

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
October 16, 2003
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.7323

- 03-202 I. **Call to Order**
Board Members Present: Tom Kohler (10/2); Phyllis Hudson (10/0);
Gloria Fernandez (10/1); Sara Brady (10/2);
James Tyson (9/1)
- Library Administration Present: Mary Anne Hodel; Debbie Moss; Robert Tessier;
Carla Fountain; Sally Fry; Kathryn Robinson;
Eric Atkinson; Marilyn Hoffman; Milinda
Neusaenger
- President Kohler called the meeting to order at 7:00 p.m.
- 03-203 II. **Public Comment**
- Public comments of items listed on the agenda will occur just prior to the Board's discussion and possible action of the agenda item. Public comments of items not listed on the agenda will occur at the end of the meeting agenda.
- 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. However, this is not required. This is to ensure the completion and accuracy of the official record when posted on the Library's website, www.ocls.info . For more information, contact Milinda Neusaenger at 407.835.7611 or neusaenger.milinda@ocls.info .
- 03-204 III. **Approval of Minutes**
03-205 **Marketing Committee Meeting Minutes: Wednesday, September 10, 2003**
- 03-206 **Library Board of Trustees Meeting Minutes: Thursday, September 11, 2003**
Trustee Fernandez, seconded by Trustee Hudson, moved to approve the Marketing Committee Meeting Minutes from September 10, 2003 and the Board of Trustees Meeting Minutes from September 11, 2003.
Motion carried 5-0.
- 03-207 IV. **Staff Presentation: WiFi – Wireless Technology: Blake Ringholz**
Blake Ringholz, Network Engineer in the Information Systems Department, briefed the Board of Trustees on Wireless (Wi-Fi) Technology, which is offered and available to patrons at all OCLS locations. Brief discussion ensued regarding the number of simultaneous users, types of wireless products that can be used, patron registration and

the publicity of the service.

- 03-208 **Staff Presentation: *Get With It!*: Jim Myers**
Jim Myers, Special Services and Delivery Manager, unveiled the new video *Get With It!*, which has been produced to inform Orange County's senior residents about the various services available at OCLS.
- 03-209 V. **Financial Statements and Summaries: September 2003**
- 03-210 VI. **Statistics and Summaries: August 2003**
Assistant Director Moss announced that postcards will be sent to patrons with expired cards. Brief discussion ensued.
- 03-211 VII. **Action Items**
- 03-212 **Recognition of Retiring Employee: Cynthia Willie**
Trustee Fernandez, seconded by Trustee Tyson, moved to pass the resolution recognizing and honoring Cynthia Willie for her outstanding service as an employee since November 24, 1986.
Motion carried 5-0.
- 03-213 **Recognition of Retiring Employee: Gail Carroll**
Trustee Fernandez, seconded by Trustee Tyson, moved to pass the resolution recognizing and honoring Gail Carroll for her outstanding service as an employee since October 18, 1993.
Motion carried 5-0.
- 03-214 **Recognition of Retiring Employee: Don Royster**
Trustee Fernandez, seconded by Trustee Tyson, moved to pass the resolution recognizing and honoring Don Royster for his outstanding service as an employee since October 15, 1985.
Motion carried 5-0.
- 03-215 **Consent Agenda**
- 03-216 **Annual Plan of Service**
Trustee Hudson, seconded by Trustee Tyson, moved to approve the Annual Plan of Service as required by the Florida Department of State, Division of Library and Information Services, in order for OCLS to be eligible for a State Aid to Libraries Grant for the Fiscal Year ending September 30, 2004.
Motion carried 5-0.
- 03-217 **Appointment of Flexible Benefit Plan Administrators**
Trustee Tyson, seconded by Trustee Fernandez, moved to appoint Mary Anne Hodel, Carla Fountain, and Bob Tessier as plan administrators for the Flexible Benefit Plan.
Motion carried 5-0.

03-218 **Non-Consent Agenda**

03-219 **License to Learn Contest Winner**

Branch Administrator Sally Fry, recapped the License to Learn contest in which OCLS sent out contest and library card applications to all 1st grade teachers in Orange County. Teachers were encouraged to sign up all of their students for library cards and the chance for their class to win prizes. The prizes were gift certificates to *A Gift for Teaching* and class storytelling visits with Squirt and Borders coffee coupons. President Kohler drew the names of the following teachers:

First Prize: Ms. O'Shaughnessy of Thornbrooke Elementary

Second Prize: Michelle Adams of Tildenville Elementary

Third Prize: Janice Cummings of Cypress Springs Elementary

03-220 **Election of Officers**

Trustee Fernandez, seconded by Trustee Hudson, moved to nominate and re-elect Tom Kohler as Board President.

Motion carried 5-0.

03-220.1 Trustee Brady, seconded by Trustee Tyson, moved to nominate and re-elect Phyllis Hudson as Board Vice President.

Motion carried 5-0.

03-221 **Director's Evaluation Process: Gloria Fernandez**

Trustee Fernandez briefly discussed the formation of the annual Personnel Committee in order to evaluate Director Hodel. As the Committee Chair, Trustee Fernandez asked Ron Harbert, former Library Board President and Trustee and Jackie Green President of the Friends of the Library, to participate on the committee along with Carla Fountain, Head of Human Resources. The Committee Meeting will be held in the near future.

03-222 VIII. **Discussion and Possible Action Items**

03-223 **Strategic Plan Quarterly Update: Phyllis Hudson**

Trustee Hudson gave a brief overview of the Strategic Plan Quarterly Update. Discussion ensued regarding the use of a customer service secret shopper. Branch Administrator Fry explained the preliminary process the secret shopper will use when conducting customer service evaluations at all OCLS locations. Initially, the secret shopper will focus on basic areas such as entrance greeting; service received when getting a library card; bathroom cleanliness; etc. Rewarding those staff with perfect scores was also discussed. Ms. Fry mentioned that staff will be briefed beforehand as to the service expectations. Ms. Fry also stated that the shoppers will visit a location(s) one to two times a month. President Kohler suggested that the Orlando Police Department and the café (Food for Thought) should be shopped as well since they are working under the OCLS umbrella. Director Hodel stated that year one of the Strategic Plan has been completed and that work on year two has already begun. Ms. Hodel also indicated the need for a perpetual, rolling plan so that as a year is completed, plans for an additional year will be added on for the future. She also stated that possibly in January or February 2004, a workshop for the Board will be held in order to work out and formalize all of the details.

03-224

Naming of Winter Garden Meeting Room: Heritage Room

President Kohler stated he had been approached by a member of the Winter Garden community and was asked if the meeting room in the Winter Garden Library could be named *The Heritage Room*.

Trustee Hudson, seconded by Trustee Fernandez, moved to name the Winter Garden Library meeting room the Heritage Room.

Motion carried 5-0.

03-225

Opening of Library Central: Sara Brady

Trustee Brady gave a brief summary of the preparations for the Library Central grand opening. She stated approximately 1200 invitations had been sent and community leaders that appeared on the Library billboard were asked to hand out invitations as well. President Kohler announced that the Board needs to vote on the serving of alcohol beverages at the Library Central Gala.

Trustee Tyson, seconded by Trustee Brady, moved to approve the serving of alcoholic beverages at the Library Central fundraising Gala on November 1, 2003.

Motion carried 5-0.

03-226

U.S. Patriot Act

Orange County resident Glenn R. Anderson spoke regarding the U.S. Patriot Act. Trustee Hudson stated she would like signs posted that inform the public that OCLS may be compelled to provide information to authorities regarding their library records. Assistant Director Moss explained that OCLS does not maintain a historical record of a patron's borrowing habits. She also stated that patron computer usage information is erased regularly. Trustee Brady shared her concerns regarding the amount of information on a possible sign. She stated not giving enough information may lead to confusion and alarm for some patrons. Discussion ensued regarding the possible postings of signage throughout OCLS. Trustee Tyson stated that the Library Staff should come back with a written plan.

Trustee Hudson, seconded by President Kohler, moved to authorize Staff to post notices regarding the U.S. Patriot Act as it relates to libraries.

Motion failed 1-4 with Trustee Hudson voting Aye; President Kohler and Trustees Fernandez, Brady and Tyson voting Nay.

Trustee Brady, seconded by Trustee Tyson, moved to recommend the Library Staff to come back with a written plan regarding the postings of signs about the U.S. Patriot Act as it relates to libraries.

Motion carried 5-0.

03-227

IX. Information

03-228

Director's Report

- Orange County Library System has been notified that we are one of the Florida recipients of the Prime Time Family Reading grant. OCLS staff brought the idea to the Florida Humanities Council. The Council liked the idea and collaborated with the Florida State Library who found some other participants. Other recipients are: the Leon County Library System in Tallahassee, Heartland Library Co-op the Putnam County Library System in Palatka and the Martin County Library System in Stuart. We are

very grateful to Marilyn Hoffman and Craig Wilkins for their fast work and convincing proposal that will result in our being even more involved in promoting family reading.

- The Library will soon begin using secret shoppers to help us objectively evaluate customer service at all our facilities. We have been working with staff to work on the evaluation criteria to be used.

- A contract was signed earlier this month with Innovative Interfaces for \$547,852.00 for a library automation system. Staff members have been working to develop an implementation plan that will result in going live with the new software on 17 March 2004. Our first step is to send a sample database of 150,000 bibliographic and item records as a sample database to Innovative to be used for training and system testing. We will have approximately four weeks to test the profiling and indexing of the database. The first week in January we will begin training for Technical Services in the acquisition and cataloging functions. A full database load will be done at the end of January/early February. Circulation training will be done (on a train the trainer basis) the 10th and 11th of February.

- The Library has asked for input from the staff on the Orange Peel, the Library's intranet, on some proposed changes to the dress code. In an effort to be more conscious of our role as a community service provider and respectful of our community and customers, the Library is planning to raise the bar on how staff members present themselves to the public. While we considered a staff uniform, it was decided that we wanted to take a positive approach, encouraging all staff to dress professionally, while not mandating a one size fits all dictum. Accordingly, we are looking at a dress code that encourages at a minimum Polo or oxford shirts with dark or tan workpants and discourages jeans, T-shirts, and clothes with holes, or skimpy, skin revealing tops. The majority of our staff take great pride in their dress and we did not want to discourage them from dressing more formally than the minimum. The dress code will be formulated shortly and there will be a transition time frame in which we will phase in the new code.

President Kohler asked if the recommendation came from staff. Director Hodel stated that it is an idea that came from branch staff who thought it would be a good idea for staff to wear a uniform including the logo polo shirts.

- The Library will be participating with the 1st Annual National Family Week with Orange County's Citizen's Commission for Children. The public opening of our Library Central on 2 November 2003 with "Derek and the Slammers" and the events we sponsor for our first week after the opening will all be a part of a county-wide celebration. We are grateful to Tyra Witsell and her staff for including the Library in this important county-wide celebration.

- The plans for Staff Day are nearly complete. We have a full agenda for 11 November, with a large choice of breakout sessions for staff to attend. We are particularly pleased about our keynote speaker, Janelle Barlow, who will discuss why a complaint is a gift. Board members are invited to participate. President Kohler and Trustee Tyson and are available to speak at the breakout sessions.

Trustee Fernandez stated that she is pleased that Tutor.com is heavily used and that Library Staff members are participating in the Juvenile Diabetes Walkathon.

Trustee Tyson commended Director Hodel and the Library Staff for the great renovations of Library Central; especially the openness and the improved lighting. Director Hodel praised John Claytor, Debbie Tour and the Circulation staff for their hard work and efforts in coping with the construction work on a daily basis.

President Kohler stated that Library Staff continue to meet with City Officials regarding a branch library at Trotter's Park.

- 03-229 **FY 2004 Holiday and Closed Schedule**
- 03-230 **Winter Garden Project Summary**
- 03-231 **Library Central Project Summary**
- 03-232 **Sunday Service Hours**
- 03-233 **Public Comment: Non-Agenda Items**

X. **Adjournment**

President Kohler adjourned the meeting at 8:33 p.m.

Next Meeting Dates: November 13, 2003 – South Trail Library 4600 South Orange Blossom Trail; Orlando, Florida 32839
– December 11, 2003 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.