

**Orange County Library System  
Board of Trustees**

**Board Packet for October 2003**

**Meeting Location:**

**Children's Meeting Room  
Orlando Public Library  
101 East Central Boulevard  
Orlando, Florida 32801**



**101 East Central Boulevard  
Orlando, Florida 32801-2471  
phone: 407.835.7611  
fax: 407.835.7648  
website: [www.ocls.info](http://www.ocls.info)**

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

October 9, 2003

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

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, October 16, 2003, at the **Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801; 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**  
**October 9, 2003**  
**Orlando Public Library**  
**101 East Central Boulevard**  
**Orlando, Florida 32801**  
**407.835.7323**

03-202 I. **Call to Order**

03-203 II. **Public Comment**

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

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

03-204 III. **Approval of Minutes**

03-205 Marketing Committee Meeting Minutes: Wednesday, September 10, 2003

03-206 Library Board of Trustees Meeting Minutes: Thursday, September 11, 2003

03-207 IV. **Staff Presentation: WiFi – Wireless Technology: Blake Ringholz**

03-208 **Staff Presentation: *Get With It!*: Jim Myers**

03-209 V. **Financial Statements and Summaries: September 2003**

03-210 VI. **Statistics and Summaries: August 2003**

03-211 VII. **Action Items**

03-212 Recognition of Retiring Employee: Cynthia Willie

03-213 Recognition of Retiring Employee: Gail Carroll

03-214 Recognition of Retiring Employee: Don Royster

03-215 **Consent Agenda**

03-216 Annual Plan of Service

03-217 Appointment of Flexible Benefit Plan Administrators

- 03-218            **Non-Consent Agenda**
- 03-219            Drawing of *License to Learn* Contest Winner
- 03-220            Election of Officers
- 03-221            Director's Evaluation Process: Gloria Fernandez
- 03-222            VIII. **Discussion and Possible Action Items**
- 03-223            Strategic Plan Quarterly Update: Phyllis Hudson
- 03-224            Naming of Winter Garden Meeting Room: Heritage Room
- 03-225            Opening of Library Central: Sara Brady
- 03-226            U.S. Patriot Act
- 03-227            IX. **Information**
- 03-228            Director's Report
- 03-229            FY 2004 Holiday and Closed Schedule
- 03-230            Winter Garden Project Summary
- 03-231            Library Central Project Summary
- 03-232            Sunday Service Hours
- 03-233            Public Comment: Non-Agenda Items

X. **Adjournment**

**Next Meeting Dates:** November 13, 2003 – South Trail Library 4600 South Orange Blossom Trail; Orlando, Florida 32839  
– December 11, 2003 Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.

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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, October 16, 2003**

**Call To Order**

# **Orange County Library System Board of Trustees Meeting Thursday, October 16, 2003**

## **Public Comment**

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Approval of Minutes**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Approval of Minutes:  
Marketing Committee Minutes  
September 10, 2003**



**MEETING MINUTES**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**  
**September 10, 2003**  
**Orlando Public Library**  
**101 East Central Boulevard**  
**Orlando, Florida 32801**  
**407.835.7323**

Board Members Present: Sara Brady; James Tyson

Library Staff Members Present: Mary Anne Hodel; Debbie Moss; Marilyn Hoffman; Kris Woodson

The meeting commenced at 11:00 a.m.

The topic of discussion was the planning of the Library Central grand opening. November 1, 2003 was the date chosen for the official grand opening. A draft agenda for the evening was developed.

The meeting ended at 12:30 p.m.

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**MEETING MINUTES**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**  
**September 11, 2003**  
**Southeast Branch Library**  
**5575 South Semoran Boulevard**  
**Orlando, Florida 32822**  
**407.249.6210**

- 03-180 I. **Call to Order**  
Board Members Present: Tom Kohler (9/2); Phyllis Hudson (9/0); Gloria Fernandez (9/1); Sara Brady (9/2)  
  
Board Members Absent: James Tyson (8/1)  
  
Library Administration Present: Mary Anne Hodel; Debbie Moss; Robert Tessier; Carla Fountain; Sally Fry; Craig Wilkins; Eric Atkinson; Marilyn Hoffman; Milinda Neusaenger  
  
President Kohler called the meeting to order at 7:00 p.m.
- 03-181 II. **Public Comment**  
  
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- 03-182 III. **Approval of Minutes: Library Board of Trustees Meeting – Thursday, August 14, 2003**  
Trustee Fernandez, seconded by Trustee Brady, moved to approve the minutes for the August 14, 2003 Board of Trustees Meeting.  
Motion carried 4-0.
- 03-183 IV. **Staff Presentation: Gail Carroll – TeacherConnect!**  
QuestLine Manager Gail Carroll, navigated the new online service TeacherConnect!, which is a linked website created by OCLS to facilitate the use of the Library's website, products and services by teachers in Orange County. Teachers are able to post class and homework assignments as well as link to useful websites and access Library information. Brief discussion ensued. The formation of a user group was suggested as well as an evaluation tool that could be used by each school's Library liaison in order to evaluate the effectiveness of the website.

- 03-184 V. **Financial Statements and Summaries: August 2003**  
Further discussion of the documents provided was not necessary.
- 03-185 VI. **Statistics and Summaries: July 2003**  
Brief discussion ensued about the information provided regarding the “total registered Borrowers.” Assistant Director Moss explained that this figure includes all patrons with either an expired and un-expired cards. Ideas for contacting patrons with expired cards were also discussed. Renewal cards sent before the expiration of cards was also suggested. Ms. Moss indicated there may be more flexibility in the future with the forthcoming library automation system.
- 03-186 VII. **Action Items**
- 03-187 **Consent Agenda**
- 03-188 **Approval of FY 2004 Board of Trustees Meeting Schedule**  
Trustee Brady, seconded by Trustee Fernandez, moved to approve the Board of Trustees Meeting schedule for the fiscal year ending September 30, 2004.  
Motion carried 4-0.
- 03-189 **Library Automation Contract – Authorization to Execute**  
Trustee Brady, seconded by Trustee Fernandez, moved to authorize the Library Director to execute a library automation contract with Innovative Interfaces, Inc. in an amount not to exceed \$555,000.  
Motion carried 4-0.
- 03-190 **Designation of Operating Fund Reserves**  
Trustee Brady, seconded by Trustee Fernandez, moved to eliminate the designations for Main Library Improvements and Future Branch Development and designate \$4,000,000 of the Library’s Operating Fund reserves for future Strategic Plan expenditures.  
Motion carried 4-0.
- 03-191 **Requirements for State Aid to Libraries Grant**  
Trustee Brady, seconded by Trustee Fernandez, moved to approve the documents listed below as required by the Florida Department of State, Division of Library and Information Services, in order for the Orange County Library System to be eligible for a State Aid to Libraries Grant for the fiscal year ending September 30, 2004.
- a. Position Description of the Library’s Single Administrative Head
  - b. Certification of Credentials – Single Library Administrative Head
  - c. Letter of Agreement with Winter Park Public Library – Reciprocal Borrowing
- Motion carried 4-0.

03-192           **DVD Circulation Parameter Change**  
Trustee Brady, seconded by Trustee Fernandez, moved to authorize the Staff to raise the limit of the circulation of DVD's from three (3) to five (5) effective October 1, 2003 and to authorize staff to continue, at certain intervals, to increase the circulation limit based on collection size and use.  
Motion carried 4-0.

03-192.1       **Walk-On Item**  
**Library Central Plasma Display Equipment**  
Planning & Development Officer John Claytor presented the recommendation to purchase plasma display equipment for Library Central. Brief discussion ensued regarding the various technologies available as well as pursuing the installation of cable in the Main Library.

Trustee Fernandez, seconded by Trustee Brady, moved to approve the purchase of plasma display equipment for Library Central in an amount not to exceed \$81,000.  
Motion carried 4-0.

03-193       VIII. **Discussion and Possible Action Items**

03-194       IX. **Information**

03-195       **Director's Report**  
The Back to School Bash with Junie B. Jones program was held Saturday 6 September. It was hosted by Kristin Alvarado and Charlie Hoeck of the Main Children's Department, to the delight of over 250 children and adults in the audience. There were crafts, games and a Cake Walk with fluffy cupcakes with sprinkles as prizes. The highlight was an appearance by the most wonderful, talented, beautiful Junie B. Jones (Kristin Alvarado) and the school principal (Charlie Hoeck) who endured the ultimate indignity of having wet sponges thrown at him!

The Director will be meeting quarterly with a group of staff for lunch and conversation to discuss trends and libraries and issues. This is in addition to the quarterly meetings for staff held at each location.

The Director has been asked to serve as a member of the ULC/LLSI Award of Excellence in Library Management Committee.

The ALA Local Arrangements Committee has met to talk about plans for the ALA National Conference being held in Orlando June 2004. We are arranging for some local tours for conference attendees, a Fun Run on the Sunday of the Conference, a golf scramble tournament for attendees, staffing the Local Arrangements Booth during the conference, helping with set up and arrangements for a Scholarship Bash on the Saturday evening of the Conference, plus a listing of local restaurants and attractions. The Committee consists of Debbie Moss and Kathryn Robinson of OCLS, Jane Peterson of Seminole County Library System, Meg Scharf and Carol Hinshaw of UCF, Carolyn McClendon of Disney, Naomi Harrison of Rollins College, and Rob Lenholt of

Stetson University. We have met with representatives from the Convention and Visitor's Bureau, as well as representatives of ALA in Chicago.

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President Kohler asked Assistant Director Moss about the Programming Statistics and whether or not OCLS is reaching the intended audience for the programs since some of them seem to be inconsistent. Ms. Moss explained that some of the programs have been missed the mark and that ways to improve are being explored. She also mentioned that the time and day of the week programs are presented also have an impact on attendance. President Kohler suggested polling users for program ideas.

Trustee Brady briefly discussed the plans for the Library Central Gala Opening, which is scheduled to be held November 1, 2003. This will be a fundraiser event.

Trustee Brady also mentioned a possible joint effort between OCLS and the Chamber of Commerce Liaison volunteers in order to present roundtable-type meetings that would be of interest to the business community.

Trustee Brady also reported that a preliminary application has been submitted to the Edyth Bush Foundation for the funding of a bookmobile.

President Kohler mentioned that branch facility ideas are in the works with a Trotter's Park Branch being considered. He explained that the Ben White Raceway has been converted to an open space park and renamed Trotter's Park. President Kohler stated that there has been conversation with the City about leasing space for a branch library with special needs capabilities. Part of Trotter's Park is earmarked for individuals with disabilities with a special needs facilities Field of Dreams baseball field and Freedom Ride for therapy horseback riding. President Kohler also reported on the idea of partnering with the Boys & Girls Clubs of Central Florida to open a joint-use facility in the next few years.

03-196

**Fire Safety Update**

03-197

**U.S. Patriot Act**

Trustee Hudson requested for the U.S. Patriot Act be included as an agenda item next month so that there can be further discussion on the topic.

03-198

**Winter Garden Project Summary**

03-199

**Library Central Project Summary**

03-200

**Compensation Plan Update**

03-201

**Public Comment: Non-Agenda Items****X. Adjournment**

President Kohler adjourned the meeting at 8:15 p.m.

**Next Meeting Dates:** PENDING APPROVAL: October 9, 2003 – Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801; November 13, 2003 – South Trail Library 4600 South Orange Blossom Trail; Orlando, Florida 32839

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Staff Presentation:  
WiFi – Wireless Technology:  
Blake Ringholz**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Staff Presentation:  
*Get With It!*:  
Jim Myers**



**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Financial Statements  
and Summaries:  
September 2003**

# Orange County Library System Financial Statement Highlights Twelve Months Ended September 30, 2003

## Preliminary Financial Statements

September 30<sup>th</sup> is the end of the Library's fiscal year. The attached financial statements are marked "preliminary" as they were based on information available to us at the time the Board packet was prepared. Many adjustments still need to be made to these statements before they can be finalized. For example, invoices for last fiscal year will continue to come in through early November. The "final" financial statements will be included in the December or January Board packet.

## Operating Fund Revenue and Expenditure Summaries

### Transfer From Tax Collector

During the fiscal year, the Tax Collector deducts a 2% fee from each agency's tax distributions. For every dollar of Library tax collected, the Tax Collector remits .98 to us. The 2% fee is used by the Collector to fund his operations. After the end of the fiscal year, the Tax Collector remits any "excess fees" back to the agencies, which initially paid the fee. This revenue source is reflected on the Operating Fund Revenue Summary as "Transfer from Tax Collector". We will not know the amount of these "excess fees" until the third or fourth week in October.

### Transfer to Capital Projects Fund

As explained in the August 2003 Library Board packet, there is no money included in the current year's budget for the Library Central project. However, the cost of any construction not completed by September 30, 2003 and related furnishings and cabinetry, which were not received by this date, will need to be charged to the current fiscal year. Our estimate of these items is \$235,000. In order to offset this unbudgeted expenditure, staff requested and was granted approval to accelerate up to \$400,000 of a Transfer to the Capital Projects Fund, which is budgeted in the current fiscal year. Basically, we accelerated a \$235,000 Transfer last fiscal year because the entire Library Central project and related items were not completed or received by September 30, 2003.

### Payments to Our Handyman

Payments to our handyman for the quarter ended September 30, 2003 were as follows:

Labor	\$11,163
Materials	<u>\$ 2,430</u>
Total	\$13,593

**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND REVENUE SUMMARY**  
**Twelve Months Ended September 30, 2003**  
**Preliminary**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL (12 months=100%)</u>	
<b>AD VALOREM TAXES</b>	21,561,212	21,733,632	100.8%
 <b>INTERGOVERNMENTAL</b>			
Grants	23,000	19,172	83.4%
State Aid	1,638,000	1,616,400	98.7%
Law Collection Fees	250,000	271,585	108.6%
	<u>1,911,000</u>	<u>1,907,157</u>	<u>99.8%</u>
 <b>CHARGES FOR SERVICES</b>			
Fee Cards	16,000	15,820	98.9%
PC Pass	6,000	32,022	533.7%
Classes	4,000	635	15.9%
Meeting Rooms	30,000	0	0.0%
Copy & Vending	160,000	167,067	104.4%
Fax	0	1,301	
	<u>216,000</u>	<u>216,845</u>	<u>100.4%</u>
 <b>FINES</b>			
Fines	500,000	682,940	136.6%
Lost Materials	52,000	74,300	142.9%
	<u>552,000</u>	<u>757,240</u>	<u>137.2%</u>
 <b>MISCELLANEOUS</b>			
Interest Earnings	350,000	229,743	65.6%
Rents	3,000	2,850	95.0%
Sale of Fixed Assets	0	2,180	
Disk Sales	2,000	2,573	128.7%
Contributions - Friends of Library	75,000	83,318	111.1%
Contributions - Others	3,000	7,980	266.0%
Universal Services Fund Rebate	0	88,785	
Miscellaneous	30,000	57,330	191.1%
	<u>463,000</u>	<u>474,759</u>	<u>102.5%</u>
 <b>TRANSFER FM TAX COLLECTO</b>	 185,000	 0	 0.0%
 <b>TOTAL REVENUES</b>	 <u><u>24,888,212</u></u>	 <u><u>25,089,633</u></u>	 <u><u>100.8%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND EXPENDITURE SUMMARY**  
**Twelve Months Ended September 30, 2003**  
**Preliminary**

03-209

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL (12 months=100%)</b>	
<b>SALARIES &amp; BENEFITS</b>			
Salaries (Sick Leave Payout=\$30,23	10,694,565	10,238,161	95.7%
Medicare Taxes	155,068	143,130	92.3%
Defined Contribution Plan	802,095	762,757	95.1%
Defined Benefit Plan	775,211	755,629	97.5%
Life and Health Insurance	1,532,847	1,219,773	79.6%
Worker's Compensation	125,122	130,140	104.0% *
Unemployment Compensation	9,806	13,619	138.9% *
Parking & Bus Passes	90,000	90,456	100.5% *
	<u>14,184,714</u>	<u>13,353,665</u>	<u>94.1%</u>
<b>OPERATING</b>			
Professional Services	150,000	184,065	122.7% *
Other Contractual Services	595,000	462,149	77.7%
Other Contract. Serv.- Janitorial	212,000	214,266	101.1% *
Training and Travel	75,000	70,072	93.4%
Telecommunications	248,000	215,855	87.0%
Delivery and Postage	982,000	1,008,165	102.7% *
Utilities	628,000	606,237	96.5%
Rentals and Leases	848,000	808,150	95.3%
Insurance	125,000	138,178	110.5% *
Repair and Maintenance	520,000	425,112	81.8%
Repair & Maint. - Hardware/Softwa	185,000	141,857	76.7%
Copying/Printing	184,000	158,805	86.3%
Property Appraiser's Fee	250,000	241,632	96.7%
Tax Collector's Fee	435,000	424,320	97.5%
Supplies	608,000	563,234	92.6%
Supplies-Hardware/Software	168,000	259,406	154.4% *
Contingency	300,000	0	0.0%
	<u>6,513,000</u>	<u>5,921,503</u>	<u>90.9%</u>
<b>CAPITAL OUTLAY</b>			
Building and Improvements	1,805,000	1,250,307	69.3%
Equipment and Furniture	125,000	88,235	70.6% *
Hardware/Software	599,000	417,932	69.8%
	<u>2,529,000</u>	<u>1,756,474</u>	<u>69.5%</u>
<b>LIBRARY MATERIALS</b>			
Materials - Rest. Contributions	15,000	20,090	133.9% *
Materials - Law	210,000	229,123	109.1% *
Materials - Other	3,935,000	4,083,803	103.8% *
	<u>4,160,000</u>	<u>4,333,016</u>	<u>104.2%</u>
<b>TRANSFER TO BR DEBT SERV</b>	417,000	425,838	102.1% *
<b>TRANSFER TO CAPITAL PROJ.</b>	0	235,000	
<b>TOTAL EXPENDITURES</b>	<u><u>27,803,714</u></u>	<u><u>26,025,496</u></u>	<u><u>93.6%</u></u>

\*=Expect to over spend the budget for this account

**ORANGE COUNTY LIBRARY DISTRICT  
MAIN DEBT SERVICE FUND  
Twelve Months Ended September 30, 2003  
Preliminary**

03-209

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(12 months=100%)</b>
<b>REVENUES</b>			
Ad Valorem Taxes	1,181,080	1,190,833	100.8%
Interest	17,000	9,952	58.5%
Transfer From Tax Collector	13,000	0	0.0%
<b>TOTAL REVENUES</b>	<b>1,211,080</b>	<b>1,200,785</b>	<b>99.1%</b>

<b>EXPENDITURES</b>			
Principal	1,055,000	1,055,000	100.0%
Interest	196,738	196,738	100.0%
Tax Collector's Fee	26,262	23,249	88.5%
<b>TOTAL EXPENDITURES</b>	<b>1,278,000</b>	<b>1,274,987</b>	<b>99.8%</b>

**FUTURE DEBT SERVICE PAYMENTS**

<b>DATE</b>	<b>PRINCIPAL</b>	<b>INTEREST</b>
2004	1,100,000	151,900
2005	1,150,000	104,600
2006	1,200,000	54,000
	<b>3,450,000</b>	<b>310,500</b>

**ORANGE COUNTY LIBRARY DISTRICT  
BRANCH DEBT SERVICE FUND  
Twelve Months Ended September 30, 2003  
Preliminary**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL (12 months=100%)</b>	
<b>REVENUES</b>			
Transfer From General Fund	417,000	425,838	102.1%
Interest	7,000	5,807	83.0%
Loan Proceeds	2,700,000	2,547,963	94.4%
<b>TOTAL REVENUES</b>	<b>3,124,000</b>	<b>2,979,608</b>	<b>95.4%</b>

<b>EXPENDITURES</b>			
Pay Off -Previous Loan	2,690,941	2,547,963	94.7%
Principal	305,660	305,660	100.0%
Interest	120,178	120,178	100.0%
<b>TOTAL EXPENDITURES</b>	<b>3,116,779</b>	<b>2,973,801</b>	<b>95.4%</b>

**FUTURE DEBT SERVICE PAYMENTS**

<b>DATE</b>	<b>PRINCIPAL</b>	<b>INTEREST</b>
2004	335,604	73,855
2005	339,226	70,232
2006	350,513	58,945
2007	362,175	47,283
2008	374,226	35,233
2009	386,677	22,781
2010	399,542	9,916
	<b>2,547,963</b>	<b>318,245</b>

**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Twelve Months Ended September 30, 2003  
Preliminary**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL (12 months=100%)</b>	
<b>REVENUES</b>			
State Construction Grant	440,000	0	0.0%
Partial Contribution-City of W.	114,000	57,000	50.0%
South Creek Settlement	0	85,038	
Interest	15,000	12,905	86.0%
Transfers from General Fund	0	235,000	
<b>TOTAL REVENUES</b>	<b>569,000</b>	<b>389,943</b>	<b>68.5%</b>
<b>EXPENDITURES</b>			
<u>SOUTH CREEK BRANCH</u>			
Construction Contract	0	127,000	
Testing	0	1,398	
	0	128,398	
<u>WINTER GARDEN BRANCH</u>			
Architect/Engineer	32,000	66,408	207.5%
Construction Contract	1,600,000	563,079	35.2%
Impact & Permit Fees	2,000	21,444	1072.2%
Testing	7,000	3,443	49.2%
Other	9,000	1,750	19.4%
Contingency	108,000	0	0.0%
	1,758,000	656,124	37.3%
<b>TOTAL EXPENDITURES</b>	<b>1,758,000</b>	<b>784,522</b>	<b>44.6%</b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**MONTHLY ROLLOVER**  
**September, 2003**  
**Preliminary**

03-209

	<b>BALANCE</b> <b>8/31/03</b>	<b>RECEIPTS</b>	<b>DISBURS.</b>	<b>BALANCE</b> <b>9/30/03</b>
<b>OPERATING</b>				
Checking	1,016,996	1,568,863	(2,417,805)	168,054
SBA Investments	3,419,341	8,519	(1,460,000)	1,967,860
CD Investments	7,580,000	0	0	7,580,000
	<b>12,016,337</b>	<b>1,577,382</b>	<b>(3,877,805)</b>	<b>9,715,914</b>
<b>MAIN DEBT SERVICE</b>				
AIM Investments	60,437	2,014	0	62,451
<b>BRANCH DEBT SERVICE</b>				
CD Investments	393,146	0	0	393,146
<b>CAPITAL PROJECTS</b>				
Checking	7,879	107,013	(111,938)	2,954
SBA Investments	552,218	236,257	(50,000)	738,475
	<b>560,097</b>	<b>343,270</b>	<b>(161,938)</b>	<b>741,429</b>



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

03-209

**ASSETS**

Certificates of Deposit	7,580,000
Cash on Hand	14,080
Equity in Pooled Cash	168,054
Due From Other Governments	24,195
Interest Receivable	40,926
Inventory	240,694
Investments-SBA	1,967,860
Prepays	125,339
Other Assets-Deposits	<u>9,375</u>
<b>TOTAL ASSETS</b>	<b><u><u>10,170,523</u></u></b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND**  
**BALANCE SHEET - LIABILITIES & FUND BALANCE**  
**September 30, 2003**  
**Preliminary**

**LIABILITIES**

Accounts Payable	190,950
Retainage Payable	73,325
Accrued Wages Payable	277,692
Accrued FIT Tax Payable	0
Accrued Med Tax Payable	0
Accrued Sales Tax	14
Due To FOL-Taxable Book Sales	3,128
Due To FOL-Nontaxable Book Sales	15
Due To FOL-Sales Tax	210
United Appeal	327
Bonds	38
Def Comp Employees	0
Health Insurance	18,763
Union Dues	1,123
Union-Cope	74
Optional Life	1,483
Flex Spend Med	0
Flex Spend Dep	0
Daughters of American Revolution	200
Miscellaneous	240
Unclaimed Payroll	929
<b>TOTAL LIABILITIES</b>	<b>568,511</b>

**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 Strategic Plan	4,000,000
Unreserved/Undesignated	5,085,444
Current Year Excess of Revenues Over Expenditures	(935,864)
<b>TOTAL FUND BALANCE</b>	<b>9,602,012</b>

**TOTAL LIABILITIES & FUND BALANCE****10,170,523**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Statistics and Summaries:  
August 2003**

## **STATISTICAL SUMMARY**

### **August 2003**

#### **Circulation and Door Count trends:**

Door count at the Main Library increased over August of last year. Some of our construction had begun to clear away in the Lobby and we think the public was beginning in August to wonder what it was all about and take a trip in to look.

We are delighted to report that some of our increase in the number of new registrations for August 2003 is from our License to Learn Contest. We provided first grade teachers with registration forms to pass out to all first graders. For the whole period of the contest (early August to September 24, 2003) we registered 1034 first graders who had not previously had Library cards.

#### **Library Activities:**

Several months ago it was mentioned that we needed to look more closely at our April statistics regarding programs. Originally we reported that there were 383 programs in April 2003. Our review shows that there were 367 programs in April 2003 (a 7.6 % increase in the number of programs in April 2002 (339). Attendance was higher than initially reported. It should be 10,598 rather than the 9,081 first reported. This represents a decrease in attendance from 11,304 in 2002, of 6.5 %.

There was an additional adjustment made to the June 2003 program numbers. Inadvertently, the statistics for attendance at our very successful FLYP programs held for the Summer Reading Camps programs funded by the State Library. Our program reached 2301 and children in Orange County!

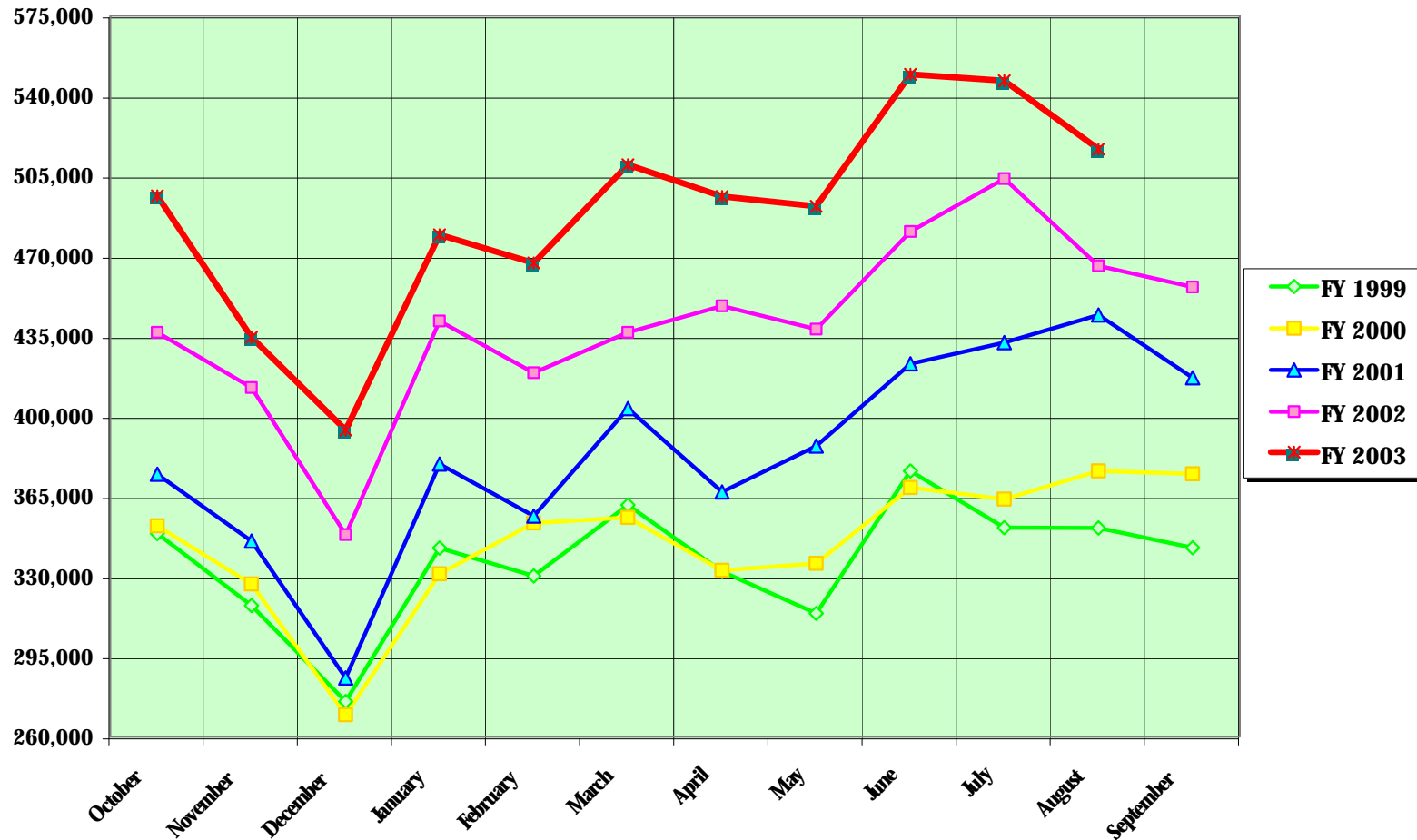
Class attendance increases are very dramatic (from 81 classes in 2002 to 601 in 2003). The Computer Resource Center is offering four times as many classes as they did this time last year. The addition of the Technical Customer Service Support position in Branches has also added greatly to the number of classes offered in those locations.

#### **OCLS.INFO**

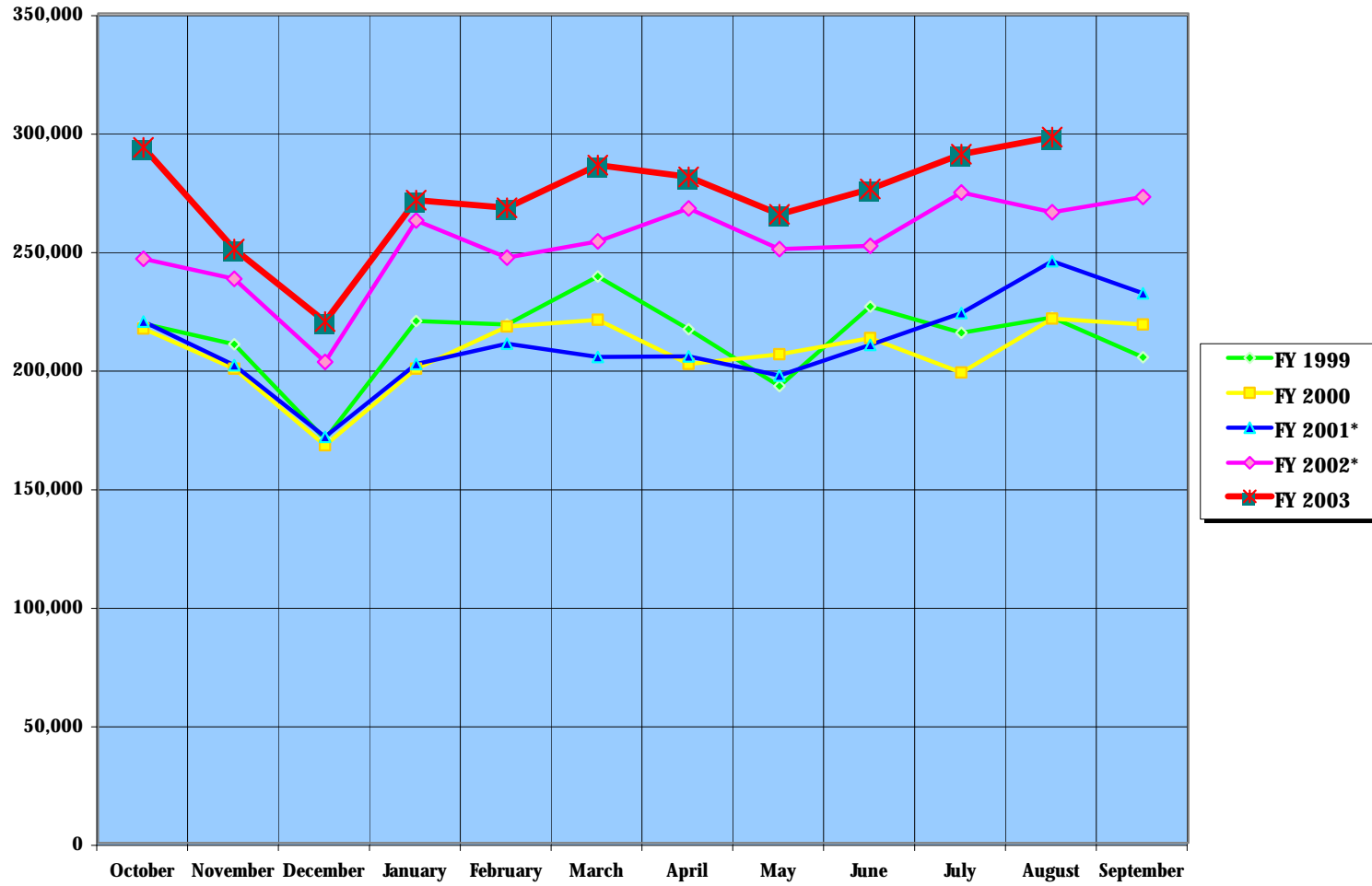
Web activity continues to be robust. Catalog searches, the use of the ability to renew materials online and the use of our online databases are all up over the same period last year.

Online reference questions were down from 406 last year to 290 this year for a 28.57% decrease. As some patrons become more familiar with and use our online databases we may find that they are going directly to our electronic resources for end user information.

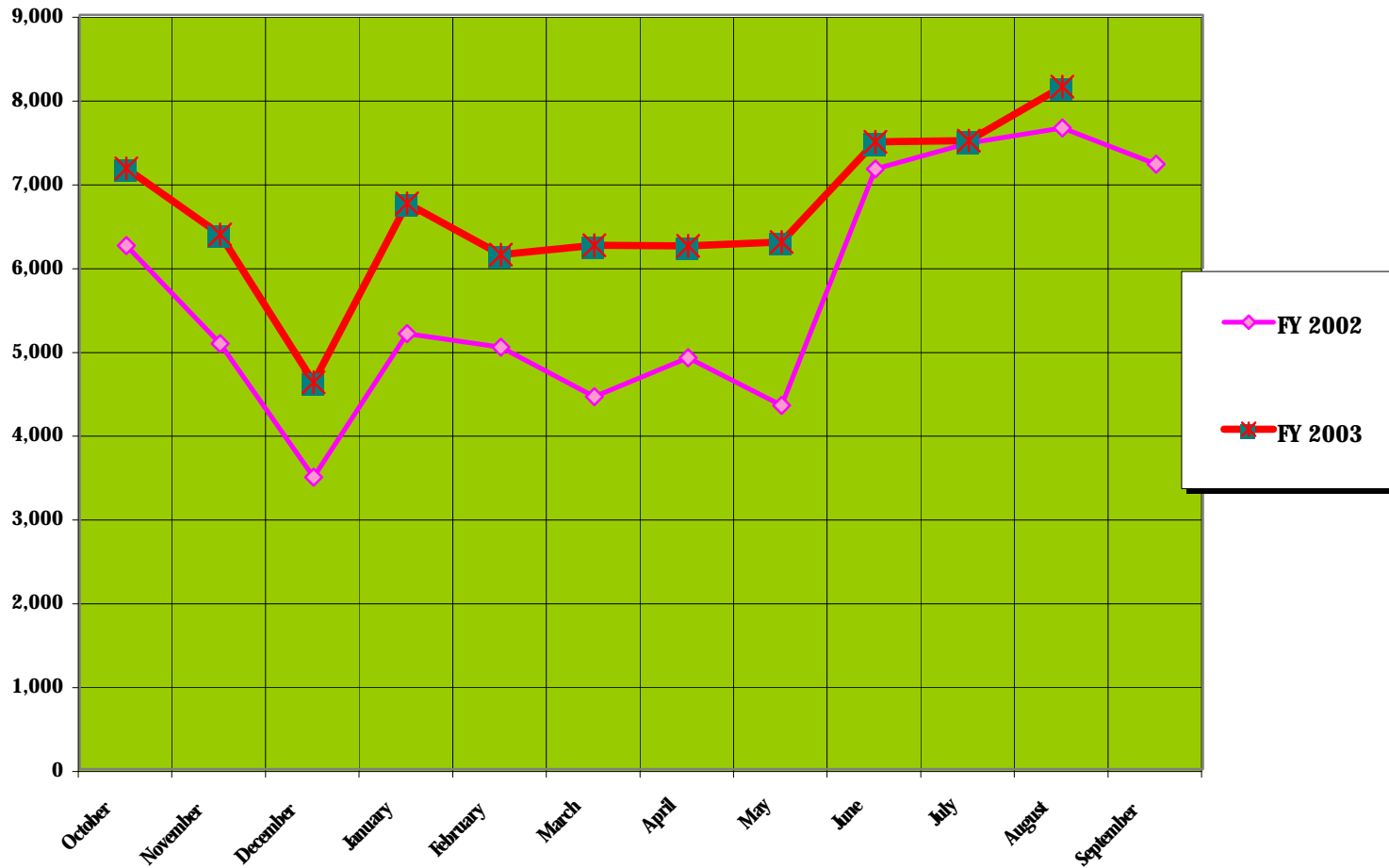
### ORANGE COUNTY LIBRARY SYSTEM CIRCULATION Fiscal Year 1999 Through Fiscal Year 2003 TO Date



**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**

03-210

	Oct-02	Oct-01	Nov-02	Nov-01	Dec-02	Dec-01	Jan-03	Jan-02	Feb-03	Feb-02	Mar-03	Mar-02
<b>Circulation</b>												
<b>Main</b>	148,779	124,566	134,497	116,678	124,121	99,520	139,990	125,822	139,086	114,597	150,130	123,470
<b>Branches</b>	298,036	275,563	260,885	255,888	263,144	216,320	297,004	277,390	282,969	262,535	314,046	270,520
<b>MAYL</b>	44,997	36,464	36,618	35,295	29,905	27,818	42,383	38,303	41,039	37,985	41,813	37,896
<b>Talking Books</b>	4,507	4,686	2,505	4,612	3,815	4,606	4,237	4,963	3,908	3,901	3,828	4,699
<b>Total</b>	496,319	441,279	434,505	412,473	420,985	348,264	483,614	446,478	467,002	419,018	509,817	436,585
<b>Door Count</b>												
<b>Main*</b>	75,581	69,586	64,869	64,382	55,885	56,016	68,579	77,445	69,635	72,235	74,215	74,501
<b>Branches</b>	217,824	176,850	185,609	173,592	164,098	146,875	202,641	185,176	198,270	174,735	211,725	179,271
<b>Total</b>	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	Jun-03	Jun-02	Jul-03	Jul-02	Aug-03	Aug-02	% of Change	Sep-03	Sep-02	YTD 2003	YTD 2002
<b>Circulation</b>															
<b>Main</b>	140,404	125,080	136,304	117,546	148,934	130,299	141,230	140,094	143,639	132,138	8.70%		132,944	1,547,114	1,523,582
<b>Branches</b>	306,955	280,997	308,687	278,846	349,850	303,950	340,589	312,491	317,229	289,013	9.76%		278,484	3,339,394	3,365,137
<b>MAYL</b>	44,887	38,109	42,634	37,558	46,850	42,918	60,975	46,961	52,125	44,555	16.99%		41,169	484,226	473,028
<b>Talking Books</b>	3,738	3,951	4,146	4,078	3,752	3,526	3,766	4,164	3,758	4,079	-7.87%		3,828	41,960	49,496
<b>Total</b>	495,984	448,137	491,771	438,028	549,386	480,693	546,560	503,710	516,751	469,785	10.00%		456,425	5,412,694	5,411,243
<b>Door Count</b>															
<b>Main*</b>	71,740	76,978	69,000	73,048	64,384	80,010	67,564	75,891	80,439	74,972	7.29%		74,620	761,891	860,532
<b>Branches**</b>	209,201	190,788	196,250	177,490	211,523	171,919	222,989	198,496	217,309	191,079	13.73%		197,901	2,237,439	2,214,091
<b>Total</b>	280,941	267,766	265,250	250,538	275,907	251,929	290,553	274,387	297,748	266,051	11.91%		272,521	2,999,330	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

03-210

	Oct-02	Oct-01	Nov-02	Nov-01	Dec-02	Dec-01	Jan-03	Jan-02	Feb-03	Feb-02	Mar-03	Mar-02
<b>Program Attendance Total</b>	12,683	12,743	12,726	12,075	6,521	6,053	9,959	9,200	9,696	8,515	10,128	10,371
<b>Total # of Programs</b>	373	367	320	291	328	289	382	296	391	276	413	358
<b>StoryLine</b>	1,329	N/A	1,903	N/A	1,078	N/A		N/A	1,006	N/A	900	N/A
<b>Class Attendance</b>	117	N/A	98	N/A	156	N/A	271	N/A	345	N/A	596	N/A
<b>Total # of Classes</b>	27	N/A	25	N/A	34	N/A	42	N/A	66	N/A	96	N/A
<b>QuestLine</b>	15,541	10,881	14,142	9,950	12,618	8,466	15,726	12,338	14,459	11,871	14,783	11,726
<b>Hits to Website*</b>	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
<b>Online Database Usage</b>	31,735	24,735	32,267	28,860	26,736	19,425	34,993	22,543	43,065	26,969	41,330	32,797
<b>P.C. Sessions</b>	44,695	N/A	36,392	N/A	36,463	N/A	40,769	N/A	41,403	N/A	44,023	N/A
<b>Number of Registered Cards in the System</b>	242,590	216,209	245,644	218,252	247,908	219,757	250,425	220,764	253,414	221,441	255,339	222,360
<b>New Patron Registrations</b>	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	Jun-03	Jun-02	Jul-03	Jul-02	Aug-03	Aug-02	% of Change	Sep-03	Sep-02	YTD 2003	YTD 2002
<b>Program Attendance Total</b>	10,598	11,304	10,344	8,152	14,301	10,925	10,572	11,873	8,694	7,745	12.25%		8,322	116,222	117,278
<b>Total # of Programs</b>	367	339	329	296	405	308	391	352	311	280	11.07%		583	4,010	4,035
<b>StoryLine</b>	1,096	N/A	747	N/A	799	N/A	452	N/A	731	N/A	N/A		397	10,041	N/A
<b>Class Attendance</b>	398	N/A	415	N/A	415	N/A	493	38	601	81	641.98%		138	3,905	N/A
<b>Total # of Classes</b>	91	N/A	106	N/A	94	N/A	107	7	115	11	945.45%		24	803	N/A
<b>QuestLine</b>	15,251	12,145	14,476	10,804	15,965	11,315	16,224	12,147	15,959	12,040	32.55%		12,103	165,144	135,786
<b>Hits to Website</b>	6,976,075	4,571,875	6,957,740	4,402,725	6,698,935	4,352,049	6,253,471	5,047,880	6,100,904	4,963,300	22.92%		4,849,389	68,375,196	53,779,184
<b>Online Database Usage**</b>	40,974	33,319	30,601	23,637	27,063	21,226	30,161	21,669	29,087	27,191	6.97%		28,292	368,012	310,663
<b>P.C. Sessions</b>	44,271	N/A	43,024	48,558	43,024	44,601	51,313	44,695	51,313	43,106	19.04%		39,138	476,690	N/A
<b>Number of Registered Cards in the System</b>	257,783	223,703	261,323	225,511	264,606	229,957	267,799	233,403	271,471	237,073	14.51%		240,074		
<b>New Patron Registrations</b>	6,245	4,909	6,289	4,339	7,484	7,161	7,500	7,470	8,144	7,651	6.44%		7,218	72,967	68,235
<b>Total Registered Borrowers</b>									668,430	521,938	28.07%				

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

\*\*Adjustments made to monthly totals.

	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	Jun-03	Jun-02	Jul-03	Jul-02	Aug-03	Aug-02	% of Change	Sep-03	Sep-02	YTD 2003	YTD 2002
Online Catalog Searches	190,173	163,152	182,634	152,814	195,607	169,928	193,819	165,432	198,230	168,765	17.46%		172,141	2,005,379	1,875,380
Online Renewals	62,337	39,348	59,002	40,364	59,797	41,242	64,477	48,583	66,575	47,054	41.49%		48,934	645,129	471,196
Online Reference Questions	420	360	425	416	466	483	466	487	290	406	-28.57%		451	4,530	4,902
Online Requests	28,595	27,011	31,939	27,068	36,839	30,086	33,487	30,684	35,115	31,164	12.68%		30,298	330,007	308,414
Online Suggestions	112	108	96	84	102	86	91	74	66	67	-1.49%		67	966	1,192

**Orange County Library System  
Circulation Statistics  
August 1 - August 30, 2003**

03-210

Location	Days Open	Circulation Total	% of Total	Year Ago	Gain (Loss)	% Gain - Loss	Total Visits	Year Ago	Gain Loss	%Gain (Loss)
Main**	31	143,639	27.80%	132,138	11,501	8.70%	80,439	74,972	5,467	7.29%
Books by Mail	27	52,125	10.09%	44,555	7,570	16.99%	N/A	N/A	N/A	N/A
Talking Books	27	3,758	0.73%	4,079	(321)	-7.87%	N/A	N/A	N/A	N/A
West Oaks	30	30,458	5.89%	28,109	2,349	8.36%	19,435	16,763	2,672	15.94%
Herndon	26	32,458	6.28%	32,263	195	0.60%	22,480	17,011	5,469	32.15%
Alafaya	30	44,383	8.59%	38,215	6,168	16.14%	22,139	18,060	4,079	22.59%
Southeast	26	24,907	4.82%	24,683	224	0.91%	17,197	22,237	(5,040)	-22.66%
Hiawasse	26	18,615	3.60%	19,456	(841)	-4.32%	18,505	17,410	1,095	6.29%
Southwest	26	31,617	6.12%	30,937	680	2.20%	16,290	16,659	(369)	-2.22%
Edgewater	26	22,194	4.29%	20,710	1,484	7.17%	26,533	24,536	1,997	8.14%
North Orange	30	31,138	6.03%	26,694	4,444	16.65%	19,141	12,984	6,157	47.42%
South Creek*	30	37,442	7.25%	29,011	8,431	29.06%	25,258	16,945	8,313	49.06%
South Trail	26	14,981	2.90%	13,333	1,648	12.36%	13,502	10,761	2,741	25.47%
West Orange	22	11,439	2.21%	9,535	1,904	19.97%	5,991	5,563	428	7.69%
Windermere	22	12,139	2.35%	11,692	447	3.82%	6,022	6,789	(767)	-11.30%
Wash. Park	22	5,458	1.06%	4,375	1,083	24.75%	4,816	5,361	(545)	-10.17%
<b>Total</b>	<b>427</b>	<b>516,751</b>	<b>100.00%</b>	<b>469,785</b>	<b>46,966</b>	<b>10.00%</b>	<b>297,748</b>	<b>266,051</b>	<b>31,697</b>	<b>11.91%</b>

\*South Creek's Self Check-Out is at 59%.

\*\*Main FY 2003: Door Count estimates.

**NUMBER OF SEARCHES**  
August 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	1,453	1,436	938		13,580
Ancestry Plus	138	130	91	150	274	174	302	271	362	399	427		2,718
Associations Unlimited	258	193	339	413	345	260	157	271	157	176	181		2,750
Biography & Genealogy Master Index	148	177	181	173	146	167	158	99	152	92	156		1,649
Biography Resource Center	6,186	7,135	6,000	6,782	9,769	5,572	6,485	4,474	1,873	2,045	3,066		59,387
Business & Company Resource Center	2,385	2,094	1,665	3,018	2,698	3,489	2,963	2,203	2,700	2,906	2,715		28,836
Computer Database					307	191	305	108	130	150	128		1,319
Consulta					27	156	46	49	19	4	81		382
Countrywatch	1,187	757	861	854	1,295	405	789	1,145	484	662	1,048		9,487
Dun & Bradstreet International Business Locator	94	89	69	69	71	83	67	70	68	51	57		788
Expanded Academic ASAP					723	662	491	233	583	636	332		3,660
First Search	2,220	2,085	2,075	2,850	2,303	2,186	2,066	2,120	2,174	2,248	2,371		24,698
General Business File ASAP					125	366	148	147	147	164	104		1,201
General Reference Center Gold	5,740	6,866	4,728	5,465	6,554	6,287	4,947	2,389	3,130	3,306	2,711		52,123
Health Reference Center	150	98	173	138	484	670	448	445	347	357	262		3,572
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					1,077	1,486	1,020	2,311	1,676	2,046	1,368		10,984
Info Trac OneFile					800	1,688	1,372	923	971	1,836	1,872		9,462
Informe					13	34	4	7	7	4	4		73
Junior Edition - K12					113	122	177	46	29	53	62		602
Kid's Edition - K12					278	226	378	67	117	265	281		1,612
Learntest	176	130	160	297	256	526	542	428	447	390	358		3,710
Literature Resource Center	2,473	2,994	1,985	2,675	3,305	3,075	4,466	2,975	1,852	1,375	742		27,917
Morningstar				3	11	59	179	92	41	38	275		698
New York Times	96	166	170	238	222	329	262	117	181	181	185		2,147
Novelist	554	554	420	720	1,115	745	849	596	760	638	1,157		8,108
Online Homework Help		101	130	182	180	117	146	135	32	10	72		1,105
Opposing Viewpoints Resource Center				1,121	1,469	1,644	1,814	873	1,386	600	1,187		10,094
Orlando Sentinel and NewsBank Full-Text	1,491	1,364	1,551	2,502	2,130	1,907	1,812	1,227	1,400	1,422	1,319		18,125
Poem/Story/Essay Finder	305	204	188	175	225	213	287	231	210	183	142		2,363
Prices4Antiques				152	298	71	58	85	83	61	98		906
Professional Collection					98	199	153	56	100	100	144		850
Reference USA	2,741	1,800	1,859	2,882	2,840	3,454	3,501	3,679	2,986	4,493	3,257		33,492
Rosetta Stone					18	174	113	33	not available	317	715		1,032
SIRS Knowledge Source	956	851	653	820	801	725	1,019	312	368	475	324		7,304
Student Edition - K12					209	223	167	43	18	57	117		834
Tumblebooks	1,192	393	426	363	230	237	297	587	288	784	511		5,308
Worldbook Online											99		99
What Do I Read Next?					180	354	301	244	332	201	221		1,833
<b>TOTAL NUMBER OF SEARCHES</b>	<b>31,735</b>	<b>32,267</b>	<b>26,736</b>	<b>34,993</b>	<b>43,065</b>	<b>41,330</b>	<b>40,974</b>	<b>30,601</b>	<b>27,063</b>	<b>30,161</b>	<b>29,087</b>		<b>368,012</b>

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Action Items**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Recognition of Retiring Employee:  
Cynthia Willie**

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 03-212

RESOLUTION TO HONOR RETIREE CYNTHIA WILLIE.

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 16<sup>th</sup> day of October, 2003 at 7:00 p.m., prevailing eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To officially thank Cynthia Willie for her outstanding service as an employee since November 24, 1986 to the Orange County Library System; the Board would like to recognize Cynthia for her dedication and commitment upon her retirement as of October 9, 2003..

2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

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Secretary

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Recognition of Retiring Employee:  
Gail Carroll**



BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 03-213

RESOLUTION TO HONOR RETIREE GAIL CARROLL.

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 16<sup>th</sup> day of October, 2003 at 7:00 p.m., prevailing eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To officially thank Gail Carroll for her outstanding service as an employee since October 18, 1993 to the Orange County Library System; the Board would like to recognize Gail for her dedication and commitment upon her retirement as of October 18, 2003.

2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

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Secretary

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Recognition of Retiring Employee:  
Don Royster**

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 03-214

RESOLUTION TO HONOR RETIREE DON ROYSTER.

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 16<sup>th</sup> day of October, 2003 at 7:00 p.m., prevailing eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To officially thank Don Royster for his outstanding service as an employee since October 15, 1985 to the Orange County Library System; the Board would like to recognize Don for his dedication and commitment upon her retirement as of October 2, 2003.

2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

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Secretary

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Consent Agenda**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Annual Plan of Service**

## **Approval of Annual Plan of Service: Requirement for State Aid to Libraries Grant**

### **Overview**

In order to apply for and meet eligibility requirements for a Fiscal Year 2004 State Aid to Libraries Grant, the Annual Plan of Service needs approval from the Board of Trustees and are due for submission to the Florida Department of State, Division of Library and Information Services by December 1, 2003:

The State Aid grant monies received for Fiscal Year 2003 totaled \$1,616,400.00 and were allocated to the purchase of books, AV materials, lease of CD's and online databases.

### **Recommendation**

The Library Administration recommends, to the Board of Trustees, approval of the Annual Plan of Service as required by the Florida Department of State, Division of Library and Information Services, in order for the Orange County Library System to be eligible for a State Aid to Libraries Grant during the Fiscal Year ending September 30, 2004.

Orange County Library System: Strategic Plan - Year Two

Item Number	Status	Notes	Point Person
1		<b>GOAL 1: Increase Customer Satisfaction &amp; Provide Greater Ease of Access to Services</b>	
1.1		<b>Objective 1: Provide Additional days/hours of service</b>	
		<b>Activity</b>	
1.1-1		Provide additional days of service	
1.1-1A		Open new Winter Garden Branch (this is cost in addition to current cost to operation West Orange) <b>WG opens Year 2</b>	
1.1-1B		Open Winter Garden Mondays at time of move <b>WG opens Mondays Year 2</b>	
		Open Washington Park and Windermere on Mondays, 10-7, when West Orange moves. <b>Both Branches add 9 service hours per week Year 2.</b>	
1.1-1C		Prepare master plan for Branch development. <b>Plan completed during Year 2.</b>	
1.1-2		<b>Provide additional hours of service</b>	
1.1-2B		Change Washington Park closing hours to 9pm Tuesday-Thursday. <b>Branch adds 7.5 hours per week Year 2.</b>	
1.2		<b>Objective 2: Provide self service options</b>	
		<b>Activity</b>	
1.2A		install Self-Check Out at Winter Garden. <b>Track as at South Creek.</b>	
1.3		<b>Objective 3: Create and maintain inviting and appealing library spaces</b>	
		<b>Activity</b>	
1.3A		Replace carpeting, wall covering, retrofit lighting, 2nd floor of Main Library	
1.3B		Replace Main Library Roof	
1.3C		Provide sinking fund for significant future repairs and replacements	
1.3D		Prepare and implement building maintenance schedules	
1.3E		<b>Conduct audit of ADA compliance for all facilities</b>	
1.4		<b>Objective 4: Implement effective communication loop with customers</b>	
		<b>Activity</b>	
1.4-1		<b>Create Customer Service Action (CSA) group made up of staff</b>	
1.4-1A		Inform, <b>seek feedback</b> and prepare staff <b>through meetings and Intranet articles</b> regarding customer satisfaction goals and surveys prior to start date of survey	
1.4-1B		Design and distribute customer survey tools	
1.4-1C		Monitor patron response to survey tools and <b>"tweak" wording or methodology as needed</b>	
1.4-1D		<b>On a quarterly basis</b> , CSA reports survey results and recommended actions to Admin Team	
1.4-1E		<b>Administration reviews CSA recommendations and implements feasible response</b>	
1.4-1F		<b>Publicize changes to patrons</b>	
1.5		<b>Objective 5: Prepare staff to exceed the expectation of the customer</b>	
		<b>Activity</b>	
1.5A		Provide staff training <b>annually</b> in customer-driven service practices	
1.5B		Review customer service practices <b>annually</b>	
1.5C		Set performance standards & revise job descriptions	
1.5D		<b>Establish program</b> to recognize & reward customer service excellence	

2		<b>GOAL 2: Provide a Range of Services that are Responsive to a Changing Community</b>		
2.1		<b>Objective 1: Expand Access to and Availability of Programs for the Public</b>		
		<b>Activity</b>		
2.1A		Use Volunteer Story Givers program using staff and outside volunteers, to provide 25 additional programs per year.		
2.1B		Empower librarians to create four events for presentation to the public each year at least two of which are classes.		
2.1C		Employ technology to disseminate classes, programs and storytelling to multiple locations and to home users (related costs found under technology)		
2.1D		Offer at least two classes or two programs per month and storytelling once a month in Spanish. By year 3, increase classes and programs to four and storytelling to weekly.		
2.1E		Offer after hours programs twice per year on Friday nights for Youth at Main.		
2.2		<b>Objective 2: Expand Use of Relevant Technology</b>		
		<b>Activity</b>		
2.2A		Maintain and expand current PC network. Add 30 new stations to the network each year with the balance of PC's purchased upgrading current equipment. By year 5, at least one workstation in each location shall have assistive technology in the form of voice recognition and enlarged viewing capability.		
2.2B		Replace library automation system		
2.2C		Evaluate and add new software programs for public and staff.		
2.2D		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.		
2.2E		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.		
2.2F		Provide sinking fund for significant technology purchases		
2.3		<b>Objective 3: Expand End User Services</b>		
		<b>Activity</b>		
2.3A		Experiment with cost vs. use of scanners at Main. Success is measured by recovery of cost of lease.		
2.4		<b>Objective 4: Expand and Diversify Collections</b>		
		<i>These expenditures will be taken out of materials allocation</i>		
		<b>Activity</b>		
2.4A		Experiment with circulating software at Alafaya and South Creek. If successful (measured by circulation, return and retention) add collections to all locations.		
2.4B		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.		



3		<b>GOAL 3: Expand Use and Awareness of Library Services Through Marketing</b>	
3.1		<b>Ojective 1: Increase Market Share by 10 Percentage Points Annually</b>	
		<b>Activity</b>	
3.1-1		Conduct a demographic study of our service area (software cost)	
3.1-2		<b>Awareness Study: Find out who uses the Library and who does not and why not.</b>	
3.1-2A		Promote specific services that are new or not being used to their potential	
3.1-2B		I identify non-users and develop focus groups to determine their potential as patrons. Seeking funding.	
3.1-3		<b>Image Projection</b>	
3.1-3A		Marketing WOW excitement at the main Library	
3.1-3B		Use the new logo to brand the Library	
3.1-3C		Use the new mission statement to brand the Library	
3.1-3C		Develop partnerships, performances, and programs.	
3.1-4		<b>Marketing Strategies:</b>	
3.1-4A		Buy post office address lists to identify new arrivals in service area	
3.1-4B		Supply apartment complexes and realtors with Library card information.	
3.1-4C		Businesses - I identify businesses in service area.	
3.1-4D		Create brochure in English and Spanish to feature services/databases.	
3.1-4E		Contact large local businesses and ask them to distribute Library card information to their employees at employee fairs/open season medical	
3.1-4F		Partner with Chambers of Commerce and Economic Development to promote Library as part of package to attract new businesses.	
3.1-5		<b>Market Library services to seniors.</b>	
3.1-5A		Supply retirement homes with Library card information/flyers senior services	
3.1-5B		Supply senior citizen organizations with Library card information/flyers	
3.1-6		<b>Market Library services to children.</b>	
3.1-7		<b>Market Library services to Teens</b>	
3.1-7A		Partner and plan programs with community teen groups.	

4		<b>GOAL 4: Invigorate Employee Satisfaction and Invest in Quality of Staff</b>		
4.1		<b>Objective 1: Establish Human Resources Development Plan</b>		
		<b>Activity</b>		
4.1-1		<b>Develop internal "Best Practices" for Managers</b>		
4.1-1A		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.		
4.1-2		<b>Establish Staff Development plan</b>		
4.1-2A		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.		
4.2		<b>Objective 2: Develop System Wide Communication Plan</b>		
		<b>Activity</b>		
4.2A		Hold "front end" communication meetings on major initiatives.		
4.3		<b>Objective 3: Establish Staff Technology Development Plan</b>		
		<b>Activity</b>		
4.3-1		<b>Develop internal technology based training program</b>		
4.3-1A		Identify Core Competencies by Position for 25% of positions per year.		
4.3-1B		Obtain baseline measurement of current staff in positions identified each year based upon identified core competencies		
4.3-1C		Develop curriculum based upon identified needs		
4.3-1D		Initiate classes for staff based upon identified core competencies		
4.3-1E		Measure and evaluate staff competency level		

4.4		<b>Objective 4: Establish Professional/Employee Development Plan</b>		
		<b>Activity</b>		
4.4-1		<b>Identify expectations for all staff, in relation to position, for professional activity and employee development opportunities</b>		
4.4-1A		Partner with CFLC and other organizations to offer <b>at least 2 annual</b> in-house opportunities to acquire professional knowledge and lifelong learning.		
4.4-2		<b>Conduct evaluation of staffing levels each fiscal year</b>		
4.4-2A		Adjust/Recruit/Reduce staffing as needed		
4.4-2B		Devise Recruitment Plan to include outreach/interviewing at targeted schools; advertising in electronic and print format to targeted professional journals and listservs.		
4.4-2C		Create <b>award</b> program for employee innovations <b>that are successfully used</b> .		
4.4-4D		Offer opportunities for employees to learn conversational Spanish and sign language. Use in-house staff to mentor and coach - <b>Train a total of 15 employees annually</b> .		
4.5		<b>Objective 5: Update Performance Evaluation Instruments</b>		
		<b>Activity</b>		
4.5A		Update Performance Evaluation instruments that incorporate acquisition of new/job relevant skills and organizational values - <b>Two year implementation phase in of new evaluation instrument</b> .		
4.6		<b>Objective 6: Minimize the potential for staff or patron injury</b>		
		<b>Activity</b>		
4.6-1		<b>Conduct safety and security evaluations of facilities</b>		
4.6-1A		Conduct <b>annual</b> safety audits		
4.6-2		<b>Provide safety education for staff</b>		
4.6-2A		Expand collection of safety videos		
4.6-3		<b>Minimize security risks</b>		
4.6-3A		Install windows on Branch workroom doors		

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 03-216**

RESOLUTION TO APPROVE THE ANNUAL PLAN OF SERVICE REQUIRED FOR STATE AID TO LIBRARIES GRANT.

Minutes of regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in the City of Orlando, on the 16<sup>th</sup> day of October 2003 at 7:00 PM, prevailing Eastern time.

PRESENT:

ABSENT:

The following resolution was offered by and supported by :

The Board Resolves:

1. To approve the Annual Plan of Service as required by the Florida Department of State, Division of Library and Information Services, in order for the Orange County Library System to be eligible for a State Aid to Libraries Grant for the Fiscal Year ending September 30, 2004:
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

\_\_\_\_\_  
Secretary

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Appointment of Flexible  
Benefit Plan Administrators**

## Appointment of Flexible Benefit Plan Administrators

### I. Problem Statement

According to the Flexible Benefit Plan (Plan) document, the Library Board of Trustees is responsible for appointing the plan administrators to administer the Plan.

### II. Overview

The Library's Plan includes the following components:

- ❑ Premium Payment – Allows employees to pay for dependent health insurance premiums with pre-tax dollars.
- ❑ Medical Flexible Spending Account – Allows employees to pay for qualifying medical expenses (that are not otherwise reimbursable by health insurance) with pre-tax dollars.
- ❑ Dependent Care Flexible Spending Account – Allows employees to pay for qualifying dependent care expenses with pre-tax dollars.

The Plan stipulates that the principal duty of the administrator is to see that the Plan is carried out, in accordance with its terms, for the exclusive benefit of persons entitled to participate in the Plan without discrimination among them. Further, the administrator shall have such duties and powers as it considers necessary or appropriate to discharge its duties. Lastly, the Plan defines the administrator as the individual or individuals appointed by the Library Board of Trustees.

### III. Options

**Option 1:** Appoint Mary Anne Hodel, Carla Fountain, and Bob Tessier as plan administrators.

#### Advantages

This approach is consistent with previous action taken by the Library Board to appoint plan administrators. In February 2002, the Library Board appointed the same three individuals to serve as plan administrators for the Library's pension and deferred compensation plans. All three have a system wide perspective and deal with the Plan on a regular basis as part of their positions. In addition, all three are willing to serve as Plan administrator and should be available to attend routine meetings and deal with issues as they arise.

**Disadvantages**

A small group of individuals would be making decisions about the Plan.

**Option 2:** Appoint different individuals and/or more people as plan administrators.

**Advantages**

A larger number of plan administrators would mean more individuals would be involved in making decisions affecting plan participants.

**Disadvantages**

It is more difficult and time consuming to arrange meetings for a larger group. Other people would need to be educated about the provisions of the Plan. Also, they may not be interested in serving as administrators or feel they have the expertise to do so.

**IV. Recommendation**

Staff recommends that the Board appoint Mary Anne Hodel, Carla Fountain, and Bob Tessier as plan administrators for the Flexible Benefit Plan. All three have the perspective, background, and expertise to prudently serve as plan administrators and have indicated a willingness to serve in this capacity.

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 03-217**

**RESOLUTION TO APPOINT MARY ANNE HODEL, CARLA FOUNTAIN, AND BOB TESSIER AS PLAN ADMINISTRATORS FOR THE FLEXIBLE BENEFIT PLAN.**

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 16th day of October, 2003 at 7:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To appoint Mary Anne Hodel, Carla Fountain, and Bob Tessier as plan administrators for the Flexible Benefit Plan.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

\_\_\_\_\_  
Secretary



**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Non-Consent Agenda**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Drawing of *License to Learn*  
Contest Winner**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Election of Officers**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Director's Evaluation Process:  
Gloria Fernandez**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Discussion and Possible  
Action Items**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Strategic Plan Quarterly Update:  
Phyllis Hudson**

STATUS		NOTES	POINT PERSON
	<b>GOAL 1: Increase Customer Satisfaction &amp; Provide Greater Ease of Access to Services</b>		
	<b>Objective 1: Provide Additional days/hours of service</b>		
	<b>Activity</b>		
	<b>Provide additional days of service</b>		
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 <a href="http://www.ocls.lib.fl.us/Growth/Branch/winter_garden.asp">http://www.ocls.lib.fl.us/Growth/Branch/winter_garden.asp</a> . <b>Project at 30% completion.</b>	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. <b>Discussions with the City of Orlando regarding a possible site are ongoing.</b>	Sally/ Craig
	<b>Provide additional hours of service</b>		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
	<b>Objective 2: Accept credit and debit card payment</b>		
	<b>Activity</b>		
75% complete	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. <b>Credit cards use began at Main on September 15, 2003. Staff enthusiastically took 6 charges on day one. Branches went online with credit cards one week later.</b>	Bob
	<b>Objective 3: Provide self service options</b>		
	<b>Activity</b>		
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. <b>August self check circulation was 59% of the total.</b>	Sally/ Craig

			03-223
	<b>Objective 4: Create and maintain inviting and appealing library spaces</b>		
	<b>Activity</b>		
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 Comm. Homer Hartage lined up for opening. <b>Substantial completion date is Sept 30, 2003. November 1, 2003 grand opening gala scheduled.</b>	Bob
Complete	Upgrade North Orange interior	Completed November 2002. Patron feedback very positive regarding the improvements.	Bob
<b>Complete</b>	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. <b>Completed September 2003.</b>	Bob
Complete	Replace North Orange roof	Completed May 2003.	Bob
Underway	Prepare and implement building maintenance schedules	Evaluating software packages. <b>Software package selected. Implementation will take place under new Library Business Office Manager when hired.</b>	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. <b>Full reports will be provided to Library by end of September 2003. Staff will develop transition plan during year 2 of strategic plan.</b>	Bob
	<b>Objective 5: Implement effective communication loop with customers</b>		
	<b>Activity</b>		
	<b>Create Customer Service Action (CSA) group made up of staff to:</b>		
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 and 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. <b>Additional SMILE team meeting held in July 2003. Preparation for Customer Service Shopper starts September 18, 2003.</b>	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. <b>Customer Service Shopper Questionnaire under development with input from managers and frontline public service staff.</b>	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. <b>Online CS survey questions updated August 1, 2003.</b>	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. <b>Admin approved changes in online Customer Service survey questions, improving promo of PC Pass, CSA group to visit all locations, concept of survey questions for online users.</b>	Debbie
Underway	Publicize changes to patrons	Any changes will be shared with the public through ocls.info and printed notices for the public. <b>Template created by IS, awaiting CSA group input.</b>	Debbie



	<b>Objective 6: Prepare staff to exceed the expectation of the customer</b>		<b>03-223</b>
	<b>Activity</b>		
Complete and ongoing	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. <b>Customer Service Savvy" seminars provided to over 150 employees in August 2003, to rave reviews from staff. Several customer service topics will be presented on Staff Day 2003.</b>	Debbie
Underway	Review customer service practices annually	<b>Circulation Department Head will lead team (volunteers currently being solicited) to systematically review our current Circulation practices as we develop a policy file for our new automation system.</b>	Debbie
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. <b>Final meeting scheduled for September 24, 2003.</b> 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. <b>Developing recognition program based on "Customer Service Shopper Scores".</b>	Debbie
	<b>GOAL 2: Provide a Range of Services that are Responsive to a Changing Community</b>		<b>03-223</b>
	<b>Objective 1: Expand Access to and Availability of Programs for the Public</b>		
	<b>Activity</b>		
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. <b>An additional 3 programs have been given as of 9-16 with volunteers. Another 13 programs are already scheduled to be given in the near future by volunteers.</b>	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. <b>This initiative is complete with each librarian preparing and presenting a minimum of 2 classes and 2 programs annually resulting in a greater diversity and number of programs and classes.</b>	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. <b>We are streaming a promotional interview with Patrick Smith over our web site as part of Central Florida Reads promotion. We are also conducting compatibility testing with the Ponte Vedra Branch of the St. John's County Library System for possible joint video conferencing programming. We are also purchasing equipment for Library Central that would permit the broadcasting of previously recorded programs and events.</b>	Kathryn

	Objective 2: Expand Use of Relevant Technology		03-223
	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. <b>Contract negotiations underway (anticipated to be complete by October 1, 2003). Implementation will begin Year 2 of strategic plan.</b>	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. <b>Live Chat reference service was made available to local area residents starting July 23, 2003 from 3-6 daily. Starting 9/19 the hours will expand from 2 until closing time daily, expanding hours of service from 21 to 40 hours per week. We also plan to participate in the State Wide service starting approximately the end of November 2003.</b>	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. <b>Development of a public program in Video Editing is being developed by a librarian. A project is underway to deploy Microsoft Office XP (Word, Excel, PowerPoint, and Access) as well as Microsoft Publisher to all Internet capable computers and patron's wireless devices. Appropriate hardware and software have been purchased and configuration of the public server farm is underway. Rollout to the public should be complete by January 1st, 2004. Contributed has been installed on workroom computers in all main library reference departments and at each branch. Training sessions with appropriate staff have either occurred, or have been scheduled. Training staff at branches will occur remotely using remote connection software.</b>	Eric
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. <b>The LSTA application was not successful however, all partners plan to continue the project. Phase two will focus extensively on developing the educational content. The latter includes bringing on board two educators associated with UCF to assist. These individuals are already taking our Central Florida Memory project presentation to two education conferences this fall to share and to generate interest throughout Florida. The library has developed video content for online streaming to patrons and staff. Content has been developed to support the Program Initiative and to highlight library programs such as an interview with Florida author, Patrick Smith.</b>	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. <b>Compatibility testing is underway between OCLS Information Systems staff and staff at the Ponte Vedra Branch of the St. John's County Library System.</b>	Eric
Complete	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. <b>Recommendations regarding future use and needs were presented by the Division of Reference and Information. A new device has been ordered and needs to be tested. DRI volunteers continue to experiment in September with wireless phones and with a tablet PC. Recent completion of the staff wireless network may increase the use and effectiveness of these devices. Reference staff at the main library have begun using the Vocera wireless communication system to communicate.</b>	Eric

Objective 3: Expand End User Services		
Activity		03-223
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. <b>This income does not meet the cost of per month lease. We will retain this copier through the lease period but will not renew the lease or expand access to any other locations.</b> Debbie
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. <b>The income from public fax is on target to recover and even exceed our expenses to provide this service. Staff feedback is that the overhead of time and maintenance is not a burden. Based on expressed demand, we will expand to other locations.</b> Debbie
Complete and Ongoing	Provide notary service at Alafaya. Provide 5 employees with Notary status. Success is measured by use of service vs. cost of licenses. Evaluation will move to year 2.	Initial staff member has completed online training and exam. Application has been submitted issuing agency. Anticipate certificate and tools to be received in July. <b>Service became available September 5, 2003. As of September 16, 2003 we have had two patrons use our notary service at Alafaya.</b> Debbie
Complete	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. <b>Income for August was \$24.00. We will not likely expand this access to any other locations and, if needed, probably will not update this equipment. Since we did purchase and not lease, we will leave this current printer in place. Overall we find that the copies made per month do not meet the goal of cost recovery.</b> Debbie
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. Debbie
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. Debbie
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 newest book. Debbie
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. Debbie
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. Debbie
Complete	Materials in Vietnamese	Released \$8,500 order March 2003, an additional \$2,500 order was released in June 2003. Debbie
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. <b>Spending during the 2003 fiscal year for Spanish materials was over \$200,000. We will particularly concentrate in the future on developing our holdings of titles by native authors (Puerto Rican, South American, Mexican etc.) rather than translations of American authors.</b> Debbie
Complete	Add more DVDs	Established standing order plans for childrens series and new releases earning 20 million or more at box office. <b>As of August 2003 we now own over 16,000 DVDs. An increase in collection size of 71 % since March 2002.</b> Debbie
Complete	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. Debbie

	<b>GOAL 3: Expand Use and Awareness of Library Services Through Marketing</b>		<b>03-223</b>
	<b>Objective 1: Increase Market Share by 10 Percentage Points Annually ( Through July registered 64,823. July Total = 267,799; % of change 14.74%) I will update with end of Sept figures before we put in packet.</b>		
	<b>Activity</b>		
<b>Complete and ongoing</b>	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. <b>OCLS data has been entered into the Library Decision software and reports are being generated.</b> We are also looking at Orange County's new interactive map data.	Marilyn
	<b>Image Projection:</b>		
<b>Complete and ongoing</b>	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. <b>Logos selected for Library Central and Club Central. Plans for a Fundraising Gala; Public Grand Opening; and numerous events are underway along with invitations, banners, promotional materials and publicity. Fundraising event to benefit teen program BLAST, Bringing Libraries And Students Together.</b>	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. <b>Additional partnerships for publicity, performances and programs include Boys &amp; Girls Clubs of Central Florida; Acoustic Guitar Society; United Arts; Children's Reading Fest; Florida Humanities Council; Senior Resource Alliance; Bell South; Orlando Magic; Rollins College; UCF; Central Florida Fair; Orange County Public Schools; MetLife; Orlando Sentinel; Friends of the Library; Hewlett Packard; Morningstar.</b>	Marilyn

	<b>Marketing Strategies:</b>		
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 95 Apartment Complexes, 70 realtors 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
75% complete	Create brochure in English and Spanish to feature services/databases.	<b>New "Got Your Card?" produced in English and Spanish. Spanish, French and English versions of the childrens "Get Your Card" registration flyer are available. Latino Outreach Committee has just finished draft of database brochure.</b>	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 locations will be included in new Orlando map put out by Chamber of Commerce.	Marilyn
	<b>Market Library services to children.</b>		
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 "Get Your Card" flyers and summer reading log and contest forms to participant's in thier summer school programs. <b>Began First Grade "License to Learn Contest". Have over 1,300 new registrations in response.</b>	Marilyn
Complete and ongoing	Attend open houses at elementary schools and middle schools 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. <b>School visits continue through the Library's Childrens Initiative.</b>	Marilyn
	<b>Market Library services to Teens</b>		
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

			03-223
	<b>GOAL 4: Invigorate Employee Satisfaction and Invest in Quality of Staff</b>		
	<b>Objective 1: Establish Human Resources Development Plan</b>		
	<b>Activity</b>		
	<b>Develop internal "Best Practices" for Managers</b>		
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.	<b>Training held year one of plan: Feb 2003: Labor Issues, September 2003: Performance Evaluations-Coaching and Counseling. Scheduled training: November 2003- Five Star Customer Service for managers, Spring 2004- Totally Responsible Training for Managers.</b>	Carla
	<b>Establish Staff Development plan</b>		
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. <b>Customer service training, Customer Service Savvy, held in August 2003. Staff Day topics include customer service, communication, etc. Five Star Customer Service training planned for December 2003.</b>	Carla
	<b>Let's Go Fishing!</b>		
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

	<b>Objective 2: Develop System Wide Communication Plan</b>		<b>03-223</b>
	<b>Activity</b>		
<b>Complete and ongoing</b>	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. <b>Carla Fountain has completed visits (as of 9/24/03) to all departments and branches to introduce the new performance evaluation process. Debbie Moss will soon be "on the road" for meetings with employees in all areas affected by the new automation system. "Esprit de Corps and More," a lunchtime get together for a diverse cross section of employees, will be an additional opportunity for employees to interact with Mary Anne in an informal setting.</b>	Carla Carla
<b>Complete and ongoing</b>	Conduct regular labor/management meetings - 1 X per month	Current practice (since October 2002)	Carla
<b>Complete and ongoing</b>	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
<b>Ongoing</b>	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. <b>Kathryn Robinson began a series of small group meetings for introductory discussions with DRI staff on upcoming changes and reference service initiatives.</b>	Carla
			<b>03-223</b>
	<b>Objective 3: Establish Staff Technology Development Plan</b>		
	<b>Activity</b>		
	<b>Develop internal technology based training program</b>		
<b>Complete</b>	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. <b>All positions have been surveyed to gather staff input on those technical skills necessary to perform the work in that position.</b>	Debbie
<b>Underway</b>	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. <b>Work is underway to prepare benchmark exercises for staff on the use of staff e-mail and the staff website, the Orange Peel.</b>	Debbie
<b>Underway</b>	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. <b>A new training manager began work at the Library on September 15, 2003. Curriculum Development is a priority.</b>	Debbie
<b>75%</b>	I 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
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Objective 4: Establish Professional/Employee Development Plan		03-223	
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 <sup>3</sup> ) program to foster understanding of different jobs and provide employees with a system wide perspective.	Announced E <sup>3</sup> program on 1-16-03. Several working visits have been conducted to date and staff reaction has been positive. One recent report stated "I t was quite an experience. I learned how to communicate better and effectively. " <b>In this last quarter we had a member of branch staff visit our Technical Services Department.</b>	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. <b>Ads for Librarian positions will be placed in "LJ Hotline", a frequently referenced resource for library professionals seeking employment, in late September/early October.</b>	Kathryn
75% 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. <b>Library "Employee of the Year Team" currently taking nominations for Employee of the Year. The award winner will be announced at Staff Day.</b>	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.	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. <b>The Library's Latino Outreach group will plan a workshop on common library terms and frequently asked questions and reponses in spanish translation. Workshops will be held at Southeast and at Main before the year is over.</b>	Kathryn

			03-223
	<b>Objective 5: Update Performance Evaluation Instruments</b>		
	<b>Activity</b>		
<b>Complete</b>	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. <b>New Performance Evaluation Process has been "rolled out" to employees and managers. New process will be in effect starting October 1, 2003, year 2.</b>	Carla
	<b>Objective 6: Minimize the potential for staff or patron injury</b>		
	<b>Activity</b>		
	<b>Conduct safety and security evaluations of facilities</b>		
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 ( <b>purchased and distributed</b> ). 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. <b>Safety committee continues to meet regularly and review work related accident reports, tour work locations to look for problems. Employees recently voted on our new safety slogan, " Play it Safe".</b>	Craig 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. <b>Accomplished and expanded. Evacuation plans created and posted in all locations. Objective expanded to include fire drills and fire inspections. Drills conducted at all library locations and 12 of 14 inspected to date.</b>	Craig
	<b>Minimize security risks</b>		
90%	Install electronic security doors at Branches	Equipment installed in all locations and activated in all locations. 90 % complete pending a few operational needs.	Craig
<b>Complete</b>	Conduct annual review of incident reports	Presentation will be made to Admin Team on July 9,2003. <b>Staff review conducted in July 2003. Results presented to Board at August 2003 meeting.</b>	Craig

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Naming of Winter Garden Meeting  
Room: Heritage Room**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Opening of Library Central:  
Sara Brady**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**U.S. Patriot Act**

**USA PATRIOT Act**

October 2003

**I. PROBLEM STATEMENT**

The USA PATRIOT Act was passed soon after September 11, 2001. Concerns have arisen since that time regarding what are perceived to be a lack of appropriate limits on the ability of the federal government to gain access to certain types of information. Section 215 of that act refers to the records of libraries and book stores.

The ACLU has undertaken a campaign in which they are encouraging libraries to post a notice regarding the USA PATRIOT Act and encouraging those concerned individuals to contact Attorney General John Ashcroft.

**II. EXECUTIVE SUMMARY**

The Orange County Library System remains dedicated to providing the greatest consideration for the individual's privacy of the records of our patrons. We maintain our various technologies in manner which supports that goal. We do not maintain records of circulation or computer use any longer than necessary for operational purposes. Additionally the OCLS was represented by both staff and the FOL at National Library Legislative Days in Washington D.C. in March, when the privacy concerns of the PATRIOT Act were discussed with Florida's legislative delegation. The need for revisions to the current act was a frequent topic of discussion in meetings with legislators and their aides.

**III. OPTIONS**

The Library has identified two options.

**Option 1.** Post notices as requested by the ACLU

**Advantages:** The ACLU will be satisfied with our response. **Disadvantages:** The notices could have a chilling effect on the use of the Library and its services. Patrons may choose to avoid the use of certain services out of a concern that their use will not remain confidential. Postings notices serves the purposes of the ACLU and not necessarily the needs of our users.

**Option 2:** Post no notices.

**Advantages:** The PATRIOT act is very much in the news. There does not seem to be a compelling case to "warn" our patrons. We would avoid the possible chilling effects on individual use of library services.

**Disadvantages:** There are members of the public who will not be satisfied and will continue to seek opportunities to encourage and push the Library to post notices.

**IV. RECOMMENDATION**

We recommend option 2. The fact that the Library does not recommended the posting of signage regarding the USA PATRIOT Act does not say that we do not support the legislative efforts underway to better define certain aspects of the law. We just believe that alarming the public regarding their own library use may not be the most productive fashion in which to achieve the appropriate changes.

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Additional information will be  
provided in the paper copy of the  
Board Packet.**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Director's Report**



## **Director's Report October 2003**

•We now have Wi-Fi access at all of our facilities. Anyone holding a library card needs to register their "MAC" address with us and then they will be able to access our wi fi network. For any non-library cardholder, the user may purchase a PC card for \$5 that will give them 7 day access to our network.

In our first two weeks of public Wi-Fi access we have registered 36 patrons to use the network and they have "signed in" to the network for a total of 299 connections. This represents a very high repeat use rate of some of our more high end users.

· We will have a visit in early February 2004 from our sister city Urayasu, Japan. About 40 visitors from the Urayasu International Friendship Association will visit Orlando and the Orange County Library System. They will be celebrating the 15<sup>th</sup> anniversary of the sister city arrangement.

•The Library is making plans to move our QuestLine service from the 5<sup>th</sup> floor to the space on the 2<sup>nd</sup> floor currently occupied by the Florida Collection. The Florida Collection will be moved to the 4<sup>th</sup> floor. This will enable a better sharing of tasks between QuestLine staff and other reference staff.

•OCLS has been working with the State Library and the Florida Council on the Humanities for a Prime Time Grant. Other libraries included in the grant we initiated with the Florida Humanities Council are:

Leon County Library System - Tallahassee

Heartland Library Co-op – comprising libraries around Sebring, Lake Placid, Lake Okeechobee

Putnam County Library System - Palatka, FL

Martin County Library System - Stuart, FL

- The results of our License To Learn Contest for First Grade Teachers are in.

#### School data

122 schools invited to participate in contest.

60 schools responded with an entry.

Participation rate of 50%!

#### Teacher data

108 first grade teachers entered

(Rough estimate of 500+ first grade teachers)

Participation rate of 21%

Registration Forms received: 910

Total Registrations: 1201

Juvenile registrations - 1034

Adult registrations: 167

Registration forms received that could not be processed for various reasons: 452

#### Prize data

21 first grade classes reported 100% library cardholders!

20 % of entries eligible for Grand prize!

- Bagels and Business was held Thursday, 25 September. The session featured Morningstar database that evaluates and rates mutual funds. A rep from Morningstar in Chicago was here to conduct the training sessions, one for our customers and one for our staff.

- The Library met with representatives from Brighthouse (Time Warner Cable). We now have a way to get cable into the library. It does involve a partnership between TWC and the Library. TWC will bring their feed to a vault at the NW corner of the Library. Our electrical contractor will cut about 20 feet of sidewalk and route a 2" conduit to the basement electrical room. TWC will then bring their feed to the coaxial TV distribution system in the basement. We will then get the necessary connections to the various locations where we want to view the cable channels.

- Mark Flynn, the Executive Director of the Florida Electronic Library, called last week to ask if the Central Florida Memory would be interested in being a part of their Digital Collections pilot project. We responded that we would be interested in participating. Our participation will link us more closely with the Florida Electronic Library and the State Library and that would certainly be of benefit in our application for the LSTA grant.
- The managers raised over \$270 for the United Way, serving breakfast to staff who signed up to have a manager serve them breakfast and from the breakfast auction at the manager's meeting last week. The United Way campaign continues with the upcoming Crazy Socks Day and Team Spirit Day and a Bake Sale.
- The Staff Association is sponsoring Positively Pink Day (October 9) and Lee Denim Day (October 10) in support of the Susan G. Komen Foundation to raise funds for breast cancer.
- On October 25, library employees will participate in a 3.2 mile walk near Blanchard Park to raise funds for Juvenile Diabetes research.
- Staff Day is Tuesday, November 11 and plans are well underway for activities and events for all employees to enjoy. The day will begin at 8:00 a.m. and end at 5:00 p.m. All Board members are welcome to join us for all or part of this day.
- Our access to Tutor.com will change so that instead of just 35 hours a week, this service will be available 77 hours a week, at no additional charge. Of course we still have Spanish and English homework help!
- We received an inquiry from King County Library System in Washington State about the use of our Vocera system. It seems they are considering purchasing it for a new building they are constructing. They are also considering the use of reference teams and un-linking reference service from the reference desks and making it more mobile. We explained that we are already moving in this direction.
- Beginning in December, the Library will begin emailing our newsletter to all residents who have given us their email address.

- There is now a link to the Orange County Library System from the *Orlando's Promise* website. A press conference on Thursday, October 9, 2003, did, in part, promote the addition of Alma Powell's (wife of Secretary of State Colin Powell) books to our collection. The titles are *My little wagon* and *America's Promise*.

### **Upcoming Events**

- Mark your calendars for Library Central Boulevard Blast on Saturday, November 1, 7:00 p.m. to celebrate the opening of Library Central and Club Central and to benefit the BLAST program, Bringing Libraries and Students Together. Michael Andrew and SwingHead will provide exciting music for everyone's dancing and entertainment pleasure.

Opening Day Festivities for the public begin at 1:00 p.m. on Sunday, November 2, and include music with Derek and the Slammers plus a DJ. Activities in Library Central continue through the week with a Meet the Author, Robert Macomber, and art exhibit/reception with Homer Hartage and performances by Tajeri Arts and Orlando's People's Theatre, plus more.

- Central Florida Reads culminates with the special appearance of Patrick D. Smith, author of *A Land Remembered*, at the Friends of the Library Second Saturday program on November 8 at 2:00 p.m. in Library Central. The Friends October program featured Orlando Sentinel's *Florida Flashbacks* columnist Joy Wallace Dickinson, who introduces her new book, *Orlando, City of Dreams*.

- Additional notable programs and classes include: the Third Saturday Financial Series; Fall Fun activities; Teen programs and Book Club discussions; Puppet Shows; Yahoo! GeoCities; Clues for Finding A Good Mystery; Music Time for Tots; Thanksgiving Holiday programs; authors of *Intrinsic Golf*, *It's Within You*, Bill Denehy and Bob Gold; Tracing Your Ancestors; Holiday Cooking Online; Internet en Español; Electronic Holiday Cards plus Music in the Library.

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**FY 2004 Holiday and  
Closed Schedule**



101 East Central Boulevard  
 Orlando, Florida 32801-2471  
 phone: 407.835.7311  
 fax: 407.835.7648  
 website: [www.ocls.info](http://www.ocls.info)

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

## Holidays & Closed Days: Fiscal Year 2004 October 1, 2003 – September 30, 2004

Holidays	Dates	Additional Days Library will be closed (schedules to be adjusted)
		Tuesday, November 11, 2003 – Library Staff Enrichment Day
Thanksgiving Day	Thursday, November 27, 2003 Friday, November 28, 2003	
Christmas	Thursday, December 25, 2003	Wednesday, December 24, 2003 – Library closes at 1:00 p.m.*
New Years	Thursday, January 1, 2004	Wednesday, December 31, 2003 – Library closes at 5:00 p.m.**
Martin Luther King Jr.'s Birthday	Monday, January 19, 2004	Sunday, January 18, 2004
Easter		Sunday, April 11, 2004
Memorial Day	Monday, May 31, 2004	Sunday, May 30, 2004
Independence Day	Sunday, July 4, 2004	
Labor Day	Monday, September 6, 2004	Sunday, September 5, 2004

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

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

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 16, 2003**

**Winter Garden Project Summary**

# Winter Garden Project Summary

## Sep 30, 2003

<u>Category</u>	<u>Budget Approved 12/12/02</u>	<u>Revised Budget</u>	<u>Expended to Date</u>
Architect/engineer	150,000	151,148	121,894
Construction			
Contractor	2,100,000	2,053,190	563,079
Carpet	35,000	35,000	0
Impact & Permit Fees	40,000	40,000	22,594
Testing	8,000	8,000	3,443
Other	10,000	10,000	1,750
Construction Total	<u>2,193,000</u>	<u>2,146,190</u>	<u>590,866</u>
Contingency	207,000	252,662	
<b>TOTAL PROJECT</b>	<b><u><u>2,550,000</u></u></b>	<b><u><u>2,550,000</u></u></b>	<b><u><u>712,760</u></u></b>

**Scheduled Construction Completion Date: April 2004**

### Construction Contract Summary

Base Contract	1,961,100
CO #1 - Civil Improvements	71,187
CO #2 - Additional civil improvements required by WG)	<u>20,903</u>
Total	2,053,190





**Orange County Library System  
Board of Trustees Meeting  
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**Library Central Project Summary**

# Library Central Project Summary

03-231

Sep 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	130,685	114,111
Construction			
Contractor	1,300,000	940,282	733,248
Carpet	0	87,941	0
Permits & Fees	0	7,960	7,960
Other	0	500	119
Construction Total	<u>1,300,000</u>	<u>1,036,683</u>	<u>741,326</u>
Furniture	100,000	257,780	211,994
Plasma Display Equipment		53,943	
Contingency	0	20,909	
<b>TOTAL PROJECT</b>	<b><u><u>1,500,000</u></u></b>	<b><u><u>1,500,000</u></u></b>	<b><u><u>1,067,431</u></u></b>

## Scheduled Construction Completion Date: Oct 2003

### Construction Contract Summary

Base Contract	850,374
CO #1 Replace lobby tiles with poured terrazzo floor	26,192
CO #2 - delete workroom partition, relocate sprinkler, demo sink, ballast disposal	5,952
CO #3 - Trim change, Additional light fixtures, terrazzo changes, add data outlets to teen area, additional cost for sink deletion,	13,325
CO#4 - 16 little changes primarily addressing existing conditions adjustments	14,130
CO#5 - AV revisions & Performance ductwork	30,309
Total	<u>940,282</u>





10/8/2003 9:29am





10/8/2003 9:23am

**Orange County Library System  
Board of Trustees Meeting  
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**Sunday Service Statistics**

# Sunday Service Hours

03-232

	<b>Sunday</b>	<b>Main</b>	<b>Alafaya</b>	<b>North Orange</b>	<b>South Creek</b>	<b>West Oaks</b>	<b>Total 4 Branches</b>		<b>Main 2002</b>	<b>Notes</b>
	1/5/2003	1453	250	199	210	159	818			
	1/12/2003	1729	277	200	463	164	1104			
	1/19/2003	0	0	0	0	0	0			CLOSED
	1/26/2003	1841	322	188	328	186	1024			
	2/2/2003	1530	362	360	444	310	1476		1565	
	2/9/2003	1807	390	358	481	249	1478		2437	
	2/16/2003	1792	301	250	489	211	1251		1833	
	2/23/2003	1642	380	277	484	248	1389		2144	
	3/2/2003	0	381	427	433	275	1516		1973	Main's door counter was not working; no estimate available.
	3/9/2003	2038	325	267	402	247	1241		2061	
	3/16/2003	1464	261	465	365	131	1222		1246	
	3/23/2003	1255	184	273	360	200	1017		1478	
	3/30/2003	2697	343	310	473	282	1408		CLOSED	
	4/6/2003	1686	303	319	487	269	1378		1753	
	4/13/2003	1664	348	375	414	238	1375		1878	
	4/20/2003	0	0	0	0	0	0		1888	CLOSED
	4/27/2003	1730	292	261	402	214	1169		2001	
	5/4/2003	1578	440	302	444	231	1417		1741	
	5/11/2003	1272	228	321	355	217	1121		1419	
	5/18/2003		331	332	387	200	1250		1623	
	5/25/2003	0	0	0	0	0	0			CLOSED
	6/1/2003	987	240	257	367	223	1087		1976	temporary counter installed at Main.
	6/8/2003	981	284	278	358	300	1220		2024	
	6/15/2003	793	278	269	257	217	1021		1600	
	6/22/2003	968	288	282	387	298	1255		1882	
	6/29/2003	935	320	326	307	220	1173		1899	
	7/6/2003	0	305	319	314	289	1227		1697	Main Closed
	7/13/2003	992	289	346	341	287	1263		1735	Main's read w/no adjustments
	7/20/2003	1294	325	308	307	281	1221		1331	Main's read with adjustments
	7/27/2003	1355	318	314	306	210	1148		1473	

## Sunday Service Hours

03-232

8/3/2003	1236	315	298	401	265	1279	1550	
8/10/2003	979	396	347	410	270	1423	1438	
8/17/2003	525	475	368	562	417	1822	2039	Main's counter may not be working properly.
8/24/2003	0	444	365	542	340	1691	2044	No door count for Main on 8/24/03
8/31/2003	0	0	0	0	0	0	0	Closed
9/7/2003	1600	435	446	586	418	1885	2083	Main's count is an estimate.
9/14/2003	2123	392	378	630	393	1793	2068	
9/21/2003	1930	261	382	643	431	1717	1818	
9/28/2003	1528	468	374	739	415	1996	1732	
10/5/2003	1410	418	417	595	375	1805	1813	
10/12/2003								
10/19/2003								
10/26/2003								
11/2/2003								
11/9/2003								
11/16/2003								
11/23/2003								
11/30/2003								
12/7/2003								
12/14/2003								
12/21/2003								
12/28/2003								



**Orange County Library System  
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**Public Comment:  
Non-Agenda Items**