

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
March 11, 2004
Hiawassee Branch Library
2768 North Hiawassee Road
Orlando, Florida 32818
407.521.2459

Board Members Present: Tom Kohler (3/0); Gloria Fernandez (3/0);
Sara Brady (3/0); James Tyson (3/0);
Matthew Pardy (1/0);
Corb Sarchet – Trustee Emeritus

Library Administration Present: Mary Anne Hodel; Debbie Moss; Robert Tessier;
Carla Fountain; Sally Fry; Eric Atkinson; Marilyn
Hoffman; Craig Wilkins; Milinda Neusaenger

04-037 I. **Call to Order**

President Kohler called the meeting to order at 7:00 p.m.

04-038 **Oath of Office New Trustee: Matthew Pardy**

04-039 **Election of Vice President**

Trustee Fernandez, seconded by Trustee Tyson, nominated Trustee Brady as
Vice President.
Motion carried 4-0.

04-040 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 .

04-041 III. **Approval of Minutes**

04-042 **Library Board of Trustees Meeting – Thursday, February 12, 2004**

Vice President Brady, seconded by Trustee Fernandez, moved to approve the February
12, 2004 Meeting Minutes.
Motion carried 5-0.

04-043 IV. **Staff Presentation: Teens Connect & the Teen's Newsletter: Kristen Alvarado and Danielle King**
Kristen Alvarado, Children's Program Specialist and Danielle King, Teen Program Specialist, navigated through a PowerPoint presentation, which demonstrated the various new programs and online services available to teens and adolescents. These new services include the online teen website and e-newsletter entitled *I.T.: Informed Teens*; the Library's participation in the *One Book One Community* program featuring the book *Holes* by Louis Sachar; the Prom Fashion Show and Expo; the Dr. Seuss Birthday Seussabration; and the Summer Reading Programs for children and teens. Discussion ensued regarding the programs and services; it was suggested that staff contact the City and County parks departments, the Boy's and Girls Clubs, and some of the many church youth organizations in the area.

04-044 V. **Financial Statements and Summaries: February 2004**
Comptroller Tessier addressed the concept to terminate our relationship with The Hartford and select USI Consulting Group as the investment consultant for the Library's Defined Benefit Pension Plan. Mr. Tessier gave a brief history of our relationship with The Hartford and why we entered into a new contract in November 2000. The previous contract only allowed the Library to invest in the General Account, which is a fixed income investment. Further, the previous contract provided that upon termination, all the funds in the General Account were subject to a Market Value Adjustment. In 1999, this Market Value Adjustment was a negative 7%, which means the Library would have forfeited over \$1,000,000 if we had terminated the contract at that time.

In order to diversify the assets within The Hartford, a new contract was executed in November 2000. In exchange for allowing the Library to transfer 85% of the assets out of the General Account and diversify this amount into other investments offered through The Hartford, a surrender charge on the Plan assets was added. This charge equals 2% during the first year of the contract and drops .50% each year until it is eliminated after the 5th year.

Since 2000, the Library has worked with USI to diversify the Plan assets. As of January 2001, all of the assets were invested in fixed income. Over the last year we have diversified the investments and currently we have about 50% in equities and 50% in fixed income.

Broadly, the following options are available to the Library with respect to the investment consultant for the Defined Benefit Pension Plan:

1. Stay with The Hartford.
2. Prepare and issue a request for proposal. This process would take about six months before we would be in a position to move money out of The Hartford.
3. Contract directly with USI Consulting Group and terminate our relationship with The Hartford.

Due to the benefits outlined in the Board packet, staff is recommending the last option. While no action was taken, the consensus of the Library Board was to continue pursuing Option # 3 and bring something formal back to the April Board meeting.

- 04-045 VI. **Statistics and Summaries: January 2004 Reports**
Assistant Director Moss briefly discussed the monthly reports. Branch Administrator Sally Fry, gave an update regarding the door counters that were recently installed at each branch location. The data gathered by the new door counters increased by 20% over the totals gathered by the old door counters that, in some locations, were left installed. Manual door counts were conducted by staff for 20 minutes on various days and the new door counters are within a 4% accuracy window. Brief discussion ensued.
- 04-046 VII. **Action Items**
04-047 **Consent Agenda**
Trustees Tyson, seconded by Trustee Fernandez, moved to approve the items on the Consent Agenda as listed.
Motion carried 5-0.
- 04-048 **Gift Policy**
The Board approved the replacement of the Gifts, Bequests and Grants Policy with the Gifts Policy.
Motion carried 5-0.
- 04-049 **Plumber Recommendation**
The Board approved to award the plumbing contract to American Residential Services. The contract will be for a one-year term with up to four additional one year extensions. The rates are to remain fixed throughout the five-year period.
- 04-050 **Architectural / Engineering Services Proposal for the Third Floor Renovation:
(Addresses Goal 1; Objective 4 of the Strategic Plan)**
The Board approved the proposal and contract with HKS Architects for additional services for the Third Floor Renovation in the amount of \$45,000.00, plus expenses.
- 04-051 **Purchase of P.C.'s:
(Addresses Goal 2; Objective 2 of the Strategic Plan)**
The Board approved to authorize the expenditure of up to \$80,000 to purchase additional computers for the Winter Garden, Southeast, Hiawassee, and Herndon Branches.
- 04-052 VIII. **Discussion and Possible Action Items**
- 04-053 IX. **Information**
- 04-054 **Director's Report**
?The Library will have a "Show & Tell" Poster Session at the upcoming FLA conference at the end of March in Daytona Beach. BLAST was accepted for a poster session. On Wednesday March 24th, Patsy Williams, from South Trail, will present the session, which will explain the Bringing Libraries And Students Together program for after school homework help on Wednesday March 24.
- ? As a result of Trustee Fernandez's suggestion the Latino Outreach team works with the schools, one of our Outreach team members has made an administrative level connection with the Multilingual Student Education Services. They assist students &

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their parents with academic and social services, assist in learning English & mentoring and providing contacts to community services. They invited Lisa Stewart to a workshop presentation at Apopka High School on April 21st to talk to the families there about OCLS services and how to get a card.

The Mystery Shopper program has been going now since December. It is now time to recognize employees for their exceptional service as pointed out by the Mystery Shopper and to reap the rewards for their earned Shopper Points.

Points can be redeemed for the following three awards:

Paid Time Off

20 shopper points = 15 minutes of paid time off.

Redeemed in 20 point increments.

Gift Certificates

100 Shopper Points = \$25 certificate

Redeemed in 100 point increments

Certificates can be issued for the following businesses: Darden Restaurants, Publix Supermarkets and Walmart.

Gift Certificate will be included in envelope with paycheck.

Cash

100 shopper points = \$25

Redeemed in 100 point increments.

Payment of \$25 will be added to paycheck for each 100 points redeemed.

Points may be redeemed for gift certificates and cash on a quarterly basis.

The first redemption will be done on the 2nd payroll of April. There will be subsequent redemption days in July, October and January.

Income tax will be withheld for both cash payments and gift certificates. This will be reflected on the paycheck stub. We did consult the library's tax attorney and the response was that there is no provision allowing these to be tax exempt.

In addition to points earned by being "shopped", managers also earn 100 points when their department/branch earns a perfect score.

Congratulations to all of the Locations that have earned a perfect score!

| Branch/Department with 100% Score in Customer Service | | | | |
|---|----------|-------------|-------------|-----------------------------|
| Branch/Dept. | Dec. 03 | Jan. 04 | Feb. 04 | Total Perfect Scores of 100 |
| 1st Floor | 12/17 | 1/29 & 1/31 | 2/19 | 4 |
| 2nd Floor | - | - | 2/20 | 1 |
| 3rd Floor | 12/17 | | 2/19 | 2 |
| 4th Floor | - | - | - | 0 |
| Total Main | 2 | 2 | 3 | 7 |
| Alafaya | - | 1/31 | - | 1 |
| Edgewater | - | - | 2/20 | 1 |
| Herndon | - | - | - | 0 |
| Hiawasse | - | - | - | 0 |
| N. Orange | - | 1/13 & 1/31 | - | 2 |
| S. Creek | 12/18 | 1/31 | - | 2 |
| S. Trail | - | 1/15 | - | 1 |
| Southeast | - | 1/29 & 1/31 | - | 2 |
| Southwest | - | - | 2/6 | 1 |
| W. Oaks | - | 1/31 | 2/20 | 2 |
| W. Orange | - | - | 2/20 | 1 |
| Wash. Park | - | 1/15 | - | 1 |
| Windermere | 12/18 | - | 2/19 & 2/20 | 3 |
| Total Branches | 2 | 9 | 6 | 17 |
| Grand Totals | 4 | 11 | 9 | 24 |

? The Town of Eatonville issued the Notice To Proceed effective 3/8/04, as planned in the pre-construction meeting.

?Bring Your Sons and Daughters to Work Day is April 22nd. All staff are invited to bring their elementary aged children to participate in this fun day and unique opportunity.

?This year OCLS is sponsoring a contest for patrons. The goal of the contest is to show how far our patrons travel with the most important card they own - their Library card! We are holding a similar contest for employees.

All one needs to do is go on vacation, take their library card, have fun, and then describe in 25 words or less where your picture was taken. Entries will be posted on our web site.

? BLAST Tutoring attendance for February was up. It is now reaching 97 kids.

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On March 9, the House Appropriations Sub-Committee on Transportation and Economic Development (TED) met to cut, as instructed, 3.5% from their budget areas in recurring general revenue. Two recurring general revenue library items were cut in this process. State Aid to libraries was reduced by \$4 million, from \$31.8 million to \$27.8 million, and the Community College library automation system was cut by \$658,887. The Multi-Type Library Cooperatives funding is in **non-recurring** funds so that funding shows up in another budget location.

The other part of the State Aid reduction is that the Chairman of the Committee did not "shade" the State Aid reduction which means the cut is considered final and will not be brought back for reconsideration when the Committee receives the revenue estimate from the Revenue Estimating conference meeting to be held on Friday, March 12th.

At the TED Committee meeting on March 9th Secretary Hood's office did advocate on behalf of the public libraries for the Committee to reconsider this funding reduction. Secretary Hood's representative explained that every citizen in Florida is affected when State Aid to libraries is reduced. The FLA Lobbyist was also present at this meeting and made a similar plea for State Aid funding. The funding cut was not changed or "shaded" in spite of this information.

In this scenario, Orange County Library System's share on the State Aid for the FY 2004/2005 was projected to be \$1,212,880.

04-055

Winter Garden Project Summary

Director Hodel presented the color scheme and photos of furniture choices for the \ Winter Garden Branch. She also stated that the grand opening is tentatively slated for late August. Brief discussion ensued.

04-056

Public Comment: Non-Agenda Items

X. **Adjournment**

President Kohler adjourned the meeting @ 8:05 p.m.

Next Meeting Dates: April 8, 2004 – Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- May 13, 2004 – North Orange Branch Library; 1211 East Semoran Boulevard; Apopka, Florida 32703.

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.