South Creek Branch.

Trustee Kohler, seconded by Trustee Brady, moved to authorize Staff to execute a change order with Scherer Construction to implement a Drainage Improvement Plan for the South Creek Branch in the amount of \$129,667 and to approve a 10 percent contingency amount to cover unforeseen conditions on the site. The total amount authorized is \$143,000.

Motion carried 5-0.

02-215

Staff Presentation: Video of Equipment Demonstration given by Wally Cohen

Special Services and Delivery Manager Jim Myers presented a video of Delivery Clerk Wally Cohen, demonstrating the new motorized pallet jack purchased to facilitate the transporting of pallets of books and other shipments received.

IX. Adjournment

Trustee Kohler requested for Trustee Brady to investigate the likelihood of partnering with the Orlando Science Center in order to work together on cross promotion of programs such as the Lewis and Clark exhibit currently at the Science Center.

Trustee Fernandez asked if the Library has any programs slated in celebration of Hispanic Heritage Month. Community Relations Manager Marilyn Hoffman explained that the storyline is now in Spanish and that the Library is working with the group Latino Leadership.

President Harbert adjourned the meeting at 9:42 p.m.

Next Meeting Dates: November 14, 2002, 7:00 p.m. Edgewater Library; 5049 Edgewater Drive; Orlando, FL. 32810; December 12, 2002; Orlando Public Library; 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 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.

***Verbatim comments have been provided and included in the official record of the October 10, 2002 Orange County Library Board of Trustees meeting.**

10/10/02

I am here tonight to speak on behalf of a number of staff members concerned about the possibility of the bargaining unit employees having a time set aside to discuss “union issues” at each and every library board meeting. In a recent letter to Mary Anne Hodel, board member Phyllis Hudson requested “a regular place on the board agenda for a union representative to provide remarks and observations.” We believe this to be unfair to the majority of library employees and would give preferential treatment to the small percentage of employees that are members of the bargaining unit.

Many employees, including a large number of bargaining unit employees, are familiar with a standard library reference source entitled Black’s Law Dictionary. I will read from this standard legal dictionary the definition of the word union. It is my hope that the bargaining unit members here this evening will listen intently to the definition.

Union, n. An organization formed to negotiate with employers on behalf of workers collectively, about job-related issues such as salary, benefits, hours, and working conditions.

Many issues come before this board for decisions on a monthly basis that have absolutely nothing to do with salary, benefits, hours, or working conditions. They are decisions relating to the effective operation of the Orange County Library System and decisions that will move the library forward as a vital organization in the community. Additionally, many issues that are decided within the organization at the administrative level also have nothing to do with salary, benefits, hours, or working conditions, and, by definition, should be of no concern to the bargaining unit. Thus, it would be inappropriate to devote time at each board meeting to hear from the bargaining unit representatives.

Not every issue is a union issue! However, by having a platform with no real concerns that affect them during most months, the bargaining unit representatives will happily choose to fill their allotted monthly time by turning every issue into a “union issue”. This could include, but not be limited to, discussions relating to library fines and fees, meeting room policies, and the general operation of the organization. Once again, these have nothing to do with the appropriate union concerns of salary, benefits, hours, and working conditions. This would be a waste of your time and the time of the citizens electing to attend library board meetings. Additionally, the bargaining unit employees already have not one but two avenues open to them without bringing their concerns to you: the library director and the bargaining table during their contract negotiations

If you approve their request, the bargaining unit employees would be usurping Ms. Hodel’s authority and role of director by going around her and taking every issue directly before the board without giving her the opportunity to address their concerns at the administrative level. Many bargaining unit concerns could become complete surprises to Ms. Hodel as she hears about them for the first time in a board meeting without having had the opportunity to possibly rectify the issue before it was brought to you.

Every employee of the Orange County Library System has the ability to address you during time for public comment in the same manner that I am addressing you at this moment, and this includes the members of the bargaining unit. Only 22% of library employees are members of the union. Setting aside precious meeting time each month for them to speak would be doing a disservice to the other 78% that could not avail themselves of the same opportunity. Library operational decisions are made for the whole of the organization and not for any particular unit. Giving a regular monthly voice to a minority of employees without doing

likewise for the vast majority would be unfair and irresponsible. We implore you to do the right thing, and deny the bargaining unit request.

Kenneth A. Gibert
James Baker
Renaë Bennett
Nedra Blanke
Marcia Bruton
Ann Gistarb
Gregg Gronlund

Lelia Higgins
Glenda Houck
Angela Jacobe
Kelly Pepo
Carolyn Rosenblum
Cynthia Willie

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My name is Eric Atkinson and I am the Head of the Information Systems Department here at the library. Recently, a small group of staff have become increasingly vocal at the meetings of both the Board of Trustees and the Board of Governors. Repeatedly, the same group speaks on the same topics and then complain that they are not being given a chance to be heard. These comments, in turn, are considered when making all manner of decisions relating to the future health of the library system. I am concerned that if only one side of a story is told, then only one side of a story can be heard.

I began my employment with the Library in 1978, driving the bookmobile during summer breaks from college. I found that I needed a job to continue going to school and worked as a substitute library clerk in our branches. These were great jobs for a college student. Later, I became a computer operator in the Data Processing Department. While in college, I took advantage of emerging opportunities here at the library to learn computer programming. Eventually, I was ready for additional challenges and left the library to work in the private sector, gaining training and experience. In the mid-1980s, as the library's needs for technical staff grew, I chose to return as a computer programmer gaining promotions to assistant manager and now to department head.

As a student, as a college graduate embarking on a career, and now as a seasoned professional and manager, I have found the Orange County Library System to be an excellent place to invest my time and talents. I have been dealt with fairly by three successive Library administrations. Over the past year, I have heard repeated negative comments and misrepresentations about the working conditions here at the library. It seems likely union officials will continue to bring their concerns and complaints directly to the Board of Trustees and that they will continue to actively seek notoriety in the press and in library professional journals. The views of a minority of library staff will be presented as though they are the views of all staff. My purpose in speaking here today is to impress upon the members of the Board that the views of the union officials are, rightly, special interest views designed to advocate the wage, hours, and terms of employment concerns for one particular group of library staff. I ask that the members of the Board keep this in mind when they engage in direct communication with union representatives.