

**Orange County Library System  
Board of Trustees**

**Board Packet for April 2004**



**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**

April 2, 2004

To: Thomas R. Kohler, President  
Gloria Fernandez, Trustee  
Sara R. Brady, Trustee  
James B. Tyson, Trustee  
Matthew Pardy, 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, April 8, 2004, 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**  
**April 8, 2004**  
**Orlando Public Library**  
**101 East Central Boulevard**  
**Orlando, Florida 32801**  
**407.835.7323**

04-057 I. **Call to Order**

04-058 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) .

04-059 III. **Approval of Minutes**

04-060 **Approval of Library Board of Trustees Meeting Minutes**

04-061 IV. **Staff Presentation: Millennium Debut – Vanessa Neblett**

04-062 V. **Financial Statements and Summaries**

04-063 **March 2004 Statements and Summaries**

04-064 VI. **Statistics and Summaries: February 2004 Reports**

04-065 VII. **Action Items**

04-066 **Resolution to Establish a Book Endowment to Honor former  
Trustee, Phyllis Hudson**

04-067 **Recognition of Millennium Roll-Out Effort**

04-068 **Consent Agenda**

04-069 **Defined Benefit Pension Plan Investment Consultant Contract with USI  
Consulting Group**

04-070 **3M – RFID Recommendation**

04-071 VIII. **Discussion and Possible Action Items**

- 04-072            **Personnel Committee: Gloria Fernandez**
- 04-073            **Strategic Plan Quarterly Update: Matthew Pardy**
- 04-074        IX.    **Information**
- 04-075            **Director's Report**
- 04-076            **Winter Garden Project Summary**
- 04-077            **OCLS As An Employer Survey**
- 04-078            **Public Survey Results**
- 04-079            **Public Comment: Non-Agenda Items**

X.    **Adjournment**

**Next Meeting Dates: May 13, 2004 – North Orange Branch Library; 1211 East Semoran Boulevard; Apopka, Florida 32703  
--- June 10, 2004 – Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.**

**If any person desires to appeal any decision with respect to any matter considered at a Library Board of Trustees meeting, such person will need a record of the proceedings; for this purpose, such person may need to ensure that a verbatim record of the proceedings is made to include the testimony and evidence upon which the appeal is to be based.**

**In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this proceeding due to a disability as defined by ADA may arrange for reasonable accommodations by contacting the Director's Office on the fifth floor of the Main Library in person or by phone at 407.835.7611 at least two days prior to the meeting.**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Call To Order**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Public Comment**

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Approval of Minutes**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Approval of Library Board of  
Trustees Meeting Minutes**



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

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

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

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

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

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

04-039 **Election of Vice President**

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

04-040 II. **Public Comment**

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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.

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format. However, this is not required. This is to ensure the completion and accuracy  
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information, contact Milinda Neusaenger at 407.835.7611 or  
[neusaenger.milinda@ocls.info](mailto:neusaenger.milinda@ocls.info) .

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

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

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

04-043 IV. **Staff Presentation: Teens Connect & the Teen's Newsletter: Kristen Alvarado and Danielle King**

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

04-044 V. **Financial Statements and Summaries: February 2004**

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

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

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

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

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

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

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

? As a result of Trustee Fernandez's suggestion the Latino Outreach team works with the schools, one of our Outreach team members has made an administrative level connection with the Multilingual Student Education Services. They assist students & their parents with academic and social services, assist in learning English & mentoring and providing contacts to community services. They invited Lisa Stewart to a workshop presentation at Apopka High School on April 21<sup>st</sup> to talk to the families there about OCLS services and how to get a card.

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

**Points can be redeemed for the following three awards:**

**Paid Time Off**

20 shopper points = 15 minutes of paid time off.  
Redeemed in 20 point increments.

**Gift Certificates**

100 Shopper Points = \$25 certificate  
Redeemed in 100 point increments

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

Gift Certificate will be included in envelope with paycheck.

**Cash**

100 shopper points = \$25  
Redeemed in 100 point increments.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

04-055

#### **Winter Garden Project Summary**

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

04-056

#### **Public Comment: Non-Agenda Items**

### **X. Adjournment**

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

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

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Staff Presentation: Millennium  
Debut – Vanessa Neblett**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Financial Statements & Summaries**



**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Financial Statements &  
Summaries: March 2004**

# Orange County Library System Financial Statement Highlights Six Months Ended March 31, 2004

## Operating Fund Revenue and Expenditure Summaries

### Contributions - Others

During the course of the year we routinely receive cash donations from our patrons. However, during March something unusual happened. Two of our patrons donated 25 shares of Vodaphone stock to express their appreciation for “everything the Orange County Library System does in aiding reading in the community.” This stock donation was a very pleasant surprise. We opened up a brokerage account with AG Edwards to accept the stock and hope this is just the beginning of such donations. We sold the Vodaphone stock and netted \$559.

### Miscellaneous Revenue

In mid March a crew filmed a portion of a bank commercial at the Main Library. In exchange for allowing this to happen, the Library received a \$500 location fee.

### Defined Contribution Pension Plan

In terms of our benefits, the Library has two pension plans and does not participate in Social Security. That certainly is different and deserves some explanation.

Prior to 1980, the Library was part of the City of Orlando and participated in Social Security. When the District was formed, we had the option of continuing this participation but we were not required to do so. Staff at the time were given options, including continued participation in Social Security, and were polled as to their preference. A majority did not want to participate in Social Security. Instead, a Defined Contribution Pension Plan was established for all staff. Currently, the Library contributes an amount equal to 7.5% of each employee’s bi-weekly gross salary into the Plan and there is immediate vesting. Benefits are payable in a lump sum at termination/retirement. The Plan and each employee’s account are administered by the ICMA Retirement Corporation, which specializes in providing retirement investment services to public employees across the country.

Effective October 2002, the Plan became self directed, which means employees make their own investment decisions. All employees were initially enrolled in a model portfolio which was roughly 60% equities and 40% fixed income. Employees can simply select one of 5 model portfolios based on their risk tolerance or build a portfolio of individual mutual funds. Representatives from ICMA come to the Library monthly and are available to meet with staff to discuss Plan investments.

### Defined Benefit Pension Plan

This Plan, which also is entirely funded by the Library, is a traditional retirement plan covering all full time employees. The Plan requires 9 years participation before an employee is vested. The normal retirement benefit is calculated as of age 65. Employees who are vested may retire as early as age 55 at a reduced benefit: 5% reduction for each year prior to age 65.

The benefit formula at age 65 is as follows:

*2% of employee's final average compensation (highest 5 years out of last ten) multiplied by employee's years of service*

Although common in many governmental defined benefit plans, our Plan does not have a cost of living adjustment. Once an employee retires and starts to receive a benefit, it does not increase.

The contributions into the Plan are determined by an actuary on an annual basis.

Currently, all the assets of the Plan are invested through The Hartford. At the March Board meeting, a proposal was presented to terminate our contract with The Hartford and instead contract with USI to serve as investment consultant. We are currently working with USI on the necessary documents to make this happen.

### **Other Financial Matters**

#### Real Estate Taxes – Café Space at Main Library

When the Café space on the first floor of the Main library was constructed, the Property Appraiser determined it was taxable for real estate purposes since it was operated by a private entity. The tax has averaged about \$1,350 annually and we pass this cost on to the operator of the Café through the Concessionaire Agreement. Recently, the Property Appraiser's office indicated they had done an audit and determined the space should not have been taxed because it is "County immune property". Accordingly, we are due a refund of \$4,095 for taxes paid over the last three years.

#### Conversion to New Financial Software

Although we are not changing vendors, we are in the process of converting to new financial software. We had been using applications geared toward smaller local governments. However, our vendor, H.T.E, will no longer support this software and thus, we are converting to their standard product which is used by hundreds of local governments across the country. With any conversion like this, staff must be trained on the new system and some adjustments must be made in our workflow. The conversion should be completed during the month of April.

#### State Aid – Projection for Next Fiscal Year

Each year the Legislature determines an annual appropriation for State Aid. It is allocated to the individual libraries based on how much each spends on maintenance and operations. For the current fiscal year, we will receive approximately \$1,507,000. However, next year the Legislature is appropriating less State Aid and our projected share is roughly \$1,222,000, or a decrease of \$285,000.

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
Six Months Ended March 31, 2004**

04-063

|                                    | <b>ANNUAL<br/>BUDGET</b> | <b>YTD<br/>ACTUAL</b>    | <b>(6 months=50%)</b> |
|------------------------------------|--------------------------|--------------------------|-----------------------|
| <b>AD VALOREM TAXES</b>            | 22,635,232               | 20,971,330               | 92.6%                 |
| <b>INTERGOVERNMENTAL</b>           |                          |                          |                       |
| Grants                             | 50,000                   | 15,000                   | 30.0%                 |
| State Aid                          | 1,482,000                | 753,396                  | 50.8%                 |
| Law Collection Fees                | 250,000                  | 121,985                  | 48.8%                 |
|                                    | <u>1,782,000</u>         | <u>890,381</u>           | <u>50.0%</u>          |
| <b>CHARGES FOR SERVICES</b>        |                          |                          |                       |
| Fee Cards                          | 14,000                   | 5,413                    | 38.7%                 |
| PC Pass                            | 30,000                   | 18,030                   | 60.1%                 |
| Classes                            | 1,000                    | 470                      | 47.0%                 |
| Copy & Vending                     | 170,000                  | 85,054                   | 50.0%                 |
| Fax                                | 0                        | 1,054                    |                       |
| Notary                             | 0                        | 45                       |                       |
|                                    | <u>215,000</u>           | <u>110,066</u>           | <u>51.2%</u>          |
| <b>FINES</b>                       |                          |                          |                       |
| Fines                              | 650,000                  | 392,227                  | 60.3%                 |
| Lost Materials                     | 70,000                   | 43,599                   | 62.3%                 |
|                                    | <u>720,000</u>           | <u>435,826</u>           | <u>60.5%</u>          |
| <b>MISCELLANEOUS</b>               |                          |                          |                       |
| Interest Earnings                  | 175,000                  | 79,821                   | 45.6%                 |
| Rents                              | 5,000                    | 967                      | 19.3%                 |
| Sales of Fixed Assets              | 0                        | 1,750                    |                       |
| Disk Sales                         | 2,500                    | 1,267                    | 50.7%                 |
| Contributions - Friends of Library | 162,000                  | 66,626                   | 41.1%                 |
| Contributions - Others             | 5,000                    | 4,711                    | 94.2%                 |
| Library Central Gala               | 0                        | 26,225                   |                       |
| Miscellaneous                      | 30,500                   | 21,996                   | 72.1%                 |
|                                    | <u>380,000</u>           | <u>203,363</u>           | <u>53.5%</u>          |
| <b>TRANSFER FM PROP APPRAISER</b>  | 30,000                   | 0                        | 0.0%                  |
| <b>TRANSFER FM TAX COLLECTOR</b>   | 210,000                  | 0                        | 0.0%                  |
| <b>TOTAL REVENUES</b>              | <u><u>25,972,232</u></u> | <u><u>22,610,966</u></u> | <u><u>87.1%</u></u>   |

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND EXPENDITURE SUMMARY**

04-063

**Six Months Ended March 31, 2004**

|                                       | <b>ANNUAL<br/>BUDGET</b> | <b>YTD<br/>ACTUAL</b>    | <b>(6 months=50%)</b> |
|---------------------------------------|--------------------------|--------------------------|-----------------------|
| <b>SALARIES &amp; BENEFITS</b>        |                          |                          |                       |
| Salaries ( Sick Leave Payout \$9,249) | 11,090,984               | 5,272,758                | 47.5%                 |
| Medicare Taxes                        | 160,821                  | 73,516                   | 45.7%                 |
| Defined Contribution Plan             | 831,830                  | 393,197                  | 47.3%                 |
| Defined Benefit Plan                  | 789,719                  | 380,574                  | 48.2%                 |
| Life and Health Insurance             | 1,568,690                | 660,764                  | 42.1%                 |
| Worker's Compensation                 | 134,669                  | 78,955                   | 58.6%                 |
| Unemployment Compensation             | 20,000                   | 3,846                    | 19.2%                 |
| Parking & Bus Passes                  | 93,420                   | 40,334                   | 43.2%                 |
|                                       | <u>14,690,133</u>        | <u>6,903,944</u>         | <u>47.0%</u>          |
| <b>OPERATING</b>                      |                          |                          |                       |
| Professional Services                 | 185,000                  | 77,119                   | 41.7%                 |
| Other Contractual Services            | 644,000                  | 237,900                  | 36.9%                 |
| Other Contract. Serv.- Janitorial     | 233,000                  | 110,492                  | 47.4%                 |
| Training and Travel                   | 75,000                   | 42,585                   | 56.8%                 |
| Telecommunication                     | 293,000                  | 131,195                  | 44.8%                 |
| Delivery and Postage                  | 1,075,000                | 532,320                  | 49.5%                 |
| Utilities                             | 650,000                  | 249,815                  | 38.4%                 |
| Rentals and Leases                    | 820,000                  | 393,482                  | 48.0%                 |
| Insurance                             | 150,000                  | 102,751                  | 68.5%                 |
| Repair and Maintenance                | 587,000                  | 246,244                  | 41.9%                 |
| Repair & Maint. - Hardware/Software   | 205,000                  | 142,778                  | 69.6%                 |
| Copying/Printing                      | 220,000                  | 67,422                   | 30.6%                 |
| Property Appraiser's Fee              | 262,000                  | 197,135                  | 75.2%                 |
| Tax Collector's Fee                   | 452,000                  | 419,427                  | 92.8%                 |
| Supplies                              | 750,000                  | 231,734                  | 30.9%                 |
| Supplies-Hardware/Software            | 55,000                   | 29,814                   | 54.2%                 |
| Contingency                           | 300,000                  | 0                        | 0.0%                  |
|                                       | <u>6,956,000</u>         | <u>3,212,213</u>         | <u>46.2%</u>          |
| <b>CAPITAL OUTLAY</b>                 |                          |                          |                       |
| Building and Improvements             | 375,000                  | 47,613                   | 12.7%                 |
| Equipment and Furniture               | 275,000                  | 51,977                   | 18.9%                 |
| Hardware/Software                     | 965,000                  | 361,779                  | 37.5%                 |
|                                       | <u>1,615,000</u>         | <u>461,369</u>           | <u>28.6%</u>          |
| <b>LIBRARY MATERIALS</b>              |                          |                          |                       |
| Materials - Rest. Contributions       | 13,500                   | 8,027                    | 59.5%                 |
| Materials - Law                       | 210,000                  | 78,608                   | 37.4%                 |
| Materials - Other                     | 3,936,500                | 2,130,308                | 54.1%                 |
|                                       | <u>4,160,000</u>         | <u>2,216,943</u>         | <u>53.3%</u>          |
| <b>TRANSFER TO OTHER FUNDS</b>        |                          |                          |                       |
| Branch Debt Service Fund              | 417,000                  | 201,484                  | 48.3%                 |
| Capital Projects fund                 | 482,000                  | 0                        | 0.0%                  |
| Sinking Fund                          | 50,000                   | 0                        | 0.0%                  |
|                                       | <u>949,000</u>           | <u>201,484</u>           | <u>21.2%</u>          |
| <b>TOTAL EXPENDITURES</b>             | <b><u>28,370,133</u></b> | <b><u>12,995,953</u></b> | <b><u>45.8%</u></b>   |

**ORANGE COUNTY LIBRARY DISTRICT  
MAIN DEBT SERVICE FUND  
Six Months Ended March 31, 2004**

04-063

|                             | <u>ANNUAL<br/>BUDGET</u> | <u>YTD<br/>ACTUAL</u>   | <u>(6 months=50%)</u> |
|-----------------------------|--------------------------|-------------------------|-----------------------|
| <b>REVENUES</b>             |                          |                         |                       |
| Ad Valorem Taxes            | 1,207,139                | 1,118,314               | 92.6%                 |
| Interest                    | 10,000                   | 2,591                   | 25.9%                 |
| Transfer From Tax Collector | 13,000                   | 0                       | 0.0%                  |
| <b>TOTAL REVENUES</b>       | <b><u>1,230,139</u></b>  | <b><u>1,120,905</u></b> | <b><u>91.1%</u></b>   |

|                           |                         |                      |                    |
|---------------------------|-------------------------|----------------------|--------------------|
| <b>EXPENDITURES</b>       |                         |                      |                    |
| Principal                 | 1,100,000               | 0                    | 0.0%               |
| Interest                  | 151,900                 | 75,950               | 50.0%              |
| Tax Collector's Fee       | 26,100                  | 22,366               | 85.7%              |
| <b>TOTAL EXPENDITURES</b> | <b><u>1,278,000</u></b> | <b><u>98,316</u></b> | <b><u>7.7%</u></b> |

**FUTURE DEBT SERVICE PAYMENTS**

| <u>DATE</u> | <u>PRINCIPAL</u>        | <u>INTEREST</u>       |
|-------------|-------------------------|-----------------------|
| 9/1/04      | 1,100,000               | 75,950                |
| 2005        | 1,150,000               | 104,600               |
| 2006        | 1,200,000               | 54,000                |
|             | <b><u>3,450,000</u></b> | <b><u>234,550</u></b> |

**ORANGE COUNTY LIBRARY DISTRICT  
BRANCH DEBT SERVICE FUND  
Six Months Ended March 31, 2004**

04-063

|                            | <u>ANNUAL<br/>BUDGET</u> | <u>YTD<br/>ACTUAL</u> | <u>(6 months=50%)</u> |
|----------------------------|--------------------------|-----------------------|-----------------------|
| <b>REVENUES</b>            |                          |                       |                       |
| Transfer From General Fund | 417,000                  | 201,484               | 48.3%                 |
| Interest                   | 5,000                    | 2,740                 | 54.8%                 |
| <b>TOTAL REVENUES</b>      | <b><u>422,000</u></b>    | <b><u>204,224</u></b> | <b><u>48.4%</u></b>   |

|                           |                       |                       |                     |
|---------------------------|-----------------------|-----------------------|---------------------|
| <b>EXPENDITURES</b>       |                       |                       |                     |
| Principal                 | 318,009               | 166,917               | 52.5%               |
| Interest                  | 98,770                | 34,567                | 35.0%               |
| <b>TOTAL EXPENDITURES</b> | <b><u>416,779</u></b> | <b><u>201,484</u></b> | <b><u>48.3%</u></b> |

**FUTURE DEBT SERVICE PAYMENTS**

| <u>DATE</u> | <u>PRINCIPAL</u>        | <u>INTEREST</u>       |
|-------------|-------------------------|-----------------------|
| 8/1/04      | 168,687                 | 39,287                |
| 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><u>2,381,046</u></b> | <b><u>283,677</u></b> |

**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Six Months Ended March 31, 2004**

|   | <u>ANNUAL</u><br><u>BUDGET</u> | <u>YTD</u><br><u>ACTUAL</u> | <u>(6 months=50%)</u> |
|---|--------------------------------|-----------------------------|-----------------------|
| <b>REVENUES</b>                         |                                |                             |                       |
| State Construction Grant                | 310,000                        | 150,000                     | 48.4%                 |
| Proceeds-Sale of W. Orange Property     | 350,000                        | 0                           | 0.0%                  |
| Contribution From City of Winter Garden | 114,000                        | 0                           | 0.0%                  |
| Interest                                | 0                              | 2,289                       | 0.0%                  |
| Transfer From General Fund              | 482,000                        | 0                           | 0.0%                  |
| <b>TOTAL REVENUES</b>                   | <b><u>1,256,000</u></b>        | <b><u>152,289</u></b>       | <b><u>12.1%</u></b>   |

**EXPENDITURES**WINTER GARDEN BRANCH

|                           |                         |                       |                     |
|---------------------------|-------------------------|-----------------------|---------------------|
| Architect/Engineer        | 30,000                  | 6,676                 | 22.3%               |
| Construction Contract     | 1,261,000               | 658,355               | 52.2%               |
| Carpet                    | 35,000                  | 0                     | 0.0%                |
| Impact & Permit Fees      | 10,000                  | 0                     | 0.0%                |
| Testing                   | 4,000                   | 2,580                 | 64.5%               |
| Other                     | 7,000                   | 0                     | 0.0%                |
| Contingency               | 208,000                 | 0                     | 0.0%                |
| <b>TOTAL EXPENDITURES</b> | <b><u>1,555,000</u></b> | <b><u>667,611</u></b> | <b><u>42.9%</u></b> |



**ORANGE COUNTY LIBRARY DISTRICT  
SINKING FUND  
Six Months Ended March 31, 2004**

04-063

|                                    | ANNUAL<br>BUDGET | YTD<br>ACTUAL | (6 months=50%) |
|------------------------------------|------------------|---------------|----------------|
| <b>REVENUES</b>                    |                  |               |                |
| Transfer From General Fund         | 50,000           | 0             | 0.0%           |
| <br><b>EXPENDITURES</b>            |                  |               |                |
| Reserves-Building and Improvements | 25,000           | 0             | 0.0%           |
| Reserves-Technology                | 25,000           | 0             | 0.0%           |
| <b>TOTAL EXPENDITURES</b>          | <b>50,000</b>    | <b>0</b>      | <b>0.0%</b>    |

**ORANGE COUNTY LIBRARY DISTRICT  
MONTHLY ROLLOVER  
March 2004**

04-063

|                            | <u>BALANCE</u><br>2/29/04 | <u>RECEIPTS</u>  | <u>DISBURSE</u>    | <u>BALANCE</u><br>3/31/04 |
|----------------------------|---------------------------|------------------|--------------------|---------------------------|
| <b>OPERATING</b>           |                           |                  |                    |                           |
| Checking                   | 373,491                   | 2,683,580        | (1,973,807)        | 1,083,264                 |
| SBA Investments            | 8,179,660                 | 7,038            | (1,000,000)        | 7,186,698                 |
| CD Investments             | <u>10,580,000</u>         | <u>0</u>         | <u>0</u>           | <u>10,580,000</u>         |
|                            | <b>19,133,151</b>         | <b>2,690,618</b> | <b>(2,973,807)</b> | <b>18,849,962</b>         |
| <b>MAIN DEBT SERVICE</b>   |                           |                  |                    |                           |
| AIM Investments            | 1,104,870                 |                  | (7,018)            | 1,097,852                 |
| <b>BRANCH DEBT SERVICE</b> |                           |                  |                    |                           |
| CD Investments             | 393,146                   | 0                | 0                  | 393,146                   |
| <b>CAPITAL PROJECTS</b>    |                           |                  |                    |                           |
| Checking                   | 28,776                    | 165,008          | (186,520)          | 7,264                     |
| SBA Investments            | <u>213,522</u>            | <u>228</u>       | <u>(165,000)</u>   | <u>48,750</u>             |
|                            | <b>242,298</b>            | <b>165,236</b>   | <b>(351,520)</b>   | <b>56,014</b>             |

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND  
BALANCE SHEET - ASSETS  
March 31, 2004**

04-063

**ASSETS**

|                            |                                 |
|----------------------------|---------------------------------|
| Certificates of Deposit    | 10,580,000                      |
| Cash on Hand               | 14,155                          |
| Equity in Pooled Cash      | 1,083,264                       |
| Accounts Receivable        | 0                               |
| Due From Other Governments | 18,605                          |
| Interest Receivable        | 35,456                          |
| Inventory                  | 202,537                         |
| Investments-SBA            | 7,186,698                       |
| Prepays                    | 90,216                          |
| Other Assets-Deposits      | <u>9,175</u>                    |
| <b>TOTAL ASSETS</b>        | <b><u><u>19,220,106</u></u></b> |

**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND**  
**BALANCE SHEET - LIABILITIES & FUND BALANCE**  
**March 31, 2004**

04-063

**LIABILITIES**

|                                  |                |
|----------------------------------|----------------|
| Accounts Payable                 | 51,080         |
| Retainage Payable                | 0              |
| Accrued Wages Payable            | 311,814        |
| Accrued FIT Tax Payable          | 0              |
| Accrued Med Tax Payable          | 0              |
| Accrued Sales Tax                | 14             |
| Due To FOL-Taxable Book Sales    | 4,012          |
| Due To FOL-Nontaxable Book Sales | 0              |
| Due To FOL-Sales Tax             | 269            |
| United Appeal                    | 350            |
| Bonds                            | 123            |
| Def Comp Employees               | 0              |
| Health Insurance                 | 22,667         |
| Union Dues                       | 1,068          |
| Union-Cope                       | 74             |
| Optional Life                    | 1,559          |
| Flex Spend Med                   | 0              |
| Flex Spend Dep                   | 0              |
| Daughters of American Revolution | 200            |
| Miscellaneous                    | 0              |
| Unclaimed Payroll                | 929            |
| <b>TOTAL LIABILITIES</b>         | <b>394,159</b> |

**FUND BALANCE**

|   |                   |
|---|-------------------|
| Reserve for Inventory                             | 202,537           |
| Reserve for Encumbrances                          | 196,170           |
| Reserve for Prepaids                              | 136,043           |
| 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                           | 4,098,240         |
| Current Year Excess of Revenues Over Expenditures | 9,615,008         |
| <b>TOTAL FUND BALANCE</b>                         | <b>18,825,947</b> |

|   |                          |
|---|--------------------------|
| <b>TOTAL LIABILITIES &amp; FUND BALANCE</b> | <b><u>19,220,106</u></b> |
|---|--------------------------|

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Statistics & Summaries:  
February 2004**

## **STATISTICAL SUMMARY**

### **March 2004 presentation of February 2004 statistics**

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

West Oaks circulation is up over 42.94% . Each location is provided with a small amount of dollars to spend on locally appropriate selections each year to customize their collection. This year West Oaks spent theirs largely on DVDs to meet their local demand. Where some other larger locations invested in around 700 DVDs, West Oaks purchased over 1500 DVDs raise circ for two reasons, they are very popular and they have a circulation period of one week and so generate more transactions in a month than a book might.

#### **Library Activities:**

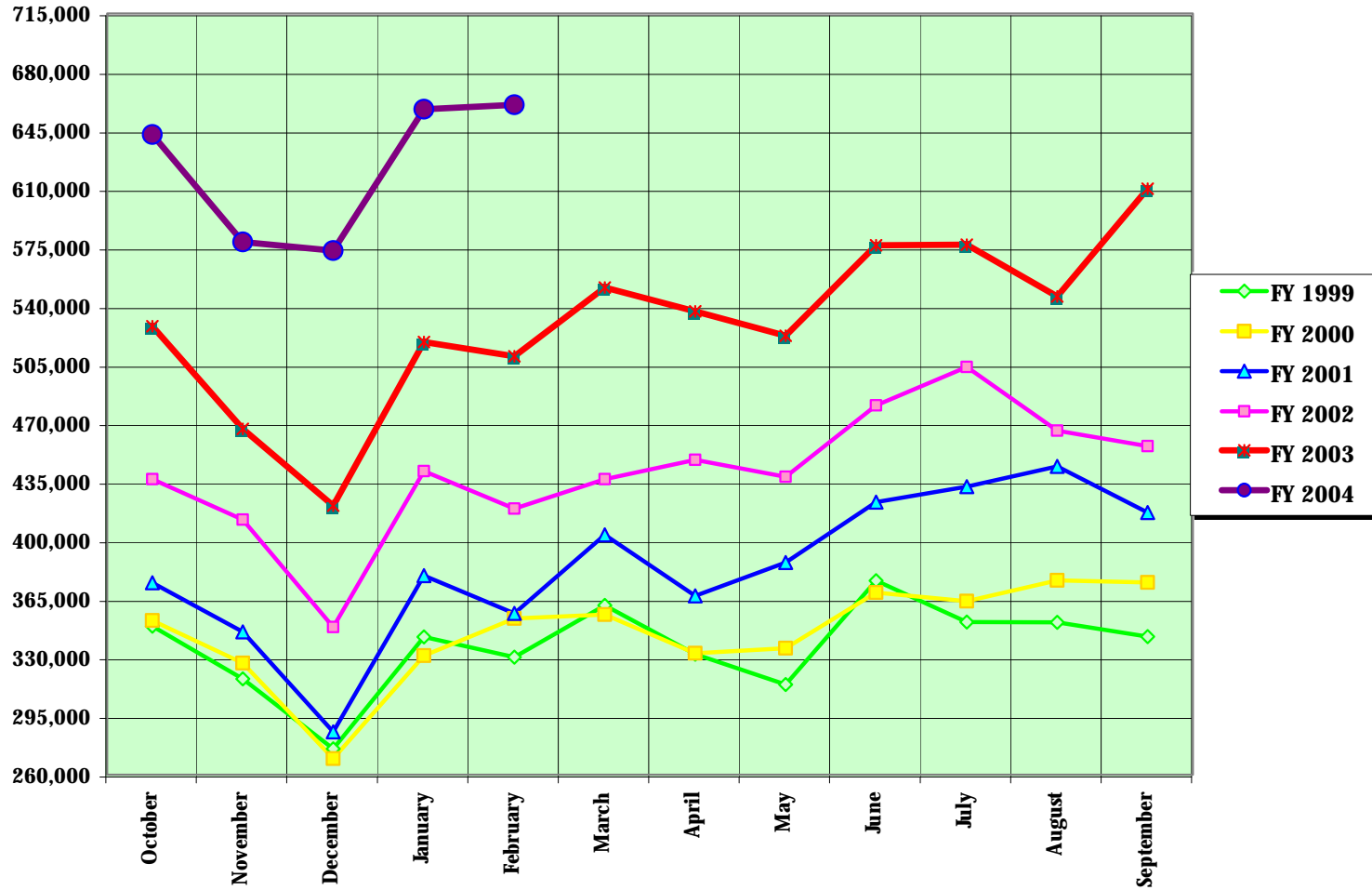
Classes are still performing well. Note that attendance is up in excess of the number of classes. It's important for the number of classes to increase (from 66 last year to 166 this year) but it's great to see that they are being attended at a high rate as well (789 this February compared to 345 last year).

Program attendance is up as well. Though we offered 2.81% more classes this year than for the same time period last year the attendance for those programs was up 27.54%. The quality and interest appeal of these staff created programs is no doubt responsible for the increase.

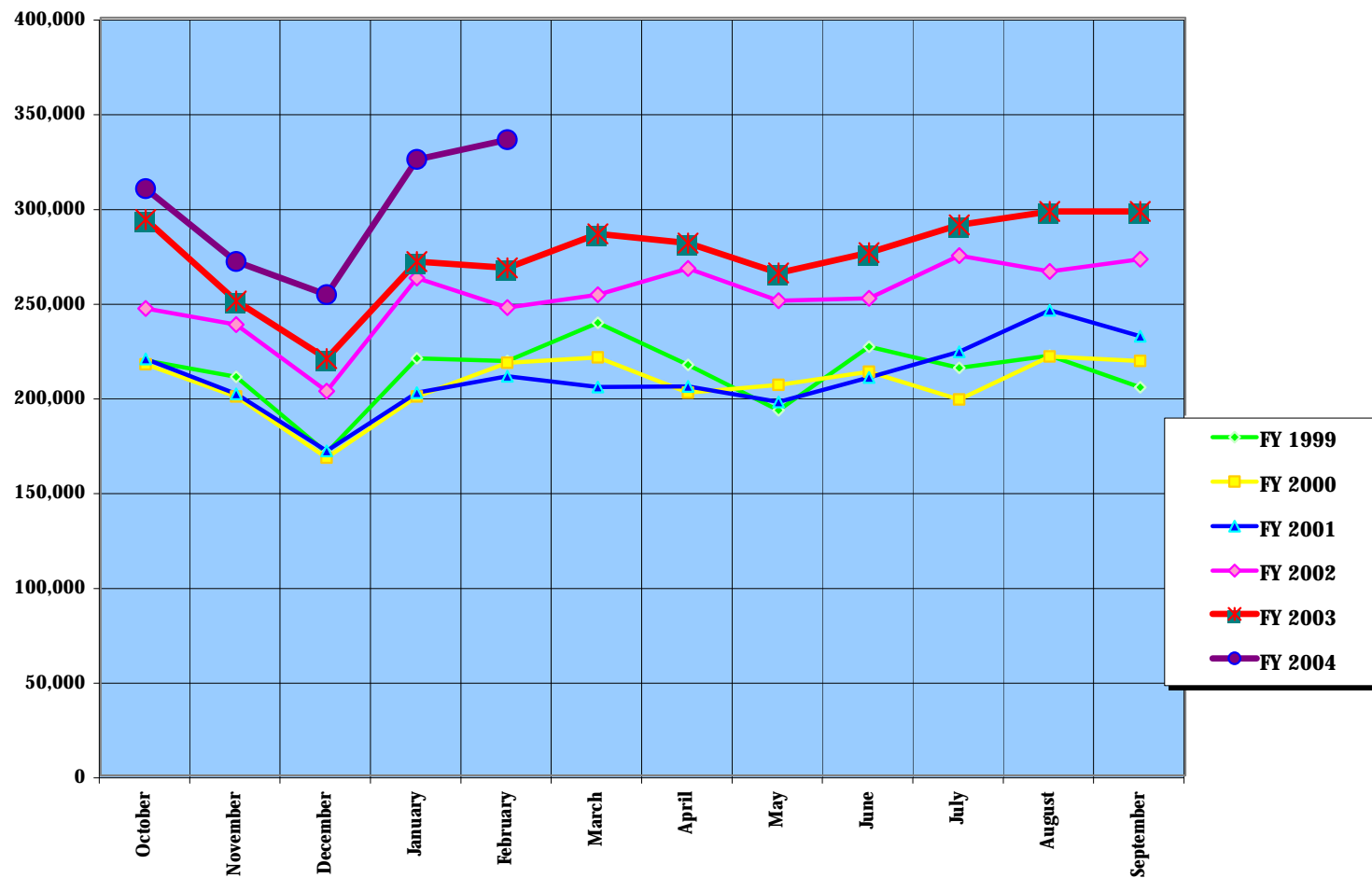
#### **OCLS.INFO**

Use of the Morningstar database increased by from 270 in January to 997 in February through its direct placement on the home page. We plan to introduce individual databases through this front page rotation and through highlights in our email newsletters. Enhancements to our web catalog which allow broadcast searching of a number of databases in a single search should also help in our promotion of these quality informational sources.

### ORANGE COUNTY LIBRARY SYSTEM CIRCULATION Fiscal Year 1999 Through Fiscal Year 2004 TO Date

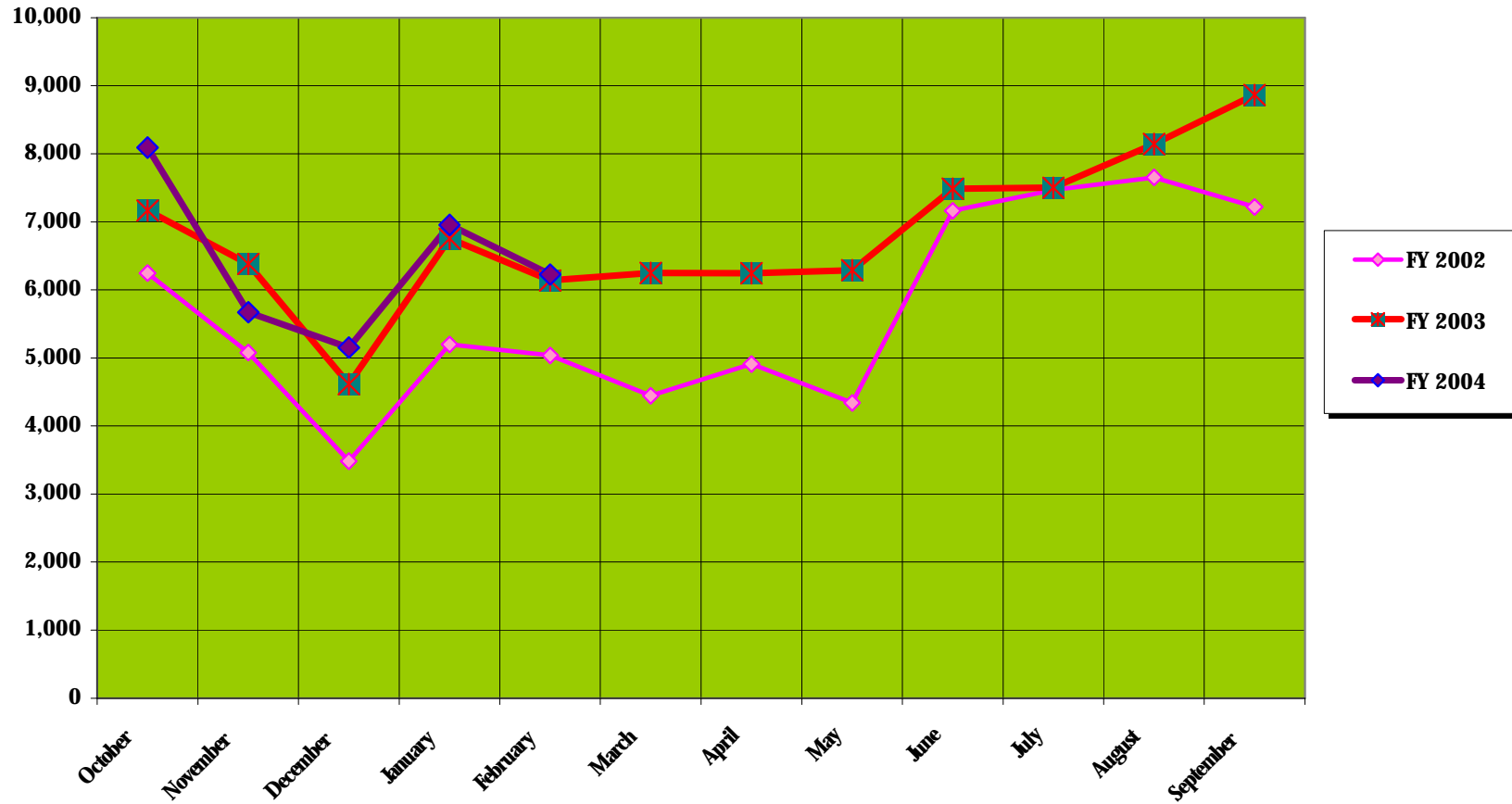


### Orange County Library System Door Counts Fiscal Year 1999 through Fiscal Year 2004 To Date





### Orange County Library System New Patron Registration Fiscal Year 2002 through Fiscal Year 2004 To Date



Orange County Library System: Circulation Report FY 2004 YTD & FY 2003

|                    | Oct-03         | Oct-02         | Nov-03         | Nov-02         | Dec-03         | Dec-02         | Jan-04         | Jan-03         | Feb-04         | Feb-03         | % of Change   | Mar-04 | Mar-03         |
|--------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|--------|----------------|
| <b>Circulation</b> |                |                |                |                |                |                |                |                |                |                |               |        |                |
| Main               | 158,181        | 148,779        | 153,204        | 134,497        | 151,399        | 124,121        | 163,584        | 139,990        | 165,452        | 139,086        | 18.96%        |        | 150,130        |
| Branches           | 355,946        | 298,036        | 318,901        | 260,885        | 308,460        | 236,144        | 368,668        | 297,004        | 352,094        | 282,969        | 24.43%        |        | 314,046        |
| MAYL               | 54,059         | 44,997         | 36,786         | 36,618         | 45,092         | 29,905         | 47,237         | 42,383         | 50,673         | 41,039         | 23.48%        |        | 41,813         |
| Electronic         | 70,169         | 31,735         | 66,892         | 32,267         | 67,885         | 26,736         | 77,836         | 34,993         | 91,671         | 43,065         | 112.87%       |        | 41,330         |
| Talking Books      | 4,192          | 4,507          | 2,622          | 2,505          | 338            | 3,815          | 371            | 4,237          | 446            | 3,908          | -88.59%       |        | 3,828          |
| <b>Total</b>       | <b>642,547</b> | <b>528,054</b> | <b>578,405</b> | <b>466,772</b> | <b>573,174</b> | <b>420,721</b> | <b>657,696</b> | <b>518,607</b> | <b>660,336</b> | <b>510,067</b> | <b>29.46%</b> |        | <b>551,147</b> |
| <b>Door Count</b>  |                |                |                |                |                |                |                |                |                |                |               |        |                |
| Main               | 66,816         | 75,581         | 78,930         | 64,869         | 54,546         | 55,885         | 64,798         | 68,579         | 64,232         | 66,635         | -3.61%        |        | 74,215         |
| Branches           | 242,940        | 217,824        | 192,229        | 185,609        | 199,173        | 164,098        | 260,359        | 202,641        | 271,292        | 198,270        | 36.83%        |        | 211,725        |
| <b>Total</b>       | <b>309,756</b> | <b>293,405</b> | <b>271,159</b> | <b>250,478</b> | <b>253,719</b> | <b>219,983</b> | <b>325,157</b> | <b>271,220</b> | <b>335,524</b> | <b>264,905</b> | <b>26.66%</b> |        | <b>285,940</b> |

04-064

|                    | Apr-04 | Apr-03         | May-04 | May-03         | Jun-04 | Jun-03         | Jul-04 | Jul-03         | Aug-04 | Aug-03         | Sep-04 | Sep-03         | YTD 2004         | YTD 2003         |
|--------------------|--------|----------------|--------|----------------|--------|----------------|--------|----------------|--------|----------------|--------|----------------|------------------|------------------|
| <b>Circulation</b> |        |                |        |                |        |                |        |                |        |                |        |                |                  |                  |
| Main               |        | 140,404        |        | 136,304        |        | 148,934        |        | 141,230        |        | 143,639        |        | 156,832        | 791,820          | 1,703,946        |
| Branches           |        | 306,955        |        | 308,687        |        | 349,850        |        | 340,589        |        | 317,229        |        | 356,745        | 1,704,069        | 3,669,139        |
| MAYL               |        | 44,887         |        | 42,634         |        | 46,850         |        | 60,975         |        | 52,125         |        | 53,289         | 233,847          | 537,515          |
| Electronic         |        | 40,974         |        | 30,601         |        | 27,063         |        | 30,161         |        | 29,087         |        | 39,336         | 374,453          | 407,348          |
| Talking Books      |        | 3,738          |        | 4,146          |        | 3,752          |        | 3,766          |        | 3,758          |        | 3,993          | 7,969            | 45,953           |
| <b>Total</b>       |        | <b>536,958</b> |        | <b>522,372</b> |        | <b>576,449</b> |        | <b>576,721</b> |        | <b>545,838</b> |        | <b>610,195</b> | <b>3,112,158</b> | <b>6,363,901</b> |
| <b>Door Count</b>  |        |                |        |                |        |                |        |                |        |                |        |                |                  |                  |
| Main               |        | 71,740         |        | 69,000         |        | 64,384         |        | 67,564         |        | 80,439         |        | 70,371         | 329,322          | 829,262          |
| Branches           |        | 209,201        |        | 196,250        |        | 211,523        |        | 222,989        |        | 217,309        |        | 227,323        | 1,165,993        | 2,464,762        |
| <b>Total</b>       |        | <b>280,941</b> |        | <b>265,250</b> |        | <b>275,907</b> |        | <b>290,553</b> |        | <b>297,748</b> |        | <b>297,694</b> | <b>1,495,315</b> | <b>3,294,024</b> |

Orange County Library System: OCLS.INFO Report FY 2004 YTD & FY 2003

|                                  | Oct-03  | Oct-02  | Nov-03  | Nov-02  | Dec-03  | Dec-02  | Jan-04  | Jan-03  | Feb-04  | Feb-03  | % of Change | Mar-04 | Mar-03  |
|----------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------------|--------|---------|
| Online Catalog Searches          | 206,826 | 185,681 | 174,333 | 162,406 | 155,673 | 134,380 | 211,633 | 197,133 | 205,932 | 179,526 | 14.71%      |        | 185,790 |
| Online Renewals                  | 74,416  | 56,999  | 65,647  | 51,262  | 72,829  | 52,490  | 66,484  | 53,612  | 70,968  | 56,586  | 25.42%      |        | 61,992  |
| Electronic Reference Questions   | 353     | 457     | 392     | 393     | 227     | 312     | 301     | 451     | 384     | 391     | -1.79%      |        | 459     |
| Live Chat Questions              | 65      | N/A     | 67      | N/A     | 50      | N/A     | 87      | N/A     | 45      | N/A     | N/A         |        |         |
| Total Online Reference Questions | 418     | N/A     | 459     | N/A     | 277     | 312     | 388     | N/A     | 429     | N/A     | N/A         |        |         |
| Online Requests                  | 38,272  | 29,720  | 29,210  | 22,912  | 33,468  | 18,655  | 39,163  | 31,903  | 33,556  | 29,169  | 15.04%      |        | 31,673  |
| Online Suggestions               | 105     | 80      | 114     | 73      | 112     | 62      | 81      | 116     | 86      | 89      | -3.37%      |        | 79      |

|                                  | Apr-04 | Apr-03  | May-04 | May-03  | Jun-04 | Jun-03  | Jul-04 | Jul-03  | Aug-04 | Aug-03  | Sep-04 | Sep-03  | YTD 2004 | YTD 2003  |
|----------------------------------|--------|---------|--------|---------|--------|---------|--------|---------|--------|---------|--------|---------|----------|-----------|
| Online Catalog Searches          |        | 190,173 |        | 182,634 |        | 195,607 |        | 193,819 |        | 198,230 |        | 211,608 | 954,397  | 2,216,987 |
| Online Renewals                  |        | 62,337  |        | 59,002  |        | 59,797  |        | 64,477  |        | 66,575  |        | 68,886  | 350,344  | 714,015   |
| Reference Questions              |        | 420     |        | 425     |        | 466     |        | 466     |        | 290     |        | 330     | 1,657    | 4,860     |
| Live Chat Questions              |        |         |        |         |        |         |        |         |        |         |        |         |          |           |
| Total Online Reference Questions |        |         |        |         |        |         |        |         |        |         |        |         |          |           |
| Online Requests                  |        | 28,595  |        | 31,939  |        | 36,839  |        | 33,487  |        | 35,115  |        | 39,228  | 173,669  | 369,235   |
| Online Suggestions               |        | 112     |        | 96      |        | 102     |        | 91      |        | 66      |        | 83      | 498      | 1,049     |

**Orange County Library System  
Circulation Statistics**

04-064

| February 1, 2004 - February 29, 2004 |              |                      |                |                |                |                 |                 |                    |               |                |
|--------------------------------------|--------------|----------------------|----------------|----------------|----------------|-----------------|-----------------|--------------------|---------------|----------------|
| Location                             | Days<br>Open | Circulation<br>Total | % of<br>Total  | Year<br>Ago    | Gain<br>-Loss  | % Gain<br>-Loss | Total<br>Visits | Visits<br>Year Ago | Gain<br>-Loss | %Gain<br>-Loss |
| Main                                 | 29           | 165,452              | 25.06%         | 139,086        | 26,366         | 18.96%          | 64,232          | 66,635             | (2,403)       | -3.61%         |
| MAYL                                 | 20           | 50,673               | 7.67%          | 41,039         | 9,634          | 23.48%          | N/A             | N/A                | N/A           | N/A            |
| Electronic                           |              | 91,671               | 13.88%         | 43,065         | 48,606         | 112.87%         | N/A             | N/A                | N/A           | N/A            |
| Talking Books                        | 20           | 446                  | 0.07%          | 3,908          | (3,462)        | -88.59%         | N/A             | N/A                | N/A           | N/A            |
| West Oaks                            | 29           | 37,838               | 5.73%          | 26,471         | 11,367         | 42.94%          | 20,847          | 17,382             | 3,465         | 19.93%         |
| Herndon                              | 24           | 34,633               | 5.24%          | 28,538         | 6,095          | 21.36%          | 24,594          | 19,975             | 4,619         | 23.12%         |
| Alafaya                              | 29           | 48,353               | 7.32%          | 37,847         | 10,506         | 27.76%          | 25,168          | 14,996             | 10,172        | 67.83%         |
| Southeast                            | 24           | 27,279               | 4.13%          | 24,107         | 3,172          | 13.16%          | 24,957          | 19,317             | 5,640         | 29.20%         |
| Hiwassee                             | 24           | 19,458               | 2.95%          | 17,371         | 2,087          | 12.01%          | 21,860          | 16,058             | 5,802         | 36.13%         |
| Southwest                            | 24           | 31,784               | 4.81%          | 27,620         | 4,164          | 15.08%          | 26,183          | 18,505             | 7,678         | 41.49%         |
| Edgewater                            | 24           | 24,211               | 3.67%          | 18,855         | 5,356          | 28.41%          | 18,850          | 21,770             | (2,920)       | -13.41%        |
| North Orange                         | 29           | 35,094               | 5.31%          | 29,180         | 5,914          | 20.27%          | 26,974          | 18,596             | 8,378         | 45.05%         |
| South Creek                          | 29           | 42,755               | 6.47%          | 34,779         | 7,976          | 22.93%          | 28,255          | 23,828             | 4,427         | 18.58%         |
| South Trail                          | 24           | 17,897               | 2.71%          | 13,464         | 4,433          | 32.92%          | 22,853          | 11,342             | 11,511        | 101.49%        |
| West Orange                          | 20           | 12,228               | 1.85%          | 9,103          | 3,125          | 34.33%          | 8,670           | 5,147              | 3,523         | 68.45%         |
| Windermere                           | 20           | 13,966               | 2.11%          | 10,803         | 3,163          | 29.28%          | 11,632          | 6,447              | 5,185         | 80.43%         |
| Wash. Park                           | 20           | 6,598                | 1.00%          | 4,831          | 1,767          | 36.58%          | 10,449          | 4,907              | 5,542         | 112.94%        |
| <b>Total</b>                         | <b>389</b>   | <b>660,336</b>       | <b>100.00%</b> | <b>510,067</b> | <b>150,269</b> | <b>29.46%</b>   | <b>335,524</b>  | <b>264,905</b>     | <b>70,619</b> | <b>26.66%</b>  |

**NUMBER OF SEARCHES**  
February 2004

04-064

| FISCAL YEAR 2004                                       | OCT 2003      | NOV           | DEC           | JAN 2004      | FEB           | MAR | APR | MAY | JUNE | JULY | AUG | SEPT | YTD            |
|--|---------------|---------------|---------------|---------------|---------------|-----|-----|-----|------|------|-----|------|----------------|
| ALLDATA Online   | 1,349         | 1,096         | 1,323         | 1,850         | 1,553         |     |     |     |      |      |     |      | 7,171          |
| Ancestry Plus  | 465           | 431           | 348           | 397           | 476           |     |     |     |      |      |     |      | 2,117          |
| Associations Unlimited                                 | 238           | 219           | 146           | 395           | 253           |     |     |     |      |      |     |      | 1,251          |
| Biography & Genealogy Master Index                     | 391           | 279           | 196           | 408           | 346           |     |     |     |      |      |     |      | 1,620          |
| Biography Resource Center                              | 5,638         | 5,287         | 5,548         | 6,012         | 11,488        |     |     |     |      |      |     |      | 33,973         |
| Business & Company Resource Center                     | 4,131         | 2,536         | 2,926         | 3,203         | 3,259         |     |     |     |      |      |     |      | 16,055         |
| Cerebellum Online Videos                               |               |               |               | 341           | 229           |     |     |     |      |      |     |      | 570            |
| Chapter-A-Day Online Book Club                         | 28,260        | 28,840        | 33,500        | 35,240        | 36,060        |     |     |     |      |      |     |      | 161,900        |
| Classical.com  |               |               |               | 543           | NA            |     |     |     |      |      |     |      | 543            |
| Computer Database                                      | 156           | 121           | 155           | 153           | 119           |     |     |     |      |      |     |      | 704            |
| Consulta   | 156           | 8             | 82            | 29            | 57            |     |     |     |      |      |     |      | 332            |
| Countrywatch   | 954           | 1,252         | 1,061         | 1,154         | 905           |     |     |     |      |      |     |      | 5,326          |
| Dun & Bradstreet International Business                | 60            | 51            | 70            | 72            | 95            |     |     |     |      |      |     |      | 348            |
| Expanded Academic ASAP                                 | 480           | 549           | 263           | 367           | 466           |     |     |     |      |      |     |      | 2,125          |
| First Search   | 2,735         | 2,023         | 2,202         | 2,639         | 2,397         |     |     |     |      |      |     |      | 11,996         |
| General Business File ASAP                             | 259           | 185           | 101           | 102           | 373           |     |     |     |      |      |     |      | 1,020          |
| General Reference Center Gold                          | 3,476         | 3,267         | 2,135         | 2,417         | 3,542         |     |     |     |      |      |     |      | 14,837         |
| Health Reference Center                                | 373           | 510           | 426           | 196           | 393           |     |     |     |      |      |     |      | 1,898          |
| Health & Wellness Resource Center and                  | 2,596         | 2,532         | 2,348         | 1,553         | 2,352         |     |     |     |      |      |     |      | 11,381         |
| HeritageQuest Online                                   | Not avail.    | 2,862         | 2,256         | 3,162         | 3,474         |     |     |     |      |      |     |      | 11,754         |
| Info Trac OneFile                                      | 2,352         | 2,497         | 1,565         | 1,849         | 2,734         |     |     |     |      |      |     |      | 10,997         |
| Informe  | 11            | 8             | 11            | 6             | 13            |     |     |     |      |      |     |      | 49             |
| Junior Edition - K12                                   | 263           | 142           | 92            | 151           | 190           |     |     |     |      |      |     |      | 838            |
| Kid's Edition - K12                                    | 453           | 375           | 184           | 222           | 606           |     |     |     |      |      |     |      | 1,840          |
| Learntest  | 457           | 349           | 247           | 435           | 665           |     |     |     |      |      |     |      | 2,153          |
| Literature Resource Center                             | 2,322         | 2,689         | 2,317         | 2,842         | 4,318         |     |     |     |      |      |     |      | 14,488         |
| Mergent Online   |               | Not avail.    | Not avail.    | 9             | 44            |     |     |     |      |      |     |      | 53             |
| Morningstar  | 141           | 115           | 150           | 270           | 997           |     |     |     |      |      |     |      | 1,673          |
| New York Times   | 360           | 268           | 320           | 266           | 463           |     |     |     |      |      |     |      | 1,677          |
| NetLibrary   |               |               |               | 320           | 355           |     |     |     |      |      |     |      | 675            |
| Novelist   | 926           | 939           | 614           | 910           | 640           |     |     |     |      |      |     |      | 4,029          |
| Online Homework Help                                   | 214           | 176           | 138           | 168           | 176           |     |     |     |      |      |     |      | 872            |
| Opposing Viewpoints Resource Center                    | 1,579         | 1,043         | 994           | 1,687         | 2,146         |     |     |     |      |      |     |      | 7,449          |
| Orlando Sentinel and America's                         | 1,631         | 1,129         | 1,689         | 2,083         | 2,544         |     |     |     |      |      |     |      | 9,076          |
| Poem/Story/Essay Finder <small>(aka LitFinder)</small> | 866           | 190           | 237           | 341           | 538           |     |     |     |      |      |     |      | 2,172          |
| Prices4Antiques  | 84            | 96            | 99            | 68            | 119           |     |     |     |      |      |     |      | 466            |
| Professional Collection                                | 113           | 193           | 101           | 48            | 143           |     |     |     |      |      |     |      | 598            |
| Reference USA  | 4,330         | 3,374         | 3,641         | 4,640         | 4,945         |     |     |     |      |      |     |      | 20,930         |
| Rosetta Stone  | 592           | 272           | 151           | 430           | 427           |     |     |     |      |      |     |      | 1,872          |
| SIRS Knowledge Source                                  | 498           | 517           | 386           | 395           | 467           |     |     |     |      |      |     |      | 2,263          |
| Student Edition - K12                                  | 246           | 94            | 53            | 145           | 179           |     |     |     |      |      |     |      | 717            |
| Tumblebooks  | 598           | Not avail.    | 336           | 439           | 292           |     |     |     |      |      |     |      | 1,665          |
| What Do I Read Next?                                   | 193           | 226           | 195           | 169           | 608           |     |     |     |      |      |     |      | 1,391          |
| Worldbook Online                                       | 223           | 152           | 249           | 256           | 225           |     |     |     |      |      |     |      | 1,105          |
| <b>TOTAL NUMBER OF SEARCHES</b>                        | <b>70,169</b> | <b>66,892</b> | <b>68,855</b> | <b>78,382</b> | <b>91,671</b> |     |     |     |      |      |     |      | <b>375,969</b> |

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Resolution to Establish a Book  
Endowment to Honor Former  
Trustee, Phyllis Hudson**

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 04-066**

**RESOLUTION TO ESTABLISH A FRIENDS OF THE LIBRARY BOOK  
ENDOWMENT IN THE NAME OF PHYLLIS HUDSON.**

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 8<sup>th</sup> day of April, 2004 at 7:00 p.m., prevailing eastern time.

The Board recognizes and honors Phyllis Hudson for her dedication and hard work while serving on the Library Board of Trustees. Her commitment to Respect, Excellence and Integrity has enabled the Library to make great strides in being an important and integral part of the community while providing Information, Imagination and Inspiration.

PRESENT:

ABSENT:

The following resolution was offered by

The Board Resolves:

1. To authorize the expenditure of \$300.00 to establish a Friends of the Library Book Endowment in the name of Trustee, Phyllis Hudson.
  
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, April 8, 2004**

**Recognition of Millennium  
Roll-Out Effort**



**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 04-067**

**RESOLUTION TO RECOGNIZE STAFF MEMBERS INVOLVED IN THE  
MILLENNIUM ROLL-OUT EFFORT.**

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 8<sup>th</sup> day of April, 2004 at 7:00 p.m., prevailing eastern time.

The Board recognizes and thanks all staff members involved in the conversion to Innovative Interface, Inc's Millennium integrated library computer system. The efforts and dedication given by all are examples of true teamwork, and commitment to the Library's Values - Respect, Excellence and Integrity. The staff members are as follows:

Debbie Moss, Eric Atkinson, Sheri Chambers, Jim Myers, Debbie Tour, Ormilla Vengersammy, Ashley Sanders, Hao Do, Beverly-Ann Galloway, Jaime Jimenez, Lisa Stewart, Lydia Peters, Keith Graham, Kelly Pepo, Kris Hambrick, Amy VanSchaik, Joe Justice, Earl Hoffman, Blake Ringholz, Gerardo Caceres, Bob Hensley, Kyle Covey, Abraham Berrios, Cassie Shivers, Vanessa Neblett, Bobby Tsui, Craig Wilkins, Nedra Blanke

PRESENT:

ABSENT:

The following resolution was offered by

The Board Resolves:

1. To officially thank all staff members involved in the conversion to Innovative Interface, Inc's Millennium integrated library computer system.
  
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, April 8, 2004**

**Consent Agenda**

- 04-069      **Defined Benefit Pension Plan Investment Consultant  
Contract with USI Consulting Group**
- 04-070      **3M – RFID Recommendation**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Defined Benefit Pension Plan  
Investment Consultant Contract  
with USI Consulting Group**

**April 8, 2004 Library Board of Trustees Agenda Item  
Defined Benefit Pension Plan Investment Consultant Contracts  
(04-069)**

The following documents, which have been reviewed by our pension attorney, Dave Pearson, are necessary to contract directly with USI Advisors, Inc. for investment consulting services and USI Consulting Group for actuarial services. These services are currently included in our contract with The Hartford.

**Investment Advisory Agreement**

- ✓ USI Advisors, Inc. will serve as investment advisor/consultant
- ✓ USI's fee will be derived from 12b-1 or similar type fees (not to exceed 25 basis points) paid directly by mutual fund companies
- ✓ 30 days notice to terminate agreement
- ✓ Quarterly reporting and annual presentation to Library Board
- ✓ Plan investments will primarily consist of mutual funds

**Certification of Fiduciary Authority**

Authorizes Plan Administrators (Mary Anne Hodel, Carla Fountain, & Bob Tessier) to make investment decisions on behalf of the Plan. The Plan Administrators were previously appointed by the Library Board.

**Trust Agreement**

- ✓ Appoints Reliance Trust Company as Trustee and paying agent (Currently, The Hartford performs these functions.)
- ✓ Reliance will not have authority to make investment decisions, rather only to implement such decision on behalf of Plan Administrators
- ✓ Investments will be purchased, sold, and held in the name of Reliance Trust Company for the benefit of the Plan
- ✓ Fiserv Securities, Inc will serve as custodian of the investments
- ✓ Reliance will issue retirement checks and annual 1099 forms
- ✓ Reliance's fee will be .0003 of first \$20,000,000 (\$6,000) of assets, and .00015 over \$20,000,000. In addition, there will be transaction fees for recurring payments, etc.

### **Client Service Agreement**

- ✓ USI Consulting Group, Inc. will provide actuarial services
- ✓ Compensation for annual actuarial valuation will be \$7,500
- ✓ 90 days notice to terminate agreement

Given the complexity of the contract documents and the various entities involved, a copy of an email from our primary USI contact, Bill Tremko, is attached to outline the roles and responsibilities of the various parties.

### **Investment Policy Statement**

Florida Statute 112.661 requires that investments of local retirement plans must be consistent with a written investment policy. The current Investment Policy Statement (IPS), which was adopted by the Library Board in the Fall of 2000 and is attached, only authorizes investments through The Hartford. Accordingly, a new IPS must be adopted to allow for investments in mutual funds. Once approved by the Library Board, the new IPS must be filed with the Florida Department of Management Services.

In addition to the above documents, biographies for USI staff who will be working on the Library's account are also attached.

Lastly, we checked investment consulting references for USI and found them to be very favorable.

### **Recommended Actions to Library Board of Trustees**

- ❖ Terminate group annuity contract with The Hartford and authorize Mary Anne Hodel to execute appropriate documents
- ❖ Approve contracts with USI and Reliance Trust Company in substantially the form as attached and authorize Mary Anne Hodel to execute them and other documents which may be necessary to establish investment accounts
- ❖ Approve revised Investment Policy Statement dated April 2004

# INVESTMENT POLICY STATEMENT

for

## **The Defined Benefit Pension Plan For Employees of the Orange County Library District**

*prepared*

by

USI Advisors, Inc.

April 2004



CONSULTING GROUP

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## INTRODUCTION

This Investment Policy Statement ("IPS") serves a number of important functions with respect to the Defined Benefit Pension Plan for Employees of the Orange County Library District ("Plan")

- Provides a structure for managing Plan investments
- Documents Plan investment objectives and constraints
- Documents the roles of the Plan Administrator and Investment Consultant with respect to Plan investments
- Complies with Section 112.661 of the Florida Statutes, which requires the investments of any local retirement plan be consistent with a written investment policy.

For purposes of the IPS, "Plan Administrator" is the individual(s) appointed by the Library Board of Trustees to serve as plan administrator under the terms of the Plan. Further, the Plan Administrator is designated as the "board" as that term is defined in Section 112.625(8), F.S., and thus, is responsible for the preparation of the investment policy required by Section 112.661, F.S.

The IPS and all changes shall be presented to the Library Board of Trustees for approval. It is the intent of this IPS to be both sufficiently specific to be meaningful and flexible enough to be practical.



## Investment Objectives

The Plan's investments shall be allocated in a manner designed to:

- pay all benefit and expense obligations when due.
- maintain a reasonable funding cushion for (1) possible future increases in benefits and/or expenses, and (2) a reduction in the return on investments or interest rate assumptions; and
- provide a long-term investment return greater than the actuarial assumption.

## Constraints:

|                       |  |
|-----------------------|--|
| <i>Liquidity</i>      | Assets shall be allocated to provide adequate liquidity for the Plan's disbursements, such as benefit payments and ongoing expenses. The Plan's assets shall be managed such that all retirement benefit payments are met as they become due.  |
| <i>Time Horizon</i>   | The Plan's investment strategy will focus on the long term to take into account the long-term nature of the Plan's liabilities.  |
| <i>Regulation</i>     | Investment decisions will be made in accordance with all applicable laws, rules and regulations that may impact Plan assets. The investment portfolio will be diversified and managed for the sole benefit of Plan participants. The investments will meet prudence requirements that apply to entire portfolio. |
| <i>Volatility</i>     | The asset allocation strategy shall be implemented with due regard for the Plan's long-term needs and in a manner designed to control volatility.  |
| <i>Risk Tolerance</i> | The asset allocation strategy shall be developed with regard for risk tolerance. The risk tolerance is comprised of financial and other relevant characteristics of the Plan, as well as the Plan's risk philosophy for pension assets.  |

## **Investment Alternatives**

### **Rationale**

The Plan's investment strategy will be predicated on the Plan's investment objectives, as set forth in page four, and the risk and return expectations of assets classes appropriate to the Plan. An analysis of both liabilities and assets will be used in determining the Plan's long-term investment strategy.

The Plan's asset allocation will be designed using modern portfolio theory, which quantifies the impact of diversification among various asset classes. Diversification can optimize investment performance and reduce risk.

The process begins with an efficient frontier analysis that identifies the lowest level of return volatility for expected return. Risk reduction will be sought through the use of diverse asset classes -- which do not move in tandem.

Since each asset class does not move up or down in price precisely when the others do, this imperfect correlation will serve to stabilize the overall portfolio.

### **Asset Classes**

The investments utilized by the Plan will consist of mutual funds, stable value and cash equivalent accounts and will fall within the following broad asset classes:

- Domestic Large Cap Equities
- Domestic Mid Cap Equities
- Domestic Small Cap Equities
- International Equities
- Fixed Income (U.S and International)
- Cash Equivalents

## Strategic Allocation - Allowable Range of Allocations

Once target allocations have been determined, it is important that the allowable range of allocations also be examined. Differences in the relative performance of the asset types and the costs involved in buying and selling securities make it inefficient to require the Plan to continuously adhere exactly to a specified allocation target. Having a specified asset allocation has no meaning if the actual allocation of the assets is allowed to wander too far from the targets. The lower and upper limits below serve as trigger points - when the actual allocation reaches one of these limits, assets are re-balanced to bring the allocation back to within limits. The ranges below are not so restrictive as to cause abnormally high transaction costs but narrow enough to ensure that the Plan does not receive any surprises from being markedly different from the adopted target allocation. Assets shall be re-balanced no less than quarterly in accordance with the target allocation below:

|  | <u>Asset Allocation</u> |                      |                |
|--|-------------------------|----------------------|----------------|
|  | Lower<br>Limit          | Target<br>Allocation | Upper<br>Limit |
| <i>Equities</i>  |                         |                      |                |
| Domestic Large Cap Equities  | 20%                     | 25%                  | 30%            |
| Domestic Mid Cap Equities  | 5%                      | 10%                  | 15%            |
| Domestic Small Cap Equities  | 5%                      | 10%                  | 15%            |
| International Equities   | 10%                     | 15%                  | 20%            |
| <b>Total Equity</b>  |                         | <b>60%</b>           | <b>+/- 5%</b>  |
| <i>Fixed income:</i>   |                         |                      |                |
| Core (diversified, duration neutral strategy benchmarked against the Lehman 1-3 Year Bond Index) | 30%                     | 35%                  | 40%            |
| Cash Equivalents   | 0%                      | 5%                   | 10%            |
| <b>Total Fixed Income</b>  |                         | <b>40%</b>           | <b>+/-5%</b>   |

## Performance Standards

The Investment Consultant will review each fund/account for:

- Style consistency
- Risk-adjusted returns
- Up market/down market capture
- Performance against a peer group of managers with a similar objective

The investment return objectives of the specific investments shall be benchmarked as follows:

- For large capitalization blended stock accounts: to outperform the Standard & Poor's 500 Composite Index over three- or five-year periods.
- For large cap value stock accounts: to outperform the Russell 1000 Value Index over three-or five-year periods.
- For large cap growth stock accounts: to outperform the Russell 1000 Growth Index over three- or five-year periods.
- For mid cap value stock accounts: to outperform the Russell Mid Cap Value Index over three- or five-year periods.
- For mid cap growth stock accounts: to outperform the Russell Mid Cap Growth Index over three- or five-year periods.
- For small cap growth stock accounts: to outperform the Russell 2000 Small Cap Growth Index over three- or five-year periods.
- For small cap value stock accounts: to outperform the Russell 2000 Small Cap Value Index over three- or five-year periods.
- For international common stock accounts: to outperform the MSIC EAFE Index over three- or five-year periods.
- For core fixed income accounts: to outperform the Lehman Brothers 1-3 Year Bond Index over three- or five-year periods.
- For cash equivalents accounts: to outperform the iMoneyNet All Taxable Money Market Index

If an investment fails to meet the quantitative and qualitative standards, the Plan Administrator will consider the following options based on the recommendation from the Investment Consultant:

- assign the fund to a watch list to closely monitor the fund's performance and determine if the substandard performance is due to a short-term aberration or a long-term trend;
- replace the under-performing fund with another fund that meets the above stated guidelines or add another fund to that category, or

In the event that a fund is eliminated, the Plan Administrator with assistance from the Investment Consultant will address the following:

- timing of fund's removal;
- mechanics for transferring remaining balances;
- replacement of fund, if any;
- implications for asset class representation in Plan offerings; and
- other relevant issues.

### **Total Plan Performance Benchmark**

The objective rate of return for the Plan investments over the long-term is expected to exceed the average annual rate of return that would have been achieved in the same period by a composite market index benchmark comprised of the following:

25% S&P 500 Index  
10% Russell Mid Cap Index  
10% Russell 2000 Small Cap Index  
15% MSCI EAFE Index (International Equity)  
35% Lehman 1-3 Year Bond Index  
5% iMoneyNet All Taxable MMkt Index

## **Responsibilities**

### **Responsibilities of the Plan Administrator**

The following guidelines outline the Plan Administrator's responsibilities:

- appoint Investment Consultant
- prudence in investment decisions – investment decisions must be made with skill and care;
- exclusive benefit rule – the Plan Administrator shall act solely in the interest of plan participants and their beneficiaries;
- monitor investment results by means of regular reviews and analyses; and
- take appropriate action if objectives are not being met or if policies are not being followed.

### **Role of the Investment Consultant**

The Investment Consultant is the entity appointed by the Plan Administrator to provide investment advice and recommendations relative to Plan investments.

The Investment Consultant shall:

- participate with the Plan Administrator in the development and annual review of the investment policy statement;
- deliver quarterly reports on the performance of the portfolio;
- present to the Plan Administrator an overview of developments in the capital markets and economic environment; and
- provide the Plan Administrator with an objective review of the performance of the Plan investments along with recommendations.

## **Other Factors**

### **Expected Annual Rate of Return**

For each actuarial valuation, the Plan Administrator shall determine the expected annual rate of return for the current year, for each of the next several years, and for the long term thereafter. The expected returns shall be filed with the Florida Department of Management Services, the Orange County Library District, and the Plan's actuary.

### **Third Party Custodial Agreements & Master Repurchase Agreements**

Plan investments shall be held by a third party custodian. The investments shall be purchased, sold, and held in the name of the trustee for the benefit of the Plan. The Plan does not invest in Repurchase Agreements.

### **Bidding Requirements**

After considering cash flow, diversification, asset allocation, and liquidity, the Plan Administrator has determined that mutual funds, stable value and cash equivalents are appropriate investments for the Plan. Bidding does not apply to these investments.

### **Internal Controls**

Internal controls shall include the following:

- The IPS and all changes shall be presented to the Library Board of Trustees for approval.
- Staff other than the Plan Administrator shall reconcile investment statements.
- The Plan Administrator shall consult at least annually with the Investment Consultant to review the IPS and decisions relating to investments.
- The District's external auditors shall review the internal controls as part of their annual audit of the District's financial statements.

### **Continuing Education**

Through discussions with the Investment Consultant and other advisors, the Plan Administrator shall continue education in manners related to investments and Plan Administrator responsibilities. Further, the Plan Administrator shall attend available seminars that are relevant to managing the Plan.

### **Reporting**

Annually, the Investment Consultant shall prepare a report for the Library Board of Trustees which summarizes the investment activities of the Plan. The report shall include the book value, income earned, and market value as of the report date for each investment.

**Valuation of Illiquid Investments**

Annually, the Plan Administrator shall disclose to the Department of Management Services and to the Library Board of Trustees each investment for which a generally recognized market is not available. This disclosure will include an explanation as to how the fair market value was determined and that said value complies with applicable state and federal requirements. Any such investments shall comply with the criteria set forth in Section 215.47(6), F.S., except that submission to the Investment Advisory Council is not required.

**Review Process**

The Plan Administrator shall review this policy statement and decisions relating to managing the Plan's investments at least annually.

At these meetings, the Plan Administrator will consider the following:

- asset allocation and diversification strategies;
- fund performance compared to established standards;
- style drift of fund managers (i.e., when an investment manager changes the fund's investment philosophy);
- economic environment;
- capital market conditions;
- emerging liabilities (i.e., benefit payments);
- need to make changes to fund choices; and
- need to revise the investment policy statement.



**ADOPTION OF INVESTMENT POLICY  
Orange County Library District**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

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

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**3M – RFID  
Recommendation**



## SECURITY AND MATERIALS MANAGEMENT IN BRANCHES Radio Frequency Identification (RFID) Solution

### Strategic Plan

#### Goal 1. Increase Customer Satisfaction and Greater Ease of Access to Services

##### Objective 4. Provide self service options

##### Activity:

Year 1 Evaluate RFID system at South Creek (Completed)

Year 2 Install Self check out at Winter Garden and potentially Alafaya

### I. Problem Statement

Use of RFID technology for security and handling of materials has proven very successful at the Library's South Creek Branch since its implementation in October 2002. Enhancements to RFID technology since 2002 must be considered in choosing the best solution for Winter Garden and Alafaya branches. In order to have this implemented by opening day of Winter Garden, we would like to submit orders by end of April.

### II. Executive Summary and Background

In order to capture all applicable developments in RFID technology for libraries, a Request for Proposal (RFP) was presented to library RFID vendors. Library staff evaluated the four responses received. Two vendors (3M and Flash Scan) proved to be the most attractive. The Library arranged demonstrations with both vendors and interviewed other libraries who have done business with these vendors. \$330,000 is included in the current year's budget for the purchase of RFID technology.

RFID tags have been used by a growing number of libraries to enable patrons to check out materials themselves and streamline more of the materials flow. The Library's experience at South Creek has been very successful with current rate of 58% of patrons choosing the self check option.

The following summarizes the bid responses to the Library's RFP.

| Requirements        | Bibliotheca      | Checkpoint       | FlashScan        | 3M               | Tech Logic  |
|---------------------|------------------|------------------|------------------|------------------|-------------|
| Equipment           | \$125,000        | \$214,785        | \$162,500        | \$204,380        | No response |
| RFID Tags           | \$82,000         | \$133,250        | \$112,750        | \$123,000        |             |
| Installation        | \$4,000          | \$17,605         | \$12,500         | Included         |             |
| Training            | \$1,000          | Included         | Included         | Included         |             |
| <b>Total System</b> | <b>\$212,000</b> | <b>\$365,640</b> | <b>\$287,750</b> | <b>\$327,380</b> |             |

### III. Options

The library has identified five options.

- OPTION 1. Do not pursue the RFID solution for Alafaya and Winter Garden.  
Advantages: No expenditure of funds necessary at this time.  
Disadvantages: Library would lose efficiencies in staff time. Library would fail to meet strategic plan objective.
- OPTION 2. Award bid to Bibliotheca  
Advantages: Company is low bidder  
Disadvantages: Product has only been tested in response to RFP and has very limited public library experience.
- OPTION 3. Award bid to Checkpoint  
Advantages: Company has proven long-term track record in U.S. retail market.  
Disadvantages: Company submitted highest bid. Product requires additional hardware not needed by any of the other vendors.
- OPTION 4: Award bid to FlashScan  
Advantages: Self check machines have some enhancements not found in other vendor products. Company submitted a competitive bid.  
Disadvantages: Company has a relatively short track record most of which relates to barcode scanning and has just begun to offer RFID equipment. Its experience has only been with smaller public libraries. No large public library uses their RFID technology. Therefore, Library would be the BETA test site for large public library market.
- OPTION 5: Award bid to 3M  
Advantages: Company has been in business a long time. Its RFID technology has a proven successful track record at South Creek Branch and the company has a long term commitment to the library market place. It submitted a very competitively priced bid. Company is replacing existing South Creek equipment and tags with new technology at no cost to the Library.  
Disadvantages: Company is promoting new product line with expanded capability built into tag which is new to the library marketplace. Equipment is not projected to be deliverable until June.

### IV. Recommendation

The Staff recommends the Library Board approve Option 5 and award the bid to 3M. The 3M proposal included \$6,100 for a year's rental for two conversion stations. The staff recommends purchase of a single station at the one-time cost of \$11,252. This brings the total 3M purchase to \$332,532.

**BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 04-070**

**AUTHORIZE THE STAFF TO AWARD THE RADIO FREQUENCY IDENTIFICATION SOLUTION (RFID) CONTRACT TO 3M.**

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 8<sup>th</sup> day of April, 2004 at 7:00 p.m., prevailing eastern time.

PRESENT:

ABSENT:

The following resolution was offered by

The Board Resolves:

1. To award the bid to 3M. The 3M proposal included \$6,100 for a year's rental for two conversion stations. The staff recommends purchase of a single station at the one-time cost of \$11,252. This brings the total 3M purchase to \$332,532.
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, April 8, 2004**

**Discussion & Possible  
Action Items**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Personnel Committee:  
Gloria Fernandez**



**MEETING MINUTES  
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES  
PERSONNEL COMMITTEE MEETING  
February 26, 2004  
Conference Room  
Orlando Public Library  
101 East Central Boulevard  
Orlando, Florida 32801  
407.835.7323**

Personnel Committee Members Present: Gloria Fernandez, Trustee/Committee Chair;  
Jacqueline Green, President - Friends of the  
Library; Ronald Harbert, Former President,  
Library Board of Trustees

Library Administration Present: Mary Anne Hodel, Director and CEO;  
Carla Fountain, Human Resources Manager

Legal Counsel: Tom Wilkes and Heather Ramos, Gray,  
Robinson Law Firm

The meeting was called to order at 5:05 p.m.

The purpose of the meeting was to establish terms of an employment contract for  
Director Hodel.

The Personnel Committee discussed various components for inclusion in Ms. Hodel's  
employment contract following a review of contracts of other local government leaders in  
Orange County. The Personnel Committee asked Mr. Wilkes and Ms. Ramos to develop  
a contract.

Ms. Fernandez will present the contract draft to the Board for its consideration at the  
April Board Meeting.

The meeting was adjourned at 7:00 p.m.

**If any person desires to appeal any decision with respect to any matter considered at a Library  
Board of Trustees meeting, such person will need a record of the proceedings; for this purpose, such  
person may need to ensure that a verbatim record of the proceedings is made to include the  
testimony and evidence upon which the appeal is to be based.**

**In accordance with the Americans with Disabilities Act, any person requiring special  
accommodations to participate in this proceeding due to a disability as defined by ADA may arrange  
for reasonable accommodations by contacting the Director's Office on the fifth floor of the Main  
Library in person or by phone at 407.835.7611 at least two days prior to the meeting.**

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**ORANGE COUNTY LIBRARY DIRECTOR  
EMPLOYMENT AGREEMENT  
2004-2006**

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This Employment Agreement (hereinafter referred to as "Employment Agreement") is made and entered into as of January 1, 2004, by and between the **Orange County Library Board of Trustees**, hereafter referred to as the "Board," and **Mary Anne Hodel**, hereafter referred to as Ms. Hodel or as the "Library Director."

**WITNESSETH:**

**WHEREAS**, Ms. Hodel has been employed as the Orange County Library Director/CEO since January 3, 2002, with no Employment Agreement; and

**WHEREAS**, Ms. Hodel has demonstrated both through her present job performance as the Orange County Library Director/CEO and past years of service as a director for other libraries, the level of professional, managerial, and administrative competency desired by the Board in its Library Director; and

**WHEREAS**, the Board is desirous of continuing the employment of Ms. Hodel on the terms and conditions, and with the compensation and benefits, as are set forth in this Employment Agreement; and

**WHEREAS**, Ms. Hodel has indicated willingness to continue to accept the responsibilities and render specific performance as the Library Director; and

**WHEREAS**, both parties believe it would be mutually beneficial to have an Employment Agreement between the Board and the Library Director, setting forth agreements and understandings which (1) provide inducement for Ms. Hodel to continue working as the Library Director, (2) make possible full work productivity by assuring the Library Director's morale and peace of mind with respect to job security, (3) provide a just means for terminating the Library Director's services if and when the Board may desire to terminate her employ.

**NOW THEREFORE**, in consideration of the mutual covenants and promises, which the parties set forth below, the Board and the Library Director agree as follows:

1. *Employment of Library Director.* The Board employs Ms. Hodel as Library Director of the Orange County Library System (the "Library"), which consists of all facilities, systems, programs, activities, and operations of the Orange County Library District, a special district established and operating under Chapter 80-555, laws of

Florida, as amended and as re-enacted and recodified by Chapter 99-486, laws of Florida. Ms. Hodel hereby accepts such employment upon the terms and conditions hereinafter set forth.

2. *Duties.* The Library Director performs all duties imposed on the director of the Library by applicable laws, ordinances and regulations, the bylaws of the Board, and all such other legally permissible and proper duties assigned from time to time by the Board. As the Library Director, Ms. Hodel has such authority and performs such duties as are customarily delegated to and performed by a library director, including, but not limited to, management of all operations of the Library, the recruitment, appointment, training, development, assignment, direction, promotion, demotion, and dismissal of all Library staff, long- and short-range strategic planning, budgeting, maintenance of all facilities, vehicles and equipment, the undertaking of all capital improvements, fundraising and development, and public relations and communications. In her capacity as Library Director, Ms. Hodel will be accountable and responsible to, and overseen and directed by, the Board.

The Library Director agrees to perform the functions of her position and all assigned tasks and duties in a timely, thorough, competent, and professional manner.

3. *Term.* The initial term of this Employment Agreement is from January 1, 2004 through the close of Library business on December 31, 2006, unless terminated earlier or automatically extended as allowed under this Employment Agreement.

4. *Annual Performance Review and Extension of Employment Agreement.* The Board ordinarily conducts an annual performance review of the Library Director in November of each year. To aid the Board in the annual review of her performance, prior to November, the Library Director will provide the Orange County Library Personnel Committee with a written report on the Library's operations and her progress toward accomplishing such goals and objectives as the Board may from time to time direct. If the annual review results in an overall satisfactory evaluation, the then-scheduled expiration date of the Employment Agreement will be automatically extended for an additional twelve-month period without any further action or notice by either party (e.g., if the Board gives the Library Director an overall satisfactory evaluation in November 2004, this Employment Agreement will be automatically extended to December 31, 2007). Any changes in compensation or benefits of this Employment Agreement resulting from the annual review will be codified in writing with an amendment to this Employment Agreement. If the Board gives the Library Director an overall unsatisfactory evaluation, or if the Board gives the Library Director no evaluation, this Employment Agreement will expire on its then-scheduled expiration date (unless terminated earlier as allowed below)(e.g., if the Board gives the Library Director an overall unsatisfactory evaluation in November 2004, this Employment Agreement will terminate on its then-scheduled expiration date of December 31, 2006. To further illustrate, if, in the following year, November 2005, the Board gives the Library Director

an overall satisfactory evaluation, this Employment Agreement will be automatically extended to December 31, 2007).

5. *Compensation.* Effective January 2004, The Library Director will receive annual compensation as follows: A salary of One Hundred and Forty-Five Thousand Dollars (\$145,000) will be paid in equal bi-weekly installments or otherwise as employee pay is issued by the Library. The additional amount of Four Thousand Six-Hundred Dollars (\$4,600) will be paid likewise by the Library each year in a lump-sum payment on or about July 1, and such payments will be deposited and invested in the Deferred Compensation Plan as selected and directed by the Library Director, and as further detailed in the Library Director's 457f Deferred Compensation Plan Agreement, as it may be amended from time to time (a current copy of which is attached hereto as Exhibit "A").

As part of the annual review of the Library Director's performance, the Board will determine, in its sole discretion, whether an increase to the annual salary and/or other compensation is merited and, if so, the amount of any such increase and the date on which it will take effect. During the term of this Employment Agreement, the Board will not reduce the salary of the Library Director without her consent.

6. *Benefits.* Except as otherwise provided herein, the Board will provide the Library Director with the same medical, life, dental, sick leave, long-term disability insurance coverage, retirement, floating holidays, vacation, and other benefits provided to other non-bargaining-unit employees of the Library.

7. *Reimbursable Expenses.* The Board will reimburse the Library Director for expenses reasonably incurred by her in connection with her duties for travel, lodging, meals, and other out-of-pocket expenses in connection with Library business, provided such expenses are properly documented and subject to any limitations imposed by law.

8. *Professional Dues and Civic Activities.* The Library Director may attend or participate in educational conferences, conventions, courses, seminars and other similar professional-growth activities, provided such activities do not interfere with her job responsibilities. Reasonable expenses in connection therewith, including membership in professional organizations, will be paid by the Board, subject to any limitations imposed by law.

9. *Termination of Employment and Effect.* This Employment Agreement and the Library Director's corresponding employment may be terminated prior to the initial and/or the extended term of this Employment Agreement as follows:

(a) *By the Library Director.* The Library Director may terminate her employment at any time upon 180 days written notice to the Board.

(b) *By the Board for Cause.* The Board may terminate the Library Director's employment hereunder For Cause (as defined herein below) at any time, upon an affirmative vote of not less than three members of the Board at a regular or special meeting that is lawfully convened. For purposes of this Employment Agreement, the term "For Cause" means the following:

(i) The Library Director's conviction for or admission to having committed a crime, if it has or had a material adverse effect on the Library's operations or reputation;

(ii) The Library Director's unprofessional, unethical, immoral or insubordinate conduct, if it has or had a material adverse effect on the Library's operations or reputation;

(iii) A material failure or refusal by the Library Director to comply with the rules of the Library, which failure is not cured by the Library Director within thirty days after written notice to her from the Board of such failure or refusal;

(iv) Material failure or refusal by the Library Director to faithfully and diligently perform the usual and customary duties of her employment and to adhere to the provisions of this Employment Agreement, which failure or refusal is not cured by the Library Director within thirty days after written notice to her from the Board of such failure or refusal.

The Board may temporarily suspend the Library Director from employment while it investigates any facts or circumstances which might constitute a For Cause termination. In the event of any such suspension, the Board will give the Library Director written notice thereof setting forth in reasonable detail the nature of such facts or circumstances it is investigating. During such term of suspension, the Library Director will be entitled to receive her annual base salary, benefits, and all other compensation for a period not less than thirty days, which at the sole discretion of the Board may thereafter be extended or suspended. During such thirty day period the Board will diligently pursue its investigation in an effort to reach a disposition of the matter within those thirty days. Upon reinstatement from suspension, the Library Director will be entitled to receive all compensation (if any) withheld during such temporary suspension. If the Library Director is not reinstated and if she is terminated For Cause, she will not be paid any other compensation by the Library as of the termination date of her employment.

(c) *By the Board Without Cause.* The Library Director's employment may be terminated by the Board at any time by an affirmative vote of not less than three members of the Board at a regular or special meeting lawfully convened, and such termination will take effect immediately or on such later date as the Board may specify. Promptly after such termination, the Board will pay to the Library Director the

compensation that would have been paid to her under paragraph 5 for the remainder of the term of this Employment Agreement.

7. *Outside Employment.* The Library Director recognizes and understands that the position of the Library Director requires her full-time attention and accordingly agrees to devote all time necessary to fully discharge her duties. The Library Director will refrain from accepting (i) any other employment and (ii) any engagement described below which would interfere in any material way with the performance of her services.

Notwithstanding the foregoing, this Employment Agreement does not prohibit the Library Director from accepting honoraria or consulting fees from educational institutions, units of local government or state agencies, or other libraries for lectures, articles, instructional material, or consultation regarding libraries, so long as such engagements do not conflict in any material way with the Library Director's duties under this Employment Agreement.

8. *Applicable Law.* This Employment Agreement will be construed in accordance with, and governed by the laws of the State of Florida.

9. *Disputes.* The parties agree that in the event they cannot resolve a dispute hereunder, they will mutually participate in good faith within 60 days of when the dispute arose in a mediation process, to be conducted by a certified mediator, mutually selected and paid for equally by each party. If the dispute is not resolved in the mediation process, either party may pursue resolution in the circuit court for the Ninth Judicial Circuit of Florida.

10. *Severability.* All provisions herein are severable, and in the event that any of them are held invalid by a competent court, this Employment Agreement will be interpreted as if such invalid provisions were not contained herein.

11. *Complete Agreement in Written Document.* This written Employment Agreement embodies the whole agreement between the parties, and there are no inducements, promises, terms, conditions or obligations made or entered into by either the Board or the Library Director other than contained herein.

Except as otherwise provided herein, this Employment Agreement may not be modified or waived unless in writing, expressly approved by vote of the Board, and duly executed by both parties.

**IN WITNESS WHEREOF**, the parties have made and executed this Employment Agreement on the respective dates under each signature; the Board signing by and through its President.

**ORANGE COUNTY LIBRARY DISTRICT**

By: Board of Trustees

\_\_\_\_\_  
President

Date: \_\_\_\_\_, 2004

Attest:

By: \_\_\_\_\_  
Secretary to Board of Trustees

**ORANGE COUNTY LIBRARY DIRECTOR/CEO**

\_\_\_\_\_  
Mary Anne Hodel

Date: \_\_\_\_\_, 2004

**MEMORANDUM**

**TO:** Board of Trustees Orange County Library District  
**FROM:** David A. Pearson  
**DATE:** April 2, 2004

---

This memorandum explains the background and reasons for the attached proposed First Amendment to the Deferred Compensation Agreement (the "DCA") currently in effect between the Orange County Library District (the "District") and Mary Anne Hodel, Director of the Orange County Library System ("OCLS").

In the summer of 2001, the Library Board of Trustees selected Ms. Hodel as its first choice for the next Director of OCLS and authorized Board President Corb Sarchet to negotiate a compensation package with her.

At the Ann Arbor District Library where Ms. Hodel previously served as Director, she participated in a defined benefit pension plan. That plan had a 10-year vesting requirement. Because Ms. Hodel had been with the Ann Arbor District Library for only about 6 years, she would have to forfeit her benefit under the Ann Arbor plan to come to OCLS. The actuaries for the Ann Arbor plan calculated that the value of the benefits that Ms. Hodel would forfeit would be about \$92,000. As part of her compensation package, the Library Board offered to contribute half of this amount into a nonqualified deferred compensation plan. The contributions were to be made over a 10-year period, in an amount of \$4,600 each year.

The DCA was implemented on December 13, 2001. Because the District is a governmental entity, it was required to include certain forfeiture provisions that are required by Section 457(f) of Internal Revenue Code so as to postpone federal income taxation to Ms. Hodel. The DCA therefore provides that if Ms. Hodel voluntarily terminates her employment with OCLS, she will forfeit her entire DCA benefit. She would also forfeit her DCA benefit if she were to be involuntarily terminated for cause.

Under any other termination event, including death, disability or retirement after attaining age 65, Ms. Hodel is entitled to her entire DCA account balance, consisting of the aggregate of annual contributions to date, plus any investment income. However, the DCA did not credit Ms. Hodel with any future annual contributions that would have been made by OCLS, even though her termination of employment would have been through no fault of her own.

The attached First Amendment revises the DCA to provide that in the event Ms. Hodel terminates employment other than voluntarily or involuntarily with cause, she will be entitled to all future annual contributions that otherwise would have been made by OCLS. This amendment of the DCA better reflects the original intent to provide Ms. Hodel with \$46,000 as part of her original compensation package, while at the same time preserving both the favorable tax result to Ms. Hodel, as well as the incentive for her to remain as Director until her retirement.



**FIRST AMENDMENT TO  
DEFERRED COMPENSATION AGREEMENT**

**MARY ANNE HODEL**

**ORANGE COUNTY LIBRARY DISTRICT**, (the "Library District"), and **MARY ANNE HODEL** (the "Director") hereby agree and consent to amend the Deferred Compensation Agreement (the "Agreement"), originally effective November 13, 2001, as follows:

1. Effective May 1, 2004, Section 6.1 is amended to read as follows:

6.1 Entitlement to Benefits. Upon the termination of employment of the Director with the Library District, except for (i) an involuntary termination of the Director due to Cause or (ii) the Director's voluntary termination of employment, the Director (or her Beneficiary) shall be entitled to receive benefits under this Plan as provided below:

(a) Amount of Benefits. The amount of benefits shall be determined as follows:

(1) If the event giving rise to benefits under this Section 6.1 is the Director's retirement after the attainment of age 65, then the amount of benefits shall be the amount credited to the Director's Deferral Account as of the date of such event.

(2) If the event giving rise to benefits under this Section 6.1 is (i) the involuntary termination of the Director without Cause, (ii) the Director's death, or (iii) the Director's Disability, then the amount of benefits shall be the sum of (A) the amount credited to the Director's Deferral Account as of the date of such event, plus (B) the aggregate additional amount of contributions that would have been made to the Director's Deferral Account under Section 3.1(b) had the Director continued in employment with the Library District through July 1, 2011.

(b) Form of Benefits. Benefits under this Plan shall be paid in cash in a single lump sum.

(c) Time of Payment of Benefits. Benefits under this Plan shall be payable as soon as administratively feasible after the termination of employment of the Director.

\* \* \*

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

Signed, sealed and delivered  
in the presence of:

**LIBRARY DISTRICT:**

**ORANGE COUNTY LIBRARY DISTRICT**

\_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

\_\_\_\_\_  
Witnesses as to Library District

Date: \_\_\_\_\_

**DIRECTOR:**

\_\_\_\_\_

\_\_\_\_\_  
Mary Anne Hodel

\_\_\_\_\_  
Witnesses as to Director

Date: \_\_\_\_\_

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Strategic Plan Quarterly Update:  
Matthew Pardy**

**Orange County Library System: Strategic Plan - Year Two**  
**April 2004 Quarterly Update**

| Item Number   | Status   |  | Notes  | Point Person  |
|---------------|----------|--|--|---------------|
| <b>1</b>      |          | <b>GOAL 1: Increase Customer Satisfaction &amp; Provide Greater Ease of Access to Services</b> |  |               |
| <b>1.1</b>    |          | <b>Objective 1: Provide Additional days/hours of service</b>                                   |  |               |
|               |          | <b>Activity</b>  |  |               |
| <b>1.1-1</b>  |          | <b>Provide additional days of service</b>  |  |               |
|               |          |  |  |               |
| <b>1.1-1A</b> | Ongoing  | Open new Winter Garden Branch  | Construction continuing. Anticipate August 2004 opening.   | Craig Wilkins |
| <b>1.1-1B</b> | Underway | Open Winter Garden Mondays at time of move   | Starting Sept 2004 - coincides with Winter Garden Opening  | Craig Wilkins |
|               | Underway | Open Washington Park and Windermere on Mondays, 10-7, when West Orange moves.                  | Starting Sept 2004 - coincides with Winter Garden Opening  | Craig Wilkins |
|               |          |  |  |               |
| <b>1.1-1C</b> | Underway | Prepare master plan for Branch development.  | Gathering sample plans from other libraires. Continuing dialog with interested parties over potential site.  | Craig Wilkins |
|               |          |  |  |               |
| <b>1.1-2</b>  |          | <b>Provide additional hours of service</b>   |  |               |
| <b>1.1-2B</b> | Underway | Change Washington Park closing hours to 9pm Tuesday-Thursday.                                  | Sept. 2004   | Craig Wilkins |
|               |          |  |  |               |
| <b>1.2</b>    |          | <b>Objective 2: Accept credit and debit card payment</b>                                       |  |               |
| <b>1.2-1</b>  | Underway | Accept credit/debit card payment via phone and online.   | I dentified software and purchasing it to allow online payments in June.   | Bob Tessier   |
| <b>1.3</b>    |          | <b>Objective 3: Provide self service options</b>   |  |               |
|               |          | <b>Activity</b>  |  |               |
| <b>1.3A</b>   | Underway | Install Self-Check Out at Winter Garden and potentially Alafaya.                               | RFP sent out, received responses. Evaluating bids for recommendations to Board and having demos.   | Craig Wilkins |
| <b>1.4</b>    |          | <b>Objective 4: Create and maintain inviting and appealing library spaces</b>                  |  |               |
|               |          | <b>Activity</b>  |  |               |
| <b>1.4A</b>   | Underway | Replace carpeting, wall covering, retrofit lighting, 3rd floor of Main Library                 | Board approved contract with HKS in March 2004. HKS to design improvements to the 3rd floor, rather than 2nd floor & will concentrate on 3rd floor West Wing this fiscal year, pushing out targets for other floor to do a more thorough renovation. | Bob Tessier   |
| <b>1.4B</b>   | Underway | Replace Main Library Roof  | Board approved contract with ARC. Plan to bid work project in summer, but construction will not take place until early in FY05.  | Bob Tessier   |
| <b>1.4C</b>   | Underway | Provide sinking fund for significant future repairs and replacements                           | \$25,000 included in this year's budget to establish sinking fund.   | Bob Tessier   |
| <b>1.4D</b>   | Underway | Prepare and implement building maintenance schedules   | New Library Business Office Department Head is evaluating software options - goal is to implement 3rd Quarter.   | Bob Tessier   |

|        |                    |  |  |             |
|--------|--------------------|--|--|-------------|
| 1.5    |                    | <b>Objective 5: Implement effective communication loop with customers</b>  |  |             |
|        |                    | <b>Activity</b>  |  |             |
| 1.5-1  |                    | <b>Create Customer Service Action (CSA) group made up of staff</b>   |  |             |
| 1.5-1A | Complete & Ongoing | Inform, seek feedback and prepare staff through meetings and Intranet articles regarding customer satisfaction goals and surveys prior to start date of survey | Secret shopper program started in December & continuing. Redemption of reward points began in March 2004. Prior to rollout, meetings held with staff, and CSA group had input on survey questions. Rollout also announced on Intranet.   | Sally Fry   |
| 1.5-1B | Underway           | Design and distribute customer survey tools  | The CSRT (Customer Service Review Team) was formed at the end of September 2003. The goal of the committee will be to increase customer satisfaction while being responsible to our taxpayers. So far the committee has reviewed and revised the Library Card Procedures based on staff and patron comments to make it clearer. The committee has completed reviewing the fines and fees the library charges and developing a tool to inform patrons of this information. Also, CSA has developed a storytime survey and the results will be compiled in May 2004. | Sally Fry   |
| 1.5-1C | Ongoing            | Monitor patron response to survey tools monthly.   |  | Sally Fry   |
| 1.5-1D | Ongoing            | On a quarterly basis, CSA reports survey results and recommended actions to Admin Team   | Recommendations for Secret Shopper program and Storytime Survey approved by Admin. Recommendations for awards implemented. Finalized reward plan & process.  | Sally Fry   |
| 1.5-1E | Ongoing            | Administration reviews CSA recommendations and implements feasible response  |  | Sally Fry   |
| 1.5-1F | Underway           | Publicize changes to patrons   | One on one and by effort - e.g. new catalog & e-newsletter   | Sally Fry   |
| 1.6    |                    | <b>Objective 6: Prepare staff to exceed the expectation of the customer</b>  |  |             |
|        |                    | <b>Activity</b>  |  |             |
| 1.6A   | Complete           | Provide staff training annually in customer-driven service practices   | Public Service Employees received training in "Striving for Five Star Service" from Donna Long in Nov/Dec 2003. Main Library Circulation staff learned about "Give 'em the Pickle" philosophy of customer service.   |             |
| 1.6B   | Complete           | Review customer service practices annually   | Customer Service Review Team completed a review of fines and fees to make possible change recommendations (none made) and a review of library card registration procedures in December 2003. Both efforts were documented and distributed to all staff. A comprehensive review of circulation parameters (item limits, circulation periods, etc.) was conducted prior to our migration to the Millennium system.   | Debbie Moss |
| 1.6C   | Complete & Ongoing | Set performance standards.   | New dress standards effective 1/1/2004. New evaluation form effective 10/1/2003 - Soliciting feedback regarding new form & process for Managers.   |             |
| 1.6D   | Complete & Ongoing | Establish program to recognize & reward customer service excellence  | Complete & ongoing through Secret Shopper program.   | Sally Fry   |

|             |                    |   |  |                  |
|-------------|--------------------|---|--|------------------|
| <b>2</b>    |                    | <b>GOAL 2: Provide a Range of Services that are Responsive to a Changing Community</b>  |  |                  |
| <b>2.1</b>  |                    | <b>Objective 1: Expand Access to and Availability of Programs for the Public</b>  |  |                  |
|             |                    | <b>Activity</b>   |  |                  |
| <b>2.1A</b> | Ongoing            | Use Volunteer Story Givers program using staff and outside volunteers, to provide 25 additional programs per year.  | From 10-1-03 through 3-31-04 offered 15 programs conducted by staff volunteers. Continue to offer stories in Spanish as part of the call-in Storyline.   | Kathryn Robinson |
| <b>2.1B</b> | Ongoing            | Empower librarians to create four events for presentation to the public each year at least two of which are classes.  | Ongoing  | Kathryn Robinson |
| <b>2.1C</b> | Complete & Ongoing | Employ technology to disseminate classes, programs and storytelling to multiple locations and to home users   | Standard Deviant streaming videos circulated 229 times in Feb 2004 and have generated positive feedback from the public. Under "Library Events" on our web site we have added an "online videos" link which streams videos of some of our events. In March 2004 we filmed a Friday music program and are preparing that for streaming.   |                  |
| <b>2.1D</b> |                    | 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.   | Exceeding goal for classes/programs. Storytelling goal on target - 3 storytelling programs offered since 10/1/2003. Also the Spanish class for staff on 12/17/2003 was video conferenced to one branch. Stories also available in Spanish on Storyline.  |                  |
| <b>2.1E</b> | Underway & Ongoing | Offer after hours programs twice per year on Friday nights for Youth at Main.   | Mystery Theater Night for teens was held after hours on Oct 24th, 2003 - & two planned for June & July   |                  |
| <b>2.2</b>  |                    | <b>Objective 2: Expand Use of Relevant Technology</b>   |  |                  |
| <b>2.2A</b> | Ongoing            | 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. | Installed 7 PC's in Club Central and purchased 9 PCs for Washington Park (to be deployed early January). Increased capacity of frame relay network connecting the main library to branches from 3MBps to 6MBps. Installed 802.11 wireless access for public at all locations. Deployed 10 station mobile laptop training lab to rotate through branch locations. Board approved purchase of additional p.c.'s in March 2004. | Eric Atkinson    |
| <b>2.2B</b> | Ongoing            | Replace library automation system   | System training completed & timeline set for all other tasks. Staff input via catalog evaluation & comment area on The OP. Circ & catalog completed. Training underway for Acquisitions & Serials Modules. Conversion completed by end of May 2004.  | Eric Atkinson    |
| <b>2.2C</b> | Ongoing            | Evaluate and add new software programs for public and staff.  | Deployed Microsoft Office applications (Word, Powerpoint, Excel, Access & Publisher) @ all Internet-capable Public P.C.'s using Citrix. Citrix ADOBE Photoshop available @ CRC for staff evaluation. Anticipate Aug 2004 rollout to the public.  | Eric Atkinson    |
| <b>2.2D</b> | Ongoing            | Expand the Library's role as a digital content creator:<br>Participate in partnership with UCF/History Museum to create pilot digital history project. Seek grant funds for project expansion.  | Library Events area on OCLS.INFO has online videos link with access to various library produced content. Central Florida Memory Partnership continues, with additional partners. Seeking NLM Grant. Macromedia Breeze facilitates online training.   | Eric Atkinson    |
| <b>2.2E</b> | Ongoing            | Install video conferencing technology to provide programs, classes, storytimes at multiple locations from one location.   | Frame relay upgrade to provide more network capacity. Simulcast staff Library Spanish Skills from Main Library to West Oaks. Also, ordered technology to pilot Virtual Librarian service between Alafaya & QuestLine. Scheduled for 3/31/04 @ Alafaya.   | Eric Atkinson    |
| <b>2.2F</b> | Complete           | Provide sinking fund for significant technology purchases   | \$25,000 included in this year's budget to establish sinking fund.   | Eric Atkinson    |

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| 2.3  |         | <b>Objective 3: Expand End User Services</b>  |  |               |
|      |         | <b>Activity</b>   |  |               |
| 2.3A | Ongoing | Experiment with cost vs. use of scanners at Main. Success is measured by recovery of cost.  | Scanner being offered.   | Eric Atkinson |
| 2.4  |         | <b>Objective 4: Expand and Diversify Collections</b>  |  |               |
|      |         | <b>Activity</b>   |  |               |
| 2.4A | Ongoing | Experiment with circulating software at Alafaya and South Creek. If successful (measured by circulation, return and retention) add collections to all locations.      | Collections at Alafaya and South Creek have expanded and have resulted in an increase in circulation at these items. New collections at West Oaks and North Orange are circulating well. | Debbie Moss   |
| 2.4B | Ongoing | 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 at Alafaya and South Creek have expanded and have resulted in an increase in circulation at these items. New collections at West Oaks and North Orange are circulating well. | Debbie Moss   |
|      |         |   |  |               |



|        |            |   |  |                 |
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| 3      |            | <b>GOAL 3: Expand Use and Awareness of Library Services Through Marketing</b>   |  |                 |
| 3.1    |            | <b>Objective 1: Increase Market Share by 10 Percentage Points Annually</b>  |  |                 |
|        |            | <b>Activity</b>   |  |                 |
| 3.1-1  | Ongoing    | Conduct a demographic study of our service area   | Library Decision software City of Orlando & Orange County data in use.   | Marilyn Hoffman |
| 3.1-2  | Underway   | <b>Awareness Study: Find out who uses the Library and who does not and why not.</b>   | Drafted Survey. Contact businesses to put out to new employees - OUC, Lockheed Martin, City & County   | Marilyn Hoffman |
| 3.1-2A | Ongoing    | Promote specific services that are new or not being used to their potential   | Got Your Card? campaign continues to promote Library card & our services. New databases, homework help, classes & programs are featured in news releases, newsletter, web page and the new email newsletter - which has hotlinks to databases. | Marilyn Hoffman |
| 3.1-2B | Ongoing    | Identify non-users and develop focus groups to determine their potential as patrons. Seeking funding.                                       | Sample mailing to 1,000 expired card holders - evaluating results. Proceeding with plans for focus group.  | Marilyn Hoffman |
| 3.1-3  |            | <b>Image Projection</b>   |  |                 |
| 3.1-3A | Ongoing    | Marketing WOW excitement at the main Library  | Put new ads in Orlando Arts, signs on the Lymmo, more programming in Library Central. Signs given to businesses.   | Marilyn Hoffman |
| 3.1-3B | Ongoing    | Use the logo to brand the Library   | Logo on everything. Created email newsletter.  | Marilyn Hoffman |
| 3.1-3C | Ongoing    | Use the new mission statement to brand the Library  | Mission promoted @ public event Citrus Bowl Parade 12/30/2003.   | Marilyn Hoffman |
| 3.1-3C | Ongoing    | Develop partnerships, performances, and programs.   | Partnerships with GROWS Literacy Program @ North Orange with Lt. Governor Jennings; America's Promise; Carver Shores Neighborhood Assn Grant; and Prime Time Family Reading - Fla Humanities Council Grant.                                    | Marilyn Hoffman |
| 3.1-4  |            | <b>Marketing Strategies:</b>  |  |                 |
| 3.1-4A | In process | Buy post office address lists to identify new arrivals in service area  | Met with postal service. Designing a mailer with a code. Buy list from list mgmt of new residents to Orange County.  | Marilyn Hoffman |
| 3.1-4B | Ongoing    | Supply apartment complexes and realtors with Library card information.  |  | Marilyn Hoffman |
| 3.1-4C | Ongoing    | Businesses - Identify businesses in service area.   |  | Marilyn Hoffman |
| 3.1-4D | Complete   | Create brochure in English and Spanish to feature services/databases.   | Brochure produced  | Marilyn Hoffman |
| 3.1-4E | Ongoing    | Contact large local businesses and ask them to distribute Library card information to their employees at employee fairs/open season medical |  | Marilyn Hoffman |
| 3.1-4F | Ongoing    | Partner with Chambers of Commerce and Economic Development to promote Library as part of package to attract new businesses.                 |  | Marilyn Hoffman |
| 3.1-5  |            | <b>Market Library services to seniors.</b>  |  |                 |
| 3.1-5A | Ongoing    | Supply retirement homes with Library card information/flyers senior services  | Services for Seniors dvd "Get With It!" completed & flyers sent.   | Marilyn Hoffman |
| 3.1-5B | Ongoing    | Supply senior citizen organizations with Library card information/flyers  | Services for Seniors dvd "Get With It!" completed & flyers sent. - Senior Alliance   | Marilyn Hoffman |
| 3.1-6  | Ongoing    | <b>Market Library services to children.</b>   |  | Marilyn Hoffman |
|        |            |   | "Holes" program and Summer Reading Program.  | Marilyn Hoffman |
| 3.1-7  | In process | <b>Market Library services to Teens</b>   |  | Marilyn Hoffman |
|        |            |   |  |                 |
| 3.1-7A | Ongoing    | Partner and plan programs with community teen groups.   | Talent show, Chess Club, Book Club, Teen Advisory Group; Teen E-Newsletter; lock-in program; Summer Reading Program; Prom Expo; high school symposium; computer day for teens.   | Marilyn Hoffman |

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| 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 | 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.                                     | Will hold Management training session by June.  | Carla Fountain |
| 4.1-2  |          | <b>Establish Staff Development plan</b>  |   |                |
| 4.1-2A | 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. | November / December 2003 - held "Striving for Five Star Service;" Millenium; Financial Planning seminar for Staff in May; June is Safety Month.   | Carla Fountain |
| 4.2    |          | <b>Objective 2: Develop System Wide Communication Plan</b>   |   |                |
|        |          | <b>Activity</b>  |   |                |
| 4.2A   | Ongoing  | Hold "front end" communication meetings on major initiatives. Quarterly meetings with Staff. Espirit de Corp Luncheon Meetings   | During October and November, Debbie Moss visited with each department and branch to discuss the migration to the new automation system. The Orange Peel (our staff intranet) is being used to provide ongoing communication regarding progress on the migration. We also used the Orange Peel to solicit staff feedback in the development of new dress standards and in the review of our Rules of Conduct. October/November 2003 - Sally Fry held meetings at all branches and departments with public service staff to share information and obtain feedback regarding the Secret Shopper. | Carla Fountain |
| 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 | Complete | Identify Core Competencies by Position.  | We have surveyed all staff regarding their view of the level of technical skills needed for their position. We have used this information to establish desired skill levels in all job categories.  | Debbie Moss    |
| 4.3-1B | Ongoing  | Obtain baseline measurement of current staff in positions identified each year based upon identified core competencies   | Complete for email use and use of Orange Peel, the staff intranet. Will begin skill evaluation this summer for Microsoft Office applications.   | Debbie Moss    |
| 4.3-1C | Complete | Develop curriculum based upon identified needs   | Curriculum complete for most general use applications including a wide range of Microsoft products. Some upper level applications (Ms Project and Dreamweaver) have not been developed.   | Debbie Moss    |
| 4.3-1D | Ongoing  | Initiate classes for staff based upon identified core competencies   | All staff have been evaluated and trained in email use and use of the Orange Peel. Each manager evaluated skills of staff and then recommended some staff for further training. Classes were conducted for about 40 staff who needed some additional support.   | Debbie Moss    |
| 4.3-1E | Ongoing  | Measure and evaluate staff competency level  | Staff will be evaluated in order to see if any additional training will be needed. We plan to employ an online testing tool to assist in gathering skills level information for a large number of staff. Begin in summer 2004.  | Debbie Moss    |

|        |                    |  |   |                  |
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| 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 | Complete           | Partner with CFLC and other organizations to offer at least 2 annual in-house opportunities to acquire professional knowledge and lifelong learning.   | CFLC offered training at Staff day on 11-11-03. ICMA staff offered Health Database training.  | Kathryn Robinson |
| 4.4-2  |                    | <b>Conduct evaluation of staffing levels each fiscal year</b>  |   |                  |
| 4.4-2A | Ongoing            | Adjust/Recruit/Reduce staffing as needed   | ongoing adjustments through use of Par form. Evaluation tied to budget process.   | Kathryn Robinson |
| 4.4-2B | Underway           | Devise Recruitment Plan to include outreach/interviewing at targeted schools; advertising in electronic and print format to targeted professional journals and listservs.                    | Recruitment visit to Library Schools at FSU during 11-03 and USF during 12-03. Working on plans to have a joint event with FSU & USF  | Kathryn Robinson |
| 4.4-2C | Under study        | Create award program for employee innovations that are successfully used.  |   | Kathryn Robinson |
| 4.4-4D | Underway & Ongoing | 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.                        | Basic Spanish for Library Employees Classes held on Nov. 20, 2003 with 4 students and on Dec. 17, 2003 with 38 students (35 in person and 3 more by video conferencing.) In March another 15 people attended classes. | Kathryn Robinson |
| 4.5    |                    | <b>Objective 5: Update Performance Evaluation Instruments</b>  |   |                  |
|        |                    | <b>Activity</b>  |   |                  |
| 4.5A   | Complete           | Update Performance Evaluation instruments that incorporate acquisition of new/job relevant skills and organizational values - Two year implementation phase in of new evaluation instrument. | New performance evaluation instrument in use since 10/1/03.   | Carla Fountain   |
| 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 | Underway           | Conduct annual safety audits   | Plan is for few audits each year. One conducted fall '03. Target spring '04 for May.  | Craig Wilkins    |
| 4.6-2  |                    | <b>Provide safety education for staff</b>  |   |                  |
| 4.6-2A | Underway           | Expand collection of safety videos   | Staff safety committee making training video clips that will play on intranet. Will work w/ 101 East on a series of safety tips.  | Craig Wilkins    |
| 4.6-3  |                    | <b>Minimize security risks</b>   |   |                  |
| 4.6-3A | Complete & Ongoing | Install windows on Branch workroom doors & Albertson Room & Back hall.   | Planning for February/March 2004. Ongoing safety campaigns on Orange Peel. <i>Happy Feet</i> by C. Rosenblum - using your feet safely.  | Craig Wilkins    |

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Information**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Director's Report**

## Director's Report

### April 2004

?The Library participated in the 11<sup>th</sup> Annual Hispanic Business Expo on Friday, April 2 (10 am - 6 pm) and Saturday, April 3 (10 am - 5 pm) at the Orlando Expo Centre, 500 Livingston Street, Downtown Orlando. Staff member from our Latino Outreach Committee staffed the booth and handed out information on library services, invited attendees to our programs and classes, and provided library card registration. Last year, this event had over 1400 in attendance. We are grateful to participating staff:

Cynthia Aponte, Special Services  
Inma Fuentes, Finance  
Luz Rodriquez, S. Creek  
Jose Ramos, Southeast  
Magali Feliu-Gomez, Technical Services  
Jafisa Atoy, Southeast

?The Library will participate at the BBIF (Black Business Investment Fund) Annual BBQ and Network. The event is scheduled for Friday, April 23 from 5 p.m. until 7:30 p.m.

?OCLS is working with Gold's Gym on Turkey Lake Road to distribute a flyer promoting the library that they would include in all new member packets.

?Morningstar went from 270 uses per month to 997 per month. The only change was that a small clickable logo inserted on the front page of the Library's website (<http://www.ocls.info>). Per session charges dropped to .87 /use from \$3. Front web page territory definitely is definitely a prime location for promotions.

? For the month of February (1/26/04 - 2/29/04) Telemundo ran 140 (15 second) PSA's and 40 (30 second) PSA's promoting OCLS.

?The Seussabration event on Saturday, March 20 was a big success! Families heard two Dr. Seuss stories read by one of our storytellers in the large program room. They then had the option of playing two games based on Seuss books or doing two crafts. The games were Sneetch ball and The Many Wonderful Hats (a musical chairs based game with hats). The crafts were toe-painting based on *The Foot Book* and a coloring craft: color the Dr. Seuss hat. They also feasted on a Dr. Seuss birthday cake and green eggs and ham. Children then received Cat in the Hat balloons as they left.

Staff dressed as Cat in the Hat, and Thing One and Thing Two  
There were approximately 115 attendees. Many thanks to Joy Morrison, Danielle King, Kristin Alvarado, our intern, Lisa Blue, and volunteer Mr. Augie Alvarado for all their help with the stories, games, and food.

?The Library will be hosting a Financial Planning Seminar series for employees on May 4,5, and 6. Facilitated by ICMA Retirement Corporation, the three seminars focus on different stages of financial planning: (1) Ready, Set, Go! The Early Years; (2) Powerful Planning: Mid-Career Years; and (3) Set for Life? Pre-Retirement Years. Employees will be able to attend the seminar that applies to their current situation and learn how to map out a plan for a secure financial future.

?The Central Florida Reads committee has selected the book *Before Women Had Wings*, by Connie Mae Fowler. A best seller and made for television movie, which was produced by Harpo Studios (Oprah Winfrey). We are currently working to develop eight weeks of programs to highlight this book.

?On March 31 we hooked up "CRIS", the new Cyberspace Reference Information Service at Alafaya. This equipment will help us extend better reference service to branches.

?We are re-evaluating our Talking Book Service. The employee who had been running this mail service had been out on Medical leave since December. She has since retired. Customers have been going to the Regional Talking Book Library in Daytona for service since December. Our collection is a smaller subset of the one in Daytona. Daytona's is funded by federal money passed thru to the State of Florida and the regional is operated by the Florida Dept of Education. The service provides books, magazines, and newspapers read on tapes. The tapes are sent out via US Mail to qualified blind individuals based on their phoned in requests. When the patrons are finished, they simply put them back in the mailer pouch, turn the label over and put them in their mail box for the postal carrier to return. Where they are borrowed or returned is insignificant to the service. We are running a duplicative service to that of Daytona's. We are questioning the value of providing the duplication versus providing other services like providing optical readers that can magnify and display up to 500% enlargement any printed item. We have fewer than 200 walk in patrons a year and less than 2500 phone calls a year.

? The renovation of Library Central was awarded an "Honors Award" from the American Institute of Architects, Orlando Chapter, in the interior design category at the AIA's recent "Awards for Design Excellence" ceremony in March in March. The award will be framed and placed on the first floor of the Main Library.

?We have met with the architects from HKS regarding plans for renovating the third floor of the Main Library. The carpeting for the west wing of the 3d floor will be the same as in Library Central. The same bold pattern of blue with intersecting red stripes will be incorporated into the carpeting of the third floor. Lighting will be upgraded to provide for greater brightness. This work is scheduled to be completed this fiscal year. The east wing of the 3d floor will be renovated in the coming fiscal year.



The collection on the 3d floor will be shifted and shelving removed from the center aisles to open up a central space and take advantage of the view towards Heritage Square. The reference materials will be moved to the 2d floor and the World Languages will be moved to the third floor to balance everything out. Centralizing reference will enhance service delivery.. We anticipate shifting the materials in early May. We anticipate shifting the materials in early May.

? The Eatonville Library construction is making progress. The contractor has completed the rough site grading, including the retention pond and the building pad.

The sidewalk has been re-poured at the revised grades.

The footing excavation is 95% complete. Footing pour is scheduled for Friday, 21 April 04.

The town selected a laminate toilet partition as a cost savings from the solid plastic that was specified. This is still an open issue, since the architect was unaware of the substitution. We have offered the black partitions we have in storage as a gift to them. We feel they will hold up better than the plastic laminate.

To date, the contractor is on schedule.

?The Director and three of the Friends of the Library: Jackie Green, Kathy Kennedy, and Chris Couch, spent 29 and 30<sup>th</sup> of March in Tallahassee meeting with our representatives regarding legislative issues, including critical library funding. We are grateful to the Friends of the Library for taking the time and providing the support to make this effort possible.

?Invitations and preparations are being made for the Volunteers and Friends Luncheon and Annual Meeting to be held in May.

? Representatives of OCLS and the other members of the ALA Local Arrangements Committee met with American Library Association representatives for final preparations for the American Library Association conference to be held in Orlando in June.

? Eric Atkinson is attending the Innovative Interfaces Users Group meeting in early April. At that annual gathering we will meet other users and learn from their own experiences. We also hope to form a “coalition” with other large public library users to craft service enhancement requests beneficial to all large users.

?The Director has been invited and accepted an invitation to participate in a nationwide teleconference on Library Reference in April in Illinois.

?The Library is attaching warnings to the covers of our *Southern Living* magazine copies about the fire safety hazards of a recipe for “Ice Box Rolls” contained in the magazine. The recipe will be reprinted in the May 2004 issue.

### **March Events:**

?We will be featuring a Meet the Artist presentation to highlight our local artists during their exhibits. In March, photographer John Neubauer shared tips and techniques to add to enhance an amateur photographer’s photos.

?The Music in the Library programs continue to grow. In March we presented our regular noontime Music in the Library on Friday and featured a special Music performance on Wednesday, March 10. Over 200 people attended our music programs.

?The Friends of the Library’s Second Saturday program featured WESH Channel 2 News anchor and author Bob Kealing. Kealing is the author of the book *Kerouac In Florida: Where the Road Ends*. We had had over 80 in attendance.

?Sunday, March 21, OCLS featured Tai Chi expert and author Suzy Chan. Chan, who gave a Tai Chi demonstration as she shared information from her book, *The Tai Chi World of Suzy Chan*. We had over 60 people in attendance. 25 brave souls participated with the exercise demonstrations.

## Upcoming Events

?OCLS will be participating with the state wide program to celebrate reading together. “Just Read Florida!, ” a statewide book club aimed at getting Floridians excited about reading will feature Zora Neal Hurston’s book, ***Their Eyes Were Watching God***.

We will be encouraging our customers and community members to check out and read the book, attend programs at the Library about the book and author, as well as to participate in discussion groups. Readers will also be able to register and discuss the book online through the MyFlorida web site : ([www.myflorida.com](http://www.myflorida.com)) or the Volunteer Florida Foundation web site :

([www.volunteerfloridafoundation.org](http://www.volunteerfloridafoundation.org)).

As part of this program, we are presenting the following:

Saturday, April 17, 2:00 p.m. The Orlando People’s Theatre will perform three plays based on the writings of Zora Neale Hurston

On Sunday, April 25, at 2:00 p.m. we will present Zora through Story and Song, a one-woman show presented by actress Bhetty Waldron, portraying Zora Neale Hurston. This is event is sponsored in part by the Florida Humanities Council.

We will also be purchasing additional copies of this book and are looking for a local scholar to lead a book discussion.

? The Lou Frey Institute at the University of Central Florida and the Orange County Library System are partnering to present A Solutions Symposium consisting of teams of students from participating high schools to present answers to “*Corruption in Government: How Do We Avoid It?*” A panel of judges determines the best presentation. The Local media will cover this Town Hall process and an open discussion among all participants will follow. The event is scheduled for Wednesday, April 7 at 7 p.m.

?The Friends of the Library Second Saturday program features: Dr. Maurice O'Sullivan, Rollins College professor and author/editor. Dr. O'Sullivan will discuss various writers, obscure to famous, their work and their place in the body of American literature. This event will be held at 10 am Saturday, April 10 in Library Central.

?Bust A Rhyme Poetry Contest is open 1- 20 April for teens between the ages of 13 and 18. Pick up submission forms and guidelines at all OCLS facilities. Prizes awarded on 27 April.

?Young People's Poetry Reading is an opportunity for teens to share their poetry at the Washington Park Branch on Tuesday, 20 April 2004.

?Make Up Tips and Tricks are offered on 21 April in Club Central at Library Central at 6:00pm. Learn skin care secrets to keep that young fresh teen look.

?Winner of the Bust A Rhyme Poetry Contest will be announced at the Java Lounge Open Mike Night in Club Central. Poetry, raps, storytelling, comedy and music will be presented in an open mike forum on Tuesday, 27 April 2004.

?National Wildlife Week is April 19 through April 25 and the Library is honoring the day with wildlife events. On Saturday, April 24 beginning at 10:00 a.m., we will have a Central Florida Zoo program on Florida Animals At Risk. They will bring some of the larger animals. At 11:00 a.m., the Central Florida Panther Society will present information on the endangered Florida Panther and at 12:00 noon, Gatorland will talk about Alligators in our Community. Baby gators will make a guest appearance.

?Future plans include National Music Week, May 2nd through May 8<sup>th</sup>. During that week, we will provide a live musical performance in

a large number of locations. Program plans are not yet finalized, but selections thus far include:

Jim Andy, with his tribute to Ole Blues at the North Orange branch on Sunday May 2;

Carver Middle School's Band and Choir, Voices of Harmony, will be at Washington Park on Tuesday, May 4;

Discovery Middle School's jazz band will perform at the Alafaya branch on Wednesday, May 5.

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Winter Garden Project Summary**

# Winter Garden Project Summary

04-076

## Mar 31, 2004

| <u>Category</u>      | <u>Budget<br/>Approved<br/>12/12/02</u> | <u>Revised<br/>Budget</u>      | <u>Expended<br/>to Date</u>    |
|----------------------|---|--------------------------------|--------------------------------|
| Architect/engineer   | 150,000                                 | 151,148                        | 132,684                        |
| Construction         |   |                                |                                |
| Contractor           | 2,100,000                               | 2,164,836                      | 1,476,927                      |
| Carpet               | 35,000                                  | 30,000                         | 0                              |
| Impact & Permit Fees | 40,000                                  | 40,000                         | 22,594                         |
| Testing              | 8,000                                   | 8,000                          | 6,023                          |
| Other                | 10,000                                  | 10,000                         | 2,001                          |
| Construction Total   | <u>2,193,000</u>                        | <u>2,252,836</u>               | <u>1,507,545</u>               |
| Contingency          | 207,000                                 | 146,016                        |                                |
| <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>1,640,228</u></u></b> |

### Scheduled Construction Completion Date: June 2004

#### Construction Contract Summary

|  |                  |
|--|------------------|
| Base Contract  | 1,961,100        |
| CO #1 - Civil Improvements   | 71,187           |
| CO #2 - Additional civil improvements<br>required by WG)             | 20,903           |
| CO#3 - Additional City requirements &<br>Primary power costs         | 18,409           |
| CO #4 - Additional Civil Improvements                                | 23,401           |
| CO #5 - Upgrade glass  | 9,271            |
| Possible CO including terrazzo flooring and<br>entrance ramp changes | <u>75,000</u>    |
| Total  | <u>2,164,836</u> |

Note: The scheduled completion date has been adjusted to reflect our best estimate of when the contractor will reach final completion.

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**OCLS As An Employer Survey**



| <b>MY SUPERVISOR</b>   |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
|--|-----------------|------------------------|----------------------|-----------------------|-----------------|------------------------|----------------------|-----------------------|-------|--|
| <b>2002</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2003 All</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2003 Librarians</b>   |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2003 Managers</b>   |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2003 All Other</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2004 All</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2004 Librarians</b>   |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2004 Managers</b>   |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2004 All Other</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>Gives me flexibility to handle personal or family needs within the limits of OCLS policy.</b> |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| Strongly Agree & Agree   | 83.00           | 88.00                  | 65.00                | 92.00                 | 90.00           | 85.00                  | 79.00                | 93.00                 | 85.00 |  |
| Neutral  | 12.00           | 9.00                   | 19.00                | 5.00                  | 9.00            | 10.00                  | 9.00                 | 5.00                  | 12.00 |  |
| Disagree & Strongly Disagree   | 6.00            | 3.00                   | 16.00                | 3.00                  | 2.00            | 5.00                   | 12.00                | 3.00                  | 4.00  |  |
| <b>Treats me fairly and with respect.</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 77.00           | 84.00                  | 69.00                | 92.00                 | 85.00           | 77.00                  | 67.00                | 86.00                 | 77.00 |  |
| Neutral  | 13.00           | 9.00                   | 12.00                | 5.00                  | 10.00           | 13.00                  | 6.00                 | 5.00                  | 16.00 |  |
| Disagree & Strongly Disagree   | 10.00           | 7.00                   | 20.00                | 3.00                  | 6.00            | 9.00                   | 27.00                | 11.00                 | 7.00  |  |
| <b>Listens to my ideas and suggestions.</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 77.00           | 79.00                  | 58.00                | 94.00                 | 78.00           | 78.00                  | 58.00                | 88.00                 | 78.00 |  |
| Neutral  | 13.00           | 15.00                  | 23.00                | 3.00                  | 17.00           | 13.00                  | 15.00                | 8.00                  | 14.00 |  |
| Disagree & Strongly Disagree   | 9.00            | 7.00                   | 20.00                | 3.00                  | 5.00            | 9.00                   | 27.00                | 5.00                  | 7.00  |  |
| <b>Is responsive and accessible to my needs and concerns.</b>                                    |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 73.00           | 75.00                  | 58.00                | 87.00                 | 77.00           | 73.00                  | 58.00                | 88.00                 | 72.00 |  |
| Neutral  | 16.00           | 15.00                  | 15.00                | 5.00                  | 17.00           | 15.00                  | 9.00                 | 5.00                  | 18.00 |  |
| Disagree & Strongly Disagree   | 11.00           | 10.00                  | 27.00                | 8.00                  | 6.00            | 12.00                  | 32.00                | 8.00                  | 9.00  |  |
| <b>Gives me opportunities to grow and develop in my job.</b>                                     |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 69.00           | 74.00                  | 50.00                | 94.00                 | 74.00           | 71.00                  | 59.00                | 93.00                 | 68.00 |  |
| Neutral  | 20.00           | 17.00                  | 19.00                | 5.00                  | 19.00           | 18.00                  | 6.00                 | 3.00                  | 22.00 |  |
| Disagree & Strongly Disagree   | 11.00           | 9.00                   | 30.00                | -                     | 6.00            | 11.00                  | 36.00                | 6.00                  | 9.00  |  |
| <b>Recognizes me for my contributions.</b>   |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 72.00           | 79.00                  | 57.00                | 87.00                 | 81.00           | 69.00                  | 48.00                | 88.00                 | 68.00 |  |
| Neutral  | 17.00           | 12.00                  | 12.00                | 11.00                 | 13.00           | 19.00                  | 24.00                | 5.00                  | 21.00 |  |
| Disagree & Strongly Disagree   | 12.00           | 9.00                   | 30.00                | 3.00                  | 7.00            | 12.00                  | 30.00                | 8.00                  | 10.00 |  |
| <b>Gives me candid and helpful performance feed back.</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 70.00           | 75.00                  | 66.00                | 87.00                 | 75.00           | 72.00                  | 53.00                | 88.00                 | 72.00 |  |
| Neutral  | 17.00           | 17.00                  | 15.00                | 5.00                  | 19.00           | 17.00                  | 26.00                | 5.00                  | 18.00 |  |
| Disagree & Strongly Disagree   | 13.00           | 8.00                   | 19.00                | 8.00                  | 6.00            | 10.00                  | 21.00                | 8.00                  | 10.00 |  |
| <b>Allows me to disagree with him/her without fear of reprisal.</b>                              |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 60.00           | 61.00                  | 34.00                | 87.00                 | 60.00           | 61.00                  | 33.00                | 78.00                 | 63.00 |  |
| Neutral  | 19.00           | 21.00                  | 19.00                | 5.00                  | 26.00           | 22.00                  | 21.00                | 10.00                 | 25.00 |  |
| Disagree & Strongly Disagree   | 21.00           | 18.00                  | 46.00                | 8.00                  | 14.00           | 17.00                  | 47.00                | 13.00                 | 13.00 |  |
| <b>Gives me clear expectations regarding my work and performance.</b>                            |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 68.00           | 72.00                  | 47.00                | 90.00                 | 72.00           | 73.00                  | 56.00                | 88.00                 | 74.00 |  |
| Neutral  | 20.00           | 18.00                  | 15.00                | 11.00                 | 20.00           | 16.00                  | 21.00                | 8.00                  | 17.00 |  |
| Disagree & Strongly Disagree   | 12.00           | 11.00                  | 39.00                | -                     | 8.00            | 11.00                  | 24.00                | 6.00                  | 9.00  |  |
| <b>Demonstrates and encourages OCLS values.</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 72.00           | 79.00                  | 61.00                | 92.00                 | 79.00           | 75.00                  | 53.00                | 80.00                 | 77.00 |  |
| Neutral  | 19.00           | 16.00                  | 23.00                | 3.00                  | 18.00           | 16.00                  | 21.00                | 8.00                  | 17.00 |  |
| Disagree & Strongly Disagree   | 10.00           | 5.00                   | 16.00                | 3.00                  | 2.00            | 8.00                   | 27.00                | 13.00                 | 5.00  |  |
| <b>I treat my supervisor fairly and with respect.</b>  |                 |                        |                      |                       |                 |                        |                      |                       |       |  |
| <b>2002</b>  | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |       |  |
| Strongly Agree & Agree   | 97.00           | 97.00                  | 92.00                | 99.00                 | 97.00           | 98.00                  | 94.00                | 98.00                 | 99.00 |  |
| Neutral  | 2.00            | 3.00                   | 8.00                 | -                     | 2.00            | 1.00                   | 6.00                 | 3.00                  | 1.00  |  |
| Disagree & Strongly Disagree   | -               | -                      | -                    | -                     | -               | -                      | -                    | 3.00                  | -     |  |

| <b>LEADERSHIP</b>  |             |                 |                        |                      |                       |                 |                        |                      |                       |
|--|-------------|-----------------|------------------------|----------------------|-----------------------|-----------------|------------------------|----------------------|-----------------------|
|  |             |                 |                        |                      |                       |                 |                        |                      |                       |
| <b>The leaders in this organization encourage everyone to contribute all they can in their jobs.</b>   |             |                 |                        |                      |                       |                 |                        |                      |                       |
|  | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree   | 64          | 74              | 46                     | 95                   | 74                    | 66              | 30                     | 90                   | 67                    |
| Neutral  | 16          | 14              | 23                     | 3                    | 15                    | 24              | 38                     | 5                    | 25                    |
| Disagree & Strongly Disagree   | 19          | 12              | 31                     | 3                    | 11                    | 11              | 33                     | 5                    | 8                     |
| <b>They hold people accountable for their behavior.</b>  |             |                 |                        |                      |                       |                 |                        |                      |                       |
|  | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree   | 65          | 66              | 24                     | 97                   | 65                    | 62              | 53                     | 98                   | 57                    |
| Neutral  | 17          | 21              | 38                     | 3                    | 22                    | 25              | 18                     | 0                    | 30                    |
| Disagree & Strongly Disagree   | 18          | 14              | 38                     | 0                    | 12                    | 13              | 30                     | 3                    | 13                    |
| <b>They act the way they expect others to act.</b>   |             |                 |                        |                      |                       |                 |                        |                      |                       |
|  | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree   | 53          | 60              | 27                     | 89                   | 57                    | 51              | 18                     | 78                   | 52                    |
| Neutral  | 23          | 19              | 8                      | 3                    | 24                    | 25              | 21                     | 13                   | 28                    |
| Disagree & Strongly Disagree   | 24          | 21              | 65                     | 6                    | 19                    | 23              | 62                     | 10                   | 21                    |
| <b>They communicate a vision for OCLS.</b>   |             |                 |                        |                      |                       |                 |                        |                      |                       |
|  | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree   | 55          | 73              | 54                     | 84                   | 73                    | 70              | 41                     | 91                   | 71                    |
| Neutral  | 21          | 18              | 27                     | 11                   | 19                    | 22              | 29                     | 3                    | 24                    |
| Disagree & Strongly Disagree   | 19          | 8               | 19                     | 3                    | 8                     | 9               | 30                     | 8                    | 6                     |
| <b>They encourage ideas and participation.</b>   |             |                 |                        |                      |                       |                 |                        |                      |                       |
|  | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree   | 60          | 74              | 39                     | 96                   | 74                    | 66              | 36                     | 90                   | 67                    |
| Neutral  | 21          | 15              | 31                     | 3                    | 16                    | 20              | 18                     | 0                    | 24                    |
| Disagree & Strongly Disagree   | 19          | 12              | 31                     | 3                    | 10                    | 14              | 47                     | 10                   | 10                    |
| <b>They are committed to attracting and recruiting talented people, regardless of race, color, religious creed, pregnancy, gender, sexual orientation, national origin, ancestry, marital status, veteran status, age, or physical or mental disability.</b> |             |                 |                        |                      |                       |                 |                        |                      |                       |
|  | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree   | 64          | 74              | 42                     | 94                   | 74                    | 72              | 44                     | 93                   | 72                    |
| Neutral  | 22          | 14              | 31                     | 3                    | 14                    | 19              | 32                     | 5                    | 19                    |
| Disagree & Strongly Disagree   | 24          | 12              | 27                     | 3                    | 11                    | 10              | 24                     | 3                    | 9                     |
| <b>They demonstrate that employees are important to the success of OCLS.</b>   |             |                 |                        |                      |                       |                 |                        |                      |                       |
|  | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree   | 54          | 63              | 19                     | 89                   | 63                    | 58              | 18                     | 81                   | 61                    |
| Neutral  | 22          | 20              | 23                     | 5                    | 22                    | 23              | 15                     | 10                   | 27                    |
| Disagree & Strongly Disagree   | 24          | 18              | 58                     | 5                    | 14                    | 19              | 67                     | 11                   | 13                    |
| <b>They demonstrate and encourage OCLS values.</b>   |             |                 |                        |                      |                       |                 |                        |                      |                       |
|  | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree   | 58          | 69              | 39                     | 92                   | 68                    | 67              | 24                     | 86                   | 71                    |
| Neutral  | 26          | 22              | 31                     | 5                    | 25                    | 20              | 26                     | 3                    | 22                    |
| Disagree & Strongly Disagree   | 15          | 9               | 30                     | 3                    | 6                     | 13              | 50                     | 13                   | 7                     |

| WORK TEAM  |      |          |                 |               |                |          |                 |               |                |  |
|--|------|----------|-----------------|---------------|----------------|----------|-----------------|---------------|----------------|--|
| <b>I am comfortable offering ideas and suggestions in my department.</b>                     |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 84   | 84       | 64              | 97            | 84             | 79       | 56              | 93            | 79             |  |
| Neutral  | 8    | 10       | 16              | 3             | 11             | 13       | 18              | 5             | 13             |  |
| Disagree & Strongly Disagree   | 7    | 7        | 30              | 0             | 5              | 9        | 27              | 3             | 7              |  |
| <b>My department has an environment that welcomes new people.</b>                            |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 84   | 85       | 77              | 95            | 84             | 83       | 70              | 93            | 83             |  |
| Neutral  | 10   | 11       | 19              | 3             | 12             | 13       | 15              | 8             | 14             |  |
| Disagree & Strongly Disagree   | 5    | 4        | 4               | 3             | 4              | 3        | 15              | 0             | 3              |  |
| <b>People in my department value and respect each other for their diversity.</b>             |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 77   | 80       | 76              | 100           | 75             | 78       | 77              | 98            | 74             |  |
| Neutral  | 16   | 15       | 16              | 0             | 19             | 13       | 9               | 0             | 16             |  |
| Disagree & Strongly Disagree   | 7    | 6        | 8               | 0             | 6              | 10       | 15              | 3             | 10             |  |
| <b>People in my department value and respect other departments for their differences.</b>    |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 78   | 80       | 73              | 92            | 78             | n/a      | n/a             | n/a           | n/a            |  |
| Neutral  | 17   | 14       | 15              | 3             | 16             |          |                 |               |                |  |
| Disagree & Strongly Disagree   | 6    | 6        | 12              | 3             | 6              |          |                 |               |                |  |
| <b>My department works well as a team.</b>   |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 76   | 80       | 80              | 95            | 73             | 75       | 53              | 93            | 76             |  |
| Neutral  | 15   | 14       | 8               | 0             | 19             | 13       | 18              | 5             | 13             |  |
| Disagree & Strongly Disagree   | 9    | 6        | 12              | 5             | 5              | 12       | 30              | 3             | 10             |  |
| <b>Differences among people in the department are addressed and resolved constructively.</b> |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 63   | 69       | 54              | 92            | 65             | 50       | 44              | 91            | 58             |  |
| Neutral  | 23   | 20       | 27              | 8             | 22             | 27       | 32              | 8             | 29             |  |
| Disagree & Strongly Disagree   | 13   | 12       | 20              | 0             | 13             | 12       | 24              | 3             | 13             |  |
| <b>We operate in an open and honest way</b>  |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 68   | 73       | 65              | 94            | 68             | 68       | 47              | 88            | 67             |  |
| Neutral  | 22   | 15       | 15              | 0             | 19             | 20       | 18              | 10            | 22             |  |
| Disagree & Strongly Disagree   | 10   | 12       | 20              | 6             | 12             | 12       | 36              | 3             | 11             |  |
| <b>I understand how my work contributes to my department's objectives.</b>                   |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 91   | 91       | 77              | 100           | 92             | 91       | 67              | 100           | 93             |  |
| Neutral  | 6    | 5        | 12              | 0             | 5              | 5        | 6               | 0             | 9              |  |
| Disagree & Strongly Disagree   | 4    | 4        | 16              | 0             | 4              | 5        | 36              | 0             | 1              |  |
| <b>I understand my department's role and value to OCLS overall.</b>                          |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 91   | 93       | 84              | 100           | 90             | 91       | 67              | 100           | 94             |  |
| Neutral  | 5    | 4        | 4               | 0             | 6              | 5        | 9               | 0             | 5              |  |
| Disagree & Strongly Disagree   | 4    | 3        | 12              | 0             | 2              | 3        | 24              | 0             | 1              |  |
| <b>We are open to new ideas about how we can improve the way we work.</b>                    |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 80   | 85       | 69              | 97            | 85             | 80       | 58              | 98            | 80             |  |
| Neutral  | 10   | 9        | 19              | 0             | 10             | 13       | 12              | 3             | 15             |  |
| Disagree & Strongly Disagree   | 10   | 4        | 12              | 3             | 4              | 7        | 30              | 0             | 6              |  |

question beginning on line #20 was dropped from survey in 2004

question beginning on line #56 was changed to: My department is open to new ideas about how we can improve the way we work.

| <b>JOB QUALITY</b>  |             |                 |                        |                      |                       |                 |                        |                      |                       |
|---|-------------|-----------------|------------------------|----------------------|-----------------------|-----------------|------------------------|----------------------|-----------------------|
| <b>My job is challenging.</b>   |             |                 |                        |                      |                       |                 |                        |                      |                       |
|   | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree  | 75          | 77              | 81                     | 100                  | 70                    | 72              | 79                     | 97                   | 67                    |
| Neutral   | 18          | 16              | 12                     | 0                    | 22                    | 20              | 12                     | 3                    | 24                    |
| Disagree & Strongly Disagree  | 8           | 7               | 8                      | 0                    | 8                     | 8               | 9                      | 0                    | 10                    |
| <b>My job provides opportunities for learning.</b>                          |             |                 |                        |                      |                       |                 |                        |                      |                       |
|   | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree  | 81          | 83              | 73                     | 100                  | 80                    | 80              | 79                     | 100                  | 77                    |
| Neutral   | 12          | 12              | 19                     | 0                    | 13                    | 14              | 9                      | 0                    | 18                    |
| Disagree & Strongly Disagree  | 6           | 5               | 8                      | 0                    | 7                     | 6               | 12                     | 0                    | 6                     |
| <b>The work I do makes a difference.</b>                                    |             |                 |                        |                      |                       |                 |                        |                      |                       |
|   | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree  | 86          | 94              | 88                     | 98                   | 93                    | 88              | 76                     | 98                   | 89                    |
| Neutral   | 12          | 5               | 4                      | 3                    | 6                     | 9               | 15                     | 2                    | 9                     |
| Disagree & Strongly Disagree  | 2           | 1               | 8                      | 0                    | 1                     | 3               | 9                      | 0                    | 2                     |
| <b>The work I do contributes to the success of the Library.</b>             |             |                 |                        |                      |                       |                 |                        |                      |                       |
|   | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree  | 94          | 95              | 89                     | 97                   | 95                    | 93              | 76                     | 97                   | 95                    |
| Neutral   | 6           | 4               | 8                      | 3                    | 3                     | 6               | 18                     | 3                    | 4                     |
| Disagree & Strongly Disagree  | 0           | 1               | 4                      | 0                    | 1                     | 1               | 3                      | 0                    | 0                     |
| <b>My job utilizes my talents and skills.</b>                               |             |                 |                        |                      |                       |                 |                        |                      |                       |
|   | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree  | 72          | 78              | 73                     | 100                  | 73                    | 71              | 64                     | 96                   | 67                    |
| Neutral   | 19          | 15              | 19                     | 0                    | 18                    | 17              | 3                      | 3                    | 22                    |
| Disagree & Strongly Disagree  | 9           | 7               | 8                      | 0                    | 9                     | 12              | 33                     | 6                    | 11                    |
| <b>I receive appropriate rewards and compensation for my contributions.</b> |             |                 |                        |                      |                       |                 |                        |                      |                       |
|   | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree  | 41          | 61              | 27                     | 93                   | 58                    | 54              | 33                     | 88                   | 52                    |
| Neutral   | 28          | 22              | 23                     | 5                    | 26                    | 24              | 24                     | 5                    | 28                    |
| Disagree & Strongly Disagree  | 31          | 18              | 50                     | 3                    | 16                    | 22              | 44                     | 10                   | 11                    |
| <b>OCLS provides an appropriate benefits package.</b>                       |             |                 |                        |                      |                       |                 |                        |                      |                       |
|   | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree  | 64          | 74              | 57                     | 97                   | 72                    | 69              | 47                     | 93                   | 69                    |
| Neutral   | 21          | 16              | 19                     | 3                    | 20                    | 21              | 24                     | 5                    | 23                    |
| Disagree & Strongly Disagree  | 14          | 9               | 23                     | 0                    | 9                     | 10              | 30                     | 3                    | 9                     |
| <b>I believe my workload is reasonable.</b>                                 |             |                 |                        |                      |                       |                 |                        |                      |                       |
|   | <b>2002</b> | <b>2003 All</b> | <b>2003 Librarians</b> | <b>2003 Managers</b> | <b>2003 All Other</b> | <b>2004 All</b> | <b>2004 Librarians</b> | <b>2004 Managers</b> | <b>2004 All Other</b> |
| Strongly Agree & Agree  | 65          | 70              | 39                     | 73                   | 75                    | 58              | 33                     | 58                   | 63                    |
| Neutral   | 14          | 13              | 12                     | 8                    | 15                    | 20              | 9                      | 33                   | 19                    |
| Disagree & Strongly Disagree  | 20          | 17              | 50                     | 19                   | 10                    | 22              | 59                     | 13                   | 17                    |

| <b>OCLS as an employer overall</b>   |      |          |                 |               |                |          |                 |               |                |  |
|--|------|----------|-----------------|---------------|----------------|----------|-----------------|---------------|----------------|--|
| <b>OCLS is a great place to work.</b>  |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 73   | 74       | 35              | 95            | 76             | 71       | 36              | 88            | 74             |  |
| Neutral  | 18   | 15       | 27              | 3             | 16             | 19       | 18              | 10            | 21             |  |
| Disagree & Strongly Disagree   | 9    | 10       | 38              | 3             | 8              | 10       | 47              | 5             | 5              |  |
| <b>I am proud to work for OCLS.</b>  |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 77   | 77       | 46              | 97            | 79             | 76       | 42              | 96            | 78             |  |
| Neutral  | 17   | 16       | 31              | 3             | 17             | 20       | 35              | 5             | 20             |  |
| Disagree & Strongly Disagree   | 6    | 6        | 23              | 0             | 4              | 5        | 24              | 3             | 2              |  |
| <b>I feel a sense of ownership and investment in what happens at OCLS.</b>                     |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 57   | 65       | 31              | 97            | 63             | 61       | 36              | 96            | 59             |  |
| Neutral  | 27   | 21       | 31              | 0             | 24             | 24       | 18              | 3             | 29             |  |
| Disagree & Strongly Disagree   | 11   | 9        | 19              | 3             | 8              | 10       | 26              | 3             | 9              |  |
| <b>I can have a work/life balance that meets my needs and can still be successful at OCLS.</b> |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 66   | 71       | 39              | 74            | 76             | 66       | 50              | 56            | 71             |  |
| Neutral  | 22   | 17       | 23              | 10            | 17             | 23       | 21              | 33            | 22             |  |
| Disagree & Strongly Disagree   | 11   | 12       | 38              | 16            | 7              | 10       | 30              | 13            | 6              |  |
| <b>I would recommend working here to other talented friends.</b>                               |      |          |                 |               |                |          |                 |               |                |  |
|  | 2002 | 2003 All | 2003 Librarians | 2003 Managers | 2003 All Other | 2004 All | 2004 Librarians | 2004 Managers | 2004 All Other |  |
| Strongly Agree & Agree   | 68   | 68       | 23              | 89            | 71             | 67       | 21              | 80            | 72             |  |
| Neutral  | 17   | 15       | 27              | 5             | 15             | 20       | 26              | 13            | 20             |  |
| Disagree & Strongly Disagree   | 15   | 17       | 50              | 6             | 14             | 14       | 53              | 11            | 9              |  |

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Public Survey Results**

**Orange County Library System  
Board of Trustees Meeting  
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**Additional information will be  
provided in the paper copy of the  
Board Packet.**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, April 8, 2004**

**Public Comment:  
Non-Agenda Items**