

**Orange County Library System  
Board of Trustees**

**Board Packet for July 2005**



101 East Central Boulevard  
Orlando, Florida 32801-2471  
phone: 407.835.7611  
fax: 407.835.7648  
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*Mary Anne Hodel,  
Library Director, Chief Executive Officer*

July 8, 2005

To: Sara Brady, President  
James B. Tyson, Vice President  
Thomas Kohler, Trustee  
Matthew Pardy, Trustee  
Livia Rivera, Trustee

The Honorable Richard T. Crotty, Chairman of the Library Governing Board, Members of the Governing Board, Commissioners Teresa Jacobs, Bob Sindler, Mildred Fernandez, Bill Segal, Homer Hartage, Linda Stewart, Orange County; and Patty Sheehan, City of Orlando.

From: Mary Anne Hodel, Director

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 7:00 p.m. Thursday, July 14, 2005, at the **Alafaya Branch Library; 12000 East Colonial Drive; Orlando, Florida;** 407.249.6180.

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  
Nancy Jacobson, Liaison, City of Orlando

**AGENDA**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**  
**July 14, 2005**  
**Alafaya Branch Library**  
**12000 East Colonial Drive**  
**Orlando, Florida 32826**  
**407.249.6180**

05-129 I. **Call to Order**

05-130 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) .

05-131 III. **Approval of Minutes**

05-132 **Library Board of Trustees Meeting – June 9, 2005**

05-133 **Supplemental Meeting – June 16, 2005**

05-134 IV. **Staff Presentation: New Website ~ Sheri Chambers & Nils Thingvall**

05-135 V. **Financial Statements and Summaries: June 2005**

05-136 VI. **Statistics and Summaries: June 2005**

05-137 VII. **Action Items**

05-138 **Non-Consent Agenda**

05-139 **Defined Benefit Pension Plan: 2004 Investment Performance Review:  
Christopher Rowlins of USI Consulting**

05-140 **Defined Benefit Pension Plan: Investment Policy Statement Revisions**

05-141 **FY 2009 Strategic Plan Add On Year**

05-142 VIII. **Discussion and Possible Action Items**

05-143 **Strategic Plan Update**

05-144 **Director's Goals 2005 Update**

05-145                    **Lake County Request to Share Funding for Citrus Ridge**

05-146            IX.    **Information**

05-147                    **DVD Circulation**

05-148                    **Director's Report**

05-149                    **Third Floor Renovation Project**

05-150                    **Winter Garden Project Summary**

05-151                    **FreedomBox Press Release**

05-152                    **Exit Survey Results**

05-153                    **Public Comment: Non-Agenda Items**

X.    **Adjournment**

**Next Meeting Dates: August 11, 2005 – Windermere Branch Library; 530 Main Street; Windermere, Florida 34786 ---  
September 8, 2005 – To be determined.**

**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, July 14, 2005**

**Call To Order**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Public Comment**

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Approval of Minutes**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Approval of Minutes: Library  
Board of Trustees Meeting  
June 9, 2005**



**MEETING MINUTES**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**  
**June 9, 2005**  
**Herndon Branch Library**  
**4324 East Colonial Drive**  
**Orlando, Florida 32803**  
**407-228-1410**

- 05-105 I. **Call to Order**  
Board Members Present: Sara Brady (6/0); James Tyson (6/1); Tom Kohler (6/1); Matthew Pardy (6/0); Livia Rivera (2/0)  
  
Library Administration Present: Mary Anne Hodel; Debbie Moss; Robert Tessier; Carla Fountain; Eric Atkinson; Marilyn Hoffman; Craig Wilkins; Sally Fry; Milinda Neusaenger  
  
President Brady called the meeting to order at 6:59 p.m.
- 05-106 II. **Public Comment**  
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- 05-107 III. **Approval of Minutes: Library Board of Trustees Meeting – May 12, 2005**  
Trustee Tyson, seconded by Trustee Pardy, moved to approve the minutes of the May 12, 2005 Board of Trustees meeting. Motion carried 5-0.
- 05-108 IV. **Staff Presentation: New Media Additions to the Catalog – Downloadable Audio Books & Streaming Video – Wendi Bost & Kelly Pepo**  
Acquisitions Services Manager Wendi Bost and Technical Services Assistant Manager Kelly Pepo gave an overview of the new technology now being offered to customers, downloadable audio books and streaming videos. Brief discussion ensued.
- 05-109 V. **Financial Statements and Summaries: May 2005**
- 05-110 VI. **Statistics and Summaries: May 2005**

05-111 VII. **Action Items**

05-112 **Consent Agenda**

Trustee Kohler, seconded by Trustee Tyson, moved to approve the items on the Consent Agenda. Motion carried 5-0.

05-113 **Resolution to Establish a Book Endowment to Honor former Trustee, Dr. Gloria Fernandez**

The Board authorized the establishment of a book endowment in the amount of \$300 to honor former Trustee, Dr. Gloria Fernandez

05-114 **Board of Trustees Meetings ~ Change of Venues:  
July 14, 2005 ~ Change from Winter Garden to Alafaya  
September 8, 2005 ~ Change from Alafaya to Winter Garden**

The Board approved the venue changes for the July 14, 2005 and September 8, 2005 Board of Trustees Meetings.

05-115 **Branch Janitorial Contract**

The Board awarded the Branch Cleaning Contract in an estimated amount of \$189,756, which includes 1,000 hours of additional cleaning services, to D&A Building Services, Inc.

05-116 **Meeting Room Fees**

The Board authorized the revision of the Meeting Room Policy to include the following:

- a. To allow groups meeting in Library Meeting Rooms to either bring in food/beverages or to arrange catering of food/beverages if they receive Library approval and pay the appropriate fee.
- b. To edit section IV of the Policy to read as follows: *Fees and Admission Charges: No fees are currently charged by the Library for **normal** use of the Meeting Rooms. However, this practice is subject to change at the Library's discretion. **If a group wishes to bring in food/beverages or make catering arrangements for their meeting in Library meeting rooms, a fee and Library approval are required. Groups using the Meeting Rooms may not charge admission.***
- c. To revise the Rules of Conduct item #29 to read as follows: ***Excepted from this restriction are the café at the Orlando Public Library, Library sponsored events, and fee-based meeting room accommodations.***

05-117 **After Hours Event: Request to Serve Alcoholic Beverages**

The Board approved the serving of alcoholic beverages at the Fundraising event *An Evening with Carl Hiaasen*, August 27, 2005.

05-118 **Lost and Found Policy**

The Board approved the Lost and Found Policy.

Brief discussion ensued regarding the length of time items are held by the Library.

Trustee Pardy recommended that the length of time items are held should be increased to 90 days. Trustee Kohler, seconded by Trustee Pardy, moved to amend the Lost and Found Policy by changing the hold period to 90 days for those items that are to be held. Motion carried 5-0.

05-119

## **Non-Consent Agenda**

05-120

### **Preliminary Budget: Fiscal Year Ending September 30, 2006**

Comptroller Tessier presented a PowerPoint presentation of the Preliminary Budgets for the fiscal year ending September 30, 2006. Topics addressed included the budget process, explanations for significant changes to the current year's budget, and proposed millage rates. Brief discussion ensued.

Trustee Kohler, seconded by Trustee Pardy, moved:

1. To approve preliminary FY 2006 Operating, Capital Projects, Sinking, Main Debt Service, and Branch Debt Service Fund budgets. By taking this action, the Library Board is approving the total budget for each fund and not the individual line items in each budget.
2. To recommend to the Library District Governing Board that the
  - FY 2006 Operating Fund millage rate be maintained at .4144 for the sixth year in a row.
  - FY 2006 Main Debt Service Fund millage rate be adopted sufficient to fund the preliminary Main Debt Service Fund budget. This millage rate will be approximately .0180, which is lower than the current year rate of .0208.

Motion carried 5-0.

05-121

## **VIII. Discussion and Possible Action Items**

05-122

### **Lake County Request to Share Funding for Citrus Ridge Library**

Lake County Commissioner Bob Pool and Wendy Breeden, Library Services Director of the Lake County Library System discussed with the Board of Trustees the possibility of becoming regional partners in a joint-use library facility that Lake County is building in the Four Corners area of Lake County. Four Corners is the area in which the Lake, Osceola, Orange and Polk County lines interconnect. Commissioner Pool explained that the facility will be the new home of the Citrus Ridge Library and will be built in the Keegan's Crossing area on property purchased from the Keegan family at a deeply discounted price. He explained that 37% of the Lake County's library users in the area are from the neighboring counties and a regional library would benefit all citizens in the four counties and would prevent duplication of services in the area. Commissioner Pool stated that Osceola and Polk Counties have committed to the project and asked the Library Board of Trustees for assistance in the FY 2007 Budget year either with funding, personnel or shared expenses with equal access to facilities, materials and services. Trustee Kohler expressed concern regarding the timing of the request as well as the determination of the location and the area market. Ms. Breeden stated that demographic studies and

reports that directly related to library services were analyzed. She also stated that at the Citrus Ridge Library, 50% of the walk-in patrons are tourists who read the newspapers and use the computers to check email. Director Mary Anne Hodel stated that at OCLS, to offset the cost of the computer system and usage, non-residents of Orange County can purchase a seven day P.C. Pass for \$10.00 in order to use the computers. Commissioner Pool stated that duplication of services would not make sense and that Lake County does not want to restrict reciprocal borrower access to services, such as computer use and dvd circulation, in the future. Assistant Director Debbie Moss advised that OCLS is desperate to address the library needs of east-side Orange County residents by opening a new facility. However, funding is currently not available. President Brady concurred stating that recently the Board of Trustees had considered shutting down a branch on the west-side of Orange County in order to afford another one on the east-side. Trustee Kohler recommended that Lake County consider a referendum vote for an ad-valorem tax as a library dedicated revenue source.

05-123

IX. **Information**

05-124

## Director's Report

■ We have made application to Target Corporation for a grant for Alphabet Bites to help promote greater reading readiness in preschoolers in Orange County. The proposed project would have the Library developing and conducting a series of programs, introducing early literacy skills to preschoolers. Each program, aimed at children 3-5 and their caregivers, would emphasize a letter of the alphabet, focusing on the most widely recognizable consonants and vowels, including s, t, m, b, p, d, c, r, f, a, and e. In addition to introducing children to the alphabet, these programs would also serve as an instructional tool for parents and caregivers who want to build their children's literacy skills. They would feature finger plays, rhymes, crafts, and take home activities. The program would be integrated into the Kids Connect web page as well. Featuring online games, activities, reading lists and videos. Program components include:

- Alphabet Song
- Introduction of the Letter by using a collection of items beginning with the letter sound and culminate with a large reproduction of the actual letter
- An Activity to build on the sound of the letter and help with early preparation of writing skills by having children trace the letter with their fingers in a fun and interactive way
- A Story – share a story that has a strong emphasis on the letter being studied
- Shared Fingerplays and Flannel Board Stories - featuring the letter being studied
- Crafts to imprint the sound of the letter by engaging in a crafts related to the sound.

The Alphabet Bite programs will also be integrated into the library's web page for children, KidsConnect <http://www.ocls.info/kidsconnect> . KidsConnect will feature further activities such as online games, reading lists and short videos.

■ We are getting ready to load some patron records for new residents who have moved to Orange County, using the change address mailer with the U.S. Postal Service.

■The East Orlando Sun is planning to cover the new streaming videos and our summer reading programs in their June 15 issue.

■The Library has been invited to participate at the National Neighbor Works Event that is sponsored by the Orlando Neighborhood Improvement Corporation. This event is scheduled for Friday, June 10 from 9:30 a.m. to 2 p.m. and will be held at the Palm Groves Apartment Community at 3944 W.D. Judge Drive Orlando Florida. We will be signing up for library cards.

■ Summer Library Card Sign up Contest will be held for all departments of OCLS from 8 June 2005 to 19 August 2005. Each Branch and the Main Circulation Department are being challenged to increase their registrations by the highest % during the contest time frame. Each week the Library will post the updated numbers on the Orange Peel so you can keep track of your locations progress! We are encouraging staff to be creative and think how to best reach out into the community and get the word out about the value of our library card.

■ On June 2, as a part of the OCLS HEALTH Fair, 20 employees took time out of their day to donate blood, and Florida's Blood Centers were able to collect 14 units. 42 lives were saved because of the generosity of OCLS employees.

Pamela Bergner  
Nedra Blanke  
Gabiella Cox  
Sally Fry  
Lisa Glassford  
Jeb Harrilal  
Megan Moran  
Luz Munoz  
Vanessa Neblett  
Milinda Neusaenger

Kelly Pepo  
Sue Perry-Kun  
Ronalda Pettrey  
Katina Pittman  
Carolyn Rosenblum  
Robert Rosenthal  
Cassandra Shivers  
Crystal Sullivan  
Janet Taylor  
James Willis

05-125

### **Third Floor Renovation Project**

05-126

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

Matt Roberts – Orange County Resident and Cardholder – spoke regarding the possible use of FreedomBox in the Library. FreedomBox is a new, Internet access device and software designed for the visually impaired.

Nicole Hugues – Orange County Resident and Cardholder – spoke regarding issues with the use of JAWS for , a software program that uses a speech synthesizer to read aloud all text that appears on the screen.

President Brady adjourned the meeting at 8:29 p.m. for a short minute break.

The meeting reconvened at 8:31 p.m.

05-127

**Winter Garden Project Summary**

Construction attorney Don Gibson briefly summarized the status of the project for the Board of Trustees and recommended that a completion agreement be negotiated with the contractor, APM Construction. This agreement would include a firm date by which APM would complete the project.

Trustee Pardy, seconded by Trustee Tyson, moved to move forward with negotiating a completion agreement with APM Construction. Motion carried 4-1 with Trustee Kohler voting nay.

05-128

**Summer Plans at Eatonville Branch Library**

Branch Administrator Sally Fry spoke briefly regarding the summer activities planned at the Eatonville Branch Library and mentioned that all community agencies in the area have been contacted and notified about the programs.

X. **Adjournment**

President Brady adjourned at 8:45 p.m.

**Next Meeting Dates: July 14, 2005 – Alafaya Branch Library; 12000 East Colonial Drive; Orlando, Florida 32826 --- August 11, 2005 – Windermere Branch Library; 530 Main Street; Windermere, Florida 34786.**

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Approval of Minutes:  
Supplemental Meeting  
June 16, 2005**

**MEETING MINUTES**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**  
**June 16, 2005**  
**Orlando Public Library**  
**101 East Central Boulevard**  
**Orlando, Florida 32801**  
**407.835.READ (7323)**

Board Members Present: Sara Brady; Tom Kohler

Administration Present: Mary Anne Hodel; Sally Fry;  
Marilyn Hoffman; Milinda Neusaenger

The meeting began at 2:00 p.m.

Trustee Kohler shared his proposed agenda for the Edgewater community meeting scheduled for June 22, 2005 at the Edgewater Branch Library, as he will be conducting the meeting. Trustee Kohler described the main focus as being community outreach and interaction regarding immediate issues; near future issues; and long term issues. He stated that community support and involvement is vital for the future growth of the Library System. President Brady advised that the Edgewater Branch and service to residents on the east-side of Orange County needs to be addressed. Discussion ensued regarding initial steps for the Edgewater community committee to begin gathering data and establishing priorities for support in partnership with the Friends of the Library.

The meeting was adjourned at 2:38 p.m.

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Staff Presentation: New Website ~  
Sheri Chambers & Nils Thingvall**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Financial Statements &  
Summaries: June 2005**

# Orange County Library System Financial Statement Highlights Nine Months Ended June 30, 2005

## Operating Fund Revenue and Expenditure Summaries

### Insurance

After the budget for the current year had been adopted but prior to the start of the fiscal year, we reviewed the insured value of the contents (books, computers, furniture, etc) throughout the system with our new insurance consultant, Arthur J. Gallagher & Co. We had not done such a review in several years and realized we were substantially underinsured. As a result of this effort, we increased the insured value of the contents from \$19,000,000 to \$49,000,000 and due to the higher premiums, will overspend this account by about \$30,000.

### Repairs and Maintenance

For the quarter ended June 30, 2005, a total of \$9,594 was paid to our handyman, which consisted of \$8,764 for labor and \$830 for materials.

### Copying/Printing

Due to a staffing shortage in the Facilities & Operations Department, we contracted with external printers for much of the printing we used to do in house. We have found this to be an efficient way to handle this printing work and will continue outsourcing this function.

### Building and Improvements

We are nine months into the fiscal year, yet only 13% of this account has been spent. Although the Library Board awarded a \$993,000 contract to Weiss & Woolrich to replace the roof on the Main Library and work has been underway since May, the contractor has yet to submit the first request for payment. We expect this request any day. There is good news to report on the roof project. Part of the project included raising the two cooling towers and this was included in the contract with Weiss & Woolrich. Raising the towers, which was a code requirement, would have been a challenge given the incredible weight involved. Our architect, ARC, reviewed the need to raise the towers with the City of Orlando, which decided we did not have to do it. The bottom line is there will end up being a deductive change order in our favor.

## 2004 Investment Summary

The attached Summary is provided to the Library Board on an annual basis. The intent is both full disclosure and hopefully, to give the Board piece of mind that the Library is not another Orange County, California. We take a conservative approach with respect to our Operating, Capital Projects, and Debt Service Fund investments and the asset allocation (60% equities / 40% fixed income) outlined in the Investment Policy Statement for our Defined Benefit Pension Plan is appropriate for the long term nature of the Plan.

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
Nine Months Ended June 30, 2005**

05-135

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(9 months=75%)</b>
<b>AD VALOREM TAXES</b>	24,602,704	24,370,949	99.1%
<b>INTERGOVERNMENTAL</b>			
Grants	20,000	40,447	202.2%
State Aid	1,480,000	1,502,357	101.5%
Law Collection Fees	250,000	126,468	50.6%
	<u>1,750,000</u>	<u>1,669,272</u>	<u>95.4%</u>
<b>CHARGES FOR SERVICES</b>			
Fee Cards	2,000	5,375	268.8%
PC Pass	55,000	30,960	56.3%
Classes	1,000	1,526	152.6%
Copy & Vending	165,000	147,038	89.1%
Fax	0	1,895	
Scanner	0	176	
Computer Booklets	0	21	
PC Express	0	30	
	<u>223,000</u>	<u>187,021</u>	<u>83.9%</u>
<b>FINES</b>			
Fines	850,000	967,464	113.8%
Lost Materials	90,000	82,530	91.7%
	<u>940,000</u>	<u>1,049,994</u>	<u>111.7%</u>
<b>MISCELLANEOUS</b>			
Interest Earnings	175,000	286,039	163.5%
Contributions - Friends of Library	152,000	96,666	63.6%
Contributions - Others	5,000	160,316	3206.3%
Miscellaneous	30,500	47,797	156.7%
Disk Sales	2,500	2,249	90.0%
Grant & Awards	0	5,000	
	<u>365,000</u>	<u>598,067</u>	<u>163.9%</u>
<b>TRANSFER FM PROP APPRAISER</b>	20,000	0	0.0%
<b>TRANSFER FM TAX COLLECTOR</b>	220,000	0	0.0%
<b>TOTAL REVENUES</b>	<u><u>28,120,704</u></u>	<u><u>27,875,303</u></u>	<u><u>99.1%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND EXPENDITURE SUMMARY  
Nine Months Ended June 30, 2005**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(9 months=75%)</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	11,966,413	8,672,397	72.5%
Medicare Taxes	173,513	124,369	71.7%
Defined Contribution Plan	897,481	664,246	74.0%
Defined Benefit Plan	1,221,066	591,410	48.4%
Life and Health Insurance	2,019,439	1,192,867	59.1%
Worker's Compensation	119,664	97,765	81.7%
Unemployment Compensation	20,000	5,571	27.9%
Parking & Bus Passes	85,320	62,357	73.1%
	<u>16,502,896</u>	<u>11,410,982</u>	<u>69.1%</u>
<b>OPERATING</b>			
Professional Services	210,000	158,371	75.4%
Other Contractual Services	620,000	408,481	65.9%
Other Contract. Serv.- Janitorial	256,000	186,743	72.9%
Training and Travel	75,000	98,916	131.9% *
Telecommunication	322,000	219,346	68.1%
Delivery and Postage	1,272,000	943,058	74.1%
Utilities	710,000	478,792	67.4%
Rentals and Leases	901,000	639,184	70.9%
Insurance	155,000	168,645	108.8% *
Repair and Maintenance	628,000	479,413	76.3% *
Repair & Maint. - Hardware/Software	284,000	203,965	71.8%
Copying/Printing	185,000	164,079	88.7%
Property Appraiser's Fee	282,000	269,228	95.5%
Tax Collector's Fee	486,000	487,419	100.3% *
Supplies	625,000	505,757	80.9% *
Supplies-Hardware/Software	80,000	121,552	151.9% *
Contingency	300,000	0	0.0%
	<u>7,391,000</u>	<u>5,532,949</u>	<u>74.9%</u>
<b>CAPITAL OUTLAY</b>			
Building and Improvements	1,940,000	250,100	12.9%
Hardware/Software	195,000	84,860	43.5%
Equipment and Furniture	162,000	214,001	132.1% *
	<u>2,297,000</u>	<u>548,961</u>	<u>23.9%</u>
<b>LIBRARY MATERIALS</b>			
Materials - Rest. Contributions	5,500	4,707	85.6%
Materials - Law	210,000	46,384	22.1%
Materials - Other	4,236,500	3,108,828	73.4%
	<u>4,452,000</u>	<u>3,159,919</u>	<u>71.0%</u>
<b>TRANSFER TO OTHER FUNDS</b>			
Branch Debt Service Fund	410,000	204,729	49.9%
Sinking Fund	100,000	100,000	100.0%
	<u>510,000</u>	<u>304,729</u>	<u>59.8%</u>
<b>TOTAL EXPENDITURES</b>	<b><u>31,152,896</u></b>	<b><u>20,957,540</u></b>	<b><u>67.3%</u></b>

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

**ORANGE COUNTY LIBRARY DISTRICT  
MAIN DEBT SERVICE FUND  
Nine Months Ended June 30, 2005**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(9 months=75%)</u>
<b>REVENUES</b>			
Ad Valorem Taxes	1,234,885	1,223,785	99.1%
Interest	7,000	13,450	192.1%
Transfer From Tax Collector	11,000	0	0.0%
<b>TOTAL REVENUES</b>	<b><u>1,252,885</u></b>	<b><u>1,237,235</u></b>	<b><u>98.8%</u></b>

**EXPENDITURES**

Principal	1,150,000	0	0.0%
Interest	104,600	52,300	50.0%
Tax Collector's Fee	26,400	24,476	92.7%
<b>TOTAL EXPENDITURES</b>	<b><u>1,281,000</u></b>	<b><u>76,776</u></b>	<b><u>6.0%</u></b>

**FUTURE DEBT SERVICE PAYMENTS**

<u>DATE</u>	<u>PRINCIPAL</u>	<u>INTEREST</u>
09/01/05	1,150,000	52,300
2006	1,200,000	54,000
	<b><u>2,350,000</u></b>	<b><u>106,300</u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
BRANCH DEBT SERVICE FUND  
Nine Months Ended June 30, 2005**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(9 months=75%)</b>
<b>REVENUES</b>			
Transfer From General Fund	410,000	204,729	49.9%
Interest	5,000	5,936	118.7%
<b>TOTAL REVENUES</b>	<b>415,000</b>	<b>210,665</b>	<b>50.8%</b>

**EXPENDITURES**

Principal	339,227	168,225	49.6%
Interest	70,233	36,504	52.0%
<b>TOTAL EXPENDITURES</b>	<b>409,460</b>	<b>204,729</b>	<b>50.0%</b>

**FUTURE DEBT SERVICE PAYMENTS**

<b>DATE</b>	<b>PRINCIPAL</b>	<b>INTEREST</b>
8/1/05	171,001	33,729
2006	350,513	58,945
2007	362,175	47,283
2008	374,226	35,233
2009	386,677	22,781
2010	399,542	9,916
	<b>2,044,134</b>	<b>207,887</b>

**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Nine Months Ended June 30, 2005**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(9 months=75%)</u>
<b>REVENUES</b>			
Line of Credit Proceeds	1,000,000	0	0.0%
<b>TOTAL REVENUES</b>	<b><u>1,000,000</u></b>	<b><u>0</u></b>	<b><u>0.0%</u></b>
<b>EXPENDITURES</b>			
<u>FUTURE BRANCH LOCATION</u>			
Land	1,000,000	0	0.0%
<u>WINTER GARDEN BRANCH</u>			
Architect/Engineer	0	2,099	
Construction Contractor	0	149,829	
Carpet	0	0	
Impact & Permit Fees	0	0	
Testing	0	18,337	
Other	0	18,644	
	<u>0</u>	<u>188,909</u>	
<b>TOTAL EXPENDITURES</b>	<b><u>1,000,000</u></b>	<b><u>188,909</u></b>	<b><u>18.9%</u></b>



**ORANGE COUNTY LIBRARY DISTRICT  
SINKING FUND  
Nine Months Ended June 30, 2005**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(9 months=75%)</u>
<b>REVENUES</b>			
Transfer From General Fund	100,000	100,000	100.0%
Interest	0	1,359	
<b>TOTAL REVENUES</b>	<b><u>100,000</u></b>	<b><u>101,359</u></b>	<b><u>101.4%</u></b>
 <b>RESERVES</b>			
Reserves-Building and Improvements	50,000	50,000	100.0%
Reserves-Technology	50,000	50,000	100.0%
<b>TOTAL RESERVES</b>	<b><u>100,000</u></b>	<b><u>100,000</u></b>	<b><u>100.0%</u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
MONTHLY ROLLOVER  
June 2005**

05-135

	<u>BALANCE 5/31/05</u>	<u>RECEIPTS</u>	<u>DISBURSE</u>	<u>BALANCE 6/30/05</u>
<b>OPERATING</b>				
Checking	285,680	3,768,646	(3,070,428)	983,898
SBA Investments	8,108,791	21,185	(3,005,000)	5,124,976
CD Investments	8,581,318	0	0	8,581,318
	<b>16,975,789</b>	<b>3,789,831</b>	<b>(6,075,428)</b>	<b>14,690,192</b>
<b>MAIN DEBT SERVICE</b>				
AIM Investments	1,191,099	12,232	0	1,203,331
<b>BRANCH DEBT SERVICE</b>				
CD Investments	399,552	0	0	399,552
<b>CAPITAL PROJECTS</b>				
Checking	0	55,804	(55,804)	0
SBA Investments	151,145	381	0	151,526
	<b>151,145</b>	<b>56,185</b>	<b>(55,804)</b>	<b>151,526</b>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND  
BALANCE SHEET - ASSETS  
June 2005**

05-135

**ASSETS**

Certificates of Deposit	8,581,318
Cash on Hand	14,355
Equity in Pooled Cash	983,898
Accounts Receivable	14,224
Due From Other Funds	308,571
Due From Other Governments	35,000
Interest Receivable	81,571
Inventory	195,088
Investments-SBA	5,124,976
Prepays	98,555
Other Assets-Deposits	<u>9,175</u>

**TOTAL ASSETS** **15,446,731**

**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND**  
**BALANCE SHEET - LIABILITIES & FUND BALANCE**  
**June 2005**

05-135

**LIABILITIES**

Accounts Payable	0
Retainage Payable	20,007
Accrued Wages Payable	157,583
Accrued FIT Tax Payable	0
Accrued Med Tax Payable	0
Accrued Sales Tax	13
Due To FOL-Taxable Book Sales	4,598
Due To FOL-Nontaxable Book Sales	4
Due To FOL-Sales Tax	308
United Appeal	329
Bonds	208
Def Comp Employees	16,980
Health Insurance	32,335
Union Dues	1,095
Union-Cope	0
Optional Life	4,280
Flex Spend Med	(6,839)
Flex Spend Dep	0
Miscellaneous	186
Def Comp Plan -401	33,092
Daughters of American Revolution	38,370
Unclaimed Payroll	1,571
<b>TOTAL LIABILITIES</b>	<b><u>304,120</u></b>

**FUND BALANCE**

Reserve for Inventory	195,088
Reserve for Encumbrances	380,466
Reserve for Prepaids	109,137
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	2,962,207
Current Year Excess of Revenues Over Expenditures	6,917,764
<b>TOTAL FUND BALANCE</b>	<b><u>15,142,611</u></b>

0.00

**TOTAL LIABILITIES & FUND BALANCE**

**15,446,731**

## **ORANGE COUNTY LIBRARY SYSTEM 2004 INVESTMENT SUMMARY**

The purpose of this summary is to provide the Library Board with an overview of the investment activity for calendar year 2004.

### **Background**

The Orange County, California situation in the mid-nineties caused local governments across the country to take a hard look at their investments and the associated risks.

Generally, there are three types of funds which local governments invest:

- Operating and Capital Projects
- Debt Service
- Pension and Similar Type Plans

After Orange County, California, the Florida Legislature adopted Florida Statute 218.415 to address the investment of surplus funds. The Statute required each local government to select one of the following:

1. Adopt a written investment policy which addresses 16 specific points outlined in the Statute **or**
2. Restrict the investment of surplus funds to a narrow list of options including the State Board of Administration Investment Pool (SBA), direct obligations of the U.S Treasury, and interest bearing and time deposits.

The Library Board had previously approved an investment policy in January 1993, which limited investments to those listed in # 2 above. Accordingly, we did not adopt a new policy but continued to restrict out investments to those listed in # 2. Furthermore, our own investment policy includes a guideline of no more than 60% in the SBA. The intent was to not invest all the funds in the SBA, but rather maintain some diversity between SBA and certificates of deposit and treasury securities. As part of the Library's annual audit, our auditors are required to review our compliance with Florida Statute 218.415.

The investment restrictions for debt service funds are normally found in the documents which authorize the debt.

In the late nineties, the Florida Legislature adopted Florida Statute 112.61, which required local governments to adopt written investment policy statements for their defined benefit pension plans. The Library Board approved the initial Investment Policy Statement for our defined benefit pension plan in September, 2000 and then approved a revised Statement in April, 2004.

The following is organized according to the Library's fund accounting structure.

### **Operating and Capital Projects Fund Investments**

The attached spreadsheet shows the types of investments and rates earned during the year.

### **Operating Fund Interest Revenues**

The following summarizes the Operating Fund Interest Revenues since fiscal year 1999.

<b>Fiscal Year</b>	<b>Operating Fund Interest Revenues</b>
September 30, 1999	\$594,000
September 30, 2000	\$827,000
September 30, 2001	\$858,000
September 30, 2002	\$345,000
September 30, 2003	\$238,000
September 30, 2004	\$191,000
September 30, 2005 (projected)	\$275,000

Although the revenues are on the rise, they are still substantially less than they were just four years ago.

### **Main Debt Service Fund**

The purpose of this fund is to accumulate the resources to pay the principal and interest on the bonds issued to fund the Main Library expansion in the early eighties. The assets are invested in an AIM Treasury Institutional mutual fund. The Orange County Comptroller's Office also uses this same mutual fund for some of the County's debt service funds. The underlying assets of the mutual fund are U.S. Treasury securities. The balance in the Library's account at AIM ranged from a high of \$1,200,000 in July to a low of \$27,000 in August after the semi-annual debt service payment was made. The balance at December 31, 2004 was \$616,000. According to AIM, the fund earned **1.59%** in 2004.

### **Branch Debt Service Fund**

The purpose of this fund is to accumulate the resources to pay the principal and interest on the bank loan used to construct branch facilities and purchase the North Orange Branch. The Orange County's Comptroller's Office requested that we build reserves equal to the amount of one year's debt service, which is approximately \$410,000. These funds were invested in certificates of deposit during 2004. The rates for the \$400,000 certificates ranged from **1.14%** to **2.10%** during the year.

### **Defined Benefit Pension Plan**

The purpose of the Plan is to provide retirement benefits for long term, full time employees. The benefit for a particular employee is based on years of service and final average compensation. The Library is required to fund the actuarial determined contributions. As of the end of the calendar year, the investments in the Plan consisted of the following mutual funds.

<b>Mutual Funds</b>	<b>Fair Market Value at December 31, 2004</b>
Goldman Sachs Large Cap Value A	\$3,199,000
Oppenheimer Capital Appreciation	2,947,000
Pioneer Mid-Cap Value A	1,295,000
Franklin Flex Cap Growth A	1,215,000
Evergreen Special Values A	1,289,000
Sentinel Small Company A	1,058,000
Fidelity Advisor Diversified International A	3,806,000
MFS Emerging Market Debt A	263,000
Pioneer High Yield Bond A	478,000
Pioneer Strategic Income A	491,000
Calvert Income A	467,000
PIMCO Real Return A	942,000
ING GNMA Income A	230,000
Morley Stable Value	6,365,000
Fidelity Institutional Domestic Money Mkt	205,000
<b>Total</b>	<b>\$24,250,000</b>

At the beginning of 2003, all of the Plan investments were held by The Hartford and 98% were invested in fixed income securities. Since that time a number of significant changes have occurred.

- In April of 2003 a strategy was implemented to diversify the investments into equities. The goal of this strategy was to reach the 60% equities / 40% fixed income target allocation outlined in the Investment Policy Statement over a 12 to 18 month period.
- In May 2004, we terminated our contract with The Hartford and contracted with USI Consulting Group to serve as our investment consultant. In June 2004, all of the Plan investments were reinvested in mutual funds based on recommendations from USI. As of December 31, 2004, the asset allocation was 60% equities / 40% fixed income, which matches the target in the Investment Policy Statement.

Plan investment returns for the last several years are as follows:

<b>Calendar Year</b>	<b>Return</b>
December 31, 1998	<b>6.21%</b>
December 31, 1999	<b>6.43%</b>
December 31, 2000	<b>6.37%</b>
December 31, 2001	<b>5.54%</b>
December 31, 2002	<b>7.41%</b>
December 31, 2003	<b>9.29%</b>
December 31, 2004	<b>9.86%</b>

When the equities markets took a nose dive in early 2001, we were insulated as the Plan investments were still primarily in fixed income. While our transition into equities in 2003 was cautious, the results in both 2003 and 2004 have been favorable.

The Plan Administrators, Mary Anne Hodel, Carla Fountain, and Bob Tessier, meet with Christopher Rowlins from USI on a quarterly basis to review the performance of the Plan investments as compared to the benchmarks outlined in the Investment Policy Statement and whether there should be any changes in the individual mutual funds. Since June 2004, only one mutual fund has been changed out. USI will make an annual presentation to the Library Board to summarize the performance of the Plan investments.

#### **Defined Contribution Pension Plan**

The Library established this Plan in lieu of participation in Social Security. All employees begin participating at their date of hire and the Library contributes an amount equal to 7.5% of each employee's compensation into the Plan.

Since the Plan was established in the early eighties, financial institutions invested the Plan assets based on broad parameters established by the Library. In essence, it was a one size fits all philosophy. In the summer of 2002, the Plan was converted to a self-directing concept through ICMA Retirement Corporation. Self-directing allows each employee to make investment choices which suit their needs. ICMA offers a wide variety of mutual funds. Our ICMA representative, Steve Brindle, comes to the Library monthly to meet with employees who want to discuss their investments in the Plan and possible changes.

When the Plan was converted to the self-directing concept, each employee's account was initially invested in ICMA's Traditional Growth Model Portfolio Fund. The asset allocation (60% equities / 40% fixed income) for this fund was similar to how the money had been invested at First Union.

As of December 31, 2004, \$11,382,000 was in the Plan and the majority (78%) was still invested in the Traditional Growth Model Portfolio Fund.



**457(b) Deferred Compensation Plan**

This Plan allows employees to defer federal income taxes on a portion of their gross wages. The taxes are paid when the funds are withdrawn, presumably during retirement when the employee should be in a lower tax bracket.

Similar to the Defined Contribution Pension Plan, the investments are self-directed through mutual funds offered by ICMA Retirement Corporation.

As of December 31, 2004, \$4,925,000 was invested in the Plan through various mutual funds.

**457(f) Deferred Compensation Plan**

This Plan, which was established when the Director was hired, requires annual contributions of \$4,600. The investments are self-directed. As of December 31, 2004, \$19,600 was invested in a Vanguard mutual fund.

**ORANGE COUNTY LIBRARY SYSTEM  
OPERATING AND CAPITAL PROJECTS FUNDS  
2004 INVESTMENT SUMMARY**

	OPERATING FUND CD's					OPERATING FUND SBA*		TOTAL OPERATING FUND INVEST		% CD'S	% SBA	CAPITAL PROJECTS FUND SBA*	
	2 mil	2 mil	Rates 3 mil	5 mil	.580 mil		RATE						RATE
January	10,580,000		1.07	0.95	1.20	1.00	6,279,660	1.24	16,859,660	62.75%	37.25%	343,522	1.24
February	10,580,000		1.07	1.12	1.20	1.00	8,186,698	1.23	18,766,698	56.38%	43.62%	213,750	1.23
March	10,580,000		1.07	1.12	1.20	1.00	7,194,180	1.19	17,774,180	59.52%	40.48%	48,889	1.19
April	10,580,000		1.07	1.12	1.20	1.00	7,201,198	1.20	17,781,198	59.50%	40.50%	48,936	1.20
May	10,580,000		1.07	1.12	1.20	1.00	6,207,687	1.22	16,787,687	63.02%	36.98%	48,986	1.22
June	10,580,000		1.41	1.12	1.20	1.00	3,612,655	1.27	14,192,655	74.55%	25.45%	249,107	1.27
July	7,580,000	1.33	1.41	1.12		1.00	5,417,369	1.42	12,997,369	58.32%	41.68%	114,250	1.42
August	7,580,000	1.33	1.41	1.74		1.00	2,422,228	1.54	10,002,228	75.78%	24.22%	50,098	1.54
September	5,580,000		1.41	1.74		1.00	2,625,857	1.70	8,205,857	68.00%	32.00%	50,168	1.70
October	5,580,000		1.41	1.74		2.10	627,506	1.82	6,207,506	89.89%	10.11%	50,245	1.82
November	3,580,000		1.41	1.74		2.10	1,628,308	1.97	5,208,308	68.74%	31.26%	50,326	1.97
December	3,580,000			1.74		2.10	8,635,154	2.19	12,215,154	29.31%	70.69%	50,420	2.19

\* SBA = State Board of Administration Investment Pool (available to local governments)

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Statistics & Summaries: June 2005**

## STATISTICAL SUMMARY

### June 2005 Statistics for July 2005 meeting

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

The Library started two new projects in June to promote new Library card sign up. We added over 5,000 “new resident” records to our database and mailed postcards to all of these new residents inviting them to register by visiting us, going online or mailing back a completed registration form.

We also started our *Summer Rush to Register!* Competition. Branches and the Main Library Circulation Department are competing to see which location can achieve the highest % increase in active registrations between June and August.

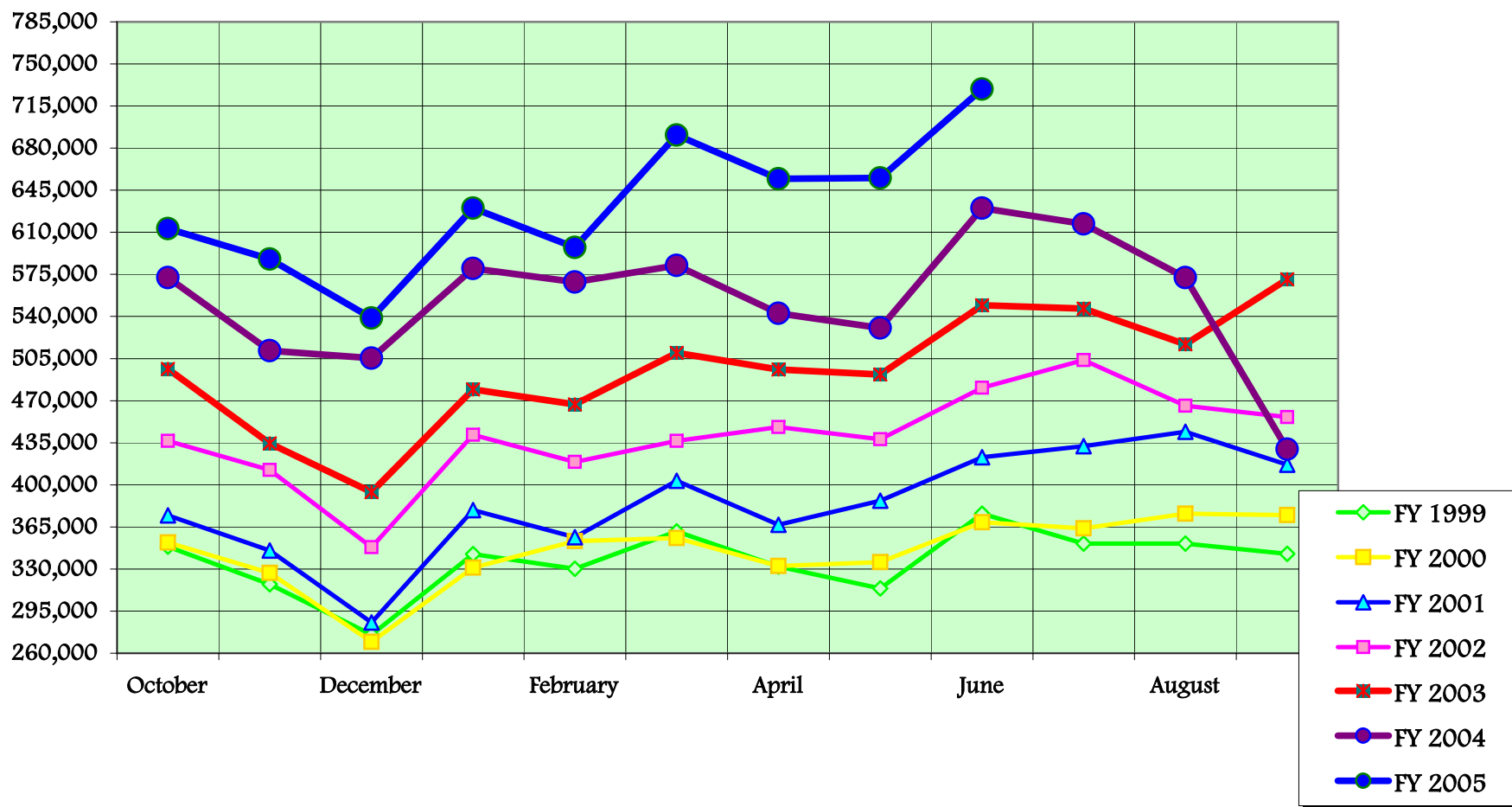
The decrease from May 2005 to June 2005 in the number for Total Registered Borrowers is due to a database clean up. We deleted 15,000 old expired PC Pass records.

#### **Library Activity**

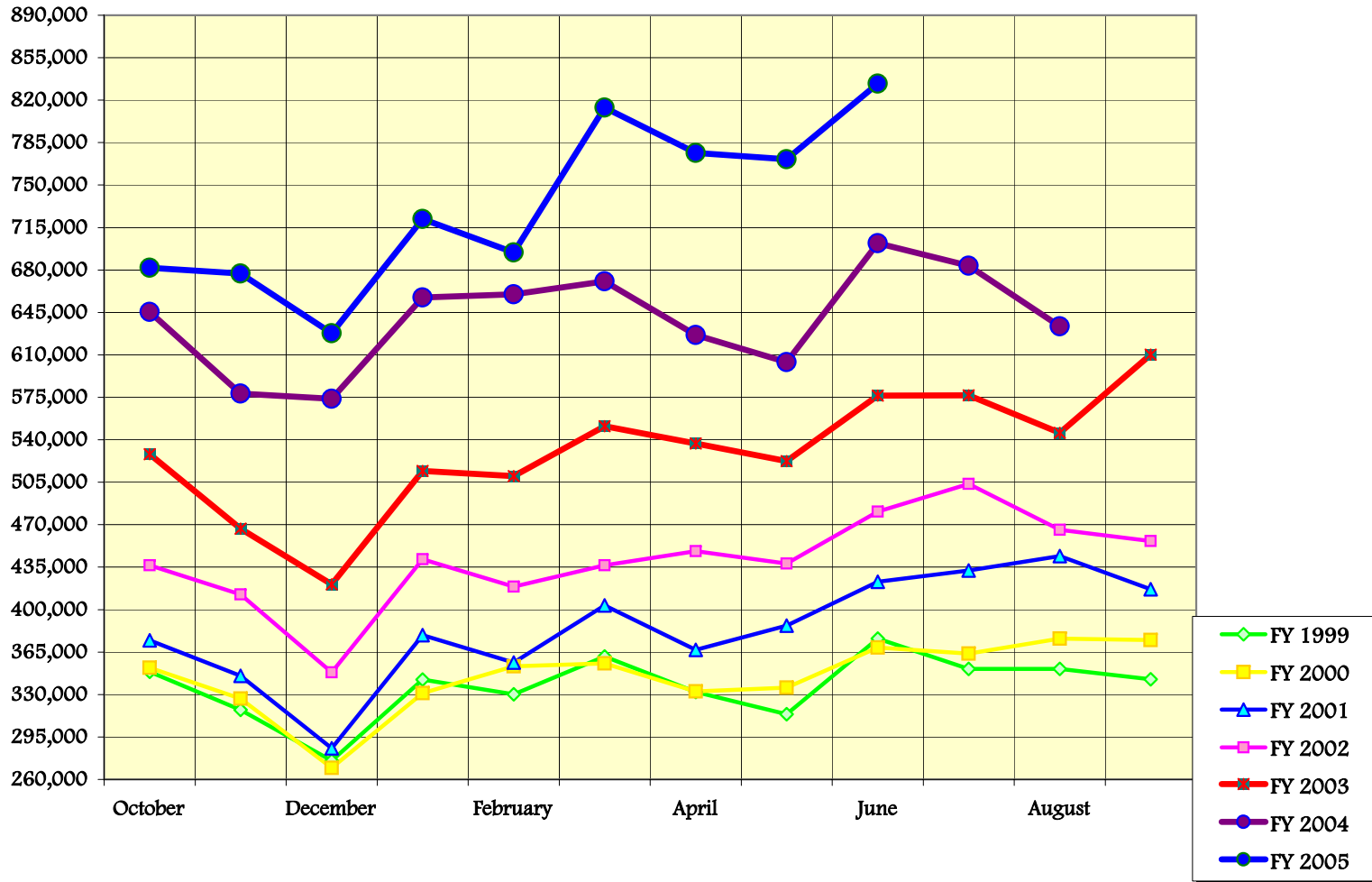
Program attendance took a big jump over June 2004, 18.74 % over last year. We have had some very successful programs related to our summer reading program, *Reading is a Treat!* On June 10, 2005 we had over 150 kids and parents attend a program on making chocolate at Southwest. Over 250 people attended two “chocolate” programs at Alafaya on June 28, 2005. Many thanks to Farris and Foster’s Chocolate Factory for their support of these programs.

We are very pleased with the response to the establishment of a separate training room at Southeast. In June we held 26 classes in English and 26 classes in Spanish. Attendance for the classes in English was 77. Attendance for the classes in Spanish was nearly twice that number, 145! We think we have really hit on a successful service at this location and will continue to expand class offerings in this location. Southeast will also act as our pilot location for offering a new computer product, ELLIS, for Spanish speakers who would like to learn to speak English.

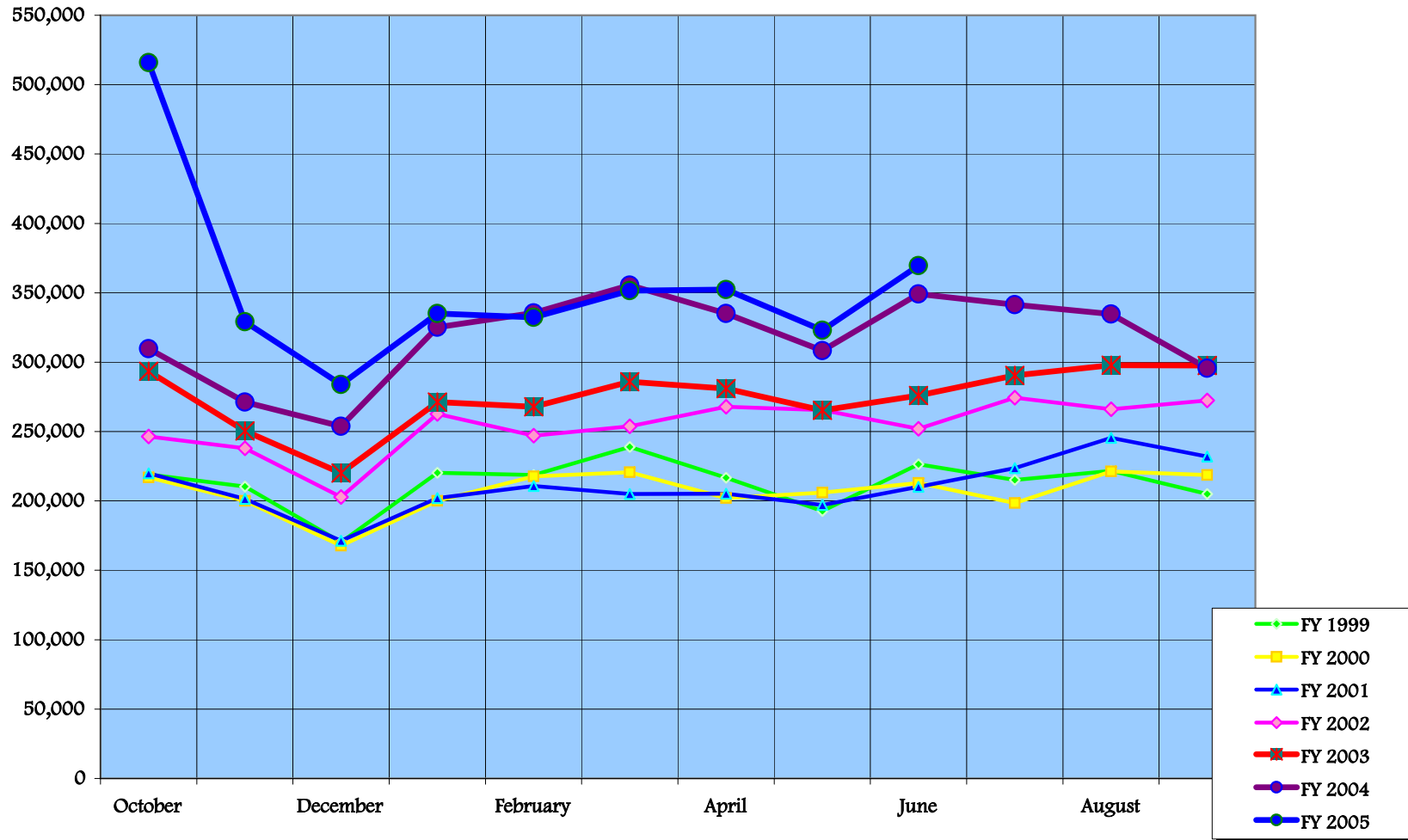
**ORANGE COUNTY LIBRARY SYSTEM  
CIRCULATION**  
Fiscal Year 1999 Through Fiscal Year 2005 TO Date



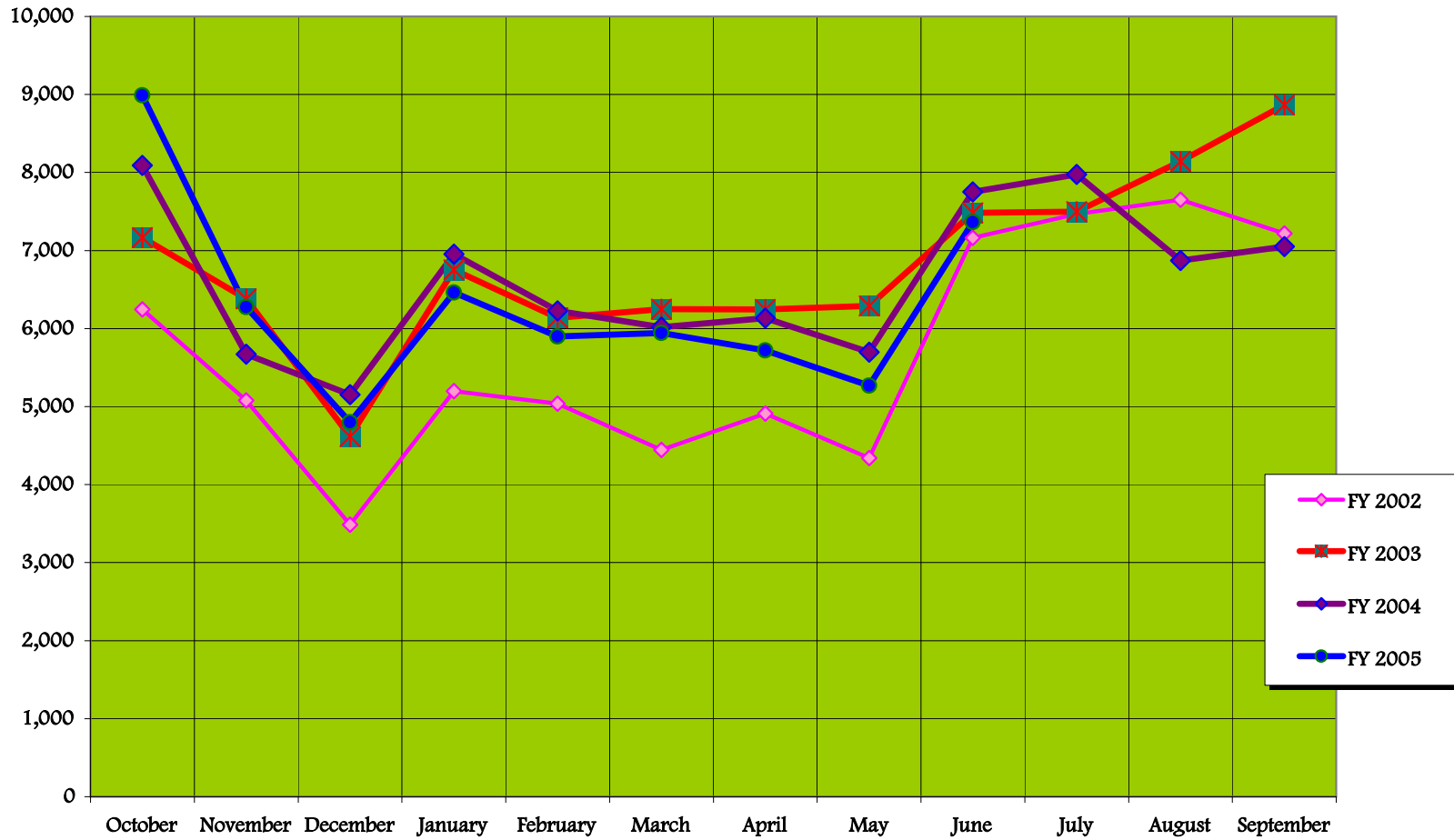
**ORANGE COUNTY LIBRARY SYSTEM  
CIRCULATION WITH ELECTRONIC STATS**  
(Circ Stats - previous month & Electronic Stats - 2 months previous)  
Fiscal Year 1999 Through Fiscal Year 2005 TO Date



Orange County Library System  
 Door Counts  
 Fiscal Year 1999 through Fiscal Year 2005 To Date



Orange County Library System  
New Patron Registration  
Fiscal Year 2002 through Fiscal Year 2005 To Date





Circulation and Door Count  
October - March

Orange County Library System: Report for FY 2005 YTD & FY 2004

	Oct-04	Oct-03	Nov-04	Nov-03	Dec-04	Dec-03	Jan-05	Jan-04	Feb-05	Feb-04	Mar-05	Mar-04
<b>Circulation</b>												
Main	193,476	158,181	180,444	153,204	172,909	151,399	185,053	163,584	179,407	165,452	206,377	185,438
Branches	366,219	355,946	356,640	318,901	320,269	308,460	389,616	368,668	371,003	352,094	421,338	355,523
MAYL	52,902	54,059	48,152	36,786	42,305	45,092	52,548	47,237	44,206	50,673	59,822	41,130
Talking Books	528	4,192	2,907	2,622	3,211	338	2,942	371	2,885	446	3,400	388
<b>Total</b>	<b>613,125</b>	<b>572,378</b>	<b>588,143</b>	<b>511,513</b>	<b>538,694</b>	<b>505,289</b>	<b>630,159</b>	<b>579,860</b>	<b>597,501</b>	<b>568,665</b>	<b>690,937</b>	<b>582,479</b>
<b>Door Count</b>												
Main	68,996	66,816	52,721	76,673	47,060	54,546	62,089	64,798	58,023	64,232	61,375	66,748
Branches	366,470	242,940	278,637	192,229	236,839	199,173	272,964	260,359	274,354	271,292	290,246	288,689
Talking Books	13	14	4	12	6	6	4	10	7	7	9	5
<b>Total</b>	<b>435,466</b>	<b>309,756</b>	<b>331,358</b>	<b>268,902</b>	<b>283,899</b>	<b>253,719</b>	<b>335,053</b>	<b>325,157</b>	<b>332,377</b>	<b>335,524</b>	<b>351,621</b>	<b>355,437</b>

Circulation and Door Count  
April - September

Orange County Library System: Report for FY 2005 YTD & FY 2004

	Apr-05	Apr-04	May-05	May-04	Jun-05	Jun-04	% of Change	Jul-05	Jul-04	Aug-05	Aug-04	Sep-05	Sep-04	YTD 2005	YTD 2004
<b>Circulation</b>															
Main	201,587	160,695	204,294	163,787	211,295	179,221	17.90%		186,623		181,947		161,106	1,734,842	2,010,637
Branches	399,791	340,887	399,146	323,463	460,906	393,268	17.20%		372,016		343,175		227,233	3,484,928	4,059,634
MAYL	50,238	40,739	48,332	42,770	53,710	57,286	-6.24%		58,076		46,989		41,001	452,215	561,838
Talking Books	2,930	413	3,327	319	3,162	438	621.92%		341		312		302	25,292	10,482
<b>Total</b>	<b>654,546</b>	<b>542,734</b>	<b>655,099</b>	<b>530,339</b>	<b>729,073</b>	<b>630,213</b>	<b>15.69%</b>		<b>617,056</b>		<b>572,423</b>		<b>429,642</b>	<b>5,697,277</b>	<b>6,642,591</b>
<b>Door Count</b>														-	-
Main	60,548	58,954	53,029	58,195	59,132	65,602	-9.86%		62,215		62,228		57,948	522,973	758,955
Branches	291,853	276,023	269,970	250,031	310,530	283,512	9.53%		279,198		272,493		237,756	2,591,863	3,053,695
Talking Books	4	2	7	13	10	17	-41.18%		6		14		5	55	111
<b>Total</b>	<b>352,401</b>	<b>334,977</b>	<b>322,999</b>	<b>308,226</b>	<b>369,662</b>	<b>349,114</b>	<b>5.89%</b>	-	<b>341,413</b>	-	<b>334,721</b>	-	<b>295,704</b>	<b>3,114,836</b>	<b>3,812,650</b>

## Library Activities October ~ March

Orange County Library System: Report for FY 2005 YTD & FY 2004

	Oct-04	Oct-03	Nov-04	Nov-03	Dec-04	Dec-03	Jan-05	Jan-04	Feb-05	Feb-04	Mar-05	Mar-04
<b>Program Attendance Total</b>	13,258	14,888	10,838	14,554	7,987	7,168	9,680	9,933	12,456	12,366	11,942	11,893
<b>Total # of Programs</b>	405	488	350	376	365	402	342	402	419	402	458	406
<b>Community Events Attendance Total</b>	1,704	1,634	1,792	2,071	0	260	277	354	472	1,599	353	668
<b>Total # of Community Events</b>	18	19	25	27	0	3	7	3	14	9	4	10
<b>Events Line</b>	-	N/A	49	N/A	16	N/A	30	N/A	33	N/A	23	N/A
<b>StoryLine</b>	345	474	332	395	285	676	279	809	210	898	252	551
<b>Class Attendance</b>	1,162	535	1,049	525	652	439	1041	747	1243	789	1215	822
<b>Total # of Classes</b>	262	122	229	145	190	165	232	226	281	166	310	195
<b>QuestLine</b>	15,480	15,927	13,728	13,338	11,873	13,281	14,530	15,494	14,240	15,831	16,040	18,063
<b>Hits to Website**</b>	10,603,759	6,715,631	8,440,620	5,329,645	11,531,063	5,869,349	15,352,285	8,090,200	15,816,206	7,731,165	15,023,342	10,014,583
<b>F.C. Sessions*</b>	61,841	60,436	57,898	48,232	55,421	50,453	62,062	56,474	60,939	59,058	66,879	61,856
<b>Number of Active Cards in the System</b>	301,108	277,480	300,679	279,139	299,476	280,449	301,975	283,903	300,538	285,382	300,756	284,869
<b>New Customer Registrations</b>	8,989	8,090	6,277	5,672	4,798	5,154	6,462	6,953	5,898	6,226	5,944	6,019
<b>Total Registered Borrowers</b>	767,093	685,385	774,114	691,057	778,890	696,211	785,166	703,164	787,143	709,390	795,661	715,409

\*March 2004: Network outage at Edgewater, internet inaccessible for approximately 24 hours. October 2004: Only 12 days of data retrieved at Hiawassee due to software failure.

\*\* October & November 2004 Website Hits are Estimates due to software error.

## Library Activities April - September

Orange County Library System: Report for FY 2005 YTD & FY 2004

	Apr-05	Apr-04	May-05	May-04	Jun-05	Jun-04	% of Change	Jul-05	Jul-04	Aug-05	Aug-04	Sep-05	Sep-04	YTD 2005	YTD 2004
Program Attendance Total	12,397	11,940	13,709	12,383	17,541	14,772	18.74%		13,633		8,415		7,776	109,808	139,721
Total # of Programs	417	405	435	376	496	414	19.81%		423		357		301	3,687	4,752
Community Events Attendance Total	3,211	2,996	111	779	911	896	1.67%		493		4,284		2,111		
Total # of Community Events	17	21	10	7	4	3	33.33%		3		20		30		
Events Line	20	N/A	78	N/A	17	N/A	N/A		N/A		N/A		N/A		N/A
StoryLine	231	371	177	472	295	-	-	-	-		212		273	2,406	
Class Attendance	1,088	1,125	1032	561	1835	1145	60.26%		1,234		822		1,022	10,317	9,766
Total # of Classes	300	249	322	129	396	233	69.96%		252		197		213	2,522	2,292
QuestLine	15,797	15,370	15,661	13,583	18,202	15,209	19.68%		15,277		15,999		13,446	135,551	181,018
Hits to Website	14,544,626	8,644,039	14,512,004	8,344,958	17,533,639	8,421,651	108.20%		9,971,756		10,408,304		9,097,730	123,357,544	98,639,011
F.C. Sessions	63,801	63,112	60,898	60,124	63,127	64,706	-2.44%		66,685		62,026		51,023	552,866	704,183
Number of Active Cards in the System	302,083	289,406	309,804	290,595	319,719	296,191	7.94%		296,807		298,476		298,390		
New Customer Registrations	5,720	6,134	5,270	5,696	7,363	7,750	-4.99%		7,977		8,053		7,052	56,721	80,776
Total Registered Borrowers	801,148	722,516	806,113	728,761	797,312	735,474	8.41%		743,310		750,945		757,980		

\*March 2004 is an estimate due to the III Conversion.

\*\* June 2004 StoryLine Stats not available.

[www.ocls.info](http://www.ocls.info)

Orange County Library System: Report for FY 2005 YTD & FY 2004

	Oct-04	Oct-03	Nov-04	Nov-03	Dec-04	Dec-03	Jan-05	Jan-04	Feb-05	Feb-04	Mar-05	Mar-04
Online Catalog Searches	521,255	206,826	477,761	174,333	382,173	155,673	540,385	211,633	561,044	205,932	580,861	290,315
Online Renewals	73,115	74,416	89,428	65,647	86,114	72,829	84,577	66,484	84,884	70,968	98,498	85,077
Electronic Reference Questions	250	353	202	392	155	227	198	301	167	384	222	516
Live Chat Questions	79	65	85	67	58	50	53	87	68	45	89	109
Total Online Reference Questions	329	418	287	459	213	277	251	388	235	429	311	625
Online Requests	47,807	38,272	54,462	29,210	38,464	33,468	51,113	39,163	46,095	33,556	50,663	35,988
Online Suggestions	62	105	105	114	89	112	56	81	86	86	104	193

	Apr-05	Apr-04	May-05	May-04	% of Change	Jun-05	Jun-04	% of Change	Jul-05	Jul-04	Aug-05	Aug-04	Sep-05	Sep-04	YTD 2005	YTD 2004
Online Catalog Searches	591,395	424,052	552,508	418,066	32.16%	588,634	496,984	18.44%		508,807		483,052		430,540	4,796,016	4,006,213
Online Renewals	95,989	73,009	100,356	79,866	25.66%	100,356	83,849	19.69%		87,401		84,250		73,115	813,317	916,911
Online Reference Questions	172	450	163	191	-14.66%	178	246	-27.64%		275		191		184	1,707	3,710
Live Chat Questions	72	92	58	63	-7.94%	45	85	-47.06%		73		60		80	607	876
Total Online Reference Questions	244	542	221	254	-12.99%	223	331	-32.63%		348		251		264	2,314	4,586
Online Requests	49,204	45,966	50,203	45,286	10.86%	52,956	52,893	0.12%		54,221		50,772		41,419	440,967	500,214
Online Suggestions	198	146	148	86	72.09%	152	88	72.73%		30		68		64	1,000	1,173

**Orange County Library System**

**Circulation Statistics**

**June 1, 2005 - June 30, 2005**

<b>Location</b>	<b>Days Open</b>	<b>Circulation Total</b>	<b>% of Total</b>	<b>Year Ago</b>	<b>Gain Loss</b>	<b>%Gain Loss</b>	<b>Total Visits</b>	<b>Year Ago</b>	<b>Gain/ Loss</b>	<b>% Gain/ Loss</b>
Main	30	211,295	28.98%	179,221	32,074	17.90%	59,132	65,602	(6,470)	-9.86%
MAYL	22	53,710	7.37%	57,286	-3,576	-6.24%	N/A	N/A	N/A	N/A
Talking Books	22	3,162	0.43%	438	2,724	621.92%	10	17	(7)	-41.18%
West Oaks	30	51,568	7.07%	42,541	9,027	21.22%	22,416	20,811	1,605	7.71%
Herndon	26	45,545	6.25%	38,624	6,921	17.92%	30,289	26,326	3,963	15.05%
Alafaya	30	64,306	8.82%	53,993	10,313	19.10%	33,134	30,510	2,624	8.60%
Southeast	26	34,161	4.69%	32,308	1,853	5.74%	28,021	25,534	2,487	9.74%
Hiawasse	26	26,054	3.57%	21,475	4,579	21.32%	24,900	22,378	2,522	11.27%
Southwest	26	42,314	5.80%	38,082	4,232	11.11%	27,214	26,434	780	2.95%
Edgewater	26	30,855	4.23%	26,566	4,289	16.14%	24,176	19,677	4,499	22.86%
North Orange	30	47,070	6.46%	39,338	7,732	19.66%	29,379	26,610	2,769	10.41%
South Creek	30	52,056	7.14%	45,126	6,930	15.36%	27,596	26,795	801	2.99%
South Trail	26	22,330	3.06%	18,794	3,536	18.81%	24,388	22,950	1,438	6.27%
West Orange	22	13,969	1.92%	13,970	-1	-0.01%	10,839	9,953	886	8.90%
Windermere	22	18,569	2.55%	15,066	3,503	23.25%	9,412	13,104	(3,692)	-28.17%
Washington Park	22	10,622	1.46%	7,385	3,237	43.83%	13,106	12,430	676	5.44%
Eatonville		1,487	0.20%	N/A	N/A	N/A	5,660	N/A	N/A	N/A
<b>Total</b>	<b>416</b>	<b>729,073</b>	<b>100.00%</b>	<b>630,213</b>	<b>98,860</b>	<b>15.69%</b>	<b>369,662</b>	<b>349,114</b>	<b>20,548</b>	<b>5.89%</b>

**NUMBER OF SEARCHES  
MAY 2005**

<b>FISCAL YEAR 2005</b>	<b>OCT 2004</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN 2005</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>YTD</b>
Ancestry Library Edition	319	388	175	66	385	580	632	622					3,167
Associations Unlimited	309	180	347	316	991	1,012	844	875					4,874
Auto Repair Reference Center	312	342	317	313	368	418	331	453					2,854
Biography & Genealogy Master Index	132	221	355	327	1,019	962	768	723					4,507
Biography Resource Center	5,885	4,273	4,448	5,864	11,996	7,384	7,469	6,533					53,852
Business & Company Resource Center	2,869	2,761	2,945	3,894	4,352	2,995	1,774	2,511					24,101
Business Index ASAP	10	72	51	88	151	127	165	56					720
Chapter-A-Day Online Book Club	38,840	40,100	40,740	41,160	41,440	41,940	42,800	43,600					330,620
Classical.com	415	85	74	26	19	45	135	114					913
Computer Database	124	261	105	79	34	104	101	79					887
Consulta	64	25	14	75	169	356	109	25					837
Countrywatch	1,501	1,030	1,673	973	1,107	1,251	1,350	1,190					10,075
Dun & Bradstreet International	99	64	114	78	94	116	86	71					722
Expanded Academic ASAP	411	371	555	554	970	894	1,065	771					5,591
Ferguson's Career Guidance Center	104	155	221	161	500	560	502	439					2,642
First Search	2,252	1,563	2,871	2,900	5,658	6,120	5,078	4,688					31,130
General Business File ASAP	92	134	256	293	670	636	519	491					3,091
General Reference Center Gold	3,755	3,571	2,535	3,095	3,468	3,919	3,210	2,259					25,812
Health & Wellness Resource Center	1,754	1,517	1,908	2,138	2,478	3,691	2,463	2,329					18,278
Health Reference Center Academic	221	455	374	456	1,022	998	660	707					4,893
HeritageQuest Online	9,567	9,755	9,799	9,684	9,575	10,815	10,686	8,321					78,202
Info Trac OneFile	2,285	2,473	1,983	3,661	2,872	5,096	4,076	2,361					24,807
Informe	14	7	93	120	440	462	376	375					1,887
Junior Edition - K12	97	134	170	194	497	499	515	461					2,567
Kid's Edition - K12	104	188	220	318	638	557	566	638					3,229
Learnatest	553	398	241	321	293	263	336	301					2,706
Lit Finder (formerly Essay/ Poem/ Literature Resource Center)	3,390	632	697	702	1,577	1,694	1,048	1,066					10,806
Literature Resource Center	2,130	3,013	3,252	4,324	7,550	6,431	6,366	4,802					37,868
Mergent Online	8	10	123	358	525	500	393	416					2,333
Morningstar	756	901	830	970	801	618	747	1,066					6,689
NetLibrary eBooks	261	277	269	249	407	422	374	285					2,544
NetLibrary Downloadable Audiobooks				75	464	543	413	423					1,918
Novelist			247	455	582	1,098	770	575					3,727
Online Homework Help	275	244	161	204	229	232	281	266					1,892
Opposing Viewpoints Resource Center	1,150	2,087	2,441	1,880	3,794	4,275	4,244	2,911					22,782
p4A Antiques Reference	70	159	177	296	659	526	391	365					2,643
Professional Collection	123	80	250	250	647	624	556	471					3,001
ProQuest Newspapers	2,139	2,153	2,986	2,821	3,127	3,310	3,122	2,865					22,523
Reference USA	3,941	4,421	3,918	3,670	4,335	3,797	4,435	3,847					32,364
Rosetta Stone	600	493	181	478	500	485	370	640					3,747
Science Online	126	154	103	111	65	146	136	112					953
SIRS Knowledge Source	837	1,420	1,162	1,262	1,726	1,599	1,973	1,518					11,497
Standard Deviants Video (formerly known as Cerebellum Online Videos)	326	219	864	400	330	49	157	106					2,451
Student Edition - K12	85	76	172	180	587	558	518	446					2,622
Tumblebooks	77	141	107	77	128	125	182	236					1,073
What Do I Read Next?	375	264	329	272	725	767	727	703					4,162
Worldbook Online	554	461	499	208	269	363	467	530					3,351
<b>TOTAL NUMBER OF SEARCHES</b>	<b>89,311</b>	<b>87,728</b>	<b>91,352</b>	<b>96,396</b>	<b>120,233</b>	<b>119,962</b>	<b>114,286</b>	<b>104,642</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>823,910</b>

Please note: NetLibrary downloadable audio books were made available January 28. OCLS officially began promoting the downloadable audio books on January 31. Country Watch recently changed their statistical software. Effective

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Action Items**



**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Non-Consent Agenda**

- 05-139     **Defined Benefit Pension Plan: 2004 Investment Performance  
Review: Christopher Rowlin of USI Consulting**
- 05-140     **Defined Benefit Pension Plan: Investment Policy Statement  
Revisions**
- 05-141     **FY 2009 Strategic Plan Add On Year**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Defined Benefit Pension Plan: 2004  
Investment Performance Review ~  
Christopher Rowlins of USI  
Consulting**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Defined Benefit Pension Plan:  
Investment Policy  
Statement Revisions**

## Revised Investment Policy Statement

### I. PROBLEM STATEMENT

Revisions to the Investment Policy Statement for the Library's Defined Benefit Pension Plan require Board approval.

### II. BACKGROUND

Florida Statute 112.661 requires that the investments of any local retirement plan be consistent with a written investment policy. The Library Board approved the initial Investment Policy Statement (IPS) in September, 2000 and then approved a revised Statement in April, 2004. According to the IPS, one of the responsibilities of the Plan Administrators, which are Mary Anne Hodel, Carla Fountain, and Bob Tessier, is to review the IPS and determine if it needs to be revised.

A recent governmental accounting standard requires that we disclose the credit risk and interest rate risk policies for the Plan in our annual financial statements.

**Credit Risk** – The risk that an issuer or other counterparty to an investment will not fulfill its obligations.

**Interest Rate Risk** – The risk that changes in interest rates will adversely affect the fair value of an investment.

Neither of these risks was specifically addressed in the April 2004 revision of the IPS. **Accordingly, the language at the bottom of page 4 on the attached IPS is being proposed to address these risks.** By adding this language, the net effect is to reduce the overall risk to the Plan investments.

Our Investment Consultant, USI Advisors, Inc. recently completed an Asset/Liability Management Study of our Plan in which they evaluated various asset allocation mixes to determine which provided the greatest potential return at the lowest risk. The following table summarizes the asset allocation in the current IPS and the revised allocation that USI is recommending that we implement.

Asset Class	Current Allocation	Recommended Allocation
Cash/Short Term Bond	27%	20%
US Intermediate Gvt/Corp Bond	5%	8%
US Long Term Gvt/Corp Bond	4%	10%
High Yield Bond	3%	2%
US Small Cap Equity	10%	16%
US Mid Cap Equity	10%	5%
US Large Cap Equity	25%	19%

International Equity	16%	20%
<b>Projected return over 20 years</b>	<b>8.11%</b>	<b>8.28%</b>
<b>Standard Deviation (risk)</b>	<b>13.33%</b>	<b>13.25%</b>

Both the current and recommended allocations represent a 60% equities / 40% fixed income split. The recommended allocation is really a fine tuning of the existing allocation. As can be seen from the above table, the recommended allocation is projected to result in a slightly higher return with slightly lower risk, as measured by the standard deviation. **Accordingly, the Plan Administrators concur with USI's recommendation to revise the IPS (see revised language on page 6) to include the recommended allocation shown above.** No changes in the individual mutual funds would be needed to implement this change, only the dollars invested in each would need to be adjusted.

### III. OPTIONS

**Option 1** – Approve the attached Investment Policy Statement, including the revisions on pages 4 and 6 dealing with credit risk, interest rate risk, and asset allocation.

#### Advantages

1. All three changes reduce the risk to the Plan assets.
2. The revision to the asset allocation is projected to result in a slightly higher return as compared to the current allocation.

#### Disadvantage

1. The attached IPS will need to be filed with the State Division of Retirement

**Option 2** – Do not approve the attached Investment Policy Statement, including the revisions on page 4 and 6 dealing with credit risk, interest rate risk, and asset allocation.

#### Advantage

1. No action is required at this time.

#### Disadvantages

1. The risk to the Plan assets is greater without the revisions.
2. The projected return for the existing allocation is lower than for the revised asset allocation.

### IV. RECOMMENDATION

The Plan Administrators recommend Option 1 to approve the attached Investment Policy Statement to reduce the overall risk to Plan assets as well as slightly increase the projected return.

# **INVESTMENT POLICY STATEMENT**

for

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

*prepared*

by



**July 2005**

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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.
<i>Credit Risk</i>	<b><i>The average credit quality of the fixed income portfolio shall be A or higher.</i></b>
<i>Interest Rate Risk</i>	<b><i>The average duration of the fixed income portfolio shall be managed to be within +/- one year of the duration of the Lehman 1-3 Year Bond Index.</i></b>

## **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>		
<i>Equities</i>	Lower Limit	Target Allocation	Upper Limit
Domestic Large Cap Equities	14%	<b>19%</b>	24%
Domestic Mid Cap Equities	0%	<b>5%</b>	10%
Domestic Small Cap Equities	11%	<b>16%</b>	21%
International Equities	15%	<b>20%</b>	25%
<b>Total Equity</b>		<b>60%</b>	<b>+/- 5%</b>
<i>Fixed income:</i>			
Cash/Short-Term (1-3 yrs)	15%	<b>20%</b>	25%
U.S. Intermediate Gvt/Corp Bond	3%	<b>8%</b>	13%
U.S Long-Term Gvt/Corp Bond	5%	<b>10%</b>	15%
High Yield Bond	0%	<b>2%</b>	7%
<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 stable value 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 trustee which is 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: \_\_\_\_\_

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 05-140

RESOLUTION TO APPROVE REVISED INVESTMENT POLICY STATEMENT

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in Orange County, on the 14<sup>th</sup> day of July 14, 2005, at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

- 1. Approve the attached Investment Policy Statement.
- 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, July 14, 2005**

**FY 2009 Strategic Plan  
Add On Year**

**Orange County Library System Strategic Plan - Year Seven (FY 2009)**

**GOAL 1: Increase Customer Satisfaction & Provide Greater Ease of Access to Services**

Activity						Funding Estimate
<b>Objective 1: Refurbish Lower Level of Main</b>						
						\$500,000
Activity						Funding Estimate
<b>Objective 2: Enhance the Virtual Library</b>						
More streaming & downloadable educational materials covering a wide variety of topics						\$150,000
Activity						Funding Estimate
<b>Objective 3: Serve the Customer whenever &amp; wherever, in response to feedback &amp; Customer Demand</b>						
Continue to incorporate additional self-service components including self check-in, self-registration, & ability to self-pay fines at interrupted self check-out by expanding to additional library locations						\$300,000
Activity						Funding Estimate
<b>Objective 4: Establish premium card for selected premium services</b>						
Develop customized client base						\$50,000
Activity						Funding Estimate
<b>Objective 5: Establish OCLS as physical &amp; virtual destination for information &amp; entertainment</b>						
Provide access to OLIVE from home						\$200,000

**GOAL 2: Provide a Range of Services that are Responsive to a Changing Community**

Activity						Funding Estimate
<b>Objective 1: Develop customized technology solutions to meet customer demand. Explore Open Source</b>						
						\$250,000
Activity						Funding Estimate
<b>Objective 2: Acquire technology that would enable expanded use by word to voice translation; voice to word translation; language to language translation; multilingual translation; hands-free access.</b>						
						\$35,000
Activity						Funding Estimate
<b>Objective 3: Develop community services &amp; unique product array for offsite services</b>						
Explore after-hours vending machines & similar offsite devices						\$50,000

<b>GOAL 3: Expand Use and Awareness of Library Services Through Marketing</b>						
Objective 1: Continue to investigate advertising with tying OCLS into the big search engines & instant messaging for Library Services.						Funding Estimate
						\$250,000
Objective 2: Partner with other enterprises for mutual benefit.						Funding Estimate
Objective 3: Develop new revenue sources						Funding Estimate
						\$10,000
<b>GOAL 4: Invigorate Employee Satisfaction and Invest in Quality of Staff</b>						Funding Estimate
Objective 1: Provide life long learning paths.						
Look for partnerships in training with agencies or businesses who share our training needs.						\$10,000
Activity						Funding Estimate
Objective 2: Enhance pre-hire assessment & screening capabilities						
						\$10,000
Activity						Funding Estimate
Objective 3: Expand staff enrichment (explore educational opportunities)						
						\$10,000
Activity						Funding Estimate
Objective 4: Explore telecommuting / job sharing / flex schedule options						
						\$10,000
Activity						Funding Estimate
Objective 5: Develop an internal certification program that challenges staff to acquire new skills						
						\$10,000

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 05-141

RESOLUTION TO APPROVE REVISED FY 2009 STRATEGIC PLAN ADD-ON YEAR.

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in Orange County, on the 14<sup>th</sup> day of July 14, 2005, at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. Approve the FY 2009 Strategic Plan Add-On Year..
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, July 14, 2005**

**Discussion and Possible  
Action Items**



**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Strategic Plan Update**

**Orange County Library System Strategic Plan - FY 2005**

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>		
1.1-1	Ongoing	Implement Branch Master Plan	1) Public meeting with Edgewater patrons to develop ideas for improvement of existing branch and plans for future developments scheduled for 6/22/05 with Tom Kohler and Administration representatives. 2) Visited potential sites for new east side branch	Craig Wilkins & Sally Fry
1.1-1A	Completed	Open Eatonville	Eatonville opened January 22, 2005	
1.1-1B	Underway	Open new Winter Garden Branch (Carryover from FY 2004)	Branch still under construction	Bob Tessier
<b>1.3</b>		<b>Objective 3: Provide self service options</b>		
		<b>Activity</b>		
1.3A	Completed at North Orange & Alafaya. Underway at West Oaks.	Deploy Self Check-out at one additional library location.	Self check operational at Alafaya, North Orange, and South Creek. West Orange collection tagged and ready for new building. One-third of the West Oaks collection has been tagged. Equipment for West Oaks ordered.	Craig Wilkins & Sally Fry
1.3B		Implement & evaluate Value Card project at Main & South Creek	To be implemented this Summer 2005; hardware received. Anticipate September 2005 implementation.	
<b>1.4</b>		<b>Objective 4: Create and maintain inviting and appealing library spaces</b>		
		<b>Activity</b>		
1.4A	Underway	Renovate 3rd Floor at Main Library	Project on schedule with September completion date.	Bob Tessier
1.4B	Underway	Replace Main Library Roof (Carryover from FY 2004)	Original completion date revised from June to August due to shortage of supplies.	Bob Tessier
1.4C	Completed	Provide sinking fund for significant future repairs and replacements	\$50,000 transferred in March 2005	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	Average score for March 92.6%, April 91.1%, May 95.3% (Avg for all months = 93%)	Sally Fry
1.5-1B	Underway	Design and distribute customer survey tools	Completed 1,923 IMLS Grant surveys. For our work, OCLS will receive \$4,690. Exit survey compiled, results will be submitted in July.	Sally Fry
1.5-1C	Ongoing	Monitor customer 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	Based on CSA recommendations, we created INFO SPOT Taskforce to design and implement INFO SPOTS in all locations to assure consistent customer training on online account management tools, online informational databases and links to resources of high demand topics.	Sally Fry
1.5-1E	Ongoing	Administration reviews CSA recommendations and implements feasible response		Sally Fry
1.5-1F	Ongoing	Publicize changes to customers	Through website & e-newsletter & RSS feeds	Sally Fry
1.6		<b>Objective 6: Prepare staff to exceed the expectation of the customer</b>		
		<b>Activity</b>		
1.6A	Complete & Ongoing	Provide staff training annually in customer-driven service practices	Staff Development Day Committee is planning breakout sessions that include topics on customer service. Purchased training video "Customer Service at the Library," for departmental use.	Carla Fountain
1.6B	Ongoing	Review customer service practices annually	Database Evaluation Survey has been launched and results are being reviewed. A management team will begin a review a recommendation regarding our reference collections to determine print vs. online needs and approaches to content delivery. We anticipate less reliance on print reference materials in the future. We plan to launch a revision of <a href="http://www.ocls.info">www.ocls.info</a> in July 2005. It incorporates a great deal of feedback to make the use of the site easier for customers including a new Help Desk on Demand Feature.	Debbie Moss
1.6C	Complete & Ongoing	Establish program to recognize & reward customer service excellence	Complete & ongoing through Secret Shopper program.	Sally Fry

2		<b>GOAL 2: Provide a Range of Services that are Responsive to a Changing Community</b>		
2.1		<b>Objective 1: Expand Access to and Availability of Programs for the Public</b>		
		<b>Activity</b>		
2.1A	Ongoing	Use Volunteer Story Givers program using staff and outside volunteers, to provide 25 additional programs per year.	Programs by volunteers given as follows: First quarter 9 , Second quarter 15 , Third quarter 14. Total to date is 28. New storytelling class held for new volunteers in Feb 05.	Kathryn Robinson
2.1B	Ongoing	Empower librarians to create four events for presentation to the public each year at least two of which are classes.	Examples of program and class topics given by librarians in the 3rd quarter of the FY include Elderhostels, Identity Theft, It's All Rock and Roll to Me, and Summer is a Good Time to Hike, Bike and Paddle. Classes offered included Websites for the Da Vinci Code Enthusiasts as well classes on databases such on Opposing Viewpoints, Mergent Online and Novelist.	Kathryn Robinson
2.1C	Complete & Ongoing	Employ technology to disseminate classes, programs and storytelling to multiple locations and to home users	WWW.OCLS.INFO has a section called Online Videos with areas for Educational, Library Events, Library Technology and Recommended Reading. Presentations have been made available on story programs, teen booktalks, and library events. <b>There are currently 5 stories active under the "Sit-in on a Story" section of Kids Connect and 2 stories for teens under IT (Informed Teens). There is also a section called Online tutorials and online tutorials have been made available on a variety of topics including the FCAT, RSS Feeds and Registering for classes online. The newest addition to the website is access to hundreds of downloadable audio books in unabridged versions.</b>	Kathryn Robinson
2.1D	Ongoing	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.	Programs and Classes in Spanish have been offered as follows: First quarter- 7 story programs and 59 classes , 2nd Quarter- 21 story programs and 57 classes and adult programs, and 3rd Quarter -23 story programs, 135 classes and 7 adult programs.	Kathryn Robinson
2.1E	Complete & Ongoing	Offer after hours programs twice per year on Friday nights for Youth at Main.	Four bands competed in the Battle of the Bands, an after hours event held, June 4th and attended by 182 people. Teens Night Out is scheduled to be held afterhours on July 30 and another event, Band Patrol, is being planned for September 24th.	Kathryn Robinson

2.2		<b>Objective 2: Expand Use of Relevant Technology</b>		
2.2A	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.	So far, 60 PCs have been added for public use. This quarter, 77 staff PC's were upgraded and 15 new laptop computers have been deployed. Upgrade of Wide-Area-Network underway, new circuits are installed and testing. Implementation scheduled for early July. Hardware to implement Value Card at Main and South Creek has been received.	Eric Atkinson
2.2B	Ongoing	Evaluate and add new software programs for public and staff.	New Classes: Excel Level 2, Word 3 and 4 in Spanish; Create a Contacts Database using MS Access, Using Word Templates to write business letters. Camp Savvy classes for the summer Kids/Teens classes started in June including How to write your first paper using MS Word, Publisher, Internet, Powerpoint PhotoAlbum, Excel, Photshop, HTML and Windows Media Player. Internet and Word for Kids were offered in Spanish. Registration for the kids classes average about 11 per class. MS Office 2003 in Spanish has been deployed to seven locations and will be deployed to the remaining locations in the near future. Automated Time and Attendance software has been acquired and training is underway. Implementation scheduled for 07/24/2005.	Eric Atkinson
2.2B-cont			Acquired ArcView GIS software to use with US Census data and our own patron data to analyze demographics and card registration. Acquired MyPostcardCreator to provide viral marketing of library events and programs through online postcards. Acquired GoToMeeting software to provide online meetings for training and support.	
2.2C	Ongoing	Expand the Library's role as a digital content creator: Participate in partnership with UCF/History Museum to create pilot digital history project. Seek grant funds for project expansion.	Central Florida Memory scavenger hunt created and ready for the CFM website. Healthy Connections Interactive Tutorial (in English and Spanish) placed on the homepage of the website. Travel web page created and placed on the homepage listing web & library resources for the public. Help Desk email created and placed on the website for the public. Help Desk on Demand database created for staff and housed on the Orange Peel. Database survey implemented into online resource pages. Kids in summer web page created and placed on the homepage listing web & library resources for the public. Created web pages for the "Reading is a Treat" program. Mobile Lab video taped, edited and placed on the website and Orange Peel. Hurricane Preparedness web page created and placed on the homepage listing web & library resources for the public. Hits to the webpages: Travel Tips - 689; Kids in Summer - 1597; Hurricane Preparedness - 606 (up for a week in May & now running for the entire month of June - it received 337 hits for the week in May); Weddings - 123 (went live on 6/9/2005).	Eric Atkinson
2.2D	Ongoing	Install video conferencing technology to provide programs, classes, storytimes at multiple locations from one location. First year three locations, add at least 3 locations each subsequent year.	Will retest once WAN upgrade is complete to see if additional network bandwidth will improve performance. Got quote for equipment to broadcast event from Library Central from AVI, cost was \$40,000, investigating other, lower cost alternatives including GoToMeeting software to be able to host online meetings using the "webinar" format.	Eric Atkinson
2.2E	Completed	Provide sinking fund for technology purposes.	\$50,000 transferred in March 2005.	Bob Tessier

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 of equipment.	This quarter, we had a usage of 8 scans = \$40.00. Staff are scheduled to speak at the July 28th meeting of the Central Florida Genealogical Society. Additional promotional efforts are being pursued.	Eric Atkinson
2.4		<b>Objective 4: Expand and Diversify Collections</b>		
		<b>Activity</b>		
2.4A	Complete	Experiment with circulating software at Alafaya and South Creek. If successful (measured by circulation, return and retention) add collections to all locations.	No plans to expand purchase of software.	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.	We have added new titles to our collections and they are circulating well. The turnover for games is 13 circulations (compared to 9 circulations for a DVD NEW). We continue to only purchase titles which are "E" for everyone. We are hosting a monthly LAN party at Southwest, as an afterhours event.	Debbie Moss

<b>3</b>		<b>GOAL 3: Expand Use and Awareness of Library Services Through Marketing</b>		
<b>3.1</b>		<b>Objective 1: Increase Market Share by 10 Percentage Points Annually</b>		
		<b>Activity</b>		
<b>3.1-1</b>	Underway	Consult a demographic study of our service area for further marketable services & future branch locations	Received ARC-VIEW software and staff is working with it to analyze demographic data. ARC-VIEW has been used to view active cardholders and population density in our service area. Sent 5800 postcards with Library card sign-up form to new residents. Participated in 36 events including career fairs, schools, training days, expos, to promote library card sign-up.	Marilyn Hoffman
<b>3.1-2</b>	Ongoing	<b>Awareness Study: Find out who uses the Library and who does not and why not.</b>	The Recchia Group survey completed. Focused on Teens, Seniors, Parents, and Working Professionals.	Marilyn Hoffman
<b>3.1-2A</b>		Promote specific services that are new or not being used to their potential	Promotion of specific services (new or underutilized) - Promoted Streaming Videos, Summer Reading Program for children and teens (early statistics are high), all classes (May statistics indicate 84% increase in attendance) and programs (May statistics show 11% increase in attendance) including after-hours Travel with Frommer (this year 131 attended, last year 28 attended) and Battle of the Bands (this year 181 attended, last year 134 attended), databases, such as, Auto Repair Reference Center (39% increase from prior month in views), Mergent Online (.06% increase from prior month in views).	Marilyn Hoffman
<b>3.1-2B</b>	Completed	Identify non-users and develop focus groups to determine their potential as patrons.		Marilyn Hoffman
<b>3.1-3</b>		<b>Image Projection</b>		
<b>3.1-3A</b>		Develop partnerships, performances, and programs.	Partnered with numerous artists, authors, musicians, dancers to bring programs to all libraries. Other new partnerships include Project HOPE/FEMA, Read Together, Florida, Gatorland, Peabody Hotel, CF Astronomical Society, Alzheimer's Resource Center, Institute for Travel Writing and Photography, Elderhostel, United American Insurance Company, Workforce CF, Consumer Credit Counseling, Greyhound Pets of America, OC Environmental Protection, American Heart Association, Center for Natural and Integrative Medicine, Orlando Acoustic Guitar Society, WPRK, Rollins College. Planning for Central Florida Memory Workshop to be held September 30th w/ UCF, History Center, Rollins College & Seminole History Museum.	Marilyn Hoffman

<b>3.1-4</b>		<b>Marketing Strategies:</b>		
<b>3.1-4A</b>	Completed, Monthly Quota	Supply apartment complexes and realtors with Library card information.	Library card sign up information and promotional materials going to identified groups at least 25 per month.	Marilyn Hoffman
<b>3.1-4B</b>	Completed, Monthly Quota	Businesses - Identify businesses in service area.	Library card sign up information and promotional materials going to identified groups at least 25 per month.	Marilyn Hoffman
<b>3.1-4C</b>	Completed, Monthly Quota	Contact large local businesses and ask them to distribute Library card information to their employees at employee fairs/open season medical	Library card sign up information and promotional materials going to identified groups at least 25 per month.	Marilyn Hoffman
<b>3.1-4D</b>	Completed, Monthly Quota	Partner with Chambers of Commerce and Economic Development to promote Library as part of package to attract new businesses.	Library card sign up information and promotional materials going to identified groups at least 25 per month.	Marilyn Hoffman
<b>3.1-5</b>		<b>Market Library services to seniors.</b>		
<b>3.1-5A</b>	Completed, Monthly Quota	Supply retirement homes with Library card information/flyers senior services	Library card sign up information and promotional materials going to identified groups at least 25 per month.	Marilyn Hoffman
<b>3.1-5B</b>	Completed, Monthly Quota	Supply senior citizen organizations with Library card information/flyers	Library card sign up information and promotional materials going to identified groups at least 25 per month.	Marilyn Hoffman
<b>3.1-6</b>		<b>Market Library services to children.</b>	Summer Reading Program for children, Reading is A Treat, flyers sent home from school with each OCPS child. Squirt logo, reading list, and game developed to encourage participation and Library card sign-up. Partnerships were formed with 21 different presenters and 16 prize donors for the children and teen programs. Preliminary indications - attendance is up.	Kathryn Robinson
<b>3.1-7</b>		<b>Market Library services to Teens</b>	Additional programs offered in Club Central and Branches plus the Summer Reading Program, Sink Your Teeth into Reading. Kicked off the summer with an after-hours Battle of the Bands. Teen Library Corps, Teen Book Club, Teen Voices, Animanga Club and Techno Teens continue to meet and advise. Placticamos, a Parent/Teen Get Together is being offered at the Southeast Branch through a MetLife Reading America Grant, VCC, and El Nuevo Dia newspaper.	Kathryn Robinson
		Meet with Teen Advisory Group 3 times per year.	Goal exceeded as meetings held monthly from October 04 through June 05, for total of 9 meetings to date this FY.	Kathryn Robinson
<b>3.1-7A</b>	Ongoing	Partner and plan programs with community teen groups.	1st Quarter Teen Voices helped with 3 programs, the 2nd quarter with at least 6 programs and events, and 1 program in the 3rd quarter for a total of 10 this FY to date.	Kathryn Robinson



<b>4</b>		<b>GOAL 4: Invigorate Employee Satisfaction and Invest in Quality of Staff</b>		
<b>4.1</b>		<b>Objective 1: Establish Human Resources Development Plan</b>		
		<b>Activity</b>		
<b>4.1-1</b>		<b>Develop internal "Best Practices" for Managers</b>		
<b>4.1-1A</b>	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.	Management 2005 Training Series concluded in May 2005. Topics included: Time Management; Managing Employee Performance; and, Management Principles with Significant Impact.	Carla Fountain
<b>4.1-2</b>		<b>Establish Staff Development plan</b>		
<b>4.1-2A</b>	Ongoing	Use established employee recognition programs such as Values Commendations, Safety Stars and Years of Service Awards		Carla Fountain
<b>4.1-2B</b>	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.	HEALTH Fair held on June 2, 2005. Also in June, programs were offered on Healthy Food Portions and Personal and Professional Safety (facilitated by OPD). Adult and infant/child CPR classes were also held.	Carla Fountain
<b>4.2</b>		<b>Objective 2: Develop System Wide Communication Plan</b>		
		<b>Activity</b>		
<b>4.2A</b>	Ongoing	Establish regular opportunities for Admin Team to communicate with employees, at least annually at each department and branch.	Mary Anne Hodel continues to visit branches and departments (this quarter 18 meetings were held). Debbie Moss has attended many of the branch meetings this quarter and Carla Fountain will attend next quarter. These meetings are open door forums with direct access to the Director. Other meetings planned with staff to identify issues.	Carla Fountain
<b>4.2B</b>	Ongoing	Hold "front end" communication meetings on major initiatives.	Conversion to time & attendance software will occur during the months of June and July. The current manual process will be replaced with a technology driven system. Training has been scheduled and managers have been provided information to share with employees so that they are aware of the changes. Implementation Summer 2005.	Carla Fountain
<b>4.3</b>		<b>Objective 3: Establish Staff Technology Development Plan</b>		
		<b>Activity</b>		
<b>4.3-1</b>		<b>Develop internal technology based training program</b>		
<b>4.3-1B</b>	Ongoing	Complete assessment of all Microsoft products.	Managers and Librarians have virtually completed all Word assessments with flying colors. Initial assessments for Managers and Librarians for Excel have been completed and follow up training and re-assessments will be completed by the end of June 2005. Power Point will follow in July 2005.	Debbie Moss
<b>4.3-1C</b>	Ongoing	Develop curriculum based upon identified needs	Excel curriculum for staff was developed and has been offered numerous times.	Debbie Moss
<b>4.3-1D</b>	Ongoing	Initiate classes for staff based upon identified core competencies	All initial Excel training is completed and follow up is being offered.	Debbie Moss

<b>4.4</b>		<b>Objective 4: Establish Professional/Employee Development Plan</b>		
		<b>Activity</b>		
<b>4.4-1</b>		<b>Identify expectations for all staff, in relation to position, for professional activity and employee development opportunities</b>		
<b>4.4-1A</b>	Ongoing	Partner with CFLC and other organizations to offer at least 2 annual in-house opportunities to acquire professional knowledge and lifelong learning.	1st Quarter-CFLC gave two classes on giving presentations in December 2004. 2nd Quarter-Lighthouse Central Florida provided staff training on 3-23-05 and 3-30-05 on Disability Awareness. 3rd Quarter-OCLS hosted the teleconference "Library Hot Topics" on April 29th. Library Directors discussed the latest hot topics of the library profession.	Kathryn Robinson
<b>4.4-2</b>		<b>Conduct evaluation of staffing levels each fiscal year</b>		
<b>4.4-2A</b>	Ongoing	Adjust/Recruit/Reduce staffing as needed	Interviews for librarian level positions are in progress.	Kathryn Robinson
<b>4.4-2B</b>	Ongoing	Devise Recruitment Plan to include outreach/interviewing at targeted schools; advertising in electronic and print format to targeted professional journals and listservs.	Vacancy announcements posted; ads posted in professional library journal. Interviews are in progress. We are expanding our recruitment outreach to other library schools.	Kathryn Robinson
<b>4.4-2C</b>	Ongoing	Create award program for employee innovations that are successfully used.	Award Program has been established and awards are presented on staff day.	Kathryn Robinson
<b>4.4-4D</b>	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.	Offered "Survival Spanish" and Sign Language classes on Staff Development Day 2004. Spanish for Non-Spanish Speakers was added to the Staff Intranet. The site offers assistance with pronunciation, useful phrases, vocabulary, Dewey Decimal classification and dialogue.	Kathryn Robinson
<b>4.6</b>		<b>Objective 6: Minimize the potential for staff or patron injury</b>		
		<b>Activity</b>		
<b>4.6-1</b>		<b>Conduct safety and security evaluations of facilities</b>		
<b>4.6-1A</b>	Underway	Conduct four air quality surveys on a rolling schedule.	Scheduling North Orange Branch for study.	Craig Wilkins
<b>4.6-2</b>		<b>Provide safety education for staff</b>		
<b>4.6-2A</b>	Underway	Conduct annual drills to test efficiency of evacuation plans.	Main Library fire drill conducted in April. Branch drills underway. Health Safety & Wellness Committee is filming new safety video for staff during Summer 2005. Fire panel training for Branch Managers by Aerwav at each location.	
<b>4.6-3</b>		<b>Minimize security risks</b>		
<b>4.6-3A</b>	Complete & Ongoing	Conduct annual review of incident reports	Next review due November 2005.	Craig Wilkins

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Director's Goals 2005 ~ Update**

## Director's Goals: 2005 July Update

- ✓ Open Eatonville Branch ~ completed January 22, 2005.
- Develop strategy for negotiating transition of debt millage to capital funds
  - ❖ Propose to convert debt millage to operating millage FY 2006 to Governing Board.
  - ❖ Briefing Commissioner on re-characterizing debt millage to operating millage.
- Review and report periodically to Board on staff development issues:
  - ❖ Staff holding MLS, CS/technical and other advanced degrees
  - ❖ Staff turnover
  - ❖ Staff diversity
  - ❖ Management Union Relationship
- More focus on educational part of our mission
  1. *Created Hurricane Preparedness webpages*
  2. *Created Kids in Summer resource webpage for parents*
  3. *Added Streaming Video access to collection of educational media*
  4. *Downloadable audio books added to collection*
  5. *Reading is a Treat summer reading program underway ~ greatly increased attendance over last year*
  6. *Camp Savvy, is being offered this summer to children and teens at Main at first time at Branches*
  7. *Better array of programs*
- Review and report on Outreach to Public Schools:
  - ❖ List schools with whom we have relationships / partnerships ~ revising & updating list.
  - ❖ Develop ideas to reward schools that work well with OCLS
    1. *Will be implementing a School honor roll "A" list on OCLS website of those schools that promote library resources*
    2. *Sent out letters to all schools that did not participate in License to Learn contest.*
    3. *Planning next year's License to Learn contest with appropriate prizes and Squirr visits.*
- Open Winter Garden Branch ~ Planning September 2005 opening.
  1. *Board approved purchase of self check-out equipment*
  2. *Equipment ordered & received.*
  3. *Tagging 100% complete.*
- Install Express Check Out at one additional branch: West Oaks.

1. *Board approved purchase of self check-out equipment*
  2. *Equipment ordered & received.*
  3. *Tagging 45% complete.*
- Renovate 3<sup>rd</sup> Floor, East Wing.
    - *Project on schedule with September completion date.*
  - Main Library Roof replacement.
    - *Cost will come in a bit cheaper since cooling towers do not need to be raised.*
  - Make future plans for 2<sup>nd</sup> floor usage
    - *Preliminary drawings completed, priorities on competing spaces decided*
    - *Design process is underway ~ seeking cost estimates*
  - Scout for potential branch locations in East Orange County.
    - *Visited potential sites for new east side branch with commercial real estate consulting firm CB Richard Ellis*
  - Create an additional add-on year for the current Strategic Plan.
    - *Draft to be finalized; submittal for Board approval forthcoming*



## Staff Snapshot

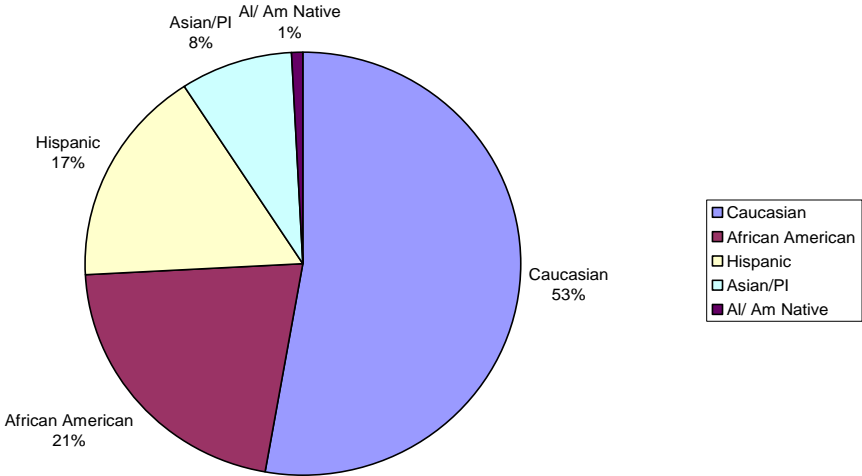
Number of Library Employees Receiving Scholarship \$ from Friends of the Library since Fall 2002:	15
Number of Library Employees who have achieved MLS Degree through Support from Friends of the Library since Fall 2002:	3
System Wide - Employees with MLS:	39
Librarians - Employees with MLS	10
Employees with Bachelor's or Master's Degrees in Technology or Digital Media:	9
Number of Employees who have achieved Microsoft Office Trainer Certifications since Implementation of OCLS incentive program:	5

## Diversity Matters at OCLS

A sampling of services, programs and classes during  
June and July

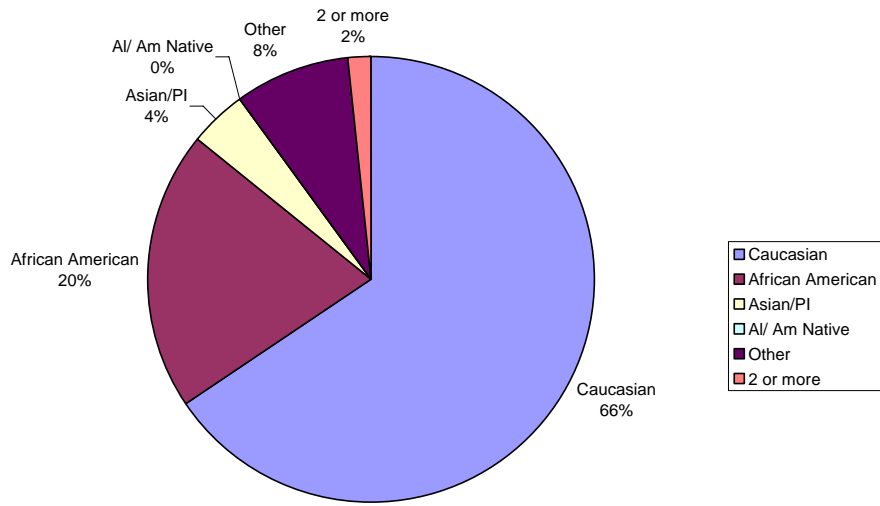
- Cuentos Bilingües/Bilingual Stories
- ¡PLACTICAMOS! Parent/Teen Get Together
- Animanga
- Word para Niños
- Internet para Niños
- Coexiones de salud
- Origami with Al Akí
- Ezra Jack Keats Story programs
- Rosetta Stone (classes to explore this powerful database that will assist in learning a foreign language)
- Senior Wellness programs
- Art Exhibit featuring the pen & ink drawings of Kerry-Ann Brown-Louis
- Freedom Box - The FreedomBox software includes a screen reader that can be used to access the Internet, browse websites, read web pages and email, and post to bulletin boards. Users can also store personalized information such as bookmarks and recently visited websites. This type of access enriches and enhances the Library experience for the visually impaired opening opportunities for employment, education, information, entertainment, shopping and numerous services.

# 2005 OCLS Staff Diversity Chart



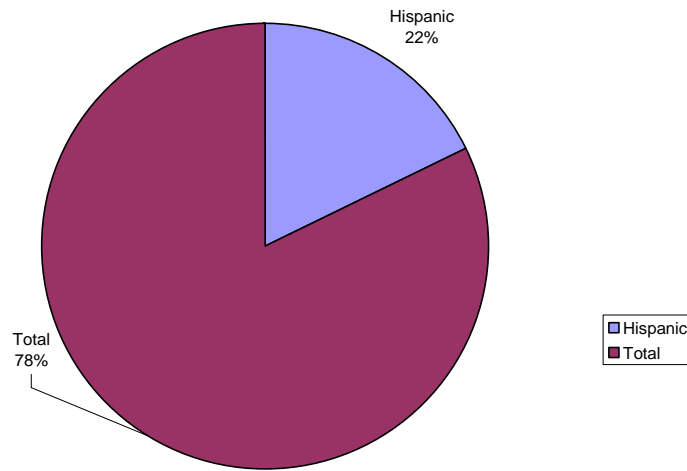


**Orange County - 2003  
Analysis by Race/Ethnicity**



U.S. Census Bureau  
General Demographic Characteristics - 2003  
(Estimate)  
2003 American Community Survey

**Orange County - 2003  
Hispanic Population as Percentage of Total**

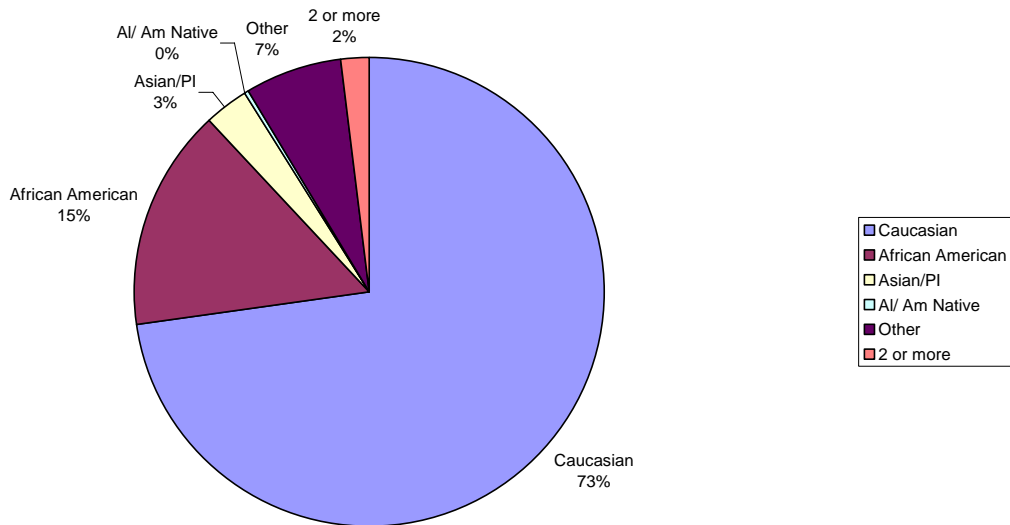


U.S. Census Bureau  
General Demographic Characteristics - 2003 (Estimate)  
2003 American Community Survey Summary Tables

Hispanic or Latino origin - This designation is not considered a "race" as displayed in the chart above, therefore, this number is provided as a separate statistic

### Metropolitan Statistical Area 2003

Lake, Orange, Osceola, Seminole  
Orlando, Florida

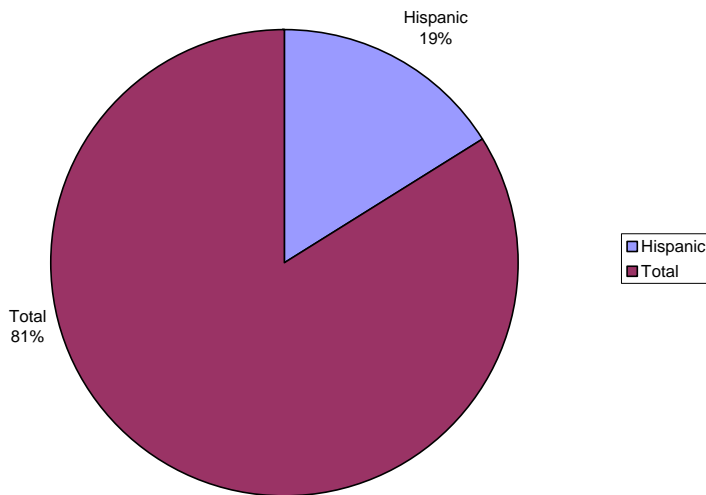


U.S. Census Bureau  
Orlando, FL MSA  
General Demographic Characteristics: 2003 (Estimate)  
2003 American Community Survey

### Metropolitan Statistical Area 2003

Lake, Orange, Osceola, Seminole  
Orlando, Florida

#### Hispanic as Percentage of Total Population



U.S. Census Bureau  
Orlando, FL MSA  
General Demographic Characteristics: 2003  
(Estimate)

Hispanic or Lation origin - This designation is not considered a "race" as displayed in the chart above, therefore, this number is provided as a separate

## Management Outreach

**Side by Side** (Admin Team annual "work day" in various locations)-  
June 22, 2005:

Mary Anne Hodel - West Oaks  
Debbie Moss - Division of Reference & Information  
Bob Tessier - Special Services  
Kathryn Robinson - Hiawassee  
Eric Atkinson - Library Central  
Marilyn Hoffman - Computer Resource Center  
Craig Wilkins - Circulation  
Sally Fry - Questline  
Carla Fountain - Custodial Maintenance

**Esprit de Corps** - one employee from each department and branch is invited to the Main Library to share a casual lunch and open discussion with the Director each quarter. Lunches during 2005 held on January 10<sup>th</sup> and April 14<sup>th</sup>; next lunch scheduled for July 27<sup>th</sup>.

**Director's Meetings** - Mary Anne visits each branch on a quarterly basis to meet with employees. These are casual meetings set up to foster an exchange of information. Mary Anne is joined by one or two members of Admin Team who update the employees on a variety of topics. Schedule of Meeting since January 2005:

Division of Technical Support	Feb 2 <sup>nd</sup>
	Feb 4 <sup>th</sup>
South Creek	Feb 9 <sup>th</sup>
South Trail	Feb 23 <sup>rd</sup>
Children's	Feb 25 <sup>th</sup>
Questline	Feb 28 <sup>th</sup>
Alafaya	Mar 1 <sup>st</sup>
Eatonville	Mar 2 <sup>nd</sup>
North Orange	Mar 4 <sup>th</sup>
Southeast	Mar 11 <sup>th</sup>

West Orange	Mar 18 <sup>th</sup>
Edgewater	Mar 21 <sup>st</sup>
West Oaks	Mar 23 <sup>rd</sup>
Herndon	Apr 6 <sup>th</sup>
Edgewater	Apr 12 <sup>th</sup>
Hiawasse	Apr 20 <sup>th</sup>
Alafaya	May 3 <sup>rd</sup>
South Creek	May 11 <sup>th</sup>
Windermere	May 17 <sup>th</sup>
South Trail	May 18 <sup>th</sup>
Southwest	May 25 <sup>th</sup>
Washington Park	May 26 <sup>th</sup>
Southeast	June 10 <sup>th</sup>
Eatonville	June 21 <sup>st</sup>
Herndon	July 6 <sup>th</sup>
North Orange	July 8 <sup>th</sup>

**Orange County Library System  
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**Lake County Request to Share  
Funding for Citrus Ridge**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Information**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**DVD Circulation**

**Information  
Circulation of DVDs  
July 2005**

The Orange County Library System currently issues library cards to “adults” and “juveniles.” We define these users by age, adults being 18 years or older and juveniles being 17 years or younger. Our single purpose for this differentiation is the issue of financial responsibility. Card holders 17 or younger cannot be held financially responsible for materials or fines so we have an adult, parent or guardian, sign for that responsibility. Borrowing privileges associated with these cards are the same for both users.

Public libraries have a long standing tradition of avoiding acting “in loco parentis” when it comes to the use of the library collections by juveniles. We do direct children and young adults to materials that are age appropriate through our cataloging and by locating those items in separate shelving areas. However, we do not restrict access to other parts of our collections. If a parent wishes to control or influence a child’s borrowing, we expect that to be the responsibility of the parent, not the Library.

Many of today’s traditional foundations of public librarianship were established well before the advent of much of what is so popular in Library collections today. All large public library collections contain feature films on both video and DVD. Among these collections are titles across the range of MPAA ratings, including those with a rating of “R.” Here at OCLS titles with an “R” rating represent only 10.8% of our titles.

We make selections for inclusion in our collections based on demand and on popular acclaim. A feature film may be selected due to the fact that it was very popular at the box office (The Last Samurai for instance) or because it received critical acclaim (Cold Mountain).

The MPAA rating system is a voluntary system with no legal standing. We assure that ratings information is not blocked from view by any of our processing so that parents and children are aware of those ratings when they make their selections. In our online cataloging, ratings information is also available in our bibliographic records for items that are rated.



**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Director's Report**

## Director's Report July 2005

■ The Library's assistive services PC's (JAWS) have been set up to facilitate a new service product, called Freedom Box, that some of our visually impaired patrons may use in the Library. We tested this product in the Computer Resource Center. The software is on a CD-ROM that has been tested to work on our PC's equipped with a sound card and CD-ROM. The software runs exclusively from the CD-ROM and does not save anything to the local computer. It is safe to run on our computers. Patrons will use the Freedom Box CD-ROM to access their own Freedom Box Network account.

Freedom Box is a software application and Freedom Box Network is a subscription service. The Freedom Box software is available in a variety of configurations. Users who have purchased the Freedom Box Pass Key can insert the credit card CD-disk into the CD-ROM of an OCLS computer and access their Freedom Box Network account.

The Freedom Box software includes screen reader software, so any of our Library PAN computers can be used to read web pages. The Freedom Box Network is a subscription portal where users can access the Internet in a more accessible fashion. It includes screens optimized for reading email, posting to bulletin boards, and browsing web sites. Users can also store personalized information such as bookmarks and recently visited sites. Since this information is stored on the user's account, rather than a library computer, their custom information can follow them from computer to computer.

■ We are advertising "Got Your Card" with Gotcha Mobile Media for a 12 week run.

The Library is looking for children ages 6-12 to participate in being filmed reading for a Sit in on a Story. We will film the group on Saturday, August 13. Children will have to register in advance, and parent/guardians will have to fill out a video/photo consent since the film will be posted on the library website.

■ The Library is participating in the following events and activities:

The YMCA @ Union Park Middle School brought 80 students to the main Library on Monday, June 11, for a Book Talk and Tour.

During the month of June, a student with the Dr. Phillips High School Summer Program interned in Community Relations.

Back to School/ Back to Health with Commissioner Fernandez at the Englewood Neighborhood Center, 23 July 2005 from 9 a.m. to 1 p.m. with Library an information table, storytelling, and Healthy Connections presentation.

Professional Opportunities Program for Students, Inc. (POPS) tour and talk at Main Library on Saturday, July 23. for 80 teen program participants.

Back to School Extravaganza/State Representative Bruce Antone on Saturday, July 23, 10:00 am – 2:00 p.m., Library information table.

Central Florida Community Information Fair/Latino Leadership, Oak Ridge High School, July 30, 10:00 am

Apopka Neighborhood Center for Families: Back to School Jam at 6565 Willow Street, Zellwood, Florida Saturday, July 30 from 10 a.m. to 3 p.m.

Pioneer Days Family Festival - 731 East Fairlane Avenue, Orlando 32809. Saturday, October 8 from 10 a.m. to 5 p.m. and Sunday, October 9, from 9 a.m. to 4 p.m.

■ We have a joint promotion effort going on with the Orange County History Museum. Orange County Regional History Center tickets for Library Card Sign Up. Two tickets to the History Center are to be given to each person who signs up for a Library Card throughout the month of July.

Library customers who already have a Library Card may show their Library Card at the History Center for a 50% discount off of admission, July 1 through September 30, 2005.

■ Due to construction on Windermere's water system, the branch was closed from 10-2 pm on Tuesday June 21.

■ Marilyn Hoffman did a radio interview with Beth Perrell which will be aired this weekend on WDBO, Saturday, 11:00 p.m.; K92, Sunday 6:00 a.m.; Star 94.5, Sunday, 5:00 am; WPYO, Sunday 6:30 am; WHTQ, Sunday, 6:00 a.m. She talked about Streaming Videos, New Web Site and online resources, Summer Reading Program for Children and Teens, Computer Classes, Harry Potter programs, Friends Family Frolic, Library Card Sign Up, and the upcoming Carl Hiaasen Fundraiser.

■ Elmo, that bright guy from Sesame Street and Erica Lee, from Radio 105.1 MIX, will be at the Orlando Public Library Friday, August 5, 10:30 am.

■ We will be adding Weiss Ratings to enhance our online offerings for personal financial planning. This includes information and ratings covering Life, Health and Annuity, Property and Casualty, HMO and Health Insurers, Banks and Thrifts, Stock Mutual Funds, Bond and Money Market Mutual Funds, Closed End Mutual Funds, and Common Stocks with weekly updates. Weiss Ratings recently won the Wall Street Journal's top spot for financial analysis, winning out over such industry leaders as Goldman Sachs, Bear Stearns for the top picks. It will be found under Virtual Library/

Online Databases, Personal Finance. Weiss Ratings will join Mergent Online, Morningstar and Standard & Poor's Net Advantage. With all this great advice available for portfolio and investment advice, how can anyone with an Orange County Library Card not end up with the best possible returns on their investments?

■ The Library rolled out its new colorful animated web site 5 July. It features a reorganization of our services and resources, under a few main categories, including Virtual Library, Classes and Programs, Childrens & Teens. Important upcoming events and announcements are also covered as well as our locations, hours, board agendas and minutes and a varying array of special promotions that feature some special events, like the Carl Hiaasen event. Check it out:

**<http://www.ocls.info>**

Authors at the Library in August include: Nancy Pate with her Caroline Cousins second book, *Marsh Madness*, in Library Central on August 13, 10 a.m.; Dr. Rosalyn Vaughn, the *Art of Raising A Successful Child*, in Library Central on Sunday, August 14 at 2 p.m.; Romance writer Kathleen O'Brien, Windermere Branch on Saturday, August 20 at 11 a.m. and Asher Ledwidge, author of *Black Family: Towards more Self-Love*, presents a seminar on family unity, Library Central on August 20 at 2:30 p.m. and bestselling and award winning author Carl Hiaasen, an after-hours fundraising event in Library Central on Saturday, August 27, at 7:00 p.m.

The Teen and Children's Summer Reading Programs and Camp Savvy continue through July with the teens celebrating the end of summer with a Teen's Night Out at the main Library on July 30, after hours and the children have a Reading is a Treat Party in the Children's Library on Saturday, August 6, at 3 p.m.

*Harry Potter and the Half Blood Prince* is released on July 16 and the Library is celebrating with movies, programs, after-hours events and parties at main and branches.

In addition to Music in the Library each Friday in Library Central at noon, we will have a Folk Sampler: Children of the Blues jam with the Orlando Acoustic Guitar Society on August 13, 1-3 p.m.

Health programs abound with Healthy Connections, Watching Your Weight, Autism & ADD, Mold Matters, How to Read Your Medical Bill, Osteoporosis, and Essential Oils for your Health Beauty and Home offered in August.

In August, learn more about these databases offered by the Library through programs in the Computer Resource Center: Reference USA , Standard & Poor's NetAdvantage, Morningstar Online Database. Also, computers classes for beginners to advanced are offered in at all Library locations.

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Third Floor Renovation Project**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Third Floor Renovation Project**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Winter Garden Project Summary**

## **Winter Garden Project Summary June 2005**

Library staff, along with Ron Lang from Harvard Jolly, and Don Gibson met with representatives from APM and their attorney on Monday June 20th to resolve the remaining issues and agree on a completion date for the project. APM has committed to reaching Substantial Completion by July 25<sup>th</sup>. This date is possible, provided APM mobilizes sufficient resources and the appropriate subcontractors. According to the contract documents, Substantial Completion means the City of Winter Garden has issued a certificate of occupancy and the project is ready for its intended use, except for punch list items. Once substantial completion is achieved, as certified by Harvard Jolly, APM has another 30 days to clear the punch list items and reach final completion.

As of July 5th, APM had completed most of the dirt work on the retention ponds. The sod for the banks is delayed because the vendor's fields are too wet to cut sod right now. APM has begun excavating the storm water piping system at the front of the site which needs to be corrected. Additional work remaining includes some portions of the irrigation system, landscaping, repairs to the parking lot, repairs to the sign, and installation of some of light poles, plus punch list items on the interior and exterior.

Working through Sprint, the Library arranged to have a permanent phone line installed to the Lift station. APM reported that they have requested the City to do final inspections on the lift station and the building in the near future.

Although tentative, we are cautiously starting to plan for a September opening.



**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**FreedomBox Press Release**

FOR IMMEDIATE RELEASE  
RE: **FreedomBox**

DATE: June 16, 2005  
CONTACT: Marilyn Hoffman  
PHONE: 407-835-7480

Orlando, Florida...The Orange County Library System announces that FreedomBox may be used on public access computers at fifteen Library locations including the downtown, Orlando Public Library and Branches located throughout Orange County. FreedomBox is a new, Internet access device and software designed for the visually impaired. The Library's computers have CD-ROM drives that can be used to run the patron's software and access the FreedomBox Network if the patron has an account. The FreedomBox software includes a screen reader that can be used to access the Internet, browse websites, read web pages and email, and post to bulletin boards. Users can also store personalized information such as bookmarks and recently visited websites. This type of access enriches and enhances the Library experience for the visually impaired opening opportunities for employment, education, information, entertainment, shopping and numerous services. FreedomBox Network is a subscription service that the user purchases ([www.freedombox.info](http://www.freedombox.info)) and receives a Pass Key in order to access their own account. The Library's public access computers have the capacity to accept this software. Patrons with their own wireless enabled laptop equipped with FreedomBox can also access their account over the Library's wireless network.

###

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Exit Survey Results**

**EXIT SURVEY  
APRIL - JUNE 2005**

		<b>I rate my overall Library experience as positive.</b>									
		Strongly Agree	Agree	Disagree	Strongly Disagree						
<b>April</b>	<b>157</b>	52%	30%	9%	7%						
<b>May</b>	<b>174</b>	51%	36%	6%	5%						
<b>June</b>	<b>139</b>	50%	39%	4%	4%						
		<b>What brought you to the library today?</b>									
		Computers	Meeting Rooms	Library program or class	Info	Copy machine	Books	Music CDs	VHS/DVD	Atmosphere	Other
<b>April</b>	<b>157</b>	50%	1%	17%	8%	3%	30%	11%	21%	8%	13%
<b>May</b>	<b>174</b>	40%	1%	23%	7%	2%	28%	3%	20%	6%	16%
<b>June</b>	<b>140</b>	42%	2%	16%	6%	5%	32%	7%	22%	10%	16%
		<b>I found the staff courteous.</b>									
	Total	Strongly Agree	Agree	Disagree	Strongly Disagree						
<b>April</b>	<b>157</b>	60%	29%	4%	6%						
<b>May</b>	<b>174</b>	51%	34%	5%	7%						
<b>June</b>	<b>139</b>	46%	40%	5%	4%						

**CLASS EVALUATIONS  
APRIL - JUNE 2005**

How did you learn about this class?												
	Total	Library web site	Library e-mail newsletter	Library Bookmark	Library newsletter	Newspaper	Library Flyer	Library Bulletin Board	Library Staff	TV	Radio	Other
April	469	17%	3%	1%	30%	3%	25%	7%	19%	1%	0%	10%
May	497	27%	2%	1%	22%	1%	31%	6%	19%	0%	0%	12%
June	525	25%	2%	1%	21%	1%	29%	6%	18%	0%	0%	11%
How did your trainer(s) do?												
	Total	Proficient with topic	Taught at comfortable pace	Answered my questions								
April	469	77%	63%	60%								
May	497	74%	64%	53%								
June	525	73%	56%	45%								
Would you recommend this class to a friend?												
	Total	Yes	No	No Answer								
April	469	96%	1%	3%								
May	497	94%	1%	5%								
June	525	92%	2%	6%								

**Orange County Library System  
Board of Trustees Meeting  
Thursday, July 14, 2005**

**Public Comment:  
Non-Agenda Items**