

**Orange County Library System  
Board of Trustees Meeting**

**Board Packet for October 2006**



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

October 6, 2006

To: Sara Brady, President  
James B. Tyson, Vice President  
Matthew Pardy, Trustee  
Livia Rivera, Trustee  
Gregory D. Lee, Trustee

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

From: Mary Anne Hodel, Director

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 7:00 p.m. Thursday, October 12, 2006, at the **Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801; 407.835.READ (7323).**

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

cc: Ronald Rogers, Liaison, Membership and Mission Review Board ~ Orange County  
Nancy Jacobson, Liaison, Nominating Board ~ City of Orlando

**AGENDA**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**  
**October 12, 2006**  
**Orlando Public Library**  
**101 East Central Boulevard**  
**Orlando, Florida 32801**  
**407.835.READ (7323)**

- 06-158 I. **Call to Order**
- 06-159 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) .
- 06-160 III. **Approval of Minutes: Library Board of Trustees Meeting ~ September 14, 2006**
- 06-161 IV. **Staff Presentation: Joan Frye Williams Workshop ~ Jo Ann Sampson & Renae Bennett**
- 06-161 V. **Financial Statements and Summaries: September 2006 (Preliminary)**
- 06-162 VI. **Statistics and Summaries: September 2006**
- 06-163 VII. **Action Items**
- 06-164 **Consent Agenda**
- 06-165 **Washington Park Lease Agreement**
- 06-166 VIII. **Discussion and Possible Action Items**
- 06-167 **Bob Case Report**
- 06-168 **Board's Information Request: Continuation of September Agenda Item #06-152**
- 06-169 **Strategic Plan Update: Year Four ~ 4<sup>th</sup> Quarter Update**
- 06-170 **Director's Goals: 4<sup>th</sup> Quarter Update**
- 06-171 **Election of Officers and Committee Appointments**

- 06-172                    **Director's Evaluation**
- 06-173            IX.    **Information**
- 06-174                    **Balanced Scorecard: Kathryn Robinson, Lisa Stewart and Katherine Puller**
- 06-175                    **Director's Report**
- 06-176                    **Second Floor Renovation Project Summary**
- 06-177                    **FY 2007 Compensation Plan**
- 06-178                    **Public Comment: Non-Agenda Items**

X.    **Adjournment**

**Next Meeting Dates: November 9, 2006 ~ Alafaya Branch Library; 12000 East Colonial Drive; Orlando, Florida 32826 ---  
December 14, 2006 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.**

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

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

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Call to Order**

# **Orange County Library System Board of Trustees Meeting Thursday, October 12, 2006**

## **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.

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Approval of Minutes: Library  
Board of Trustees Meeting ~  
September 14, 2006**

**MEETING MINUTES**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**  
**September 14, 2006**  
**Eatonville Branch Library**  
**200 East Kennedy Boulevard**  
**Eatonville, Florida 32751**  
**407.835.READ (7323)**

- 06-141 I. **Call to Order**  
Board Members Present: Sara Brady (8/2); Matthew Pardy (8/0); Livia Rivera (8/0); Gregory Lee (6/0)  
  
Board Member Absent: James Tyson (8/2)  
  
Library Administration Present: Mary Anne Hodel; Debbie Moss; Robert Tessier; Carla Fountain; Eric Atkinson; Craig Wilkins; Sally Fry; Kathryn Robinson; Tracy Zampaglione; Milinda Neusaenger  
  
President Brady called the meeting to order at 7:00 p.m.
- 06-142 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) .
- 06-143 III. **Approval of Minutes:**  
**Library Board of Trustees Meeting ~ August 10, 2006**  
**Library Board of Trustees Supplemental Meeting ~ August 29, 2006**  
Trustee Pardy, seconded by Trustee Lee, moved to approve the minutes for the August 10, 2006 Board of Trustees Regular Meeting and the August 29, 2006 Board of Trustees Supplemental Meeting. Motion carried 4-0.
- 06-144 V. **Financial Statements and Summaries: August 2006**
- 06-145 VI. **Statistics and Summaries: August 2006**
- 06-146 VII. **Action Items**
- 06-147 **Consent Agenda**  
At the request of Trustee Pardy, consent agenda items 06-148 and 06-150 were pulled for discussion.



06-148            **New Defined Contribution Pension Plan**  
Comptroller Tessier gave a brief overview of the proposed new Defined Contribution Pension Plan for future employees and the philosophy behind it. Trustee Pardy inquired about the existing Defined Contribution Plan in place for current employees and Comptroller Tessier explained that it would remain intact. Brief discussion ensued. Trustee Pardy, seconded by Trustee Rivera moved to approve the key features of the new Defined Contribution Pension Plan. Motion carried 4-0.

06-149            **Strategic Plan Add-On Year: FY 2010**  
Trustee Lee, seconded by Trustee Pardy, moved to approve the Strategic Plan add-on year for FY 2010. Motion carried 4-0.

06-150            **Rules of Conduct Revisions**  
Security and Maintenance Department Head Craig Goetzke summarized the revisions to the current Rules of Conduct. Trustee Pardy stated his concern about staff safety and any potential engagement to search the belongings of individuals. Mr. Goetzke explained that customers are asked to stop if the alarm sounds when they are exiting the building, but that if they do not stop security is alerted and staff members do not pursue. Brief discussion ensued. Trustee Lee, seconded by Trustee Pardy, moved to approve the Rules of Conduct Revisions. Motion carried 4-0.

06-151            VIII. **Discussion and Possible Action Items**

06-152            **Board of Trustees Meeting with Staff**  
Keith Graham – Southeast Branch Manager spoke regarding staff and Library Service.\*

Ken Gibert – Hiawassee Branch Manager spoke regarding staff and Library Service.\*

Donna Bachowski – Reference Central & Mobile Reference Manager spoke regarding staff and Library Service\*

Jim Myers – Special Services and Delivery Manager spoke regarding staff and Library Service.\*

Nicole Heintzelman – Orange County Resident spoke regarding staff and Library Service.

Trustee Pardy opened the conversation by stating that after hearing from everyone the list of six demands made by the librarians is not something he completely supports. He stated the librarians in Community Relations are great and do not need to be transferred. He stated that Director Hodel proactively changed the requirement of program development to an elective job duty. He also expressed his concerns regarding adequate staffing at Main and Branches and that the Library should move forward in hiring librarians and defining their roles. Trustee Lee stated he appreciates hearing from everyone and that while change is not easy, everyone needs to work together toward improving library service. Trustee Rivera stated that OCLS is a great system

and loves the direction of Director Hodel and thinks she's had a great impact on the service and system. President Brady stated that there is an old history with regards to the issues and that the Board needs to help Director Hodel work beyond the issues and toward a solution that is best for the Library System.

Director Hodel shared information regarding the national trend of library service reductions and library closures which are in direct correlation with budget cuts and library tax and bond defeats by voters in communities around the country. Libraries in communities such as Binghamton, New York and Salinas, California have closed or drastically reduced open hours and their citizens found library services to be insignificant or irrelevant. Thus, OCLS must pay attention to the needs of our community and take serious the fiduciary responsibility that has been entrusted to all Staff Members. The national downward trend of the product *reference service* is a result of more advanced internet technology and use by consumers. Director Hodel explained in order for OCLS to remain a viable organization, it is imperative to look at market share and consider the changing needs of the community. The community needs are shifting from reference service to educational and entertainment products such as programs, technology classes and electronic databases.

Director Hodel explained that previous proactive changes were made as a direct result of librarians expressing their concerns regarding their work load. The librarians made it very clear they did not want to deal with computer problems, so in 2002 computers at all locations in Main were moved to one area, resulting in the Computer Resource Center (CRC), and the Technical Customer Support Specialist (TCSS) position was created to assist customers with any computer problems. This was expanded to branches as well. Director Hodel also stated that OCLS has continually been in search for qualified librarian candidates. Recruitment trips are routinely made to FSU and USF, Florida colleges offering the MLS program, and job advertisements are regularly placed in *Library Journal*, *Library Hotline*, the Florida Job Line and Careerbuilder. Recently fifty-five candidates applied for the advertised librarian openings. Forty-one did not meet the MLS requirement. Director Hodel addressed the librarians' concern of the intermingling of duties performed by clerks and librarians and stated that it is a practical problem when customers are seeking service, but not reference service. Segregating staff based on service would create negative experiences for customers as they would be less efficiently served. This would also break down the team environment and create discontent among the clerks who would work the busy circulation service points while librarians waited for customers seeking reference assistance. The OCLS Team has always worked together and pitched in as needed and this often includes some staff "working down."

Director Hodel addressed the concern of six branches lacking librarians. She indicated that one librarian could be transferred from the branches staffed with two librarians to the branches that do not have a librarian. She said however, the librarians consider transfers a form of punishment rather than a service solution. She stated that this would be an immediate solution, but one that has not been implemented out of deference to the negative feelings about it. Director Hodel also offered that librarians' schedules could be changed to begin at 10:00 a.m. or 11:00 a.m., the time after branches open, so that their coverage would conform to the times of highest use by customers. This would be in lieu of beginning their days at 8:30 a.m., during which time clerical duties are performed by librarians. Director Hodel also stated that Managers routinely

work at customer service points, which was another demand made by the librarians. She also reported that she recently worked the desk in Reference Central for two hours and stayed productive by shelving books as there were not any reference questions to answer during that time.

Director Hodel asked the Board as to which direction they would like for the Administration to take and Trustee Pardy requested for the dialog to continue at the next meeting. He also said that most of the issues were administrative in nature, but that the number of librarians to hire and their work locations would need to be discussed. He also commented about the lack of qualified applicants and Director Hodel indicated that enrollment in MLS programs is flat and that some schools have closed in the last five to six years. Trustee Pardy also requested Comptroller Tessier to provide some financial options regarding the hiring of librarians. President Brady stated she is interested in transferring librarians to address the shortages in some locations.

06-153 IX. **Information**

06-154 **Update: Non-Directive Employee Attitude Assessment Work Group ~ Librarians**

Consultant Bob Case gave an overview of the progress and direction of the librarian / management meetings. President Brady shared her concerns regarding the pace, parameters and progress of the meetings. She asked Mr. Case to provide the Board with written monthly progress updates. She also said that she wants to see some movement from the participants in the meetings and that deadlines need to be set. President Brady stated that another population of OCLS staff spoke at the supplemental meeting and they are proud to come in and do their job. She does not want to see the staff become fragmented over these issues. She said all employees need to take ownership of their work and that all need to work together to keep OCLS running smoothly.

06-155 **Director's Report**

► We are very proud of Lynette Schimpf who applied and was awarded a grant from the Florida Library Leadership Program to attend the Florida Leadership Summit (<http://www.famefl.org/home/home.asp>).

► We have had a wonderful opportunity to send some staffers to a presentation by Joan Fry Williams on 19 Sept in Tampa. She is a compelling speaker on the future of librarians and what libraries need to do to be ready. We opened the opportunity up to any staff member who wanted to go. The Library will cover the mileage, parking and registration fee. All staff who applied are being sent.

► Gaming is alive at OCLS. Currently, we have 3 “gaming pods” in full use by the public at 3 locations: Main, Herndon and West Oaks. Each location gives out tokens which can be used for the games. They are popular with the young 9-14 crowd. A valid library card is needed to use the system.

► Kat Gordon, Orange County School Board Member Board called to ask us if we still providing the FCAT Tutorial. She asked us if we would participate in a meeting at Oak Ridge High with parents and teachers.

► Ms Sheffer of the Queens Public Library and 5 of their Administration will be visiting OCLS on Sept. 21<sup>st</sup>. They are interested in our practices for Self Check, Mystery Shopper, Greeters, Vocera, Olive, Mobile Reference, and Ready Set Go.

► The Director made a presentation to a design charrette looking at the components of the new Randall Park Town Center being planned near Moss Park/Narcoosee Road. She pitched the idea of having a “LEEDS” Green Library at the heart of their community and it was well received.

06-156                    **Second Floor Renovation Project Summary**

06-157                    **Public Comment: Non-Agenda Items**

Madeline Noboa and Ivette Mercardo-Cortes – Southeast Branch Circulation Clerks spoke regarding customer service and specifically about their customers wanting self check-out service at Southeast.

X.     **Adjournment**

President Brady adjourned the meeting at 9:23 p.m.

**Next Meeting Dates: October 12, 2006 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- November 9, 2006 ~ Alafaya Branch Library; 12000 East Colonial Drive; Orlando, Florida 32826.**

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**\*Verbatim comments have been provided and included in the official record of the September 14, 2006 Orange County Library Board of Trustees Meeting.**

Good evening. My name is Keith Graham and I am the Southeast Branch Manager. Some of us have chosen to speak to you this evening to offer you some feedback about the recent demands of some OCLS librarians. To save your time we are being represented by this commentary by myself and Ken Gibert, Hiawassee Branch Manager. This also represents; Renae Bennett, Alafaya Branch Manager; Bethany Corbett, Southwest Branch Manager; Lynette Schimpf, Herndon Branch Manager and Lisa Stewart, South Trail Branch Manager.

We feel that librarians are an important and viable part of our organization. EQUALLY AS IMPORTANT as managers, clerks, custodians, shelvers, computer techs, and all other staff that together make up the OCLS workforce.

HOWEVER, there is more to being a librarian than just answering “reference questions” which is the predominate theme in these demands. We see this as a narrow definition of the librarian’s role and function in our library and their position in the big picture that is OCLS. Their work is not just answering reference questions.

Reference questions are going down. Hiring more librarians is not going to cause our reference questions to rise. The undeniable reality is that people are and will use online resources such as the Internet to find their information. This is not an experience unique to OCLS. It is a world-wide phenomenon. Our professional organizations have posed the question over and over: “how are we to stay relevant in the 21<sup>st</sup> century and beyond? How do we communicate to the community that we are important?” This probably sounds familiar to you, because it’s what Mary Anne and our Administrative Team have been talking about for several years.

Not only are reference questions going down but their COMPLEXITY has changed dramatically over the last few years. That is a crucial element to understand: The majority of questions we receive now are not at a complex level where a librarian’s expertise is needed. The statistics we have show it. The majority of questions we get are directional and general information types: finding materials for school reading lists, where are books on roses, where’s the closest Tag Agency, do you have a copy of the Driver’s License Handbook, do you have this or that DVD? Questions that don’t require a librarian to answer them.

We strive to keep relevant; to recognize why taxpayers come to the library and how best to use their tax dollars to respond to their needs. And they are not coming in great multitude to ask reference questions. What is rising are demands for computer time, computer classes, library cards, children’s and adult programs and materials such as best sellers and DVD’s

We created the Children’s Initiative and The Program and Class Initiative to meet the needs of our schools and customers, tapping our librarians as the flag people for these important projects. Since less of their time is needed for the reference part of their work, then what better way to use their time then to have them spend more of it with projects and initiatives that have traditionally been part of a librarian’s role all along, and increasingly there is more and more time available for them to spend on these things.

What we see reflected in these 6 demands is a narrow focus on just part of what they’re supposed to be doing and only a part of what we as a library are supposed to be providing. It is self-important and not about the importance of all around customer service to our tax-payers that all other staff, not just librarians, offer.

Thank you for taking the time to allow me to speak this evening. I am Ken Gibert, manager of the Hiawassee Branch Library. In addition to the earlier comments by Keith Graham, I'd like to add a few more thoughts on the demands made by the bargaining unit members.

My comments represent myself as well as Renae Bennett, Alafaya Branch Manager; Bethany Corbett, Southwest Branch Manager; Keith Graham, Southeast Branch Manager, Lynette Schimpf, Herndon Branch Manager, Lisa Stewart, South Trail Branch Manager, and Kelly Pepo, Edgewater Branch Manager.

A couple of other thoughts about the demands:

2. "Transfer 4 Community Relations librarians to public service departments."

These librarians provide a vital public service to the community. What is a better use of their time: To be in public service departments waiting for reference questions that aren't there or to act as "connectors" between the library and the public and actively showing how relevant we really are?

3. "Put effective procedures in place to stop the intermingling of clerks doing reference work and librarians performing routine clerical tasks."

How do you put "effective procedures" in place to stop what is, in effect, a team effort to get work accomplished? "This is my dance space and this is your dance space" doesn't work very well when we're getting bombarded with people lined up at the desk to get library cards and discuss their accounts (not to ask a "reference" question) and just want someone to help them. And again, what is "reference" work? There isn't much of that left for clerks to intermingle with anyway.

4. "Hold monthly management meetings with administration acknowledgement that union members can meet as union members with out fear of discipline.

Discipline is clearly defined and outlined in the Bargaining Unit Contract; that's what both parties abide by.

5. "Include frontline staff from the beginning in any decisions involving staff policies, procedures and workflow."

What does it mean to include in decisions? Staff is included in discussions on any number of topics; decisions are ultimately the responsibility of management and administrative staff.

6. "Schedule all managers including Division Heads for regular reference desk time."

Most of us help out in a number of capacities including circulation work, reference work, public outreach, and visiting schools, in addition to management responsibilities in running our branches and departments. Since we've already established that reference work is declining it seems a waste of our salary to schedule ourselves any more to work in an area that doesn't need it. As far as the Division Heads, their time is better spent planning and directing our library system which is what they're supposed to be doing.

Thank you for your time.

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My name is Donna Bachowski, and I am proud to be a librarian. On July 3 I started work at OCLS as Department Manager of Reference Central / Mobile Reference.

I started my career as a reference librarian in Broward County. For the seven years I was there, I worked my way up, and my last position was Branch Head. I wanted something more challenging, so I took a position as Director of the Edgewater Free Public Library in northern New Jersey.

It is a Carnegie library, in a community of about 10,000 residents, located on Hudson River directly across from NYC. During my four and half years there, I was able to accomplish some amazing things. We increased circulation 300% and increased walk-in use 500%. During this time, I was the only librarian there. I guided the work, with the full support of the Board of Trustees, and was very fortunate to have superb clerks that really made the difference.

As a point of reference, these increases brought our per capita circulation up to 5.2 and our per capita door count up to 3.6. OCLS is around 7.8 circ and 4 door count.

What does this show? The job title of the people who staff your service point is not important. What is vital is to have the right people there – people who are willing to do what it takes to reach our customers and people who are passionate about what they do.

I was part of a consortium of 73 libraries in the county – the one thing we all had in common was the rapid decline of traditional reference service. This is reflected in libraries big and small across the United States. As librarians, we need to redefine what reference service is and find ways to get from behind our big, intimidating desks and get out to where our customers are. To do this, we need staff who are willing to take on groundbreaking projects and who are willing to stay true to the purpose of librarianship: helping customers get the information they need in whatever form or method they choose.

OCLS had made great strides towards this with mobile reference, outreach, and programs and classes. Unfortunately, due to a small number of individuals, we have been forced to take several huge steps back.

The bargaining unit represents only 7% of the OCLS workforce, and not all of the 7% are in support of the demands presented at the August board meeting. Boards of Trustees are not supposed to be involved in the day to day operations of the library. Their strength is in steering the institution. By getting involved in these demands, however well meaning it may have been, it has had a major negative impact on my job. These are management issues. By addressing these issues without using the proper approach, it has removed authority from Ms. Hodel, from the members of the Administrative team, from my division head, from me, and from all the managers and assistant managers. It has also made the work place a much less friendly place for the other 93% of the staff. I am spending more time acting as mediator amongst staff, which leaves me less time to explore new ways to share our remarkable resources with our customers.

I admire what you all have done for OCLS and your guidance has made us into an amazing library system, for customers and staff. I invite each of you to come spend some time in my department – get a first hand look at what we are and aren't doing.

I appreciate your attention. I close by asking that before you make decisions that may impact the progress we have made, please make sure you have a well rounded view of the library system and understand exactly what occurs here.

Thank you.

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In 1990, when I started at OCLS, one of the most essential tools at my branch was a bell. Aside from weekly storytime programs, patrons visited for two reasons: to borrow materials and to utilize the reference collection – usually with the assistance of a librarian. The bell, touched once by clerks, signaled to librarians that patron assistance was needed at the reference desk. Two touches was a signal for staff, librarians included, to come to the circ desk to help with a rush of patrons. Reference work was, at that time, a large part of what we did, a growth product. Yet even then, reference staff worked in collaboration with clerical staff to do the one thing we had to do above all else: serve the patron. 16 years later, patrons visit OCLS locations for a number of reasons. Reference work is still a valuable product, but thankfully, we can no longer easily divide what patrons need into one bell touch or two. Other products have emerged over the last decade to help keep OCLS relevant during a time when libraries nationwide are learning to redefine their place in the community. Staff are learning new skill sets in order to provide different types of patron service. Versatility is more valuable now than ever. Though one cannot argue the impact the Internet has had on the call for traditional reference service, there are still occasions for librarians to conduct reference interviews. But there is also a need to recognize that, just like 16 years ago, when patron needs assistance, we are all librarians to them. Which is to say, we are employed by OCLS, to serve them. They don't want to know if you have an MLS, they want help with their library card account. They don't want to know if you have been a clerk for five years, they want to know the population of Fall River, Massachusetts. We all have our areas of expertise. But putting measures in place to stop the intermingling of duties between clerical and reference staff flies in the face of this Library's tradition of pulling together to help the customer. It would be an attempt to draw a line between one type of service and all others, a line that would be blurry at best as libraries grow into the 21<sup>st</sup> century. And it's a line that has nothing to do with library service.

- Jim Myers



**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Staff Presentation: Joan Frye  
Williams Workshop ~ Jo Ann  
Sampson & Renae Bennett**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Financial Statements &  
Summaries: September 2006  
(Preliminary)**

# **Orange County Library System**

## **Financial Statement Highlights**

### **Twelve Months Ended September 30, 2006**

#### **Preliminary Financial Statements**

September 30<sup>th</sup> is the end of the Library's fiscal year. The attached financial statements are marked "Preliminary" as many adjustments still need to be made. For example, invoices for last fiscal year will continue to come in through at least the early part of November. The final financial statements will be included in the January Board packet.

#### **Operating Fund Revenue and Expenditure Summaries**

##### **Defined Benefit Pension Plan**

Additional funds were included in the FY 2006 budget to make changes (shorter vesting period & 2% COLA) to the Library's Defined Benefit Pension Plan. Since these changes will not be effective until FY 2007, we will under spend last year's budget by roughly \$450,000.

#### **FY 2007 Budget Hearings**

As required by the Truth in Millage (TRIM) process, two public hearings before the Governing Board were held in September. Both went well. As part of the TRIM process, we are required to post a notice in the newspaper showing our proposed budget and the tax increase prior to the second public hearing. In response to this notice, one of our patrons sent the following message to the Orange County Mayor and several of the Commissioners:

*As a COPD disabled person who uses OCLS daily, I support this tax increase. We have the finest Library system on this planet. I do not want service to deteriorate due to lack of funding.*

#### **Purchase of 870 North Chickasaw Trail Property**

On Friday, October 06, 2006, we closed on this property. Thanks to the Library Board's support, we were able to move quickly on this property. Total time from our first tour of the building until closing was only 90 days. Had we not moved so quickly, it is likely we would have lost the opportunity as another buyer was competing for the property and a quick closing was very important to the seller.

#### **Library Bonds Paid Off**

Approved by referendum on September 8, 1980, \$22,000,000 of general obligation bonds were issued in March 1981 to expand the Main Library. The original tax exempt bonds, which carried interest rates averaging **10.5%**, were refinanced twice in subsequent years in order to get lower interest rates. The final payment on the bonds was made on September 1, 2006. The only long term debt the Library currently has is \$1,522,000 on a bank loan with SunTrust, the original proceeds of which were used to purchase the North Orange Branch and construct Alafaya, West Oaks, and South Creek Branches.

#### **Certificate of Achievement for Excellence in Financial Reporting**

For the third year in a row, a Certificate of Achievement for Excellence in Financial Reporting has been awarded to the Library. The attached Release provides some basic information about the Certificate program. Congratulations to the Finance Department!!

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
Twelve Months Ended September 30, 2006**

**Preliminary**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(12 month=100%)</b>
<b>AD VALOREM TAXES</b>	27,477,433	28,004,267	101.9%
<b>INTERGOVERNMENTAL</b>			
Grants	148,000	26,700	18.0%
State Aid	1,502,000	1,350,422	89.9%
Law Collection Fees	57,000	56,276	98.7%
	<u>1,707,000</u>	<u>1,433,398</u>	<u>84.0%</u>
<b>CHARGES FOR SERVICES</b>			
Fee Cards	5,500	8,129	147.8%
PC Pass	42,000	34,246	81.5%
PC Express	0	510	
Classes	1,500	2,747	183.1%
Copy & Vending	185,000	176,526	95.4%
Meeting Room Fee	0	1,350	
Fax	0	2,712	
Scanner	0	384	
Computer Booklets	0	38	
Reference Charges	0	1,400	
Tell Me More Program	0	850	
	<u>234,000</u>	<u>228,892</u>	<u>97.8%</u>
<b>FINES</b>			
Fines	1,250,000	1,509,371	120.7%
Lost Materials	100,000	117,823	117.8%
	<u>1,350,000</u>	<u>1,627,194</u>	<u>120.5%</u>
<b>MISCELLANEOUS</b>			
Interest Earnings	299,567	744,778	248.6%
Rents	7,000	7,549	107.8%
Sales of Fixed Assets	0	1,641	
Contributions - Friends of Library	118,000	114,979	97.4%
Contributions - Fund Raiser	0	2,153	
Contributions - Others	6,000	34,943	582.4%
Miscellaneous	30,500	64,732	212.2%
Disk Sales	2,500	2,440	97.6%
Grants & Awards	0	100,930	
	<u>463,567</u>	<u>1,074,145</u>	<u>231.7%</u>
<b>TRANSFER FM PROP APPRAISER</b>	25,000	0	0.0%
<b>TRANSFER FM TAX COLLECTOR</b>	235,000	0	0.0%
<b>TOTAL REVENUES</b>	<u><u>31,492,000</u></u>	<u><u>32,367,896</u></u>	<u><u>102.8%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND EXPENDITURE SUMMARY  
Twelve Months Ended September 30, 2006**

**Preliminary**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(12 month=100%)</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	12,867,552	12,390,416	96.3%
Medicare Taxes	186,580	172,991	92.7%
Defined Contribution Pension Plan	965,067	924,773	95.8%
Defined Benefit Pension Plan	1,055,242	604,600	57.3%
Life and Health Insurance	2,213,057	1,786,596	80.7%
Worker's Compensation	128,676	105,299	81.8%
Unemployment Compensation	20,000	4,778	23.9%
Parking & Bus Passes	93,960	109,078	116.1%
	<u>17,530,134</u>	<u>16,098,531</u>	<u>91.8%</u>
<b>OPERATING</b>			
Professional Services	250,000	336,065	134.4%
Other Contractual Services	888,000	736,461	82.9%
Other Contract. Serv.- Janitorial	276,000	255,173	92.5%
Training and Travel	90,000	108,675	120.8%
Telecommunication	315,000	240,523	76.4%
Delivery and Postage	1,270,000	1,161,813	91.5%
Utilities	784,000	883,219	112.7%
Rentals and Leases	913,000	931,862	102.1%
Insurance	216,000	171,580	79.4%
Repair and Maintenance	850,000	852,319	100.3%
Repair & Maint. - Hardware/Software	356,000	265,323	74.5%
Copying/Printing	231,000	197,076	85.3%
Property Appraiser's Fee	289,000	287,090	99.3%
Tax Collector's Fee	560,000	547,842	97.8%
Supplies	750,000	951,891	126.9%
Supplies-Hardware/Software	267,000	245,375	91.9%
Memberships	15,000	13,921	92.8%
Contingency	300,000	0	0.0%
	<u>8,620,000</u>	<u>8,186,208</u>	<u>95.0%</u>
<b>CAPITAL OUTLAY</b>			
Building and Improvements	1,155,000	1,141,864	98.9%
Equipment and Furniture	300,000	375,767	125.3%
Hardware/Software	345,000	86,184	25.0%
	<u>1,800,000</u>	<u>1,603,815</u>	<u>89.1%</u>
<b>LIBRARY MATERIALS</b>			
Materials - Rest. Contributions	12,500	11,419	91.4%
Materials - Law	36,000	30,829	85.6%
Materials - Other	4,229,500	4,256,197	100.6%
	<u>4,278,000</u>	<u>4,298,445</u>	<u>100.5%</u>
<b>TRANSFERS TO OTHER FUNDS</b>			
Branch Debt Service Fund	702,000	409,458	58.3%
Sinking Fund	150,000	150,000	100.0%
	<u>852,000</u>	<u>559,458</u>	<u>65.7%</u>
<b>TOTAL EXPENDITURES</b>	<b><u>33,080,134</u></b>	<b><u>30,746,457</u></b>	<b><u>92.9%</u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
 MAIN DEBT SERVICE FUND  
 Twelve Months Ended September 30, 2006  
 Preliminary**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(12 month=100%)</u>
<b>REVENUES</b>			
Ad Valorem Taxes	1,200,149	1,224,205	102.0%
Interest	15,851	39,834	251.3%
Transfer From Tax Collector	13,000	0	0.0%
<b>TOTAL REVENUES</b>	<b><u>1,229,000</u></b>	<b><u>1,264,039</u></b>	<b><u>102.9%</u></b>
<b>EXPENDITURES</b>			
Principal	1,200,000	1,200,000	100.0%
Interest	54,000	54,000	100.0%
Tax Collector's Fee	26,000	23,949	92.1%
<b>TOTAL EXPENDITURES</b>	<b><u>1,280,000</u></b>	<b><u>1,277,949</u></b>	<b><u>99.8%</u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
BRANCH DEBT SERVICE FUND  
Twelve Months Ended September 30, 2006  
Preliminary**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(12 month=100%)</u>
<b>REVENUES</b>			
Transfer From General Fund	702,000	409,458	58.3%
Interest	10,000	17,892	178.9%
<b>TOTAL REVENUES</b>	<b><u>712,000</u></b>	<b><u>427,350</u></b>	<b><u>60.0%</u></b>
<b>EXPENDITURES</b>			
<u>2003 NOTE</u>			
Principal	350,513	350,513	100.0%
Interest	58,946	58,945	100.0%
<u>FUTURE BORROWINGS</u>			
Principal	200,000	0	0.0%
Interest	100,000	0	0.0%
<b>TOTAL EXPENDITURES</b>	<b><u>709,459</u></b>	<b><u>409,458</u></b>	<b><u>57.7%</u></b>

**FUTURE DEBT SERVICE PAYMENTS FOR 2003 NOTE**

<u>DATE</u>	<u>PRINCIPAL</u>	<u>INTEREST</u>
2007	362,175	47,283
2008	374,226	35,233
2009	386,677	22,781
2010	399,542	9,916
	<b><u>1,522,620</u></b>	<b><u>115,213</u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Twelve Months Ended September 30, 2006  
Preliminary**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(12 month=100%)</u>
<b>REVENUES</b>			
Line of Credit Proceeds	2,200,000	0	0.0%
Misc. (Sale of West Orange)	0	350,000	0.0%
<b>TOTAL REVENUES</b>	<b><u>2,200,000</u></b>	<b><u>350,000</u></b>	<b><u>15.9%</u></b>
 <b>EXPENDITURES</b>			
<u>FUTURE BRANCH LOCATION</u>			
Land	2,000,000	0	0.0%
Architect / Engineer	200,000	0	0.0%
<b>TOTAL EXPENDITURES</b>	<b><u>2,200,000</u></b>	<b><u>0</u></b>	<b><u>0</u></b>



**ORANGE COUNTY LIBRARY DISTRICT  
SINKING FUND  
Twelve Months Ended September 30, 2006  
Preliminary**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(12 month=100%)</u>
<b>REVENUES</b>			
Transfer From General Fund	150,000	150,000	100.0%
Interest	0	10,128	
<b>TOTAL REVENUES</b>	<b><u>150,000</u></b>	<b><u>160,128</u></b>	<b><u>106.8%</u></b>
<b>RESERVES</b>			
Reserves-Building and Improvements	75,000	75,000	100.0%
Reserves-Technology	75,000	75,000	100.0%
<b>TOTAL RESERVES</b>	<b><u>150,000</u></b>	<b><u>150,000</u></b>	<b><u>100.0%</u></b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**MONTHLY ROLLOVER**  
**September 30 , 2006**  
**Preliminary**

	<b>BALANCE</b> <b>08/31/2006</b>	<b>RECEIPTS</b>	<b>DISBURSE</b>	<b>BALANCE</b> <b>9/30/06</b>
<b>OPERATING</b>				
Checking	440,227	6,358,489	(6,389,087)	409,629
SBA Investments	3,282,364	3,019,621	(1,600,000)	4,701,985
CD Investments	7,732,000	0	(4,000,000)	3,732,000
	<b>11,454,591</b>	<b>9,378,110</b>	<b>(11,989,087)</b>	<b>8,843,614</b>
<b>MAIN DEBT SERVICE</b>				
AIM Investments	1,258,534	6,622	(1,227,000)	38,156
<b>BRANCH DEBT SERVICE</b>				
CD Investments	416,308	0	0	416,308
<b>CAPITAL PROJECTS</b>				
SBA Investments	311,950	1,430	0	313,380

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND  
BALANCE SHEET - ASSETS  
September 30 , 2006  
Preliminary**

**ASSETS**

Certificates of Deposit	3,732,000
Cash on Hand	11,755
Equity in Pooled Cash	409,629
Accounts Receivable	33,225
Due From Other Funds	88,381
Due From Other Governments	0
Interest Receivable	71,641
Inventory	186,354
Investments-SBA	4,701,985
Prepays	276,859
Other Assets-Deposits	<u>109,275</u>
<b>TOTAL ASSETS</b>	<b><u><u>9,621,104</u></u></b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**OPERATING FUND**  
**BALANCE SHEET - LIABILITIES & FUND BALANCE**  
**September 30 , 2006**

**LIABILITIES**

Accounts Payable	0
Unclaimed Disbursements	1,441
Retainage Payable	73,432
Due to Other Funds	0
Accrued Wages Payable	480,046
Accrued FIT Tax Payable	133
Accrued Med Tax Payable	26
Accrued Sales Tax	9
Due To FOL-Taxable Book Sales	2,055
Due To FOL-Nontaxable Book Sales	36
Due To FOL-Sales Tax	137
United Appeal	0
Bonds	98
Def Comp Employees	0
Health Insurance	0
Union Dues	630
Union-Cope	0
Optional Life	0
Flex Spend Med	0
Flex Spend Dep	0
Ben-DCP	67
Miscellaneous	0
Daughters of American Revolution	671
Unclaimed Payroll	826
<b>TOTAL LIABILITIES</b>	<b>559,607</b>

**FUND BALANCE**

Reserve for Inventory	186,354
Reserve for Prepaids	135,724
Reserve for Walker	4,000
Reserve for Phillips	100,000
Reserve for Warner	33,712
Reserve for Gullett	19,805
Designated Murray	537,268
Designated for Sondheim	39,941
Designated for Strategic Plan	4,000,000
Designated for Encumbrances	216,502
Unreserved/Undesignated	2,166,755
Current Year Excess of Revenues Over Expenditures	1,621,436
<b>TOTAL FUND BALANCE</b>	<b>9,061,497</b>

**TOTAL LIABILITIES & FUND BALANCE**

**9,621,104**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Statistics and Summaries:  
September 2006**

# **Statistical Summary October 2006 for Activities in September 2006**

## **Computer Classes and Sessions**

Computer Classes and Computer Sessions continue to be popular and experience growth. Computer Sessions rose by 6.97% from September 2005, growth for the year was somewhat more level at 3.73%. Computer Class attendance was up a robust 50.46% over September 2005 and up 39.58% for the year. Total class attendance for the year was just below 20,000 (19,686 to be exact). The total number of classes presented this year was 7,510 representing an increase of 104% over last year.

## **Circulation and Door Count**

Circulation is up slightly from September 2005 and Door Count is also up by 5.75%. Circulation for the year was up 7.90% at 8,447,787 while Door Count was slightly down by -0.65% for a total of 4,158,800. This highlights the trend towards our customers using their library remotely.

One new measure of circulation we have begun to track is the use of Digital Products created by OCLS staff. These products represent taking an online tutorial, accessing a virtual gallery such as "Spooky Florida", or downloading a podcast. These products, once created by library staff, can be reused over and over again. As our collection of these resources grows, more options are available for our customers to enjoy. This past month these Digital Products were used over 17,000 times.

## **Library Leader Blog**

On September 8<sup>th</sup>, the Library Leader blog made its debut. This blog provides a forum for the Library Director to communicate with the public about current trends and topics of interest. Our customers can post comments or ask questions. This has been well received and has gathered 566 page views in its first partial month. There have been two posts so far, a general introduction to the blog and a post about our Branch Master Plan. Future blog topics will include a Holiday Message, Programs and Classes, Gaming at the Library, Grants and the Library's role as Economic Development Partner, Branch Renovations, Expansion of Self Check-Out, our Customer Service Survey, an Overview of Computer Network, the Role We Play as a National Model, and a Staff Day Review.

## **Customer Satisfaction Surveys**

The Library utilizes a survey tool from Counting Opinions to gather information from customers. This survey is available on our web site and on our InfoSpot computers at all system locations. A new report was recently made available by our customer service survey vendor, Counting Opinions, is the "ranking report" and is included in the board packet. It shows values for all locations of the Orange County Library System compared to values from surveys in the same time period for all other Counting Opinions customers. The time period reflected here is for September 2006. With very few exceptions, OCLS performs quite well against our colleagues.

During the month of October, we have been especially promoting this survey to our customers at all locations by giving them a special treat for completing the survey. It has been well received. Last month without this special promotion, we received 109 surveys and in just the first three days of the promotion 280 surveys have been completed.

Sep-06					Other Libsat			
OCLS					Libraries			
Dimension	Question	Performance	Importance	Recommend	Performance	Importance	Recommend	
Overall	Overall satisfaction	8.42			8.16			
Overall	Overall quality	8.46			8.13			
Overall	Reuse services	8.76			8.91			
Overall	Overall importance		9.04			8.74		
Overall	Recommend to others			8.69				8.57
Overall	Compared to expectations	8.35			7.81			
Service	Borrow items	9.03	9.34	8.97	8.71	9.46		8.85
Service	Use material on site	9.01	8.68	9.00	8.31	7.78		8.17
Service	Use equipment	8.91	8.60	9.14	8.15	7.56		8.02
Service	Attend events	8.89	7.56	8.80	7.39	6.02		7.17
Service	Use facilities	9.16	8.78	9.28	8.42	8.17		8.13
Service	Access remotely	9.27	9.03	9.36	8.88	9.08		8.90
Service	Internet access	8.94	8.77	8.91	7.89	7.02		7.85
Service	Database access	8.99	8.87	8.93	8.27	7.91		8.09
Service	Collections	8.40	9.37		8.01	9.53		
Service	Catalogue	8.19	8.55		8.43	9.22		
Service	Web site	8.82	9.61		8.60	9.15		
Service	Locating information is simple and easy	8.20			7.92			
Service	Success in finding information	8.22			8.00			
Service	Excellence of materials describing services	8.52			7.74			
Service	Ease of submitting comments and suggestions	8.54			7.69			

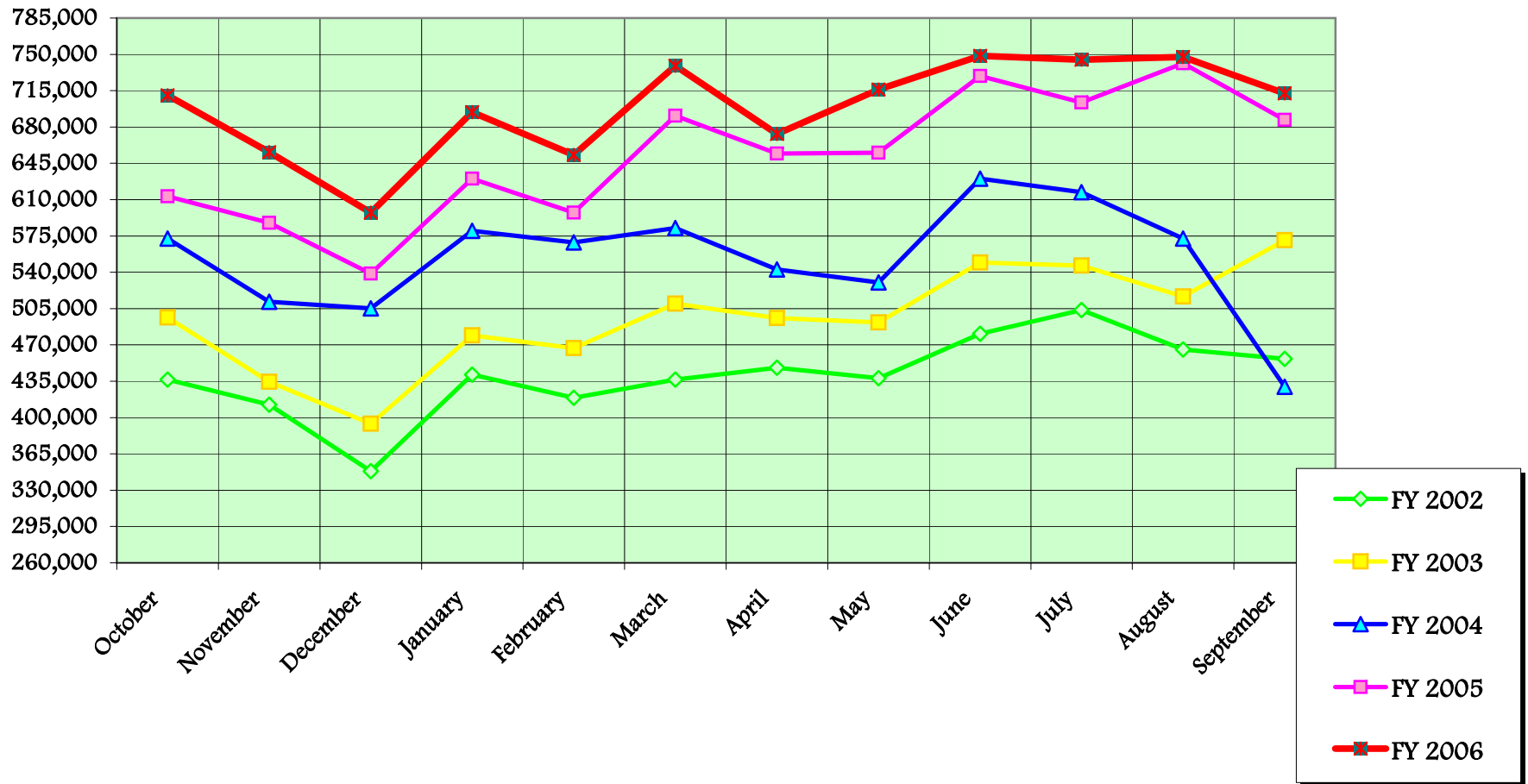
Staff	Overall satisfaction of staff	8.75			8.38	
Staff	Supportive of staff	8.92			8.52	
Staff	Overall quality of services provided by staff	8.77			8.53	
Staff	Staff provide useful assistance	8.90			8.55	
Staff	Inquiries routed to appropriate person	8.85			8.56	
Staff	Inquiries answered in timely manner	8.65			8.55	
Staff	Staff help to ensure a successful outcome to my requests	7.91			8.63	
Staff	Professional manner	8.87			8.56	
Staff	Staff are knowledgeable and competent	8.04			8.66	
Staff	Make you feel welcome?	8.47	9.23		8.36	8.24
Staff	Make you feel appreciated?	8.33	8.96		7.70	7.29
Staff	Offer to assist and/or inquire about your wants and needs?	8.33	9.24		7.76	8.18
Staff	Really hear what you said?	8.27	9.23		8.40	8.88
Staff	Provide assistance?	8.05	9.22		8.60	9.10
Staff	Thank you and invite you back?	7.27	8.01		7.10	6.69
Staff	Make you feel welcome?	7.87	9.35		7.82	7.86
Staff	Make you feel appreciated?	7.37	8.54		7.08	7.00



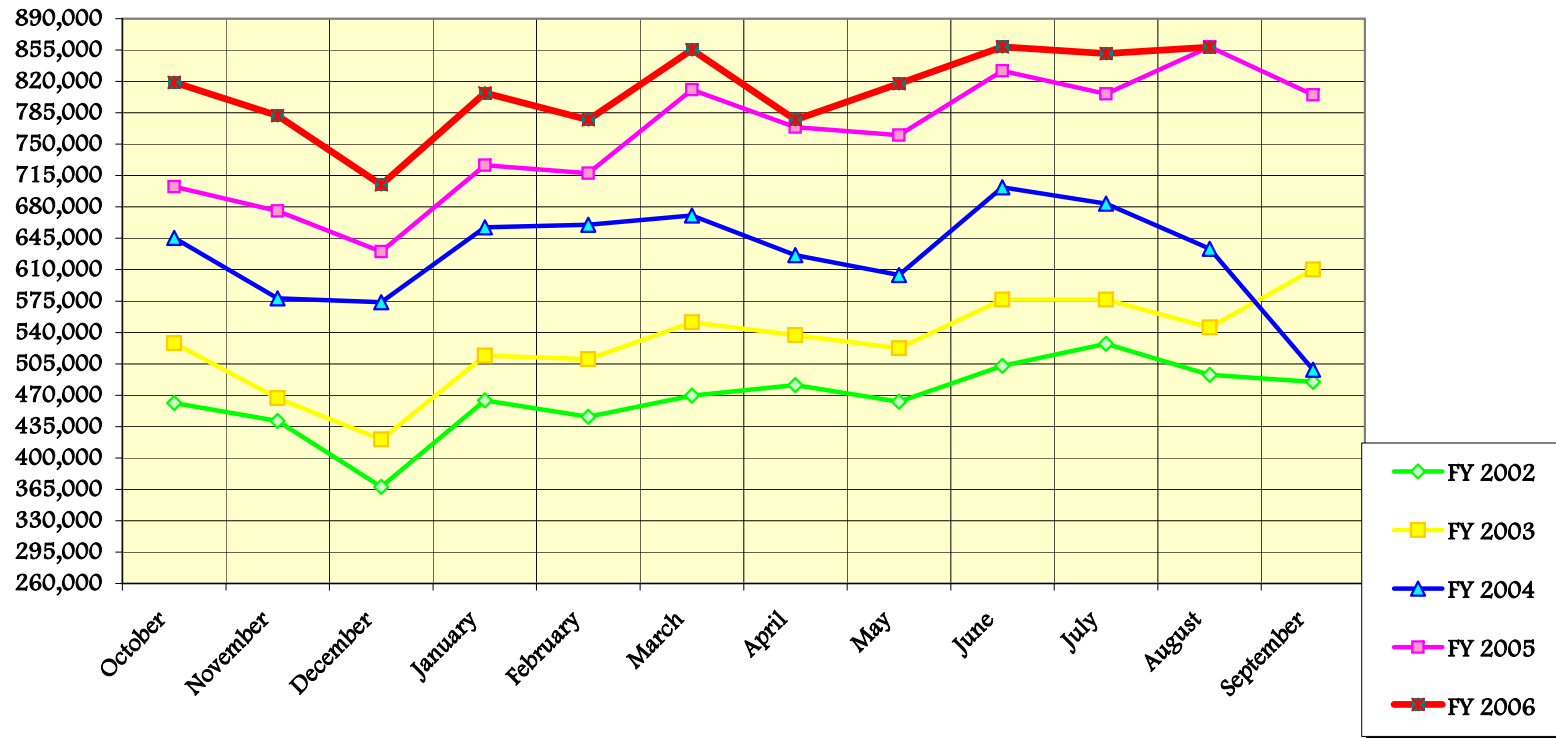
Staff	Offer to assist and/or inquire about your wants and needs?	7.75	9.46	7.14	7.79
Staff	Really hear what you said?	8.37	9.92	7.97	8.66
Staff	Provide assistance?	8.50	10.43	8.36	9.04
Staff	Thank you and invite you back?	6.87	8.10	6.50	6.39
Facilities	Parking	7.00	8.70	8.04	8.42
Facilities	Hours of access and operation	8.73	9.38	8.04	9.21
Facilities	Accessibility (Transportation)	8.25	8.89	8.85	8.35
Facilities	Seating/Workspace	7.29	8.78	8.25	8.06
Facilities	Restrooms	8.06	9.69	8.47	8.29
Facilities	Personal Safety	8.76	9.51	8.88	8.83
Facilities	Security of personal belongings	7.68	8.16	7.58	7.49
Facilities	Security of Library-owned property	8.05	9.06	8.34	8.26
Facilities	The Library building	7.88	8.52	8.56	8.51
Facilities	Phone/Fax	7.75	8.17	8.76	8.70
Competition	Comparative satisfaction with Bookstores	8.06		7.42	
Competition	Comparative satisfaction with info from Internet	7.89		6.77	
Competition	Comparative satisfaction with a person	7.90		7.18	
Competition	Comparative satisfaction with media	7.88		6.99	
Competition	Comparative satisfaction with other libraries	7.92		6.88	
Competition	Comparative satisfaction with other sources	7.42		6.71	

Equipment	Printers	8.33	8.15		7.73	6.13
Equipment	Copiers	7.66	7.71		7.83	6.66
Equipment	Catalogue Terminals	7.93	8.72		8.35	8.72
	Computer S/W					
Equipment	Machines	8.06	8.40		7.79	7.00
	Listening/Viewing					
Equipment	Stations	6.50	6.60		7.22	5.90
	Database Lookup					
Equipment	Machines	7.88	8.20		8.24	8.39
	Outgoing (from the library)					
	Communication devices (e.g., Phones/Fax, Modem/TTY)					
Equipment		6.61	7.89		7.58	6.20
	Inbound (from a remote location)					
	Communications devices (e.g., Phone system, Fax machine, Modem/TTY)					
Equipment		6.54	8.13		8.13	7.37
	Fines/Fees (costs, rules, collections/payment/dispute resolution)					
Policies		7.35	9.21		8.23	8.50
Policies	CheckIn/CheckOut	8.04	8.85		8.79	9.21
Policies	Holds/Renewals	8.73	9.19		8.90	9.35
Policies	Inter-Library Loan	7.82	8.16		8.58	8.41
	Access to restricted and for fee services					
Policies		7.64	8.03		7.51	6.44
Policies	Policy enforcement	8.00	8.44		8.20	7.77
Policies	Lending policies	8.71	9.53		8.80	9.36

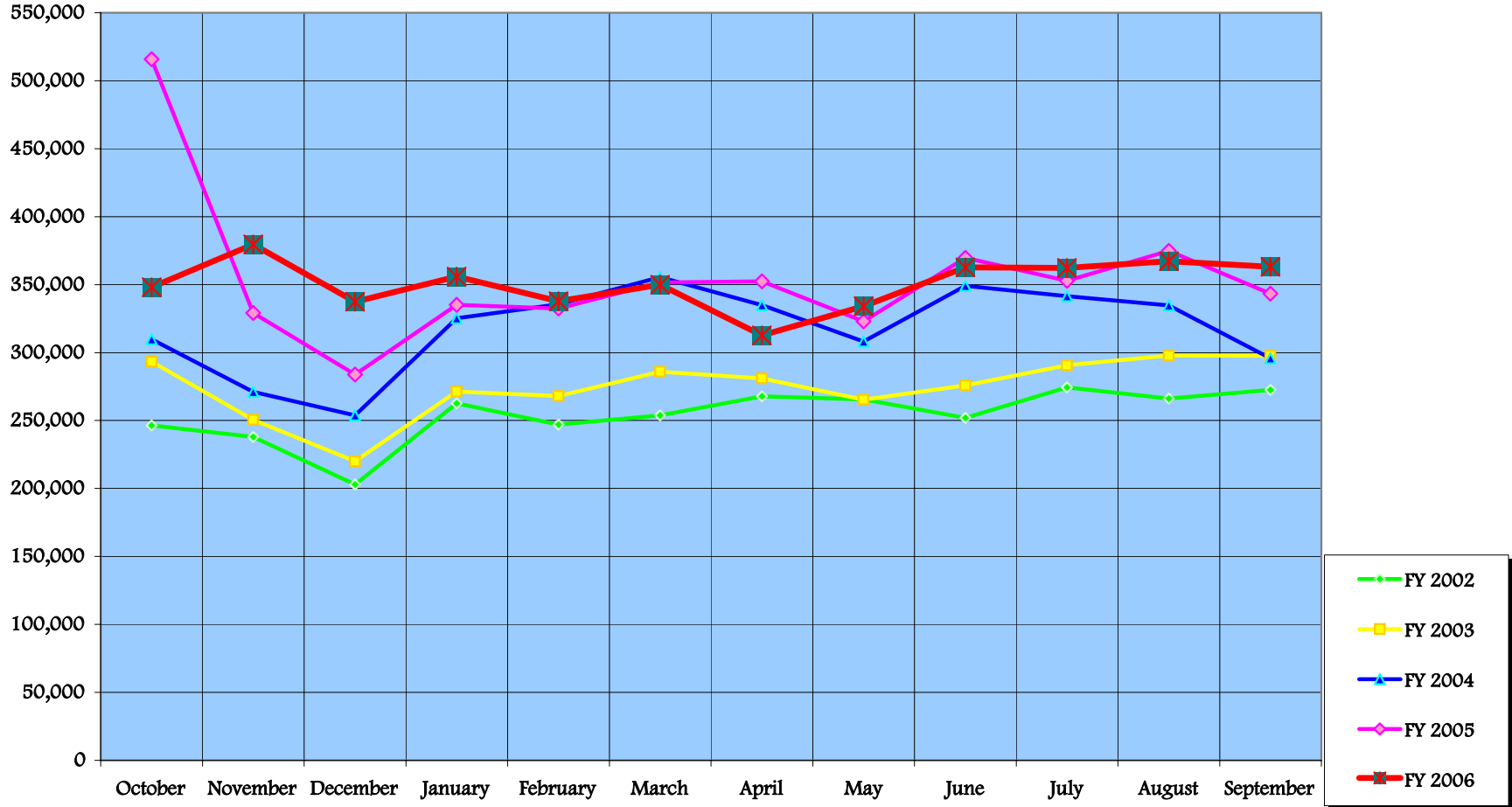
**ORANGE COUNTY LIBRARY SYSTEM  
CIRCULATION**  
Fiscal Year 2002 Through Fiscal Year 2006 TO Date



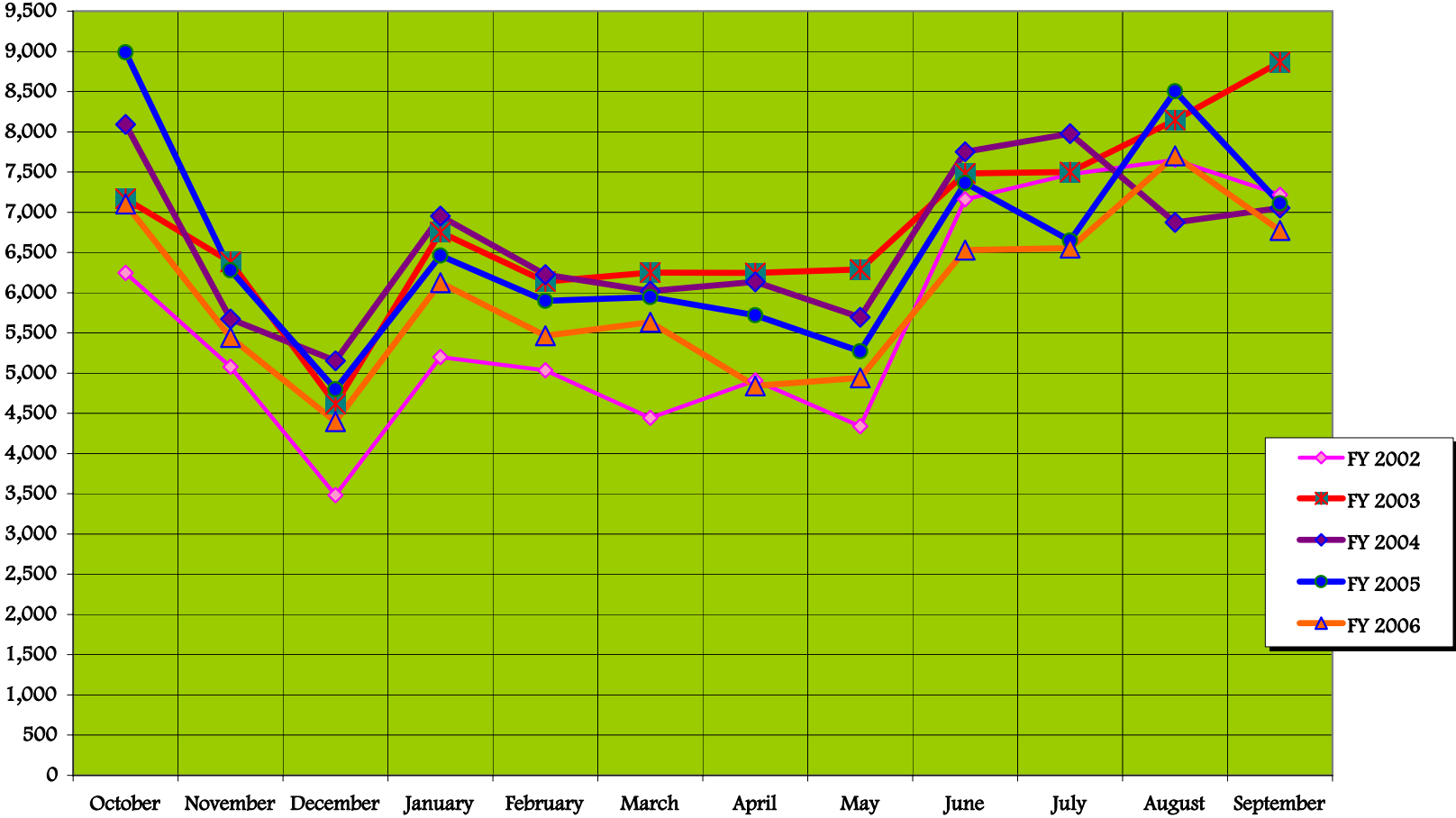
**ORANGE COUNTY LIBRARY SYSTEM  
CIRCULATION WITH ELECTRONIC STATS**  
(Circ Stats & Electronic Database Stats ~ 2 months previous)  
Fiscal Year 2002 Through Fiscal Year 2006 TO Date



Orange County Library System  
Door Counts  
Fiscal Year 2002 through Fiscal Year 2006 To Date



Orange County Library System  
New Patron Registration  
Fiscal Year 2002 through Fiscal Year 2006 To Date



## Circulation and Door Count

October ~ March

### Orange County Library System: Report for FY 2006 YTD & FY 2005

	Oct-05	Oct-04	Nov-05	Nov-04	Dec-05	Dec-04	Jan-06	Jan-05	Feb-06	Feb-05	Mar-06	Mar-05
<b>Circulation</b>												
Main	223,362	193,476	205,261	180,444	186,592	172,909	208,606	185,053	202,495	179,407	229,242	206,377
Branches	433,780	366,219	405,141	356,640	366,457	320,269	431,980	389,616	396,513	371,003	445,868	421,338
MAYL	49,789	52,902	41,659	48,152	40,549	42,305	49,931	52,548	50,267	44,206	59,724	59,822
Digital Products												
Talking Books	3,650	528	3,587	2,907	4,007	3,211	3,825	2,942	3,779	2,885	4,271	3,400
<b>Total</b>	<b>710,581</b>	<b>613,125</b>	<b>655,648</b>	<b>588,143</b>	<b>597,605</b>	<b>538,694</b>	<b>694,342</b>	<b>630,159</b>	<b>653,054</b>	<b>597,501</b>	<b>739,105</b>	<b>690,937</b>
<b>Door Count</b>												
Main	55,768	68,996	47,303	52,721	44,632	47,060	50,091	62,089	50,001	58,023	54,986	61,375
Branches	292,293	366,470	296,053	278,637	294,060	236,839	305,733	272,964	268,963	274,354	296,840	290,246
Talking Books	17	13	14	4	10	6	17	4	14	7	18	9
<b>Total</b>	<b>348,061</b>	<b>435,466</b>	<b>343,356</b>	<b>331,358</b>	<b>338,702</b>	<b>283,905</b>	<b>355,824</b>	<b>335,053</b>	<b>318,964</b>	<b>332,377</b>	<b>351,826</b>	<b>351,621</b>

Circulation and Door Count

April - September

Orange County Library System: Report for FY 2006 YTD & FY 2005

	Apr-06	Apr-05	May-06	May-05	Jun-06	Jun-05	Jul-06	Jul-05	Aug-06	Aug-05	Sep-06	Sep-05	% of Change	YTD 2006	YTD 2005	% of Change
<b>Circulation</b>																
Main	217,059	201,587	218,997	204,294	220,906	211,295	227,773	215,285	227,896	219,182	223,132	207,422	7.57%	2,591,321	2,376,731	9.03%
Branches	402,539	399,791	440,301	399,146	471,490	460,906	457,825	433,969	454,820	460,450	431,707	424,117	1.79%	5,138,421	4,803,464	6.97%
MAYL	50,065	50,238	52,863	48,332	51,971	53,710	55,502	50,541	60,653	57,287	53,940	51,355	5.03%	616,913	611,398	0.90%
Digital Products					12,322	N/A	11,515	N/A	13,630	N/A	17,309	N/A	N/A	N/A	N/A	N/A
Talking Books	3,662	2,930	4,001	3,327	4,158	3,162	3,677	3,837	4,065	4,403	3,674	3,929	-6.49%	46,356	37,461	23.74%
<b>Total</b>	<b>673,325</b>	<b>654,546</b>	<b>716,162</b>	<b>655,099</b>	<b>760,847</b>	<b>729,073</b>	<b>756,292</b>	<b>703,632</b>	<b>761,064</b>	<b>741,322</b>	<b>729,762</b>	<b>686,823</b>	<b>6.25%</b>	<b>8,447,787</b>	<b>7,829,054</b>	<b>7.90%</b>
<b>Door Count</b>																
Main	52,259	60,548	48,595	53,029	53,910	59,132	56,485	58,070	56,153	61,156	55,268	55,695	-0.77%	625,451	697,894	-10.38%
Branches	260,498	291,853	285,442	269,970	308,787	310,530	305,700	294,817	311,162	313,581	307,818	287,655	7.01%	3,533,349	3,487,916	1.30%
Talking Books	15	4	12	7	15	10	20	10	25	8	20	7	185.71%	179	80	123.75%
<b>Total</b>	<b>312,757</b>	<b>352,401</b>	<b>334,037</b>	<b>322,999</b>	<b>362,697</b>	<b>369,662</b>	<b>362,185</b>	<b>352,887</b>	<b>367,315</b>	<b>374,737</b>	<b>363,086</b>	<b>343,350</b>	<b>5.75%</b>	<b>4,158,800</b>	<b>4,185,810</b>	<b>-0.65%</b>



Website Report

	Oct-05	Oct-04	Nov-05	Nov-04	Dec-05	Dec-04	Jan-06	Jan-05	Feb-06	Feb-05	Mar-06	Mar-05
<b>Hits to the Website</b>												
Inside	3,510,648		3,465,026		3,090,526		3,628,805		4,051,328		4,325,221	
Outside	2,710,018		2,323,331		1,570,032		2,261,183		2,771,534		3,145,267	
<b>Total</b>	<b>6,220,666</b>	<b>10,603,759</b>	<b>5,788,357</b>	<b>8,440,620</b>	<b>4,660,558</b>	<b>11,531,063</b>	<b>5,889,988</b>	<b>15,352,285</b>	<b>6,822,862</b>	<b>15,816,206</b>	<b>7,470,488</b>	<b>15,023,342</b>
<b>Visits</b>												
Inside	71,594		67,454		66,441		72,152		73,840		79,460	
Outside	144,488		128,652		115,571		145,892		151,408		185,434	
<b>Total</b>	<b>216,082</b>		<b>196,106</b>		<b>182,012</b>		<b>218,044</b>		<b>225,248</b>		<b>264,894</b>	
<b>Unique Visitors</b>												
Inside	943		959		1,603		1,003		1,005		1,062	
Outside	39,180		37,254		34,309		41,898		42,481		44,262	
<b>Total</b>	<b>40,123</b>		<b>38,213</b>		<b>35,912</b>		<b>42,901</b>		<b>43,486</b>		<b>45,324</b>	
<b>Page Views</b>												
Inside	927,149		912,106		717,327		914,262		1,452,487		1,370,508	
Outside	622,173		318,710		366,306		402,549		806,280		963,843	
<b>Total</b>	<b>1,549,322</b>		<b>1,230,816</b>		<b>1,083,633</b>		<b>1,316,811</b>		<b>2,258,767</b>		<b>2,334,351</b>	

Website Report

	Apr-06	Apr-05	May-06	May-05	Jun-06	Jun-05	Jul-06	Jul-05	Aug-06	Aug-05	Sep-06	Sep-05	YTD 2006	YTD 2005
<b>Hits to the Website</b>														
Inside	4,120,375		4,443,306		4,167,081		4,539,985	3,309,887	4,681,001	3,406,272	4,153,525	2,763,607	48,176,827	9,479,766
Outside	3,101,708		3,402,201		3,656,191		3,880,829	2,589,153	4,125,356	3,120,101	4,017,539	2,664,211	36,965,189	8,373,465
<b>Total</b>	<b>7,222,083</b>	<b>14,544,626</b>	<b>7,845,507</b>	<b>14,512,004</b>	<b>7,823,272</b>	<b>17,533,639</b>	<b>8,420,814</b>	<b>5,899,040</b>	<b>8,806,357</b>	<b>6,526,373</b>	<b>8,171,064</b>	<b>5,427,818</b>	<b>85,142,016</b>	<b>141,210,775</b>
<b>Visits</b>														
Inside	76,803		78,328		83,869		83,973	64,246	85,040	78,924	79,764	59,230	846,566	274,552
Outside	179,908		188,209		206,150		207,837	132,821	198,319	146,379	201,255	118,883	1,907,231	543,975
<b>Total</b>	<b>256,711</b>		<b>266,537</b>		<b>290,019</b>		<b>291,810</b>	<b>197,067</b>	<b>283,359</b>	<b>225,303</b>	<b>281,019</b>	<b>178,113</b>	<b>2,753,797</b>	<b>818,527</b>
<b>Unique Visitors</b>														
Inside	1,033		988		1,010		1,026	865	1,049	924	1,053	871	12,734	2,660
Outside	44,284		46,489		55,680		56,351	34,199	61,297	41,216	61,583	34,211	565,068	109,626
<b>Total</b>	<b>45,317</b>		<b>47,477</b>		<b>56,690</b>		<b>57,377</b>	<b>35,064</b>	<b>62,346</b>	<b>42,140</b>	<b>62,636</b>	<b>35,082</b>	<b>577,802</b>	<b>112,286</b>
<b>Page Views</b>														
Inside	1,200,997		1,168,557		1,198,600		1,225,447	639,531	1,312,417	696,532	1,160,716	755,731	13,560,573	2,091,794
Outside	900,138		909,923		985,245		1,025,020	707,694	1,059,551	739,477	1,184,283	902,985	9,544,021	2,350,156
<b>Total</b>	<b>2,101,135</b>		<b>2,078,480</b>		<b>2,183,845</b>		<b>2,250,467</b>	<b>1,347,225</b>	<b>2,371,968</b>	<b>1,436,009</b>	<b>2,344,999</b>	<b>1,658,716</b>	<b>23,104,594</b>	<b>4,441,950</b>

## Library Activities October - March

Orange County Library System: Report for FY 2006 YTD & FY 2005

	Oct-05	Oct-04	Nov-05	Nov-04	Dec-05	Dec-04	Jan-06	Jan-05	Feb-06	Feb-05	Mar-06	Mar-05
<b>Program Attendance Total</b>	14096	13,258	14,719	10,838	8,077	7,987	10,313	9,680	14,017	12,456	15,567	11,942
<b>Total # of Programs</b>	420	405	405	350	383	365	357	342	431	419	440	458
<b>Community Events Attendance Total</b>	1760	1,704	2,060	1,792	506	0	493	277	986	472	1,466	353
<b>Total # of Community Events</b>	27	18	22	25	8	0	6	7	9	14	14	4
<b>Events Line</b>	12	-	16	49	5	16	4	30	9	33	13	23
<b>StoryLine</b>	141	345	150	332	92	285	99	279	109	210	194	252
<b>Class Attendance Total</b>	1331	1,162	900	1,049	1,090	652	1268	1041	1,691	1,243	1644	1215
<b>Total # of Classes</b>	479	262	396	229	486	190	513	232	535	281	612	310
<b>QuestLine</b>	17,532	15,480	16,296	13,728	14,321	11,873	18,150	14,530	16,583	14,240	18,245	16,040
<b>P.C. Sessions</b>	62,244	61,841	59,609	57,898	57,206	55,421	62,516	62,062	61,365	60,939	68,696	66,879
<b>Number of Active Cards in the System</b>	358,336	301,108	365,466	300,679	371,147	299,476	378,417	301,975	384,601	300,538	391,066	300,756
<b>New Customer Registrations</b>	7,104	8,989	5,445	6,277	4,397	4,798	6,126	6,462	5,466	5,898	5,634	5,944
<b>Total Registered Borrowers</b>	825,839	767,093	831,207	774,114	834,813	778,890	840,468	785,166	845,734	787,143	851,379	795,661

Library Activities  
April - September

Orange County Library System: Report for FY 2006 YTD & FY 2005

	Apr-06	Apr-05	May-06	May-05	Jun-06	Jun-05	Jul-06	Jul-05	Aug-06	Aug-05	Sep-06	Sep-05	% of Change	YTD 2006	YTD 2005	% of Change
Program Attendance Total	13,738	12,397	12,866	13,709	16,632	17,541	14,751	15,644	11,661	10,532	14,014	12,460	12.47%	160,451	148,444	8.09%
Total # of Programs	395	417	397	435	478	496	453	497	440	398	447	426	4.93%	5,046	5,008	0.76%
Community Events Attendance Total	2,800	3,211	3,175	1,111	1,932	911	7,644	2,140	1,071	2,912	1,111	5,677	-80.43%	25,004	20,560	21.61%
Total # of Community Events	20	17	22	10	12	4	11	12	14	23	22	43	-48.84%	187	177	5.65%
Events Line	10	20	7	10	9	17	11	-	10	17	6	18	-66.67%	112	#VALUE!	#VALUE!
StoryLine	132	231	116	177	122	295	139	-	318	161	110	107	2.80%	1,722	#VALUE!	#VALUE!
Class Attendance	1,714	1,088	1,639	1,032	1,989	1,835	2,280	1,237	2,351	1,361	1,789	1,189	50.46%	19,686	14,104	39.58%
Total # of Classes	606	300	697	322	676	396	659	350	988	405	863	398	116.83%	7,510	3,675	104.35%
QuestLine	16,968	15,797	17,160	15,661	18,952	18,202	18,429	16,923	18,716	19,009	17,124	16,545	3.50%	208,476	188,028	10.87%
P.C. Sessions	63,040	63,801	66,261	60,898	70,171	63,127	68,387	62,563	71,288	71,777	67,102	62,731	6.97%	777,885	749,937	3.73%
Number of Active Cards in the System	396,385	302,083	402,051	309,804	409,821	319,719	417,073	328,747	425,631	339,984	433,295	349,269	24.06%			
New Customer Registrations	4,842	5,720	4,940	5,270	6,530	7,363	6,554	6,647	7,702	8,505	6,774	7,110	-4.73%	71,514	78,983	-9.46%
Total Registered Borrowers	855,829	801,148	859,997	806,113	866,565	797,312	872,213	810,172	880,029	802,202	886,201	819,769	8.10%			

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

Orange County Library System: Report for FY 2006 YTD & FY 2005  
October ~ March

	Oct-05	Oct-04	Nov-05	Nov-04	Dec-05	Dec-04	Jan-06	Jan-05	Feb-06	Feb-05	Mar-06	Mar-05
Online Catalog Searches	544,532	521,255	470,938	477,761	360,185	382,173	487,735	540,385	444,506	561,044	514,197	580,861
Online Renewals	113,507	73,115	106,202	89,428	98,035	86,114	103,153	84,577	103,675	84,884	118,682	98,498
Electronic Reference Questions	137	250	124	202	92	155	152	198	119	167	138	222
Live Chat Questions	52	79	33	85	22	58	22	53	32	68	37	89
Total Online Reference Questions	189	329	157	287	114	213	174	251	151	235	175	311
Online Requests	49,854	47,087	43,046	44,087	35,531	38,464	52,277	51,113	45,441	45,738	50,924	50,663
Online Suggestions	176	62	203	105	84	89	120	56	88	86	88	104

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

Orange County Library System: Report for FY 2006 YTD & FY 2005  
April ~ September

	Apr-06	Apr-05	May-06	May-05	Jun-06	Jun-05	Jul-06	Jul-05	Aug-06	Aug-05	Sep-06	Sep-05	% of Change	YTD 2006	YTD 2005	% of Change
Online Catalog Searches	468,781	591,395	481,271	552,508	548,960	588,634	615,487	562,331	695,022	749,206	634,209	500,632	26.68%	6,265,823	6,808,185	-5.18%
Online Renewals	112,941	95,989	116,296	100,356	109,244	100,356	114,494	102,351	116,450	106,361	116,353	102,603	13.40%	1,329,032	1,124,632	18.17%
Online Reference Questions	121	172	105	163	87	178	120	67	118	120	91	25	264.00%	1,404	1,919	-26.84%
Live Chat Questions	43	72	32	58	17	45	66	17	74	30	74	34	117.65%	504	688	-26.74%
Total Online Reference Questions	164	244	137	221	104	223	186	84	192	150	165	59	179.66%	1,908	2,607	-26.81%
Online Requests	49,726	48,774	56,889	50,203	58,081	52,956	57,123	52,366	59,266	54,738	51,322	48,920	4.91%	609,480	585,109	4.17%
Online Suggestions	64	198	68	148	103	152	86	148	118	199	102	171	-40.35%	1,300	1,518	-14.36%

# Orange County Library System

## Circulation Statistics

### September 1, 2006 - September 30, 2006

Location	Days Open	Circulation Total	% of Total	Year Ago	Gain (Loss)	% Gain - Loss	Total Visits	Year Ago	Gain (Loss)	%Gain (Loss)
Main	28	223,132	31.32%	207,422	15,710	7.57%	55,268	55,695	(427)	-0.77%
MAYL*	20	53,940	7.57%	51,355	2,585	5.03%	51,737	49,391	2,346	4.75%
Talking Books	28	3,674	0.52%	3,929	(255)	-6.49%	20	7	13	185.71%
West Oaks	28	39,060	5.48%	46,183	(7,123)	-15.42%	20,551	21,660	(1,109)	-5.12%
Herndon	25	45,473	6.38%	41,872	3,601	8.60%	25,397	24,518	879	3.59%
Alafaya	28	58,558	8.22%	58,395	163	0.28%	33,277	31,005	2,272	7.33%
Southeast	25	36,090	5.07%	33,279	2,811	8.45%	33,808	28,541	5,267	18.45%
Hiwassee	25	22,566	3.17%	23,909	(1,343)	-5.62%	21,350	26,753	(5,403)	-20.20%
Southwest	25	39,505	5.54%	39,496	9	0.02%	22,923	25,391	(2,468)	-9.72%
Edgewater	25	27,086	3.80%	28,150	(1,064)	-3.78%	18,821	20,338	(1,517)	-7.46%
North Orange	28	40,481	5.68%	41,714	(1,233)	-2.96%	23,450	26,444	(2,994)	-11.32%
South Creek	28	49,484	6.95%	50,553	(1,069)	-2.11%	34,668	27,969	6,699	23.95%
South Trail	25	22,501	3.16%	22,873	(372)	-1.63%	29,898	23,418	6,480	27.67%
Winter Garden	25	25,916	3.64%	14,471	11,445	79.09%	17,328	9,279	8,049	86.74%
Windermere	25	13,747	1.93%	14,772	(1,025)	-6.94%	9,233	9,056	177	1.95%
Wash. Park	25	9,744	1.37%	7,719	2,025	26.23%	11,455	9,544	1,911	20.02%
Eatonville	25	1,496	0.21%	731	765	104.65%	5,659	3,739	1,920	51.35%
<b>Total</b>	<b>438</b>	<b>712,453</b>	<b>100.00%</b>	<b>686,823</b>	<b>25,630</b>	<b>3.73%</b>	<b>363,086</b>	<b>343,350</b>	<b>19,736</b>	<b>5.75%</b>

\*MAYL Visits ~ Customer Transactions

**NUMBER OF SEARCHES  
AUGUST 2006**

FISCAL YEAR 2005	OCT 2005	NOV	DEC	JAN 2006	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	YTD
Ancestry Library Edition	462	462	210	196	204	232	204	156	161	233	190		2,710
Associations Unlimited	832	882	391	598	743	323	280	562	315	360	328		5,614
Auto Repair Reference Center	229	224	229	219	160	302	263	299	331	436	274		2,966
Biography & Genealogy Master Index	881	819	440	549	771	395	325	343	411	372	344		5,650
Biography Resource Center	6,611	5,459	2,871	4,391	6,049	3,632	3,259	2,011	1,661	2,294	2,222		40,460
Business & Company Resource Center	1,876	2,010	2,636	1,687	1,472	2,168	1,030	1,744	1,522	1,012	2,017		19,174
Business Index ASAP	182	106	50	17	42	49	73	53	50	126	65		813
Classical.com	32	67	28	22	19	20	28	58	45	28	18		365
Computer Database	23	587	429	260	193	511	301	770	750	654	302		4,780
Consulta	237	53	53	20	35	112	139	52	63	190	135		1,089
Countrywatch	842	1,285	747	1,144	1,376	572	895	757	293	278	850		9,039
DearReader.com Online Book Club (formerly Chapter-A-Day)	48,360	49,860	51,100	51,900	52,600	52,720	52,940	53,040	54,660	55,280	56,240		578,700
Dun & Bradstreet International Business Locator	50	48	36	51	69	55	54	60	45	38	65		571
Expanded Academic ASAP	238	1,551	1,241	996	2,864	2,368	1,810	1,388	2,965	1,695	489		17,605
Ferguson's Career Guidance Center	511	595	358	348	377	161	207	236	95	89	198		3,175
First Search	5,250	4,703	2,761	3,664	3,949	2,566	1,988	1,945	2,061	2,306	1,451		32,644
Gale Virtual Reference Library e-books (FEL)	232	750	641	107	213	351	141	114	167	608	195		3,519
General Business File ASAP	305	559	255	395	187	286	220	306	113	485	199		3,310
General Reference Center Gold	1,317	6,100	5,334	5,833	8,449	6,674	6,201	4,906	5,668	2,732	761		53,975
Health & Wellness Resource Center and Alternative Health Module	2,374	2,097	1,439	1,698	1,678	1,518	792	1,007	1,003	1,189	1,052		15,847
Health Reference Center Academic	189	900	800	1,081	3,247	2,195	1,216	1,924	2,136	1,298	364		15,350
HeritageQuest Online	8,298	8,310	6,081	6,149	5,595	7,277	5,468	5,388	7,824	10,604	7,660		78,654
Info Trac OneFile	859	7,877	6,246	6,365	7,753	8,563	6,388	5,918	8,680	4,678	1,505		64,832
Informe	99	12	8	259	4	7	6	6	7	34	26		468
Junior Edition - K12	223	454	516	359	92	193	49	65	38	611	285		2,885
Kid's Edition - K12	288	100	181	239	229	270	115	350	151	169	194		2,286
Learnatest	477	357	298	419	462	389	339	352	393	371	497		4,354
Lit Finder (formerly Essay/ Poem/ Storyfinder)	2,347	1,040	599	890	1,048	492	502	499	287	277	490		8,471
Literature Resource Center	4,509	5,784	2,495	4,559	4,549	3,061	4,027	2,094	1,410	1,940	1,675		36,103
Live Homework Help	315	261	160	403	355	239	238	131	54	16	216		2,388
Mergent Online*	456	459	225	275	263	127	103	110	35	108	139		2,300
Morningstar	65	2,083	97	191	111	369	123	113	106	50	112		3,420
NetLibrary eBooks	188	109	90	183	181	192	160	170	121	192	85		1,671
NetLibrary eBooks - Shared Collection	689	280	332	348	308	325	404	384	289	272	432		4,063
NetLibrary Downloadable Audiobooks	468	403	454	536	630	676	679	702	622	703	722		6,595
Novelist	849	443	317	346	733	666	663	709	339	605	669		6,339
Opposing Viewpoints Resource Center	3,881	4,276	2,002	2,189	2,631	1,866	2,334	1,068	679	1,088	908		22,922
p4A Antiques Reference	533	491	276	349	396	262	179	352	134	204	194		3,370
Powermediaplus Streaming Videos	255	150	57	19	214	114	196	206	192	61	161		1,625
Professional Collection	158	612	2,353	1,508	1,791	1,179	646	835	1,322	998	104		11,506
ProQuest Newspapers	2,825	2,554	2,460	2,354	2,077	2,182	1,480	1,767	2,080	1,799	2,061		23,639
Reference USA	3,611	3,240	1,733	2,761	2,738	3,198	2,156	2,415	2,702	3,172	4,128		31,854
Rosetta Stone	785	923	755	1,780	1,086	1,660	1,621	2,099	3,831	2,679	2,756		19,975
Science Online	96	77	67	152	87	418	803	406	336	394	401		3,237
SIRS Knowledge Source	2,266	2,071	1,216	1,742	1,633	1,103	519	447	894	580	461		12,932
Smithsonian Global Sound	1	7	8	50	10	5	11	13	17	6	7		135
Standard Deviants Video (formerly known as Cerebellum Online Videos)	63	69	56	56	60	198	43	43	42	24	89		743
Standard & Poors NetAdvantage	104	197	74	509	78	51	74	99	118	197	268		1,769
Student Edition - K12	219	646	232	419	384	363	208	313	144	537	190		3,655
Tumblebooks	* Not avail	334	283	173	368	333	180	299	578	491	282		3,321
Weiss Ratings*	887	2,140	4,582	1,298	2,564	2,533	1,209	1,948	1,680	1,277	2,173		22,291
What Do I Read Next?	740	687	368	588	489	202	278	268	253	246	204		4,323
Worldbook Online	641	606	529	260	472	419	417	109	112	153	463		4,181
<b>TOTAL NUMBER OF SEARCHES</b>	<b>108,228</b>	<b>126,169</b>	<b>107,199</b>	<b>112,904</b>	<b>124,088</b>	<b>116,142</b>	<b>103,984</b>	<b>101,409</b>	<b>109,985</b>	<b>106,239</b>	<b>97,316</b>		<b>1,213,663</b>

Please note: \*Tumblebooks -- book view statistics stopped recording on Sept. 15; no data available for entire month of October.  
 \*Mergent Online -- usage reported only from June 1 to June 6, 2006, due to glitch in the vendor's system. Computer problem fixed on July 6, 2006.  
 \*Weiss Ratings -- discrepancies between May (revised) and June figures versus earlier months of this fiscal year. We are working with the vendor on this issue.



**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Action Items**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Consent Agenda**

**06-165      Washington Park Lease Agreement**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Washington Park Lease Agreement**

# Washington Park Branch Lease

## **I. ISSUE STATEMENT**

Orange County, which owns the building that houses the Washington Park Branch, has asked for a formal lease after 22 years of no lease. So now the Washington Park Branch Lease requires Library Board approval.

## **II. BACKGROUND**

Washington Park Branch is located in the Lila Mitchell Community Center – a facility owned by Orange County. The Branch was relocated to the Community Center from another site in 1984 under a verbal arrangement with the County and has operated since without a formal lease.

The County has maintained the exterior of the facility including the grounds and parking lot and the Library has maintained the interior space occupied by the Branch. Occasional questions over which party is responsible for a maintenance item or utility issue have arisen but County maintenance staff have been very good to work with and we were able to work through these concerns.

Recently, a representative from the County's Lease and Property Management Department forwarded a draft lease and indicated the need to get a lease in place to cover the liability and maintenance responsibilities. After consulting with both our real estate attorney and insurance broker, the attached Lease was negotiated with the County. The Lease primarily formalizes the arrangement we have had with the County. The rent is \$ 1 per year and the basic term is 25 years. If the Library Board approves the attached Lease, it will be presented to the Orange County Board of County Commissioners for approval.

## **III. OPTIONS**

**Option 1** – Approve the attached Lease for the Washington Park Branch.

### Advantage

Defines responsibilities of the parties and establishes basic terms including rent and length of the agreement.

### Disadvantage

Formalizes the relationship, which may result in less flexibility.

**Option 2** – Don't approve the attached Lease for the Washington Park Branch.

### Advantage

No action is required by the Library Board.

### Disadvantage

Creates uncertainty for the future of the Branch in its current location.

## **IV. RECOMMENDATION**

It is staff's recommendation to approve the attached Lease for the Washington Park Branch and authorize staff to execute it.

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 06-165

**RESOLUTION TO APPROVE WASHINGTON PARK BRANCH LEASE**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in City of Orlando, on the 12<sup>th</sup> day of October, 2006, at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the attached Lease for the Washington Park Branch and authorize staff to execute it.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

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Secretary

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**ORANGE COUNTY, FLORIDA**

**AND**

**ORANGE COUNTY LIBRARY DISTRICT**

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**LEASE AGREEMENT**

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THIS LEASE AGREEMENT, made and entered into effective this \_\_\_\_ day of \_\_\_\_\_ 2006, by and between , Orange County, a charter county and political subdivision of the State of Florida (“Lessor”) and Orange County Library District (“Lessee”).

**WITNESSETH:**

1. *Premises.* Lessor, in consideration of the payments to it by Lessee of the rents herein contained, which receipt is hereby acknowledged, does hereby lease to Lessee the property located at 5151 Raleigh Street, Suite A, Orlando, Florida (“Leased Premises”). The Leased Premises contains approximately 5,600 square feet of usable area and is more particularly shown in Exhibit “A.” Lessee accepts the Leased Premises “as is”.

2. *Term.* The term of this Lease shall commence on \_\_\_\_\_, 2006, and shall expire at midnight on \_\_\_\_\_, 2031 (“Lease Term”), unless terminated sooner pursuant to the provisions of this Lease Agreement. Lessee may renew this lease upon its expiration for five (5) consecutive terms of five (5) years each by providing written notice to Lessor no less than 120 days prior to its expiration. Decisions pertaining to such renewal shall be at Lessor’s option, provided that Lessee not be in default of any of the terms or conditions or this Lease at the time of such renewal.

3. *Rent.* As base rent for the use and occupancy of the Leased Premises during each year of the Lease Term, Lessee shall pay to Lessor in lawful money of the United States of America the sum of \$1 per year , payable in advance for the initial term.

A. 2006 through 2031 = \$ 1 per year / Total rental = \$25

B. *Sales and Use Taxes.* In addition to rent as described in # 3 above, Lessee shall pay all sales and use taxes applicable to the Leased Premises. Said taxes to paid with the base rental.

4. *Insurance.* Lessee shall maintain “all-risk” property insurance, including furniture, fixtures, equipment and tenant improvements, for the full replacement value of Lessee’s property. Likewise, Lessor shall maintain “all-risk” property insurance, covering the building and other related structures and its personal property for the full replacement value of such property and any income in connection therewith. Notwithstanding anything stated to the contrary herein, Lessor hereby agrees to waive and release Lessee from all claims related to or arising out of damage to its respective property, howsoever caused, to the extent the claim or damage is covered by its respective insurance whether or not said insurance was in effect as required. Lessor also agrees to require its respective insurance carrier to provide a waiver of subrogation in favor of Lessee. In the event the cost of premiums on said fire and extended insurance increases due to the nature of the use and occupancy by Lessee of the Leased Premises, then the entire increase in insurance cost shall be paid by Lessee in a lump sum within thirty (30) days following receipt of invoice from the Lessor. Any increase in insurance premiums payable by Lessor during the lease term due to changes in insurance rate or insurable value shall be reimbursed, to the extent of Lessee’s pro-rated share of such increase, by the Lessee and shall be payable in a lump sum within thirty (30) days following receipt of a periodic invoice from Lessor, provided however no reimbursement by Lessee shall be owed during the first full year of Lessee’s initial lease term.

(a) Lessee shall procure and maintain at its expense throughout the term of this Lease, the following insurance policy(s):

(1) General liability insurance in an amount not less than \$1,000,000 to cover the Lessee, Lessor and any others designated by Lessor against liability for injury and/or death of any persons or persons and for damage to personal property occasioned by or arising out of any construction, condition, use or occupancy of the Demised Premises.

(2) Such policy shall further provide that the insurer shall not cancel, alter or allow the expiration or other termination thereof without at least thirty (30) days prior written notice from such insurer to Lessor.

(3) Business Auto Liability for all owned, non-owned, and leased vehicles with limits of not less than \$500,000 combined single limit or its equivalent.

(4) Workers’ Compensation Insurance to cover its employees in amounts required by statute.

(b) In lieu of the insurance required above in Section 1, 2 and 3, permission is hereby granted to Lessor and Lessee to self-insure with limits as stipulated in F.S. 768.28 and provide a certificate of insurance evidencing its insurance or self-insurance.

5. *Use of Premises.* Lessee may use the Leased Premises as a branch library facility, for the purpose of providing library services to its clients.

6. *Utilities.* Lessee agrees to pay all utility charges for the Leased Premises. Such charges will include electrical, water, sewer, phone, gross receipt taxes or any other cost that the local utility company may add to its monthly utility bill during the duration of this Lease. Lessor shall have no responsibility of any kind for any such costs or expenses

7. *Care of Premises* Lessee shall, throughout the term of this lease Agreement , at its own cost without expense to Lessor, maintain the interior of the Leased Premises and shall be responsible for all costs of the maintenance, operations, system repair, fire extinguishers, and janitorial services. Lessor shall have no responsibility of any kind for any such costs or expenses. Lessor shall maintain the building envelope and common areas of the premises.

8. *Common Areas.* Lessee shall have access to the common areas located within and around the building of which the Leased Premises are a part.

9. *Parking.* Lessor hereby grants to Lessee use of the general parking facilities adjacent to and/or located upon the property surrounding the building in which the Leased Premises are located. Said parking to be available to Lessee's employees and clients at all times during which the Lessee operates it facility. No vehicle abandoned or disabled or in a state of non-operation or disrepair shall be left upon the property of the Lessor, and Lessee shall enforce this restriction against Lessee's employees, agents, visitors, licensees, invites, contractors and customers.

10. *Interruption of Service.* Lessor does not warrant that any services to be provided by Lessor, or any third party, will be free from interruption due to causes beyond Lessor's reasonable control. In the event of temporary interruption of services or unavoidable delays in the making of repairs by a third party, the same shall not be deemed an eviction or disturbance of Lessee's use and possession of the Leased Premises nor render Lessor liable to Lessee for damages. Unavoidable delays shall be deemed to include delays in the performance of any of the obligations this Lease resulting from acts of God, strikes, lockouts or other disturbances; acts of civil disobedience; orders of any kind of the government of the State of Florida or the United States of America or any of their departments, agencies or officials, or any civil or military authority, or any other act not within the control of the party whose performance is interfered with, and which, by reasonable diligence, such party is unable to prevent.

11. *Compliance with Laws and Regulations.* Lessee shall comply with all Federal, State, County and City laws, ordinances, rules and regulations affecting or respecting the use or occupancy of the Leased Premises by Lessee or the business at any time thereon transacted by Lessee, and Lessee shall comply with all reasonable rules which may be hereafter adopted by Lessor for the protection, welfare and orderly management of the Leased Premises and its lessees or occupants.

(a) *Non-Discrimination.* As a condition of this Lease Agreement, Lessee hereby agrees not to discriminate against any individual because of the individual's race, color, religion, sex, national origin, or handicap with respect to any activity occurring within the Leased Premises.



12. *Warranty of Quiet Enjoyment.* Lessee, upon keeping and performing the covenants of this Lease to be performed by Lessee, shall peacefully and quietly hold, occupy, and enjoy said Leased Premises during said term without any let, hindrance or molestation by Lessor or any persons lawfully claiming under Lessor.

13. *Eminent Domain.* If the whole or any part of the property of which the Leased Premises is a part, shall be taken by any public authority under the power of eminent domain, so that the Lessee cannot continue to operate its library facility in the Leased Premises, then the term of this Lease shall cease as of the day possession is taken by such public authority. The amount awarded for any taking under the power of eminent domain shall belong solely to and be solely the property of Lessor.

14. *Waiver.* No waiver of any of the covenants and agreements herein contained or of any breach thereof shall be taken to constitute a waiver of any other subsequent breach of such covenants and agreements or to justify or authorize the non-observance at any time of the same or of any other Covenants and agreements hereof.

15. *Notices.* All notices required under this Lease to be given to Lessee may be given to it at:

Orange County Library District  
101 East Central Boulevard  
Orlando, Florida 32801  
Attention: Comptroller

or at such other place as Lessee may designate in writing.

| Any such notice to be given to Lessor under this Lease shall be given to:

Orange County Board of County Commissioners,  
c/o Manager / Real Estate Management Division  
Post Office Box 1393, Orlando, Florida 32302

with a copy to

Orange County Attorney  
Post Office Box 1393  
| Orlando, Florida 32802-1393

or at such other place as Lessee may designate in writing.

All notices shall be in writing and shall be sent by certified mail, postage prepaid or by personal delivery.

16. *Fixtures and Alterations.* Lessee shall not, without Lessor's prior written consent, attach any fixtures in or to the Leased Premises or change, alter or make additions to the Leased Premises, nor attach or affix any article thereto, nor permit any annoying sound device, overload any floor, or deface the Leased Premises. Such prior written consent shall not be unreasonably

withheld or delayed. Where Lessor has approved Lessee's modifications to the Leased Premises, Lessee shall not be required to remove its modifications and restore the Leased Premises to its original condition upon Lessee vacating the Leased Premises. If however, Lessee elects to remove its modifications upon vacating the Leased Premises, then Lessee, at its expense shall restore the Leased Premises to its original condition, ordinary wear and tear excepted.

17. *Redelivery of Premises.* Lessee shall, on the expiration of this Lease, deliver the Leased Premises in as good order and condition as it now is or may be put by Lessor, reasonable use and ordinary wear and tear thereof and damage by fire or other unavoidable casualty, condemnation or appropriation excepted, and Lessee shall promptly surrender all keys to the Leased Premises to Lessor.

18. *Access to Leased Premises.* Lessee shall have unlimited access to the Leased Premises. Lessor, however, shall have no liability to Lessee, its employees, agents, invitees or licensees for losses due to theft or burglary, unless caused by the negligent acts or omissions of Lessor or its authorized agents, or for damages done by unauthorized persons on the Leased Premises and neither shall Lessor be required to insure against any such losses. Lessor shall not at any time be liable for damage to any property in or upon the Leased Premised which results from power surges or other deviations from the constancy of electrical service or from gas, smoke, water, rain, ice or snow which issues or leaks from or forms upon any part of the Leased Premises. Lessee shall cooperate fully in Lessor's efforts to maintain security within the Leased Premises and shall follow all regulations promulgated by Lessor with respect thereto.

19. *Signs.* Lessee shall not install or locate signs in the windows and doors of the Leased Premises or any other part of the Leased Premises or grounds without first securing Lessor's written consent, which shall not be unreasonably withheld or delayed. Any signs installed by Lessee with Lessor's permission shall be maintained in good repair and shall be removed and any building or grounds damage therefrom restored by Lessee at Lessee's expense.

20. *Indemnification.* To the fullest extent permitted by law, each party to this agreement shall be solely responsible for all claims, including but not limited to, suits, actions, legal or administrative proceedings, claims, demands, damages, liabilities, interest, attorney's fees, costs and expenses of whatsoever kind or nature, arising out of its negligent acts, errors and omissions in connection with this Lease Agreement, and accordingly, each party shall, defend, indemnify and hold harmless the other party, its , employees and officers, at all times from and against any and all liability, loss or expense arising from said claims to the extent allowed by law. However, nothing contained herein shall constitute a waiver by Lessor or Lessee of its sovereign immunity or the provision of Section 768.28, Florida Statutes.

21. *Validity.* It is understood and agreed that in the event any provision of this Lease shall be adjudged, decreed, held or ruled to be invalid, such portion shall be deemed severable, and it shall not invalidate or impair the Lease as a whole or any other provision of the Lease.

22. *Assignment and Subletting.* Lessee may not assign or encumber its interest in this Lease or in the Leased Premises, or sublease all or any part of the Leased Premises, to any other entity to occupy or use all or any part of the Leased Premises without Lessor's prior approval.

23. *Lessor's Right of Entry.* Lessor and Lessor's authorized representative shall, upon at least forty-eight (48) hours notice to Lessee or Lessee's authorized representative, have the right to enter the Leased Premises for any of the following purposes: to determine whether the Leased Premises are in good condition and whether Lessee is complying with its obligation under this Lease; or, to serve, post or keep posted any notices required or allowed under the provisions of this Lease or, to make repairs to the Leased Premises. Lessor shall have the right to waive such notice requirement in an emergency situation. Lessor shall not be liable in any manner for any inconvenience, disturbance, nuisance or other damage arising out of Lessor's entry on the Leased Premises, except damage resulting from the acts or omissions of Lessor or its authorized representatives.

24. *Cleanliness of Premises.* Lessee will not improperly or unlawfully store, handle, release, or dispose of any refuse, trash or hazardous materials or contaminants in the Leased Premises or in or around the building of which the Leased Premises form a part. Lessee shall immediately *notify* Lessor and appropriate governmental agencies and authorities having jurisdiction if a release of such materials occurs, and shall take complete corrective action to clean and remove the material and restore the Leased Premises in compliance with procedures established by such authorities, and shall provide appropriate evidence of compliance.

25. *Holdover.* If Lessee remains in the Leased Premises beyond the expiration or earlier termination of the Lease Term, the tenancy may be extended for up to 3 months on a month to month basis under the same terms and conditions of this Lease at the rental rate in effect during the last 30 days of the Lease Term.

26. *Radon Gas - Notice to Tenant.* Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed federal and state guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from your county public health unit, pursuant to Section 404.056(8), Florida Statutes.

27. *Mold - Notice to Tenant.* Lessee agrees to hold Lessor harmless to the fullest extent permissible under F.S. 768.28 in the event any mold contaminants are discovered on the property. Lessee understands mold is a naturally occurring microbe and that mold should pose no health threat unless concentrated in high levels in a living environment. The Lessor agrees that in the event mold like contamination is discovered, this condition will be reported to the Lessee.

28. *Governing Law.* The Laws of the State of Florida shall govern the validity, performance and enforcement of this Lease.

29. *No Consent to Sue.* The provisions, terms, or conditions of this Lease shall not be construed as a consent of the State of Florida to be sued because of said lease hold.

30. *Severability.* If any clause or provision of this Lease is illegal, invalid or unenforceable under present or future laws, the remainder of this Lease shall not be affected thereby, and in lieu of each clause or provision of this Lease which is illegal, invalid or unenforceable, there shall be added as a part of this Lease a clause or provision as nearly identical to the said clause or provision as may be legal, valid and enforceable.

31. *Early Termination.* This Lease Agreement may be terminated at any time by mutual consent of Lessor and Lessee. Said agreement shall be in writing and executed by both parties. Throughout the term of this Lease Agreement, and in the event of early termination, the contents of the Library to include; all books, equipment, shelving, furniture and computers shall remain the property of the Lessee.

32. *Recording.* This Lease may not be recorded .

33. *Entire Agreement.* This Lease Agreement and its Exhibit "A" constitute the entire agreement between the parties and supersedes all prior agreements, oral or written. No waiver, modification, additions or addenda to this Lease Agreement shall be valid unless in writing and signed by both the Lessor and the Lessee.

**THIS SPACE INTENTIONALLY LEFT BLANK**

IN WITNESS WHEREOF, Lessor and Lessee have hereunto executed this Lease as of the day and year first above written. \_\_\_\_\_

**LESSOR**  
**ORANGE COUNTY, FLORIDA**  
By: Board of County Commissioners

\_\_\_\_\_  
Richard T. Crotty  
Orange County Mayor

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

ATTEST: Martha O. Haynie, County Comptroller  
As Clerk of the Board of County Commissioners

\_\_\_\_\_  
By: Deputy Clerk

**LESSEE**  
**ORANGE COUNTY**  
**LIBRARY DISTRICT**

By: \_\_\_\_\_  
Mary Anne Hodel

Its: Chief Executive Officer

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

Witness  
\_\_\_\_\_

Witness

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Discussion and Possible  
Action Items**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Bob Case Report**

**RB CASE**

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**CONSULTING**

*R.B. Case, President*

P.O. Box 720129, Orlando, Florida 32872~0129

*phone(407)382.5826 ~ fax(407)382.5064*

[RRBCASE@aol.com](mailto:RRBCASE@aol.com)

***Orange County Library System***

***Librarian Initiative***

***Update***

***Prepared for:***

***Orange County Library System***

***Board of Trustees***

**October 6, 2006**



Since the time of the last Board of Trustees Meeting on September 14, 2006, the following activities have been conducted:

- One All-Librarian Meeting held on September 28, 2006.
- Two Scheduling Task Force Meetings held on September 19 and October 3, 2006.
- One Communications Task Force Meeting held on October 5, 2006.

Overall, these sessions have been directionally somewhat positive. More substantive comments and dialog occurred in the All-Librarian Meeting than has been the case in most previous sessions. The Scheduling Task Force is now coming to grips with the complexity of the issue of allocating resources to have *the right people in the right place at the right time* (the Mission Statement adopted by the employees on this Task Force). By contrast however, there is still a tendency among some librarians to focus on events from years past, as opposed to what is being experienced currently; and a few tend to view almost any new initiative with a high degree of skepticism and resistance.

Significant issues and observations from the activities conducted are as follows:

#### **All-Librarian Meeting: September 28, 2006**

Mary Anne Hodel opened the meeting by referencing the Librarians' previous request that this session be held without other members of the Management Team present. She pointed out that on an ongoing basis, this was not practical since it would be impossible to build a team approach or consensus unless all parties participated. She then invited commentary from all in attendance as to why they felt it necessary to meet without their Managers, and what they would like her to know that they would be unwilling to share if the Managers attended. Over the course of the session, three or four Librarians made reference to feeling that critical comments about Managers might lead to an impact on one's employee evaluation or the assignment of less desirable tasks. Although attendees were encouraged to provide specifics, comments tended to be of a broad and general nature. One Librarian indicated they did not want information shared here to be covered with Managers. Mary Anne asked how she could deal with an issue if she couldn't approach the parties who might be involved. That question was not resolved. One attendee suggested that being asked to manually track complaints and malfunctions of the self-checkout function was punitive because if employee complaints about the system hadn't been made, the tracking wouldn't have been instituted. Mary Anne pointed out the tracking was instituted for a brief period of time, and had been installed to gather facts to make the system better. She further explained that this was one of several ways in which self-checkout was being analyzed – that this was a multifaceted issue and it was necessary to look at it from all angles before making adjustments. A comment was made by another attendee who said they had been called to a meeting with their Manager as a direct result of an earlier comment in an All-Librarian Meeting. It was pointed out to this Librarian that the sole purpose for that meeting was to attempt to clear the air and improve communications.

In sharp contrast to the above, several comments were made about the need for open and forthright dialog between Librarians and Managers. One such statement was to the effect that if

Librarians expected to be trusted by Managers, it was time for Librarians to exhibit trust in Managers. Another attendee pointed out that there were long-standing deep hurt feelings on “both sides,” and it was time for all to let them go. Several others concurred. Another attendee observed that if Librarians weren’t willing to open up and talk things through, they couldn’t expect things to improve. Again, several others supported that statement.

One Librarian asked if attendance at the All-Librarian Meetings were optional. An assurance was given that it was. This person indicated torn feelings between attending and returning to the workplace to assist patrons. Several Librarians pointed out the value of the meetings, encouraging the speaker to stay. Again, the option to stay or go was offered. Mary Anne pointed out that the meetings weren’t the only vehicle for direct input to her, citing her regularly scheduled meetings with various work groups, and offering to meet one-on-one with any employee who chose to do so. The Librarian who raised the question elected to stay.

Questions were raised about a rumor that the most recent Scheduling Task Force Meeting had taken a different tone. The rumor was that a Manager at the session had expressed hurt feelings that data produced on a totally different subject (The Employee Attitude Survey) had been skewed or manipulated. Several important points came out of the discussion that ensued:

- ❖ The person on the Scheduling Task Force who had expressed concern after that session said the comment had been only made to one other person and was surprised it had gotten “all the way through the system,” and also felt misquoted.
- ❖ Others who had been in attendance had a chance to refute the rumor, and present a different view of what occurred.
- ❖ It became clear it would have been easier to deal with the issue if the Manager who made the comment were in attendance.

Discussion was also held about the suspension of the Programs and Classes Task Force, upon the decision to make participation voluntary. Some felt the Task Force could still be valuable. Other felt the handling would have been better if a “last meeting” of the Task Force had been held to discuss the disbanding. Others still pointed out that since they were now free to participate or not and could explore that option with their Manager, it was not a “big deal” to have a Task Force. A significant number of comments voicing positive feelings about the change to voluntary participation were also made. After hearing all comments, Mary Anne stated that Kris Woodson in Community Relations could convene an ad hoc version of the Task Force as warranted, provided the members came from among those Librarians who had actively chosen to voluntarily conduct programs and classes, thus ensuring the participants had a vested interest in the outcome. She also invited the Librarians to email her directly with ideas and suggestions for bettering the programs and classes initiative, or with ideas for programs they’d like to offer. A program Librarian assigned to Community Relations offered to assist any Librarian who wished to voluntarily develop and conduct a program or class.

A broad range of comments were received in support of continuing the All-Librarian Meetings, with appreciation expressed for the Director’s willingness to invest both the time and money.

The next All-Librarian Meeting is scheduled for November 1, 2006. It was announced that during this session a general consensus must be reached regarding Managers' attendance at future sessions. If Librarians cannot willingly accept the attendance of Managers, it is both the Director's and the Facilitator's view that the sessions should be discontinued.

### **Scheduling Task Force**

A substantial effort has been put forth by all Task Force members – both Managers and Librarians – to compile and analyze data regarding the proportionate nature of patron transactions across the entire system. Since there is a significant difference of opinion between the Management Team and many Librarians as to the necessary number and location assignments of Reference Librarians, this work was important to ensure an unbiased, fact based assessment.

Some concern has been expressed regarding the accuracy of the tracking of inquiries (“reference questions” vs. “other questions”), and whether all “reference questions” are being adequately captured. However, the relative accuracy is strongly confirmed by the following:

- ❖ The ratio of “reference questions” to “other questions” is consistent across all work groups (Librarians and other customer contact employees report similar ratios).
- ❖ The ratio is likewise consistent across locations.
- ❖ Training and refresher training is conducted to ensure the patron's inquiry is correctly identified and tracked.
- ❖ Monitoring occurs to verify that proper practices are used to both identify and track (Note: This process serves both data collection and customer service).

The data highlights two very large and complex issues:

- Challenges in creating schedules which best serve the patron by increasing coverage during peak times while still offering reasonably predictable and desirable work-times for employees. The general consensus of all Task Force members is that this challenge is being met very well, although the depth of data recently gathered, along with Task Force input, will enhance the process even further.
- The relatively small percentage and raw numbers of reference questions (3% to 6% of all inquiries; branch averages of 3 to 7 reference inquiries per day; many hours of operation within some branches/locations reporting no reference questions) brings into question the best practices to meet patron demand ... Schedule Reference Librarians “Just in case” there is a need in all locations, or provide higher coverage levels of other job status service providers, who can seek help from a variety of outlets if and when Reference Librarian support is needed. By all accounts this is not only an OCLS issue, but a universal one for all public libraries in general. However, the work of this Task Force has certainly highlighted and even crystallized it.

The Task Force members have been challenged to address this issue and present one to three specific suggestions (at their next meeting scheduled for October 17, 2006) which are fact based and supported by the data.

## **Communications Task Force**

The Group began with a discussion of the way the decision to disband the Programs and Classes Task Force had been communicated. Some feeling was expressed that it may have been more desirable to meet with the group one last time. However, most agreed that the change was predictable and not unexpected (because Programs and Classes had been made voluntary); and since participants have been offered an array of vehicles for input by Mary Anne Hodel, Kathryn Robinson and Kris Woodson, the need for input had been met.

The Task Force discussed the impact that both trust and change have on communications and also the impact communication has on change and trust. It was generally acknowledged that these are two faces of the same coin and, that while some improvement in this dynamic is taking place regarding the Librarians group, there is still much work to be done.

The Task Force resolved to create a Communications Check-Sheet / “Do’s and Don’ts” document for distribution to both Librarians and Managers. The goal is to provide a clearly understood blueprint to enhance communications efforts. The mission is to encourage more open and candid dialog between Managers and Librarians, rebuild trust among all parties and eliminate misunderstandings and misinformation. It was suggested that a beginning might be “Do take issues or concerns to your Manager” / “Don’t take it personally if he/she has a different point of view,” coupled with “Do take the time to hear what the Employee has to say without distractions” / “Don’t react to suggestions or input until you have all the facts.”

As a starting point, members of the Task Force will do independent work to create a list of bullet-pointed items for the check-sheet. This work will be delivered at the next meeting (to be scheduled during the month of October). The individual input will be discussed, evaluated and compiled. Next steps will include review for input by all Librarians and the Management Team.

## **Conclusion**

As initially revealed during the non-directive interview process, Librarian concerns center around issues of trust, inclusion in the decision making process, job security and respect. The activities of the Librarian Initiative are geared toward addressing these underlying concerns in a manner which is collaterally focused on enhancing both job satisfaction and process improvement.

Progress, while sporadic overall, has been somewhat stimulated by recent events both within the initiative and over-arching it. For lasting and meaningful improvement to occur, Librarians must be willing to engage and even initiate more open dialog with their Managers and Managers must work at inviting this interaction – both in fact and perceptually. The basis for this has been firmly laid. The direction now being taken by the Communications Task Force is substantive, positive and offers the potential for a vehicle to help take us past the barriers of mistrust. Both the next All-Librarian Meeting and the next Scheduling Task Force Meeting are pivotal in determining whether there is sufficient momentum to continue.

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Board's Information Request:  
Continuation of September Agenda  
Item #06-152**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Strategic Plan Update:  
Year Four ~ 4<sup>th</sup> Quarter Update**

Orange County Library System Strategic Plan FY 2006: 4th Quarter Update ~ October 2006

Item Number	Status		Notes	Point Person
<b>1</b>		<b>GOAL 1: Increase Customer Satisfaction &amp; Provide Greater Ease of Access to Services</b>		
<b>1.1</b>		<b>Objective 1: Provide Additional days/hours of service</b>		
		<b>Activity</b>		
<b>1.1-1</b>	Ongoing	<b>Implement Branch Master Plan</b>	Library Board given update in April and second presentation before the Governing Board given May 9th. Working with CB Richard Ellis to find sites. Preliminary approval of funding options approved by Governing Board in May. Found and purchased a site for 1 of the 5 locations ~ Chickasaw.	Craig Wilkins & Sally Fry
<b>1.3</b>		<b>Objective 3: Provide self service options</b>		
		<b>Activity</b>		
<b>1.3A</b>	Completed	Implement Self Check Out at one additional location.	Software upgraded in all six RFID sites. Tested requiring PIN for check out process in June through August. Implemented September 25. Initial processes begun for adding RFID to Southwest and Southeast.	Craig Wilkins & Sally Fry
<b>1.3B</b>		Evaluate Value Card project at Main & South Creek	Installation completed in all locations in August	
<b>1.4</b>		<b>Objective 4: Create and maintain inviting and appealing library spaces</b>		
		<b>Activity</b>		
<b>1.4A</b>		Replace carpeting, wall covering, retrofit lighting, 2nd floor of Main Library	Skanska is projecting "Substantial Completion" will be reached during the week of October 9th. Our goal remains to open the new space in November.	Bob Tessier
<b>1.4B</b>	Completed & Ongoing	Provide sinking fund for significant future repairs and replacements	\$75,000 transferred to Sinking Fund in March	Bob Tessier
<b>1.5</b>		<b>Objective 5: Implement effective communication loop with customers</b>		
		<b>Activity</b>		
<b>1.5-1</b>		<b>Create Customer Service Action (CSA) group with staff from all levels participating</b>		
<b>1.5-1A</b>	Ongoing	Inform, seek feedback and prepare staff through meetings and Intranet articles regarding customer satisfaction goals and surveys prior to start date of survey	In partnership with University of South Florida, OCLS conducted survey on "Hispanic Perception and use of Spanish Materials". Group members trained staff at the six participating locations.	Sally Fry
<b>1.5-1B</b>	Ongoing	Design and distribute customer survey tools	CSA group members coordinated staff in conducting surveys for one week. USF is currently analyzing the data.	Sally Fry
<b>1.5-1C</b>	Ongoing	Monitor customer response to survey tools monthly.	Shopper Reports: Average score for June 89; July 88.7; 89.8 August. Quarterly average 89. June/July Question: Were you offered information on the Summer Reading Program? August/September question: Were you offered info on online services? Question of the month continues to be the most often missed question.	Sally Fry
<b>1.5-1D</b>	Ongoing	On a quarterly basis, CSA reports survey results and recommended actions to Admin Team	Recommended limits be set for carryover of unused shopper points to encourage staff to redeem points.	Sally Fry
<b>1.5-1E</b>	Ongoing	Administration reviews CSA recommendations and implements feasible response	Admin Team approved recommendation.	Sally Fry
<b>1.5-1F</b>	Ongoing	Publicize changes to customers	Initiated Library Leader Blog September 8on website. 400 hits in first 16 days. Blog will be updated monthly. Inaugural topic: Friends of the Library.	Sally Fry
		Roll out InfoSpot	InfoSpot to include Customer Satisfaction survey. Survey machines upgraded to Info Spots.	Sally Fry
		Introduce customer service software		

1.6		<b>Objective 6: Prepare staff to exceed the expectation of the customer</b>		
		<b>Activity</b>		
1.6A	Ongoing	Provide staff training annually in customer-driven service practices	*4th Ready, Set, Go! class has started. This is a 17 week award winning program created at OCLS designed to provide developmental opportunities for support staff. Plans underway for Staff Development Day 2006, with several breakout sessions providing customer service topics.	Carla Fountain
		(Continued)	*Plans underway for Staff Development Day 2006, with several breakout sessions providing customer service topics. Next Ready, Set, Go class began in September.	
1.6B	Ongoing	Review customer service practices annually	Reviewed our damaged book practices at the December 15, 2005 managers meeting. Using new online survey reporting to review customer feedback. This new software provides enhanced options for categorizing and reviewing customer comments. Attended Counting Opinions, customer service vendor, user group meeting at FLA. Reviewed future development plans which include the ability to publish comments with responses for the public.	Debbie Moss
		(Continued)	Increasing the number of respondents taking the survey. Set up survey stations at Main near elevators. Will review for potential use. Training Asst Circulation Manager in management of survey data. Plan to make access to back end information available to all Branch Managers. Currently (6/06) reviewing various policies regarding renewals and holds for possible revision.	
		(Continued)	Sought input from staff on change to our Library card verification process. Result is change in process on October 2 to eliminate steps for staff and customer. Also on October 2, we are adding access to Orange Chat (live access to staff) from every page in our online catalog. Preparing for big push for the Customer Service Survey also in October 2006. We will be offering survey takers a small token of appreciation for taking the time to participate in our survey. We hope to get over 1,000 responses for the month.	
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.	Total of 81 programs exceeded the goal of 25. (27 - 1st Quarter, 15 - 2nd Quarter, 25 - 3rd quarter and 14 - 4th quarter.)	Kathryn Robinson
2.1B	Ongoing	Empower librarians to create four events for presentation to the public each year.	Ongoing-examples: How to Speak Dog, Senior Crime Prevention, How the Stock Market Works, and a performance by the New Vision Cirque and Dance Company.	Kathryn Robinson
2.1C	Complete & Ongoing	Employ technology to disseminate classes, programs and storytelling to multiple locations and to home users	Ongoing -Examples- 1st Quarter -newly developed E Guide "Start Your Own Business." 2nd Quarter -February 2006 OCLS introduces podcasting with selections on Events, Children's Pod stories and Teen Podcasts. 3rd Quarter-Development of the first OPAL class and introduction of Spanish version of E Guide "Establezca su Propio Negocio." 4th Quarter- Opal class: "Virtual OCLS for New Cardholders" given the 2nd Wednesday of each month.	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.	Exceeded goal with annual total of 52 storytimes, 70 Programs, and 1045 computer classes offered in Spanish. 1st Quarter - 16 storytimes, 25 programs, 229 computer classes, 2nd Quarter -15 storytimes, 2 Programs, 220 classes, 3rd quarter- 13 storytimes, 9 programs, 288 computer classes, 4th Quarter - 8 Storytimes, 34 Programs, and 308 computer classes.	Kathryn Robinson
2.1E	Ongoing	Offer after hours programs twice per year on Friday nights for Youth at Main.	After Hour events at Main: Fantastic Family Fair - 11.4.2005. Battle of the Bands - 6.1.06 with 191 attendees. I Love the 80s - 7.29.06 with 113 attendees. October 13, 2006, Scary Stories for all ages.	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.	Upgrade of 88 computers and monitors acquired through Gates Grant has been completed. Deployed InfoSpots at all locations Upgraded 100 computers eliminating all Windows NT PC's. Implemented new Backup System to provide for quicker backups and restores of computer file. • OCLS was awarded an LSTA grant that includes funding for 27 desktop computers, 12 laptop computers, 3 printers, 48 multimedia headsets with microphones, a security cart, and a wireless router.	Eric Atkinson
2.2B	Ongoing	Evaluate and add new software programs for public and staff.	Evaluating OpenOffice in CRC. Created "Orange Seed" for Orange Peel. Upgraded OPAC to 2006. OCLS was awarded an LSTA grant for 20 concurrent licenses of the ELLIS suite of English language instructional software and 30 concurrent licenses of the ELLIS Career Skills set (includes "Airports and Transportation", "Hotels, Restaurants, and Hospitality", "Office and Social Skills"). OCLS now has an SMS short code, a unique phone number for text messaging. The number is 97567 = XPLOE.	Eric Atkinson
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.	Created Online Classes for Computer Basics Level I and Word Level 2. Three new Spanish classes were offered this quarter; PowerPoint Level 3 en Español, PowerPoint Level 4 en Español and Weblogs en Espanol. One new class in Haitian Creole was offered; Internet Level I.	Eric Atkinson
		(Continued)	Other new classes include HTML Level 4, Creating Organizational Charts, Creating Forms, Inserting Objects and Files, Marketing your Small Business Online, Computer Class Orientation, and FAFSA, Spyware Protection and Removal,	Eric Atkinson
		(Continued)	How to Protect your PC. Implemented two blogs Southwest and Techno Teen Blog on ocls.info. Created Gaming section and Bird Flu sections in netlinks. Created Central Florida Memories website usage tutorials. Redesigned the home page of ocls.info and created web pages for Arts & Appetizers and "Summer Reading Series" which includes an online review function. Created or reworked Virtual Galleries for Baseball @ Your Library , Adoption Awareness, National Music Week, Hurricane Preparedness and National Poetry Month.	Eric Atkinson
		(Continued)	Created postcards for Spanish eGuide, Gaming Night, and Library Donations. Finished Alphabet Bites Letter "J" and "Play" sections in Alphabet Bites for letter "Q", "D", "O", "Z" and "C"; "Mystery Box" for Alphabet Bites for letter "Q" and "C"; and "Listening Game" for letter "Q" and "C". Submitted grant application, seeking funding for system-wide console deployment also submitted proposal to Florida Educational Technology Conference for Alphabet Bites project and submitted website and eGuide for W3 award.	Eric Atkinson

		(Continued)	New Class Photoshop Level 4 was created. Translated into Haitian Creole: PowerPoint Level 1, Searching for Jobs Online, Word Nivo 1, Writing Business Letters, Resume Writing. Translated into Spanish: Photoshop Level 1, Photoshop Level 2, Publisher Level 2, Access Level 2, Access Nivel 1, Excel Nivel 5, Comprando en eBay, Vendiendo en eBay, Google Earth.	
		(Continued)	• Created Summer Reading Program web pages. Created/Revamped "Celebrate Summer", "Travel Tips and Trips", "Back to School", "Kids in Summer", "Trains, Rails, and Trails", "Hispanic Heritage", "Florida Authors", "Hurricanes", "Learn a Language", and "Symphony Spot" Virtual Galleries. Completed Alphabet Bites Letters "C, D, H, I, O, P, Z", Created "Play" section in Alphabet Bites "K, N, U, V, X", Created "Watch" section in Alphabet Bites "K, L, N, R, V, W",	
		(Continued)	Created "Read" section in Alphabet Bites "K, L, N, V, W, Y". Created and posted Online Press Room on ocls.info. Created "Know Your Business" web page and Business Plans web page. Created multiple avatars for website. (Mary Anne Hodel, Olive, Oliver, Peel, Squirt). Posted staff gaming manual.	
		(Continued)	Created and posted Library Leader blog (Director's blog) on ocls.info. Updated Employee of the Year website and included new promotional animation and web form. Set up Friends of the Library website to sell memberships online.	
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.	Trained additional staff on OPAL. Created informational OPALs page for email linking and basic instructions on public usage. (Live Online Events) Created "Pushing It Forward" webinar invitation. First Online Book Discussion, The Summer I Dared, on June 15, 2006. There were 8 participants	Eric Atkinson
2.2E		Renegotiate contract to expand bandwidth to internet from 6 Mbps to 40+ Mbps	New service went live May 22nd	Eric Atkinson
2.2F	Ongoing	Provide sinking fund for technology purposes.	\$75,000 transferred to Sinking Fund in March	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.	1st Quarter: \$65; 2nd Quarter \$120; 3rd Quarter \$100; 4th \$55 for a YTD total of \$340	Eric Atkinson
2.4		<b>Objective 4: Expand and Diversify Collections</b>		
		<b>Activity</b>		
2.4A	Ongoing	Add computer games (X Box, Playstation 2). If successful (measured by circulation, return and retention) add collections to all locations.	We have added to all 7 day locations and have found increased utilization. Plan to add to all locations in first quarter of 2006. Established Gaming Task Force. First meeting was March 7, 2006. A 13 member group from all levels of staff participating to help set a course of the future of gaming and games at OCLS. View their wiki at <a href="http://oclsgamers.pbwiki.com/">http://oclsgamers.pbwiki.com/</a> .	Debbie Moss
		(Continued)	Our Gaming Initiative is well underway. The Playstation 2 (PS2) consoles are a service intended for patrons 17 years and under. In July we started beta testing PS2's at the following locations: Children's Department/Main, Herndon, West Oaks.	
		(Continued)	Each location has five games Herndon also has Dance Dance Revolution (DDR) for use on their gaming night (2nd Monday evening of the month). The consoles are available during operating hours to juvenile card holders (Regular, Temporary, Fee & Property) with cards in good standing. 172 tokens were "checked out" in July, 239 in August, and 294 through September 25, 2006. Looks like this one is a winner.	
		(Continued)	We will be piloting access to games for children in three locations beginning soon (Club Central, Herndon and West Oaks). Kids will be able to check out "tokens" on their accounts and play games for 30 minutes.	
2.4B		Continue to explore and implement new formats such as Streaming Video, MP3 Technology, downloadable cd's. Owning and circulating items in a digital format.	Created 6 storytelling audio podcasts as well as special podcasts of events titled "Poetry Troupe" and "Too Much Noise". Created video podcasts of "U-Turn Dance Troupe" and "Ballroom Dance". Creates promotional video of the Gaming Night and a Special Services" video for the staff site. The total number of requests for podcasts from the first broadcast (February 14, 2006) through May 31, 2006 is 1,019. A total of 12 unique programs have been broadcast through May. April requests = 344. May requests = 387.	Eric Atkinson
		(Continued)	Posted Poetry Troupe video to ocls.info and created DVD. Created "Read Together, Grow Together" DVDs and placed on the Orange Peel. Created "Search for Sunken Treasure", "Gilbert and Sullivan", "Columbia: Final Voyage", "Battle of the Bands", "Candidates Forum" and video and placed on ocls.info. Uploaded 30 minute commercial to YouTube. Submitted 6 Library programs to My Library TV.	
		(Continued)	Over 2,500 requests for podcast/vodcast content since February 14, 2006. Total number of 24 unique programs. New Podcasts this quarter include: Childrens - "Set Sail", "Undersea Fun!!", "Gross Out Fun", Teens - "Uncover the Secrets", "Back to School - The Do's and Don'ts", "Hush and Bloody Jack" New Vodcasts include: Teens - "Game Night @ OCLS", Events - "The Search for Sunken Treasure", "Gilbert and Sullivan: Comedy in Concert", "Columbia: Final Voyage"	
		(Continued)	Added 68 Playaway devices to the collection which consist of a single Audiobook preloaded on dedicated mp3 player. This new format circulated 110 times during the month of August.	

<b>GOAL 3: Expand Use and Awareness of Library Services Through Marketing</b>				
<b>3</b>				
<b>3.1</b>		<b>Objective 1: Increase Market Share by 10 Percentage Points Annually</b>		
		<b>Activity</b>		
<b>3.1A</b>	Underway	Consult a demographic study of our service area for further marketable services & future branch locations	Branch Development Plan research and presentation developed by Sally Fry and Craig Wilkins. Consulted Orange County Planning Department and CB Richard Ellis to create. Also, we have been consulting U.S. Census Data and Orange County Public School data.	Craig Wilkins & Sally Fry
<b>3.1B</b>	Ongoing	Promote specific services that are new or not being used to their potential	Working to promote the Library as a resource to the business community through a campaign to publicize classes offered through the Computer Resource Center.	Tracy Zampaglione
<b>3.1-1</b>		<b>Image Projection</b>		
<b>3.1-1A</b>		Develop a signature Library event	Plans for Winter or Spring 2007 author event are in progress. Currently working with Bright House Networks (event sponsor) to identify the presenting author.	Tracy Zampaglione
<b>3.1-1B</b>	Ongoing	Develop partnerships, performances, and programs.	OCLS is participating in various partnerships including Central Florida Reads and a business initiative with the Hispanic Business Initiative Fund. OCLS is also a key participant in Orange County's Annual Week of the Family celebration.	Tracy Zampaglione
<b>3.1-2</b>		<b>Marketing Strategies:</b>		
<b>3.1-2A</b>		Explore opportunities to reach new residents to Orange County.	Summer new card direct mail promotion planned with List Management and Welcome Wagon. Postcards mailed to new residents promote all the library services and products available to cardholders. New card registrants will also receive a free gift when they sign up for their card.	Tracy Zampaglione
<b>3.1-2B</b>		Supply apartment complexes and realtors with Library card information.	Library Card sign up information and promotional materials sent to identified groups (25+ per month).	Tracy Zampaglione
<b>3.1-2C</b>		Businesses - Identify businesses in service area.	Library Card sign up information and promotional materials sent to identified groups (25+ per month).	Tracy Zampaglione
<b>3.1-2D</b>	Completed	Create brochure in English and Spanish to feature services & databases	Library card brochures, adults and children, featuring services is in English and Spanish.	Tracy Zampaglione
<b>3.1-2E</b>		Contact large local businesses and ask them to distribute Library card information to their employees at employee fairs.	Library Card sign up information and promotional materials sent to identified groups. Also, making phone calls to promote our services and ask how we can best connect.	Tracy Zampaglione
<b>3.1-2F</b>		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 sent regularly.	Tracy Zampaglione
<b>3.1-3</b>		<b>Market Library services to seniors.</b>		
<b>3.1-3A</b>		Supply retirement homes and senior citizen organizations with Library card information/flyers senior services	Library card information and promotional materials sent to identified groups on an ongoing basis.	Tracy Zampaglione

3.1-4		<b>Market Library services to children.</b>		
3.1-4A		Supply schools with Library card sign up for new students.	1st Quarter- Accomplished with Fall 2005 License to Learn Contest for 1st Grade Classes. 45 elementary schools have been chosen as Honor Roll Schools. Contest for 4th Grades conducted Spring 2006 overlapping 2nd and 3rd quarters. 4th Quarter- License to Learn Contest Materials Distributed the end of August and start of September. The contest closes October 20th.	Kathryn Robinson
3.1-4B		Attend open houses at elementary schools to distribute Library card sign up packages.	1st Quarter and 4th Quarter (Fall 2005 and Fall 2006) Staff distributed library information including Library Card information in meeting with school staff, at open houses, and PTA meetings, 2nd Quarter 4th Grade Library card contest materials (Passport for Learning) distributed to schools by staff. 3rd Quarter, Summer Reading Program Materials delivered to Schools.	Kathryn Robinson
3.1-5		<b>Market Library services to Teens</b>		
3.1-5A		Meet with Teen Advisory Group 3 times per year.	Exceeded annual goal with 14 meetings with Teen Advisory group. Staff held meetings with Teen Voices as follows: 1st Quarter- 2, 2nd Quarter-2, 3rd Quarter -7, 4th Quarter- 3 Meetings.	Kathryn Robinson
3.1-5B	Ongoing	Partner and plan programs with community teen groups.	1st Quarter, 7 teen programs offered with assistance from the Teen Library Corp (TLC). 2nd Quarter, at Main, 5 programs created with input from teens and a total of 7 were presented at Main with assistance from teens. 3rd Quarter 7 programs were prepared by teens and a total of 24 programs at Main had assistance from teen volunteers. 4th Quarter-32 programs either planned by teens or given with assistance of Teens.	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.	Series of management seminars completed. Seminar topics included benefits and personnel policy reviews, interviewing, performance evaluation, and employee coaching and counseling, and support management. Plans underway for executive leadership series.	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	Staff Development Day - awards will be given to recognize individual and team accomplishments: FISH! Award, Health, Safety, & Wellness Award, Shopper Program Award, and Employee of the Year. * We have posted a "Kudos" link on our staff intranet that provides employees with the opportunity to see comments of appreciation from customers.	Carla Fountain
			(continued) * Mary Anne continues to present years of service certificates to employees (5 year increments). An employee's suggestion resulted in an idea exchange, "Orange Seed" where staff can vote on ideas submitted by colleagues.	
<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.	Plans underway for Staff Development Day 2006 Breakout Sessions that will include topics on technology, customer service, interpersonal skills, educational opportunities, and outside interests.	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.	Special Services/Delivery Department Head Jim Myers accompanied Mary Anne during the current quarter to share information on our MAYL program. A Staff Association representative attended these sessions as well to promote activities this group has planned for employees. Mary Anne also held meetings with employees from the Main Library.	Carla Fountain
<b>4.2B</b>		Conduct regular labor/management meetings - 1 X per month	We continue to hold monthly meetings with the librarians to discuss their priority issues. At the request of the librarians, no managers have attended the past two meetings. The Program & Classes Task Force has been discontinued following the announcement that the program and class initiative is voluntary. Two other task forces, Scheduling & Staffing and Communication continue to meet. The task forces work together to recommend improvements/changes.	Carla Fountain
<b>4.2C</b>	Ongoing	Hold "front end" communication on major initiatives.	*Mary Anne meets regularly with staff in a variety of settings providing updates on current topics and initiatives. *Using the staff intranet and e-mail, we communicate with staff daily on activities of importance. Recent examples include reminders about updated Rules of Conduct, announcements provided in advance about new policies taking effect on October 2nd, announcements about new products available for customers, and requests for ideas and input about our new Chickasaw Branch.	Carla Fountain
		(Continued)	*Shopper Program refinements implemented based on staff feedback. *Avian Flu Task Force appointed. Staff communication regarding issues has begun and regular communication flow will be established. *Training for new online meeting room reservation system has been completed. OPAL Training has been completed; Health Insurance Committee will be meeting to discuss next year's health insurance policy for the Library.	

4.3		<b>Objective 3: Establish Maintenance Plan for Staff Technology Development</b>		
		<b>Activity</b>		
4.3-1		<b>Develop internal technology based training program</b>		
4.3-1A	Ongoing	Complete assessment of all Microsoft products.	Developing ongoing technology plan to maintain previously assessed skills and to provide assessment for new employees Grade 6 and up. Test database constructed.	Debbie Moss
		(Continued)	We have just a few follow up assessments and essentially this project will be complete with staff in three categories (managers, librarians and grade 6 and higher support staff) all having achieved a proficiency of 75 or above in Word, Excel and Power Point. We will begin developing a maintenance plan in order to assess the skills of new employees in these categories.	Debbie Moss
4.3-1B	Ongoing	Initiate classes for staff based upon identified core competencies	Complete	Debbie Moss
4.3-1C		Measure and evaluate staff competency level	Complete	Debbie Moss
4.4		<b>Objective 4: Establish Professional/Employee Development Plan</b>		
		<b>Activity</b>		
4.4-1		<b>Identify expectations for all staff, in relation to position, for professional activity and employee development opportunities</b>		
4.4-1A	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: On Staff Day CFLC offered "Google Like a Guru." Second Quarter: University of Washington Professor and Author, Joe Janes, Guest speaker for staff on Feb. 2, 2006.	Kathryn Robinson

4.4-2		Conduct evaluation of staffing levels each fiscal year		
4.4-2A	Ongoing	Adjust/Recruit/Reduce staffing as needed	Ongoing	Kathryn Robinson
4.4-2B	Ongoing	Devise Recruitment Plan to include outreach/interviewing at targeted schools; advertising in electronic and print format to targeted professional journals and listservs.	1st Quarter-Recruiting at ALA Conference, Jan. 2006 and Recruitment Visit to FSU, Jan. 27, 2006. MLIS Career Center arranged panel discussion on "Getting Prepared for Job Hunting" featuring recruiters from OCLS and other public libraries; recruitment Visit to USF on March 23, 2006. 4th Quarter- Posted vacancies for Librarian in following: Florida Department of State, Division of Library & Information Services, online; Library Hotline, online and print publication;	Kathryn Robinson
		(Continued)	Career Builder, online; and OCLS Internal and Public Vacancy Announcements, online and print. Carla Fountain will attend USF's Library Career Expo on Oct. 24, 2006. Carla Fountain and Librarian and FSU graduate, Taryn Brown, will attend Recruiter's Reception and Career Expo on Oct. 30 and 31 at FSU. Plans for next FY include USF and FSU professors presenting sessions on their MLS programs on Staff Development Day, Nov. 10, 2006 and OCLS plans to recruit at Midwinter ALA Conference in Jan. 2007.	
4.4-2C	Ongoing	Create award program for employee innovations that are successfully used.	Accepting nominations/Applications	Kathryn Robinson
4.4-4D	Underway & Ongoing	Offer opportunities for employees to learn conversational Spanish and sign language. Use in-house staff to mentor and coach - Train a total of 15 employees annually.	Staff Day classes offered on Survival Spanish with 27 attendees and on American Sign Language with 39 attendees. Tell Me More software in Spanish & French offered to public service staff and there are 12 EE enrollees. Spanish Survival Guide added to Staff Website. Includes Pronunciation, Vocabulary, Library Related phrases.	Kathryn Robinson
4.6		<b>Objective 6: Minimize the potential for staff or patron injury</b>		
		<b>Activity</b>		
4.6-1		<b>Conduct safety and security evaluations of facilities</b>		
4.6-1A	Ongoing	Conduct four air quality surveys on a rolling schedule.	FY 2006 survey completed at Hiwassee. Next plan to conduct surveys at South Trail, Southeast and Washington Park.	Craig Wilkins
4.6-2		<b>Provide safety education for staff</b>		
4.6-2A	Ongoing	Conduct annual drills to test efficiency of evacuation plans.	Completed for FY 2005	
4.6-3		<b>Minimize security risks</b>		
4.6-3A	Ongoing	Conduct annual review of incident reports	Completed for FY 2005	Craig Wilkins



**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Director's Report**

## Director's Goals: 2006 October 2006 Update

- Conduct series of briefings for Governing Board to suggest increasing the library millage for Branch Expansion
  - *December 6<sup>th</sup> – First Briefing conducted re: locations and number of proposed Branches.*
  - *May 9<sup>th</sup> Briefing held, and the Governing Board voted unanimously to support our recommendations, including conversion of Debt Millage to Operating.*
  - *Budget & Millage Hearings on September 11<sup>th</sup> & 19<sup>th</sup>.*
  
- Continue to work with the Librarian Work Group to minimize librarian/management differences
  - *Meetings with Librarian Work Group held December 1<sup>st</sup>, January 12<sup>th</sup>, February 28<sup>th</sup>, March 16<sup>th</sup> and April 27<sup>th</sup>, May 23<sup>rd</sup>, June 20<sup>th</sup>, July 25<sup>th</sup>, August 31<sup>st</sup>, & September 28<sup>th</sup>.*
  
- Renovate Second Floor
  - *Project to be completed in October and space opened to the public in November.*
  
- Refurbish South Trail Branch Library ~ Completed
  - *Carpet installed.*
  - *Easy chairs reupholstered.*
  - *Painting completed.*
  - *New tiling completed.*
  - *Furniture delivered.*
  - *New signage for materials featuring Staff has been installed.*
  
- Install Express Check Out at one additional branch
  - *Herndon selected ~ 100% completed.*
  - *Equipment delivered & installed.*
  - *Operational in June.*
  
- Create an additional add-on year for the Strategic Plan
  - *Input obtained from Managers.*
  - *Approved at September 2006 Board Meeting.*

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Election of Officers and  
Committee Appointments**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Director's Evaluation**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Information**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Balanced Scorecard: Kathryn  
Robinson, Lisa Stewart and  
Katherine Puller**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Director's Report**

## Director's Report October 2006

► The Institute of Museum and Library Services has just announced that OCLS has been awarded a 2006 National Leadership Grant of \$185,439 for the project, "OCLS as Economic Development Partner." OCLS was one of only 25 projects that were chosen for funding, the only project in Florida and only one of two public libraries chosen. This project builds on our existing technology training services. This project is focused on connecting directly with the business community, especially small businesses, by offering classes related to accounting, desktop publishing, creating presentations, e-commerce, networking and business planning. Included in the grant are the following: 1) a mobile laptop lab that can provide training at non-library locations; 2) Macromedia Breeze Live software to enable the offering of true online interactive classes; 3) "Quickbooks" accounting software and an online typing tutor application; 4) A dedicated recording workstation for creating digital content-online tutorials; 5) Eight projectors and portable screens for branches; 6) Portable sound systems for all branches and the mobile lab. We are very grateful to Wendi Bost, Eric Atkinson, Jo Ann Sampson, Ormillia Vengersammy, Sheri Chambers, Jamie Conklin and Debbie Moss for their initiative and tremendous effort in developing this winning grant application.

► The Library successfully closed on its purchase of the Chickasaw property on 6 October 2006, after a thorough due diligence period. Now we will prepare to make the necessary renovations and modifications for it to become our 15<sup>th</sup> branch.

► The Library has taken the suggestion of an employee, Mike Taylor and this has resulted in an idea exchange, the Orange Seed, where ideas from our employees can be planted and grow and develop. Digital Access Architect Nils Thingvall brought to "virtual life" the Orange Seed where ideas can be posted and gather feedback from staff. Each employee is allotted three "SQUIRTS" to vote/spend on a favorite idea that has been submitted.

► Bethany Corbett was accepted for the Florida Library Leadership program. Kudos to Bethany!

► *Criticas* magazine, published by Reed Elsevier, is profiling Spanish-language collection development librarians and featuring Wendi Bost in the November issue. The article will feature the challenges libraries face in building a Spanish language collection

► OCLS will update the FCAT explorer tutorial in October. We will run it on the homepage beginning on November 7<sup>th</sup> for promotion.

► We have a new Virtual Gallery, the "Symphony Spot."

A staff duet worked together to bring about the Symphony Spot--a Virtual Gallery that combines the concert schedule of the Orlando Philharmonic and the resources of the Library. What a wonderful duet! A symphony of sounds is available live and at the library. Indulge your penchant for classical and other genres with the Symphony! Spot.<http://www.ocls.info/virtual/galleries/events/symphonyspot.asp>

Thanks to Sharon Ricket and Cassie Shivers for their efforts on this project.

► One Book One Community selection for 2007 has been announced. It's *Mr. Popper's Penguins* by Richard and Florence Atwater. We'll be planning programming around this book.



► Representatives from the Library met with Channel 9 regarding an upcoming story they are doing on crime in public places and crime stats for the Library.

► Check out the Orlando Arts Magazine! There are lots of library events and information included in the literature section of the Season Preview issue.

► The Main Library hosted a blood drive on Tuesday, September 26 2006. Fourteen donors came out to the drive and Florida's Blood Centers collected 11 pints of blood. That's 33 lives that can be saved! The following staff donated:

John Claytor  
Tonia Hinkle  
Megan Moran  
Jan Taylor  
John Henkle  
Heather Neff  
Milinda Neusaenger  
Claudia Naranjo  
Kathy Mellowe  
Pam Bergner  
Pam Sogge  
Joe Vaught  
Lisa Glassford

► The Library began sending out its annual MAYL Appeal in Books BY MAYL packages going out this month.

► The Library will soon be offering quality downloadable movies to the public. Through a joint effort with Recorded Books and Permission TV, we will provide patrons with the opportunity to download content such as travel cooking, art and great books types of programs. We will also be able to add our own content that we create. We are the beta site for libraries all over the country. All downloads will check out for 10 days.

► Our TV ads will resume in October. They will be promoting the resources we offer for support of the Orange County Public Schools on

A & E channel, 7-29 Oct Weekends 12-6 pm

HGTV 2-30 Oct M-Fri 9am-4 pm

LIF 2-30 Oct 06 M-F 4pm- 6pm.

TNT 2-30 October 06 M-F 4pm- 6pm.

► Staff from the Library at the Florida Gulf Coast University have been in contact with OCLS. They will be coming for a visit later in the month for FGCU staff to see how OCLS uses Vocera.

► In the regular meetings with staff at the Branches and at Main, the Director has been focusing on ideas for the Chickasaw Branch, changes in the defined benefit plan and the new defined contributions plan, as well as the new grants OCLS has received.

► We hosted a meeting of the senior administrative team from the Queens New York Public Library on Sept 06. They had lots of questions about Vocera, programs, classes, drive-up windows, the work of the Digital Access Architects, self check and surveys.

► Results of a study on Public Libraries and the Internet 2006 sponsored by The Bill & Melinda Gates Foundation, American Library Association and Florida State University has been published. A 26 September press release stated: "Today's Public Libraries Are Thriving Technology Hubs That Millions Rely on for First or Only Choice for Internet Access." The release featured OCLS as an example:

*"Mohammad Ghods is a native of Iran who does not have Internet access at home. He and his wife, Nasrin Saberi, frequent the Orange County Public Library Southeast Branch almost daily to use the computers to study for their citizenship exam and take classes to learn English."*

*"Unfortunately, I do not have computer access at home so I come to the library to use computers to improve my English and apply for my citizenship. I also use the computer to search the Internet and e-mail my friends and family back home," said Ghods."*

*"In addition to offering language classes, the Orange County Public Library System in Orlando, Florida has offered more than 6,600 technology classes that were attended by almost 17,900 people this year so far. Many patrons have taken these classes to learn basic technology skills to increase employability. They offer a range of classes from learning how to use a mouse to developing a Web page".*

► Edgewater hosted the first ever Staff Association Game Night on Edgewater 23 September 06. More nearly 40 staff enjoyed an evening of DDR, Scrabble, UNO and more!

► The Friends conducted a fax campaign promoting Gifts & Greetings was sent to 74 businesses in the immediate area.

► A few groups toured the Main Library this month: Timber Creek High School-15 students, 4 adults; High Tech Institute-30 adults; Freedom High School-16 students, 3 adults; a group of 25 students from Apopka High School

► The Southwest Branch will soon have a refurbished lobby to welcome patrons. Work on the project, supported in part by the Dr. Phillips Rotary Club library began on October 5th and is expected to be completed by October 16th.

► Director Hodel was appointed to the Florida Library Network Council as a representative for Multitype Library Cooperatives. The primary role of the Council is to provide oversight for the planning and implementation of statewide library resource sharing programs. Currently, the Council's top priority is to advise the State Library and Archives of Florida regarding the implementation of the Florida Electronic Library.

### **Library participation in Community Events:**

► Fourth Annual Caribbean Health Fair Sept 30. at the Central Florida Fairgrounds.

► Read Around the Park/Montsho Foundation, Inc./Saturday, October 14 @ Lake Eola Park

► Pioneer Days Family Festival/Saturday, October 14 and Sunday, October 15 @ Pine Castle Center of the Arts

- ▶ Hispanic Heritage Celebration (Lockheed Martin)/Monday, October 16/10:30am to 1:30pm at the Lockheed Martin Information Systems Center in East Orlando, 12506 Lake Underhill Road
- ▶ East Orlando Celebrates Education-2006 (East Orlando Chamber of Commerce)/Saturday, October 21/11am to 3pm at Waterford Lakes Town Center
- ▶ Conway Old Time Country Picnic Commissioner Linda Stewart/Saturday, October 28/11:30am to 2:30pm at Barber Park, 3701 Gatlin Avenue

### **Programs:**

▶ OCLS hosted system-wide Open Houses in September, with each location holding a special celebratory informational event for the public. Collectively, these events were attended by over 2000 people. Here are some of the highlights:

▶ Edgewater's Open House had 67 attendees. More than 15 teens competed in our UNO tournament and adults, teens and kids decorated leaves for our fall display in the Children's Area.

▶ North Orange's Open House ran from 10 am. To 4 p.m. on Sept 16, and included three hours of storytelling with Deanna Bronstein, a program presented by the Apopka Academy of Dance, and a "Fancy Nancy Parfait Party".

▶ In conjunction with National Library Card Sign-Up Month, On Saturday, September 16, 2006, Alafaya hosted an exciting 2 hour Open House. The event brought an additional 495 patrons through our doors, who were met by our OCLS mascot, Squirt! Squirt mingled throughout the crowd and gave away goodies to children beaming with delight at the sight of a dancing orange. Additionally, Alafaya distributed information regarding the various services it offers, which included registering for library cards and upcoming programs and computer classes. Another exhilarating draw to the Open House that day was the Radio Disney AM 990 event held outside. Large, inflatable Mickey Mouse ears rose into the sky, attracting 200 people to enjoy music, games, giveaways and the opportunity to check out materials from one of the hippest branches on the East side of Orange County!!

▶ South Creek hosted its first ever Open House. We had over 900 people visit us on Sunday, September 10 to enjoy food and music. We increased door count by over 10 per cent this month. We've scheduled 4 local schools (2 public and 2 private) for tours during September and October,. Our first pet adoption day went well, with 8 cats finding new homes. Our Grossology program brought in 68 children, who learned all about "How To Eat Fried Worms." On October 27, we'll celebrate our fourth year as South Creek.

▶ The Eatonville Branch Open House was held on September 16<sup>th</sup> from 11-2 p.m. Storyteller Bill Cordell mesmerized the kids in attendance with a range of stories. Not only were the kids participating but their parents as well.

▶ Southeast had a great Open House. Activities included the MIRA Columbian Dancers who entertained customers with four shows of native Columbian dance, a stamping and card making demonstration, story time and snacks. Librarian, Herwin Martinez, shared database information with a class room full of patrons and branch manager Keith Graham held Q & A sessions for patrons.

Children received stickers and balloons and the adults were thrilled with the door prizes. Many comments were given asking for this to be a regular event

▶ Author Sharon Hinck gave a presentation via OPAL (an online meeting room) on her book, “The Secret Life of Becky Miller” for an audience in the Southwest Branch. The presentation was coordinated by Southwest Librarian Sandy Mayer and the book was the Southwest Book Club October selection.

▶ North Orange presented a variety of popular programs during September. Thomas the Tank Engine Boxcar Party on Sept 10, and “Grossology 101,” on Sept 23, which has the kids making edible “dirt” complete with gummy worms and other “grossities.” Adult programming was also well served by guest author Linn Random who shared her secrets for writing suspense novels; the first of a series of “Financial Savvy for Seniors” programs, and “First Aid for Pets,” which featured a panel of veterinarians and other pet care experts. Teen programming included a “Self Defense for Teens: Dating and Social Events,” and a dozen teenage girls are now wiser on those subjects!

▶ Washington Park held its annual Family Fun Night with Eccleston Elementary on September 19th it was a great success! Eccleston’s school Principal and other faculty attended and they brought refreshments and prizes for the school’s parents and children. Crystal Sullivan shared wonderful stories that everyone enjoyed. There were 27 children and adults that attended.

▶ 106 people attended to hear about OCLS at the Toys R Us Sesame Street Event on Sunday, 9/24.

▶ 258 people showed up at the Dover Shores Elementary Family Reading Night on Tuesday, 9/26.

▶ Art After Hours on Friday, 8 Sept 06 was a tremendous success! Approximately 225 people attended the event which featured six local artists of Hispanic heritage. Save the date: The next Art After Hours will be Friday, November 17.

▶ Cat Adoption Day at South Creek on 16 September was attended by 124 people -- 30 cats visited the library and eight were adopted.

▶ Super Grover visited October 4 and got a Library Card. We announced the winners of the library card contest to win four free tickets. Over 130 adults, 297 children for a grand total of 427 in attendance.

▶ Fingerprinting and Photo ID for Your Children at the South Trail Branch had a total attendance of 34 and 20 children were fingerprinted.

### **Coming Events:**

▶ We are working with radio station Magic 107.7, to book a Tea for Two program that will be presented at the Orlando Public Library on Sunday, October 15 at 2 p.m. Tea service is provided by The Olde Cup and Saucer Tea House. The radio station will help promote the program and encourage listeners to attend.

▶ The Library is celebrating White Cane Day to promote the laws regarding traffic stopping for white canes on Sunday, Oct 15.

▶ *Central Florida Reads* continues on Saturday, 14 October when the Friends welcome author Don Schyberg to Library Central. This year's Central Florida Reads book is Les Standiford's *Last Train to Paradise*. The Orlando Sentinel is a partner in Central Florida Reads and is running several ads to generate awareness of the annual program.

▶ OCLS is pleased to offer several Halloween –themed programs to the public including an after-hours Scary Stories program geared towards adults on Friday, 13 October.

▶ We are introducing another Virtual Gallery to help celebrate Halloween! Check it out!  
[http://www.ocls.info/Virtual/Galleries/Holidays/spookyflorida1\\_staging.asp](http://www.ocls.info/Virtual/Galleries/Holidays/spookyflorida1_staging.asp)

**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**Second Floor Renovation  
Project Summary**

# Main Library 2nd Floor Renovation Project Summary Sep 30, 2006

<u>CATEGORY</u>	<u>BUDGET APPROVED 04/13/06</u>	<u>Revised Budget</u>	<u>EXPENDED TO DATE</u>
<b>Architect/Engineer</b>	69,000	89,116	85,219
<b>East End Construction</b>			
Contractor	1,170,000	1,187,572	714,821
Floor covering	60,000	59,934	
Testing	7,500	7,500	2,360
Permits	10,130	9,250	9,717
	<u>1,247,630</u>	<u>1,264,256</u>	<u>726,898</u>
<b>West End</b>			
Floor Covering	91,796	91,796	91,796
Lighting	35,000	36,328	36,328
Paint & Wall Covering	15,000	10,000	2,988
	<u>141,796</u>	<u>138,124</u>	<u>131,112</u>
Project Total	1,458,426	1,491,496	
<b>Contingency</b>	101,574	68,504	
<b>TOTAL PROJECT</b>	<u><u>1,560,000</u></u>	<u><u>1,560,000</u></u>	<u><u>943,229</u></u>

**Skanska Base Contract**

**1,170,000**

<p>Change Order #1</p> <p>Paint change</p> <p>Revise computer/core drill locations</p> <p>Classroom redesign - 15 delay days</p> <p>Classroom redesign changes</p>	<p>This CO includes: Revised light fixtures, deleted sound system , reuse of existing doors, upgrading ductwork, moving restroom walls, revising restroom fixtures, replacing restroom walls, adding tile in janitor's closets, using epoxy grout, credit for different tiles, adding a new expansion joint.</p>	<p>17,708</p> <p>2,168</p> <p>-6,000 estimate</p> <p>13,534</p> <p>-9,838</p>
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**Revised Contract**

**1,187,572**

## Main Library 2<sup>nd</sup> Floor Renovation Project Notes September 2006

September 28<sup>th</sup> was the contract date for Substantial Completion (SC) of the 2<sup>nd</sup> Floor Renovation. The electrical subcontractor did not finish their work in time to meet this date. In addition, they did not have the fire alarm and low voltage permits. Skanska is now projecting that the Final Inspection will be scheduled on October 10<sup>th</sup>. SC may be reached by the end of that week. The carpet installation is scheduled to begin on October 11<sup>th</sup>.

The Library anticipates being able to use the new space in November.



**Orange County Library System  
Board of Trustees Meeting  
Thursday, October 12, 2006**

**FY 2007 Compensation Plan**



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

Mary Anne Hodel,  
Library Director, Chief Executive Officer

**October 5, 2006**

**To: All Support and Management Staff**  
**From: Mary Anne Hodel**  
**Subject: FY 2006/2007 Compensation Plan**

Attached are the Salary Ranges for the fiscal year 10/1/06 to 9/30/07. Each year increases in the cost of labor are considered when determining adjustments to our salary ranges. Based upon labor market data salary ranges for this fiscal year have been adjusted by 2.5% (hourly and non-exempt) and 3.0% (exempt).

The merit increase grid on the following page will be used to determine salary increases of support and management employees for 10/1/06 – 9/30/07. You will note that the grid is different than in previous years. This is due to several changes in how the compensation plan will be administered. As we reviewed the Compensation Plan this year, we wanted to address some components of the plan that were in need of revision. As a result, we have redesigned the plan to reflect more appropriately how employees move from a “learning” stage to a “fully functional” stage when employees have learned the essential elements of their jobs. You’ll note that the ranges are now organized into three zones:

- (1) Learning Zone – new employees are hired at the beginning of the salary range in the Learning Zone. This is the period of time when employees are learning how to do their jobs and adapting to their work environment. Employees are in the Learning Zone for 12 months.
- (2) Fully Functional Zone – after 12 months, employees are expected to have learned the essential elements of their jobs and are considered to be fully functional. Employees are in the Fully Functional Zone during the majority of their careers.
- (3) High Proficiency Zone – employees in the High Proficiency Zone are those with longer service with the Library and typically higher levels of performance. Employees at this level have a mastery over the essential functions of their jobs and make contributions at a high level.

To implement the new “Zone” system summarized above the following changes will occur during this transition year:

**New Employees – Hired 10/1/06 and after**

- New employees will start at the minimum of the appropriate salary grade.
- At the conclusion of the Introductory Period (first 90 days), the employee will receive a 4% salary adjustment, provided an overall rating of “Meets Requirements.”
- At the conclusion of the first year of employment, provided an overall rating of “Meets Requirements,” the employee’s salary will be adjusted by 4%.
- The employee will be placed on a 12 month or annual merit evaluation cycle going forward.

**Current Employees**

Current employees whose salaries are in the “Learning Zone” will be incorporated into the new “Zone” system through salary adjustments and revising their next evaluation dates to establish an annual review cycle.

The Library continues to maintain a strong merit compensation plan that rewards and encourages high levels of performance. Below is the merit increase grid that will be used to determine increases for those employees in the fully functional and high proficiency zones.

	<b>Fully Functional Zone</b>	<b>High Proficiency Zone</b>
<b>Far Exceeds Requirements</b>	5.5%	5.0% - balance above maximum to be paid out in lump sum
<b>Exceeds Requirements</b>	4.75%	4.5% - balance above maximum to be paid out in lump sum
<b>Meets Requirements</b>	4.0%	4.0% - balance above maximum to be paid out in lump sum
<b>Does Not Meet Requirements</b>	-0-	-0-

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