

**Orange County Library System
Board of Trustees**

Board Packet for July 2003



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

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

July 3, 2003

To: Thomas R. Kohler, President
Phyllis Hudson, Vice President
Gloria Fernandez, Trustee
Sara R. Brady, Trustee
James B. Tyson, Trustee Designate

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

From: Mary Anne Hodel, Director

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 7:00 p.m., Thursday, July 10, 2003, at the **Alafaya Branch Library; 12000 East Colonial Drive; Orlando, Florida 32826;** 407.249.6180 or 407.835.7323.

If any board member has an item to be brought up for discussion, please call Milinda Neusaenger prior to the meeting, 407.835.7611.

cc: Ronald Rogers, Liaison, Membership and Mission Review Board – Orange County
Nadeem Battla, Liaison, City of Orlando

AGENDA
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
July 10, 2003
Alafaya Branch Library
12000 East Colonial Drive
Orlando, Florida 32826
407.249.6180

03-131 I. **Call to Order**

03-132 II. **Public Comment**

Public comments of items listed on the agenda will occur just prior to the Board's discussion and possible action of the agenda item. Public comments of items not listed on the agenda will occur at the end of the meeting agenda.

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

03-133 III. **Approval of Minutes**

03-134 **Library Board of Trustees Meeting: Thursday, June 12, 2003**

03-135 IV. **Staff Presentation: Hogwart's 101**

03-136 V. **Financial Statements and Summaries: June 2003**

03-137 VI. **Statistics and Summaries: May 2003**

03-138 VII. **Action Items**

03-139 **Non-Consent Agenda**

03-140 Loan Refinancing and Future Borrowings: Robert Tessier

03-141 Automation System Purchase: Debbie Moss

03-142 VIII. **Discussion and Possible Action Items**

03-143 Strategic Plan Quarterly Update: Phyllis Hudson

03-144 Fundraising Possibilities

03-145 Alcoholic Beverage Policy

03-146 IX. **Information**

- 03-147 **Director's Report**
- 03-148 **Hogwart's 101 Comments**
- 03-149 **Winter Garden Project Summary**
- 03-150 **Library Central Project Summary**
- 03-151 **Public Comment: Non-Agenda Items**

X. **Adjournment**

Next Meeting Dates: August 14, 2003 – Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801, and September 11, 2003 – Southeast Branch Library; 5575 South Semoran Boulevard; Orlando, Florida 32822.

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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 Director's Office on the fifth floor of the Main Library in person or by phone at 407.835.7611 at least two days prior to the meeting.

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

Call To Order

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

Public Comment

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**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

Approval of Minutes

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

**Approval of Minutes:
Library Board of Trustees Meeting
Thursday, June 12, 2003**

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
June 12, 2003
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.7323

- 03-108 I. **Call to Order**
Board Members Present: Tom Kohler (6/1); Phyllis Hudson (6/0);
Gloria Fernandez (6/0); Sara Brady (6/2);
James Tyson (5/0)
- Library Administration Present: Mary Anne Hodel; Debbie Moss; Robert Tessier;
Carla Fountain; Kathryn Robinson; Sally Fry;
Craig Wilkins; Eric Atkinson; Marilyn Hoffman;
Milinda Neusaenger
- President Kohler called the meeting to order at 7:01 p.m.
- 03-109 II. **Public Comment**
- Public comments of items listed on the agenda will occur just prior to the Board's discussion and possible action of the agenda item. Public comments of items not listed on the agenda will occur at the end of the meeting agenda.
- If a request is made for written comments to be included in the official record of this meeting, it is helpful if the requestor is able to provide the comments in an electronic format. However, this is not required. This is to ensure the completion and accuracy of the official record when posted on the Library's website, www.ocls.info . For more information, contact Milinda Neusaenger at 407.835.7611 or neusaenger.milinda@ocls.info .
- 03-110 III. **Approval of Minutes**
- 03-111 **Library Board of Trustees Meeting: Thursday, May 8, 2003**
Trustee Fernandez, seconded by Trustee Brady, moved to approve the minutes of the May 8, 2003 Board of Trustees Meeting.
Motion carried 5-0.
- 03-112 IV. **Staff Presentation: Central Florida Memory – Gregg Gronlund**
4th Floor Reference Manager, Gregg Gronlund presented a PowerPoint overview of the Central Florida Memory website. The website was created thorough a collaborative effort between, OCLS, the Orange County Regional History Center and UCF in order to digitize historical archives pertaining to Central Florida. Brief discussion ensued about the content and future plans for the site.

03-113 V. **Financial Statements and Summaries**
03-114 May 2003 Financial Statements

03-115 VI. **Statistics and Summaries: April 2003**

03-116 VII. **Action Items**

03-117 **Consent Agenda**

03-118 **Carpet for Library Central**

Trustee Tyson, seconded by Trustee Fernandez, moved to award the Library Central contract to Interface Flooring Systems. The carpet purchase amount is not to exceed \$88,000.00 including attic stock.
Motion carried 5-0.

03-119 **Display Furniture for Library Central and Branches**

Trustee Tyson, seconded by Trustee Fernandez, moved to approve the purchase of the Vision 1500 audiovisual display furniture from Lift Display, Inc. The purchase price for the furniture is not to exceed \$275,000.00
Motion carried 5-0.

03-120 **Non-Consent Agenda**

03-121 **Preliminary September 30, 2004 Budgets: Robert Tessier**

Comptroller Tessier presented a PowerPoint overview of the preliminary FY 2004 budget which will begin October 1, 2003. Mr. Tessier explained the four separate annual budgets that are required by law. These are the Operating, Capital Projects, Main Debt Service and the Branch Debt Service Funds. A fifth budget, the Sinking Fund, has been added for the first time this year. Brief discussion ensued.

Trustee Tyson, seconded by Trustee Fernandez, moved to approve the preliminary FY 2004 Operating, Capital Projects, Main Debt Service, Branch Debt Service and Sinking Fund budgets.

Motion carried 5-0.

Trustee Hudson, seconded by Trustee Tyson, moved to authorize staff to recommend to the Library District Governing Board that the FY 2004 Operating Fund millage rate be maintained at .4144 for the fourth year in a row and the FY 2004 Main Debt Service Fund millage rate be adopted sufficient to fund the preliminary Main Debt Service Fund budget. The actual FY 2004 millage rate will drop slightly from the current year.

Motion carried 5-0.

03-122 VIII. **Discussion and Possible Action Items**

03-123 **Fire Safety Report – Main and Branches**

At the request of Vice President Hudson, a Fire Safety Report was presented to the Board. Custodial Maintenance Assistant Manager Craig Goetzke, gave a brief summary regarding the computerized fire safety system at the Main Library. The system includes smoke detectors, sprinklers and pull stations. When one of these devices is engaged, a loud siren will sound, a prerecorded evacuation message will play and the exit signs will flash. Mr. Goetzke also explained that the fire sprinklers are inspected on a quarterly basis by a fire service company and the building is inspected annually by the Orlando Fire Department. The extinguishers are inspected monthly and charged annually. Annual fire drills are to be conducted as written in the Library's Strategic Plan. Brief discussion ensued.

Purchasing and Service Manager, Pam Bergner, presented a report of fire control and safety in the Branches. The report listed various factors such as sprinkler systems, fire alarm systems and the fire jurisdictions in which each branch is located. Brief discussion ensued regarding sprinkler systems. Trustee Kohler suggested inspections of the Branches be scheduled with the applicable fire departments of the various jurisdictions; this should be done especially in the Branches which do not have an existing sprinkler system. Any new facilities will be equipped with a sprinkler system as required by code.

03-124 IX. **Information**

03-125 **Director's Report**

The following staff members have volunteered to learn storytelling:

Inma Fueñtes: Finance – Storyline
Marshia Scioville: Alafaya
Lisa Stewart: Southeast
Chery Morales: Circulation @ Main – Spanish stories
Lydia Peters: DOB – Storyline
Melanie King: Circulation @ Main – Storyline
José Lopez: Third Floor Reference – Spanish stories
Kim Peters: Fourth Floor Reference
Jeanne Pettrey: North Orange
Danielle King: North Orange
Kristen Hambrick: Technical Services
Andrew Toutain: Circulation @ Main
Keith Graham: Circulation @ Main
Eric Atkinson: Information Systems
Isabel Chipungu: Edgewater
Joan McSween: Fourth Floor Reference
Adriana Sierra: Alafaya
Sandra Reyes: Circulation @ Main
Marilyn Hoffman: Community Relations
Milinda Neusaenger: Administrative Assistant – Storyline
Mary Anne Hodel: Director

Thanks to all of you for the enthusiastic support to bring stories alive to our youngest readers!

At the new site for the Winter Garden branch, APM poured the concrete footings yesterday! Their superintendent says they intend to start laying concrete block for the stem walls on Friday.

Our Harry Potter books are scheduled to arrive shortly! We will have to keep them under wraps until the official release date at 12:01 am Saturday morning, 21 June 2003.

On our Web page under *Library Card Information* there is now a link for patron's to get information on paying fines by mail.

All of the staff Wireless Access Points at the main library except the Patio Room and Basement Chiller Room have been installed. This means that Vocera should now work throughout the building, except for these two locations.

The Library will be sending out newsletters, fliers, and *Got Your Card?* brochures to each of the 17 Boys and Girls Clubs in Orange County. A representative from the Library will be attending one of the Club's area directors' meetings in the near future and we are making plans to participate in their National Kid's Day event on 2 August.

We had had an incident at the Hiawassee branch involving two boys who threw something at our windows, breaking them. It was observed, police were called and they apprehended the boys.

The Library has received bids back from the vendors on our search for a new automation system. The information is quite extensive.

Assistant Director Debbie Moss gave a short summary regarding the process staff took in order to research and evaluate different library automation systems. Various functionalities were taken into consideration, such as ease of use with MAYL, streamlined circulation and report writing. The recommendation of a vendor will be presented to the Board at the July 2003 Meeting. Brief discussion ensued.

03-126

Kids Connect Presentation: Joy Morrison

West Oaks Assistant Manager Joy Morrison presented an overview of the new *Kids Connect* website. There were 1500 hits to the website last month in May 2003. Ms. Morrison explained the searchable categories and navigated a tour of the site using the SmartBoard technology. Ms. Morrison indicated that the book review section is popular as are the Book Lists and New Arrivals sections. She also demonstrated links to Library Programs for children, available online databases and the *Ask a Librarian* link.

03-127

Survey Results

Brief discussion ensued regarding the results of the most recent Staff Survey. Director Hodel explained that during the next round of meetings held with the staff, the survey can be one of the topics of discussion. President Kohler stated that a benchmark for staff satisfaction needs to be implemented and reaching that level should be the goal.

- 03-128 **Winter Garden Project Summary**
 Planning and Development Officer John Claytor announced progress photos are available on the Library's website www.ocls.info.
- 03-129 **Library Central Project Summary**
 Mr. Claytor reported that the Main Library will be closed July 4th as well as July 5th and 6th so that the construction contractor, Skanska USA, Inc. will have full access to various public areas on the first floor while the building is closed. The additional two closed days will allow for extensive floor renovations to be implemented in the lobby area. This will result in a savings of project time and construction costs.
- 03-130 **Public Comment: Non-Agenda Items**
 Michelle Stucker, Orange County resident and Kindergarten Teacher at Lake Eola Charter School, spoke regarding storytime.
- Mary McCormick, Seminole County resident and Second Grade Teacher at Lake Eola Charter School, spoke regarding storytime.
- Joyce Nichols, Orange County resident and First Grade Teacher at Lake Eola Charter School, spoke regarding April 24, 2003 storytime.
- Van Church, OCLS Librarian and SEIU union steward for the Professional bargaining unit, spoke regarding employee discipline.
- Sharon Ricket, OCLS Librarian and SEIU union steward for the Professional bargaining unit, spoke regarding employee discipline.
- John Meirose, OCLS Librarian and member of the SEIU union for the Professional bargaining unit, spoke regarding employee discipline.
- Glenn R. Anderson, Orange County resident, spoke regarding a resolution about the Patriot Act.

X. **Adjournment**

President Kohler adjourned the meeting at 9:03 p.m.

Next Meeting Dates: July 10, 2003 – Alafaya Branch Library 12000 East Colonial Drive; Orlando, Florida 32826 and August 14, 2003 – Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.

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**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

**Staff Presentation:
Hogwart's 101**

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

**Financial Statements
and Summaries:
June 2003**

Orange County Library System Financial Statement Highlights Nine Months Ended June 30, 2003

Operating Fund Revenue and Expenditure Summaries

We have received the vast majority of our revenues. This is typical at this time of the year.

Grant Revenue

A check in the amount of \$8,171.80 was received from the Holden Heights Front Porch Florida Revitalization Council for our South Trail Branch. This revenue is being used to increase the number of public computer stations. Seven additional computers will be installed at that branch.

We received a grant for \$10,000 from the Florida Department of State for participating in the Florida Division of Library and Information Services' Summer Library Reading Partnership Pilot Project. This supports Governor Bush's Read to Learn Initiative.

State Aid Revenue

The State approved \$1,616,400 in State Aid for the library. We received the second check in May.

Friends of the Library Contributions

We have received the following in contributions from the Friends of the Library thus far.

Staff Development	\$50,000
General Support	12,500
Rainy Day Bags	4,239
Book Endowment Interest	<u>12,034</u>
	\$78,773

Payments to Our Handyman

As discussed at the March Board meeting, payments to our handyman will be reported on a quarterly basis. The following summarizes the payments to the handyman during the quarter ended June 30, 2003.

Labor	\$ 9,543
Materials	<u>\$ 1,773</u>
Total	\$11,316

ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Nine Months Ended June 30, 2003

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(9 months=75%)</u>
AD VALOREM TAXES	21,561,212	21,164,112	98.2%
INTERGOVERNMENTAL			
Grants	23,000	18,172	79.0%
State Aid	1,638,000	1,616,400	98.7%
Law Collection Fees	250,000	198,905	79.6%
	<u>1,911,000</u>	<u>1,833,477</u>	<u>95.9%</u>
CHARGES FOR SERVICES			
Fee Cards	16,000	11,695	73.1%
PC Pass	6,000	22,552	375.9%
Classes	4,000	410	10.3%
Meeting Rooms	30,000	0	0.0%
Copy & Vending	160,000	126,866	79.3%
Fax	0	781	
	<u>216,000</u>	<u>162,304</u>	<u>75.1%</u>
FINES			
Fines	500,000	485,446	97.1%
Lost Materials	52,000	53,574	103.0%
	<u>552,000</u>	<u>539,020</u>	<u>97.6%</u>
MISCELLANEOUS			
Interest Earnings	350,000	176,547	50.4%
Rents	3,000	1,303	43.4%
Sale of Fixed Assets	0	2,180	
Disk Sales	2,000	1,970	98.5%
Contributions - Friends of Library	75,000	78,773	105.0%
Contributions - Others	3,000	7,274	242.5%
Miscellaneous	30,000	53,752	179.2%
	<u>463,000</u>	<u>321,799</u>	<u>69.5%</u>
TRANSFER FM TAX COLLECT	185,000	0	0.0%
TOTAL REVENUES	<u><u>24,888,212</u></u>	<u><u>24,020,712</u></u>	<u><u>96.5%</u></u>

ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND EXPENDITURE SUMMARY
Nine Months Ended June 30, 2003

03-136

	ANNUAL BUDGET	YTD ACTUAL	(9 months=75%)
SALARIES & BENEFITS			
Salaries (Sick Leave Payout=\$26,09	10,694,565	7,592,051	71.0%
Medicare Taxes	155,068	104,395	67.3%
Defined Contribution Plan	802,095	552,786	68.9%
Defined Benefit Plan	775,211	560,742	72.3%
Life and Health Insurance	1,532,847	938,984	61.3%
Worker's Compensation	125,122	130,140	104.0% *
Unemployment Compensation	9,806	12,098	123.4% *
Parking & Bus Passes	90,000	68,201	75.8% *
	<u>14,184,714</u>	<u>9,959,397</u>	<u>70.2%</u>
OPERATING			
Professional Services	150,000	90,597	60.4% *
Other Contractual Services	595,000	358,570	60.3% *
Other Contract. Serv.- Janitorial	212,000	160,336	75.6% *
Training and Travel	75,000	51,440	68.6%
Telecommunications	248,000	160,256	64.6% *
Delivery and Postage	982,000	705,735	71.9%
Utilities	628,000	404,894	64.5%
Rentals and Leases	848,000	622,650	73.4%
Insurance	125,000	130,045	104.0% *
Repair and Maintenance	520,000	288,938	55.6% *
Repair & Maint. - Hardware/Softwa	185,000	117,325	63.4%
Copying/Printing	184,000	103,338	56.2%
Property Appraiser's Fee	250,000	241,632	96.7%
Tax Collector's Fee	435,000	423,282	97.3%
Supplies	608,000	387,352	63.7%
Supplies-Hardware/Software	168,000	101,624	60.5% *
Contingency	300,000	0	0.0%
	<u>6,513,000</u>	<u>4,348,014</u>	<u>66.8%</u>
CAPITAL OUTLAY			
Building and Improvements	1,805,000	505,883	28.0%
Equipment and Furniture	125,000	26,078	20.9% *
Hardware/Software	599,000	162,609	27.1%
	<u>2,529,000</u>	<u>694,570</u>	<u>27.5%</u>
LIBRARY MATERIALS			
Materials - Rest. Contributions	15,000	15,605	104.0% *
Materials - Law	210,000	196,338	93.5%
Materials - Other	3,935,000	2,937,800	74.7% *
	<u>4,160,000</u>	<u>3,149,743</u>	<u>75.7%</u>
TRANSFER TO BR DEBT SERV	417,000	208,389	50.0%
TOTAL EXPENDITURES	<u>27,803,714</u>	<u>18,360,113</u>	<u>66.0%</u>

*=Expect to over spend the budget for this account

**ORANGE COUNTY LIBRARY DISTRICT
MAIN DEBT SERVICE FUND
Nine Months Ended June 30, 2003**

03-136

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL (9 months=75%)</u>	
REVENUES			
Ad Valorem Taxes	1,181,080	1,159,537	98.2%
Interest	17,000	7,123	41.9%
Transfer From Tax Collector	13,000	0	0.0%
TOTAL REVENUES	<u>1,211,080</u>	<u>1,166,660</u>	<u>96.3%</u>

EXPENDITURES

Principal	1,055,000	0	0.0%
Interest	196,738	98,369	50.0%
Tax Collector's Fee	26,262	23,191	88.3%
TOTAL EXPENDITURES	<u>1,278,000</u>	<u>121,560</u>	<u>9.5%</u>

FUTURE DEBT SERVICE PAYMENTS

<u>DATE</u>	<u>PRINCIPAL</u>	<u>INTEREST</u>
9/1/03	1,055,000	98,369
2004	1,100,000	151,900
2005	1,150,000	104,600
2006	1,200,000	54,000
	<u>4,505,000</u>	<u>408,869</u>

**ORANGE COUNTY LIBRARY DISTRICT
BRANCH DEBT SERVICE FUND
Nine Months Ended June 30, 2003**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL (9 months=75%)</u>	
REVENUES			
Transfer From General Fund	417,000	208,389	50.0%
Interest	7,000	4,633	66.2%
TOTAL REVENUES	<u>424,000</u>	<u>213,022</u>	<u>50.2%</u>

EXPENDITURES

Principal	305,660	151,317	49.5%
Interest	111,119	57,072	51.4%
TOTAL EXPENDITURES	<u>416,779</u>	<u>208,389</u>	<u>50.0%</u>

FUTURE DEBT SERVICE PAYMENTS

<u>DATE</u>	<u>PRINCIPAL</u>	<u>INTEREST</u>
8/1/03	154,343	54,046
2004	318,009	98,770
2005	330,856	85,922
2006	344,223	72,556
2007	358,129	58,649
2008	372,598	44,181
2009	387,651	29,128
2010	436,497	13,467
	<u>2,702,306</u>	<u>456,719</u>

**ORANGE COUNTY LIBRARY DISTRICT
CAPITAL PROJECTS FUND
Nine Months Ended June 30, 2003**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL (9 months=75%)</u>	
REVENUES			
State Construction Grant	440,000	0	0.0%
Partial Contribution-City of W.	114,000	0	0.0%
South Creek Settlement	0	85,038	
Interest	15,000	9,709	64.7%
TOTAL REVENUES	<u>569,000</u>	<u>94,747</u>	<u>16.7%</u>
EXPENDITURES			
<u>SOUTH CREEK BRANCH</u>			
Construction Contract	0	127,000	
Testing	0	1,398	
	<u>0</u>	<u>128,398</u>	
<u>WINTER GARDEN BRANCH</u>			
Architect/Engineer	32,000	58,153	181.7%
Construction Contract	1,600,000	153,966	9.6%
Impact & Permit Fees	2,000	21,444	1072.2%
Testing	7,000	920	13.1%
Other	9,000	325	3.6%
Contingency	108,000	0	0.0%
	<u>1,758,000</u>	<u>234,808</u>	<u>13.4%</u>
TOTAL EXPENDITURES	<u>1,758,000</u>	<u>363,206</u>	<u>20.7%</u>

ORANGE COUNTY LIBRARY DISTRICT
MONTHLY ROLLOVER
June 30, 2003

	<u>BALANCE</u> <u>5/31/03</u>	<u>RECEIPTS</u>	<u>DISBURS.</u>	<u>BALANCE</u> <u>6/30/03</u>
OPERATING				
Checking	843,167	6,387,973	(6,222,573)	1,008,567
SBA Investments	9,391,546	9,382	(1,800,000)	7,600,928
CD Investments	<u>7,580,000</u>	<u>4,000,000</u>	<u>(4,000,000)</u>	<u>7,580,000</u>
	17,814,713	10,397,355	(12,022,573)	16,189,495
MAIN DEBT SERVICE				
AIM Investments	1,169,099	12,655	0	1,181,754
BRANCH DEBT SERVICE				
CD Investments	392,021	0	0	392,021
CAPITAL PROJECTS				
Checking	9,078	80,008	(79,369)	9,717
SBA Investments	<u>894,152</u>	<u>1,148</u>	<u>(80,000)</u>	<u>815,300</u>
	903,230	81,156	(159,369)	825,017

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - ASSETS
June 30, 2003**

03-136

ASSETS

Certificates of Deposit	7,580,000
Cash on Hand	14,080
Equity in Pooled Cash	1,008,567
Due From Other Governments	24,130
Interest Receivable	16,906
Inventory	241,442
Investments-SBA	7,600,928
Prepays	165,223
Other Assets-Deposits	<u>9,175</u>
TOTAL ASSETS	<u><u>16,660,451</u></u>

ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - LIABILITIES & FUND BALANCE
June 30, 2003

LIABILITIES

Accounts Payable	25,880
Retainage Payable	36,381
Accrued Wages Payable	391,190
Accrued Sales Tax	9
Due To FOL-Taxable Book Sales	3,729
Due To FOL-Nontaxable Book Sales	34
Due To FOL-Sales Tax	250
United Appeal	281
Bonds	177
Union Dues	1,232
Union-Cope	72
Optional Life	1,505
Daughters of American Revolution	200
Miscellaneous	111
Unclaimed Payroll	929
TOTAL LIABILITIES	461,980

FUND BALANCE

Reserve for Inventory	241,442
Reserve for Encumbrances	481,827
Reserve for Prepaids	151,214
Reserve for Walker	4,000
Reserve for Phillips	100,000
Reserve for Warner	33,712
Reserve for Gullett	19,805
Designated Murray	380,491
Designated for Sondheim	39,941
Designated for Main Library Improvements	2,000,000
Designated for Future Branch Development	3,000,000
Unreserved/Undesignated	4,085,444
Current Year Excess of Revenues Over Expenditures	5,660,595
TOTAL FUND BALANCE	16,198,471

TOTAL LIABILITIES & FUND BALANCE**16,660,451**

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

**Statistics And Summaries:
May 2003**

STATISTICAL SUMMARY May 2003

Circulation and Door Count trends:

Circulation and door count trends are following their traditional annual patterns, though both have increased over the same time period last year. The public is proving to be very supportive and patient during the construction process.

Library Activities:

We've continued to work on our statistics gathering for programs and classes and have sorted out several issues. Complete April 2003 numbers are still not complete, but May 2003 shows an increase of 11.15% in the number of programs offered and an increase of 26.89% in the number of patrons attending programs over last year.

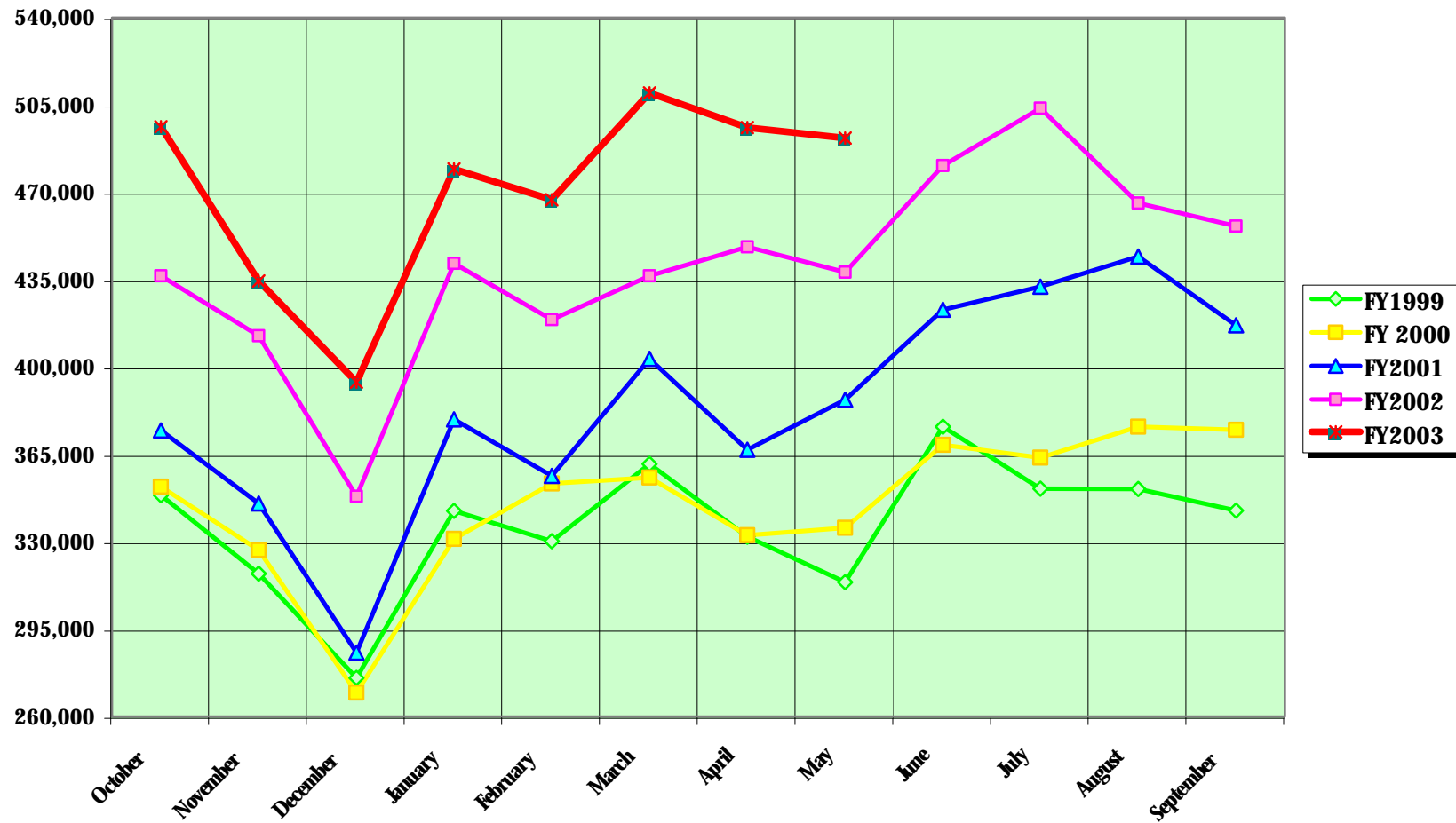
We are still learning much about the public's interests regarding programming. Some of our topics have not generated any attendance. We believe the lack of attendance was due to a lack of interest in the subject matter. We are fine-tuning an evaluation instrument to be used for each program, which will include the staff member's comments and reflections.

New card registration remains strong.

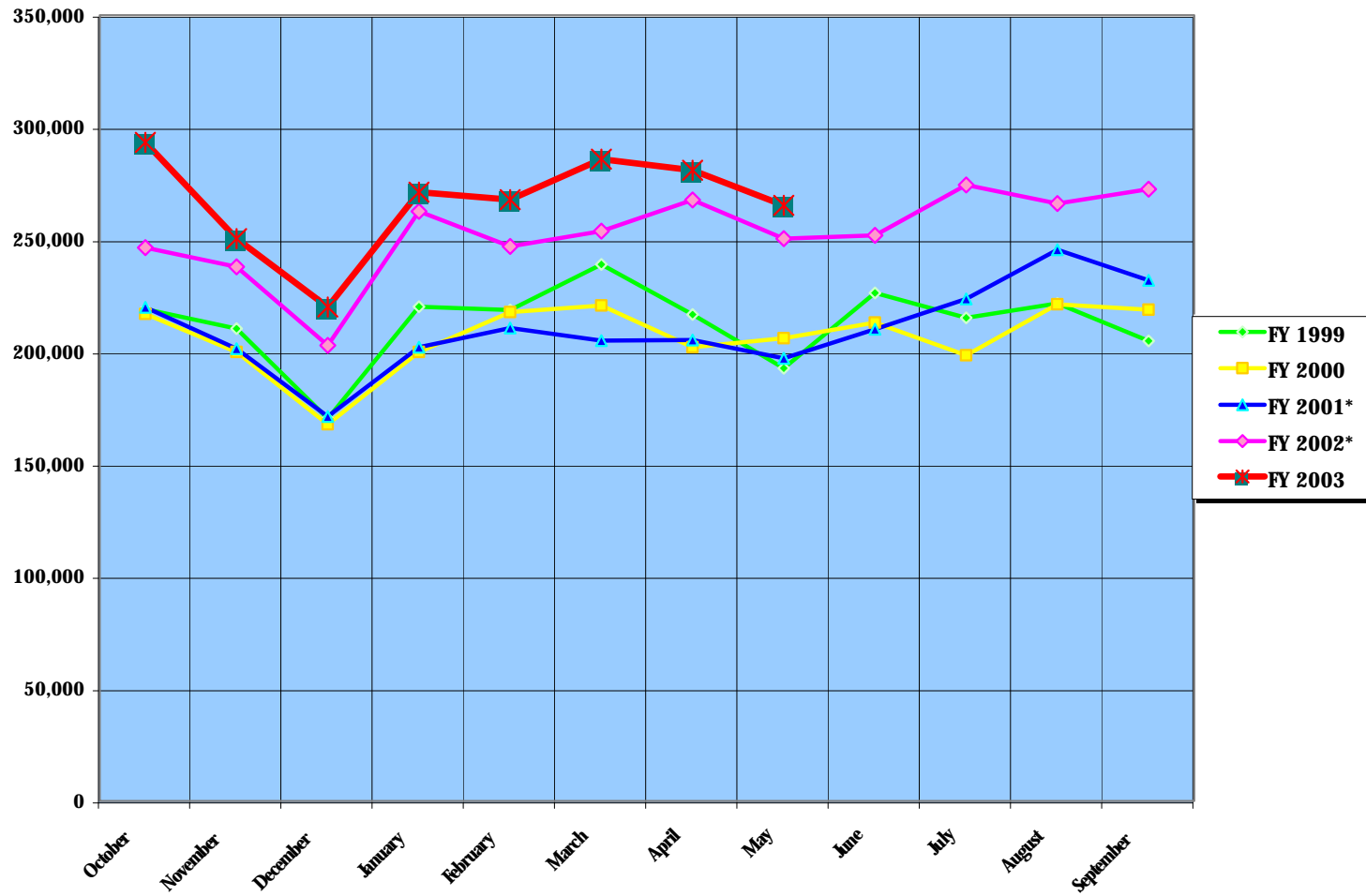
OCLS.INFO

Use of www.ocls.info and our catalog are up. Clearly the online option is a popular one for the public. Online database use is up over May 2002. The decrease from April to May is related to the school year ending in May.

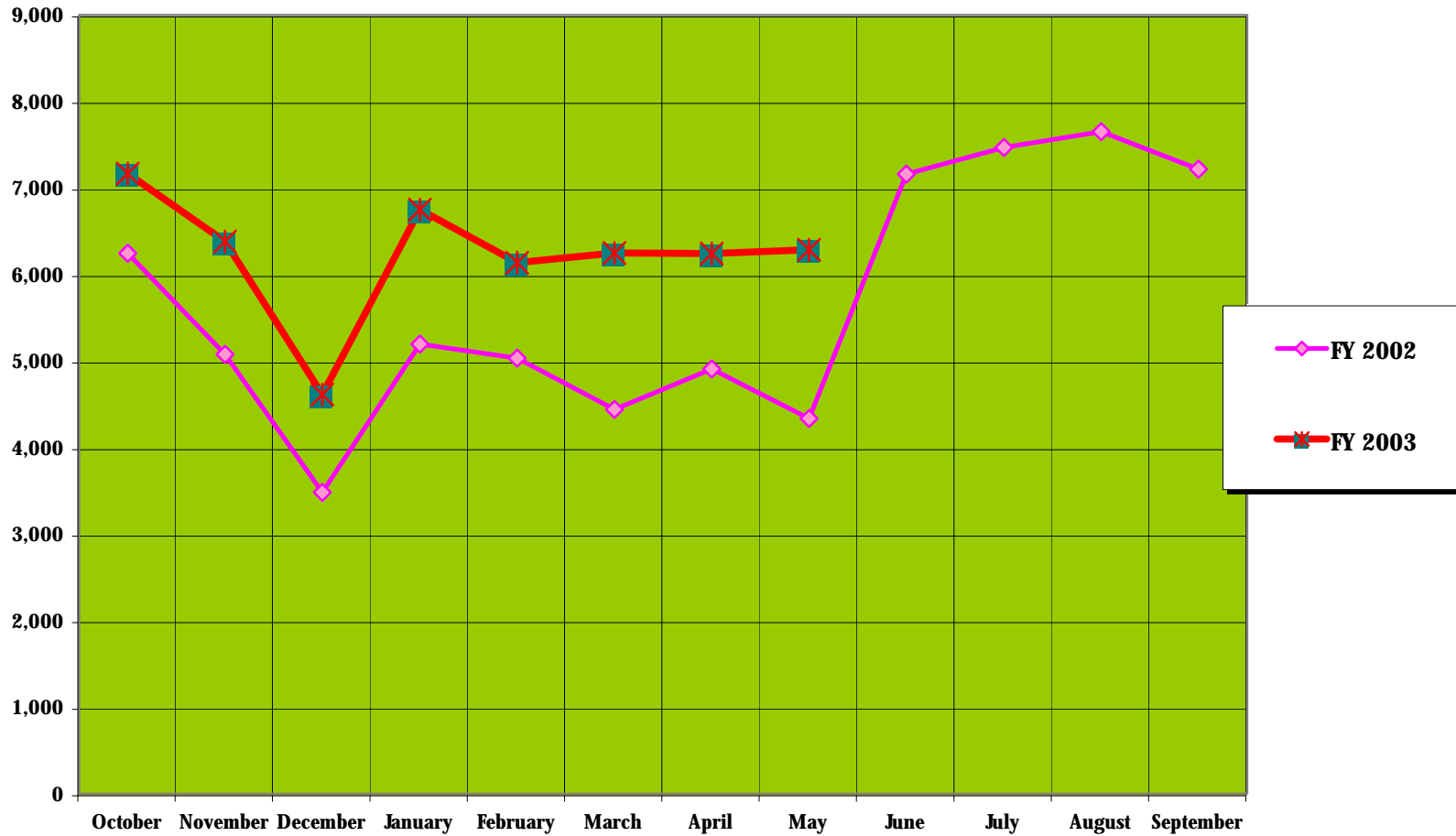
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION
Fiscal Year 1999 Through Fiscal Year 2003 TO Date**



**Orange County Library System
Door Counts
Fiscal Year 1999 through Fiscal Year 2003 To Date**



**Orange County Library System
New Patron Registration
Fiscal Year 2002 through Fiscal Year 2003 To Date**



Orange County Library System: Circulation Report FY 2003 YTD & FY 2002

	Oct-02	Oct-01	Nov-02	Nov-01	Dec-02	Dec-01	Jan-03	Jan-02	Feb-03	Feb-02	Mar-03	Mar-02
Circulation												
Main	148,779	124,566	134,497	116,678	124,121	99,520	139,990	125,822	139,086	114,597	150,130	123,470
Branches	298,036	275,563	260,885	255,888	263,144	216,320	297,004	277,390	282,969	262,535	314,046	270,520
MAYL	44,997	36,464	36,618	35,295	29,905	27,818	42,383	38,303	41,039	37,985	41,813	37,896
Talking Books	4,507	4,686	2,505	4,612	3,815	4,606	4,237	4,963	3,908	3,901	3,828	4,699
Total	496,319	441,279	434,505	412,473	420,985	348,264	483,614	446,478	467,002	419,018	509,817	436,585
Door Count												
Main*	75,581	69,586	64,869	64,382	55,885	56,016	68,579	77,445	69,635	72,235	74,215	74,501
Branches	217,824	176,850	185,609	173,592	164,098	146,875	202,641	185,176	198,270	174,735	211,725	179,271
Total	293,405	246,436	250,478	237,974	219,983	202,891	271,220	262,621	267,905	246,970	285,940	253,772

	Apr-03	Apr-02	May-03	May-02	% of Change	Jun-03	Jun-02	Jul-03	Jul-02	Aug-03	Aug-02	Sep-03	Sep-02	YTD 2003	YTD 2002
Circulation															
Main	140,404	125,080	136,304	117,546	15.96%		130,299		140,094		132,138		132,944	1,113,311	1,523,582
Branches	306,955	280,997	308,687	278,846	10.70%		303,950		312,491		289,013		278,484	2,331,726	3,365,137
MAYL	44,887	38,109	42,634	37,558	13.52%		42,918		46,961		44,555		41,169	324,276	473,028
Talking Books	3,738	3,951	4,146	4,078	1.67%		3,526		4,164		4,079		3,828	30,684	49,496
Total	495,984	448,137	491,771	438,028	12.27%		480,693		503,710		469,785		456,425	3,799,997	5,411,243
Door Count															
Main*	71,740	76,978	69,000	73,048	-5.54%		80,010		75,891		74,972		74,620	549,504	860,532
Branches**	209,201	190,788	196,250	177,490	10.57%		171,919		198,496		191,079		197,901	1,585,618	2,214,091
Total	280,941	267,766	265,250	250,538	5.87%		251,929		274,387		266,051		272,521	2,135,122	3,074,623

*Main Door Count is an estimate.

**Southwest's & West Orange's September 2002 door counts are estimates.

Orange County Library System: Library Activities Report FY 2003 YTD & FY 2002

	Oct-02	Oct-01	Nov-02	Nov-01	Dec-02	Dec-01	Jan-03	Jan-02	Feb-03	Feb-02	Mar-03	Mar-02
Program Attendance Total	12,683	12,743	12,726	12,075	6,521	6,053	9,959	9,200	9,696	8,515	10,128	10,371
Total # of Programs	373	367	320	291	328	289	382	296	391	276	413	358
StoryLine	1,329	N/A	1,903	N/A	1,078	N/A		N/A	1,006	N/A	900	N/A
Class Attendance	117	N/A	98	N/A	156	N/A	271	N/A	345	N/A	596	N/A
Total # of Classes	27	N/A	25	N/A	34	N/A	42	N/A	66	N/A	96	N/A
QuestLine	15,541	10,881	14,142	9,950	12,618	8,466	15,726	12,338	14,459	11,871	14,783	11,726
Hits to Website*	5,370,753	4,000,000	5,240,942	4,000,000	5,020,406	4,500,000	6,168,823	4,500,000	6,724,589	4,500,000	6,862,558	4,091,966
Online Database Usage	31,735	24,735	32,267	28,860	26,736	19,425	34,993	22,543	43,065	26,969	41,330	32,797
P.C. Sessions	44,695	N/A	36,392	N/A	36,463	N/A	40,769	N/A	41,403	N/A	44,023	N/A
Number of Registered Cards in the System	242,590	216,209	245,644	218,252	247,908	219,757	250,425	220,764	253,414	221,441	255,339	222,360
New Patron Registrations	7,168	6,246	6,381	5,078	4,616	3,485	6,751	5,198	6,139	5,036	6,250	4,444

	Apr-03	Apr-02	May-03	May-02	% of Change	Jun-03	Jun-02	Jul-03	Jul-02	Aug-03	Aug-02	Sep-03	Sep-02	YTD 2003	YTD 2002
Program Attendance Total	9,081	11,304	10,344	8,152	26.89%		10,925		11,873		7,745		8,322	81,138	117,278
Total # of Programs	383	339	329	296	11.15%		308		352		280		583	2,919	4,035
StoryLine	1,096	N/A	747	N/A	N/A		N/A		N/A		N/A		397	8,059	N/A
Class Attendance	398	N/A	415	N/A	N/A		N/A		38		81		138	2,396	N/A
Total # of Classes	91	N/A	106	N/A	N/A		N/A		7		11		24	487	N/A
QuestLine	15,251	12,145	14,476	10,804	33.99%		11,315		12,147		12,040		12,103	116,996	135,786
Hits to Website	6,976,075	4,571,875	6,957,740	4,402,725	58.03%		4,352,049		5,047,880		4,963,300		4,849,389	49,321,886	53,779,184
Online Database Usage**	40,974	33,319	30,601	23,637	29.46%		21,226		21,669		27,191		28,292	281,701	310,663
P.C. Sessions	44,271	N/A	43,024	48,558	-11.40%		44,601		44,695		43,106		39,138	331,040	N/A
Number of Registered Cards in the System	257,783	223,703	261,323	225,511	15.88%		229,957		233,403		237,073		240,074		
New Patron Registrations	6,245	4,909	6,289	4,339	44.94%		7,161		7,470		7,651		7,218	49,839	68,235

*October 2001 - February 2002: Estimates of Hits to the Website -- Began using statistical software program March 2002.

**Adjustments made to monthly totals.

Orange County Library System: OCLS.INFO Report FY 2003 YTD & FY 2002

	Oct-02	Oct-01	Nov-02	Nov-01	Dec-02	Dec-01	Jan-03	Jan-02	Feb-03	Feb-02	Mar-03	Mar-02
Online Catalog Searches	185,681	164,088	162,406	150,693	134,380	106,900	197,133	160,286	179,526	149,492	185,790	151,689
Online Renewals	56,999	34,934	51,262	33,545	52,490	30,781	53,612	33,527	56,586	34,505	61,992	38,379
Online Reference Questions	457	197	393	298	312	329	451	462	391	586	459	427
Online Requests	29,720	21,583	22,912	20,210	18,655	17,357	31,903	26,217	29,169	22,367	31,673	24,369
Online Suggestions	80	63	73	166	62	160	116	127	89	101	79	89

	Apr-03	Apr-02	May-03	May-02	% of Change	Jun-03	Jun-02	Jul-03	Jul-02	Aug-03	Aug-02	Sep-03	Sep-02	YTD 2003	YTD 2002
Online Catalog Searches	190,173	163,152	182,634	152,814	19.51%		169,928		165,432		168,765		172,141	1,417,723	1,875,380
Online Renewals	62,337	39,348	59,002	40,364	46.17%		41,242		48,583		47,054		48,934	454,280	471,196
Online Reference Questions	420	360	425	416	2.16%		483		487		406		451	3,308	4,902
Online Requests	28,595	27,011	31,939	27,068	18.00%		30,086		30,684		31,164		30,298	224,566	308,414
Online Suggestions	112	108	96	84	14.29%		86		74		67		67	707	1,192

**Orange County Library System
Circulation Statistics**

May 1, 2003 - May 31, 2003

Location	Days Open	Circulation Total	% of Total	Year Ago	Gain - Loss	% Gain - Loss	Total Visits	Visits Year Ago	Gain - Loss	%Gain - Loss
Main*	29	136,304	26.84%	117,546	18,758	15.96%	69,000	73,048	(4,048)	-5.54%
Books by Mail	21	42,634	8.57%	37,558	5,076	13.52%	0	0	0	0
Talking Books	21	4,146	0.93%	4,078	68	1.67%	0	0	0	0
West Oaks	29	29,163	5.70%	24,946	4,217	16.90%	16,922	16,638	284	1.71%
Herndon	26	31,311	6.77%	29,654	1,657	5.59%	18,316	15,003	3,313	22.08%
Alafaya	29	41,455	8.79%	38,481	2,974	7.73%	17,152	17,525	(373)	-2.13%
Southeast	26	25,037	5.70%	24,985	52	0.21%	17,209	15,001	2,208	14.72%
Hiawassee	26	19,139	4.31%	18,894	245	1.30%	16,575	15,873	702	4.42%
Southwest	26	30,608	6.90%	30,238	370	1.22%	20,507	18,250	2,257	12.37%
Edgewater	26	19,809	4.41%	19,300	509	2.64%	21,052	22,023	(971)	-4.41%
North Orange	29	31,357	6.15%	26,952	4,405	16.34%	17,334	13,711	3,623	26.42%
South Creek	29	36,229	6.38%	27,930	8,299	29.71%	23,016	17,236	5,780	33.53%
South Trail	26	14,671	3.00%	13,146	1,525	11.60%	11,860	10,812	1,048	9.69%
West Orange	23	10,683	2.10%	9,216	1,467	15.92%	5,677	5,999	(322)	-5.37%
Windermere	22	13,025	2.45%	10,713	2,312	21.58%	5,450	3,635	1,815	49.93%
Wash. Park	23	6,200	1.00%	4,391	1,809	41.20%	5,180	5,784	(604)	-10.44%
Total	411	491,771	100.00%	438,028	53,743	12.27%	265,250	250,538	14,712	5.87%

*Door Count for Main is an estimate.

*Door Count for Southwest is an estimate.

NUMBER OF SEARCHES

May 2003

FISCAL YEAR 2003	OCT 2002	NOV	DEC	JAN 2003	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	YTD
ALLDATA Online	1,388	919	1,092	941	1,051	1,512	1,312	1,538					9,753
Ancestry Plus	138	130	91	150	274	174	302	271					1,530
Associations Unlimited	258	193	339	413	345	260	157	271					2,236
Biography & Genealogy Master Index	148	177	181	173	146	167	158	99					1,249
Biography Resource Center	6,186	7,135	6,000	6,782	9,769	5,572	6,485	4,474					52,403
Business & Company Resource Center	2,385	2,094	1,665	3,018	2,698	3,489	2,963	2,203					20,515
Computer Database					307	191	305	108					911
Consulta					27	156	46	49					278
Countrywatch	1,187	757	861	854	1,295	405	789	1,145					7,293
Dun & Bradstreet International Business	94	89	69	69	71	83	67	70					612
Expanded Academic ASAP					723	662	491	233					2,109
First Search	2,220	2,085	2,075	2,850	2,303	2,186	2,066	2,120					17,905
General Business File ASAP					125	366	148	147					786
General Reference Center Gold	5,740	6,866	4,728	5,465	6,554	6,287	4,947	2,389					42,976
Health Reference Center	150	98	173	138	484	670	448	445					2,606
Health & Wellness Resource Center	1,857	3,167	1,920	2,010	1,043	1,716	1,486	5					13,204
Health & Wellness Resource Center and Info Trac OneFile					1,077	1,486	1,020	2,311					5,894
Info Trac OneFile					800	1,688	1,372	923					4,783
Informe					13	34	4	7					58
Junior Edition - K12					113	122	177	46					458
Kid's Edition - K12					278	226	378	67					949
Learntest	176	130	160	297	256	526	542	428					2,515
Rosetta Stone (provided through Learntest)*					18	174	113	33					338
Literature Resource Center	2,473	2,994	1,985	2,675	3,305	3,075	4,466	2,975					23,948
Morningstar				3	11	59	179	92					344
New York Times	96	166	170	238	222	329	262	117					1,600
Novelist	554	554	420	720	1,115	745	849	596					5,553
Online Homework Help		101	130	182	180	117	146	135					991
Opposing Viewpoints Resource Center				1,121	1,469	1,644	1,814	873					6,921
Orlando Sentinel and NewsBank Full-Text	1,491	1,364	1,551	2,502	2,130	1,907	1,812	1,227					13,984
Poem/Story/Essay Finder	305	204	188	175	225	213	287	231					1,828
Prices4Antiques				152	298	71	58	85					664
Professional Collection					98	199	153	56					506
Reference USA	2,741	1,800	1,859	2,882	2,840	3,454	3,501	3,679					22,756
SIRS Knowledge Source	956	851	653	820	801	725	1,019	312					6,137
Student Edition - K12					209	223	167	43					642
Tumblebooks	1,192	393	426	363	230	237	297	587					3,725
What Do I Read Next?					180	354	301	244					1,079
TOTAL NUMBER OF SEARCHES**	31,735	32,267	26,736	34,993	43,065	41,330	40,974	30,601					281,701

*Since Rosetta Stone provides the number of newly created accounts, not the number of searches, this number will be reflected on the report; however, not added in the total number of

**Number in red reflect revised totals without Rosetta Stone.

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

Action Items

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

Non-Consent Agenda

- 03-140 Loan Refinancing and Future Borrowings:
 Robert Tessier**
- 03-141 Automation System Purchase: Debbie Moss**

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

**Loan Refinancing and
Future Borrowings: Robert Tessier**

Loan Refinancing and Line of Credit

I. PROBLEM STATEMENT

Given the low interest rate environment, the Library has an opportunity to refinance an existing loan at a lower rate. Additionally, the Library can establish a line of credit to finance the acquisition of land for future branch sites and/or construction of a branch.

II. EXECUTIVE SUMMARY

The Library has limited options with respect to financing large projects including constructing branch libraries.

- A. Issue bonds and pledge ad valorem tax revenues to repay the debt (requires a referendum)
- B. Save enough money over a period of years (very difficult considering other budget constraints)
- C. Borrow money from a bank and pledge non ad valorem tax revenues to repay the debt

The first option was used in the early eighties to raise about \$20,000,000 to finance the expansion of the Main Library.

The third option was used in October 1998 to borrow \$4,000,000 from Bank of America at 4% interest. The \$4,000,000 loan plus about \$3,000,000 of our Reserves, State construction grants, and other sources were used to purchase North Orange and construct Alafaya, West Oaks, South Creek, and now Winter Garden. Payments on the Bank of America loan are due semi annually and the principal balance is approximately \$2,548,000.

Lower interest rates provide an opportunity to refinance the loan with Bank of America. Library staff worked with Orange County staff to prepare a Request for Proposal (RFP) to accomplish the following:

- ✓ Refinance the existing loan over the remaining 7 year term
- ✓ Establish a line of credit to allow the Library to borrow funds for the purchase of land for future sites and/or construction of a branch.
- ✓ Remove the secondary pledge by Orange County. Currently, if the Library cannot make the payments on the existing loan, the County is required to make them.

The RFP requested a fixed rate to be derived as a spread to some common market index. The intent is to use the index formula to determine the fixed rate just prior to closing.

The RFP was sent to six banks. Two banks declined to propose and the other four banks submitted proposals by the deadline. The attached spreadsheet summarizes the proposals received.

III. Options

Option 1: Do not refinance the existing loan or establish a line of credit for additional borrowings.

Advantages:

No action is required.

Disadvantages:

1. The Library will pay more interest than if we refinance the existing loan.
2. The Library does not have other viable funding sources to buy land for future branch sites and/or construction of a branch.

Option 2: Refinance the existing loan and establish a line of credit with Wachovia, Bank of America, or Banco Popular.

Advantages:

Provides an interest savings and additional funding for future branch sites and/or construction of a branch.

Disadvantages:

1. Wachovia – Index formula is not as favorable as one proposed by SunTrust. Also, Wachovia requires 1.5 debt service coverage (must have \$1.50 of revenues for each \$1.00 of debt service).
2. Bank of America – Total loan capacity proposed is only \$4,000,000. Additionally, RFP requested fixed rate financing. Bank of America’s proposal fails to provide fixed rates for the life of the loans.
3. Banco Popular – Interest rates proposed are the highest of the four proposals received.

Option 3: Refinance the existing loan with SunTrust and establish a line of credit with SunTrust for a total borrowing capacity of \$7,500,000.**Advantages:**

1. Index formula proposed by SunTrust results in the lowest, fixed rate financing among the four proposals received. As of June 25, 2003 the rate determined by the formula was 2.27%. Assuming this rate, the estimated interest savings over the remaining life of the loan is \$175,000.
2. Total borrowing capacity proposed by SunTrust is \$7,500,000. This would allow us to refinance the existing \$2,548,000 loan leaving approximately \$4,952,000 for future branch development. The additional funds would not be borrowed now but rather only when the need arises to buy land or construct a branch.
3. The SunTrust proposal does not have a debt service coverage requirement.

Disadvantages:

1. The SunTrust proposal only provides a one year commitment on the line of credit. However, the Library can request that this commitment be renewed on an annual basis.
2. The SunTrust proposal indicates that the final maturity for additional borrowings on the line of credit would be 2013. However, a SunTrust representative indicated this date could be extended on annual basis so the future borrowings would be amortized over a ten year term.

III. Recommendations

Staff recommends Option # 3, and request the following actions by the Board of Trustees:

- A. Authorize borrowing capacity of \$7,500,000, which includes refinancing the existing loan.
- B. Authorize SunTrust to be the lender
- C. Authorize the President of the Board of Trustees to execute all necessary and useful documents pertaining to the borrowing, so long as:
 1. The documents are approved by the library Director and the Library's legal counsel;
 2. The true interest cost does not exceed 3.5%;
 3. The principal amount of the borrowing does not exceed \$7,500,000;
 4. The maturity date of the debt is not later than 2017; and
 5. The borrowing is approved by the Governing Board.

In addition to the above actions, specific loan documents may require Library Board approval. The loan refinancing and Line of Credit will also require approval of the Governing Board of the District.

**ORANGE COUNTY LIBRARY SYSTEM
SUMMARY OF LOAN REFINANCING PROPOSALS**

Bank	Refinan Existing Loan (1)	Additional Loan Capacity	Total Loan Capacity	Existing Loan Term	Additional Loan Terms	LOC Commit.	Coverage	Pre Payment Fees	Fees	Rate Formula - Existing Loan	Rate Formula- Additional Loans
Suntrust	2,547,963	4,952,037	7,500,000	7 yr.	7/10 yr.(2)	annual	none	yes	1,750	67% of (5 yr. US swap rate)+ 61 basis points	67% of (10yr. US swap rate)+ 42 basis points
Wachovia	2,547,963	4,952,037	7,500,000	7 /15 yr.	15 yr		1.5	no/yes (3)	2,500	74% of (5 yr. US swap rate)+ 51 basis points	74% of (10yr. US swap rate)+ 51 basis points
Bank of America	2,547,963	1,452,037	4,000,000	7 yr.	7 yr.	2 yr.	1.1		2,000	fixed rate for 2 yrs then resets	fixed rate for 2 yrs then resets
Banco Popular	2,547,963	2,654,343	5,202,306	7 yr.	10 yr.	4 yr.	none	none (4)	7500 (5)	fixed rate = 3.45%	235 basis points above 10 yr. Treasury Yield

Notes:

1. Amount of existing loan to be refinanced calculated as follows:

Current loan balance	2,702,306
Less: Principal balance due 8/1/03	<u>(154,343)</u>
Amount to be refinanced	2,547,963

2. All draws termed out with a maximum final maturity of 7/1/13.

3. No for 7 year term, yes for 15 year term.

4. Proposal requires right of first refusal to match competing financing terms.

5. \$7,500 is for refinancing existing loan. For additional loans fee would be 25 basis points.

BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 03-140

RESOLUTION TO REFINANCE EXISTING LOAN WITH SUNTRUST AND ESTABLISH A LINE OF CREDIT WITH SUNTRUST FOR A TOTAL BORROWING CAPACITY OF \$7,500,00.

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in the City of Orlando, on the 11th day of July 2003 at 7:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. Authorize borrowing capacity of \$7,500,000, which includes refinancing the existing loan.
2. Authorize SunTrust to be the lender.
3. Authorize the President of the Board of Trustees to execute all necessary and useful documents pertaining to the borrowing, so long as:
 - a. The documents are approved by the Library Director and the Library's legal counsel;
 - b. The true interest cost does not exceed 3.5%;
 - c. The principal amount of the borrowing does not exceed \$7,500,00;
 - d. The maturity date of the debt is not later than 2017; and
 - e. The borrowing is approved by the Governing Board.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

Secretary

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

**Automation System Purchase:
Debbie Moss**

**LIBRARY AUTOMATION SYSTEM PURCHASE
RECOMMENDATION**

JULY 10, 2003

- A. Library Automation System Purchase Recommendation**
- B. Overall Ranking of Vendors**
- C. Team Member Individual Ranking of Vendors**
- D. Customer References**
- E. Library Publications Regarding the Automation Industry**
- F. Vendors Not Responding**

Library Automation System Purchase Recommendation

Presented to Board, July 10, 2003

Library Automation System Purchase (LASP) Team Members

Eric Atkinson, Information Systems Manager
Nedra Blanke, Third Floor Reference Manager
Wendi Bost, Collection Development and Technical Services Manager
Ken Gibert, Hiawassee Branch Manager
Debbie Moss, Assistant Director and Division Head for Technical Support
Jim Myers, Delivery and Special Services Department Manager
Debbie Tour, Circulation Department
Craig Wilkins, Branch Administrator

I. Problem Statement

Goal 2 of our Strategic Plan specifically challenges us to “Provide a Range of Services that are Responsive to a Changing Community”. The purchase of this new automation system is found under Objective 2: Expand Use of Relevant Technology.

The Orange County Library System has been using the DRA Classic system since 1997. When we went through our DRA conversion we planned by this time to have migrated to DRA’s next generation product, TAOS. The development of TAOS failed and the company (DRA) was sold to Sirsi about 2 years ago. Not only is it time to move to a more advanced product but soon Sirsi will cease to support the DRA Classic product. In anticipation of this need to select a new system, the Library has budgeted funds in the fiscal 2004 for the purchase of and conversion to a new system. Our plan is to evaluate and select a vendor and negotiate a contract which will be ready to execute October 1, 2003.

An Integrated Library Automation System ties together our records and activities surrounding our purchasing of library materials, our catalog records of library materials, our protocols of display for our online public access catalog (ocls.info), our MAYL (Materials Access to Your Library) program and the maintenance of our patron records including items checked out, on request and any related fines or fees. Its reliability and efficacy are pivotal to a successful library program for both the staff and public.

Included in your packet are the following:

- A. Library Automation System Purchase Recommendation
- B. Overall Ranking of Vendors
- C. Team Member Individual Ranking of Vendors

- D. Customer References
- E. Innovative Interfaces, Inc. Company overview
- F. Library Publications regarding the Automation Industry

II. Outline of process to create RFP

Our process actually began in 2002. Staff who knew they would be participating in this purchase process attended the American Library Association annual meeting (Eric Atkinson, Debbie Moss and Nedra Blanke) and visited vendors, gathering information and asking questions. Additionally meetings were held with staff to talk particularly about our circulation functions and to solicit from them ideas about features they would like to see in a future system. Our official start was in February 2003 when we formed the team outlined above. Team members were selected from all areas of the Library that use the automation system and that had understanding of our needs in various areas. In addition to the positions which each team member currently holds, they bring with them experience from a wide range of library roles and activities including Quest Line.

This team was charged with the responsibility for gathering and reviewing information on vendors in the industry, attending pre-RFP demos, gathering sample RFPs from the industry and other libraries, developing our own request for proposal instrument, and evaluating responses to that RFP.

Involvement in the process was not, however, limited to members of this team. About 80% of staff interact with our Library Automation System each day. It was important therefore for these staff to be a part of the process. We established a section on the Orange Peel (our staff intranet) to keep staff informed of the process. The areas of the LASP (Library Automation System Purchase) pages are:

- Schedule: We posted important dates of demos, deadlines, goals for important tasks
- Contacts: Here we provided information on which LASP team member would handle which function areas so that questions and suggestions could be shared.
- Staff Input: Here we summarized the input received from staff.
- Systems Under Consideration: This page has links to the various vendors to whom we would send RFPs. Staff were encouraged to take a tour of the various offerings from vendors.
- RFP Draft: We kept this updated with first an outline for the RFP through to a copy of the final document.

We had two vendor demonstrations before we began on our RFP. We knew there were many new options on the market. We wanted to see what was available and what features were available in the new generations of software. We needed to make sure that our RFP captured these options. We also wanted as many staff as possible to be exposed to these products. All staff were invited to spend the day or drop by to hear the demos.

We determined that we would send an RFP to vendors who had at least 100 customers of a size similar to ours based on the March 2002, issue of Library Systems Newsletter. We made two exceptions: Ex Libris, who has recently signed a contract with SUS and CCLA and GIS who asked to be included specifically.

We gathered sample RFPs from San Francisco Public Library, various library literature and vendors. Each team member went to work on developing specifications in his/her assigned area. On May 6, 2003 our RFP went out.

By June 6, 2003 we received four responses: Dynix, Gaylord Information Systems (GIS), Innovative Interfaces, Inc. and Sirsi.

III. The Evaluation process

Each team member evaluated proposals in the functional area for which they developed the RFP. Each vendor was asked to respond to each of our requirements in the following manner.

OPERATIONAL: (O) The system fully meets the requirement and is installed in at least 20 customer sites.

PARTIALLY MEETS REQUIREMENT: (PM) System performs at least part of requested function or could be customized. Specify elements currently available in explanatory notes.

UNDER DEVELOPMENT: (D) includes any functionality under alpha, beta, or pilot testing. Status and planned availability date must be provided.

CANNOT PROVIDE: (CP) have no current plan or product under development

Each section was reviewed for overall response though certain areas were more important to us than others. Certainly the ability to accommodate our MAYL workflow was important, the manner in which materials move through the system (does the status change and require additional handling, patron friendly options in the online catalog and flexibility in report writing are all issues in which we are particularly interested.

Overall ranking were made based on the proposal response with more consideration given to the ability to perform in some of these "hot button" areas. Results of the individual review of proposals are found in Section C.

IV. Executive Summary of III Preference

The OCLS is positioning itself as a leader in Library technology for our staff and patrons. Our implementation of the Vocera system at Main and the use of wireless handheld computers to provide public service to patrons at Main and in Branches are just two examples of innovation here at OCLS. To Inform, Inspire, and engage the Imagination of our users, we must continue to step out ahead of the curve. The common denominator

won't get us there. We believe that the services of only one of the bidders will meet our challenge to "respond to a changing community" and "expand use of relevant technology" as required in our strategic plan. We want to provide new technology and new services to the public. To do so we need a vendor partner prepared to be a leader.

We believe the Innovative Interfaces, Inc. (III) represents that philosophy in a vendor. The Millennium Airpac is a good example. Airpac provides patrons with the ability to connect to our website and their own library account information through a wireless interface on a handheld computer or PDA. They are the only vendor providing such a product. They are providing their own metasearching product. Their WebBridge product is compatible with emerging linking initiatives such as OpenURL.

A flagship service for the Orange County Library System is our MAYL program. There are currently work flow issues that we have not been able to address with our current vendor. The elimination of certain manual and redundant elements to the process are imperative for us to address to continue to have a successful program. Only III has been able to demonstrate for us that they have a library running a successful delivery program under circumstances which we find acceptable. Through both a site visit and phone calls we have confirmed that our needs can be met by the process that III software provides. We anticipate that the use of III software will eliminate some of our manual processes and will save approximately 5600 man hours per year.

III does not require the added handling of returned materials to move from location to location. The labor intensive process which we use currently once eliminated will save approximately 6000 man hours per year.

III is a more expensive but superior product. We believe the advantages to the staff and public of that larger expenditure are great. Labor savings, innovative services, a forward looking position all take us in the direction we wish to go. The cost for the III system is within those funds budgeted for this project.

V. Recommendation

Staff recommend that the Library Board authorize the negotiation of a contract with Innovative Interfaces, Inc. to purchase the Millennium library automation system in an amount not to exceed those funds budgeted. A final contract will be presented to the Board for approval.

BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 03-141

RESOLUTION TO AUTHORIZE THE NEGOTIATION OF A CONTRACT WITH
INNOVATIVE INTERFACES, INC. TO PURCHASE THE MILLENNIUM LIBRARY
AUTOMATION SYSTEM.

Minutes of a regular meeting of the Board of Trustees of the Orange County Library
System, Orange County Florida, held in the City of Orlando, on the 11th day of July 2003
at 7:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. Staff recommend that the Library Board authorize the negotiation of a contract with Innovative Interfaces, Inc. to purchase the Millennium library automation system in an amount not to exceed those funds budgeted. A final contract will be presented to the Board for approval.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

Secretary

Overall Ranking of Vendors July 2003

After reviewing each of the individual rankings of vendors the team's overall ranking strongest preference (1) to lowest (4) is:

1. III
2. Dynix
3. Sirsi
4. GIS

	Dynix	GIS	III	Sirsi
Acquisitions, Cataloging, updates, OCLC	3	2	1	4
Serials	2	4	1	3
Interlibrary Loan	2	4	1	3
Item Data	2	3-4	1	3-4
Circulation	2	4	1	3
Requests and Holds (MAYL)	4	2-3	1	2-3
OPAC	3	2	1	4
Resource Linking/ Metasearching and Patron Authentication	3	2	1	4
Homebound Services	2	3	1	4
Report Writer	3	2	1	4
Materials/Event Booking	3	2	1	4
Functional Requirements	2	4	1	3

Each vendor was asked to respond to each of our requirements in the following manner.

OPERATIONAL: (O) The system fully meets the requirement and is installed in at least 20 customer sites.

PARTIALLY MEETS REQUIREMENT: (PM) System performs at least part of requested function or could be customized. Specify elements currently available in explanatory notes.

UNDER DEVELOPMENT: (D) includes any functionality under alpha, beta, or pilot testing. Status and planned availability date must be provided.

CANNOT PROVIDE: (CP) have no current plan or product under development

Each section was reviewed for overall response though certain areas were more important to us than others. Certainly the ability to accommodate our MAYL workflow was important, the manner in which materials move through the system (does the status change and require additional handling?), patron friendly options in the online catalog and flexibility in report writing are all issues in which we are particularly interested.

The individual reports found in Section C go into further detail for each function. Generally some of our impressions regarding each vendor are described here.

GIS ranked 4th in a number of areas. Overall their response, though complete contained very little explanatory or back up information found in other responses. Their existing customer base contains no libraries of our size. The requested references which they provided are consortia of smaller libraries rather than single institutions of our size. Though they responded that much of the functionality we sought was operational they were not able to show that it was operational in institutions similar to ours. It is not clear that the functionality where available would be scalable to our needs. According to the literature, GIS is working hard to break into the larger library market but is not yet there.

They also relied on a third party to provide the materials booking features we wish to provide. This brings another player into the mix and is not always the most efficient manner in which to provide a service. We have no experience with the partner they have indicated would provide this service for us, much less a price.

Sirsi was able to provide a level of boiler plate functionality, they reported a significant number of features in various areas as “under development” or “cannot provide”. There is one particular feature of which we are aware that is problematic. In the same manner in which the DRA Classic system requires that items be placed in a “route” status when moving from location to location, so does Sirsi. From a work flow standpoint this essentially means that many items must be scanned in twice in order to be shelved. We sought to purchase programming from DRA to eliminate this requirement and they would not pursue. Though for some libraries this detailed tracking is found to be a benefit we have found it staff intensive and burdensome. It is an unpopular task and feature to those staff who regularly use the circulation system and we estimate that it wastes approximately 2000 hours of staff time per month/year at Main alone. Considering that accumulated Branch circulation is about 60% of system totals, we can estimate that about 4,500 hours per year are spent on this task (or roughly the equivalent of 2 full staff positions).

Sirsi (and the company which they purchased, DRA) have been unable to provide us with the functionality we need to operate our MAYL function most efficiently. Though some responses to our RFP indicate that they can provide these services, they also suggested

that they would like to partner with us for the development of such home delivery functionality. This is a confusing message.

Dynix overall has a number of features which are “under development”. Our experience with promised future developments is not positive. Dynix as a company is supporting the largest number of “versions” of software in our represented vendors. They have a very large public library customer base but their innovation in the areas of developing metasearching capabilities as well as new services such as wireless access to their product seems to have been slow. They are using third party support to provide metasearching capabilities.

III consistently ranked as number 1 across the wide range of functions. All vendors are able to provide standard level functionality in their products. There are some boilerplate functions that can be found in any product. The OCLS is looking for more. Our staff and patrons are looking for more.

III is enhancing the marketplace with products like Airpac. Patrons can download “The Library” to a PDA to check and see if a book is available, check out program times, ask a librarian a question or check to see when their DVD is due. Labor savings on tasks such as “routing in” as mentioned previously provide tremendous advantages.

III is the only vendor who is able to provide automated link checking within the Library catalog. Keeping your outside links in your bibliographic records a customer service requirement and the manual performance of such a task is nearly impossible from a staff use stand point.

Cost as a Factor

Vendor	Proposed Purchase Cost	Notes
III	\$661,658.00	More features in package
Dynix	\$ 280,000.00	Add third party costs for meatasearching
GIS	\$ 266,542.00	Add third party costs for materials booking
Sirsi	\$ 293,088.00	Labor intensive features

The III cost proposal is within the budget established in next fiscal year’s budget. Though an initial look at the variances in cost is thought provoking, we believe that the advantages to using the III product are vast. Labor savings, innovative services, and a

forward looking position all take us in the direction we wish to go. As outlined in the Executive Summary in Section A, there are a great many advantages in each of these areas which recommend III as our choice.

Two important areas of consideration in vendor performance are customer support and number of staff dedicated to new development. In the March 2003, Smart Libraries Newsletter, rates well in both of these areas. A comparison with our other responding vendors is below:

	Customer Service Staff ratio of staff to customer	Development Staff ratio of staff to customer
III	1:07	1:13
Dynix	1:14	1:33
GIS	1:09	1:06
Sirsi	1:08	1:15

Future costs will include annual maintenance and will begin in fiscal year 2005. Maintenance costs are calculated as a percentage (generally approximately 15%) of the software purchase cost.

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**Additional Information will be
provided in the Original and paper
copies of the Board Packet.**

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**Discussion and Possible
Action Items**

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Strategic Plan Quarterly Update

STATUS		NOTES	POINT PERSON
	GOAL 1: Increase Customer Satisfaction & Provide Greater Ease of Access to Services		
	Objective 1: Provide Additional days/hours of service		
	Activity		
	Provide additional days of service		
Complete	Open four branches on Sundays (Alafaya, North Orange, West Oaks, South Creek) 4 Branches open Sunday Year 1	Accomplished, Jan 5, 2003	Sally/ Craig
Underway	Open new Winter Garden Branch (this is cost in addition to current cost to operation West Orange) WG opens Year 2	Signed construction contract, groundbreaking held on 2/10/03. Slated to open Fall 2004. Check progress of the project at http://www.ocls.lib.fl.us/Growth/Branch/winter_garden.asp.	Sally/ Craig
Underway	Prepare master plan for Branch development. Plan completed during Year 2.	Meetings have been held with City of Orlando and Orange County planning departments. Meeting with individual developers, seeking partnerships.	Sally/ Craig
	Provide additional hours of service		Sally/ Craig
Complete	Change South Trail closing hours to 8pm Monday-Thursday. Branch adds 4 hours per week Year 1.	Open until 8:00 p.m. June 1, 2003. Patron feedback very positive with about 35 more visitors a day with this extra hour. The computers are being well used during this time as well.	Sally/ Craig
	Objective 2: Accept credit and debit card payment		
	Activity		
Underway	Accept credit/debit card payment in person, via phone, and online. Credit/debit payments accepted in all locations, via phone, and online during Year 1.	Working with Wachovia on implementation issues.	Bob
	Objective 3: Provide self service options		
	Activity		
Complete	Implement Self Check Out at strategic locations. Year 1 South Creek. Track self-check use vs. staff assisted use, up & down time, problem calls, etc. Achieve 50% of Branch circulation via selfcheck within 6 months.	Self-Checkout up and running at South Creek. For May 2003, circulation for self check out is 58 % of overall South Creek circulation.	Sally/ Craig

			03-143
	Objective 4: Create and maintain inviting and appealing library spaces		
	Activity		
Underway	Create WOW (Now known as Library Central) space 1st floor, Main Library	Construction began 4/30/03, scheduled completion date is late September 2003. Plans are underway for opening celebrations. Photo exhibit by Commissioner Homer Hartage lined up for opening.	Bob
Complete	Upgrade North Orange interior	Completed November 2002. Patron feedback very positive regarding the improvements.	Bob
50% complete	Install LCD projection in Computer Resource Center & Albertson Room	Work completed in Albertson Room. Used new equipment for Central Florida Memory presentation. Computer Resource Center installation scheduled for July 2003. Available funding has also provided opportunity to install equipment in Info Power Suite to support various staff training and meetings.	Bob
Complete	Replace North Orange roof	Completed May 2003.	Bob
Underway	Prepare and implement building maintenance schedules	Evaluating software packages.	Bob
Underway	Conduct audit of ADA compliance for all facilities	Interplan has completed field work for 9 locations. All field work should be completed by end of July 2003. Reports of findings will be shared with Library in August.	Bob
	Objective 5: Implement effective communication loop with customers		
	Activity		
	Create Customer Service Action (CSA) group made up of staff to:		
Complete and ongoing	Create group from wide range of staff	CSA group created and active. Group includes members from management, librarian, support staff level. Members from both main library and branches.	Debbie
Ongoing	Inform, seek feedback and prepare staff through meetings and Intranet articles regarding customer satisfaction goals and surveys prior to start date of survey	Customer Service has become a regular discussion topic at our system wide manager's meetings held the first the third Thursday of the month. On June 3, 2003, Lead Branch staff and Info Desk Staff met to brainstorm customer service needs. The outcome was the development of the "SMILE* Team" whose goal is to encourage more outgoing customer service among staff and to help the Library identify training needs and opportunities. *SMILE: Service, Make eye contact, Important (make the patron feel), Leadership: model for other staff, Enthusiasm.	Debbie
Complete and ongoing	Design and distribute customer survey tools	Online Customer Satisfaction survey up and running in all locations. Online class evaluations and paper program evaluations are in use. Additionally CSA members are conducting ad hoc public service interviews at "key moments" in the provision of Library service. They are asking patrons, "what could we have done better to serve you today?". Our feedback has been very positive. Most recent quarterly results were provided in June 2003 Board packet.	Debbie
Complete and ongoing	Monitor patron response to survey tools and "tweak" wording or methodology as needed	Results distributed to managers for review by location. Results shared with CSA and with Admin team.	Debbie
Underway	On a quarterly basis, CSA reports survey results and recommended actions to Admin Team	First report to admin on agenda for July 9, 2003 meeting.	Debbie
Underway	Administration reviews CSA recommendations and implements feasible response.	In July 2003, the admin team will review CSA recommendations for possible adjustments to procedures.	Debbie
Underway	Publicize changes to patrons	Any changes will be shared with the public through ocls.info and printed notices for the public.	Debbie

	Objective 6: Prepare staff to exceed the expectation of the customer		
	Activity		03-143
Underway	Provide staff training annually in customer-driven service practices	Human Resources has arranged for presentations from Donna Long with The Learning Journey. All staff will be invited to attend one of several sessions on two dates in August 2003.	Debbie
Underway	Review customer service practices annually	Underway through the input of the SMILE Team.	Debbie
75% complete	Set performance standards & revise job descriptions	The new employee performance review process currently under development will be introduced to employees over the summer so that employees can become familiar with it prior to implementation on October 1. Customer service goals and library values will be incorporated in each Library job description: Uphold the Library System's mission and values in the pursuit of all duties; <u>Respect</u> for the individual, our organization, and the community, <u>Excellence</u> in everything we do, and <u>Integrity</u> in our actions with others, while providing excellent customer service to all internal and external customers. Managers have shared this message with staff and it has also been communicated on the staff website.	Debbie
50% complete	Establish program to recognize & reward customer service excellence	We currently have a "Values Commendation" program. Staff are recognized for a special contribution by their coworkers, a certificate is completed and the recognition is placed on the Orange Peel. This existing program will be expanded into a larger recognition program.	Debbie

	GOAL 2: Provide a Range of Services that are Responsive to a Changing Community		03-143
	Objective 1: Expand Access to and Availability of Programs for the Public		
	Activity		
Underway	Use Volunteer Story Givers program using staff and outside volunteers, to provide 25 additional programs per year.	The response to a call for volunteers on the Orange Peel was great! We now have 21 staff who have expressed an interest in learning storytelling skills. Our first training sessions were held on June 24 and 25, 2003. Additional training is scheduled for July 9 and 11, 2003 and we expect some of our trainees to go solo in August, 2003.	Kathryn
Complete	Librarians will create four events for presentation to the public each year at least two of which are classes.	Library programs and classes (excluding childrens programs) have increased to 145 in May 2003 from 29 in May 2002.	Kathryn
75% complete	Employ technology to disseminate classes, programs and storytelling to multiple locations and to home users (related costs found under technology)	Video conferencing installed between Main and South Creek and West Oaks. Future expansion is being re-evaluated on a cost/benefits basis. We are discussing a possible joint video program between Orange County and St. John's County. Video streaming server ready. Will be streaming a promotional interview with Patrick Smith over our web site as part of Central Florida Reads promotion.	Kathryn
	Objective 2: Expand Use of Relevant Technology		
	Activity		
Underway	Replace library automation system	Four proposals were received by June 6, 2003 in response to our rfp. They have been distributed to automation system team members and are currently being evaluated. A recommendation will be submitted to the Board at the July 10, 2003 Board meeting.	Eric
50% complete	Provide online chat reference during all Quest Line open hours.	The Library has purchased Docutek software to run our online chat ref function. This is the same software selected for a statewide chat ref project. Staff began using the software internally on May 22, 2003. We anticipate that this service will be up and running for the public by early August, 2003.	Eric
Complete and Ongoing	Evaluate and add new software programs for public and staff.	Visual Presenter Plus, Pinnacle Studio, and Hollywood/FX video editing software has been purchased and is being evaluated for use in the CRC.	Eric
75% complete	Expand the Library's role as a digital content creator: Participate in partnership with UCF/History Museum to create pilot digital history project. Seek grant funds for project expansion.	LSTA grant completed and submitted March 15, 2003. Should hear in late June/early July the outcome. The Central Florida Memory site was "unveiled" on May 21, 2003 at a well attended public program. Staff participated in a well attended poster session at the ALA meeting in Toronto.	Eric
Complete	Install video conferencing technology to provide programs, classes, storytimes at multiple locations from one location. First year three locations, add at least 3 locations each subsequent year.	Video conferencing installed between Main and South Creek and West Oaks. Future expansion is being re-evaluated on a cost/benefits basis. We are discussing a possible joint video program between Orange County and St. John's County.	Eric
Underway	Experiment with mobile hardware for reference service in at least two locations. Seek further grant funding if use is successful.	A report has been produced based on experience using these portable devices at Main. Recommendations regarding future use and needs is forthcoming from the Division of Reference and Information. At our Alafaya Branch Customer Support staff use the Tablet PCs to assist patrons in finding material, reserving items for delivery and instructing patrons on how they can use online catalog.	Eric

Objective 3: Expand End User Services		
Activity		03-143
50% complete	Evaluate cost vs. use of color copier at Main. Success is measured by recovery of cost of lease.	Color copier installed week of January 6, 2003 in CRC. So far we have averaged an income of \$69.00 per month (\$1.00 per copy) which currently falls short of our monthly lease cost.
50% complete	Evaluate cost vs. use of public fax at Main and Southwest. Success is measured by recovery of cost of purchase and phone lines.	Public fax available at Main and Southwest effective January 3, 2003. Public fax income is an average of \$130.00 per month (\$1.00 per page faxed). This income is much more on target to recovering the cost of this service.
Underway	Provide notary service at Alafaya. Provide 5 employees with Notary status. Success is measured by use of service vs. cost of licenses.	Initial staff member has completed online training and exam. Application has been submitted issuing agency. Anticipate certificate and tools to be received in July. Start date by August 1.
Underway	Evaluate cost vs. use of color printer at Main. Success is measured by recovery of cost of lease.	We purchased a color printer and installed it in the Computer Resource Center in mid April. Since that time we have only made 53 color print outs at a price of \$1.00 per copy. Considering the cost of the printer (\$2,122) and ongoing costs for color ink cartridges we may find that the cost of providing this service cannot appropriately be recovered.
Objective 4: Expand and Diversify Collections		
<i>These expenditures will be taken out of materials allocation</i>		
Activity		
Complete	Experiment with circulating software at Alafaya and South Creek. If successful (measured by circulation, return and retention) add collections to all locations.	Collections circulating at Alafaya and South Creek. Adding small collection to West Oaks and North Orange, add titles to existing collections as budget permits.
Complete	Add computer games (X Box, Playstation 2) at Alafaya and South Creek. If successful (measured by circulation, return and retention) add collections to all locations.	Collections circulating at Alafaya and South Creek. Adding small collection to West Oaks and North Orange, add titles to existing collections as budget permits.
Complete	Add more copies of best sellers by adding funds to our lease program.	Added 750 items per month to our lease plan for a total of 3000 items per month. We have recently had copies available to check out on the release date of the newest Mary Higgins Clark title and Lisa Scottoline's
Enhance world languages collections		
Complete	Purchase Rosetta Stone database - 24 Languages plus remote access, unlimited users;	Up and running with access from Library and home/office. Use is limited to about 100 accesses a month but we plan to update our access and promotion to databases which we hope will generate more interest.
Complete	Purchase Consulta database (Spanish Resource Center from Gale) including magazines and newspapers. 4 users. Remote access	Up and running in January 2003 for Library access. Home access was added in March 2003. We have added a link to this database from our "En Espanol" pages as well.
Complete	Materials in Vietnamese	Released \$8,500 order March 2003, an additional \$2,500 order was released in June 2003.
Complete	Materials in Spanish	Our initial goal was to increase spending by 10% over last year. So far this year we are 20 % ahead in our spending over last year.
Complete and ongoing	Add more DVDs	Established standing order plans for childrens series and new releases earning 20 million or more at box office.
Complete and ongoing	Add more music Cd's	Library developed, "Billboard Plan" began March 2003. Adds average of 40-50 new title releases to all locations per month. In first month added over 160 new titles.

	GOAL 3: Expand Use and Awareness of Library Services Through Marketing		03-143
	Objective 1: Increase Market Share by 10 Percentage Points Annually		
	Activity		
50% complete	Conduct a demographic study of our service area (software cost)	Library Decision software has been purchased, data is being entered and training is in process. This database uses census data to take a current look and project future growth. Vendor says full data use available by end of August 2003. We are also looking at Orange County's new interactive map data.	Marilyn
	Image Projection:		
50% complete	Marketing WOW excitement at the Main Library	Library Central chosen as name for WOW area and Club Central selected for teen area. Staff and public meetings conducted for input. Posted on web site for public input. Signs posted to let patrons know of changes to come. On tours and at talks, public informed of exciting changes to come. Plans in process for banners, signs, construction viewing wall. Once contractor chosen and construction date set, we will start promotional campaign for press and public. The Friends of the Library are preparing for gift shop area as well. Winner of Club Central Art contest was selected in June.	Marilyn
Complete	Use the new logo to brand the Library	The new logo has replaced the prior logo on Library publications such as the newsletter, website, signs, library card, User's Guide, mini library card registrations, promotional items, invitations, giveaways, displays, banners, posters, staff ID, posters, t-shirts, polo shirts, logo chocolates, bookmarks, certificates, press releases, etc. New letterhead, envelopes note cards and even a Mascot with logo have been created as well. The intent is for all Library communications to carry the new logo.	Marilyn
Complete	Use the new mission statement to brand the Library	As with our logo, the Library's new mission statement, Information, Imagination, Inspiration, is now used on all publications and promotional pieces possible. Often it is used in conjunction with the new logo. Recently, Linda Wallace, ALA, solicited mission statement information for a book she is working on concerning libraries, mission statements, and marketing. She loved our mission statement is including it in the book.	Marilyn
Complete	Develop partnerships, performances, and programs.	Telemundo TV partnership accomplished and the PSA's have been produced and the first story program presented by Telemundo in May and two planned for June. Participated in the first annual Riverfest with authors and presenters. Central Florida Reads with numerous community partners, including OC Regional History Center, is meeting regularly and planning for the fall read. Presented Travel Forecast and partnership with the Institute for Travel and Guidebook Writing. Developed relationship with CF Folk and presented several music programs.	Marilyn

			03-143
	Marketing Strategies:		
Complete	Create mailable packet to promote Library use.	New "Got Your Card? Library information and registration flyer completed plus flyer designed especially for children for Library card sign-up.	Marilyn
Complete	Supply apartment complexes and realtors with Library card information.	Contacted and sent new "Got Your Card?" flyer to 75 Apartment Complexes and 25 Retirement Communities.	Marilyn
Complete	Businesses - I identify businesses in service area.	Used Reference USA database to identify and create contact list. Sent promotional flyer and Mini Registration cards with note for distribution to staff and public to 50 businesses such as Banco Popular, Bell South, Chili's, Embassy SuitesCostco, JC Penney, OUC and Lockheed Martin plus Publix stores. Local businesses are being contacted as well about the Bagels & Business program. We are also distributing to DMV/Licensing Offices. This is ongoing and we plan to continue using the new mailable brochure.	Marilyn
50% complete	Create brochure in English and Spanish to feature services/databases.	New "Got Your Card?" produced in English, awaiting print of Spanish version.	Marilyn
Ongoing	Contact large local businesses and ask them to distribute Library card information to their employees at employee fairs/open season medical	MetLife given new flyer. Law Offices, Orange County Public Safety, School board, Universal Orlando, Clerk of Court, Property Appraiser, FAMU School of Law; Dr. Phillips Performing Arts Ctr, Orlando Ballet, Architectural firm, A Gift for Teaching, city of Orlando, Banco Popular, Darden, CF News 13, OC Tax collector among others given bookmarks and signs from billboard/library card campaign for distribution and posting.	Marilyn
Ongoing	Partner with Chambers of Commerce and Economic Development Commission to promote Library as part of package to attract new businesses.	Bagels and Business program held on April 24, 2003 and the next event is planned for September 25, 2003. Advertised the April event in the Chamber's publication First Monday and plan to develop a relationship with the Chamber and Economic Development Commission. Working with Hispanic Chamber of Commerce, several programs planned. Library add and locations will be included in new Orlando map put out by Chamber of Commerce.	Marilyn
	Market Library services to children.		
Complete and ongoing	Supply schools with Library card sign up for new students.	New "Get Your Card!" registration form distributed to all registering kindergartners in Orange County. Preparing for first grader library card contest. Through Childrens Initiative, made contact with 112 elementary schools. Over 75,000 Summer Reading program fliers were sent to each public elementary school for each child. We will be sending out newsletters, fliers, and Got Your Card? brochures to each of the 17Boys and Girls clubs in Orange County and hope to attend an area director's meeting in the near future and participate in their National Kids Day event on August 2. "Get Your Card" now available in French and Spanish. The Orange County Citizen's Commission for Children sent "Ge Your Card" flyers and summer reading log and contest forms to participant's in thier summer school programs.	Marilyn
Complete and ongoing	Attend open houses at elementary schools and middle shcools to distribute Library card sign up packages.	We have funded and created a page in the OC Public Schools Foundation's Newspaper in Education publication which was issued in April 2003 and distributed to all 2nd graders. As part of the Children's Initiative, Librarians made contact and distributed information to elementary school PTA groups. We have been invited to participate in an open house at the new Freedom High School in July 2003. We plan to do live sign up for library cards at this event.	Marilyn
	Market Library services to Teens		
Complete	Meet with teen advisory group 3 times per year.	Teen Voices has been meeting monthly during school year. Teens named Library Central teen area - Club Central. Art Contest - Teen drawing chosen for glass etching in Club Central.	Marilyn
Ongoing	Partner and plan programs with community teen groups.	Money Matters for Teens presented in partnership with Orlando Federal Credit Union...email sent to high schools. Programs for teens were presented in the Libraries including PowerPoint computer class presentations, Game tournaments, Exam Cram Sessions, and Ink! a writer's group.	Marilyn

			03-143
	GOAL 4: Invigorate Employee Satisfaction and Invest in Quality of Staff		
	Objective 1: Establish Human Resources Development Plan		
	Activity		
	Develop internal "Best Practices" for Managers		
Complete and ongoing	Implement "Best Practices" as a regular agenda item at bi-weekly System wide Manager's Meeting	Implemented in November 2002 and current. Recent topics include discussions on customer service philosophy.	Carla
Complete and ongoing	Use established employee recognition programs such as Values Commendations, Safety Stars and Years of Service Awards	Current practice - Values Commendations and Safety Stars are given year round and posted on staff intranet; years of service awards are given at 5 year anniversary increments.	Carla
Ongoing	Hold system wide training at least once a year on relevant management topics. For example: ADA and Diversity Issues; Coaching and Counseling Skills; Interviewing Skills, etc.	In addition to training held in February 2003 on labor issues, mangement training regarding the performance evaluation process is scheduled for September 2003.	Carla
	Establish Staff Development plan		
Complete and ongoing	Hold system wide training at least twice yearly on relevant topics: Staff Day once yearly plus other training such as sensitivity training on ADA and Diversity issues; Customer Service and Interpersonal Skills.	Staff Day held 11/11/02 and a team of staff is currently at work planning Staff Day 2003! ; customer service training scheduled for late summer, Center for Independent Living came in to do training on working with our deaf visitors. Our first group of staff "graduated" on 6/25/2003. Staff who were on a waiting list will participate in a second series of classes.	Carla
	Let's Go Fishing!		
Complete and ongoing	Adopt, Promote, and Facilitate Fish! Philosophy	Fish! site on staff intranet to provide an opportunity for staff to share their Fish! ideas.	Carla
Complete and ongoing	Incorporate Fish! into New Employee Orientation	Fish! video is shown at orientation for new employees/ employees discuss Fish! philosophy during orientation.	Carla
Ongoing	Institute Fish! Committee	Fish! committee volunteers are meeting to discuss plans for Staff Day.	Carla
	Objective 2: Develop System Wide Communication Plan		
	Activity		Carla
Complete and ongoing	Establish regular opportunities for Admin Team to communicate with employees, at least annually at each department and branch.	In addition to Mary Anne's regular visits to Branches/Departments (occurring 3-4 times a year), the Admin Team participated in the most recent Side by Side Day on May 29, 2003. Each member of the admin team chose a location outside of their general area of responsibility and worked in that location for the day. It was a great learning experience for everyone involved. Bob Tessier and Carla Fountain are conducting retirement planning seminars for staff at all locations. Kathryn Robinson visited all reference departments and branches to discuss our reference policy and guideline development. Debbie Moss will visit locations to discuss our automation system conversion in the fall.	Carla
Complete and ongoing	Conduct regular labor/management meetings - 1 X per month	Current practice (since October 2002)	Carla
Complete and ongoing	Establish rumor control feature on Employee Online Newsletter (The Orange Peel)	"Barney" site is up and running. Barney deals with about 10-15 rumors per month.	Carla

Ongoing	Hold "front end" communication meetings on major initiatives.	Employees have been asked to become involved in creating Reference Guidelines, participated in a steering committee for the Childrens Initiative and are making recommendations and participating in demonstrations for the new automation system. The Customer Service Action team and SMILE team are other examples of bringing staff into the process to help us decide how best to reach our goals and implement plans to do so.	Carla
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			03-143
	Objective 3: Establish Staff Technology Development Plan		
	Activity		
	Develop internal technology based training program		
Underway	I identify Core Competencies by Position for 25% of positions per year.	The Library has determined a slightly different direction for this Objective. Using a matrix approach, we have developed a draft table which contains all job titles and the variety of technical skills that staff may need. We are in the process of determining which skills should be required for each job title. We will make that determination based on staff input and management evaluation. On June 13 we will post a survey for staff which will elicit their responses regarding which skills they believe are most important to the position they currently hold.	Debbie
Underway	Obtain baseline measurement of current staff in positions identified each year based upon identified core competencies	When we have identified those core skills by position we will begin a formal training program based on the skills needed by the largest number of staff. For instance, all staff should have the skill of using staff e-mail. We have a draft tutorial program which will be fine tuned and provided to all staff. Those who can complete the tutorial successfully will proceed to training/evaluation at the next level. Those who will benefit from further training will receive it before progressing further.	Debbie
Underway	Develop curriculum based upon identified needs	Curriculum exists for many of the technical applications used by staff. We will be working on developing more online instruction that can be followed at a self determined pace that does not require classroom attendance. One on one classroom instruction will however be available.	Debbie
50%	Initiate classes for staff based upon identified core competencies	We are currently preparing the curriculum for the two skills we believe will be our first priority, staff e-mail and navigating the Orange Peel.	Debbie
Underway	Measure and evaluate staff competency level	Staff will be provided with a tutorial. If successfully completed they will be considered to have achieved the required competency. If not, additional training will be provided.	Debbie
	Objective 4: Establish Professional/Employee Development Plan		
	Activity		
	Identify expectations for all staff, in relation to position, for professional activity and employee development opportunities		
Complete	Effective October 1, 2002, establish the MLS or other ALA accredited graduate degree as a minimum requirement for any new hire librarians. Evaluate MLS requirement for current Librarian staff.	MLS established as requirement for newly hired librarians	Kathryn
Complete and ongoing	Establish Employee Enrichment Experience (E ³) program to foster understanding of different jobs and provide employees with a system wide perspective.	Announced E ³ program on 1-16-03. Several working visits have been conducted to date and staff reaction has been positive. One recent report stated "It was quite an experience. I learned how to communicate better and effectively. "	Kathryn
	Conduct evaluation of staffing levels each fiscal year		
Ongoing	Adjust/Recruit/Reduce staffing as needed	Continuous adjustments through use of PAR forms	Kathryn
Ongoing	Devise Recruitment Plan to include outreach/interviewing at targeted schools; advertising in electronic and print format to targeted professional journals and listservs.	Using the Florida Job Line (for posting of professional library service vacancies), careerbuilder.com for technical positions.	Kathryn
50% complete	Create award program for employee innovations that are successfully used.	The Library has a "Wanted: Ideas for Progress" program available to staff. Forms are available on the Orange Peel for staff to make suggestions related to work product or procedure. We will recognize successfully implemented ideas at our annual Staff Day in the Fall.	Kathryn

50% complete	Offer opportunities for employees to learn conversational Spanish and sign language. Use in-house staff to mentor and coach - Train a total of 15 employees annually.	<p>The Library's Latino Outreach team is evaluating options for providing such a service to staff. A four week course of sign language instruction began on June 4, 2003 for 15 volunteer staff. Our first group of staff "graduated" on 6/25/2003. Staff who were on a waiting list will participate in a second series of classes.</p>	Kathryn
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			03-143
	Objective 5: Update Performance Evaluation Instruments		
	Activity		
Underway	Update Performance Evaluation instruments that incorporate acquisition of new/job relevant skills and organizational values - Two year implementation phase in of new evaluation instrument.	Committee of managers currently meeting to create new evaluation instrument; employee input will be requested. Performance evaluation process will be rolled out to staff at large during the summer and implemented effective October 1, 2003.	Carla
	Objective 6: Minimize the potential for staff or patron injury		
	Activity		
	Conduct safety and security evaluations of facilities		
Underway	Conduct annual safety audits	Fist audit was conducted at West Oaks on Wednesday, June 25, 2003. Audit was conducted by Florida League of Cities, our work comp carrier, at our request. West Oaks did well with few recommendations. A written report will be provided by the carrier.	Craig
Complete and ongoing	Provide safety education for staff	Active Safety Committee and Safety Site on Staff Intranet. A series of presentations were made on March 25 and 26, 2003 by Orlando Police Department. OPD staff suggested that carrying a whistle is a good and simple safety precaution. Staff will be presented with an official "OCLS Be Safe" whistle in the next month. Held annual OCLS Health, Safety and Benefits Fair on June 5, 2003. We have sent out a reminder regarding OCLS Staff Emergency Information Line in conjunction with the beginning of hurricane season.	Craig
Underway	Create evacuation plans and conduct annual drills	Evacuation plans created and posted in all locations. Drills are planned for Summer 2003. Inspections have been requested for all Branches. Recent inspections were conducted at West Orange, Edgewater, Alafaya, and Southeast. Fire Departments have scheduled inspections for Southwest and Windermere.	Craig
	Minimize security risks		
Underway	Install electronic security doors at Branches	Equipment installed. Implementation awaiting completion of backbone upgrade.	Craig
Underway	Conduct annual review of incident reports	Presentation will be made to Admin Team on July 9,2003.	Craig

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Fundraising Possibilities

Fundraising Background:

The Library presently does not have any fundraising policy or guidelines for future fundraising. While current funding levels will not support all the services the library would like to offer its users, it is important to make clear to potential donors what areas or services will benefit for any gift giving to the library.

For Discussion:

Fundraising at OCLS could support ...

Programs for children and/or teens:

- After hours homework help
- ESOL reading programs for children
- Music art and educational programs for children

Special needs for the disabled:

- Special software for the hearing or visually impaired
- Special devices or enabling equipment
- Special programs/ classes aimed at special needs audience
- Special computer tutorials aimed at learning life skills

Collection or special parts of the collection:

- e-books
- children's books
- business materials
- non-fiction "how-to" materials

Special outreach efforts to the underserved:

- hospitalized children
- immigrant populations
- Newborn. Born To Read programs for new teen moms at risk
- New Readers/ Family Literacy Programs

Future capital budget items:

- branch construction or enlargement
- major renovation of a facility

Major technological expansions:

- PC's
- PC lab in branches
- PC classroom space

Endowment Funds for the Future:

- Undesignated funds to provide for future support to the library
- Interest only to be spent; Principal preserved as endowment

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**Additional Information will be
provided in the Original and paper
copies of the Board Packet.**

**Orange County Library System
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Alcoholic Beverage Policy

Library Alcoholic Beverage Policy

July 2003

I. Overview

The Library intends to engage in fundraising and promotional events on Library premises. From time to time, with the express approval of the Library Director such events might include serving alcoholic beverages. The Library does not have a policy to cover such an option and need Board approved procedures and requirements regarding approvals and liability.

We have consulted our attorney our insurance agent in the development of this policy.

II. Recommendation

Staff recommend the approval of the proposed policy.

Library Alcoholic Beverage Policy

Alcoholic beverages may be served for the purpose of fundraising and various Library development and promotions projects, when the following requirements are met:

- The Library Director has given express permission; and
- A licensed bartender, caterer, or other entity which provides liquor liability insurance coverage, is engaged to serve beverages, and
- The bartender, caterer, or other entity executes an agreement which shall:
 1. hold the Library harmless and indemnify the Library against liability arising from alcoholic beverages willfully and unlawfully served to a person who is not of lawful drinking age or knowingly served to a person habitually addicted to the use of any or all alcoholic beverages; and
 2. require the bartender, caterer, or other entity to comply with all County, State, and Federal laws governing the service of alcoholic beverages.

BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 03-145

RESOLUTION TO APPROVE THE ALCOHOLIC BEVERAGE POLICY.

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in the City of Orlando, on the 11th day of July 2003 at 7:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. Approve the Alcoholic Beverage Policy.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

Secretary

**Orange County Library System
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Information

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

Director's Report

July 2003 Board meeting
Director's Report

•Legislative Changes: On June 10, 2003, the Governor approved a revision to Chapter 257 of the Florida Statutes relating to public libraries. Though there were several changes, the most important to us are:

257.15, F.S. This change authorizes municipalities operating independent public libraries to become eligible for state aid funds. The funds were previously unavailable to independent municipal libraries. Both the Maitland and Winter Park libraries are in this category. This legislation mandates reciprocal borrowing agreements within the county before the municipals are eligible for aid.

257.261, F.S. This change clarifies the confidentiality provisions of the law to specifically allow libraries to report information regarding a child's card to the parent for the purpose of collecting overdue fines or materials.

•No Child Left Behind Summer Reading

As part of the State Grant we received for the Summer Reading Camp, Debbie Moss, Kathleen Meiners, Andrew Toutain, Wendi Bost and Eric Atkinson, attended a Parent's Night event on 27 June 2003 at Edgewater High School. Parents of 3rd graders who did not pass the FCAT were provided with information on our Summer Reading Camp Night at the Library, *Books and Beyond* newsletters, and "Hat's Off to Reading" Contest forms to over 300 participants. We also experimented with dialing into the Library's automation system via cell phone in order to do "live" card sign up off site. It worked! We signed up 6 new cardholders and gave out many "Get Your Card!" registrations cards for mail in.

The Library participated in an event at Palmetto School for 150 people, 140 kids: "Got your Card?" mail in registration forms for adult and kids. We were also able to share information on our summer reading program and have now provided over 1500 reading logs for children participating in summer programs throughout the County. Sent some summer reading /newsletter /registration packets to the After School Zone locations (21 middle schools and 13 Neighborhood Centers).

•Citizen's Commission for Children

A meeting was held with Tyra Witsell, Director of Orange County's Citizen's Commission for Children. Plans are underway for the Library

to participate in a National Family Week celebration in November. Events are being identified and planned. Events will be built around some "Celebrity Reads" events, and around the Patrick Smith's book ***A Land Remembered***. The Library will pick a day for one big library/reading event.

The Library is planning to cooperate with Orange County at the county picnic for National Family Week at Blanchard Park. We will send Storytellers and give out "Got Your Card" flyers. We sent out "Got Your Card" flyers for children and adults, Summer Reading Logs and Contest Entry Forms for all of the Orange County Citizen's Commission for Children sites.

- Computer programs for seniors, especially at South Creek Branch were cited by Witsell as being very helpful. Ideas for future Seniors On Line programs include:
Seniors and Health Information Online; Seniors Tracing Their Family Roots; Sharing Photos On Line with Family and Friends; Making Your Will and Living Trust On Line: Pros and Cons; Exercise and Wellness Sites: Best of the Best; Buying Discount Drugs On Line: Mexico, Canada and the US; Portfolio Balancing; Silver Dating On Line; Nutrition Advice on Line; Senior Bargains On line: "Over the Hill Gang" travel discounts, AARP discounts and other senior travel bargains.
- Ideas for after school programs at branches and Main for middle schoolers include: Power Hour; Tutor.com; Doing your First Book Report: Book Report Checklist; Kids Jokes On line; etc.
- 101 East is working on a project to create a video showcasing our services to seniors in our community. It will highlight the following: computer access and classes, MAYL, programs, QuestLine, dvd's, books on cd/cassette, and Talking Books.
- Four people who volunteered as storytellers were inadvertently omitted from the list in the June Director's Report: Joan McSween, Adriana Sierra, Sandra Reyes, and Marilyn Hoffman. Thanks to all of you for being willing to learn new skills. The first training sessions were held for the new volunteer storytellers. The second sessions will be held 8th and

11th July. Some of the volunteers will then be ready to test their new storytelling skills in a live audience setting.

- Many thanks to staff who have volunteered to speak Spanish at programs and events: Maggie Feliz-Gomez; Norma Romero, Adriana Sierra, Marcshia Scioville, Jose Lopez, Inma Fueñtes, Maria Perez, Maria Ortiz, Victor Rodriguez, Betsy Nieves, Jackie Atoy, Angela Quinones, and Rosa Diaz.

- A dedicated group of senior staff have spent the last six months looking at library automation vendors and comparing the functionalities available with each particular vendor. The results of their tedious and painstaking work culminated in a recommendation for purchase being brought to the board at this meeting. The Library owes a large debt of gratitude to: Debbie Moss, Ken Gebert, Wendi Bost, Jim Myers, Nedra Blanke, Debbie Tour, Eric Atkinson, and Craig Wilkins. They had a most important charge. The results of their efforts will touch every employee involved with public service. They generously gave of their time, insight, and wisdom to make today's recommendation. For that we are truly grateful.

- Mactec completed the removal of all asbestos from the building including the 3rd floor air-handlers. They will need to return to re-insulate the cooling pipes on the air-handlers. This work can be completed during library open hours. The electrical boxes on the side of the air-handlers contain a small amount of asbestos. Mactec will need to come back at night to finish this area. We will need to get an electrician to take the boxes off the units and replace them when the work is completed. York, our cooling contractor, will take a look at this to make sure that nothing will happen to prevent the units from operating properly once the boxes are re-installed.

- Fire inspections have been performed at West Orange, Alafaya, Edgewater, Southeast, Southwest and South Trail. Final preparations for fire drills are near completion in several branches.

- At the American Library Association's BRASS program on business plans held on Monday, June 23, Angela Jacobe won the drawing for the 11-volume set, Business Plans Handbook, published by Gale. Congratulations Angela! She has arranged to have the set delivered to the library.

- Talar Glover with United Health Care, presented a seminar on 11 June on Diabetes, held at the Main Library. Twenty-three employees attended the seminar and received useful information regarding this disease that affects approximately 17 million people in the U.S.
- During the month of June, 14 employees attended a four-session class on basic Sign Language. Participants learned basic phrases that will prove helpful in being able to communicate with person who are hearing impaired.
- The Library has been notified by our landlord, Orange County, that the library portion of the HVAC/lighting project at Lila Mitchell Center will begin the week of 14 July. Our Washington Park branch is located in the Lila Mitchell Center. Work will take place after normal library operating hours. No interruptions to public service hours are in the construction schedule. The library is planning to replace the carpeting once the project is complete.
- The Computer Resource Center will begin offering classes during the evening hours in August. Classes will include Spanish Computer Basics, Internet Searching, and our popular Selling On E-bay class. We have also translated our Word Basics class into Spanish and will begin offering this class August 28th.
- The Library did interviews with WDBO Radio, TV Channel 2 and the Orlando Sentinel on 23 and 24 June 2003 over the Supreme Court filtering decision and the use of Web Sense at OCLS.
- The Library has been given the dates for our hosting the Elizabeth I exhibit 15 Dec 2004 -18 Feb 2005.

Programs/Events June-July

The FLYP Summer Reading Program, Hats Off to Reading, for school-age children is filled with fun for the children and includes reading logs, giveaways, and a great contest. The giveaways include a voucher for 4 tickets to Orlando Rays games in June (sponsored by Pirate's Dinner Adventure) and in July (sponsored by Gaylord Palms). Story programs for the little ones (birth to school age) continue in all Library locations.

Hogwarts 101 and the Harry Potter Party combined to stir up a truly magical evening for all, thanks to the incredible efforts from numerous staff members. Many thanks to Kristin Alvarado and Danielle King and Kathleen Meiners for organizing the event and to the many volunteers that evening who made the event such a success! The *Orlando Sentinel* covered the event.

Judge Robert Decatur captivated an audience of 109 people with his stories of the achievements of the Tuskegee Airman at the Friends of the Library June Second Saturday program and 44 people attended the movie following his program. The July program features Florida Humanities Council speaker Victoria Valentine presenting *The First Ladies: Orphans of History*, a colorful, fascinating and sometimes startling commentary and slide presentation on America's First Ladies.

As they say – Money Talks. A monthly Third Saturday Financial Series begins in July at the main library and continues for a year with the first program covering Retirement: Building a Comfortable Lifestyle for Tomorrow presented by experts Bruce Broussard and John Montgomery. The South Creek Branch presents Reverse Mortgages for Seniors on July 22.

July programs feature a variety of subjects including a Patriotic Party with craft activities; exploring the World of Yo-Yos, Pet First Aid, Meet the Author with Steve Combs and Fashion from the Romans through the Renaissance.

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Hogwart's 101 Comments

I very much enjoyed this evening and I most liked the games section! Thank you Wendi for inviting us. C My Brother, Mommy & Me. From Delia.

Very organized from the start, enjoyed the staff and watched the kids having a great time. Hope they do this again for the next Harry Potter book. Sincerely Donna G.

Excellent night for the kids. Staff was very friendly and helpful. They all looked like they wanted to be here and were great with the kids! Couldn't be better! Kathy & Becca C.

Considering this is the first ever Hogwart's gathering I've been to, this is even better than the hype over the second movie. I really hope you will continue the tradition for the following books. My daughter was looking forward to this day and you really made her day by letting her come. I am sincerely thankful for that. Wonderful staff and excellent library program compared to others in other states.

The Orlando Hogwart's has certainly met all expectations and soared. Such a treat for the kids to enjoy a night of magic. For the Muggle parents it is certainly wonderful to watch the magic unfold and all of it based on the desire to read! Sincere thanks to all the volunteers and Hogwart's staff! Thank you!!

Thank you so much for having this party! I wanted my girls to have a great time on my birthday – this was the perfect ending! The staff was amazing – thanks for being so helpful, friendly and gracious! Ya'll put a lot of work and thought into the evening and it shows! Our family is very appreciative!

Thank you for a wonderful evening. Children's programs like this are such a great way to reinforce my son's love of reading. The entire staff was so friendly and enthusiastic. Thanks again!

This was a wonderful idea and ya'll obviously had a great time pulling it together!

This was a wonderful experience. I know my son will remember this night forever.

Tonight was great, I would have liked to have seen my children more.

Great entertainment for the kids. They had a great time.

Tonight was a wonderful treat for the Children. There should be more things/parties like this, it brings the books to life and reading more enjoyable.

This was great. The library is fun & loud. It was great to see the kids & their parents celebrating a book. The volunteers & library employees were so enthusiastic. This was a fantastic evening. I'm so glad we came here instead of a bookstore. Thank you for all the hard work! Elizabeth F.

Thank you for Orange County Library for providing this cute event for children. Thanks-a-lot!!! Edgar, Karen (sister) & Elsa (mother)

The Hogwart's 101 was a wonderful experience. We really enjoyed it! It was full of imagination for the children! The Parker Family

This was an awesome experience – great fun & learning at Hogwart's 101. Thank you for organizing and creating such an experience! ☺ The Bennett's

Thanks for an awesome program! Our son had a great time! Something to remember! Kris A.

Quicker than sending an email – a heartfelt thank you for all your hardwork and enthusiasm, the kids loved it! (me too!! ☺)

I loved the evening, kids enjoy these kind of activities and learn to love reading and culture.
Thanks, Jennifer T.

Wonderful idea, great organization, motivation – every body very friendly specially this late @ night!
Great Job! The Deville Family

This was a very great idea, my son loved it! David & Caleb J.

Very exciting! Lots of efforts and enthusiasm! My son had a great time! Great ideas! Good job everybody! Thanks for a great time, Gaeiala J.

Wonderful event! Great way to celebrate reading ... Donna & Elizabeth Z.

We had a great time – what a special night for my son & nephew! Thanks! Andrea F. (Rocco's Mom)

My heart was racing as I waited to check out HP5. My hands were shaking as I handed over my library card. The smell of the freshly printed book was satisfaction! Lisa A.

This was the most wonderful time! See ya, Elizabeth

Great time – can't wait for next year! Bridget H.

I loved it! Jonathan H.

Splendid Evening – totally enjoyed the fascination on the children's faces as well as that of the parents.
Carmela M. (Antonio's Mom!)

This was fabulous! The children were truly excited. Thank you!

I'm so happy to be one of the first(h) to read the best books I ever enjoyed.

Thank you so much 4 having the Hogwart's 101 Party. It was gr8 (great), awesome. SO COOL.
Thank you Alexander V.

Dear Hogwart's thank you for having me. Nick V.

Great job! Can't wait for the next one! Fabulous! Sharon (P.S. We Love Harry Potter)

Tyler K. "I want the 5th book."

Dear Hogwart's, Thank you for wonderful times here. Wizard in Training, Andrew S.

Harrah Paul, Great !! I really enjoyed! Cesar

Michael

What a wonderful job! We all had a great time. The extra effort and all the small details really made a difference.

Really cool party! I love Harry Potter books! Thanks a lot, Sunicka G.

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Winter Garden Project Summary

Winter Garden Project Summary

03-149

Jun 30, 2003

Category	Budget Approved 12/12/02	Revised Budget	Expended to Date
Architect/engineer	150,000	151,148	113,639
Construction			
Contractor	2,100,000	2,032,287	153,966
Carpet	35,000	35,000	0
Impact & Permit Fees	40,000	40,000	22,594
Testing	8,000	8,000	920
Other	10,000	10,000	325
Construction Total	2,193,000	2,125,287	177,805
Contingency	207,000	273,565	
TOTAL PROJECT	2,550,000	2,550,000	291,444
Base Contract		1,961,100	
CO #1 - Civil Improvements		71,187	
	Total	2,032,287	

7/2/2003

**Orange County Library System
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Library Central Project Summary

Library Central Project Summary

03-150

Jun 30, 2003

<u>Category</u>	<u>Included In Annual Budget</u>	<u>Revised Budget</u>	<u>Expended to Date</u>
Architect/engineer Total	100,000	113,985	105,740
Construction			
Contractor	1,300,000	882,518	90,790
Carpet	0	88,000	0
Permits & Fees	0	10,000	7,960
Other	0	0	330
Construction Total	<u>1,300,000</u>	<u>980,518</u>	<u>99,080</u>
Furniture	100,000	350,000	0
Contingency	0	55,497	
TOTAL PROJECT	<u><u>1,500,000</u></u>	<u><u>1,500,000</u></u>	<u><u>204,820</u></u>

Scheduled Construction Completion Date: Sep 2003

Construction Contract Summary	
Base Contract	850,374
CO #1 terrazzo	26,192
CO #2 - delete partition, relocate sprinkler, demo sink, ballast disposal	5,952
Total	882,518

7/2/2003

**Orange County Library System
Board of Trustees Meeting
Thursday, July 10, 2003**

**Public Comment:
Non-Agenda Items**