

**Orange County Library System
Board of Trustees**

Board Packet for September 2002



**101 East Central Boulevard
Orlando, Florida 32801-2471
phone: 407.835.7611
fax: 407.835.7648
website: ocls.info**

**Mary Anne Hodel,
Library Director, Chief Executive Officer**

September 6, 2002

To: Ronald Harbert, President
Phyllis Hudson, Vice President
Gloria Fernandez, Trustee
Sara R. Brady, Trustee
Thomas R. Kohler, Trustee

The Honorable Rich Crotty, Chairman of the Library Governing Board, Members of the Governing Board, Commissioners Teresa Jacobs, Bob Sindler, Mary Johnson, Clarence Hoenstine, Ted Edwards, Homer Hartage, Orange County; and Patty Sheehan, City of Orlando.

From: Mary Anne Hodel, Director

Re: Library Board Meeting

The next meeting of the Library Board will be at 7:00 p.m., Thursday, September 12, 2002, at the **Hiawassee Library; 2768 North Hiawassee Road; Orlando, Florida 32818; 407.835.7323**

If any board member has an item to be brought up for discussion, please call Milinda Neusaenger before the meeting.

Cc: Ronald Rogers, Liaison, Membership and Mission Review Board – County
M. Katie Porta, Liaison, City of Orlando

AGENDA
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
September 12, 2002
Hiwassee Library
2768 North Hiwassee Road
Orlando, Florida 32818
407.835.7323

02-165 I. **Call to Order**

02-166 II. **Public Comment**

If a request is made for written comments to be included in the official record of this meeting, the requestor should make arrangements to provide the comments in electronic format. This is to ensure the completion and accuracy of the official record posted on the Library's website, www.ocls.info.

02-167 III. **Approval of Minutes**

02-168 Library Board Strategic Planning Retreat: Tuesday, July 30, 2002

02-169 Library Board of Trustees Meeting: Thursday, August 8, 2002

02-170 IV. **Financial Statements: Robert Tessier**

02-171 V. **Statistics and Summaries: Debbie Moss**

02-172 VI. **Action Items**

02-173 A. **Consent Agenda**

02-174 1. Approval of Board of Trustees Meeting Schedule: FY 2003

02-175 2. Approval of Holidays & Closed Days Schedule: FY 2003

02-176 3. No Show Fee for Classes

02-177 4. Plan Amendment – Defined Contribution Plan

02-178 5. Liability Carrier Change

02-179 B. **WOW Space Architect Recommendation:
Gregg Gronlund / John Claytor**

02-180 C. **Privacy Policy: Debbie Moss**

02-181 VII. **Discussion and Possible Action Items**

02-182 VIII. **Information**

02-183 Director's Report

- 02-184 Staffing of Librarians: Mary Anne Hodel
- 02-185 South Creek Project Summary and Update: John Claytor
- 02-186 Additional Information
- 02-187 a. Patron Comments
- 02-188 b. Correspondence from Cherry, Bekaert & Holland, CPA Firm
re: Audit of Fiscal Year ending September 30, 2002
- 02-189 c. Correspondence from Orange County Attorney's Office
re: Transfer of the Law Library to FAMU
- 02-190 Staff Presentation: Community Visioning Session Video Presentation – Jim Myers

IX. Adjournment

Next Meeting Dates: October 10, 2002, 7:00 p.m., Orlando Public Library - Albertson Room; 101 East Central Boulevard; Orlando, Florida 32801; November 14, 2002, 7:00 p.m. North Orange Library; 1211 East Semoran Boulevard; Apopka, FL. 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 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.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Call To Order

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Public Comment

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Approval of Minutes

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Approval of Minutes:
Library Board Strategic Planning
Retreat Tuesday, July 30, 2002**

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
SUPPLEMENTAL MEETING: BOARD STRATEGIC PLANNING RETREAT
July 30, 2002
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.7323

I. Call to Order

The meeting commenced at 9:30 a.m.

Board Members Present: Phyllis Hudson; Tom Kohler; Sara Brady

Board Members Absent: Ron Harbert; Gloria Fernandez

Administrative Staff Present: Mary Anne Hodel; Debbie Moss; Robert Tessier;
Carla Fountain; Kathryn Robinson; John Martin; Marilyn Hoffman; Sally Fry; Craig Wilkins

II. Presentation

This supplemental meeting was facilitated by Bob Kodzis, Flight of Ideas, Inc. Mr. Kodzis led the discussion of various topics regarding the future and direction of the Library System. Mr. Kodzis explained that the information from this session would be summarized and used in the development of the Library's strategic plan.

The Summary Report and Conclusions of this session is included below as part of the minutes.

III. Adjournment

The meeting adjourned at 3:30 p.m.

Next Meeting Dates: August 8, 2002, 7:00 p.m. Orlando Public Library - Albertson Room; 101 East Central Boulevard; Orlando, Florida 32801; September 12, 2002, 7:00 p.m., Hiawassee Library; 2768 North Hiawassee Road; Orlando, Florida 32818

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Top Leadership and Board Planning Retreat Summary Report and Conclusions

I. Revisiting the OCLS Mission

The top leadership team discussed the words and concepts that truly represent the reason that OCLS exists. After much dialogue and many ideas, the following mission was offered and the entire group supported it unanimously:

Information
Imagination
Inspiration

While this mission may require a small amount of explanation, it meets all criterion for an excellent mission and it represents all of the major roles that OCLS plays in the lives of its patrons and the community it serves.

II. What is Most Critical to our Success?

OCLS top leaders identified the following issues and factors as most critical to the success of the organization as a whole:

- Financial viability
 - Revenue
 - Cost management
- Employee Satisfaction
- Quality of Staff
 - Commitment to the mission
 - Reliability
 - Integrity

- Relevancy to community
- Quality of facilities
- Image – community awareness
- Information
 - Volume
 - Relevancy
 - Timely access
- Customer satisfaction
- Ease of access
- Vitality and energy
- Safety
- Innovation
- Market share/customer volume
- Range of services

III. Assessing How We Are Doing In The Areas Most Important To Our Success.

A. STRENGTHS

1. RANGE OF SERVICES

- ****MAYL service – access for those who cannot come to the libraries
- ***Variety of services and access points
- Large and varied books on tape collection
- Excellent genealogy collection
- Ask a librarian service
- Quest line
- Computer/internet classes
- Children’s wing in main library
- Programs for children
- Variety of formats of information
- Strong/easy access from homes with website, delivery and phone service
- Online catalogue

2. REVENUE AND FISCAL MANAGEMENT

- ****Independent taxing district – revenue dedicated only to the library
- Solid history of financial accountability
 - Accountable spending of taxpayers’ money
 - Fiscal Management
- District status

3. IMAGE

- Community perceptions
- Good reputation – honest broker of information
- Aura of goodwill in the community – even if not a user
- Community advocates
- Local government/political support

4. CUSTOMER SATISFACTION

- ***Strong satisfaction among users
- Customer service orientation
- People who know us like us

5. QUALITY OF STAFF AND LEADERSHIP

- ***Administration and management team
- Open to change, open to new ideas
- The majority of the staff is dedicated to the customer and excellence
- Terrific can-do spirit of the staff and admin team
- Drive to excel
- Driven and dedicated administrative team
- Energetic and dedicated board
- A “get it done” approach by leadership
- Many well-trained and loyal staff members
- Creative and professional staff

6. OTHER

- **Facilities
- We make available a ton of information
- Progressive with technology and services
- Collection information
- Several branches

B. WEAKNESSES

1. IMAGE

- Lack of public awareness of library’s potential
- Image of libraries as out of date - sshhing rules
- Ability to break old patters, perceptions and behaviors
- Negative image at times due to the homeless
- Lack of awareness of programs
- Not enough citizens know who we are and what we do

- Some of our advocates live in the past and fail to see the opportunities that the library can provide
- Community misperceptions
- Library is a part of the background of the community – not a leader
- Image of services not relevant to many residents

2. MARKET SHARE

- **** Low market share – less than 25%
- **Too few cardholders
- Low number of teen and young adult users
- Not serving the south eastern areas of the district
- Not effectively penetrating the disadvantaged segments of the community
- Lack of relevancy to Hispanic and Vietnamese communities

3. QUALITY OF STAFF

- *** Reluctance of some staff to embrace change and innovation
- Some staff members are not as dedicated as we would hope
- Union not working cooperatively with organization to improve things
- Some rule-bound employees
- Too few staff with the ability to provide innovation in technology

4. EMPLOYEE SATISFACTION

- Core group of employees dissatisfied – small but influential
- Some unhappy staff
- Staff and management conflict

5. ENVIRONMENT

- ***Safety concerns downtown
- Lack of cozy environment
- Main library lighting and atmosphere
- Environment not welcoming or comfortable

6. ACCESS

- ** Number of branches on the east side of the county
 - Uneven distribution of branches - too few east
- Days and hours of operation at branches
- No 24/7 service or access to electronic databases
- Not open enough hours
- Facility placement

7. OTHER

- Poor general participation in library activities
- Underutilization of facilities
- Not enough time or money to do all that we want to do
- Need more staff
- We don't have the ability to predict the future – we know what we know
- No corporate sponsors
- Teen and young adult services and programs

C. OPPORTUNITIES

1. ACCESS

- ***Open some/all branches on Sundays
- 24/7 access to services
- Adjust days and hours open
- Find alternate venue for programs – library neighbors – balcony outside children's
- Develop branch location plan
- Make online access more fun, easier and more attractive

2. ENVIRONMENT

- *** WOW space – innovation
- Create facilities that respond to needs and say WOW
- Reinvent ourselves
- Design new facilities and spaces for aging baby boomers
- Improve environment with facilities – become more competitive
- Area for teens
- More inviting atmosphere
- Create an environment to develop multi-use facilities - schools, fire stations, YMCAs and Boys and Girls Clubs

3. RANGE OF SERVICES

- *** Develop innovative new programs
- Create new library products and services that are in demand and would gain us new users
- More diverse collection
- Expand collection – print and non-print
- More programs and classes for the public
- Focal point for exchanging/debating community issues in a non-political format
- Become more relevant to the community

- Expand service to less mobile residents and those with disabilities
- We are a knowledge management organization in an information/knowledge as assets society. Timing is right for us to now provide awesome services that would increase relevancy to the community
- Offer more technology
- Provide expanded computer network

4. MARKET SHARE

- Increase market share
- Growth in the community
- Target teens
- More outreach in schools, retirement homes, youth associations – etc.
- Card drives with prizes – use local radio stations to promote

5. IMAGE

- Raise profile of the library as a partner in building a sustainable community
- Opportunity to use new logo to help change image
- Launch a strong marketing and communications campaign aimed at changing public perception
- Establish a cadre of well-known library users to promote library to non-users
- ** Enhance and market our image
- Brand library image
- Ten people each preach library mission to ten different groups
- Make stars of storytellers – posters, billboards and buttons – feature in Lake Eola Band-shell
- Banner on the side of the library on Rosalind that says: “Try this at the library...”

6. PARTNERSHIPS

- **Actively seek corporate partnerships to further mission
- Establish citizen task forces to address particular problems and needs
- Contact and win ten corporate sponsors
- Need to create library ambassadors of staff and board
- Community partners for programs and marketing
- Work with City and County in partnerships
- Partner with other agencies
- Establish coalitions with more educational cultural and social service groups/institutions

7. EMPLOYEE SATISFACTION AND ENGAGEMENT

- Engage the staff in broader role as a community builder – cross training and job exchange with other service agencies

- Excite and involve staff
- Increase employee satisfaction
- Employee recognition system to recognize excellence in customer service
- Inspire staff through leadership - hire better, orient to our mission, raise bar for performance
- Find ways to create and have fun at work

8. INNOVATION

- Innovate facilities, services and collections
- Recognize innovation and ideas of staff
- Cutting edge of technology
- Live chat reference
- Seek tech savvy staff for innovation
- Experiment with special events during closed hours Sunday night programs – Saturday night Teen events
- As weather cools (relatively) have events outside – branch parking lot etc.
- Be a leader in raising literacy quality
- Help family development through reading and communication

9. OTHER

- Provide workshops similar to this one for staff and management
- Add staff to branches
- Look for alternate funding sources – grants, endowments and gifts
- Fundraising and large donors

D. THREATS

1. STAFF ISSUES

- *** Lack of customer service on part of a small percentage of staff has huge negative effect
- Elements of employee dissatisfaction
- Union bad mouthing OCLS at County Board of Commissioners
- Lack of unity
- Lack of community service
- Inability to hire/keep quality professional staff
- Staff do not buy into future plans
- Employees who do not consider themselves a part of the team
- Poor staff morale
- Unhappy people
- Complacency of staff – attitude that we are good enough

2. IMAGE

- Image issues downtown
- Old images of libraries by non-users - cannot get over the “Shh!”

3. COMPETITION

- ** The Internet - we are no longer the primary information agent
- The information market has become a buffet rather than a meal plan
- Bookstores – Barnes and Noble (Osama Bin Barnes and Noble)
- TV
- Innovation takes users away from us

4. WHAT IFS

- Finance spending wrong
- Failure to maintain a quality staff
- Image takes a hit – community withdrawn – strong community need unmet
- Becoming irrelevant – not recognized as a community team player
- Barnes and Noble Starts renting books cheap
- Political and community apathy could jeopardize funding
- Inability to pass a millage today limits our future growth to expand into underserved neighborhoods
- Loss of independent district status
- Unfocused, weak board leadership

5. OTHER

- *****Failure/ reluctance to change – complacency
- Natural resistance to change
- *****Local and national economy
- Revenue shortfalls - not keeping up with increasing demand
- Safety
- Risk of failing to keep up with technology
- Inability to stay ahead of the community’s need
- Failure to connect at moment of need - got to convert 1st time users to 2nd time and 3rd time users etc.
- Transportation
- Dumbing of America
- No enhancement/modernization of facilities

IV. Major Goals

A. MARKET SHARE

1. Increase market share by ten points annually → to 75% by 2008

Responsible: Mary Ann

2. Analyze current membership (geographic distribution of members, demographics etc.) and determine means for defining users in ways other than holding library cards

Responsible: Mary Ann

B. REVENUE

3. Launch a five (5) year campaign to educate elected officials (especially County Commissioners) and their constituents about the growing value and use of Orange County Libraries

Responsible: Mary Ann, Tom Kohler –the Marketing Committee

4. Perform an assessment of sources and uses of resources by September 1, 2002

Responsible: Bob

C. CUSTOMER SATISFACTION

5. Create a system of tools to measure customer satisfaction and to respond to issues and opportunities that emerge from that measurement by November 2002

Responsible: Marilyn

D. IMAGE AND AWARENESS

6. Identify who uses OCLS, who doesn't use OCLS and why not
7. Conduct community focus groups to assess current image and community awareness by December 2002

Responsible: Sarah and Marketing Committee

8. Develop a comprehensive communications plan for OCLS by February 2003

Responsible: Sarah and Marketing Committee

9. Increase perception of comfort and safety at OCLS: Incorporate safety and comfort into community communications to overcome perception that both are lacking

Responsible: Sarah and Marketing Committee

E. COST MANAGEMENT

10. Assess the cost and resource impact of the proposed increase in market share and establish targets (goals) for revenue and cost management by January 2003.

Responsible: Bob

F. EMPLOYEE SATISFACTION

11. Develop an employee satisfaction improvement plan by November 2002

Responsible: Carla

Recommendations from Phyllis: Focus some on union relations in the following ways

- Recognize union leaders
- Organize regular meetings with union representatives
- Lay down some ground Rules / expectations
- Seek common ground

12. Find ways to incorporate enthusiasm, initiative, customer service, mission orientation and integrity into the recruitment screening and employee evaluation processes.

Responsible: Carla

V. Principles and Values

- The participants identified a number of principles and values to guide all OCLS employees and managers. They are as follows:
- Customers include not only patrons, but co-workers and volunteers
- We all need to think like our valued customers – trying to anticipate and fulfill their needs
- Work to bring value to our customers

- Focus on satisfying the individual customer
- Approach our work and each other with integrity and honesty
- Practice life-long learning – set the example
- Practice respect for our customers and each other
- Be patient
- Be loyal to OCLS and the people we serve
- Seek excellence in all endeavors
- Be positive and happy
- Encourage innovation on behalf of our customers
- Use your best judgment in all instances
- Work as a team and support your team
- If you see a challenge – own it. Take the initiative to find a solution. It IS my job.
- Do your best to adapt to change
- Demonstrate your commitment to the mission, principles and values of OCLS.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Approval of Minutes:
Library Board of Trustees Meeting
Thursday, August 8, 2002**

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
August 8, 2002
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.7323

02-142 I. **Call to Order**

Board Members Present: Ron Harbert (8/0), Phyllis Hudson (8/1), Gloria Fernandez (8/2), Tom Kohler (5/0), Sara Brady (5/1)

Library Administration Present: Debbie Moss, Robert Tessier, Kathryn Robinson, John Martin, Marilyn Hoffman, Milinda Neusaenger

Library Administration Absent: Mary Anne Hodel, Carla Fountain

President Harbert called the meeting to order at 7:02 p.m.

02-143 **Presentation to the Library from Debbie Ryan of the Toastmasters Club #28**
Debbie Ryan of the Toastmasters Club #28 presented a plaque of appreciation to the Board of Trustees for providing outstanding service and facilities.

02-144 II. **Public Comment**

President Harbert prefaced the public comment portion of the meeting by saying that this is a time set aside for the public to address the Board of Trustees regarding items that are on the meeting agenda. This statement was made as twelve individuals collectively requested to speak to the Board on the topic of librarian professionalism and staffing levels. Written comments were distributed to the Board of Trustees and a request was made for these items to be included in the official record of the meeting. [*Please see attached.]

Doug Head approached the podium asked President Harbert to re-read the Public Comment Policy. Mr. Head had not submitted a "Request to Speak" form.

Van Church – OCLS Librarian and SEIU union steward for the Professional bargaining unit, spoke regarding staffing.

Crystal Sullivan – OCLS Storyteller and SEIU union steward for the Professional bargaining unit, spoke regarding staffing levels of library staff.

Chester Glover – Representative from the office of Congresswoman Corrine Brown and Orange County resident, spoke regarding staffing.

Julie Greene – Seminole County resident, spoke regarding staffing.

George Curcio – Orange County resident, spoke regarding staffing.

Marian Price – Orange County resident, spoke regarding professional librarians.

Steve Hall – Orange County resident, spoke regarding librarian professionals.

John P. Jarreau – Seminole County resident, spoke regarding to stop dumbing librarians.

Brian Calhoun – OCLS Librarian and SEIU union steward for the Professional bargaining unit, spoke regarding library values.

Martha Staples – Winter Park resident, spoke regarding staffing.

Ralph Black – NO SHOW WHEN CALLED.

Hugh Bartling – Winter Park resident, spoke regarding library budget priorities.

President Harbert encouraged members of public write to the Director any concerns about shortages of service that have been experienced or observed.

- 02-145 III. **Approval of Minutes**
- 02-146 **Library Board of Trustees Meeting: Thursday, July 11, 2002**
Trustee Fernandez, seconded by Trustee Brady, moved to approve the minutes for the Library Board of Trustees Meeting held on July 11, 2002.
Motion carried 5-0.
- 02-147 IV. **Financial Statements: Robert Tessier**
Comptroller Tessier summarized the status of the FY 2002 budget statements to date: July 31, 2002.
- 02-148 V. **Statistics and Summaries: Debbie Moss**
Assistant Director Moss discussed the system statistics for the month of July 2002. A revised statistical format was presented. To remedy the door counter problems at Herndon, the door counter slated for South Creek will be installed at Herndon and a new one will be bought for South Creek.
- 02-149 VI. **Action Items**
- 02-150 A. **Consent Agenda**
- 02-151 1. **Lighting Controller Contractor Recommendation: John Claytor**
Trustee Kohler, seconded by Trustee Hudson, moved to approve the replacement of the Lighting Controller and the contract to replace the system in the amount of \$97,261 be awarded to Candela Controls.
Motion carried 5-0.
- 02-152 2. **Approval for Purchase of Security System and Materials Handling System for South Creek: Sally Fry**
Branch Administrator Fry gave a Power Point Presentation summarizing the 3M security system and digital equipment requested for purchase.

Trustee Hudson, seconded by Trustee Fernandez, moved to approve staff to purchase the 3M security system, self-check, digital wand system and radio frequency digital (RDF) tags (smart tags) in the amount of \$227,460.
Motion carried 5-0.
- 02-153 3. **Fees and Fines Structure Review: Debbie Moss**
Assistant Director Moss submitted the proposal for the revised Fees and

Fines Structure. She prefaced the summation by saying that the restructuring of the fees and fines is not an attempt to charge taxpayers for services that are already provided for free. The charges are for added value services – copies, faxes, etc.

Discussion ensued regarding the services provided for fee card holders and reciprocal borrower card holders. Comments were also made regarding the increase in the cost for the purchase of fee cards by out of district residents. Assistant Director Moss explained that the storytelling fee would only be charged to for-profit businesses and that the extended reference service fee is only for out of district users. It was mentioned that more specific parameters need to be defined in terms of the storytelling fee and the extended referenced service fee.

Mr. Rich Gause spoke regarding the revised fees and fines structure and indicated he favored postponing the decision for the storytelling and extended reference service fees. Mr. Gause provided a written copy of his comments and asked that these be included in the official record for the meeting. [*Please see attached.]

Trustee Kohler, seconded by Trustee Fernandez , moved to approve the staff recommendation to change the fees and fines structure with the exception of the offsite storytelling and the extended reference service charges. These items are to be better defined and brought back for the Board's approval.

Motion carried 4-1 with Trustee Hudson voting nay.

02-154

4. Digital Work Station Purchase: Debbie Moss

Assistant Director Moss explained the need for more digital workstations at each location in order to expand access for the public to the computer network. There was brief discussion regarding the number of internet access stations currently available.

Trustee Hudson, seconded by Trustee Kohler, moved to approve the staff recommendation for the purchase of 140 plus digital workstations at a cost not to exceed \$155,000.

Motion carried 5-0.

Trustee Hudson asked to bring another action item to the Board.

Trustee Hudson moved to ask the library staff to develop a plan to recruit professional librarians and to present that plan to the Board at the next meeting, and for library staff to give a report about the number of professional staff and any vacancies that have not been filled, as well as staffing levels, turnover of staff, recruiting and positioning of staff.

The motion died due to the lack of a second.

Trustee Brady requested to reverse Trustee Hudson's motion and instead asked for verification of the comments made by the public and staff.

Discussion ensued and Trustees Brady and Fernandez asked for the Library Staff to provide data such as patron complaints and the nature of such and information regarding the exit interviews when employees leave. Trustee Kohler indicated that staffing is a part of the strategic planning process. Trustee Kohler also commented that one issue may be that there are several small libraries that could be considered for consolidation.

Trustee Hudson rescinded the motion with the understanding that data will be provided at the next meeting.

02-155

B. Approval of Meeting Room Policy: Marilyn Hoffman

Community Relations Manager Hoffman presented the updated and finalized version of the Meeting Room Policy. Discussion ensued regarding room charges to nonprofit organizations and partnership ideas.

Trustee Hudson moved to amend the policy not to charge for non-profit organizations. The motion died due to the lack of a second.

Trustee Kohler, seconded by Trustee Brady, moved to approve the Meeting Room Policy
Motion carried 5-0.

02-156

C. Approval of Final Budgets for Fiscal Year Ending September 30, 2003: Robert Tessier

Comptroller Tessier presented and summarized the final budgets for the Fiscal Year ending September 30, 2003.

Trustee Kohler, seconded by Trustee Fernandez, moved to approve the final budgets for the Operating, Capital Projects, Main Debt Service, and Branch Debt Service Funds for the Fiscal Year ending September 30, 2003.
Motion Carried 5-0.

02-157

VII. Discussion and Possible Action Items

02-158

Reschedule of Branch Tour: John Martin

John Martin, Head of the Division of Branches, discussed with the Board the rescheduling of the Branch Tour. The original tour scheduled for July 18, 2002 was cancelled as Lieutenant Governor Frank Brogan visited the Children's Library of the Orlando Public Library that day.

01-159

VIII. Information

02-160

Director's Report: Debbie Moss for Mary Anne Hodel

Assistant Director Moss shared the following information:

! Plans are going well for the implementation of the use of a collection agency. A question and answer document has been provided to staff with talking points. We have begun to notify patrons at each checkout of our plans and have approved language on the letters which will go to patrons whose accounts will be reported. We are on target to begin reporting later this month.

- ‡ Ten qualified proposals have been received from architectural firms for the WOW space project. The first meeting is scheduled for August 12, 2002 to begin the review of the proposals. The intent is to bring a recommendation to the September Board meeting.
- ‡ The revised Winter Garden branch site plan featuring a pedestrian entrance on Plant Street has been received.
- ‡ The Library Administration was contacted by a reporter from the *Orlando Weekly* on August 8, 2002. They report that staff encouraged the paper to call regarding staffing of the Library system. Information was supplied to answer the questions that were asked by the reporter.
- ‡ The Library will observe Patriot's Day (September 11th) with a variety of programs which range from a blood drive to recognition of local firefighters and police officers. Staff are invited to dress in red, white and blue and the Library will provide all staff with 9/11 ribbons for display on that day.

- 02-161 **Visionary Highlights: Debbie Moss for Mary Anne Hodel**
Assistant Director Moss spoke briefly about the various Visionary Meetings that were facilitated by Bob Kodzis of Flight of Ideas.
- 02-162 **South Creek Project Summary and Update: John Claytor**
Planning and Development Officer Claytor updated the Board as to the status of the South Creek Branch. Questions were asked regarding the drainage problem and the anticipated cost to be incurred to resolve it.
- 02-163 **Staff Presentation: Summer Reading Program: Carolyn Rosenblum**
North Orange Branch Manager Carolyn Rosenblum summarized the Summer Reading Program with a Power Point Presentation.
- 02-164 **March 2002 Door Count Statistics Revised**
The corrected March 2002 Door Count Statistics were reviewed.

Closing Comments

Trustee Brady wanted to clarify that while it is important to hear from the staff, she does not want Mary Anne Hodel's authority to be usurped, especially since she is doing a fine job of running the Library System.

Trustee Brady reported on the progress of the Marketing Committee.

Trustee Fernandez thanked the two Orange County Library System Branch staff members who participated in the Central Florida Hispanic Community Fair held at Jackson Middle School.

IX. Adjournment

President Harbert adjourned the meeting at 9:18 p.m.

Next Meeting Dates: September 12, 2002, 7:00 p.m., Hiwassee Library; 2768 North Hiwassee Road; Orlando, Florida 32818; October 10, 2002, 7:00 p.m., Orlando Public Library - Albertson Room; 101 East Central Boulevard; Orlando, Florida 32801.

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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.

*Verbatim written comments have been included in the official record of this meeting as requested, see attached.

As requested, verbatim written comments have been included in the official record of the August 8, 2002 Orange County Library Board of Trustees meeting.

August 8, 2002

Orange County Library Board of Trustees:

We hope that you agree that our Orange County Library System must maintain a strong, professional staff, in adequate numbers, if it is to serve the needs of our ever growing population. Demand has steadily increased and two new branch libraries have been opened in the past three years as our numbers have dropped from 81 to 67.

Non-degreed, support staff are being used to do more and more professional duties and are even routinely assigned to staff reference desks in both branches and our main library.

The Coalition for Library Service requests that you ask Director Hodel to: 1) Restore the number of non-managerial, professional staff to 81, 2) Staff our branch libraries so that at least one librarian is available at the reference desk at all times and, 3) Halt the deprofessionalization of our Library by restoring traditional, professional duties to professional staff.

Statement of Van Church, Coalition for Library Service
Orange County Library System Board of Trustees meeting –
August 8, 2002

The large group you see at tonight's meeting are the charter members of a new organization called the Coalition for Library Service. Our group is made up of Library patrons, community activists and Library staff who are deeply concerned about the direction our Library is taking in staffing levels and the deprofessionalization (sic) of our staff.

In accordance with your established guidelines, several of our member/taxpayers, including one from a Congressional office, have requested the opportunity to briefly address this Board. We respectfully request that each be heard.

Professional librarians are being steadily replaced at our Library with non-degreed support staff. Our support staffers are vital to our operation but Director Hodel is increasingly requiring them to perform tasks for which they are unprepared and illequipped (sic). They are now routinely being assigned to staff reference desks in this building, an unthinkable proposition just a few years ago, and there are periods of hours on end that they are the only staff on hand at many of our branches. This isn't fair to them and it certainly isn't fair to our patrons who expect to be assisted by trained professionals who know their collections.

I asked Ms. Hodel if she would be willing to pay support staffers a median, librarians' hourly rate when an emergency required that they perform reference duties. She refused, saying it would be an "accounting nightmare." We know that such a plan could and would be quickly arranged if she saw it as a priority.

We regret having to bring these problems before this Board but, Director Hodel is clearly adamant about this course. I reminded her that the deprofessionalization (sic) of our Library runs counter to the teachings of every library school in the country as well as the historical and current position of the American Library Association. She told me that not everyone would agree with my position. I'm sure she's right but, we think the overwhelming number of our patrons, particularly the poor, those struggling for an education, minorities, parents helping their children with school assignments and those whose first language isn't English, will agree that we need to keep our Library professional so that they can get the competent (sic) assistance they need when they visit our facilities.

There is no budget problem at our Library necessitating this trend. As you know, due to our status as a special taxing district, our Library is one of the most generously funded in the country.

Our Coalition is not against change. We welcome improvements to our Library. We question, however, the wisdom for a 1.5 million dollar renovation of the first floor of this building when patrons are finding it increasingly difficult to get professional assistance. A beautiful building, funded by short staffing, may well land a photo of our management (sic) team on the cover of Library Journal but we think our patrons will recognize it as a symbol of poorly placed priorities if they can't get the professional help they expect and deserve when they visit us.

This is not a union/management issue. It's a taxpayer/management issue that our librarians' union is helping to coordinate. Union members are on the inside and in position to inform the public about what's happening to our Library.

The Coalition hopes this issue can be resolved (sic) tonight by your voting to ask Director Hodel to stop the deprofessionalization (sic) process, restore professional staffing to its April, 1999 level of 81 (our current level is 67) and see to it that our branch libraries have at least one, non-managerial professional on duty during all hours of operation.

We stand ready to discuss these issues with any of you, at any time.

I will now give each of you copies of several letters from Coalition members who could not be present, our recommendations for Board action tonight and a copy of my comments. I request that the text of all be entered into the minutes of this meeting.

To the Board of Trustees of the Orange County Library System

In my 32 years as a patron of the Orange County Library System, I've received excellent service. A library is more than shelves filled with books and media; it's a storehouse of knowledge. Without the expert assistance of professional librarians, only a small proportion of that knowledge is accessible to the patrons of the library.

Professionals who have degrees in library science are familiar with many different reference tools. These well-trained people teach us in turn how to find what we need to know in the quickest and most efficient manner. Without their expert help, patrons could spend hours in a frustrating and fruitless search.

Besides the all-important reference function, professional librarians do other vital work to keep materials up-to date, circulating, and available.

Any time you're making personnel decisions, please acknowledge the indispensable role played by professional librarians.

Marian Price

554 Lake Avenue
Orlando, FL 32801

August 8, 2002

August 8, 2002

I wanted to comment on the Library's current funding priorities and why they have the potential to be damaging to the Library's mission as a public institution dedicated to "the lifelong learning of its users."

I am a professor of Political Science at the University of Central Florida who conducts research at the Library and advises my students—most of whom are community members and residents of the Library's taxing district—to utilize the Library in their ongoing efforts to become informed citizens.

Public libraries are important institutions in this regard as they are designed to reflect the various needs of a diverse community through the provision of information sources and knowledgeable guidance regarding their usage. Skilled use of information sources is an important mechanism for understanding the complex world that we inhabit.

Recent policies adopted by the Library's administration, I regret, are serving to diminish this important function of the public library. The proposed plan for re-designing the Lobby and West Wing of the Main Library into a "WOW" space, while ignoring more fundamental aspects of Library operation that more closely serve the Library's mission, is indicative of this troublesome trend.

Library administrators have estimated that 1.5 million dollars of taxpayer money will be used for surface-level changes that will create "an attractively designed, experience-oriented place."

While no one will argue against the importance of aesthetics in public spaces, the amount of time and resources that are being appropriated for this project are entirely unwarranted when understood within the context of some of the library's more pressing needs, such as adequate professional staffing. The Building Plan states as a goal of the "WOW" space to "demonstrate our responsiveness to patron interests and demands." Let me suggest a more responsible way to meet that goal as well as to meet the library's stated mission of facilitating lifelong learning and personal growth and development.

As an educator, I can attest that the types of lifelong learning and personal growth and development supported by libraries are NOT contingent on pretty colors, television monitors, and "wayfinding" signage. Rather, these processes are dependent upon an educated, knowledgeable and professional staff of trained librarians and a robust collection.

The library administration is pursuing these expensive fluffy and superfluous aesthetic changes while failing to keep up with current patron demand for professional assistance in using the library's materials. This is shortsighted and an example of wasting governmental resources. If the library really wants to be a place of inspiration and learning, it should invest in the people who inspire learning and information retrieval—the professional librarian staff.

I encourage the Library Board to adopt a policy of staffing that increases the number of professional librarians with advanced degrees serving the Main Library and its Branches.

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.

Hugh Bartling
Assistant Professor
Department of Political Science
University of Central Florida
4000 Central Florida Blvd.

Orlando, FL 32816

August 6, 2002

Penny Beile, Head
Curriculum Materials Center
University Libraries
P.O. Box 162666
Orlando, FL 32816-2666

Orange County Public Library Board of Trustees
Ronald Harbert, President
Phyllis Hudson, Vice-President
Sara Brady, Trustee
Gloria Fernandez, Trustee
Tom Kohler, Trustee

Dear Board of Trustees,

Recently, I became aware of the Orange County Library's trends toward replacing professional librarians with library clerks, and overall reduction in staffing. As a librarian with twelve years of professional experience, who has worked diligently toward increased use of credentialed professionals, I find this development especially alarming. It has been well documented that the proliferation of electronic media exacerbates, rather than ameliorates, information inequities in society, and it is the direct responsibility of the public library to provide professional librarians who can meet the information needs of a diverse population such as that found in Orange County.

Certainly, I assume the Board has requested documentation regarding professional staffing standards as set by the American Library Association and have based levels on benchmarks from similar institutions. Therefore, based on this information, I urge you to consider and adopt at least the minimum staffing levels recommended by such action. It is irresponsible to both the library staff and the patrons you serve to fail to provide a staff adequately trained of with sufficient staffing levels to handle the demands of the job.

Thank you for your consideration,
Penny Beile

Donna Goda
P.O. Box 781306
Orlando, FL 32878-1306
407-695-1042 (H)
407-823-2590 (W)

July 30, 2002

To: Orange County Library System Board of Trustees
 Re: Professional staffing levels at Orlando Public Library

Ladies and Gentlemen:

When I learned of a proposed plan to replace librarians with other library staff who were not required to have a library science degree, the following saying came to mind: "if you think the cost of education is high, consider the cost of ignorance."

I have just begun my sixth year as an academic reference librarian. Prior to receiving my Masters in Library and Information Science degree and working at two universities, I worked for three years in a public library as an Adult Literacy Coordinator. I am currently a Reference Librarian at UCF and pursuing a doctorate in International Relations at FIU. It is difficult to decide which position has influenced me, for in every job (one each in California, Texas and Florida) I have seen the negative outcomes when municipal services provide the *least* they can get away with rather than striving to provide the citizens with the range of tools needed to be able to function in our rapidly changing and increasingly competitive world.

One of the most important contributions to be made by a professional librarian at the Reference Desk is the *ability to ask the right questions* when helping a patron with a topic unfamiliar to that person. Both professionals and staff may or may not have inherently good personality traits or have mastered certain technical competencies. But consider who (sic) you would rather have direct your medical care: a radiologist or a lab technician. Or contemplate who (sic) you would commission to produce an investigative report: a journalist or data-processor. In each case, the professional would be expected to have the broader base of experience to draw upon to produce the best possible outcome or solution to the problem at hand.

In a similar vein, I urge the Board not to narrow the range of options available to the Orlando community with specific regard to their access to information resources. Let Orange County offer its citizens the best possible services, not try to "get by" with the least possible. Such a service level is obtained by continuing to staff the Reference Desk with degreed librarians and fully supporting library operations with trained and fairly compensated staff at all levels.

Donna Goda
 Reference Librarian UCF

 August 2, 2002

Orange County Library Board
 c/o Van E. Church
 1306 Lake Margaret Drive
 Orlando, FL 32806-6300

Dear Mr. Harbert, Ms. Hudson, Ms. Brady, Ms. Fernandez, and Mr. Kohler,

For the last 25 years I have been a reference librarian at the University of Central Florida. A few days ago I was told about the staffing situation in your public library system and the upcoming meeting on August 8th (which I hope to attend). Though I have never worked in your system I hope you will not think it presumptuous of me to write this letter, giving you a somewhat different perspective than your staff might give.

My understanding is that you are beginning to staff your reference desks with clerks and reference runners. I hope you and Ms Hodel, your director, will reverse this trend.

In my reference desk work I view all libraries in Central Florida as being partners in supplying the information (and recreational reading and video) our patrons need. On an almost daily basis I make referrals to your system when we cannot quickly supply the needs of our patrons. "Our" patrons include non-affiliated community members as well as our primary clientele: UCF students, faculty and staff.

I have always believed that those patrons I refer would receive assistance from professional librarians when I send them to you. That is what the Orlando community expects and deserves. Having traveled extensively overseas, often visiting libraries there, I know that caring, well-trained professional staff is the hallmark of American libraries and is uncommon elsewhere. This staffing is part of what sets us apart.

Please continue to staff your reference desks with people trained to do the best job. Looking forward to the meeting. Please feel free to call me if you would find it useful.

Cordially,

Cheryl Mahan
 University of Central Florida Library
 P.O. Box 162666
 Orlando, FL 32816
cmahan@mail.ucf.edu
 407-823-5308 (work)
 321-452-5797 (home) (I am currently on leave until August 15th)

 August 7, 2002

Orange County Library Board
 C/o Van E. Church
 1306 Lake Margaret Drive
 Orlando, Florida 32806

Dear Board Members:

It has come to my attention that employees with no degree in library or information science are replacing professional librarians in your libraries. I hold an M.L.S. and have worked as a librarian for a total of 15 years in both public and academic libraries. I believe library patrons will be best served by personnel, who are caring, knowledgeable, and uphold a high standard of professional ethics. They are worth the extra money an organization must pay. Needless to say, a professional degree does not necessarily ensure these qualities. However, having used libraries in several states and in some other countries, nothing substitutes for highly trained professionals. With the proliferation of information, nothing is more important that (sic) a knowledgeable subject specialist who can separate the wheat for the chaff.

I work at the University of Central Florida Library and have often referred patrons to the downtown library for specific types of resources, namely local information, genealogy and legal resources. I believed patrons

would receive the best assistance there. However, I am concerned that now and in the future assistance may be substandard.

I hope you don't consider this speaking out of turn since I do not live in Orange County. However, if I were a resident of the county, I would be distressed if I knew you were making these personnel hiring decisions. With the recent hiring of Mary Anne Hodel, you now have a director who is interested in partnerships and will be a great asset to the citizens of Orange County. I am sure her knowledge and experience in Ann Arbor, Michigan, which is home to a prominent School of Information at the University of Michigan, will be a positive influence. I trust she and the Board will reconsider the current employee trends.

Sincerely,

Carole S. Hinshaw

Orange County Library System Board of Trustees

It has been brought to my attention there are many changes occurring in the library system that may not be in the best interest of the citizens in Orange County. Not everyone who walks through the doors of the library has the necessary experience in how to use the resources available. It is of the utmost importance the people who work in our library systems are professional and have the capability to help those who use the facility.

Those who have taken the time to earn a Master's Degree in Library Science are familiar with the complexity of such a large library system as ours. After all, going to the library for the typical person can be a very frustrating experience. If the employee who is asked for help is just as overwhelmed as the patron, the library will not only look bad but the patron might become discouraged in attempting to try again. The more experience the library staff has, the better the experience will be for the patron. Please do what you can to make sure Orange County can always count on having trained and dependable employees to help our children and others going there for information or entertainment.

Thanks so much.

Sincerely,
Patty White

Max Patrick Brown
224 Rogers Avenue
Macon, GA 31204
478-361-5272 (H)
478-471-2008 (W)

August 2, 2002

Dear Library Board of Trustees:

I am writing in regards to the proposed plan to replace professional librarians with people not trained in library science. Well into the second decade of my library career I know the value a graduate degree in library science holds.

My second career has been in nursing. As a professional nurse I could go on and on about the similarities between practicing nursing and librarianship. My nursing assistants can change adult diapers, give bed baths and take vitals (sic) signs, but they cannot function as a professional nurse, literally, figuratively, or legally. We can assume that after years of experience a nurses (sic) aid might be able to change a dressing, but, would you want a nurses (sic) aid changing your child's dressing, or a qualified professional? Would you want an untrained orderly treating your mother or father in a nursing home? My guess is no.

Ladies and gentlemen, reflect on your own professions. Would you want a paralegal fresh out of school to draw up your will? Do you want your child to be taught by a teachers (sic) aid or a teacher licensed by the state of Florida? Would you take the investment advice of a bank teller over that of a person with an MBA in finance? All of us would rather have the more qualified individual. Why would you consider replacing MLS degreed librarians with non-degreed people?

The patrons of the Orange County Library System deserve first-rate library service. Please do not lower the level of access to information to Orange County Library System patrons by replacing their librarians with unqualified non-degreed people.

Max Patrick Brown
 Librarian, Macon State College
 Macon, Georgia

 August 8, 2002

Orange County Library Board
 President Ronald Harbert
 Vice President Phyllis Hudson
 Trustee Sara Brady
 Trustee Gloria Fernandez
 Trustee Tom Kohler

I am writing out of concern for the Orange County Public Library, its librarians and its patrons. I have been a librarian for 13 years and worked as a reference librarian in a public library for 2 years early in my career. I understand that a trend had developed in Orange County to hire clerks to staff the reference desks at the main and branch libraries. While I am sure cost-savings is at the heart of this matter and money is a huge concern in running the public library system in the county, I would urge the board to consider the long-term damage to the library profession caused by this practice and the short-term implication for library service.

There is a reason librarians are required to earn a master's degree before being hired as librarians. While clerks can learn some skills on the job, there is a large body of knowledge gained by acquiring the degree. The library board is expected to value that knowledge and compensate the librarian for acquiring that knowledge. The library profession as a whole is damaged when library boards devalue the very thing that makes the library more (sic) just a repository of resources. The knowledge, skills, and dedication the librarian brings to the institution should not only be valued, but also be a requirement in every attempt to sow (sic) quality into the fabric of the institution. The long-term implications are that the library will move down a different path than it would have with librarians at the reference desks, and I imagine morale among those

librarians who remain at the library will further deteriorate. Steering a course through rough financial waters has never been easy, but I urge you to take the long view of where you would like the library to be, and chart a course away from mediocrity and towards quality.

Thank you for your time and consideration.

Sincerely,
Elizabeth K. Killingsworth
2758 Chaddsford Circle #200
Oviedo, FL 32765

Mrs. Lynne M. Phillips
2529 Leeward Way
Winter Park, Florida 32792

Dear Ms. Hudson,
Perhaps you remember me from when I was a librarian at Rollins College, 1970-1994.

I have over thirty years in the profession having worked in universities, college and public libraries in Texas, Arizona and Florida as a reference librarian. I took early retirement from Rollins in 1994. Although not active in our profession I have kept up with things happening in the area. I have been aware of the policy at Orange County of replacing professional librarians with clerks. Librarians with a Masters degree, diverse backgrounds and education provide a level of service that clerks can not (sic).

I strongly urge the Board to adopt the recommendations with regard to the staffing and maintenance of professional librarians.

Sincerely,
Lynne M. Phillips
Associate Professor and Reference Interlibrary Loan Librarian Emerita
Rollins College
Winter Park, Florida

Orange County Library System, Board of Trustees meeting, 8/8/02

Fees and Fines Structure Review

I'm speaking in favor of option 2, suggesting that you approve most of the increases in fees and fines, but that you table until the next board meeting the decisions about fees for offsite storytelling and out-of-district reference questions on the fourth page. That would probably mean delaying implementation of those particular fees until after the beginning of your fiscal year, but that shouldn't cause a problem.

Storytime is a core service of this public library. You may want to have guidelines about minimum attendance for you to send a storyteller offsite but seeking opportunities to reach children with literature should be your prime goal, not recovering the costs. If a daycare center makes a business decision to discontinue storytelling because of the \$75/half hour cost, those children will be the ones who suffer.

Regarding fees for extended reference questions:

I am concerned that imposing this \$40/hour fee on questions that go beyond quick answers harms the spirit of cooperation and public service that is a hallmark of public libraries. You serve as a regional resource library in Florida, receiving state and federal funds. Librarians in neighboring communities refer their users to you when their questions require more extensive resources. You also receive some out-of-state questions from former residents, future residents and tourists. Imposing this fee may hurt the good will that has been generated for this library from years of exceptional service.

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

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Financial Statements:
Robert Tessier**

**Orange County Library System
Financial Statement Highlights
Eleven Months Ended August 31, 2002**

Revenues

PC Pass

On June 17th we started charging patrons who did not have a Library card a fee for using our computers. The public computers are a limited resource and the intent of the charge was to better allocate their usage. The \$5 fee allows the patron without a library card to use the computers for seven consecutive days from the date of purchase. Through the end of August we have collected \$8,130 from this new charge.

Miscellaneous

This account is used for revenues which don't easily fit in any other category. Since these revenues vary from year to year, we really don't have an accurate way of budgeting how much we will receive each year. Through the end of August we are below where we should be at this point in the year based on a pure numerical calculation. However, according to the terms of our lease, the Town of Windermere reimburses us for the cost of the utilities we pay for the Windermere branch. This should be approximately \$8,000 and will be reflected in the final balance in the Miscellaneous Revenues account.

Investments in WorldCom – Defined Benefit Pension Plan

The assets of the Library's Defined Benefit Pension Plan (Plan) are invested in the General Account, two fixed income separate accounts, and an equity index separate account offered through The Hartford. We asked The Hartford to determine the extent of Plan assets which we invested in WorldCom. Of the four investment vehicles where Plan assets were invested, The Hartford indicated only the equity index separate account had invested in some WorldCom securities. However, WorldCom was not a major holding in this separate account. Further, only approximately 2% of the Plan assets were invested in the equity index separate account. Accordingly, any losses relating to WorldCom are negligible to the Plan.

ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Eleven Months Ended August 31, 2002

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>% RCVD (11 months=92%)</u>
AD VALOREM TAXES	20,640,121	20,818,244	100.9%
INTERGOVERNMENTAL			
State Aid	1,752,099	1,637,933	93.5%
Literacy Grant	25,000	25,000	100.0%
Law Collection Fees	210,000	247,045	117.6%
	<u>1,987,099</u>	<u>1,909,978</u>	<u>96.1%</u>
CHARGES FOR SERVICES			
Fee Cards	16,000	16,521	103.3%
PC Pass	0	8,136	
Classes	0	20	
Copy & Vending	160,000	144,061	90.0%
Meeting Rooms	0	30	
	<u>176,000</u>	<u>168,768</u>	<u>95.9%</u>
FINES			
Fines	450,000	455,477	101.2%
Lost Materials	40,000	47,397	118.5%
	<u>490,000</u>	<u>502,874</u>	<u>102.6%</u>
MISCELLANEOUS			
Interest Earnings	450,000	304,919	67.8%
Rents	6,000	0	0.0%
Book Sales	22,000	23,843	108.4%
Computer Disk Sales	0	2,314	
Contributions - Friends of Library	75,000	90,730	121.0%
Contributions - Others	3,000	7,128	237.6%
Telephone Technical Discount	0	34,302	
Miscellaneous	30,000	17,157	57.2%
	<u>586,000</u>	<u>480,393</u>	<u>82.0%</u>
TRANSFER FM TAX COLLECTOR	170,000	0	0.0%
TOTAL REVENUES	<u><u>24,049,220</u></u>	<u><u>23,880,257</u></u>	<u><u>99.3%</u></u>

ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND EXPENDITURE SUMMARY
Eleven Months Ended August 31, 2002

	<u>ANNUAL</u> <u>BUDGET</u>	<u>YTD</u> <u>ACTUAL</u>	<u>% EXPEN</u> <u>(11 months=92%)</u>	
PERSONAL SERVICES				
Salaries (Sick Leave Payout=\$24,981)	10,164,109	9,053,561	89.1%	
Medicare Taxes	147,381	129,352	87.8%	
DCP - Retirement Contributions	1,260,352	1,193,360	94.7%	
DBP - Retirement Contributions	612,077	624,584	102.0%	*
Life and Health Insurance	1,059,164	1,020,562	96.4%	*
Worker's Compensation	101,644	108,904	107.1%	*
Unemployment Compensation	9,806	4,241	43.2%	
	<u>13,354,533</u>	<u>12,134,564</u>	<u>90.9%</u>	
OPERATING				
Professional Services	140,000	134,175	95.8%	*
Other Contractual Services	440,000	333,653	75.8%	
Other Contract. Serv.- Janitorial	212,000	185,580	87.5%	
Travel	75,000	69,583	92.8%	
Telecommunication	228,000	171,627	75.3%	
Delivery and Postage	806,000	826,766	102.6%	*
Utilities	678,000	497,456	73.4%	
Rentals and Leases	1,008,000	912,228	90.5%	
Insurance	97,000	100,486	103.6%	*
Repair and Maintenance	419,000	429,200	102.4%	*
Repair & Maint. - Hardware/Software	121,000	91,357	75.5%	
Copying/Printing	100,000	94,770	94.8%	*
Property Appraiser's Fee	240,000	234,644	97.8%	
Tax Collector's Fee	425,000	407,231	95.8%	
Contingency	300,000	0	0.0%	
Supplies	519,000	427,714	82.4%	*
	<u>5,808,000</u>	<u>4,916,470</u>	<u>84.6%</u>	
CAPITAL OUTLAY				
Building and Improvements	1,280,000	256,178	20.0%	
Equipment and Furniture	410,000	224,760	54.8%	*
	<u>1,690,000</u>	<u>480,938</u>	<u>28.5%</u>	
LIBRARY MATERIALS				
Materials - Rest. Contributions	32,000	31,802	99.4%	
Materials - Literacy	25,000	25,567	102.3%	*
Materials - Law	210,000	216,276	103.0%	*
Materials - Other	3,485,000	3,090,612	88.7%	*
	<u>3,752,000</u>	<u>3,364,257</u>	<u>89.7%</u>	
TRANSFER TO BR DEBT SERV FUN	416,779	416,779	100.0%	
TOTAL EXPENDITURES	<u>25,021,312</u>	<u>21,313,008</u>	<u>85.2%</u>	

*= Expect to over spend the budget for this account

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Statistics and Summaries:
Debbie Moss**

STATISTICAL SUMMARY JULY 2002

Circulation and Door Count trends:

The trend line for Circulation continues to increase at a rate higher than that for the same period last year. Door Count has joined that trend for July.

Library Activities:

Though program attendance was up for July 2002 it did not particularly increase proportionately to the increased number of programs offered. We have added class attendance this month as a total separate from programs. We plan to place a greater emphasis on providing computer related instruction in a variety of areas and hope to see real growth in this area.

The June to July growth in hits to www.ocls.info is the largest month to month growth we have seen in several months. The number of "hits" from inside our libraries is slightly higher than that for outside users. Other than an increase in overall use, no particular area of our website seems to have generated the bulk of the increase.

Circulation Statistics by Location:

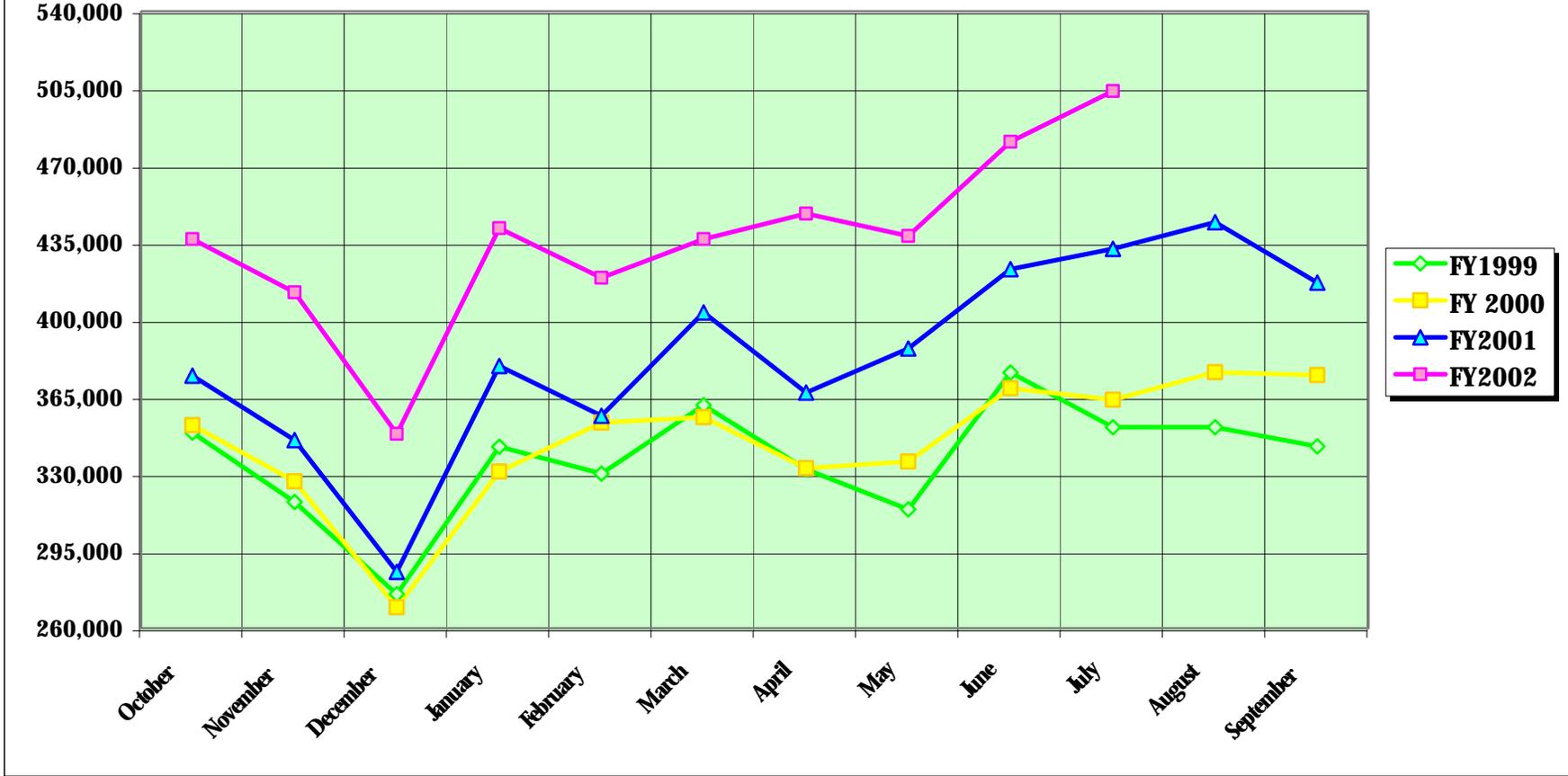
Edgewater has been regularly reporting door counts higher than circulation which is not the norm. There have been theories in the past but we are likely onto an explanation now. We think that ingress and egress patterns are causing a higher door count. We only have a counter on the "entrance" door but many patrons use this door to exit as well. We will be working with some new door count configurations to see if we are on to something.

Herndon is testing a new format of door counter. Southeast as noted on the table also has an estimate due to an equipment failure.

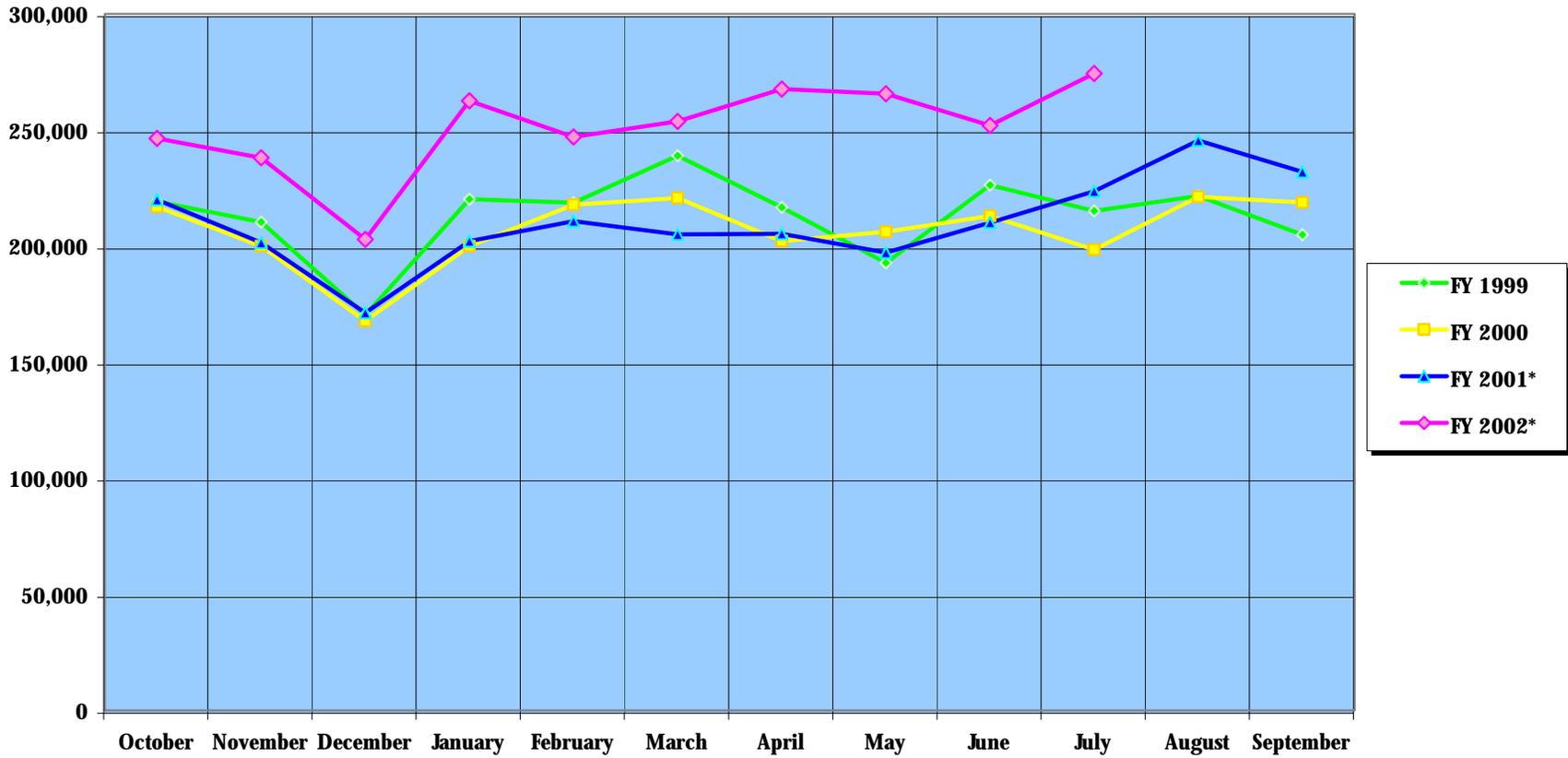
OCLS.INFO:

Overall increase in use as reflected in "hits to website" figure.

ORANGE COUNTY LIBRARY SYSTEM CIRCULATION Fiscal Year 1999 Through Fiscal Year 2002 TO Date



Orange County Library System Door Counts Fiscal Year 1999 through Fiscal Year 2002 To Date



Orange County Library System: Circulation Report FY 2002 YTD & FY 2001

	Oct-01	Oct-00	Nov-01	Nov-00	Dec-01	Dec-00	Jan-02	Jan-01	Feb-02	Feb-01	Mar-02	Mar-01
Circulation												
Main	124,566	106,044	116,678	100,283	99,520	84,490	125,822	109,378	114,597	106,034	123,470	116,492
Branches	275,563	231,508	255,888	210,537	216,320	172,826	277,390	230,922	262,535	216,528	270,520	246,786
MAYL	36,464	32,777	35,295	30,163	27,818	24,008	38,303	34,235	37,985	30,089	37,896	33,757
Talking Books	4,686	4,325	4,612	4,411	4,606	4,321	4,963	4,509	3,901	3,708	4,699	4,321
Total	441,279	374,654	412,473	345,394	348,264	285,645	446,478	379,044	419,018	356,359	436,585	401,356
Door Count												
Main*	69,586	69,398	64,382	64,842	56,016	52,295	77,445	60,548	72,235	61,603	74,501	50,291
Branches	176,850	150,489	173,592	136,653	146,875	118,999	185,176	141,509	174,735	149,069	179,271	154,746
Total	246,436	219,887	237,974	201,495	202,891	171,294	262,621	202,057	246,970	210,672	253,772	205,037

	Apr-02	Apr-01	May-02	May-01	Jun-02	Jun-01	Jul-02	Jul-01	Jul % of Change	Aug-02	Aug-01	Sep-02	Sep-01	YTD 2002	FY 2001
Circulation															
Main	125,080	106,599	117,546	106,569	130,299	115,757	140,094	122,514	14.35%		118,907		114,952	1,217,672	1,308,019
Branches	280,997	222,543	278,846	240,604	303,950	226,282	312,491	226,570	37.92%		278,919		263,260	2,734,500	2,767,285
MAYL	38,109	33,425	37,558	35,151	42,918	36,941	46,961	38,683	21.40%		41,451		34,425	379,307	405,105
Talking Books	3,951	4,332	4,078	4,586	3,526	3,974	4,164	4,400	-5.36%		4,961		4,147	43,186	51,995
Total	448,137	366,899	438,028	386,910	480,693	382,954	503,710	392,167	28.44%		444,238		416,784	4,374,665	4,532,404
Door Count															
Main*	76,978	53,844	73,048	50,491	80,010	60,646	75,891	60,646	25.14%		60,647		60,647	720,092	705,898
Branches	190,788	151,464	192,491	146,678	171,919	149,444	198,496	162,922	21.83%		184,826		171,252	1,790,193	1,818,051
Total	267,766	205,308	265,539	197,169	251,929	210,090	274,387	223,568	22.73%		245,473		231,899	2,510,285	2,523,949

*Estimates due to equipment failure.

Orange County Library System: Library Activities Report FY 2002 YTD & FY 2001

	Oct-01	Oct-00	Nov-01	Nov-00	Dec-01	Dec-00	Jan-02	Jan-01	Feb-02	Feb-01	Mar-02	Mar-01
Program Attendance Total	12743	11,377	12,075	11,091	7,587	7,214	9,200	7,311	8,515	9,363	10,371	11,700
Total # of Programs	367	282	291	279	294	208	296	235	276	246	358	326
Class Attendance												
Total # of Classes												
QuestLine	10881	8,806	9,950	7,983	8,466	6,222	12,338	9,212	11,871	8,816	11,726	9,784
Hits to Website	N/A	4,091,966	N/A									
Online Database Usage	24,735	20,553	28,860	18,876	19,425	14,531	22,543	15,601	26,969	19,560	32,797	19,567
P.C. Sessions		N/A		N/A								
Number of Registered Cards in the System	216,209	204,050	218,252	203,745	219,757	203,933	220,764	203,612	221,441	203,753	222,360	204,008

	Apr-02	Apr-01	May-02	May-01	Jun-02	Jun-01	Jul-02	Jul-01	June % Of Change	Aug-02	Aug-01	Sep-02	Sep-01	YTD 2002	FY 2001
Program Attendance Total	11,304	9,946	8,152	10,768	10,925	12,963	11,873	10,618	11.82%		8,808		9,246	102,745	120,405
Total # of Programs	338	286	296	283	308	315	352	296	18.92%		305		263	3,176	3,324
Class Attendance							38	N/A	N/A						
Total # of Classes							7	N/A	N/A						
QuestLine	12,145	9,644	10,804	9,200	11,315	9,292	12,147	9,956	22.01%		9,956		11,418	111,643	110,289
Hits to Website	4,571,875	N/A	4,402,725	N/A	4,352,049	N/A	5,047,880	N/A	N/A		N/A		N/A		N/A
Online Database Usage	33,319	17,864	23,637	12,749	21,226	12,817	21,669	13,038	66.20%		13,266		20,313	255,180	198,735
P.C. Sessions	N/A	N/A	48,558	N/A	44,601	N/A	44,695	N/A	N/A		N/A		N/A		N/A
Number of Registered Cards in the System	223,703	204,191	225,511	204,757	229,957	207,054	233,403	209,022	11.66%		210741		N/A		

Orange County Library System: OCLS.INFO Report FY 2002 YTD & FY 2001

02-171

	Oct-01	Oct-00	Nov-01	Nov-00	Dec-01	Dec-00	Jan-02	Jan-01	Feb-02	Feb-01	Mar-02	Mar-01
Online Catalog Searches	164088	119,692	150,693	103,459	106,900	79,908	160,286	122,679	149,492	113,429	151,689	137,239
Online Renewals	34934	25,166	33,545	25,400	30,781	21,782	33,527	23,706	34,505	24,534	38,379	28,018
Online Reference Questions	197	177	298	132	329	123	462	166	586	171	427	203
Online Requests	21583	15,025	20,210	13,039	17,357	10,332	26,217	17,458	22,367	14,806	24,369	16,491
Online Suggestions	63	49	166	38	160	37	127	36	101	48	89	44

	Apr-02	Apr-01	May-02	May-01	Jun-02	Jun-01	Jul-02	Jul-01	July % of Change	Aug-02	Aug-01	Sep-02	Sep-01	YTD 2002	FY 2001
Online Catalog Searches	163,152	124,339	152,814	121,381	169,928	134,125	165,432	142,150	16.38%		152,546		147,075	1,534,474	1,498,022
Online Renewals	39,348	26,385	40,364	26,611	41,242	28,257	48,583	30,778	57.85%		31,987		31,399	375,208	324,023
Online Reference Questions	360	196	416	181	483	177	487	194	151.03%		187		179	4,045	2,086
Online Requests	27,011	14,673	27,068	15,658	30,086	16,289	30,086	16,312	84.44%		17,829		15,804	246,354	183,716
Online Suggestions	108	52	84	55	86	52	74	64	15.63%		65		46	1,058	586

**Orange County Library System
Circulation Statistics
July 1, 2002-July 31, 2002**

Location	Days Open	Circulation Total	% of Total	Year Ago	Gain (Loss)	% Gain (Loss)	Total Visits	Year Ago	Gain (Loss)	%Gain (Loss)
Main*	30	140,094	27.81%	122,514	17,580	14.35%	75,891	60,646	15,245	25.14%
Books by Mail	26	46,961	9.32%	38,683	8,278	21.40%	N/A	N/A	N/A	N/A
Talking Books	26	4,164	0.83%	4,400	(236)	-5.36%	N/A	N/A	N/A	N/A
West Oaks	26	31,406	6.23%	N/A	31,406	N/A	17,512	N/A	N/A	N/A
Herndon**	26	35,425	7.03%	29,647	5,778	19.49%	21,255	16,541	4,714	28.50%
Alafaya	26	42,562	8.45%	38,932	3,630	9.32%	17,737	16,436	1,301	7.92%
Southeast	26	27,316	5.42%	24,860	2,456	9.88%	21,646	18,750	2,896	15.45%
Hiawasse	26	20,940	4.16%	24,510	(3,570)	-14.57%	16,591	15,663	928	5.92%
Southwest**	26	33,025	6.56%	30,796	2,229	7.24%	20,715	16,296	4,419	27.12%
Edgewater	26	22,257	4.42%	21,391	866	4.05%	25,339	19,576	5,763	29.44%
North Orange	26	30,328	6.02%	28,112	2,216	7.88%	13,906	12,482	1,424	11.41%
South Orange	26	29,560	5.87%	27,907	1,653	5.92%	15,351	15,947	(596)	-3.74%
South Trail	26	14,139	2.81%	13,582	557	4.10%	11,419	10,121	1,298	12.82%
West Orange	21	9,312	1.85%	11,368	(2,056)	-18.09%	5,417	6,000	(583)	-9.72%
Windermere	21	10,901	2.16%	10,381	520	5.01%	5,684	5,252	432	8.23%
Wash. Park	21	5,320	1.06%	5,084	236	4.64%	5,924	4,990	934	18.72%
Total	405	503,710	100.00%	432,167	71,543	16.55%	274,387	218,700	55,687	25.46%

*Main FY 2001: Door Count estimates due to equipment failure.

**Herndon & Southwest FY 2002: Door Count estimates due to equipment failure.

**Orange County Library System
Online Database Usage Statistics**

02-171

NUMBER OF SEARCHES

	OCT	NOV	DEC	Jan 2002	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	YTD
ALL DATA ONLINE								976	944	1,310			3,230
ANCESTRY PLUS					139	197	91	373	230	232			1,262
ASSOC. UNLIMITED	359	258	270	259	370	300	333	454	343	404			3,350
BIO & GENEALOGY	353	384	253	104	221	241	190	234	143	283			2,406
BIO RESOURCE CTR	4,381	4,281	3,555	4,184	7,020	4,924	4,417	4,111	2,081	2,604			41,558
BUS & COMP RES CNTR	1,631	3,529	1,915	2,846	1,992	2,715	2,965	2,266	2,370	211			22,440
D&B INT'L BUS LOCATOR		73	101	133	260	164	130	213	171	152			1,397
FIRST SEARCH	3,136	2,620	2,000	3,197	2,975	3,195	3,048	2,867	2,683	2,373			28,094
GEN. REF CTR GOLD	5,307	7,033	4,204	4,731	6,120	6,839	9,356	4,373	4,464	4,434			56,861
HLTH REF CTR	447	428	189	318	560	532	365	210	199	140			3,388
HLTH & WLLNSS RES CTR	2,230	1,770	1,284	902	1,576	3,251	3,061	2,675	2,417	2,461			21,627
LEARN A TEST								Not yet available	589	282			871
LIT RESOURCE CTR	3,575	5,205	2,554	2,329	2,357	4,552	4,507	2,068	1,010	1,931			30,088
NEW YORK TIMES					135	167	89	271	141	323			1,126
NOVELIST				111	384	2,609	1,204	718	618	496			6,140
ORLANDO SENTINEL	2,243	2,347	2,062	2,358	1,795	2,155	2,246	1,749	2,161	2,023			21,139
POEMFINDER			626	501	211	282	233	377	528	527			3,285
STORYFINDER					54	n/a	143	192	*	*			389
SIRS	1,073	932	412	570	800	674	941	486	1,078	1,483			8,449
TOTAL NUMBER OF SEARCHES	24,735	28,860	19,425	22,543	26,969	32,797	33,319	24,613	22,170	21,669			257,100

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Action Items

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Consent Agenda

- 1. Approval of Board of Trustees Meeting
Schedule: FY 2003**
- 2. Approval of Holiday & Closed Days
Schedule: FY 2003**
- 3. No Show Fee for Classes**
- 4. Plan Amendment – Defined Contribution
Plan**

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Approval of Board of Trustees
Meeting Schedule: FY 2003**

**Meeting Schedule for the Orange County Library District Board of Trustees
2002 - 2003**

All meetings are scheduled for 7:00 p.m. the second Thursday of the month.

**October 10, 2002
Orlando Public Library – Albertson Room
101 E. Central Blvd.
Orlando, FL 32801**

**November 14, 2002
North Orange Library
1211 E. Semoran Blvd.
Orlando, FL 32703**

**December 12, 2002
Orlando Public Library – Albertson Room
101 E. Central Blvd.
Orlando, FL 32801**

**January 9, 2003
South Creek Library
1702 Deerfield Blvd.
Orlando, FL 32837**

**February 13, 2003
Orlando Public Library – Albertson Room
101 East Central Blvd.
Orlando, FL 32801**

**March 13, 2003
Edgewater Library
5049 Edgewater Dr.
Orlando, FL. 32810**

**April 10, 2003
Orlando Public Library – Albertson Room
101 E. Central Blvd.
Orlando, FL 32801**

**May 8, 2003
West Oaks Library
1821 E. Silver Star Rd.
Ocoee, FL 34761**

**June 12, 2003
Orlando Public Library – Albertson Room
101 E. Central Blvd.
Orlando, FL 32801**

**July 10, 2003
Southwest Library
7255 Della Dr.
Orlando, FL 32819**

**August 14, 2003
Orlando Public Library – Albertson Room
101 E. Central Blvd.
Orlando, FL 32801**

**September 11, 2003
Southeast Library
5575 S. Semoran Blvd.
Orlando, FL 32822**

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 American 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 Library Business Office on the fifth floor of the Main Library in person or by phone at 407/835-7323.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Approval of Holidays and
Closed Days: FY 2003**



101 East Central Boulevard
Orlando, Florida 32801-2471
phone: 407.835.7311
fax: 407.835.7648
website: ocls.info

Mary Anne Hodel,
Library Director, Chief Executive Officer

Holidays & Closed Days: Fiscal Year 2003 October 1, 2002 – September 30, 2003

Holidays	Dates	Additional Days Library will be closed (schedules to be adjusted)
		Monday, November 11, 2002 – Library Staff Enrichment Day
Thanksgiving Day	Thursday, November 28, 2002	
Christmas	Wednesday, December 25, 2002	Tuesday, December 24, 2002 – Library closes at 1:00 p.m.*
New Years	Wednesday, January 1, 2003	Tuesday, December 31, 2002 – Library closes at 5:00 p.m.**
Martin Luther King Jr.'s Birthday	Monday, January 20, 2003	Sunday, January 19, 2003
Easter		Sunday, April 20, 2003
Memorial Day	Monday, May 26, 2003	Sunday, May 25, 2003
Independence Day	Friday, July 4, 2003	
Labor Day	Monday, September 1, 2003	Sunday, August 31, 2003

* Library closes at 1:00 p.m. The work-day is four hours. Starting time is department specified. All absences will be prorated based on an 8 hour day.

** Library closes at 5:00 p.m. The work-day is seven hours. Starting time is department specified. All absences will be prorated based on an 8 hour day.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

No Show Fee for Classes

“No Show” Fee for Classes

I. **PROBLEM STATEMENT**

With the growing demand for computer classes offered at the Library we find that “no shows” are a problem.

II. **EXECUTIVE SUMMARY**

Increasingly, classes are filling up quickly. In August we filled 7 of 11 classes offered here at Main within the first week of the month. We end up turning away others who are interested and then having those who have signed up fail to come to a class for which they have registered.

III. **BACKGROUND**

We will be offering nearly 20 classes in September and anticipate that number being closer to 30 in October. Clearly one way to meet our demand is to offer MORE! We also want to make sure that we are providing access in the fairest possible manner.

The Library would like to institute a fee of \$5.00 for those patrons who register for a class and fail to call and cancel within 24 hours of the class. When patrons register, in person, over the phone or eventually online, they will be notified of the fact that if they are unable to attend they must cancel within 24 hours. If they do not cancel within that time frame, a \$5.00 fee will be assessed to the patron’s library account.

IV. **OPTIONS**

The Library has identified 2 options.

Option 1. Do nothing.

Advantages: Patrons who are willing to come in and gamble on there being “no shows” may be able to attend at the last minute.

Disadvantages: We end up turning away patrons who have a genuine interest because we have taken a reservation for someone who does not end up showing up.

Option 2: Charge \$5.00 fee for no shows.

Advantages: We dedicate class space to those who are committed to attending.

Disadvantages: Some patrons will not appreciate the need for a fee and there will be some additional record keeping for staff.

V. **RATIONALE**

Option 1 does not address the concern of interested patrons being turned away unnecessarily.

Option 2 is the preferred option. It gives prior knowledge to the patron of the need to cancel a reservation classes.

VI. RECOMMENDATION

Staff asks that the Board approve Option 2 which provides for the application of a fee of \$5.00 to any patron's account when that patron does not cancel a reservation for a class 24 hours before that class is scheduled. This policy would take effect with reservations taken on or after October 1, 2002.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Plan Amendment – Defined
Contribution Plan**

Second Amendment to Defined Contribution Plan

I. Problem Statement

The Defined Contribution Plan (Plan) needs to be amended to provide employees and their beneficiaries greater flexibility with respect to distributions from the Plan.

II. Executive Summary

The Second Amendment provides for the following:

- Allows former employees who have account balances in excess of \$5,000 the option of leaving the funds in the Plan. (Account balances of \$5,000 or less would be distributed.)
 - Allows beneficiaries who have account balances in excess of \$5,000 the option of leaving the funds in the Plan until the fifth anniversary of the employee's death. (The IRS requires that the funds be distributed by this anniversary.)
- Our pension attorney, David Pearson, prepared the Second Amendment, which is attached to this Problem Statement.

III. Background

The Plan was established in lieu of participation in Social Security. Currently, the Library contributes 7.5% of each employee's salary into the Plan. Since its inception in the early eighties, lump sum distributions from the Plan were mandatory once the employee terminated his employment from the Library. The former employee did not have the option of leaving his funds in the Plan and withdrawing them at a future date. During the process of converting the Plan to a self-directing concept, ICMA recommended we give former employees, who have account balances in excess of \$5,000, this option. Similarly, beneficiaries of employees who have died and have account balances in excess of \$5,000 could be given the option to leave the funds in the Plan for up to five years.

IV. Options

Staff offers the following options with respect to the Second Amendment to the Plan.

Option 1:

Amend the Plan as noted in the Executive Summary above.

Advantage:

Provides employees and their beneficiaries another option with respect to distributions from the Plan. Some employees will become very knowledgeable of the investment choices offered by ICMA and thus be comfortable leaving the funds in the Plan.

Disadvantage:

The Library and the Plan Administrators are fiduciary responsible for the Plan assets. The more money in the Plan, the greater the liability. Allowing former employees to leave funds in the Plan will increase this liability slightly.

Option 2:

Don't amend the Plan.

Advantage:

Does not increase liability to the Library and Plan Administrators.

Disadvantage:

Does not provide employees and their beneficiaries another option with respect to distributions from the Plan.

V. Recommendation

Staff recommends that the Library Board approve the Second Amendment, which is Option 1. The Second Amendment would provide employees and their beneficiaries greater flexibility with respect to distributions from the Plan without additional cost to the Library. Some former employees would take advantage of this new option and leave their funds in the Plan. The increased liability associated with these assets is not expected to be significant.

**SECOND AMENDMENT TO
DEFINED CONTRIBUTION PLAN AND TRUST
FOR EMPLOYEES OF ORANGE COUNTY LIBRARY DISTRICT
(AS AMENDED AND RESTATED EFFECTIVE JANUARY 1, 2002)**

Orange County Library District (the "Employer"), and **Mary Anne Hodel, Robert Tessier and Carla Fountain** (jointly the "Trustee") hereby agree and consent this 12th day of September, 2002 to amend the "Defined Contribution Plan and Trust for Employees of Orange County Library District (As Amended and Restated Effective January 1, 2002)" (the "Plan"), as follows:

1. Effective October 1, 2002, subsection (c) of Section 6.3 is deleted and new subsections (c) and (d) are appended to Section 6.3 to read as follows:

(c) Accounts over \$5,000. Notwithstanding subsections (a) and (b) above, if the Participant's Account exceeds \$5,000, the Participant or Beneficiary, as the case may be, must consent in writing to the distribution of the Account.

(d) Procedure. The Administrator shall furnish the Participant (or the Beneficiary of a deceased Participant) with the terms, conditions and form of payments from the Plan, and all administrative forms necessary to enable the Participant or Beneficiary to receive the distribution, including an election to roll over the distribution in accordance with Section 6.5. The Administrator shall provide the Participant or Beneficiary with a notice of distribution at least thirty (30) days and not more than ninety (90) days prior to the distribution, as required under Code Section 402(f). The 30-day period in the preceding sentence may be waived by the Participant or Beneficiary in accordance with Treasury Regulation Section 1.402(f)-1.

2. Effective October 1, 2002, Section 7.3 is amended to read as follows:

7.3 Death Distribution Provisions. Upon the death of a Participant, the Participant's Account shall be distributed in accordance with Section 6.3(a) no later than December 31 in the calendar year containing the fifth anniversary of the Participant's death.

* * *

Except as herein above modified and amended, the Plan and Trust shall remain unchanged and shall continue in full force and effect.

Signed, sealed and delivered
in the presence of:

EMPLOYER:

Orange County Library District

_____ By: _____

Its: _____

Witnesses as to Employer

TRUSTEE:

_____ Mary Anne Hodel

Witnesses as to Trustee

_____ Robert Tessier

Witnesses as to Trustee

_____ Carla Fountain

Witnesses as to Trustee

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Liability Carrier Change

Liability Insurance Carrier Change

I. PROBLEM STATEMENT

Our current liability insurance carrier, Montgomery, is not renewing insurance policies for its customers in the State of Florida. Our current coverage expires on September 30, 2002. The Library requires adequate insurance against public liability and property damage. Therefore, we must change liability insurance carriers for the fiscal year beginning October 1, 2002.

II. EXECUTIVE SUMMARY

The Library's general liability insurance needs have been handled by our agent, Tucker & Branham. Each year this agency solicits bids from insurance carriers, and makes recommendations to the Library as to coverage, costs, and carriers. This year Tucker & Branham solicited quotes from the following carriers: Chubb, Zurich, Travelers, Hartford, Safeco, Fireman's Fund, and St. Paul companies. The first four declined to provide quotes for various reasons. Only one complete quote (Safeco) has been received thus far but two others may still be forthcoming.

III. BACKGROUND

For the past several years the Library has opted to remain with Montgomery (formerly One Beacon, CGU, and Commercial Union) as its primary carrier. It has offered the most consistent coverage at the lowest premiums. The Library has used Tucker & Branham as its insurance agent for nearly a decade, and has been satisfied with the claims handling, reporting, and consulting services it has provided. Events of September 11, 2001 have had an extraordinary impact on insurance premiums. For the current fiscal year, the Library's general liability and property damage premiums were approximately \$63,000. The quote provided by Safeco for next fiscal year is \$91,000 or a 44% increase.

IV. OPTIONS

The following options are offered for consideration.

Option 1: Don't purchase liability and property damage coverage.

Advantages:

1. The Library will save the annual insurance premiums.

Disadvantages:

1. Without liability and property damage coverage the Library will be at risk for potentially serious loss.

Option 2: Award the liability and property damage coverage to Safeco based on the quote of \$91,000 received by Tucker & Branham.

Advantages:

1. The Library will continue to have liability and property damage coverage.

Disadvantages:

1. Tucker & Branham may receive a qualified, lower quote from the two remaining carriers.
2. The premium quoted by Safeco is approximately 44% higher than the current year's premium.

Option 3: Wait until additional quotes, if any, are received from remaining two carriers. Tucker and Branham may have more quotes by the date of the Board meeting. Evaluate all quotes received and award the policies to the most favorable carrier in terms of price and coverage based on a recommendation from Tucker & Branham.

Advantages:

1. The Library will continue to have liability and property damage coverage.
2. Tucker and Branham may receive a lower quote from one or both of the remaining carriers.

Disadvantage:

1. Currently, Tucker & Branham has not received quotes from the other carriers and it is possible they may not have received them by the date of the September Board meeting.

V. RECOMMENDATION

In order to get the best coverage at the lowest price, staff recommends Option 3. Staff will request that Tucker & Branham recommend a carrier based on the quotes received.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**WOW Space Architect
Recommendation:
Introduction – Gregg Gronlund
Presentation – John Claytor**

Architect Selection for Main Library WOW Space

I. PROBLEM STATEMENT

An architect needs to be selected for the WOW Space.

II. EXECUTIVE SUMMARY

The Library has determined that the renovation of the 1st Floor West Wing and Lobby of the Main Library is a priority project for next fiscal year. The intent of the project is to draw more of the community into the Library by creating a new space, which is both exciting and inviting. The budget for this project is \$1,500,000, including architectural services and furnishings.

A Selection Committee was formed to recommend a ranking of architectural firms to the Library Board.

III. BACKGROUND

Florida Statute 287.055 outlines the process for the acquisition of professional services, including architectural. The Selection Committee for the ranking of architectural firms for the WOW space consisted of the following:

Tom Kohler, Library Board of Trustee
Mary Anne Hodel, Director
Debbie Moss, Assistant Director
Katherine Robinson, Division Head
John Martin, Division Head
Bob Tessier, Comptroller
Ben Garcia, Graphic Artist
John Claytor, Planning & Development Officer

The Selection Committee followed the procedures outlined in the Statute. An advertisement seeking architectural proposals was placed in the Orlando Sentinel, Florida Times-Union (Jacksonville), Miami Herald, and Florida Administrative Weekly. In addition, an advertisement was posted in the 'Dodge Room', a national service for construction related projects. Eleven architects provided proposals by the due date. In addition to a number of local firms, we also received proposals from firms in Chicago and Miami. Based on the proposals received, the Selection Committee short listed four firms and asked each to make a formal presentation outlining their initial design concepts for the WOW space. Each presentation was limited to one hour, including a 20-minute question period. Each firm had a different way to approach the project and a variety of ideas about how to create the "WOW" factor.

The Selection Committee ranked the four short listed firms in the following order.

1. HKS Architects, Inc.
2. Borrelli & Associates
3. Powell Design Group
4. VOA Associates, Inc.

IV. OPTIONS

Staff offers the following options for the selection of an architect for the WOW space.

Option 1:

Abandon the WOW project.

Advantage:

The \$1,500,000 budgeted for the project would be available for other projects.

Disadvantage:

The WOW project is an important piece of the Library's plan to bring newer services to the community in an environment which is both exciting and inviting.

Option 2:

Approve the Selection Committee's ranking of the four firms, authorize staff to negotiate a contract for architectural services, and authorize the Director to execute the contract. If a contract cannot be negotiated with the number one ranked firm, staff would then open negotiations with the number two ranked firm and so forth.

Advantages:

1. WOW project is budgeted for next fiscal year and the selection of an architect allows the project to move forward.
2. This option supports the recommendation of the Selection Committee, which reviewed the proposals from all the firms and heard presentations from the four short listed firms.

Disadvantage:

Funds spent on the WOW space would not be available for other projects.

Option 3:

Change the Selection Committee's ranking of the four firms, authorize staff to negotiate a contract for architectural services, and authorize the Director to execute the contract.

Advantage:

The WOW project is budgeted for next fiscal year and selection of an architect allows the project to move forward.

Disadvantages:

1. Funds spent on the WOW space would not be available for other projects.
2. Changing the ranking would be contrary to the recommendation of the Selection Committee.

V. RECOMMENDATION

Based on its review of all the proposals received and its participation in the presentations from the four short listed firms, the Selection Committee recommends Option 2. Further, authorization is requested for staff to negotiate a contract in accordance with Florida Statute 287.055 and allow the Director to execute it. Negotiations are to begin with the number one ranked firm. If a contract cannot be negotiated with the number one ranked firm, negotiations will be opened with the number two ranked firm and so forth. Prior to executing a contract, the Director will review the negotiated fee with the President of the Library Board.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Privacy Policy: Debbie Moss

Privacy Policy

I. **PROBLEM STATEMENT**

The Library does not currently have a privacy statement for the public regarding Library use of information.

II. **EXECUTIVE SUMMARY**

The Library needs to develop a privacy policy or statement for the public which outlines specifically what their expectations can be regarding use of any personal information provided to the Library.

III. **BACKGROUND**

The State of Florida has a very strong confidentiality law which protects personal information provided to the Library and information regarding individual use of the Library.

The Library is also beginning to more actively gather e-mail addresses. We will provide "account alerts" to patrons via e-mail to remind them that material is coming due so that they have the opportunity to renew before the due date. We will also be providing notices of upcoming events via e-mail. We also hope to soon provide online registration. Some users are reluctant to provide e-mail addresses or other personal information online without specific knowledge regarding how that information will be used.

The Library would like to provide the public with a Privacy Statement online which will reassure them regarding our position on their privacy. It is very common to see such statements on a variety of web sites. We don't want the public to presume that the lack of such a statement on our website is any indication of a lack of interest in privacy.

IV. **OPTIONS**

The Library has identified two options.

Option 1. Do not establish a policy.

Advantages: No new policy to keep updated. We still have the Florida Statute on Confidentiality of Library Records on which to rely.

Disadvantages: Patrons cannot see spelled out in plain English our commitment not to share their personal information or e-mail addresses. If they don't see that assurance, they may be reluctant to take advantage of certain electronic library services.

Option 2: Establish a Privacy policy.

Advantages: A policy clearly states the Library's intentions and can serve to reassure and inform the public.

Disadvantages: Library would have less flexibility to make changes as policy requires changes to be posted so patrons can opt out.

V. RATIONALE

Option 1 does not change how we handle the confidentiality of library records. Florida Statutes guarantees that.

Option 2, the preferred option, provides the public with a privacy statement in a format with which they are familiar and will hopefully provide them with the confidence to register online and provide e-mail information to the Library in order to help them enjoy more Library services.

VI. RECOMMENDATION

Staff recommend that the Board approves Option 2.

Orange County Library System Privacy Policy

The Orange County Library System is committed to protecting the privacy of your personal information as well as information regarding your individual use of the Library or its services. The policy outlined below addresses some specific privacy concerns.

Information We Collect

The information collected by the Library is limited to what we believe is necessary or useful to conduct Library business. Personal information gathered such as name, address, phone number and driver's license number are gathered for the purpose of identification and accountability for use of Library materials.

Records of Library use (i.e. amount of or titles of materials checked out and returned or services used) are maintained only for the purpose of statistics. The Library may ask for an e-mail address for the purpose of sending electronic overdue notices, program announcements or other Library news.

From time to time, we may use personal information for new unanticipated uses not previously disclosed in our privacy notice. If our information practices do change, we will post the policy changes on our website to notify you and provide you with the ability to opt out of these new uses. If you have any concerns about how your information is used, please contact us at info@ocls.info.

Protecting Information About You

Personal information requested by the Library and information regarding a card holder's use of the Library is protected by Florida Statute 257.261. According to this statute this information may be turned over to a third party for the purpose of collecting materials, fines or fees owed the Library.

When we ask you to provide information such as an e-mail address or other contact information in order to assist us in answering inquiries, that information will be maintained for Library purposes only.

The Library will not sell, lease or otherwise share any personal information to outside parties except as outlined above or unless required by law.

Use of the Library's Web Site

When you visit the Library's web site, we collect and store only information to measure the number of visitors to different areas of our sites to assist us in making our sites more useful to you. This information includes:

- The address (IP) of your computer or internet provider
- The date and time you accessed our site
- The Internet address of the web site that referred you to our site.

The Library's web sites use "cookies" to allow you access to certain functions (such as the on-line catalog and electronic resources, etc) within our sites. These cookie files do not capture any personal user information (such as e-mail address or user passwords). Some of our subscription databases such as Learn A Test do use "cookies".

Some of the Library web sites/pages contain links to external sites not maintained by the Library. The Library cannot be responsible for your privacy when you disclose information to outside web sites. It is your responsibility to protect your personal information.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Discussion and Possible
Action Items**

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Information

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Director's Report

Director's Report Sept 2002

! The Library has received a notice of an award for \$3000 from the Oracle Company's Local Community Partners Program for Color Your World With books.

! During the next several weeks, Candela Controls will be replacing the lighting control system in the Main Library. This work will happen in stages, beginning with the west wing. Candela will be coming in very early in the morning to shift the lights to 'ON' only, bypassing the old control panel. This project should be completed by the end of September.

! July was the first month we started selling **both** donated and withdrawn material in Branches. Early indications are the program is off to a great start. The total dollar amount of sales was \$2700 up from \$1000 last year. At some locations the year to year comparisons were startling. Last July, South Trail sold \$12 worth of material, this July \$170. The average per Branch is \$205/month with the highest single Branch total being \$358.

! To support the United Way employees were encouraged to wear a funny hat to work and to donate one dollar to the United Way campaign. A number of employees participated and we had some innovative newsy hats. Employees will be encouraged to participate by wearing their favorite funny socks to work on 17 September and donate a dollar to the United Way.

! Library logo golf shirts are available in the Friends third floor Bookstore for \$17.00.

! OCLS is offering CPR classes to interested employees. Instructors from the Orlando Fire Department will teach the four-hour certification class. Each participant will receive a completion card that can be renewed every 2 years. The class will be held on Tuesday 9/24 and Wednesday 9/25 from 1-5. Classes are free but registration is required. Plastic guards will be provided by OCLS for all employees who are enrolled in the class.

! 17 Sept 9:15 to 12:15 is the first of the half day branch tours for Board members.

! The old LAW desk on the 4th floor will be removed and the current Genealogy desk placed at the entrance to the 4th Floor Reference area facing incoming patrons on Saturday, September 7th. This work will begin after closing and will be completed before the CM staff leaves at midnight. The desk will be ready for the public when we open on Sunday. Patrons seeking assistance in either Genealogy or Law will be able to find it in one location, making for a more efficient delivery of service.

! The transition to ICMA for the Library's Defined Benefit Plan for employees is moving forward. There are educational meetings planned for the end of September for employees to learn about investing and the self directed defined contributions. These will be conducted by ICMA's representative Steve Brindle. Individual meetings with Mr. Brindle will be scheduled for all employees who are interested.

! **101 East** is the name the library's video taping and editing unit has given themselves. Members of this team are; Jim Myers, Brad Frost, Andrew Toutain, Sherri Chambers.

Future plans include a 30 second library commercial, a testimonial featuring our Tell Your Library Story contest winners, a library values video , and internet training.

! Technical Services has begun to use a new piece of equipment which allows them to clean and check errors on up to 100 Compact Discs at one time. The machine reviews all the loaded CD's and then sorts them into "clean and OK" and "not OK" groups.

! Touch Poll, the company from who we bought our portable touch screen survey equipment, came by and filmed a Library staff member (Craig Wilkins) using their hardware and software for a marketing video which they are producing. We tried to make sure our new logo was prominently featured in the shot! We will be creating our first Spanish language survey with in the next month!

! The Director will be meeting with all staff who are interested in attending an informal Muffins with Mary Anne meeting early in the day on 11 Sept. and again at a brown bag lunch on 16 Sept.

! The Director has been asked to serve on the Urban Libraries Council' Forecasting Strategy Group. The charge to the group is to develop and recommend to the ULC Board strategies, projects, and activities which inform ULC members' understandings of forces and factors which will significantly affect urban libraries in coming years. And to create connections between urban libraries and key participants in various arenas of significant change

! Staff Association will be sponsoring Arts and Appetizers on 14 September at 6:30 p.m. at the West Oaks branch. This is an opportunity for all staff to show case their crafts, creations, hobbies or collections and enjoy staff created appetizers.

! On Saturday 7 September the West Orange Library is hosting a Saluting Our Community Heroes program to express their appreciation for the local police and fire/rescue teams, as well as a remembrance of those who gave their lives on 11 Sept. The Winter Garden mayor will read a proclamation. The branch is collecting stories of appreciation from patron and local citizens and messages of appreciation on large easel paper. The Library is presenting certificates to representatives of to the following organizations:

Ocoee Fire Rescue Department
 Ocoee Police Department
 Winter Garden Police Department
 Orange County Sheriffs Office
 Winter Garden Fire Department
 Oakland Police Department
 Orange County Fire Rescue Department

Many thanks to Glenda Houck and her staff for taking the initiative and making this community event a reality.

! In remembrance of September 11, The Library has asked employees to wear patriotic colors that day. The Library has also provided employees red, white and blue ribbons to wear on that day.

! “Saturday Matinee at the Movies” will happen at Washington Park branch every Saturday starting 7 Sept. South Orange Branch starts Thursday evening movies 12 Sept. North Orange Branch will also be participating. Other branches are making plans for movie programs as well.

Programs and Events:

August

Friends of the Library Second Saturday Program with author Kevin McCarthy entertained 76 people learning about Florida & the Sea.

Children, dressed as princesses and princes, and their parents Read with Belle from *Beauty and the Beast* brought to us by Disney on Ice...150 attended.

The Children’s Book Sale in the Friends Third Floor Bookstore was a huge success...earned over \$2300.

September

On Sunday, September 8, we celebrate International Literacy Day with the newest Orlando Magic player Ryan Humphrey encouraging children to Read to Achieve at a special program in the Children’s Department.

One Book, One Community: Central Florida Reads Rocket Boys by Homer Hickam kicks off on Sunday, September 15, 2:30 a.m. at the Orlando Public Library featuring NASA Astronaut Sam Durrance speaking. All month the Libraries will feature Kennedy Space Center speakers and Community Read-Alouds.

On Saturday, September 14, 10:00 a.m., Orlando Public Library, explore *Deep Cuba: The Inside Story of an American Oceanographic Expedition* with author Bill Belleville.

Many Library programs are scheduled in remembrance of September 11, including What America Means to Me; Community Heroes; Celebrate Heroes; and Choices Discussion Series.

Annual Fall book Sale in the Friends Third Floor Bookstore, Orlando Public Library, Friday, September 20, 10 am – 5 pm and Saturday, September 21, from 9:30 am – 5 pm.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Staffing of Librarians:
Mary Anne Hodel**

Staffing of Librarians

At last month's meeting, the board asked for additional information about the library's staff. There have also been allegations made in the local press by a group calling themselves "Coalition for Library Services" which is being organized and controlled by the chief steward for the professional staff union at OCLS. I offer the following points to help clarify the issues.

Staffing at the Library:

Historical view: Actual staffing levels over the last four years

	Aug 1998	Aug 1999	Aug 2000	Aug 2001	Aug 2002
Bargaining Unit - Librarians	75	72	67	63	64
Bargaining Unit - Other	n/a	8	9	8	5
Management	37	41	44	47	51
Clerical	200	203	195	208	211
Total	312	324	315	326	331
FTE	284	303.5	294.5	303.5	305.5
F/T Turnover Rate	1.9%	1.8%	1.1%	1.4%	.04%

Although librarians are biggest group, 21 different positions are included in the bargaining unit.

Quality of Librarians/ Qualifications of Librarians:

The 64 librarians currently on the payroll today are a mix of Master of Library Science degreed librarians and Bachelor Arts/Science degreed employees in various disciplines. The breakdown is as follows:

MLS

MLS Librarians: 22 (33.3%)

BA/BS

Non-MLS Librarians: 42

Managers with MLS: 31

They all claim the mantle of librarian and they all enjoy the same benefits and privileges afforded them by their union contract. We are glad the librarians are interested in improving the professionalization of the staff. In an effort to keep the professional ranks at the highest possible levels, the library will only be hiring MLS degreed librarians for all future librarian positions.

Scheduling:

- Currently, we try to schedule so that a librarian is available in each branch during hours we are open to the public. However, due to unexpected absences it is impossible to assure that a librarian will be available at all times at every service point. Clearly, we base staffing levels on the norm rather than the exception.

- Staffing at branches is stretched. To help remedy this we have recently transferred 3 librarians to branches. This was an action that was grieved by the SEIU. In their impact statement, they cited negative effects of being transferred to branches as the unavailability of restaurants, and missing the comradeship of their colleagues downtown. The subject of Service to the public was curiously lacking.

□ Scheduling at Branches:

AM Shift	Monday				Tuesday				Wednesday				Thursday				Friday				Saturday			
Dept.	Mg	AM	L	S	Mg	AM	L	S	Mg	AM	L	S	Mg	AM	L	S	Mg	AM	L	S	Mg	AM	L	S
Alafaya		1	1	2.5	1			4	1			3		1	1	4	1		2	4		1	2	4.5
Edgewater	2		1	1		1		2	1	1		4		1		2	1	1		2			1	3
Herndon			1	3		1	1	3	1	1		3	1	1		3			1	2	1		1	3
Hiawasse	1			3			1	3			2	1	1			3			1	3	1			3
N Orange			1	2			1	2			2	2	1			2	1		1	2			2	2
S Orange			1	3			1	3		1	1	2			1	2	1	1		3		1	2	2
S East			1	2.5	1			2.5	1		1	3.5			2	2.5			2	4			2	5
S Trail			1	2			1	3			2	3	1			2			1	2			1	3
S West			2	2			1	2	1			2	1		1	2	1		1	2			1	2
Wash Pk								1.5	1		1	2	1		1	1.5			1	1			1	2
W Oaks			1	3.5			1	3			1	3.5	1			3	1		1	4	1	1		3
W Orange					1			1.5			1	2.5	1			2	1		1	2.5			1	2
Windermere							1	2				2.5			1	1.5			1	2				2.5

PM Shift	Monday				Tuesday				Wednesday				Thursday				Friday				Saturday																											
Dept.	Mg	AM	L	S	Mg	AM	L	S	Mg	AM	L	S	Mg	AM	L	S	Mg	AM	L	S	Mg	AM	L	S																								
Alafaya	1		1	4		1		2.5		1	1	4	1		1	2.5																																
Edgewater		1		2	1		1	2			1	1			1	3																																
Herndon	1	1		2	1			2			1	2			1	2																																
Hiawasse			1	2	1			2	1			2			1	2																																
N Orange			1	2			1	2	1			2			1	2																																
S Orange	1	1	1	2	1	1	1	2	1		1	3	1	1	1	2																																
S East	1		1	3			1	4			1	3			1	3																																
S Trail			1	3	1		1	2			1	2			1	2																																
S West	1			2	1		1	2			2	2			1	2																																
Wash Pk							1	0.5																																								
W Oaks		1				1				1	1			1	1																																	
W Orange							1	2	1			0.5			1	1																																
Windermere					1			1.5			1	0.5				1.5																																
Total Staff working	Managers				13				Managers				15				Managers				15				Managers				9				Managers				6											
	Librarian/ Youth Spec				16				Librarian/ Youth Spec				16				Librarian/ Youth Spec				21				Librarian/ Youth Spec				18				Librarian/ Youth Spec				13				Librarian/ Youth Spec				14			
	Support				46.5				Support				57				Support				33				Support				35				Support				33.5				Support				37			

Mg= Manager, AM= Assistant Manager, L=Librarian/Youth Specialist, S= Support Staff

□ **Scheduling at Main:**

AM Shift	Sunday				Monday				Tuesday				Wednesday				Thursday				Friday				Saturday			
Dept.	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C
AL			3	2	1		2	1	1		1		1		2				2	2	1		3	2			2	2
BS			3	1	1		3		1		2	1	1		2	1	1		3		1		4	1			3	1
CH			ST	1			ST	1			ST	1			ST	1			ST	1			ST	1			ST	1
Gen/Law	1	1		2		1	1	1			1	3	1			3			2	2	1		2	2			2	2
SS			6	1	1		1	1	1		2	1			2	1			2				2	1			3	1
QL	1		4		1		6		1		7			1	6		1	1	6		1	1	6			1	4	

PM Shift	Sunday				Monday				Tuesday				Wednesday				Thursday				Friday				Saturday			
Dept.	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C	DH	AM	L	C
AL							3	3			3	3			2	1	1		1	1								
BS							2				2				2				2	1								
CH							ST				ST		1		1	ST			1	ST								
Gen/Law							1	2			1	2	1	1	1	1	1			1								
SS							3				3		1		1	1			1	1								
QL						1	1			1	1		1		1				2									

Total Staff working	Managers	3	Managers	6	Managers	5	Managers	8	Managers	6	Managers	5	Managers	2
	Librarian/Storyteller	19	Librarian/Storyteller	30	Librarian/Storyteller	30	Librarian/Storyteller	25	Librarian/Storyteller	26	Librarian/Storyteller	23	Librarian/Storyteller	16
	Support	7	Support	9	Support	11	Support	9	Support	9	Support	6	Support	6

DH = Department Head
 AM = Assistant Manager
 L = Librarian
 ST = Librarian/Storyteller
 C = Clerk

**Exit Interviews:
Bargaining Unit
2000 – 2002**

Summary of Answers to Open-Ended Questions

What did you like best about working at OCLS?

Opportunities for advancement; not paying social security; vacation
Training, meetings, access to info, storytellers
Yes
Learning the job, patrons and staff.
Staff
The public
Co-workers
Stress free; gratification of helping patrons
Librarians
Enjoyed being a part of my department. Ms. Field is a great director, very inspiring to work for.
Professional Staff
Working w/ great people
The people. It's like a little family.
The money
All the opportunities I was given to gain skills in librarianship as well as technology
The job itself – helping – steady work – enjoyed it
Challenging work. Supervisors were flexible and understanding, easy to talk to. Incredible staff.
Working with the public and with kids.
Other librarians.
Learned so much. Given Opportunity to gain new skills by working in several different locations. Enjoyed meeting and helping patrons and working with the outstanding staff

What did you like least about working at OCLS?

SEIU
Union Scene
Transfers to different areas were frozen due to union negotiations
Photocopiers and the change in nature of our patrons
Lack of Salary Increases
No answer
Being harassed by patrons
Feeling like a clerk; menial tasks including signing people on the computer
Negative energy of the union campaign
Lack of flexibility in the Library's vision being promoted on all levels. The staff do not feel or act as a team.
Management's lack of support and appreciation for professional staff
Ongoing negotiations
The union situation was a shame. Seemed to divide a lot of people.
The hours, the physical work environment and the slow pace
Working nights and weekends
Inconsistencies from manager to manager. All procedures should be the same system wide
Walking from the parking garage
Things that are not flexible. Part time hours would be a good thing. Giving more options to the employees (e.g., if you have insurance elsewhere, you could trade for something else.)
The hierarchy.
Amount of time spent signing up and monitoring computers

Do you have any suggestions for improving work procedures, or the work environment at OCLS?

More IS staff
No
Upgrade computer system
Resume departmental rotations; more directed supervision of new hires by managers; long range planning for near site parking; automation of computer time limits and printing functions by software
Hire p/t librarians; create an incentive not to use sick leave
Another computer at the front desk
Part time would be nice for people that have families
No
Hire a mediator to speed up the (negotiating) process.
Develop a strategic plan in upper management that clearly provides a tool to staff and managers to work toward a common goal or objective.
You hire good staff. Give them the responsibility to do their job
More communication w/ management and rest of staff
No. Everything is fine.
Carpeting and front desk; more efficient ordering of supplies
Cleaning up the DRA catalog would be helpful. Believe OCLS has strong grasp of offering quality service. Small tension due to the recent events of creating a union.
Didn't like punctuality policy.
More communication and more professional staff.
More open two way dialogue between staff and administration. Believe it has improved.

Is there anything you would like to add? (personal comments or explanations).

Would be great to have reimbursement for sick leave
Enjoyed it.
Should explain more the effect of the union
Need to continue to improve our web page.
I wish OCLS the best
There should be an area in the lounge where the union papers are kept and another area for non-union papers
Librarians don't know where they stand; you could probably get rid of two librarians and add more clerks.
I have very strong feelings about the library, but I am leaving and it's water under the bridge now.
Enjoyed working here and would like to thank the library.
Have enjoyed the people and do not regret any parts of my experience.
Enjoyed working w/ staff and patrons
I really enjoyed working here. If the opportunity presented itself and was good, I would apply and be willing to return.
No
Extend borrowing privileges to retirees that live out of the service area.
Very disappointed to be leaving.
Enjoyed working here.
Admin should be aware that many patrons are low income who lack computers and DVD players. Learn a test is a wonderful database. But some patrons can only use it at the library for the hour limit because they don't have computers at home.
I really enjoyed working here.

Summary of Exit Interviews:

Exit Interview Summary: Bargaining Unit 2000-2002

Employee Month/Year of Separation	Reason for Leaving				OCLS Feedback							
	Another job?	More Pay?	Better Benefits?	Different Job Duties?	Satisfied w/ Pay?	Benefits?	Hours & Working Conditions?	Job Duties & Responsibilities?	Opportunity for advancement?	Proper training, tools and equipment?	Treated fairly by mgr?	Get along w/ co- workers
1	No (Relocating)				Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	No (moving out of state)				Yes	Yes	Yes	Yes	Yes	Yes	Yes	
3	Yes	Yes	Same	Yes (Ref + Collection Dev)	No (didn't like freeze)	Yes	Yes	No – would have liked off desk time	Yes	Yes	Yes	
4	another field)				No answer	Yes (though vesting period for DBP needs to be shortened)	Yes (though has noticed a change in the patrons, e.g., transients, which creates stress	Yes (though has noticed Librarians are being asked to do more clerical functions)	No (thinks employees should be able to advance w/o the MLS)	Yes (though wants better copiers and faster computers)	Yes	Yes
5	Yes											
6	Yes	No answer	No answer	No answer	No	Yes	Yes	No	No	Yes	Yes	Yes
7	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
8		Yes (e.g., same pay; will work less hours)			No	Yes	No	No (felt like a babysitter for the computers)	No	Yes	Yes	Yes
9	Yes	Yes	Different	Yes	Yes	Yes	OK	No (felt more like a clerk)	Yes	Yes	Somewhat	Yes
10	Yes											
11	No				No	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Employee	Reason for Leaving				OCLS Feedback							
	Another job?	More Pay?	Better Benefits?	Different Job Duties?	Satisfied w/ Pay?	Benefits?	Hours & Working Conditions?	Job Duties & Responsibilities?	Opportunity for advancement?	Proper training, tools and equipment?	Treated fairly by mgr?	Get along w/ co-workers
12	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	No/Yes	Yes/No	Yes
13	Yes	Yes	No	Yes	No	Yes	No	No	No	No/Yes	Yes	Yes
14	No (relocation)				No	Yes	Yes	Yes	No	Yes	Yes	Yes
15	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
16	yes	Yes	Different	Yes	Yes	Yes	No (didn't like hours or location)	Yes/No – understood them, just didn't like the work itself	Yes	Yes	Yes	Yes
17	Yes	No	No	Yes (media specialist)	No	Yes	No (didn't like nights and weekends)	Yes	Yes	Yes	Yes	Yes
18	No				Yes	Yes	Yes (would like cushion in the carpet)	Yes	Yes	Yes	Yes	Yes
19					Yes	Yes	Yes	Yes (except I signed more people on the computer than expected)		Yes (could have used another computer at Reference desk)	Yes	Yes
20					Yes	Yes	Yes	Yes		Yes	Yes/No (conflict w/ previous manager)	Yes (though didn't like people at one location)
21			same		No	I liked them better before we changed to United.	Yes	Yes	Yes	Yes	Yes	Yes
22					Yes	Yes	Yes	Yes		Yes. Could have used more computers in workrooms	Yes	Yes

Recruitment:

The library recruits for positions internally on the staff web site and on the library's website: www.ocls.info as well as on numerous library related websites such as CFLC (Central Florida Library Consortium), and Florida Library Jobline. We also advertise in the Orlando Sentinel and at the various library schools, if the position is that of a librarian. We have also sent representatives to various library schools to participate in job fairs and interview recent and forthcoming MLS graduates. The library has also conducted its own job fair for librarians.

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**South Creek Project Summary
and Update: John Claytor**

South Creek Project Summary

Aug 31, 2002

<u>CATEGORY</u>	<u>ORIGINAL BUDGET APPROVED 6/8/2000</u>	<u>Revised BUDGET</u>	<u>EXPENDED TO DATE</u>
Land	522,768.74	522,768.74	522,768.74
Architect/engineer	100,000.00	100,046.38	97,746.38
Construction			
Contractor	1,700,000.00	1,661,614.00	1,659,668.06
Carpet		29,339.69	29,339.69
Impact & Permit Fees	140,000.00	110,000.00	108,401.62
Testing	8,000.00	25,000.00	21,686.25
Other	19,231.26	19,231.26	8,553.53
	<u>1,867,231.26</u>	<u>1,845,184.95</u>	<u>1,827,649.15</u>
Contingency	150,000.00	71,999.93	
TOTAL PROJECT	<u><u>2,640,000.00</u></u>	<u><u>2,540,000.00</u></u>	<u><u>2,448,164.27</u></u>

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Additional Information

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

Patron Comments

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

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the printed version of the Board
Packet to be provided at the
meeting.**

**Orange County Library System
Board of Trustees Meeting
Thursday, September 12, 2002**

**Correspondence from Cherry,
Bekaert & Holland, CPA Firm
RE: Audit of Fiscal Year ending
September 30, 2002**

**Orange County Library System
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Thursday, September 12, 2002**

**Additional information included in
the printed version of the Board
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meeting.**

**Orange County Library System
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Thursday, September 12, 2002**

**Correspondence from Orange
County Attorney's Office
RE: Transfer of the Law Library
to FAMU**

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**Staff Presentation: Community
Visioning Session Video
Presentation – Jim Myers**