

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

**Board Packet for December 2006**



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

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

December 8, 2006

To: Matthew Pardy, President  
Sara Brady, Vice President  
James B. Tyson, 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, Fred Brummer,  
Mildred Fernandez, Linda Stewart, Bill Segal, Tiffany Moore, 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, December 14, 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**  
**December 14, 2006**  
**Orlando Public Library**  
**101 East Central Boulevard**  
**Orlando, Florida 32801**  
**407.835.READ (7323)**

- 06-198 I. **Call to Order**
- 06-199 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) .
- 06-200 III. **Approval of Minutes: Library Board of Trustees Meeting ~ November 9, 2006**
- 06-201 IV. **Staff Presentation: Kathryn Robinson ~ Short History of OCLS Customer Service**
- 06-202 V. **Financial Statements and Summaries: November 2006**
- 06-203 VI. **Statistics and Summaries: November 2006**
- 06-204 VII. **Action Items**
- 06-205 **Consent Agenda**
- 06-206 **Amendment to the Board of Trustees Meeting Schedule:  
Reschedule May 10, 2007 Meeting to May 17, 2007**
- 06-207 **Annual Plan of Service FY 2007**
- 06-208 **Chickasaw Architect Selection**
- 06-209 **Non-Consent Agenda**
- 06-210 **Acceptance of Personnel Committee Minutes ~ November 27, 2006**
- 06-211 **Personnel Committee Report ~ Director's Evaluation**
- 06-212 VIII. **Discussion and Possible Action Items**

06-213                    **Director's Goals ~ FY 2007**

06-214                    **Librarian Initiative**

06-215            IX.    **Information**

06-216                    **Director's Report**

06-217                    **Laws of Florida Chapter 99-486: The Orange County Library District**

06-218                    **Customer Service Survey Results**

06-219                    **Public Comment: Non-Agenda Items**

X.    **Adjournment**

**Next Meeting Dates: January 11, 2007 ~ Future Chickasaw Branch Site; 870 North Chickasaw Trail; Orlando, Florida 32825 ---February 8, 2007 ~ 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, December 14, 2006**

**Call to Order**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Public Comment**

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Approval of Minutes: Library  
Board of Trustees Meeting ~  
November 9, 2006**

**MEETING MINUTES**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**  
**November 9, 2006**  
**Alafaya Branch Library**  
**12000 East Colonial Drive**  
**Orlando, Florida 32826**  
**407.835.READ (7323)**

- 06-179 I. **Call to Order**  
Board Members Present: Matthew Pardy (10/0); Sara Brady (10/2); James Tyson (10/2); Livia Rivera (10/0); Gregory Lee (8/0)  
  
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 Pardy called the meeting to order at 7:16 p.m.
- 06-180 II. **Public Comment**  
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- 06-181 III. **Approval of Minutes: Library Board of Trustees Meeting ~ October 12, 2006**  
Vice President Brady, seconded by Trustee Rivera, moved to approve the minutes for the October 12, 2006 Board of Trustees Meeting. Motion carried 4-0.  
  
Trustee Lee arrived at 7:18 p.m.
- 06-182 IV. **Staff Presentation: IMLS / LSTA Grants: Jo Ann Sampson**
- 06-183 V. **Financial Statements and Summaries: October 2006**  
Mr. Ray Kirby, of the benefits consulting firm Robinson-Bush, gave a presentation explaining the concept of self-funded health insurance, which the Library will implement in 2007. Brief discussion ensued.
- 06-184 VI. **Statistics and Summaries: October 2006**



- 06-185 VII. **Action Items**  
Trustee Lee, seconded by Vice President Brady, moved to approve the items on the Consent Agenda. Motion carried 5-0.
- 06-186 **Consent Agenda**
- 06-187 **FY 2007 Board Meeting Schedule Revision:  
Change of Venue ~ January 11, 2007 Board Meeting**  
The Board approved the change of venue for the January 2007 Board of Trustees Meeting from the West Oaks Branch to the site of the future Chickasaw Branch.
- 06-188 **Library Privacy Policy Revision**  
The Board approved the revised Library Privacy Policy.
- 06-189 **Chickasaw Architect Selection**  
The Board approved the following three architects to make presentations to the Selection Committee to prepare concept presentations for the Chickasaw Branch Renovation:
- Rhodes & Brito Architects
  - KBJ Architects
  - Starmer Ranaldi Planning and Architecture
- 06-190 **RHS Employer Investment Program**  
The Board approved the following:
1. The ICMA RC Employer Investment Program, including the integral part trust.
  2. Authorized staff to execute whatever documents are necessary to implement the Employer Investment Program and integral part trust.
  3. Appointed the Director, Human Resources Manager, and Comptroller as trustees for the new defined contribution pension plan that is being established for new employees hired on or after January 1, 2007.
- 06-191 VIII. **Discussion and Possible Action Items**
- 06-192 **Personnel Committee ~ Director's Evaluation**  
Trustee Tyson will present Director Hodel's annual evaluation at the December 2006 Board Meeting.
- 06-193 **Bob Case Report**  
Brief discussion ensued regarding the attendance of the Administration at the most recent All Librarian / Management meeting. Director Hodel indicated that the meeting went well and union representative John Henkle agreed. Brief discussion ensued regarding the scheduling and staffing of Librarians in the Branches.
- Trustee Lee summarized the meeting he held with Director Hodel and Mr. Henkle on November 8, 2006. He stated that, Director Hodel and Mr. Henkle agreed that the hiring of between five to ten librarians is a range acceptable to all parties and brings everyone closer to center. Trustee Lee also stated that the hiring process will take approximately one year. He also stated that the enhancement and expansion of the

librarians' roles and job descriptions will be a topic at a meeting in the near future and that the Scheduling Task Force will continue to gather data for Main coverage and should be done by January 2007 and have a target number of Main librarians identified by February 2007. Vice President Brady stated she was concerned about the set deadlines and did not want staff feeling any pressure to meet them. She also expressed her concern about any Board involvement in addressing librarian job descriptions as these are directly covered in the terms and conditions of the union contract and she was unsure if legally the Board could be involved in such discussions and revisions. She stated she felt that topics directly related to the contract should be left to the Administration and the Library's labor attorney to discuss so that the integrity of the contract and boundaries are not impaired. Director Hodel offered to ask the Library's labor attorney to contact Board Members. Vice President Brady also suggested that the gaps in the Branches that are currently a concern for the Librarians should be addressed now and that a non-permanent rotation could be established with all Librarians participating. She stated she would like to see this concept move forward and has requested that the Branches in need are identified, a Librarian rotation is created and the plan be brought to the next meeting. Brief discussion ensued.

06-194 IX. **Information**

06-195 **Director's Report**

► The License to Learn library card campaign 2006 is completed. We had the best results since we started this campaign three years ago. We had 64 schools that participated in the contest, or 166 first grade classes. 24 classes have 100% of their children with library cards. Total of 899 children applied for their cards as the result of this campaign.

To put this in prospective, in 2005, 44 schools participated, 86 first grade classes, and we issued 692 new library cards. The number of classes with the 100% was the same – 24.

The first place winner is: Ms. Stacy Baughman's class from Southwood Elementary. That class gets \$50 Publix gift card and a visit by the library storyteller and Squirt.

► Staff Day is tomorrow, 10 November. All the trustees are invited to participate. It is typically a wonderful day with warm smiles and learning opportunities and awards. Loretta Flowers Chief of Library Development at the State Library will be participating. Joe Janes Associate Professor and Associate Dean for Academics at the Information School of the University of Washington will give the keynote address. A frequent speaker in the US and abroad, he was the Founding Director of the Internet Public Library and the co-author of eight books on librarianship, technology, and their relationship, including *Introduction to Reference Work in the Digital Age* and writes the "Internet Librarian" column for *American Libraries* magazine.

► After the second pipe failure on the water main in about a year, we are having all the underground water pipes under the sidewalk on Central Blvd. replaced. The sidewalk west of the main entrance will not be completely blocked. The pipe work will take less than a week. Replacing the bricks may take a little longer. The area under repair will be protected by cones, tape, and barricades. The contractor, ARS, will need to turn off

water service to the library for part of the work, but this will only be at night. ARS will begin removing brick and excavating tomorrow morning.

06-196                    **Second Floor Renovation Project Summary**

06-197                    **Public Comment: Non-Agenda Items**

Ms. Emy Dol, Orange County Resident and Library Cardholder, spoke regarding parking for customer downtown and additional classes on health and finances.

X.                    **Adjournment**

President Pardy adjourned the meeting at 9:06 p.m.

**Next Meeting Dates: December 14, 2006 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- January 11, 2007 ~ Chickasaw Branch Site; 870 North Chickasaw Road; Orlando, Florida 32825.**

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**Orange County Library System  
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**Staff Presentation: Kathryn  
Robinson ~ Short History  
of OCLS Customer Service**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Financial Statements and  
Summaries: November 2006**

# **Orange County Library System**

## **Financial Statement Highlights**

### **Two Months Ended November 30, 2006**

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

The attached summaries indicate we received \$2,485,000 in revenue through the end of November and spent nearly \$4,900,000. This is the typical situation during the early part of each fiscal year when we rely on our reserves to fund our operations until substantial tax revenues are received in December.

#### **Professional Services**

The year to date actual of \$63,000 is running slightly higher than the budget at this point in the year. Due to the changes in our Defined Benefit Pension Plan, the establishment of a new pension plan for full time employees hired after January 1, 2007, and the conversion to self funding for health insurance, we have needed to consult with our attorneys, actuaries, and benefits consultants on a regular basis to make these changes happen.

#### **Insurance**

While the year to date actual equals 41% of the annual amount budgeted, we will not over spend this account. Rather, our liability insurance carrier requires a 25% of the premiums to be paid up front and the balance over the rest of the fiscal year.

#### **Repair & Maintenance –Hardware/Software**

During November \$103,000 was paid to Innovation Interfaces for the annual maintenance contract on our library automation system. This payment was included in the annual budget for this account.

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
Two Months Ended November 30, 2006**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(2 month=17%)</b>
<b>AD VALOREM TAXES</b>	35,374,813	2,141,173	6.1%
<b>INTERGOVERNMENTAL</b>			
Grants	292,000	27,559	9.4%
State Aid	1,300,000	0	0.0%
	<u>1,592,000</u>	<u>27,559</u>	<u>1.7%</u>
<b>CHARGES FOR SERVICES</b>			
Fee Cards	7,000	2,125	30.4%
PC Pass	33,000	2,964	9.0%
PC Express	0	75	
Classes	2,000	380	19.0%
Copy & Vending, Value Card	170,000	21,207	12.5%
Meeting Room Fee	0	460	
Fax	0	384	
Scanner	0	35	
Computer Booklets	0	4	
Reference Charges	0	125	
Webinars	0	750	
Tell Me More Program	0	25	
	<u>212,000</u>	<u>28,534</u>	<u>13.5%</u>
<b>FINES</b>			
Fines	1,400,000	194,955	13.9%
Lost Materials	120,000	15,491	12.9%
	<u>1,520,000</u>	<u>210,446</u>	<u>13.8%</u>
<b>MISCELLANEOUS</b>			
Interest Earnings	625,000	30,080	4.8%
Rents	7,000	0	0.0%
Sales of Fixed Assets	0	543	
Contributions - Friends of Library	122,000	0	0.0%
Contributions - Others	10,000	21,012	210.1%
Miscellaneous	40,000	3,457	8.6%
Disk Sales	2,500	230	9.2%
Grants & Awards	0	21,500	
	<u>806,500</u>	<u>76,822</u>	<u>9.5%</u>
<b>TRANSFER FM PROP APPRAISER</b>	35,000	0	0.0%
<b>TRANSFER FM TAX COLLECTOR</b>	260,000	0	0.0%
<b>TOTAL REVENUES</b>	<u><u>39,800,313</u></u>	<u><u>2,484,534</u></u>	<u><u>6.2%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND EXPENDITURE SUMMARY  
Two Months Ended November 30, 2006**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(2 month=17%)</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	13,683,612	2,161,294	15.8%
Medicare Taxes	198,412	34,572	17.4%
Defined Contribution Pension Plan	1,026,271	185,022	18.0%
Defined Benefit Pension Plan	1,109,530	100,000	9.0%
Life and Health Insurance (Employees)	1,993,004	303,331	15.2%
Health Insurance (OPEB)	2,000,000	0	0.0%
Worker's Compensation	123,153	25,923	21.0%
Unemployment Compensation	20,000	0	0.0%
Parking & Bus Passes	132,720	17,433	13.1%
	20,286,702	2,827,575	13.9%
<b>OPERATING</b>			
Professional Services	325,000	63,373	19.5%
Other Contractual Services	1,007,000	80,764	8.0%
Other Contract. Serv.- Janitorial	288,000	41,485	14.4%
Training and Travel	125,000	20,133	16.1%
Telecommunication	288,000	6,554	2.3%
Delivery and Postage	1,283,000	185,962	14.5%
Utilities	1,000,000	89,425	8.9%
Rentals and Leases	968,000	155,390	16.1%
Insurance	328,000	135,010	41.2%
Repair and Maintenance	950,000	135,355	14.2%
Repair & Maint. - Hardware/Software	385,000	145,767	37.9%
Copying/Printing	292,000	24,546	8.4%
Property Appraiser's Fee	300,000	73,617	24.5%
Tax Collector's Fee	712,000	42,823	6.0%
Supplies	924,000	75,603	8.2%
Supplies-Hardware/Software	371,000	2,118	0.6%
Memberships	20,000	10,550	52.8%
Contingency	325,000	0	0.0%
	9,891,000	1,288,475	13.0%
<b>CAPITAL OUTLAY</b>			
Building and Improvements	600,000	75,046	12.5%
Equipment and Furniture	450,000	6,005	1.3%
Hardware/Software	351,000	0	0.0%
	1,401,000	81,051	5.8%
<b>LIBRARY MATERIALS</b>			
Materials - Rest. Contributions	30,000	185	0.6%
Materials - Chickasaw ODC	500,000	0	0.0%
Materials - Other	4,440,000	702,632	15.8%
	4,970,000	702,817	14.1%
<b>TRANSFERS TO OTHER FUNDS</b>			
Branch Debt Service Fund	702,000	0	0.0%
Sinking Fund	175,000	0	0.0%
Capital Projects Fund	4,100,000	0	0.0%
	4,977,000	0	0.0%
<b>TOTAL EXPENDITURES</b>	<b>41,525,702</b>	<b>4,899,918</b>	<b>11.8%</b>



**ORANGE COUNTY LIBRARY DISTRICT  
 MAIN DEBT SERVICE FUND  
 Two Months Ended November 30, 2006**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(2 month=17%)</b>
<b>REVENUES</b>			
Interest	1,000	192	19.2%
<b>TOTAL REVENUES</b>	<b>1,000</b>	<b>192</b>	<b>19.2%</b>
 <b>EXPENDITURES</b>			
Transfer to Branch Debt Service Fund	75,000	0	0.0%
<b>TOTAL EXPENDITURES</b>	<b>75,000</b>	<b>0</b>	<b>0.0%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
BRANCH DEBT SERVICE FUND  
Two Months Ended November 30, 2006**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(2 month=17%)</u>
<b>REVENUES</b>			
Transfer From General Fund	702,000	0	0.0%
Transfer From Main Debt Service Fund	75,000	0	0.0%
Interest	20,000	3,610	18.1%
<b>TOTAL REVENUES</b>	<b><u>797,000</u></b>	<b><u>3,610</u></b>	<b><u>0.5%</u></b>
 <b>EXPENDITURES</b>			
<u>2003 NOTE</u>			
Principal	362,176	0	0.0%
Interest	47,283	0	0.0%
	<u>409,459</u>	<u>0</u>	<u>0.0%</u>
<u>FUTURE BORROWINGS</u>			
Principal	200,000	0	0.0%
Interest	100,000	0	0.0%
	<u>300,000</u>	<u>0</u>	<u>0.0%</u>
RESERVES	87,541	0	0.0%
<b>TOTAL EXPENDITURES</b>	<b><u>797,000</u></b>	<b><u>0</u></b>	<b><u>0.0%</u></b>

**FUTURE DEBT SERVICE PAYMENTS FOR 2003 NOTE**

<u>DATE</u>	<u>PRINCIPAL</u>	<u>INTEREST</u>
2007	362,176	47,283
2008	374,226	35,233
2009	386,677	22,781
2010	399,542	9,916
	<b><u>1,522,621</u></b>	<b><u>115,213</u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Two Months Ended November 30, 2006**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(2 month=17%)</u>
<b>REVENUES</b>			
Transfer From General Fund	4,100,000	0	0.0%
Line of Credit Proceeds	1,900,000	0	0.0%
<b>TOTAL REVENUES</b>	<b><u>6,000,000</u></b>	<b><u>0</u></b>	<b><u>0.0%</u></b>
 <b>EXPENDITURES</b>			
<u>CHULUOTA &amp; 50 BRANCH</u>			
Land	1,500,000	0	0.0%
Architect/Engineer	0	0	
	<u>1,500,000</u>	<u>0</u>	<u>0.0%</u>
<u>CHICKASAW BRANCH</u>			
Land & Building	2,550,000	2,550,000	100.0%
Architect / Engineer	175,000	0	0.0%
Improvements	1,775,000	0	0.0%
	<u>4,500,000</u>	<u>2,550,000</u>	<u>56.7%</u>
<b>TOTAL EXPENDITURES</b>	<b><u>6,000,000</u></b>	<b><u>2,550,000</u></b>	<b><u>42.5%</u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
SINKING FUND  
Two Months Ended November 30, 2006**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(2 month=17%)</u>
<b>REVENUES</b>			
Transfer From General Fund	175,000	0	0.0%
Interest	0	1,436	
<b>TOTAL REVENUES</b>	<b><u>175,000</u></b>	<b><u>1,436</u></b>	<b><u>0.8%</u></b>
<b>RESERVES</b>			
Reserves-Building and Improvements	87,500	0	0.0%
Reserves-Technology	87,500	0	0.0%
<b>TOTAL RESERVES</b>	<b><u>175,000</u></b>	<b><u>0</u></b>	<b><u>0.0%</u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
MONTHLY ROLLOVER  
November 30, 2006**

	<b>BALANCE 10/31/06</b>	<b>RECEIPTS</b>	<b>DISBURSE</b>	<b>BALANCE 11/30/06</b>
<b>OPERATING</b>				
Checking	284,408	4,789,796	(4,005,107)	1,069,097
SBA Investments	3,567,182	511,840	(1,750,000)	2,329,022
CD Investments	735,000	5,154	0	740,154
	<b>4,586,590</b>	<b>5,306,790</b>	<b>(5,755,107)</b>	<b>4,138,273</b>
<b>MAIN DEBT SERVICE</b>				
AIM Investments	52,835	192	0	53,027
<b>BRANCH DEBT SERVICE</b>				
CD Investments	426,447	2,285	0	428,732
<b>CAPITAL PROJECTS</b>				
SBA Investments	314,769	1,436	0	316,205

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

**ASSETS**

Certificates of Deposit	740,154
Cash on Hand	11,755
Equity in Pooled Cash	1,069,097
Accounts Receivable	72,682
Due From Other Funds	2,638,381
Due From Other Governments	36,357
Interest Receivable	0
Inventory	224,512
Investments-SBA	2,329,022
Prepays	108,763
Other Assets-Deposits	<u>9,275</u>
<b>TOTAL ASSETS</b>	<b><u><u>7,239,998</u></u></b>

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

**LIABILITIES**

Accounts Payable	375,492
Unclaimed Disbursements	1,240
Retainage Payable	112,731
Due to Other Funds	0
Accrued Wages Payable	174,381
Accrued FIT Tax Payable	48,353
Accrued Med Tax Payable	13,576
Accrued Sales Tax	8
Due To FOL-Taxable Book Sales	2,095
Due To FOL-Nontaxable Book Sales	0
Due To FOL-Sales Tax	140
United Appeal	256
Bonds	248
Def Comp Employees	16,978
Health Insurance	35,526
Union Dues	944
Union-Cope	0
Optional Life	874
Flex Spend Med	5,299
Flex Spend Dep	0
Ben-DCP	36,355
Miscellaneous	107
Daughters of American Revolution	671
Unclaimed Payroll	803
<b>TOTAL LIABILITIES</b>	<b>826,077</b>

**FUND BALANCE**

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	197,437
Unreserved/Undesignated	3,897,140
Current Year Excess of Revenues Over Expenditures	(2,415,382)
<b>TOTAL FUND BALANCE</b>	<b>6,413,921</b>

**TOTAL LIABILITIES & FUND BALANCE**

**7,239,998**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Statistics and Summaries:  
November 2006**



## **STATISTICAL SUMMARY**

### **November 2006 Statistics for December 2006 meeting**

#### **Circulation and Door Count Trends:**

The circulation and door counts for November are relatively stable against November 2005. Branch circulation is down and in fact most branch locations registered a decrease in circulation. After opening one year ago in October 2005, Winter Garden has shown a decrease in circulation. It may be that circulation was particularly high at this time last year since it was a new location and probably generating lot's of curious visitors.

Alafaya, Herndon, Eatonville and Southeast were the only branches to post a circulation increase. Eatonville's door count also increased by 44.3%. Eatonville Branch Manager, Clara Magee reports that much of this increase is due to great community support for story times. We should also note that road closures were impacting Eatonville at this same time last year.

#### **Library Activity**

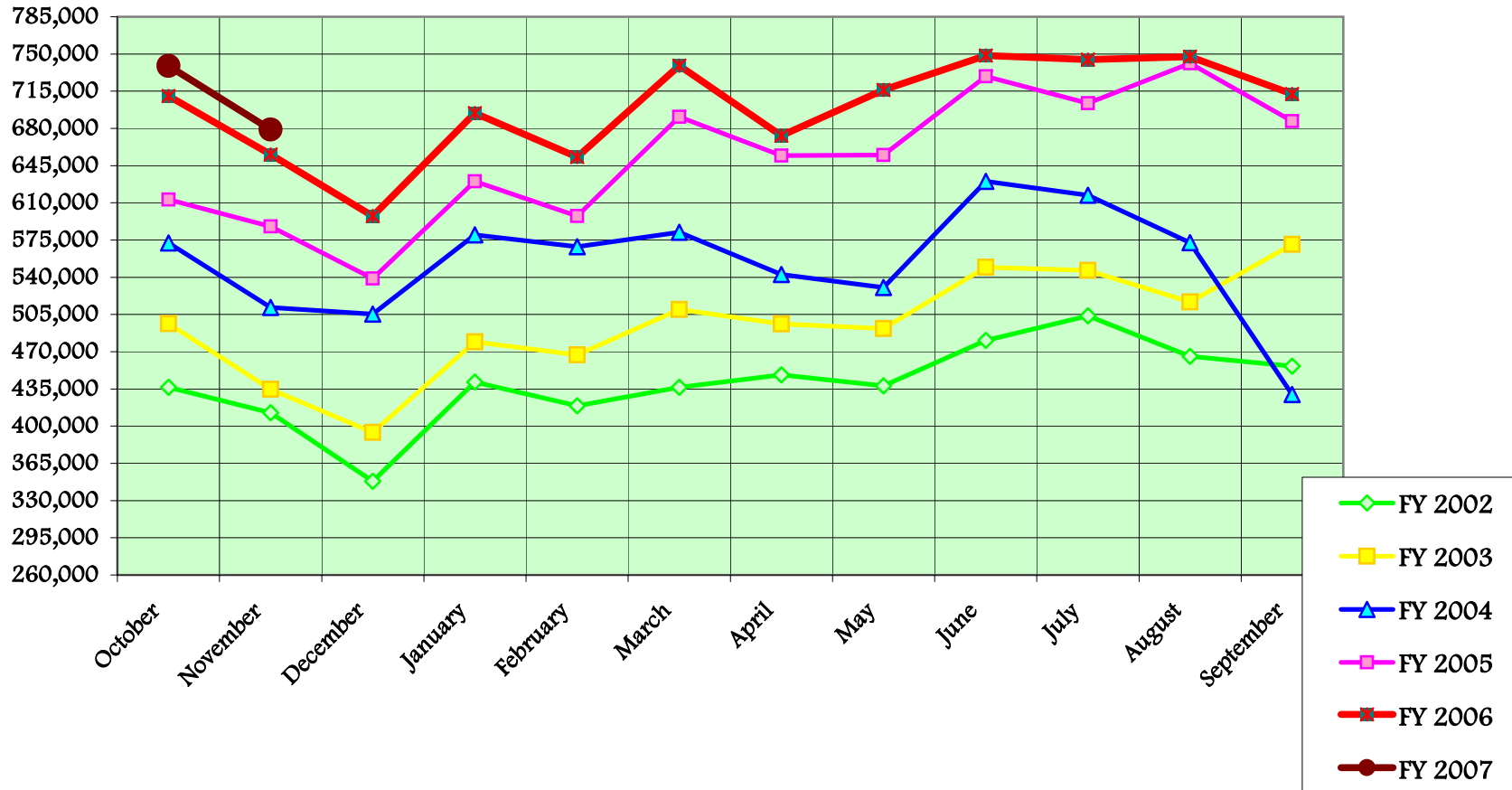
Questline numbers are down from last year. Beginning in October we developed a new process for handling the verification of library cards. We were attempting to make the process more seamless for the card holder and less time intensive for staff at registration and the point of verification. We think we have a success! There were 854 fewer calls to Questline this month over the same period last year, we believe this is largely due to a decrease in handling verifications. This provides more time then for handling information inquiries.

#### **Online Activity**

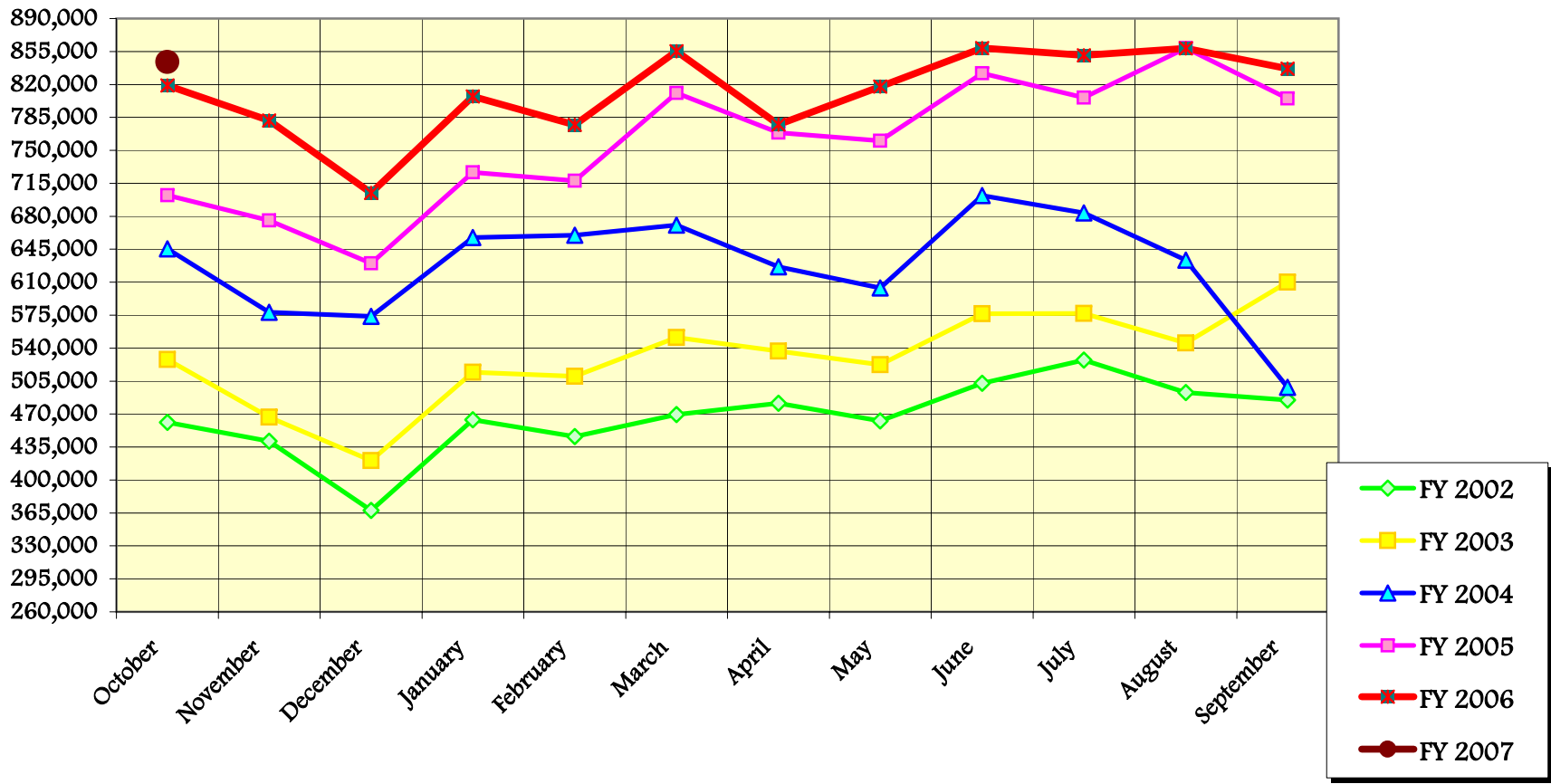
Live chat questions continue to increase (from 33 last year to 206 this year) due to our display of the chat request button on each page of the catalog. This is one more attempt to reach the patron at the point of their question rather than requiring them to seek help (a virtual model of mobile reference).

Website activity overall is up. Richer resources for learning and new options such as computer class sign up all contribute to increased utilization of our site. For this past month however our blockbuster draw has got to be the "create your own snowman" page. Visitors can visit our website and create their own snowman which can then be saved and viewed by others. We have had over 2,000 visits and had over 1,000 snowmen created!

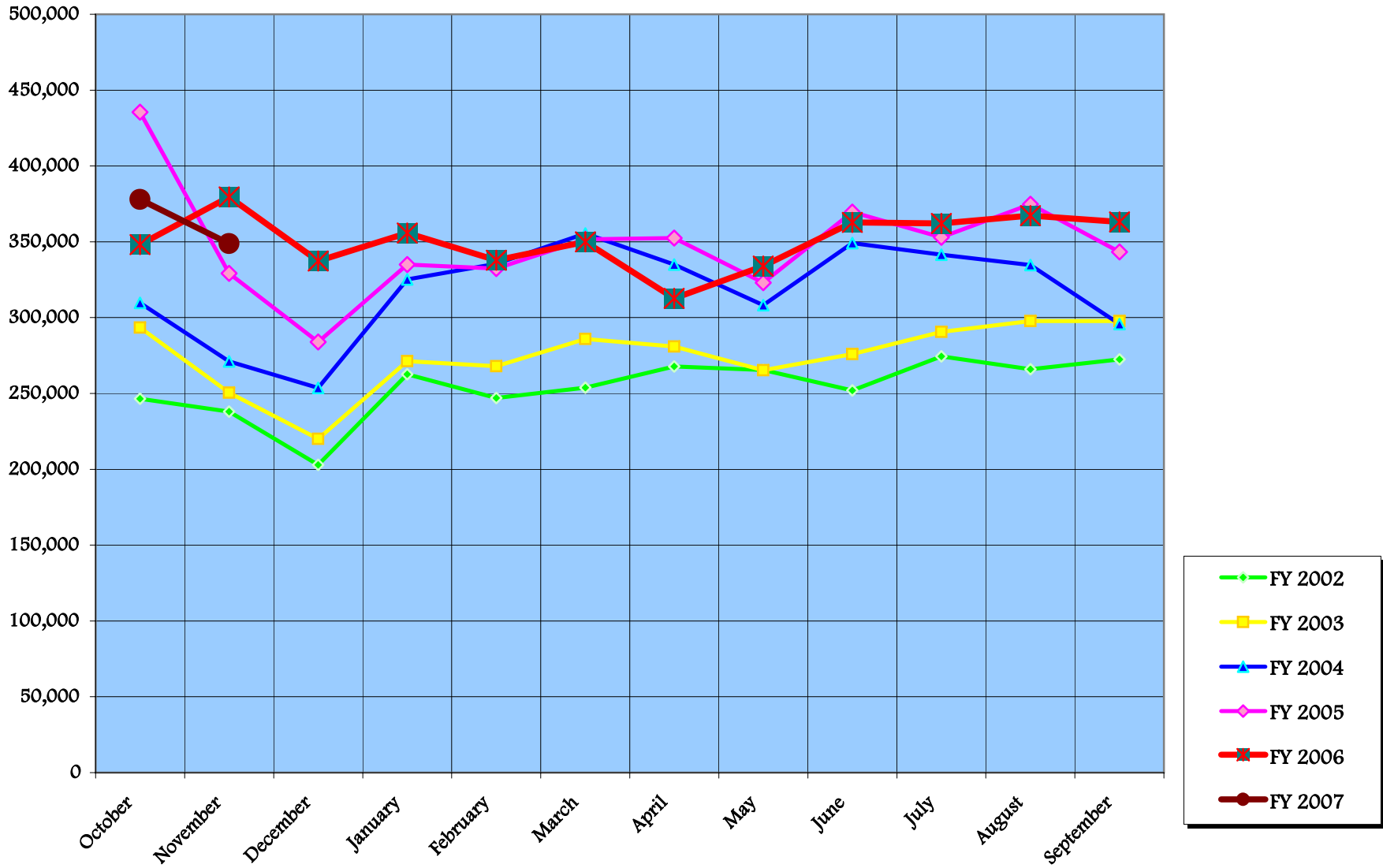
**ORANGE COUNTY LIBRARY SYSTEM  
CIRCULATION**  
Fiscal Year 2002 Through Fiscal Year 2007 TO Date



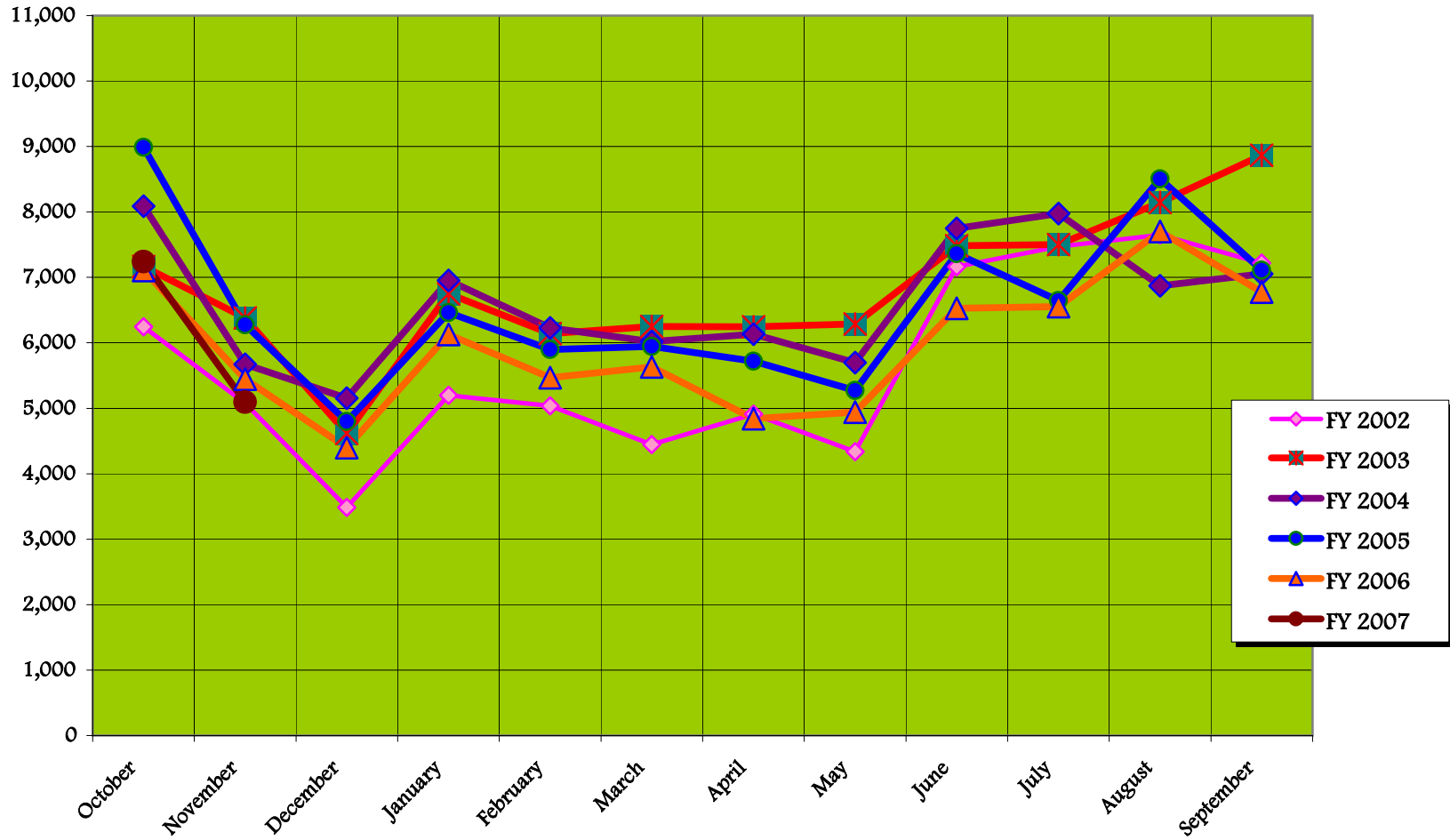
**ORANGE COUNTY LIBRARY SYSTEM  
CIRCULATION WITH ELECTRONIC STATS**  
(Circ Stats & Electronic Database Stats ~ 2 months previous)  
Fiscal Year 2002 Through Fiscal Year 2007 TO Date



Orange County Library System  
 Door Counts  
 Fiscal Year 2002 through Fiscal Year 2007 To Date



Orange County Library System  
New Patron Registration  
Fiscal Year 2002 through Fiscal Year 2007 To Date



Circulation and Door Count  
October - March

Orange County Library System: Report for FY 2007 YTD & FY 2006

	Oct-06	Oct-05	Nov-06	Nov-05	% of Change	Dec-06	Dec-05	Jan-07	Jan-06	Feb-07	Feb-06	Mar-07	Mar-06
<b>Circulation</b>													
Main	234,277	223,362	211,081	205,261	2.84%		186,592		208,606		202,495		229,242
Branches	421,603	433,780	393,085	405,141	-2.98%		366,457		431,980		396,513		445,868
MAYL	54,998	49,789	49,729	41,659	19.37%		40,549		49,931		50,267		59,724
Digital Products	23,968	N/A	21,525	N/A	N/A								
Talking Books	3,916	3,650	3,508	3,587	-2.20%		4,007		3,825		3,779		4,271
<b>Total</b>	<b>738,762</b>	<b>710,581</b>	<b>678,928</b>	<b>655,648</b>	<b>3.55%</b>		<b>597,605</b>		<b>694,342</b>		<b>653,054</b>		<b>739,105</b>
<b>Door Count</b>													
Main	57,887	55,768	50,362	47,303	6.47%		44,632		50,091		50,001		54,986
Branches	382,554	292,293	298,364	296,053	0.78%		292,663		305,733		268,963		294,931
Talking Books	12	17	10	14	-28.57%		10		17		14		18
<b>Total</b>	<b>440,441</b>	<b>348,061</b>	<b>348,726</b>	<b>343,356</b>	<b>1.56%</b>		<b>337,295</b>		<b>355,824</b>		<b>318,964</b>		<b>349,917</b>

Circulation and Door Count  
April - September

Orange County Library System: Report for FY 2007 YTD & FY 2006

	Apr-07	Apr-06	May-07	May-06	Jun-07	Jun-06	Jul-07	Jul-06	Aug-07	Aug-06	Sep-07	Sep-06	FY 2007 YTD	FY 2006
Circulation														
Main		217,059		218,997		220,906		227,773		227,896		223,132	445,358	2,591,321
Branches		402,539		440,301		471,490		457,825		454,820		431,707	814,688	5,138,421
MAYL		50,065		52,863		51,971		55,502		60,653		53,940	104,727	616,913
Digital Products						12,322		11,515		13,630		17,309	45,493	#VALUE!
Talking Books		3,662		4,001		4,158		3,677		4,065		3,674	7,424	46,356
Total		673,325		716,162		760,847		756,292		761,064		729,762	1,417,690	#VALUE!
Door Count														
Main		52,259		48,595		53,910		56,485		56,153		55,268	108,249	625,451
Branches		260,498		285,442		308,787		305,700		311,162		307,318	680,918	3,530,043
Talking Books		15		12		15		20		25		20	22	197
Total		312,757		334,037		362,697		362,185		367,315		363,086	789,167	4,155,494

Website Report

	Oct-06	Oct-05	Nov-06	Nov-05	% of Change	Dec-06	Dec-05	Jan-07	Jan-06	Feb-07	Feb-06	Mar-07	Mar-06
<b>Hits to the Website</b>													
Inside	4,773,449	3,510,648	4,562,952	3,465,026	31.69%		3,090,526		3,628,805		4,051,328		4,325,221
Outside	4,177,185	2,710,018	4,089,059	2,323,331	76.00%		1,570,032		2,261,183		2,771,534		3,145,267
Total	8,950,634	6,220,666	8,652,011	5,788,357	49.47%		4,660,558		5,889,988		6,822,862		7,470,488
<b>Visits</b>													
Inside	88,297	71,594	76,559	67,454	13.50%		66,441		72,152		73,840		79,460
Outside	216,146	144,488	207,221	128,652	61.07%		115,571		145,892		151,408		185,434
Total	304,443	216,082	283,780	196,106	44.71%		182,012		218,044		225,248		264,894
<b>Unique Visitors</b>													
Inside	1,049	943	1,074	959	11.99%		1,603		1,003		1,005		1,062
Outside	62,360	39,180	60,691	37,254	62.91%		34,309		41,898		42,481		44,262
Total	63,409	40,123	61,765	38,213	61.63%		35,912		42,901		43,486		45,324
<b>Page Views</b>													
Inside	1,301,906	927,149	1,187,174	912,106	30.16%		717,327		914,262		1,452,487		1,370,508
Outside	1,063,999	622,173	943,229	318,710	195.95%		366,306		402,549		806,280		963,843
Total	2,365,905	1,549,322	2,130,403	1,230,816	73.09%		1,083,633		1,316,811		2,258,767		2,334,351



Website Report

	Apr-07	Apr-06	May-07	May-06	Jun-07	Jun-06	Jul-07	Jul-06	Aug-07	Aug-06	Sep-07	Sep-06	FY 2007 YTD	FY 2006
<b>Hits to the Website</b>														
Inside		4,120,375		4,443,306		4,167,081		4,539,985		4,681,001		4,153,525	9,336,401	48,176,827
Outside		3,101,708		3,402,201		3,656,191		3,880,829		4,125,356		4,017,539	8,266,244	36,965,189
<b>Total</b>		<b>7,222,083</b>		<b>7,845,507</b>		<b>7,823,272</b>		<b>8,420,814</b>		<b>8,806,357</b>		<b>8,171,064</b>	<b>17,602,645</b>	<b>85,142,016</b>
<b>Visits</b>														
Inside		76,803		78,328		83,869		83,973		85,040		79,764	164,856	918,718
Outside		179,908		188,209		206,150		207,837		198,319		201,255	423,367	2,053,123
<b>Total</b>		<b>256,711</b>		<b>266,537</b>		<b>290,019</b>		<b>291,810</b>		<b>283,359</b>		<b>281,019</b>	<b>588,223</b>	<b>2,971,841</b>
<b>Unique Visitors</b>														
Inside		1,033		988		1,010		1,026		1,049		1,053	2,123	12,734
Outside		44,284		46,489		55,680		56,351		61,297		61,583	123,051	565,068
<b>Total</b>		<b>45,317</b>		<b>47,477</b>		<b>56,690</b>		<b>57,377</b>		<b>62,346</b>		<b>62,636</b>	<b>125,174</b>	<b>577,802</b>
<b>Page Views</b>														
Inside		1,200,997		1,168,557		1,198,600		1,225,447		1,312,417		1,160,716	2,489,080	13,560,573
Outside		900,138		909,923		985,245		1,025,020		1,059,551		1,184,283	2,007,228	9,544,021
<b>Total</b>		<b>2,101,135</b>		<b>2,078,480</b>		<b>2,183,845</b>		<b>2,250,467</b>		<b>2,371,968</b>		<b>2,344,999</b>	<b>4,496,308</b>	<b>23,104,594</b>

Library Activities  
October - March

Orange County Library System: Report for FY 2007 YTD & FY 2006

	Oct-06	Oct-05	Nov-06	Nov-05	% of Change	Dec-06	Dec-05	Jan-07	Jan-06	Feb-07	Feb-06	Mar-07	Mar-06
Program Attendance Total	13,466	14096	9,174	14,719	-37.67%		8,077		10,313		14,017		15,567
Total # of Programs	468	420	421	405	3.95%		383		357		431		440
Community Events Attendance Total	1,459	1760	826	2,060	-59.90%		506		493		986		1,466
Total # of Community Events	23	27	25	22	13.64%		8		6		9		14
Events Line	3	12	2	16	-87.50%		5		4		9		13
StoryLine	62	141	96	150	-36.00%		92		99		109		194
Class Attendance Total	2,142	1331	1,907	900	111.89%		1,090		1268		1,691		1644
Total # of Classes	947	479	816	396	106.06%		486		513		535		612
QuestLine	17,658	17,532	15,442	16,296	-5.24%		14,321		18,150		16,583		18,245
P.C. Sessions	73,975	62,244	64,072	59,609	7.49%		57,206		62,516		61,365		68,696
Number of Active Cards in the System	441,638	358,336	447,566	365,466	22.46%		371,147		378,417		384,601		391,066
New Customer Registrations	7,241	7,104	5,095	5,445	-6.43%		4,397		6,126		5,466		5,634
Total Registered Borrowers	893,132	825,839	898,011	831,207	8.04%		834,813		840,468		845,734		851,379

## Library Activities April - September

Orange County Library System: Report for FY 2007 YTD & FY 2006

	Apr-07	Apr-06	May-07	May-06	Jun-07	Jun-06	Jul-07	Jul-06	Aug-07	Aug-06	Sep-07	Sep-06	YTD FY 2007	FY 2006
Program Attendance Total		13,738		12,866		16,632		14,751		11,661		14,014	22640	160,451
Total # of Programs		395		397		478		453		440		447	889	5,046
Community Events Attendance Total		2,800		3,175		1,932		7,644		1,071		1,111	2285	25,004
Total # of Community Events		20		22		12		11		14		22	48	187
Events Line		10		7		9		11		10		6	5	112
StoryLine		132		116		122		139		318		110	158	1,722
Class Attendance		1,714		1,639		1,989		2,280		2,351		1,789	4049	19,686
Total # of Classes		606		697		676		659		988		863	1763	7,510
QuestLine		16,968		17,160		18,952		18,429		18,716		17,124	33,100	208,476
F.C. Sessions		63,040		66,261		70,171		68,387		71,288		67,102	138,047	777,885
Number of Active Cards in the System		396,385		402,051		409,821		417,073		425,631		433,295	889,204	
New Customer Registrations		4,842		4,940		6,530		6,554		7,702		6,774	12336	71,514
Total Registered Borrowers		855,829		859,997		866,565		872,213		880,029		886,201	1791143	

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

Orange County Library System: Report for FY 2007 YTD & FY 2006  
October ~ March

	Oct-06	Oct-05	Nov-06	Nov-05	% of Change	Dec-06	Dec-05	Jan-07	Jan-06	Feb-07	Feb-06	Mar-07	Mar-06
Online Catalog Searches	641,874	544,532	554,957	470,938	17.84%		360,185		487,735		444,506		514,197
Online Renewals	126,197	113,507	116,022	106,202	9.25%		98,035		103,153		103,675		118,682
Electronic Reference Questions	226	137	208	124	67.74%		92		152		119		138
Live Chat Questions	279	52	206	33	524.24%		22		22		32		37
Total Online Reference Questions	505	189	414	157	163.69%		114		174		151		175
Online Requests	52,785	49,854	46,223	43,046	7.38%		35,531		52,277		45,441		50,924
Online Suggestions	139	176	86	203	-57.64%		84		120		88		88

Orange County Library System: Report for FY 2007 YTD & FY 2006

April ~ September

	Apr-07	Apr-06	May-07	May-06	Jun-07	Jun-06	Jul-07	Jul-06	Aug-07	Aug-06	Sep-07	Sep-06	FY 2007 YTD	FY 2006
Online Catalog Searches		468,781		481,271		548,960		615,487		695,022		634,209	1,196,831	6,265,823
Online Renewals		112,941		116,296		109,244		114,494		116,450		116,353	242,219	1,329,032
Reference Questions		121		105		87		120		118		91	434	1,404
Live Chat Questions		43		32		17		66		74		74	485	504
Total Online Reference Questions		164		137		104		186		192		165	919	1,908
Online Requests		49,726		56,889		58,081		57,123		59,266		51,322	99,008	609,480
Online Suggestions		64		68		103		86		118		102	225	1,300

# Orange County Library System

## Circulation Statistics

### November 1, 2006 - November 30, 2006

Location	Days Open	Circulation Total	% of Total	Year Ago	Gain (Loss)	% Gain - Loss	Total Visits	Visits Year Ago	Gain (Loss)	% Gain (Loss)
Main	27	211,081	31.09%	205,261	5,820	2.84%	50,362	47,303	3,059	6.47%
MAYL*	19	49,729	7.32%	41,659	8,070	19.37%	47,387	40,553	6,834	16.85%
Digital Products		21,525	3.17%				-	-	-	-
Talking Books	27	3,508	0.52%	3,587	(79)	-2.20%	10	14	(4)	-28.57%
West Oaks	27	35,370	5.21%	40,506	(5,136)	-12.68%	23,392	21,759	1,633	7.50%
Herndon	23	40,299	5.94%	39,553	746	1.89%	22,713	22,332	381	1.71%
Alafaya	27	54,676	8.05%	52,391	2,285	4.36%	34,964	35,008	(44)	-0.13%
Southeast	23	34,977	5.15%	32,870	2,107	6.41%	26,696	29,818	(3,122)	-10.47%
Hiawasse	23	21,006	3.09%	21,791	(785)	-3.60%	22,917	24,840	(1,923)	-7.74%
Southwest	23	36,607	5.39%	37,017	(410)	-1.11%	21,125	21,996	(871)	-3.96%
Edgewater	23	24,380	3.59%	25,352	(972)	-3.83%	18,447	21,885	(3,438)	-15.71%
North Orange	27	36,616	5.39%	39,085	(2,469)	-6.32%	24,976	22,745	2,231	9.81%
South Creek	27	43,984	6.48%	48,446	(4,462)	-9.21%	30,385	31,672	(1,287)	-4.06%
South Trail	23	21,127	3.11%	22,843	(1,716)	-7.51%	28,249	26,150	2,099	8.03%
Winter Garden	23	21,558	3.18%	22,490	(932)	-4.14%	13,783	14,121	(338)	-2.39%
Windermere	23	11,906	1.75%	12,777	(871)	-6.82%	8,201	8,679	(478)	-5.51%
Washington Park	23	9,067	1.34%	9,331	(264)	-2.83%	15,595	11,195	4,400	39.30%
Eatonville	23	1,512	0.22%	689	823	119.45%	6,921	3,853	3,068	79.63%
<b>Total</b>	<b>411</b>	<b>678,928</b>	<b>100.00%</b>	<b>655,648</b>	<b>23,280</b>	<b>3.55%</b>	<b>348,726</b>	<b>343,356</b>	<b>5,370</b>	<b>1.56%</b>

\*MAYL Visits ~ Customer Transactions

NUMBER OF SEARCHES  
OCTOBER 2006

FISCAL YEAR 2006	OCT 2006	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	YTD
Ancestry Library Edition	225												225
Associations Unlimited	518												518
Auto Repair Reference Center	281												281
Biography & Genealogy Master Index	467												467
Biography Resource Center	3,359												3,359
Business & Company Resource Center	1,042												1,042
Business Index ASAP	58												58
Classical.com	69												69
Computer Database	420												420
Consulta	64												64
Countrywatch	1,247												1,247
DearReader.com Online Book Club (formerly Chapter-A-Day)	57,380												57,380
Dun & Bradstreet International Business Locator	49												49
Expanded Academic ASAP	842												842
Ferguson's Career Guidance Center	135												135
First Search	1,288												1,288
Gale Virtual Reference Library e-books (FEL)	112												112
General Business File ASAP	328												328
General Reference Center Gold	1,373												1,373
Health & Wellness Resource Center and Alternative Health Module	1,444												1,444
Health Reference Center Academic	650												650
HeritageQuest Online	6,047												6,047
Info Trac OneFile	2,369												2,369
Informe	41												41
Junior Edition - K12	474												474
Kid's Edition - K12	325												325
Learnatest	448												448
Lit Finder (formerly Essay/ Poem/ Storyfinder)	777												777
Literature Resource Center	3,804												3,804
Live Homework Help	196												196
Mergent Online	170												170
Morningstar	196												196
NetLibrary eBooks	84												84
NetLibrary eBooks - Shared Collection	427												427
NetLibrary Downloadable Audiobooks	727												727
Novelist	809												809
Opposing Viewpoints Resource Center	3,274												3,274
p4A Antiques Reference	191												191
Personal and Business Forms	53												53
Powermediaplus Streaming Videos	202												202
Professional Collection	100												100
ProQuest Newspapers	2,301												2,301
Reference USA	3,283												3,283
Rosetta Stone	3,070												3,070
Science Online	647												647
SIRS Knowledge Source	1,277												1,277
Smithsonian Global Sound	9												9
Standard Deviants Video (formerly known as Cerebellum Online Videos)	82												82
Standard & Poors NetAdvantage	337												337
Student Edition - K12	345												345
Tumblebooks	561												561
Weiss Ratings	76												76
What Do I Read Next?	295												295
Worldbook Online	859												859
<b>TOTAL NUMBER OF SEARCHES</b>	<b>105,207</b>												<b>105,207</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, December 14, 2006**

**Action Items**



**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Consent Agenda**

- 06-206 **Amendment to the Board of Trustees Meeting Schedule:  
Reschedule May 10, 2007 Meeting to May 17, 2007**
- 06-207 **Annual Plan of Service FY 2007**
- 06-208 **Chickasaw Architect Selection**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Amendment to the Board of  
Trustees Meeting Schedule  
FY 2007: Reschedule May 10, 2007  
Meeting to May 17, 2007**

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 06-206

**AMENDMENT OF THE FY 2007 BOARD OF TRUSTEES  
MEETING SCHEDULE**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 14<sup>th</sup> of December, 2006, at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To amend the FY 2007 Board of Trustees Meeting Schedule in order to reschedule the May 10, 2007 Meeting to May 17, 2007.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

Secretary

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Annual Plan of Service ~ FY 2007**

## Orange County Library System - Annual Plan of Service FY 2007

<b>GOAL 1: Increase Customer Satisfaction &amp; Provide Greater Ease of Access to Services</b>
<b>Create and maintain inviting and appealing library spaces</b>
<b>Activity</b>
Purchase and renovate property in east Orange County for an additional branch location.
Seek input from community on new branch.
Install Self Check-Out at Southeast and Southwest.
<b>Effectively communicate with customers</b>
<b>Activity</b>
Inform, seek feedback and from staff for new initiatives on customer satisfaction.
- Employ Customer Service Survey results to develop Improvement Plan.
- Build Improvement Plan based on results.
The Library Leader Blog offers online dialog with customers.
<b>GOAL 2: Provide a Range of Services that are Responsive to a Changing Community</b>
<b>Expand Access to and Availability of Programs for the Public</b>
<b>Activity</b>
Offer at least four classes or four programs per month and storytelling once weekly in Spanish.
Offer after hours programs twice per year for Youth at Main.
Expand Haitian-Creole programs and classes.
Offer bi-monthly after-hours art/cultural events featuring the opening of an exhibit, community reception, entertainment and refreshments.
Offer other occasional after-hours events as celebratory tie-ins with other community events.
<b>Expand Use of Relevant Technology</b>
<b>Activity</b>
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.
Evaluate and add new software programs for public and staff.
Establish dedicated computer training labs at two branches and a portable computer training lab at one branch.
Provide Language Learning Labs at four additional branch locations.
Provide Typingmaster software to increase keyboarding skills.
Double WAN capacity at 12 branch locations.
Pilot SMS text messaging services to deliver library services to the public.
<b>Expand and Diversify Collections</b>
<b>Activity</b>
Enhance Spanish Collection
Enhance streaming video, MP3, digital collections and My Library TV

**GOAL 3: Expand Use and Awareness of Library Services Through Marketing**

**Increase Market Share by 10 Percentage Points**

**Activity**

Continue to develop partnerships, performances, programs and fundraising opportunities.

Promote specific services that are new or under-utilized

Launch new initiatives: *Job Smart, Job Start* and *Grow Your Business*.

Partner with Chambers of Commerce and Economic Development to promote Library as part of package to attract new businesses. Focus on job skill classes.

**GOAL 4: Invigorate Employee Satisfaction and Invest in Quality of Staff**

**Enhance Human Resources Development Plan**

**Activity**

Hold system wide training on relevant management topics fo Managers.

Hold system wide training on relevant topics: Staff Day, plus other training.

**Enhance System Wide Communication Plan**

**Activity**

Establish regular opportunities for Admin Team to communicate with employees, at each department and branch.

Conduct regular labor/management meetings - once a month

**Continue Professional/Employee Development Plan**

**Activity**

Adjust/Recruit/Reallocate staffing as needed.

Continue Recruitment Plan to include outreach/interviewing at targeted schools; advertising in electronic and print format to targeted professional journals and listservs.

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 06-206

**APPROVAL OF THE ANNUAL PLAN OF SERVICE - FY 2007**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 14<sup>th</sup> of December, 2006, at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the FY 2007 Annual Plan of Service.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

Secretary

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**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Chickasaw Architect Selection**



# Architect Selection for Chickasaw Branch Renovation Project

## **I. ISSUE STATEMENT**

An architect needs to be selected for the renovation of the Chickasaw Branch. The Board needs to approve the ranking of the three architects previously selected and authorize staff to negotiate and execute a contract for Architectural Services.

## **II. BACKGROUND & SUMMARY**

The Library recently purchased a former State Farm claims center in East Orange County. The building now needs to be renovated to make it a bright, airy, exciting and inviting place for Library service. The following selection process, which is in compliance with Florida Statutes, was suggested by our construction attorney, Guy Haggard. It creates a competition among architects to showcase different design possibilities.

1. Library advertises a Request for Qualifications for Architectural Services (RFQ) in the Orlando Sentinel. The Minority Business Enterprise departments for the City of Orlando and Orange County are notified of the RFQ.
2. Architects submit their qualifications for consideration.
3. Selection Committee, consisting of Greg Lee, Mary Anne Hodel, Sally Fry and John Claytor, picks up to three architects that satisfy the requirements of the RFQ for a competition phase.
4. At the November 2006 meeting, the Library Board approved the selection of these three architects to make presentations to the Selection Committee.
  - Rhodes & Brito Architects
  - KBJ Architects
  - Starmer Ranaldi Planning and Architecture
5. Each of the three architects will make a presentation to the Selection Committee to demonstrate the ideas they have to make the Chickasaw Branch an open, inviting, and exciting place for Library service. Each of the three architects will receive \$5,000 as compensation for the creation of their design and the presentation.
6. Selection Committee recommends a ranking of the three architects.
7. Library Board ranks the architects and authorizes Staff to negotiate with the top ranked architect and to execute a contract for architectural services. If that negotiation fails, negotiations begin with the next ranked architect.
8. Contract executed.
9. Design process begins.

The three architectural firms listed above presented their design concepts to the Selection Committee on December 8, 2006. After discussing the design concepts and presentations, the Selection Committee recommends the following ranking:

1. Starmer Ranaldi Planning and Architecture
2. Rhodes & Brito Architects
3. KBJ Architects

The Library Board needs to approve this ranking (or modify it) and authorize staff to negotiate and execute a contract for Architectural Services.

The size of this project is such that the contract amount for architectural services will require Library Board approval. To keep this project moving, the Library Board is being asked to authorize staff to negotiate a contract up to \$200,000 for Architectural Services. Trustee Greg Lee, as the Library Board representative on the Selection Committee, will be asked to approve the negotiated amount, provided it does not exceed the \$200,000 limit. If staff is unable to negotiate a contract without exceeding the \$200,000 limit, the contract will be brought to the Library Board at the January meeting for approval.

### **III. ARCHITECT RANKING OPTIONS**

#### **Option 1:**

Approve the architect ranking recommended by the Selection Committee as follows:

1. Starmer Ranaldi Planning and Architecture
2. Rhodes & Brito Architects
3. KBJ Architects

#### **Advantage:**

Selection Committee determined that the first ranked firm will provide the best design for the Chickasaw Branch.

#### **Disadvantage:**

The 2<sup>nd</sup> and 3<sup>rd</sup> ranked firms also have good ideas. These ideas might not get incorporated into the design.

#### **Option 2:**

Select a different ranking of the architects.

#### **Advantage:**

The alternate ranking of architects may result in a better design.

#### **Disadvantage:**

The other firms also have good ideas, which won't get incorporated into the design.

#### **Option 3:**

Throw out all three firms and begin the selection process again.

**Advantage:**

Other ideas could be considered.

**Disadvantage:**

This will take more time, delaying the project, and might not produce a better result.

#### **IV. ARCHITECT RANKING RECOMMENDATION**

The Selection Committee recommends Option #1.

#### **V. CONTRACT NEGOTIATION OPTIONS**

**Option 1:**

Authorize staff to negotiate and execute a contract for architectural services with the approved firms in order of rank up to a maximum of \$200,000 with the approval of Trustee Greg Lee.

**Advantage:**

This action will permit the project to move forward, while providing a limit to the Architectural Services contract.

**Disadvantage:**

The Board will not approve the final contract amount.

**Option 2:**

Authorize staff to negotiate a contract for architectural services with the approved firms in order of rank. The contract will be brought to the Library Board at the January meeting for approval.

**Advantage:**

The Board would have complete control of the final contract amount.

**Disadvantage:**

The project cannot start until after the January Board Meeting.

#### **VI. CONTRACT NEGOTIATION RECOMMENDATION**

Staff recommends Option 1, to authorize staff to negotiate and execute a contract for architectural services with the approved firms in order of rank up to a maximum of \$200,000 with the approval of Trustee Greg Lee.

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 06-208

**ARCHITECT SELECTION FOR CHICKASAW BRANCH  
RENOVATION PROJECT**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 14<sup>th</sup> of December, 2006, at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the following ranking of architects for Architectural services for the Chickasaw Branch Renovation.

1. Starmer Ranaldi Planning and Architecture
2. Rhodes & Brito Architects
3. KBJ Architects

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

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

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Secretary

BOARD OF TRUSTEES OF  
ORANGE COUNTY LIBRARY SYSTEM  
RESOLUTION 06-208.1

**ARCHITECT CONTRACT NEGOTIATION FOR THE CHICKASAW  
BRANCH  
RENOVATION PROJECT**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, held in the City of Orlando, on the 14<sup>th</sup> of December, 2006, at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To authorize staff to negotiate and execute a contract for Architectural Services with the approved firms in order of rank up to a maximum of \$200,000 with the approval of Trustee Greg Lee.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

**RESOLUTION DECLARED ADOPTED:**

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Secretary

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Non-Consent Agenda**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Acceptance of Personnel Committee  
Minutes ~ November 27, 2006**

**MEETING MINUTES  
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES  
PERSONNEL COMMITTEE MEETING  
November 27, 2006  
3rd Floor Cypress Room  
Orlando Public Library  
101 East Central Boulevard  
Orlando, Florida 32801  
407.835.7323**

Personnel Committee Members Present: James Tyson, OCLS Board of Trustees

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

The meeting was called to order.

The purpose of the meeting was to conduct a performance evaluation of Director Hodel.

Trustee Tyson reviewed Ms. Hodel's accomplishments and praised her performance citing the 8% increase in market share this year and 96% increase in market share since 2002; 8% increase in circulation; a dynamic website, increasing hits by 32%; and enhanced use of technology, all to the benefit of the consumers of Library services. Mr. Tyson commended Ms. Hodel for her efforts in fundraising (\$97,682 since 2002) and in obtaining grants totaling over \$1,000,000 since 2002, two of which (IMLS - \$185,439 and LSTA - \$110,234) were awarded in fiscal year 2006. He noted that through Ms. Hodel's leadership, the Library has become known as a market leader among other public libraries, setting a standard for excellence. In addition Mr. Tyson commended Ms. Hodel for her strong senior staff. Ms. Hodel expressed how much she enjoys her job and her appreciation for the wonderful Library staff as well as the community.

Mr. Tyson suggested the implementation of a 360 evaluation tool for next year's evaluation process. Mr. Tyson stated that he would take into consideration Ms. Hodel's performance and prepare a memo with his recommendations to present to the Board at the December meeting.

The meeting was adjourned at 3:20 p.m.



**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Personnel Committee Report ~  
Director's Evaluation**

# Accomplishments: 2006

With the cooperation of staff, under the direction of the Director, in the past fiscal year (1 October 2005 to 30 Sept 2006), the Orange County Library System has accomplished the following:

## Facilities

Opened Winter Garden Branch 1 October 2005.

Renovated interior of South Trail Branch: Painting carpeting, tables, chairs reupholstered, new tile, new signage featuring staff.

Completed renovation of third floor west wing of Main Library.

Completed upgrade to 2<sup>nd</sup> floor west wing of Main Library.

Nearly completed construction of 2<sup>nd</sup> floor East Main.

Added exterior benches and installed art mobile in atrium of Alafaya Branch.

Completed re-roofing of the Main Library.

Renovated bathrooms at Washington Park Branch.

Installed Express Check-out at Herndon.

Additional security cameras set up throughout Main Library.

## Products / Services

Circulation increased from 7,829,054 to 8,447,787: an 8% increase.

Door count remained steady from 4,185,810 to 4,158,800: a -0.65% decrease.

Programs increased from 5,046 to 5,008: a 0.76% increase.

Program attendance increased from 148,444 to 160,451: an 8.09% increase.

Number of classes increased from 3,675 to 7,510: an increase of 104.35%.

Class attendance increased from 14,104 to 19,686: an increase of 39.58%.

Number of PC sessions increased from 749,937 to 777,885: an increase of 3.73%

Number of hits to website increased from 64,443,500 to 85,142,016: an increase of 32.1%.

Number of total registered borrowers increased from 819,769 to 886,201: an increase of 8.10%.

Since January 2002, increased market share (number of new cards / active users) From 220,764 to 433,295: a 96.2% increase.

Third year with 4 branches open on Sundays.

Inaugurated a trial service of Playaways, a very compact, prerecorded audio transcription with battery operated mechanism to play it.

Added Personal and Business Forms Database to enhance our online offerings.

Added Business Plans as another online database to support Businesses in Orange County. Added Books in Print, Fiction Connection, and World Cat to be available for the public.

Expanded electronic newsletters from two to four options by adding a bestsellers newsletter and a technology newsletter. We have 5,661 subscribers to our e-newsletters.

Continued the Children's Initiative, comprising visits by librarians to all Orange County Public Schools to encourage signup for Library cards. Spring and Fall initiatives involving Principal and Media Specialist visits, as well as presentations to PTA's. Letters sent to all principals about the advantages of using Library cards and other library resources like Learn-A-Test and Online Homework Help for their students.

Continued "Ready, Set, Go!" program to provide additional training and development to front line customer service staff. To date, graduated three classes, a total of 26 staff. There are 8 employees enrolled in the current class.

Customers can now check for meeting room availability online.

Customers can now sign up for classes online.

Installed gaming pods for the public at Main, Herndon and West Oaks.

Added use of Personal Identification Number (PIN) to the Self Check machines to provide greater security for customers.

Installed Value Card system for print management at Main and all branches.

OCLS Blog, "Library Leader" debuted Sept 8<sup>th</sup> featuring news and information on the Library in a friendly and conversational style.

Debuted our Teen Blog in May 2006.

Debuted Podcasts April 2006.

Spanish version on Business E-Guide posted to web page.

First used electronic postcards to advertise our coming programs.

## **Awards, Grants & Fundraising**

From 2002 to present the library has received \$1,095,073 in awards and grants, including the following won this fiscal year:

Awarded \$110,234 LSTA grant from the State of Florida for our project, "Technology and Language Training for Employability," to provide computer assisted English language instruction for selected communities at North Orange, Hiawasse, South Creek and Winter Garden branches.

Awarded a National Leadership Grant in the amount of \$185,439 for the project "OCLS as Economic Development Partner." The grant builds upon our existing technology and includes a mobile laptop lab, copies of Macromedia Breeze Live to enable offering of true online classes; Quickbooks

accounting software and an online typing tutor application; dedicated recording workstation for creating digital content and online tutorials, eight projectors and portable screens for branches and portable sound systems for all branches.

Awarded a grant of \$1,000 by the National Endowment for the Humanities for an exhibit on *Jazz Legacy: An American Art Form*. Grant also includes publicity and written materials, resources and training workshop.

A Telly Award, a national television award was awarded to OCLS's Healthy Connections programs and TV shows done in partnership with Orange County Health Dept and Orange TV (with a grant from the National Library of Medicine). This is its 3<sup>rd</sup> award. OCLS was the state winner for its Healthy Connections Programs in the 2006 Health Awards competition in the NCLIS Health Information Competition. One of our Healthy Connections TV Shows: "Heart Disease: Prevention and Care" Program also awarded won a regional award from the American Heart Association.

\$500 for the 2006 Urban Libraries Council Highsmith Award of Excellence for the Teen Library Corps program.

\$500 for 2<sup>nd</sup> Place in the Be Innovative Award from Innovative Interfaces for our "What Have Your 856 Fields and Material Types Done For You Lately?"

The Library's E-Guides have been nominated for the James Patterson Page Turner Award.

Awarded \$6,300 from Target Corporation for the Alphabet Bites program.

Awarded \$73,500 from the Bill and Melinda Gates Foundation.

Awarded \$2,000 literacy grant by Wal-Mart Neighborhood Market in Ocoee to Hiawassee Branch.

Awarded \$500 for the PPLC *El Día de los Niños* Award.

Awarded \$1,000 literacy grant by Wal-Mart on Kirkman Road to West Oaks branch.

Awarded \$2,500 by Walden Media.

Awarded \$2,000 by new Wal-Mart store in Pine Hills at Clarcona-Ocoee Road for the Hiawassee branch.

Awarded \$3,000 in the 2006 Thompson Gale Award for Excellence in Reference and Adult Library Services, administered by Reference and User Services Association for developing an imaginative and unique resource to meet patrons reference needs. The Library's E-Guides were submitted.

Awarded the Library Administration and Management Association's 2006 Best of Show in the Young Adult Reading Club materials competition. Presented at ALA in June in New Orleans.

Awarded \$60,000 from the Rotary Club at Dr. Phillips and the Dr. Phillips Foundation and Universal Studios for renovations at the Southwest Branch at Dr. Phillips.

Awarded \$26,200 LSTA Grant for *Read Together Grow Together* family literacy program was offered at the Alafaya and North Orange Libraries. The program was conducted for 6 weekly sessions led by a discussion leader and storyteller. Twenty three Spanish speaking families participated in lively discussions about values and ideas presented in books that the families read together before the weekly sessions at the North Orange Library. Alafaya hosted both English and Spanish speaking families. Each session began with a shared meal and ended with gifts that were meant to encourage to family activities.

The participants at North Orange were recruited in partnership with GROWS Apopka literacy agency and Alafaya partnered with the local Boys and Girls Club.

The participants at both locations thoroughly enjoyed all the activities and indicated that they had discovered how important it was to establish family reading and discussion times. It is especially heart warming that after the programs ended we have continued to see these families using the library, checking out materials, attending computer classes and our special public programs.

Awarded "Innovator of the Month" and \$50.00 from Live Homework Help for our customized MARC records to promote Live Homework Help.

Raised \$97,682 in fundraising through donations and fundraisers to date, including \$1,249 through donations to MAYL (Materials Access to Your Library) in FY 2006 and \$3,375 for the Summer Reading Program in FY 2006.

Awarded a Golden Brick by the Downtown Orlando Partnership for the Third Floor Renovation.

*Central Florida Memory Project* won Southeast Library Network Outstanding Library Program Award for Preservation.

OCLS honored for National Library Week with a proclamation by the Orange County Commissioners April 2006.

Completed Master Branch Plan. Presented it to Governing Board in two sessions and funded it for the future through an increase in operating funds by shifting the expiring debt millage to operating millage.

## Honors

Recipient of the 2005 Regional Transportation Leadership Award of Excellence in the Public Sector, for participating in the Lynx Bus program to provide free bus passes to staff who use Lynx.

Jamie Conklin, recipient of a full scholarship through grant from IMLS as part of Librarians Serving the Public program.

Jamie Conklin was invited and presented a program at the Alabama Public Library Association's annual conference on our Ready Set Go Program.

OCLS staff were selected and presented "standing room only" programs at the Public Library Association Conference in Boston in March 2006, "Push It Forward, Taking Your Collection to the Next Level" by Wendi Bost and Lynette Schimpf and "One Olive or Two, Shaking or Stirring Up Library Service Using Videoconferencing" by Gregg Gronlund and Paolo Melillo.

Held a series of three Webinar online workshops presented to the library community across the nation on "Taking Your Collection to the Next Level;" "One Olive or Two: Shaking up Library Service Using Videoconferencing;" and "Going the Distance -- Mobile Reference: a New Chapter in Customer Service." Thirteen institutions attended with a total of 49 individuals. The program earned over \$1,200 in registration fees. This is the first time we have used our expertise to create a new revenue stream for the Library; it's a small beginning.

Three additional webinar sessions planned for the fall 2006 they are:

- To Tag or Not to Tag: Insights on RFID
- Get Them with Gaming: Teen Gamers and Libraries
- Home Delivery: The Library Without Walls

Library was awarded Certificate of Achievement for Excellence in Financial Reporting for the Library's Comprehensive Annual Financial Report (CAFR), thanks to Bob Tessier, our comptroller.

Kathryn Robinson wrote and has had published by Journal of Access Services an article on roving reference for the journal.

Kathryn Robinson was invited to present and gave a well received presentation at the Kentucky Library Association's Annual Meeting on our Mobile Reference Service.

Kathryn Robinson was selected as the 2005/2006 chair of Public Policy in Public Libraries Committee of the Public Library Association.

Lynette Schimpf has been selected by the State Library to participate in the Statewide Leadership Program run by the State Library. She was also awarded a grant from the Florida Library Leadership Program to attend the Florida Leadership Summit.

Danielle King's Teen Library Corps and our Summer Reading Programs were included in the 2<sup>nd</sup> edition of the Sizzling Summer Reading Programs for Young Adults published by YALSA.

*Central Florida Memory*, our cooperative project with UCF was selected as the winner of the SOLINET (Southeast Library Network) 2006 Outstanding Library Programs Award at their conference in Atlanta in June 2006.

Assistant Manager Kelly Pepo served as the Chair of the Local Arrangements Committee for the Florida Library Conference held in Orlando April 2006 and also realized over \$7,000 for the FLA Scholarship Fund at the Silent Auction. Numerous staff, including Taryn Brown, Karen Smith, August Calabrese, Angela Michael, Patrice Florence-Walker, Katherine Puller were also members of the Local Arrangements Committee.

Vanessa Neblett, Paolo Melillo, and Gregg Gronlund gave presentations on LIVE, Mobile Reference and our E-Guides at the Florida Library Association's Conference.

Carolyn Rosenblum and Lynette Schimpf gave a presentation on RFID and our Self Check system at the FLA Annual conference,

Gregg Gronlund gave two presentations on *Central Florida Memory* at the FLA Annual Conference in April.

Patrice Florence-Walker opened the conference with her rendition of "God Bless America."

Paolo Melillo represented OCLS at the Queens NY Public Library, where he was invited to speak at the Director's Forum to over 120 managers and librarians from all 63 library locations in Queens. The system's training coordinator said this was one of the biggest turnouts he had ever seen for the Forum.

Wendi Bost was selected by the Urban Library Council to participate in their Executive Leadership Program.

Four staff members wrote an article that was published in the national professional magazine, *Library Journal*. Vanessa Neblett, Cassie Shivers, Nils Thingvall and Bobby Tsui wrote about their work as Digital Access Architects in the November 2005 issue.

*Library Journal Hotline* featured our "After Hours Pickup Lockers" at the Winter Garden Branch.

Asst Manager Bobbie Gonzalez made a presentation on our Read Together, Grow Together program at the Diversity Fair that was part of the American Library Association conference in New Orleans. It was attended by 330 librarians and 26 libraries from around the Nation participated.

Director Hodel was appointed to the Florida Library Network Council in September 2006. The Council provides oversight for the planning and implementation of statewide library resources sharing programs. The Council's top priority is to advise the State Library on the implementation of the Florida Electronic Library.

Director Hodel gave an introduction to the Florida Library Conference in Orlando in April 2006.

Director Hodel gave a presentation to American Library Association attendees in New Orleans, June 2006 on building motivation and morale.

Director Hodel was asked to accept nomination as candidate for Member-At-Large on the Library Administration Management Association's Systems and Services Section (SASS) Executive Committee.

Director Hodel gave presentation on future library trends to American Library Association in New Orleans June 2006.

#### **Visitors touring OCLS from other libraries:**

Queens Public Library 21 Sept 2006 Team of 5 people including Director Thomas Galante looking at our virtual services and mobile reference

Jacksonville Public Library: Rules of Conduct, Vocera, mobile reference Aug 2006

Tampa Hillsborough Library System on collection development practices

Recorded Books and MY Library TV on online video access

ADV films on Library 101 Edification

Volusia County Library System on cataloging practices to market our programs

Lee County Florida info on RFID, Self check, print management, and WiFi

Jacksonville Library System Circulation, Self Check out and Drive-Up Widows

#### **Information Requests by Others:**

Winter Park Public Library on Café and our RFP for the café.

Champaign/Urbana Public Library (Illinois) on Broadcasting Rights

Texas Women's University (Denton Texas) on our MAYL (Materials Access to Your Library) program

Dundee Public Library (Illinois) on Website Translator

Osceola County Library System on Olive

King County Library System, (Washington) on Opening Day Collection Projects

Mobile Public Library, (Alabama) on Video Games in collections and Gaming Nights

Edwin A Bemis Public Library on our Digital Access Architect positions

Rollins College Winter Park on Training Cataloging Staff

Oregon State University Library on our Vocera for Reference Staff

Brevard County Library System, the Director and the Brevard County Attorney on our Children's Area Policy

Hialeah (Florida) Public Library on our PDA's.

Columbus Metropolitan Library (Ohio) on our Mobile Reference

Norfolk (Virginia) Library System on our Collection Development and Cataloging practices

Sno-Isle Washington Library on our Collection Development and Cataloging practices

San Diego County Library (California) on our WEB-OPAC

Multnomah County Library (Oregon) on our Millennium Reports

Palm Beach County Library on our Acquisition procedures

Peoria (Illinois) on our Cataloging and web OPAC innovations

San Diego Public Library on our Customized Library Services and ILS

Lancaster Library System (PA) on our Mobile Services

Public Library of Charlotte & Mecklenburg County (N. Carolina) on our MAYL program  
 Sarasota County Library (Fruitville Branch) on our ILL practices  
 Scottsdale Public Library (AZ) on our Collection Development and Cataloging practices  
 Charleston County (S.Carolina) on our MAYL and Lift DVD Shelving  
 Osceola County Library on our Vocera  
 Minneapolis Public Library on our Streaming Videos  
 Allen County Library System (Ft. Wayne, Indiana) on our Mobile Reference  
 University of Denver on our Downloadable and Online Media  
 Arlington Heights Memorial Library (IL) on our Mobile Reference  
 Frederick County (MD) Public Libraries on our Mobile Reference  
 San Antonio Public on our OPAC Hold Requests  
 Middlebury College (VT) on Millennium Handling OPAC HOLD requests  
 Central Arkansas Library System on our MAYL Program  
 Lakeland Public library on our Rules of Conduct  
 Knoxville Public Library on our Drive-Up Windows  
 Caroline Country (MD) on our YA Collection Development  
 American University in Cairo, Egypt on our used of RFID technology and Self Check  
 Lake Arrowhead Library (CA) on our Children's Programming  
 Central Rappahannock Regional Library (Fredericksburg, VA) on our MAYL program  
 Seminole County Library System on our MAYL program  
 Winter Park Public Library on Z39.50 Access  
 Lee County (FL) on our Recognition Program  
 Broward County Library System (FL) on our Video Games  
 Osceola County Library System on our Play-Aways  
 Los Angeles County Library System on our Policies and Electronic Notification  
 Denver Public Library on our MAYL program  
 Amarillo Public Library (TX) on our Youth / Teen Services  
 Marion County Public Library System (IN) on our Interlibrary Loan Policy  
 Public Library of Cincinnati and Hamilton County (Ohio) on our Branch Structure  
 Queens Public Library on our centralized collection development practices  
 Atlanta-Fulton County Library System on our Centralized Collection Development  
 St. Joseph's County Public Library (IN) on our Creative Cataloging with Millennium  
 North Indian River County Library System on our Books BY MAYL  
 Levittown Public Library (Long Island, NY) on our after hours pickup lockers.  
 Sacramento Public Library (CA) on our after hours pickup lockers.

Hosted Orange County Employee Academy, May 2006.

On 16 February 2006, OCLS hosted 16 visitors from sister city Urayasu, Japan.

## Digital Content

FCAT Tutorial reached 2,192 users.

Virtual Galleries added for following topics:

- Celebrate Summer
- Back to School
- Florida Heritage Month
- Getting in Touch with Nature
- National Pet Month
- Native Americans: History & Culture of Florida Tribes
- Observing Mothers Day & National Adoption Awareness Month
- Spooky Florida
- Storytelling

Interactive streaming classes for the public: Excel level 1 in English and Spanish and PowerPoint Level 1 in English.



“Alphabet Bites” streaming videos nearly completed to complement live reading readiness programs for pre-schoolers. Letters “A, E, I, O, U” will “go live” October 16<sup>th</sup> and “A-J, M, O-Q, S, T, Z” by January 1<sup>st</sup>.

## Electronic Systems & Website

Deployed 34 additional computers to make a total of 921 PC’s, 536 for customer access and 385 PC’s for staff access. 225 PC’s were upgraded in order to provide up-to-date equipment.

20 PC’s added to Computer Resource Center at Main, for a total of 78 public PC’s at Main.

## Classes & Staff Training

43 new classes offered for the first time this fiscal year:

1. PowerPoint Nivel 1
2. Excel Nivel 3
3. Immigration Online
4. Using Technology Efficiently
5. Publisher Nivel 1
6. Searching for Jobs Online
7. Google Earth
8. Excel Balance Sheets
9. Excel Nivel 3
10. Recipes Online
11. Improve PC Hardware
12. Wink
13. Computer Basic 3
14. Access 4
15. HTML 3
16. PowerPoint Nivel 2
17. JavaScript Nivel 1
18. Computer Basic Nivel 2
19. Mouse & Keyboard in Haitian-Creole
20. Computer Basic in Haitian-Creole
21. Photoshop 3
22. Tracking Your Investments Online
23. Weblog Basics
24. Excel 5 - Pivot Tables
25. Movie Maker en Español
26. Immigration Online in Haitian-Creole
27. PowerPoint Nivel 3
28. HTML 4 - Organizational Charts, Forms, Inserting Objects
29. Marketing Small Business
30. Computer Class Orientation
31. FAFSA
32. Weblogs en Español
33. PowerPoint Nivel IV
34. Spyware Removal - How to Protect Your PC
35. Internet in Haitian-Creole
36. Email in Haitian-Creole
37. Excel Nivel 5
38. How to Free Up Hard Drive Space en Español
39. PC Keyboarding Basics
40. Résumés in Haitian-Creole
41. Business Letters in Haitian-Creole
42. Word Level I in Haitian-Creole
43. Searching for Jobs Online in Haitian-Creole

Increased number of classes available in Spanish from 23 to 37, an increase of 62%.

First began offering its classes in Haitian Creole February, 2006.

Ready Set Go internal staff training program continued, recruited participants and begun to provide additional training to public service staff in answering queries, reader’s advisory, running programs, and going the extra mile in customer service. The third program was held November 9, 2005 to March 8, 2006 for 10 staff members.

Continued Camp Savvy Technology classes for kids during the summer: Internet for Kids; Word for Kids; Publisher for Kids; PowerPoint for Kids; Excel for Kids; HTML for Kids; Photoshop for Kids; Windows Media Player for Kids; Internet en Español for Kids; Word en Español for Kids; HTML for Teens; Photoshop for Teens; and Windows Media Player for Teens.

## Highlights of Programs

Over the last 12 months, OCLS has continued its proud tradition of providing a rich array of programming that allows the library system to *inform, inspire and imagine* with audiences. Opportunities for cultivating creative minds have included story times, book discussions, lectures, art exhibits, musical performances, character visits, cooking demonstrations and more.

Among the highlights:

A *Birds of Prey* program presented by the Audubon Center attracted 100 children and 25 adults to Eatonville.

*Travel Forecast 2006*, an after-hours event at Main, was attended by 50 travel enthusiasts.

*Rescue and Rehabilitate* presentation on wildlife rehab and preservation was attended by 96 people.

*Scream for Ice Cream* celebrated America's favorite cold dessert with 86 ice cream lovers in attendance at Eatonville.

*My name is Avi* presented by the Newbery award-winning children's novelist attracted an audience of 117 and also represented the start of a partnership with Scholastic to present additional events with well-known authors at OCLS.

*Second Saturday* programs over the past year were attended by 750 people including a special Black History Month Second Saturday called *From Spirituals to Soul* which featured the Jones High School Alumni Band. This program was videotaped by Orange TV and is still aired on their current line-up of music programs.

A spectacle of modern dance movements from U-turn Dance and Theatre Company was attended by 80 people.

A Digital Photography Workshop presented by Jim Miotke, President of Better Photo.com, was attended by 75 people.

The Library rocked when 270 people stopped in to check out *Step Off @ the Library*, a very special step show.

A *Spring Storytelling Festival* presented by OCLS was attended by 75 people.

*Summer Gardening with Tom MacCubbin* program at South Creek had 27 attendees.

*Artists, Authors & Appetizers* was attended by 100 people and raised more than \$1,400 for art and cultural programs.

*The Art of Cake Decorating*, presented by members of the Confectionary Artist Guild of Orlando, was attended by 50 people.

Continued "One Book One Community" through the Central Florida Reads program. This year's selection is *Last Train to Paradise* by Les Standiford.

OCLS celebrated Philippine Independence Day with a special Music in the Library program featuring the music and moves of the Bayanihan of Wedgefield and Kayumannngi Dance Troupe.

The Radio City Rockettes visited and gave a special reading of *T'was the Night Before Christmas* at the Main Library to a packed house of 500 people.

OCLS introduced its first live online book discussion of *The Summer I Dared* by Barbara Delinsky.

OCLS participated in the first-ever *Family Fun Fair* as part of Mayor Crotty's Orange County National Family Week. The event brought about 500 people to the Main Library.

System-wide Open Houses were held in all 15 facilities in September to celebrate *Get Your Card Month* with over 2,000 in attendance.

First-ever Adult Summer Reading Program based on Theme: *Summer Survivor Series: Outread, Outlisten, Check Out* had hundreds participate and 151 of those entered themselves in the prize drawings.

Ahoy Mateys . . . West Oaks' Pirates Dinner Adventure Program was enjoyed by 114 attendees.

South Trail Juneteenth Celebration was attended by 45 people.

Alafaya's Sea World Program exposed 104 attendees to the wild and wonderful world beneath the sea. At South Creek, the same program attracted 117 attendees.

A *Candidates Forum* at the Main Library was attended by 175 people.

*Dr. Seuss Whoobilation* at South Trail was enjoyed by 70 children and 16 adults.

*How to Speak Dog* at South Creek had 44 attendees.

An "Evening at Edgewater" was attended by 87 people.

Orlando Dog Training Club's presentation on training your dog and rewarding your dog's good behavior was attended by dozens of people and five canines.

Southeast had members of the Latino Leadership (a private agency that works with various government agencies) meet at the branch 10 times in July to conduct English lessons for their clients. An average of 10 to 15 students attended each class.

*Buckle Up at Eatonville* treated 49 children to a tour of an ambulance and the chance to learn about auto safety.

At the *Culture Keeper* program, 25 attendees were introduced to African-American history through artifacts and original replicas.

Cinco de Mayo was celebrated at South Creek and was enjoyed by 54 attendees.

*Art After Hours* have been held every other month and attendance is growing. The September *Art After Hours* featured six local artists of Hispanic Heritage was attended by 220 people.

*Survive the Summer: Cooking Light* at Main had 66 attendees.

A series of Fingerprinting and Photo ID workshops have been attended by hundreds of area children and parents. Photo IDs are created for the children as part of the sessions which also share many safety tips with parents.

A Flyball Demonstration from a dog relay team at Southwest was attended by 41 people and two family dogs.

## **Increased programming for teens. Some examples are:**

Teen Library Corps expanded to 10 branches. In FY 2005/2006 739 teen volunteers worked total of 6,689 hours and assisted with 78 library programs. TLC received Urban Libraries Council/Highsmith award of a \$1,000 in 2006.

Teen High School Reading List "Coming Soon to a Bookshelf Near You" received a LAMA Best of Show award this summer.

Summer Reading Programs – during June and July, 53 teen programs conducted system-wide, with 1,223 attending.

Battle of the Bands, an after-hours event which took place on June 10, was a huge success with 191 attending.

I Love the 80's: Teens' Night Out, another after hours event, was attended by 113 people.

Animanga, teen Anime and Manga fan club, met every month, with a total of 244 teens attending.

Bust a Rhyme Teen poetry contest and Open Mike night drew 156 teens.

Teen Talent Show – 59 people

82 teens submitted their artwork for the Teen Art Contest and 75 attended the Art Show night.

## **Children's Programming - Some examples are:**

Summer Reading Program – 264 programs conducted system-wide in June and July, with 12,046 attending.

Alphabet Bites: Stories to fill you up which was sponsored by the Target Corporation The goal of the Alphabet Bites: Stories to Fill You Up project is to provide series of programs for children ages 3-5 focusing on individual letters of the alphabet. These are interactive and educational programs that enhance early literacy and reading skills using a multi-sensory approach. Library staff also models behaviors and shares methods to enable parents and caregivers to apply these ideas and techniques at home or in a class setting. So far, the series programs were presented at three Orange County Library System locations: Orlando Public Library, South Creek Library, and Eatonville Library. The project received great response from the community. Our staff presented 24 programs which were attended by 1,210 preschool children and 389 adults.

Sail-Away Summer Kick-off started the summer reading journeys for children ages 6-12 and was attended by 202 people.

Buccaneer Bash end-of-summer reading program party in August 5 was attended by 350 people.

Dora Explores the Library for preschoolers was attended by 143 people.

Get on Board and Celebrate Thomas the Tank Engine was attended by 157 people.

Soak It up with Sponge Bob was attended by 200 people.

## **Marketing / Promotion**

OCLS launched its first TV campaign in July 2006, promoting our computer classes and running ads on CNN, ESPN, FX, HGTV, and USA Networks.

The new online Press Room is now positioned right on the home page so journalists can easily access OCLS information.

Postcard campaign for new residents with Welcome Wagon.

Designed magnetic OCLS *Got Your Card?* signs for PEP trucks.

Email reminder to renew card sent to customer 2 weeks before card expiration.

Hosted the *Central Florida Memory Conference* for 90 attendees as part of our commitment to *Central Florida Memory Project*, with the former head of IMLS, Dr. Robert S. Martin.

Hosted a press conference for Just Read Florida that featured the Lion, the Witch and the wardrobe. On 21 October 2005, hosted by Lt Governor Toni Jennings and Florida Commissioner of Education John Winn.

Used early voting as an opportunity to promote library cards and advertise our services. 9,635 ballots were cast at the eight library locations serving as early voting sites during the August 21 – September 2, 2006 Primary Election early voting time frame.

Library card flyers were distributed to 507 various organizations and businesses targeted for marketing. These included 25 banks, 64 apartment complexes, 12 downtown churches, 24 minority-owned businesses, 16 neighborhood centers, 28 real estate companies, 28 bookstores, 101 Orange County Parks & Recreation facilities, 38 retirement homes and senior communities, 39 healthcare facilities, 28 teen/youth organizations and 104 elementary schools.

Ad with *El Nuevo Día* newspaper with Library registration form and color bookmarks for distribution by *El Nuevo Día* at Hispanic events in the community.

Used Mascot, Squirt, at community events.

Together with the Friends of the Library, lobbied the Orange County delegation in Tallahassee for State Aid to Libraries.

Continued for the third year “License To Learn” Contest for 1<sup>st</sup> grade teachers to get their class signed up for library cards.

Partnered with Central Florida Sports Commission and NBC Sports on Dew Action Sports Tour in October 2005.

Participated in the Celebrity Mascot Games, coordinated by the Central Florida Sports Authority. Featured 30 mascots from the NBA, NFL, NCAA, National Hockey League, and the Major League Baseball. Library gave out favors, balloon swords, library card information, and painted faces for participants.

Participated in Boy Scout Camporee in Forever Florida.

First ever Adult Summer Reading Program: “Summer Survivor Series : Out-Read, Out-Listen, Check-Out!”

Partnership of “Reading with Radio Disney” kickoff held 15 March for promotion of OCLS through a series of on-air PSA’s.

OCLS has been listed on various BLOGS and websites as examples of good practices:

Michigan Library Consortium <http://mlcnet.org/blog/index.php/archives/129>

<http://theagcanas-wolfs.blogspot.com/2006/03/library.html>

geekyartistlibrarian Blog talks about OCLS's webinars and about the Presentation that Paolo Melilo and Gregg Gronlund did on Mobile Reference.

<http://geekyartistlibrarian.blogspot.com/2006/07/going-mobile.html>

<http://geekyartistlibrarian.pbwiki.com/OPALMobileReference7-25-06>

CLIO Institute!

<http://clioinstitute.info/blog/2006> Interactive Website Features

Are you pondering how to make your library's website more interactive?

Take a look at the....

- Orange County (FL) Library System's home page immediately gives visitors options to personalize the site using text only, a choice of four languages in addition to English, and low vision or better projection colors. One can click on any of six areas—each with its own icon—News@OCLS, Library Catalog, Virtual Library, Classes & Programs, Children & Teens and Login to My OCLS. Clicking on the Virtual Library link, results in twelve possibilities. Be sure to look at both the online tutorials and virtual galleries. There are more than twenty virtual gallery links—don't miss New Year, New You and Weddings.

## Partnerships and Cooperative Efforts

Orange County Commissioner Mildred Fernandez, District 3, visited Southeast Library 11 May and learned about ELLIS software program.

Orange County Commissioner, Homer Hartage, District 6, visited the South Trail Branch Library on 17 April 2006.

OCLS 's participation in Community events:

Orlando National Entrepreneur Center's three year anniversary event to inform professional entrepreneurs, bankers and business professionals about the services the Library offers.

Bagels and Business held at National Entrepreneur Center on 19 Oct 2005.

Early voting site at Alafaya, South Creek, North Orange, West Oaks, Southwest, Southeast, Washington Park and Main.

Accepted invitation from School Board Member Kat Gordon to participate in meeting of teachers and parents at Oak Ridge High.

Made presentation to Design Charette to Colonial Properties at Randall Park Town Center in September 2006.

3<sup>rd</sup> Annual Day of Giving Event at Maxey Community Center hosted by Orange County Commissioner Teresa Jacobs in Winter Garden 2 May.

Central Florida Reads Community Reading Initiative

Library participated in the Citrus Bowl parade, with theme of "We've Got the Beat."

Listed as a Partner on the Hispanic Business Initiative's home page.  
<http://www.hbiforlando.org/bod.php>

Made presentation to Orange County School Board on the Library Summer Reading Program, Honor Roll Schools, and Camp Savvy.  
Library School Honor Roll presented to 46 Orange County elementary schools.

Solidifying our partnership with Orange County Public Schools - The Adult Community Education Center (ACE) coordinator included the Library's card application forms in their registration packet and will require students to fill out a library card application as part of their registration. OCLS Librarians will be teaching library skills, homework databases, etc... as part of ACE program. Some ESOL classes will be held at Library locations to conduct our Read Together Grow Together programs. OCLS updated the FCAT explorer tutorial in October and ran it on the homepage for promotion.

Library joined OVAL Orlando Visual Arts League with hopes of forming new partnerships for cultural programming.

Worked with Early Learning Coalition on a series of Kindergarten Readiness Nights at Southeast and Hiawassee branches.

## **OCLS participated in the following Community Outreach Events**

- ▶ **Hispanic Business and Consumer Expo Initiative**
- ▶ **Orlando Downtown Art and Living Expo 20 and 21 May**
- ▶ **Mayor Dyer's Fireworks at the Fountain 4 July**
- ▶ **It's A Family Affair Health Fair**
- ▶ **Central Florida Community Information Fair**
- ▶ **Central Florida Fair on 12 April**
- ▶ **Hispanic Family Festival April 23<sup>rd</sup>**
- ▶ **School Field Trip Day and Senior Citizens Day April 27<sup>th</sup>**
- ▶ **Commissioner Linda Stewart's Orange County Ice Cream Social / Saturday, August 19 @ Cypress Grove Park**
- ▶ **4<sup>th</sup> Annual Make 'em Smile Event 3 June 2006**
- ▶ **Orange County Neighborhood Improvement Corporation Health & Community Resource Fair on 7 June 2006**
- ▶ **Orange County Neighborhood Services 14<sup>th</sup> annual Homeowner's Associations Conference at the Convention Center July 15<sup>th</sup>.**
- ▶ **Bee Wise – Immunize! Organized by Orange County Health Department & Amerigroup Corporation, Saturday, July 15<sup>th</sup> at T.D. Waterhouse Centre**

- ▶ Commissioner Fernandez' Back to School Event, Saturday, July 22<sup>nd</sup> at Colonial High School
- ▶ Central Florida Community Information Fair organized by Latino Leadership, Saturday, July 29<sup>th</sup>, at Oak Ridge High School
- ▶ 4<sup>th</sup> Annual "Orange County National Family Week" will be held Saturday, October 28 – Sunday, November 5, 2006. We are hosting our 2<sup>nd</sup> Annual Fantastic Family Fair on Friday, November 3 from 7 p.m. until 9 p.m.
- ▶ Read Around the Park/Montsho Foundation, Inc. October 14<sup>th</sup> at Lake Eola Park.
- ▶ Pioneer Days Family Festival October 14<sup>th</sup> and Sunday, October 15<sup>th</sup> at Pine Castle Center of the Arts.

## Internal Infrastructure

### Completed policies:

Rules of Conduct revised September 2006  
 Bulletin Board and Brochure Racks Policy July 2006  
 Gift Policy May 2006  
 EEO Policy May 2006  
 Purchasing Policy Revised November 2005

Proposed to Board Changes to employees Defined Benefit Plan.

Implemented new automated Time & Attendance software.

Proposed to Board inauguration of a new employees Defined Contribution Plan.

Developed Balanced Scorecard as a business tool to measure the Library's performance.

Continued Monitoring Defined Benefit Pension Plan investments managed by USI to achieve better performance results. Year to date performance through September 30<sup>th</sup> was 5.9%.

Undertook Non-Directive Employee Attitude Assessment Work Group Librarians Meetings with Bob Case on December 1, 2005; January 12, 2006; February 28, 2006; March 16 2006; April 27, 2006; May 23, 2006; June 20, 2006; July 25, 2006; August 31, 2006; and September 28, 2006.

Brought in Joe Janes, noted Associate Dean for Academics at University of Washington School Of Information, and regular columnist in *Library Journal* and *American Libraries* to talk with staff. He praised our Podcasting and Oprah's Pick record in the catalog.

Hired two new Librarians.

Conducted third annual employee survey, "OCLS as an Employer" with results demonstrating overall employee satisfaction. Librarians' results showed lower levels of satisfaction, but improved over the previous year's responses.

Held fifth annual Staff Day November 10, 2006.

Held Health and Wellness Day for staff 2 June 2006 with 154 employees taking part.  
 Held health screening for staff for cholesterol, blood pressure and body mass index.



Held Health presentations for staff: Healthy Food Portions; Infant/Child CPR class, Adult CPR class, Safety Seminar.

National Red Day celebrated by over 40 employees on 14 February for American Heart Association.

National Breast Cancer Awareness Day celebrated Oct 2005 and October 2006.

Library participated in 4 Blood Drives in February, June, August and September.

Celebrated Lee Denim Day and Positively Pink Day and raised \$510 in support of Susan G. Komen Foundation to raise funds for breast cancer research.

Library staff donated over 13 boxes of toys to support the XL 106.7 Baby DJ Fund last holiday season.

Library staff collected over 563 pounds of food for Second Harvest Food Bank in November 2005. Library employees participated in Making Strides Against Breast Cancer. 1 October 2005.

Continued Staff Health insurance evaluation committee to provide input and recommendations on employee health insurance proposals.

Continued offering staff pretax Medical and Dependent Care Flexible spending accounts for staff.

Continued staff Pumpkin Carving contest on Halloween.

First ever system wide meeting of the Technical Computer Support Specialists held 6 June 2006.

There were 15 new streaming videos introduced on [www.ocls.info](http://www.ocls.info) this year.

Provided the opportunity for 12 staffers to attend the all day seminar held by Joan Frye Williams, the noted library futurist in September.

Provided financial awareness seminars for staff focusing on Advanced Investments and Retirement Readiness.

Provided training seminars to employees on "Maintaining a Positive Work Place – What you Say & Do Matters," including the topics of Electronic Communication, Workplace Aggression, Sexual Harassment, and other types of harassment.

Hosted the "Take Your Sons & Daughters to Work Day on April 27, 2006.

Continued offering free Bus passes offered to staff.

101 East, the Library's videotaping unit created DTS and MAYL Program videos.

Four Get To Know Your Library Orientation sessions held for new employees.

Director hosted informal meetings with staff in branch and departmental locations; See list\*.

Conducted five Esprit de Corps sessions on October 29, 2005; January 17, 2006; April 25, 2006; July 27, 2006 and October 5, 2006 with staff.

Admin Team members visited branches and main departments to address various topics including the 2006/2007 Budget, MAYL Service, How We Choose Materials for the Collections, Services for Businesses, Media Relations, New Grants Awarded, Changes to the Pension Plan, and 2006 projects.

**Participated in “Take Your Sons & Daughters to Work” Day in April.**

**The Staff Association held the following events: Holiday Party in December, Staff Fun in the Sun Picnic, May 28<sup>th</sup> at Barnett Park, Arts & Appetizers event at South Trail on Saturday, July 29<sup>th</sup>, Gaming Night at Edgewater on Sept 23<sup>rd</sup>. and Bake Sales for Main and Branches in June.**

**Admin Team members spent a day working Side by Side in departments and branches:**

**Atkinson: Circulation**

**Fountain: Special Services**

**Fry: Computer Resource Center**

**Hodel: Info Systems**

**Moss: Alafaya Branch**

**Robinson: Edgewater Branch**

**Tessier: Circulation**

**Wilkins: Custodial Maintenance**

**Zampaglione: Quest Line**

## **\*Director's Meetings with Staff**

### **October 2005**

5 Herndon  
11 Edgewater  
12 Southwest  
27 Washington Park  
28 Winter Garden

### **November 2005**

1 Alafaya  
9 South Creek

### **December 2005**

7 South Trail  
13 Eatonville  
14 Southwest  
16 Winter Garden

### **January 2006**

4 Herndon  
10 Edgewater  
11 Windermere  
27 North Orange

### **February 2006**

1 Hiwassee  
7 Alafaya  
22 Southwest  
23 Washington Park

### **March 2006**

10 Southeast  
21 Eatonville  
22 West Oaks  
23 Winter Garden  
24 North Orange

### **April 2006**

5 Herndon  
12 South Creek  
13 South Trail  
25 Edgewater

### **May 2006**

10 Hiwassee  
16 Main Staff  
18 Main Staff

### **June 2006**

2 North Orange  
7 Windermere  
9 Southeast  
13 Alafaya  
13 Main Staff  
15 Main Staff  
16 Winter Garden  
20 Eatonville  
21 South Trail  
28 West Oaks

### **July 2006**

18 Edgewater  
19 Hiwassee

### **August 2006**

2 Windermere  
8 Herndon  
9 South Creek  
10 Washington Park  
15 Alafaya  
16 South Trail  
22 Eatonville  
23 Southwest

### **September 2006**

8 Southeast  
15 Winter Garden  
26 Main Staff  
27 West Oaks  
29 North Orange  
29 Main Staff

### **October 2006**

2 Main Staff  
3 Herndon  
3 Main Staff  
5 Main Staff  
10 Edgewater

**Orange County Library System  
Grants & Awards Report  
Fiscal Years 2002 - 2007**

Grant Name	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	Fy 2007	Total
Adult Literacy	25,000						25,000
Winter Garden Construction		500,000					500,000
Holden Heights		8,172					8,172
Summer Reading		10,000					10,000
Endowment for Humanities		1,000					1,000
Cultural Affairs Van Gogh			5,000				5,000
Mayor's Educational			10,000				10,000
Gates			7,200				7,200
Florida Humanities Prime Time			1,200				1,200
ALA Walgreens			18,750		6,250		25,000
Loleta Fyan			5,000				5,000
Florida Humanities - Children's				1,000			1,000
Florida Humanities - South Trail				1,000			1,000
Prime Time - South Trail				4,324			4,324
Prime Time - Hiwassee				4,324			4,324
National Library of Medicine				39,800			39,800
Loleta Fyan				5,000			5,000
MetLife Foundation				2,500	2,500		5,000
Family Lit. Book Disc. - North Orange					13,100		13,100
Family Lit. Book Disc. - Alafaya					13,100		13,100
PPLC - El Dia de los Niños					500		500
Literacy Grant - Wal-Mart					2,000		2,000
Target					6,300		6,300
Bill & Melinda Gates					73,500		73,500
ALA Thomson Gale					3,000		3,000
ULC/Highsmith Award					1,000		1,000
Innovate - IUG Winner					500		500
Wal-Mart - Hiwassee					2,000		2,000
Dr Phillips Foundation					3,880		3,880
IMLS Grant						110,234	110,234
LSTA Grant						185,439	185,439

<b>Totals</b>	<b>25,000</b>	<b>519,172</b>	<b>47,150</b>	<b>57,948</b>	<b>127,630</b>	<b>295,673</b>	<b>1,072,573</b>
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## 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.*



## Employee Self-Assessment Form

Name: Mary Anne Hodel Employee #: XXXXX  
Department/Branch: Administration Division: Director's Office



Self-Assessment - The purpose of this Self-Assessment form is to have you think about and give serious consideration to how you have performed in meeting expectations. As you review your work during this evaluation period, think about your accomplishments, your goals, and areas that you want to improve. This is your time to shine, go ahead and share as much as you want!

To get started: Please complete and return this form to your manager by \_\_\_\_\_. When filling in your responses, you are to consider your personal performance as it applies to your current job responsibilities for this review period.

**What were your goals for this evaluation period, and what progress did you make toward achieving them?**

See attached sheet on Director's Goals

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**What changes in duties or priorities have you faced during this evaluation period and how have you handled them?**

One challenge this year is the fast pace of growth in Orange County, stretching our ability to aggressively plan for future services. Our purchase of the Chickasaw property will enable us to actively plan for service to one of our 5 targeted areas for future branches. The year by year declining Library millage due to the debt payoff was not allowing us to grow to keep pace with growth. The increase in millage achieved for the coming fiscal year will allow us to incrementally provide for future growth in our operations.

The changing role of the Library and the changes in the information industry require us to adapt quickly and positively to keep our institution relevant to the community and to our users. The introduction of our E-Guides and our new digital products are some of the ways I addressed that challenge.

**What are your top three accomplishments/achievements for this evaluation period?**

1. The Library has raised over \$123,750 in awards, grants and gifts for FY 2006. We have already been notified we have won \$295,673 in grants for FY2007. Since I was hired, we have raised \$1,068,693 from outside sources. While this is a cooperative effort involving many staff, I believe I have played a major role in initiating active fundraising and aggressively applying for state and federal grants.
2. The number of library staff winning recognition for their work through speaking engagements, awards, publications accepted is edifying. Setting the tone and urging staff to reach for these honors is one of the things that makes this Library stand tall among its peers. The fundraising and the recognition of staff by other library organizations had not been part of the Library's efforts before I came. I think I have made a real difference in this.
3. Getting the Governing Board to raise the millage to enable us to proceed with the Branch Plan which they approved is an achievement that will keep on giving back to the Library in the years to come. This was the culmination of a couple years effort.

**What are your strengths (the things you do well) and how do you put them to use in your position?**

1. I am a strong leader with ideas and plans that extend into the future.
2. I am a strategic thinker that can create strategic efforts that will propel the Library forward into new and fruitful endeavors.
3. I can create and implement community partnerships that will weave the library more into the everyday fabric of the community and make the Library a more visible presence in the community.

**What areas about your job performance would you like to improve?**

1. To work better with the Librarians to help them see the changing nature of our profession and to help them adapt to a changing role of the Library.
2. To better communicate the value of the library to the community so as to foster even more usage and better partnerships within the community.

**In what ways have you demonstrated OCLS Values?**

I try to live the values of Respect, Integrity and Excellence in everything that I do. I try to communicate these to new employees and to reinforce them at every meeting with staff and through my own actions every single day. These are values I very much believe in and feel that if embraced by everyone at the Library, the Library would be capable of achieving new heights.

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Manager signature \_\_\_\_\_ Date \_\_\_\_\_





**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Discussion and Possible  
Action Items**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Proposed  
Director's Goals ~ FY 2007**

# Draft

## Director's Goals: 2007

- Plan and execute renovation of Chickasaw branch location.
  
  
  
  
  
  
  
  
  
  
- Continue to work with the Librarian Work Group to minimize librarian/management differences
  
  
  
  
  
  
  
  
  
  
- Continue to meet with Trustee designee and Union Representative to address librarians' issues
  
  
  
  
  
  
  
  
  
  
- Create an additional add-on year for the Strategic Plan

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Librarian Initiative**

## **RB CASE**

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### *CONSULTING*

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### **Orange County Library System**

#### **Librarian Initiative Summary**

*Prepared for the Board of Trustees*

*December 8, 2006*

The previous report date for the Librarian Initiative was November 3, 2006. The Initiative continues to make progress as summarized below:

- Scheduling Task Force has conducted one session. The group is working on recommendations for Main Library Librarian staffing similar to those provided regarding branches. Their goal is to have information to present to the Board at its February meeting. Currently they are gathering a variety of data to assist them in their analysis including information from librarians on how their time is spent during the week on “off desk” duties.
- Communications Task Force has met twice and at their most recent meeting the group discussed a possible format for in-house workshops. The group will report at the next All Librarians meeting and solicit input. The goal of this task force is to develop and present to all employees a workshop to support and promote open and clear communication across all employee work groups. They discussed a workshop with “audience” participation to make it more relevant to those attending. The hope is to have a workshop ready to roll out sometime during Spring 2007.
- All Librarians Meeting – The last all Librarian Meeting was held on November 1, 2006, and was reported on in a previous update. The next one is scheduled for Wednesday, December 13, but has not been held as of the date of this report. The plan for the December 13<sup>th</sup> meeting is to re-introduce managers into the meetings as appropriate based upon agenda items submitted by Librarians or as participants in task force groups.

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Information**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Director's Report**

## Director's Report December 2006

► The last of the 2006 Webinars was held, with the topic being our Books by Mail program. 9 libraries paid "attendance" and 17 persons participated. These webinars gets the word out about our innovations and brings in extra revenue from other libraries as well.

► Staff Development Day this year was simply superb! Joe Janes, professor from University of Washington's School of Information started out the day as our keynote speaker and the staff is already lobbying for his return visit. We asked employees to complete an evaluation survey on line. They provided comments, some of which are included below.

*He was a great speaker...bring him back for the Google chat.*

*Joe Janes was excellent. He should come every year. Please have him back for the Google talk.*

*He was a lot of fun and very engaging!*

*Joe Janes was very entertaining. I liked his insight on information technology. If he does come back for the seminar in March, I would be very keen to sign up.*

*Joe Janes helped us to feel relevant as librarians. He framed what we do in a way that was digestible to everyone and I felt personally like my job matters more than ever now.*

*Excellent speaker. Bring him back again.*

*Joe is a very engaging speaker. He speaks our language!!*

*I really liked how he said we're all librarians, even though some of us don't have degrees. We do a lot of the same work!*

*He made the speech fun and easy to listen to and made the applications to our work seem more realistic.*

Awards announced at Staff Day were:

Employee of the Year: Wanda Torres

Shopper Location - Eatonville Branch

FISH! Award – Special Services

Health, Safety & Wellness Award – Technical Services

Customer Service Survey Award – Winter Garden Branch

We are so proud of our winners!

The Library is very grateful to the many staff who helped put the day together and implement it so successfully: Committee: Wendy Broderick, Taryn Brown, August Calabrese, Lelia Higgins, Glenda Houck, Angela Jacobe, Megan Moran, Kelly Pepo, Yvonne Pierre, Edel Ripley, Debra Tour, Jane Tracy; Presenters for Breakout Sessions: Danielle King, Sheri Chambers, Jeff Johnson, Kathy Sanchez, Vanessa Neblett, Earl Hoffman, Debbie Tour, Jim Myers, Chris Gardner, Adity Gandhi, Aysegul Kapucu, Nils Thingvall, Cassie Shivers, Kris Woodson.

There were others hard at work behind the scenes to make it all come together: Eric Atkinson, Renae Bennett, Pam Bergner, Wendi Bost, Sherri Chambers, John Claytor, Jim Elder, Christine Feierabend, Sally Fry, Ben Garcia, Craig Goetzke, Earl Hoffman, Sue Jeanguenat, Luz Munoz, Debbie Moss, Jim Myers, Milinda Neusaenger, Nils Thingvall, Kathryn Robinson, Bob Tessier, Ricardo Viera, Joe Vaught, Craig Wilkins, Tracy Zampaglione and of course Carla Fountain, impresario extraordinaire!

► OCLS was awarded an Electronic Arts grant that will fund our gaming initiative and bring gaming services into each branch location. Branch locations will be trained on the gaming pod and hold a gaming night, as well as receive a "gaming pod." The Main Library will hold 3 major gaming events: a kick-off, a half-time event, and a final wrap up Career Day in Gaming. The Children's Dept and Teen Library Council be involved in game concept design contest, gaming webpages and the e-Newsletter.



► The newest Virtual Gallery allows users to build their own snowman and “save” it to our gallery. Then after a staff member reviews it for appropriateness, it is displayed in the Snowman Gallery. Once the Snowman is approved, the customer gets an email with a link to their Snowman so they can show their friends. <http://www.ocls.info/Virtual/Galleries/Holidays/winterholidays.asp>

It has been a week since we went live with the snowmen. In November we received 920 visits to the page. In December (the first 5 days that is) we received 1,459 visits. That makes for a total of 2,379 visits. On December 1<sup>st</sup>, 4.7% of all traffic entering our site entered to that page. For December, so far it is the 5<sup>th</sup> most popular entry page in the site and the 6<sup>th</sup> most popular page in our site. We now have 1,014 approved snowmen and 194 deleted snowmen, for a total of 1,208 snowmen. 350 people have viewed the gallery in the last week and 216 people have entered our site on that page. Only 45.3% of the people who visited the page exited from it, so that means that more than half of the people who came to the page went somewhere else on the site afterwards.

The snowman activity on its webpage has been getting quite a lot of attention on some blogs, including one from Japan and one from Germany. To quote one of the bloggers, “[Impromptu Librarian](#)” this is “Seriously fabulous.”

A listing of all the blogs talking about the Create-A-Snowman construct:

<http://ratherthanwords.blogspot.com/2006/12/flash-in-snow.html>

<http://oflys.blogspot.com/2006/12/snow.html>

<http://robdarrow.wordpress.com/2006/12/02/making-a-snowman-is-fun/>

[http://www.theshiftedlibrarian.com/archives/2006/11/30/a\\_fun\\_library\\_website\\_experience.html](http://www.theshiftedlibrarian.com/archives/2006/11/30/a_fun_library_website_experience.html)

<http://impromptu.wordpress.com/2006/12/04/library-snowfolks/>

<http://www.welchwrite.com/blog/2006/12/elsewhere-online-library-snowman-flash.asp>

[http://librarianinblack.typepad.com/librarianinblack/2006/12/library\\_snowman.html](http://librarianinblack.typepad.com/librarianinblack/2006/12/library_snowman.html)

<http://diylibrarian.org/archive/2006/12/01/happy-hallowinter/>

<http://sushi-kuinee.blogspot.com/2006/12/enjoy-creating-snowman-in-orenge-county.html>

Many thanks to James Elder, our Web Design Specialist for getting the Library up to its eyes in snow!

Speaking of OCLS being mentioned, our delivery program is mentioned in the last comment on this weblog:

<http://www.galecia.com/weblog/mt/archives/000248.php>

► OCLS will again participate in the Sentinel’s One Book One Community, Reading by Nine initiatives. This year’s book, Mr. Popper’s Penguin holds great promise. The Sentinel announces these programs on their website under the One Book One Community section and promotes it with \$10,000 in free advertisement. The other sponsors for this year’s initiative are: Sea World, Borders Bookstore, Publix, and OCLS! We will be contacting other local libraries (Seminole, Osceola, Winter Park and Maitland) to see if they are interested in developing programs.

The kick off event will be at OPL on Sunday, January 21 at 2 p.m. The Sea World bring penguins to march in Library Central! We will also have a popular Sentinel Reporter come over to the Library to read the book on our story line.

► MAYL direct appeal has raised \$21,541.50 to date.

The Summer Reading Appeal has netted \$1,780.

Year-end Holiday Appeal donations are just beginning to trickle in and so far, \$2, 295 has been raised.

The Barnes & Noble Voucher Fundraiser raised over \$600. The voucher fundraiser was mentioned in the



**December 1, 2006**

**Barnes & Noble purchases help the Library.** If you shop at any Central Florida store any time through Sunday, December 3 and present the Library voucher (download and print a copy below) a portion of the purchase will come back to the Library. The greater the amount of the sale, the larger the percentage that the Library will receive. So please think of Barnes & Noble for your holiday shopping needs and help the Library at the same time.

[http://www.ocls.info/news/newsletters/booksBeyond/2006\\_November/Images/barnesandnoble.pdf](http://www.ocls.info/news/newsletters/booksBeyond/2006_November/Images/barnesandnoble.pdf)

December 1<sup>st</sup> edition of “Spiel,” the weekly e-newsletter for Orange County news.

► OCLS is happy to announce the Library’s latest acquisition, a ceramic work entitled: *Way to a Man’s Heart* by Vince Sansone. This was the First Place winner for 2006 Fiesta in the Park. This very whimsical piece was delivered 16 November 2006.

► The OCLS is always looking for new options and conveniences for providing better or expanded service for our users. Very often we have dealt with a frantic parent looking for a copy of a summer reading or Accelerated Reader title. They often follow up by asking us where they can buy a copy if one is not available at the Library. We want to be able to help the patrons and the Library at the same time. We are currently working with Baker and Taylor (a major book supplier) to be able to provide access through our online catalog for patrons to purchase a copy of some titles to be delivered directly to their home. A percentage of funds from each purchase will revert back to the Library as income!

Through a “buy it” link we’ll provide access to Baker and Taylor’s database of in stock items. With a credit card, patrons can place an order and expect delivery within several days of those “got to have it now!” titles. For some titles anticipated to be bestsellers, patrons can also make a pre-publication purchase. It’s also possible to purchase DVDs, music and games!

As we roll this out for the public, we’ll be emphasizing the message that this is an option for access to materials. We will continue to purchase materials to meet the needs of our circulating collections. The materials budget for this year is 4.5 % above last year’s budget. The Library places great importance on the quality of our circulating materials.

The Library hopes to make this service available before the Holidays to take advantage of gift giving season. Though an arrangement is in the works with several other public libraries, OCLS is likely to be the first library to actually get the service up and available to the public.

► MYLIBRARYTV is almost here! Orange County Library System is serving as a “beta” site for this product along with libraries in Las Vegas and Henderson County Nevada. We hope to have this live on our website mid December. MYLIBRARYTV is a portent of things to come. OCLS is proud to be a “beta” or test site to this new downloadable video content for our patrons. The initial launch of MYLIBRARYTV will include a wide range of downloadable video including, Community (which is our own content), Food, Health, How-to, Literature, Movies\*, and Travel. The public TV style content and eventually Hollywood Favorite and Hollywood Hit films will be featured. Initially, patrons will be able to download 10 titles for one week from their home or office. Once the check out period expires they will be able to check out more.

Patrons will login with their card number and PIN from our website. Cards must be in good standing and be an Orange County resident. ( No reciprocal borrowers.) Users will also find an email address in the FAQ’s where they can send questions directly to the vendor.

► A new “testimonials” page was added to the Press Room section of the OCLS Web site. Please check out what library users are saying about us:

<http://www.ocls.info/About/OnlinePress/WhatOCLSCustomersAreSaying.asp?bhcp=1>

► The Library has just completed the Open Enrollment period for employees to enroll in their benefits for 2007. Employees participated in Open Enrollment meetings virtually this year through OPAL – Online Programming for All Libraries. These virtual meetings enabled employees at branch locations to attend the meeting without leaving their branches, saving everyone lots of time.

► The Library is providing flu shots for any its employees on a volunteer basis on Dec 12 and 13<sup>th</sup> at the Main Library. The flu shots will be provided at no expense for library staff.

► The water main work on Central Blvd, including the sidewalk brick, has been completed.

► Gregg Gronlund, of Quest Line made a presentation about the Central Florida Memory project at the Central Florida Library Consortia meeting in Celebration. About 100 people attended the program. CFM participants from OCLS and UCF presented the top 10 things we have learned from our CFM experience. The audience was receptive and interested, asking many questions and giving many compliments.

► An article written by Jo Ann Sampson from Information Systems was the cover article in the Nov/Dec “Hip High-Tech” issue of Computers in Libraries magazine (<http://www.infotoday.com/cilmag/>). In “Launching Into the Podcast/Vodcast Universe”, Jo Ann shares the journey that she took to bring podcasting/vodcasting to OCLS - from the first assignment of investigating podcasting to the actual status of podcasting in September 2006.

► Acquisitions Manager, Wendi Bost has recognized by Library Journal’s Criticas publication as a “Savvy Buyer” in the Spanish language book buying market.

► The Director has been asked to stand for election as the SOLINET representative to OCLC. OCLC is a membership organization composed of all types of libraries and provides them with library services. As SOLINET’s representative, she would be responsible for participating in the three representative meeting held in Dublin Ohio each year. OCLC pays the costs associated with attendance.

SOLINET is the Southeast Library Network and is headquartered in Atlanta, Georgia. OCLS has been the recipient of some of SOLINET’s awards in the past.

## Community Outreach

Our Children's Department manager, Vera Gubnitskaia, had a very successful visit to and presentation at the Orlando Tech. There were over 70 teachers and support staff from Orlando Tech, Ace centers, ESOL, etc. She gave them a teaser of some of our resources and services: educational, recreational and business so they can promote and include our resources in their classes.

Graphic Artist Ben Garcia gave a talk on graphic design to three classes of students at Timber Creek High School. He also took the opportunity to provide library card sign-up information and to promote the various upcoming library events.

Taryn Brown participated in a Teach-In event at Durrance Elementary on 15 November. She spoke to four kindergarten classes, read stories, and handed out pencils and stickers to the students. She also participated in Union Park Middle School's reading night on Thursday, November 30.

OCLS is pleased to participate in the YMCA Holiday Extravaganza on 9 December.

## ► Programs

*Central Florida Reads* program November 11 featured author Les Standiford. A total of 55 people attended his presentation on November 11.

The November 17 *Art After Hours* program featuring children's illustrator Brian Demeter, had an audience of 123. The evening included live entertainment, refreshments and a visit from a friendly owl. The program received a lovely write-up in the weekend section of the *Orlando Sentinel*.

[http://www.orlandosentinel.com/entertainment/arts/orl-hummel1706nov17\\_0,4587807.column?coll=orl-calartstop](http://www.orlandosentinel.com/entertainment/arts/orl-hummel1706nov17_0,4587807.column?coll=orl-calartstop)

The *Boston Market: Food Fast not Fast Food* program on Tuesday at the Alafaya branch had an attendance of 41 people.

On November 18, 2006 the Library partnered with Best Buy to host the "Try It Before You Buy It" Festival. At this event 107 customers not only learned about the Library's gaming services but also had the opportunity to play the newest gaming consoles and speak with the Best Buy Geek Squad on the trends of the gaming industry. Channel 9 mentioned the *Try It Before You Buy It* program on their newscast. This note is from the same reporter who earlier in the year did the crime story. We had 120 people attend. The Library intends to go bigger next year with more techie demos.

The *Pamper Yourself for the Holidays* program on Saturday, November 18 at South Creek had 23 attendees.

Members of *Romancing the Book Club* met on Tuesday, November 21 and discussed *The Little Balloonist* by Linda Donn.

## Upcoming Programs

### January Second Saturday

Meet the Author: Ben Brotemarkle on Saturday, January 13, 10 a.m. at the Orlando Public Library. Brotemarkle, an associate professor of Humanities and department chair at Brevard Community College, will talk about his latest book *Crossing Division Street: An Oral History of the African American Community in Orlando*. The book explores the past, present and future of an historic neighborhood and is recipient of the Samuel Proctor Oral History Award. It features commentary from African American luminaries such as Maya Angelou, B.B. King, James Collier, Geraldine F. Thompson and many more. This event is free and open to the public. Book sale and signing will be available at the program. Call 407.835.7481 for details.

## **The Big Read**

Various Library locations

January 21 – March 15

Orange County Library System is pleased to announce its participation in The Big Read, a partnership with The National Endowment for the Arts (NEA) and Arts Midwest, encouraging literary reading by asking communities to come together to read and discuss one book. The Orange County Library System has chosen *Their Eyes Were Watching God* by Zora Neale Hurston as the community novel.

Programs include a kick-off event, book discussions, storytelling, music, community outreach, Read and Respond activities in each of the county's 17 high schools as well as book give-aways.

## **The Big Read Kick-off & Read-In**

Orlando Public Library, Library Central

Sunday, January 21, 2 p.m.

Join us at this kick-off and read-in featuring some celebrity readers! Enjoy light refreshments, music, arts & crafts, face painting and storytelling. This event is part of The Big Read, an initiative of the National Endowment for the Arts in partnership with the Institute of Museum and Library Services and Arts Midwest

## **Winter Book Sale**

Friday, January 19 & Saturday, January 20, 10 a.m. – 5 p.m.

Friends of the Library Bookstore

Browse through our annual Winter Book Sale's collection of thousands of books, music, magazines and more on sale at half price! Special winter feature includes children's books, magazines and encyclopedias. Plus a bonanza of VHS videos! Friends of the Library Preview sale will be Thursday, January 18 from 6 p.m. to 8 p.m. for members only.

## **Travel Forecast**

National Geographic Traveler Editor-in-Chief Keith Bellows comes to Library Central at the Orlando Public Library, Library Central on Friday, January 19 at 7 p.m. Learn about the "10 Changes in Travel" as Bellows opens the 12th annual Institute for Travel Writing & Photography, one of the longest-established courses in its field and held annually in Orlando. Reservations are required. Please call 407.835.7481 to reserve your spot.

## **Glaucoma Awareness Month**

As part of Glaucoma Awareness Month, the Orange County Library System is offering: Free Vision Screenings in conjunction with Prevent Blindness Florida. Have your vision checked at the following OCLS locations:

Alafaya Branch	Tuesday, January 9, 10:30 a.m. to 1 p.m.
Edgewater Branch	Wednesday, January 10, 11 a.m. to 2 p.m.
Washington Park Branch	Thursday, January 11, 10 a.m. to 1 p.m.
South Creek Branch	Thursday, January 11, 4 p.m. to 7 p.m.
Orlando Public Library	Friday, January 19 10 a.m. to noon
West Oaks Branch	Monday, January 22, 4 p.m. to 7 p.m.

Advance registration is required; please call 407.835.7481 to reserve your spot today!

## **Braille Literacy Month**

The Orange County Library System is proud to celebrate Braille Literacy Month in January! The Library always supports full participation and equal opportunity through assistive services and providing services for those with visual impairments is no different. Not only does OCLS have Braille books on location for kids, but we can order Braille books for anyone who is interested. At the Orlando Public Library, Computer Resource Center, we even have Braille keyboards for our computer-savvy patrons! And in addition to all our Braille services, the Orange County Library System has the free Talking Books service for all eligible patrons. Call 407.835.7464 for more information about these services!

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Laws of Florida Chapter 99-486:  
The Orange County Library  
District**

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

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

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Customer Service Survey Results**



## Counting Opinions Customer Service Survey October 2006

In September 2005, the Library began using a new service called Counting Opinions. It is a vended survey instrument designed particularly for libraries. In addition to the advantage of library focus it also has a significant reporting engine and a developing ability to benchmark our results against other libraries who use the product. Generally we wait nearly two years to see information that allows us to benchmark against other libraries through products such as the Public Library Data Service. Counting Opinions gives real time results.

After one year of use, we realized that the product was being underutilized by the public. We decide to engage the whole system in a push to engage the public in taking the survey. We did get a little help from some Pecan Sandies and Cheese Nips and had over 1,600 customers share their opinions with us.

We now have lots of results to ponder and with which to develop performance improvement action plans in all locations. Included in this month's packet is an overview of survey results by major inquiry category. The first column is the aggregate rating for all locations. For each category I have highlighted in yellow any specific references to results.

Staff: Overall satisfaction with staff is strong. Only four locations earned a rating of less than eight in any "overall" category.

Services: Seeks to identify most used library services. Solicits from user their opinion on how important they think the service is, what their satisfaction level is, and whether or not they would recommend use of the service to others.

Equipment: We begin to see more room for improvement in this area. For instance, we really need to look at our printers at a number of locations.

Competition: This area evaluates use of one library compared to another. This set of questions we feel is confusing to the public. It is not clear whether they should be comparing one OCLS location to another or OCLS to another system. We are communicating with the vendor on these questions.

Facilities: Concentrates on input regarding our physical plant.

Context: This section is gathering information more demographic in nature regarding our users. For instance, most survey participants choose their library location because it is close to home.

Policies: Again looks at the importance/satisfaction ratio for our policies. The low rating of 8.22 on the importance of payments and dispute resolution is an indication that most

users never encounter a need to be concerned about these policies. Satisfaction with these policies is 8.84.

In evaluating our results we will pay particular attention to areas where the “importance” score is higher than the “satisfaction”. We will also probably need to follow up with some targeted brief surveys in some location to try to learn more about lower satisfaction levels. For instance, under Services there is a higher importance rating for “Borrow Items”. Off hand it’s difficult to know what that means. In location where the importance/satisfaction ratio is most dramatic, we would like to follow up with a short survey, including open ended questions, to learn more about this.

Access to the survey continues to be available at numerous stations in all locations as well as on our web site. The goal is for each location to have at least 3 visitors take the survey each day. We plan to undergo a big push again in October 2007 however to have a larger population to review.

# Orange County Library System Customer Satisfaction Survey

Welcome,

Thank you for participating in our Customer Satisfaction survey. Your feedback is very important to us. It will help us to identify areas where we can improve services through a better understanding of our community's needs.

Sincerely,

Mary Anne Hodel  
Orange County Library System

Please indicate the Library location that you use most often,

then BEGIN THE SURVEY (starting on Page 2).

Once you have completed your survey present it to a staff member and receive a "thank you treat " on the Library!

Note:

Our Privacy Policy Statement follows at the end of this survey document. For information regarding this policy or your privacy, please contact: **Debbie Moss, Assistant Director 407 835 7430 or [moss.debbie@ocls.info](mailto:moss.debbie@ocls.info)**

# Customer Satisfaction Survey

Please circle the answer (number) that best reflects your opinion.

**Overall, how important is this Library to you?**

< not important very important >

1 2 3 4 5 6 7 8 9 10

**Overall, how satisfied are you with the services of this Library?**

< not satisfied very satisfied >

1 2 3 4 5 6 7 8 9 10

**How well do these services compare to your expectations?**

< fall short exceed >

1 2 3 4 5 6 7 8 9 10

**Overall, how do you rate the quality of services?**

< low quality high quality >

1 2 3 4 5 6 7 8 9 10

**Would you recommend the services of this Library to others?**

< unlikely very likely >

1 2 3 4 5 6 7 8 9 10

**How likely are you to reuse the services of this Library?**

< unlikely very likely >

1 2 3 4 5 6 7 8 9 10

**Compared with other Library Systems ...** *(circle the best fit)*

- This Library provides ...  Much Lower Value
- Lower Value
- Essentially Equal Value
- More Value
- Much Higher Value
- Don't Use Other Libraries

- In the past year, you have used ...**
- Other Libraries More Often
  - This and other Libraries Equally
  - This Library More Often

- You ...**
- Prefer To Use Other Libraries
  - Have No Strong Preference
  - Prefer This Library

**When dealing with our Library staff ...** *(circle the best fit)*

**Overall, you are satisfied with your experiences.**

< disagree agree >  
 1 2 3 4 5 6 7 8 9 10

**Considering the services used, you are supportive of Library staff.**

< disagree agree >  
 1 2 3 4 5 6 7 8 9 10

**When called upon, staff provide useful assistance.**

< disagree agree >  
 1 2 3 4 5 6 7 8 9 10

**When dealing with our Library staff ...**

**Staff respond in a professional manner.**

< disagree agree >  
 1 2 3 4 5 6 7 8 9 10

**Your inquiries are routed to the appropriate person.**

< disagree agree >  
 1 2 3 4 5 6 7 8 9 10

**Your inquiries are answered in a timely manner.**

< disagree agree >  
 1 2 3 4 5 6 7 8 9 10

**The overall quality of service, provided by staff, is excellent.**

< disagree agree >  
 1 2 3 4 5 6 7 8 9 10

**Materials describing available services are excellent.**

< disagree agree >  
 1 2 3 4 5 6 7 8 9 10

**It is easy to submit suggestions and comments.**

< disagree agree >  
 1 2 3 4 5 6 7 8 9 10

**Please circle how long have you been using the services of this Library.**

less than 1 year                  1 - 5 years                  6 - 10 years                  10+ years

**Please circle how often you have used the services of this Library in the past year.**

*(circle the best fit)*

first time    2-5 times    6-9 times    10-20 times                  20+ times                  50+ times

**Please circle how often you expect to use the services of this Library in the future.**

less often                          about the same                          more often

**Please indicate your overall satisfaction with this Library compared with the following information sources:**

**Bookstore**

< much less    much more >  
1    2    3    4    5    6    7    8    9    10

**Information available across the Internet (not from the Library)**

< much less    much more >  
1    2    3    4    5    6    7    8    9    10

**A person (other than a Librarian)**

< much less    much more >  
1    2    3    4    5    6    7    8    9    10

**Media (Television, Radio, Newspapers, etc.)**

< much less    much more >  
1    2    3    4    5    6    7    8    9    10

**Other Libraries**

< much less    much more >  
1    2    3    4    5    6    7    8    9    10

**Other sources (not listed above)**

< much less    much more >  
1    2    3    4    5    6    7    8    9    10

**You use the services provided by this Library for ...**

*(check all that apply)*

- education related
- self-improvement
- leisure activities
- work related
- other reasons

**The primary reason for using the services of this Library relates to ...**

*(circle the best fit)*

education

self-improvement

leisure

work

other

**To find information in this Library, in the past year you have ...**

*(check all that apply)*

- Located information on my own, without assistance.
- Received help from a Library staff member.
- Found information using a Library workstation (computer, Internet, CD-ROM, public access terminal).
- Found information using the Library's posted signs and browsing the Library's collections.
- Found information by accessing one of the Library's online information systems from a location other than the Library.
- Found information from other sources.

**When looking for information, indicate the method you prefer ...**

*(circle the best fit)*

**On my own, without assistance**

**Request assistance from a Library staff member**

**Use a Library workstation (e.g., computer)**

**Follow the signs and browse the collections**

**Access Library services from elsewhere**

**Use other sources**

**Please indicate all of the services of this Library, used in the past year...**

*(check all that apply)*

- Borrowed items (e.g., books and/or other materials)**
- Used materials while in the Library (e.g., read, view, listen to, browse)**
- Used the Library's equipment (e.g., computers, workstations, audio/video equipment, printers, copiers)**
- Attended events, programs or meetings**
- Used the Library's facilities (e.g., chairs, tables, rooms, washrooms, parking lot)**
- Accessed Library services from a location other than the Library (e.g., online or over-the-phone)**
- Accessed the Internet while at the Library**
- Accessed an online database at the Library**



**For the following Library services, please indicate:**

**a) your satisfaction with;**

**b) the importance to you; and,**

**c) the likelihood of recommending the Library service to others.**

(on a scale from 1 to 10, where 10 is the highest rating level)

	<i>Importance</i>	<i>Satisfaction</i>	<i>Recommendation</i>
<i>Example:</i> Borrowing items (e.g., books and/or other materials)	8	9	9
	<b>Importance</b>	<b>Satisfaction</b>	<b>Recommendation</b>
Borrowing items (e.g., books and/or other materials)			
Using materials while in the Library (e.g., read, view, listen to, browse)			
Using the Library's equipment (e.g., computers, workstations, audio/video equipment, printers, copiers)			
Attending events, programs or meetings			
Using the Library's facilities (e.g., chairs, tables, rooms, washrooms, parking)			
Accessing Library services from a location other than the Library (e.g., online or over-the-phone)			
Accessing the Internet while at the Library			
Accessing an online database at the Library			



**We appreciate your feedback, please write any additional comments and suggestions in the box below.**

**The following information is strictly optional.**

**This information will help us identify response coverage throughout our community.**

**Postal Code:**

**Do you wish to receive an Email reminder for an annual survey follow-up?**

**Email Address:**

Thank you for taking the time to participate in our Customer Satisfaction Survey. Your information will be combined with the results from other survey respondents. We appreciate your feedback.

Should you have any additional questions or comments regarding this survey, please contact: **Debbie Moss, Assistant Director 407 835 7430 or [moss.debbie@ocls.info](mailto:moss.debbie@ocls.info)**

## Orange County Library System Customer Satisfaction Survey Privacy Policy

The Orange County Library System is committed to protecting the privacy of your personal information as well as information regarding your individual use of the Library or its services. The policy outlined below addresses some specific privacy concerns.

### **Information We Collect**

The information collected by the Library is limited to what we believe is necessary or useful to conduct Library business. Personal information gathered such as name, address, phone number, photo and driver's license number are gathered for the purpose of identification and accountability for use of Library materials.

Records of Library use (i.e. quantity of or titles of materials checked out and returned or services used) are maintained only for the purpose of statistics or for the business purpose of recovering materials or fees. Users at their own discretion may choose to activate the "Reading History" option online which will create a history of items checked out on that account. This is information not otherwise maintained by the Library. The Library may ask for an e-mail address for the purpose of sending advance "about to be due" electronic notices, overdue notices, program announcements or other Library news.

From time to time, we may use personal information, for Library purposes only, for new unanticipated uses not previously disclosed in our privacy notice. If our information practices do change, we will post the policy changes on our website to notify you and provide you with the ability to opt out of these new uses. If you have any concerns about how your information is used, please contact us at [comments@ocls.info](mailto:comments@ocls.info).

### **Protecting Information About You**

Personal information requested by the Library and information regarding a card holder's use of the Library is protected by Florida Statute 257.261. According to this statute this information may be turned over to a third party for the purpose of collecting materials, fines or fees owed the Library. This information is also subject to the provisions of Section 215 the USA PATRIOT Act which provides the federal government with the ability to request such records.

Please be aware of the fact that choosing to activate the "Reading History" option for your account creates a record which is accessible by both of the above mentioned exceptions to the general privacy of your record.

When we ask you to provide information such as an e-mail address or other contact information in order to assist us in answering inquiries, that information will be maintained for Library purposes only.

The Library will not sell, lease or otherwise share any personal information to outside parties except as outlined above or unless required by law.

Approved by the Board, November 2004

System	Main	Alafaya	Eatonville	Edgewater	Herndon	Hiawassee	North Orange	South Creek	South Trail	Southeast	Southwest	Washington Park	West Oaks	Winter Garden	Windermere	
<b>Services</b>																
<b>Services used in past year</b>																
borrow items	19%	17%	19%	18%	19%	19%	19%	21%	18%	20%	21%	19%	18%	19%	18%	
use materials	14%	14%	14%	17%	13%	12%	13%	15%	14%	14%	13%	16%	13%	14%	14%	
equipment	14%	14%	14%	15%	15%	13%	14%	13%	14%	14%	14%	15%	14%	13%	13%	
events	7%	9%	5%	9%	6%	5%	6%	7%	6%	6%	6%	7%	4%	6%	7%	11%
facilities	14%	13%	13%	15%	15%	15%	15%	14%	15%	14%	13%	16%	14%	14%	15%	13%
access remotely	10%	10%	11%	6%	11%	11%	12%	11%	10%	10%	9%	14%	8%	10%	11%	8%
Internet access	11%	11%	11%	12%	11%	12%	10%	9%	10%	11%	12%	7%	13%	12%	11%	11%
online database	8%	9%	9%	5%	7%	11%	7%	9%	6%	8%	9%	6%	7%	8%	6%	8%
<b>Methods of finding information</b>																
without assistance	21%	21%	22%	23%	22%	21%	20%	19%	20%	20%	21%	23%	23%	21%	20%	22%
request help	23%	21%	22%	27%	25%	22%	23%	23%	25%	23%	22%	22%	24%	22%	25%	23%
Library workstation	17%	19%	19%	14%	17%	18%	15%	18%	17%	17%	18%	12%	16%	18%	16%	16%
browse collections	16%	15%	14%	15%	15%	16%	14%	15%	15%	16%	16%	17%	13%	15%	18%	15%
access remotely	13%	13%	13%	12%	12%	14%	12%	14%	11%	14%	11%	16%	11%	13%	12%	12%
other sources	8%	9%	7%	6%	6%	7%	8%	8%	8%	8%	9%	6%	10%	7%	6%	8%
<b>Borrow items</b>																
Importance	9.49	9.45	9.38	9.29	9.88	9.28	9.48	9.45	9.61	9.48	9.15	9.72	9.28	9.52	9.78	9.45
Satisfaction	9.1	9.03	8.77	9.26	9.57	9.22	9.11	9.08	9.16	8.97	8.48	9.2	8.94	9.31	9.51	8.96
Recommendation	9.21	9.16	8.86	9	9.7	9.24	9.06	9.33	9.25	9.04	8.31	9.62	8.9	9.38	9.6	9.35
<b>Use material on site</b>																
Importance	8.71	8.79	8.68	9.8	9.31	8.48	8.39	8.39	9.06	8.67	8.88	8.21	8.78	8.68	8.52	8.92
Satisfaction	8.92	8.72	8.6	9.41	9.29	9.06	7.9	8.96	9.13	8.66	8.69	9.27	8.87	9.25	9.1	9.13
Recommendation	8.96	8.91	8.48	9.33	9.39	8.72	8.06	9.03	9.33	8.96	8.19	9.38	8.84	9.28	9.13	9.23
<b>Use equipment</b>																
Importance	8.91	8.85	9.23	9.57	9.19	9.14	8.37	9	8.83	9.27	8.72	8.47	9.36	8.86	8.5	9.16
Satisfaction	9	8.84	9.08	9.27	9.48	9.04	8.2	8.85	9.31	8.88	8.39	8.8	9.16	9.39	9.23	9.19
Recommendation	9.01	8.86	8.97	9.41	9.34	8.82	8.54	9.04	9.59	9.06	7.9	8.94	9.26	9.32	9.24	9.42
<b>Attend events</b>																
Importance	8.21	7.99	7.93	9	9.28	8.42	8.12	8.59	8.39	8.83	7.8	8.25	8.5	7.84	8.25	8.4
Satisfaction	8.85	8.66	8.59	9.19	9.64	8.76	8.28	8.5	8.88	8.8	9	9.14	9.11	9.3	8.88	9
Recommendation	8.88	8.73	8.11	9.16	9.43	8.9	8.5	9.03	9.21	9.26	8.28	9.12	8.33	9.19	9	9.13
<b>Use facilities</b>																
Importance	8.69	8.63	8.5	9.28	8.7	8.33	8.31	8.55	9.04	8.65	8.48	8.97	8.57	8.91	8.65	8.97
Satisfaction	8.93	8.54	8.76	9.83	9.18	9.14	8.18	8.96	9.37	8.74	8.42	9.23	8.91	9.48	9.06	8.97
Recommendation	8.85	8.54	8.36	9.92	9.08	8.59	8.42	9.05	9.42	8.87	8.12	9.18	8.81	9.22	8.97	9.24
<b>Access remotely</b>																
Importance	9.21	8.92	9.03	9.4	9.33	8.84	9.24	9.58	9.45	9.52	8.87	9.35	9.2	9.5	9.51	9.14
Satisfaction	9.15	9	9.01	7	9.45	9.17	8.81	9.22	9.42	8.88	8.91	9.25	9.04	9.43	9.33	9.21
Recommendation	9.22	8.92	9.12	7	9.65	9.27	9	9.56	9.62	8.85	8.72	9.31	8.73	9.5	9.5	9.57
<b>Internet access</b>																
Importance	8.93	8.89	9.28	10	9.48	8.91	8.39	9.14	8.92	9.48	9.02	8.48	9.37	8.66	8.35	9
Satisfaction	9.02	8.9	9.3	9.71	9.47	8.73	7.95	8.96	9.57	9.22	8.45	8.75	9.33	9.46	9.1	8.94
Recommendation	9.04	8.84	8.83	9.44	9.4	8.75	8.58	9.02	9.42	9.48	8.37	8.74	9.21	9.51	9.32	9.5
<b>Database access</b>																
Importance	8.99	8.94	9.22	9.6	9.11	8.78	9.22	9.27	9.13	9.47	8.64	9	9.04	8.58	8.97	9.16
Satisfaction	9.05	8.82	9	9.66	9.11	9	8.56	9.41	9.51	9.05	8.46	9.2	9.15	9.33	9.23	9.23
Recommendation	9.04	9.1	8.64	9.66	9.29	8.94	8.88	9.38	9.07	9.23	8.17	9.26	8.83	9.15	9.21	9.46
<b>Collections</b>																
Importance	8.25	8.37	8.23	9	8.4	8.77	7.6	8.92	8.33	8	5.71	7.92	10	8.69	7.94	9
Satisfaction	9.52	9.58	9.56	10	9.8	9.44	10	9.61	8.66	9	8.5	9.68	10	9.21	9.83	9.5
<b>Catalogue</b>																
Importance	8.57	8.54	8.6	9	7.8	8.77	8.66	9.15	9.55	6.5	7.5	8.54	10	8.47	8.43	8.33
Satisfaction	9.18	9.25	9.54	10	8.8	9.37	9.88	9.38	10	8	7.83	8.47	10	8.68	9.43	9
<b>Web site</b>																
Importance	8.71	8.61	8.8	10	8.8	8	6.75	8.69	8.85	8	8.85	8.72	0	9.2	9.29	8.66
Satisfaction	9.29	9.17	9.5	9	10	8.87	9.62	9.5	9.25	9.5	9.16	9.36	0	9.2	9.41	9
<b>Locating information is simple and easy</b>																
Importance	8.48	8.43	8.2	9.1	8.82	8.56	8.25	8.43	8.47	8.64	7.7	8.63	8.81	8.47	8.74	8.74
<b>Success in finding information</b>																
Importance	8.56	8.58	8.33	8.96	8.77	8.62	8.23	8.47	8.55	8.78	8.03	8.57	8.88	8.59	8.73	8.68
<b>Excellence of materials describing services</b>																
Importance	8.71	8.43	8.19	8.93	9.22	8.69	8.5	9	9.05	8.83	8.09	8.9	8.95	8.92	9.11	8.68
<b>Ease of submitting comments and suggestions</b>																
Importance	8.59	8.28	8.14	8.93	9.23	8.49	8.39	8.75	8.81	8.9	7.92	8.76	8.91	8.78	9.02	8.68

Staff	System	Main	Alafaya	Eatonville	Edgewater	Herndon	Hiawasse	North Orange	South Creek	South Trail	Southeast	Southwest	Washington Park	West Oaks	Winter Garden	Windermere
<b>Overall satisfaction of staff</b>	<b>8.89</b>	8.65	8.35	9.32	9.44	8.92	8.61	9.13	8.87	8.96	8.42	9.09	9.18	9.01	9.39	8.93
<b>Supportive of staff</b>	<b>8.98</b>	8.72	8.56	9.35	9.44	9.03	8.72	9.19	9	9.05	8.42	9.23	9.27	9.14	9.48	8.89
<b>Overall quality of services provided by staff</b>	<b>9.03</b>	8.81	8.55	9.35	9.43	9.09	8.78	9.12	9.16	9.01	8.35	9.34	9.35	9.27	9.51	8.97
<b>Staff provide useful assistance</b>	<b>9.01</b>	8.8	8.56	9.51	9.45	9	8.7	9.18	9.05	9.09	8.43	9.25	9.45	9.16	9.47	8.86
<b>Inquiries routed to appropriate person</b>	<b>9</b>	8.71	8.61	9.58	9.52	9.12	8.73	9.18	9.1	9.03	8.49	9.25	9.26	9.19	9.41	8.97
<b>Inquiries answered in timely manner</b>	<b>8.97</b>	8.75	8.46	9.58	9.58	8.88	8.74	9.16	9.07	9.01	8.23	9.25	9.37	9.13	9.38	8.93
<b>Staff help to ensure a successful outcome to my requests</b>	<b>8.6</b>	8.51	8.1	10	9.6	8.66	8.1	8.35	7.36	6	7.75	9.12	10	9.25	9.22	9.25
<b>Professional manner</b>	<b>9.06</b>	8.86	8.6	9.67	9.57	9.03	8.69	9.23	9.17	9.01	8.6	9.28	9.37	9.22	9.49	8.96
<b>Staff are knowledgeable and competent</b>	<b>8.66</b>	8.53	8.21	10	9.4	8.88	7.9	8.35	7.63	6	7.75	9.11	10	9.48	9.33	9.25
<b>Did Library Staff meet, greet or initiate contact with you at any time during last visit?</b>																
Yes	<b>61%</b>	70%	42%	100%	100%	33%	80%	42%	36%	50%	25%	76%	100%	59%	61%	75%
No	<b>38%</b>	29%	57%	0%	0%	66%	20%	57%	63%	50%	75%	23%	0%	40%	38%	25%
<b>Did you request assistance of a Library staff member?</b>																
Yes	<b>57%</b>	61%	46%	66%	40%	66%	60%	85%	72%	100%	50%	38%	100%	62%	44%	50%
No	<b>42%</b>	38%	53%	33%	60%	33%	40%	14%	27%	0%	50%	61%	0%	37%	55%	50%
<b>Make you feel welcome?</b>																
Importance	<b>8.32</b>	8.1	7.78	10	9	8.57	7.6	8.41	7.33	5.5	7	9.36	10	8.65	9.3	8.66
Satisfaction	<b>8.67</b>	8.64	9.29	9.33	9	8.57	8.69	8.5	7	8	7.5	9.05	0	8.94	8.23	10
<b>Make you feel appreciated?</b>																
Importance	<b>7.97</b>	7.6	7.52	10	9	7.71	7.8	8.33	7	6	5.5	9.21	10	8.35	8.84	8.33
Satisfaction	<b>8.19</b>	8.21	9	8.33	8.6	8	8.19	8.33	6.77	8	6.25	8.26	0	8.55	7.46	10
<b>Offer to assist and/or inquire about your wants and needs?</b>																
Importance	<b>7.86</b>	7.81	7.55	10	8.8	8.33	7.25	8	6.66	4.5	6.75	8.89	10	7.3	8.53	8.33
Satisfaction	<b>8.57</b>	8.38	9.7	10	8	9.5	9.12	9.25	8.44	9.5	8.25	8.36	0	7.4	8.38	10
<b>Really hear what you said?</b>																
Importance	<b>8.48</b>	8.3	7.88	10	9	9.4	7.12	9.09	7.88	5	6.75	9.47	10	8.85	9.15	8.33
Satisfaction	<b>9.2</b>	9.15	9.75	10	8.8	10	9.12	9.41	8.22	9.5	8.75	9.47	0	9.15	8.84	9
<b>Provide assistance?</b>																
Importance	<b>8.44</b>	8.3	7.94	10	9.19	9.33	7.25	9.16	7.66	5	7.25	9.26	10	8.4	9.15	8.33
Satisfaction	<b>9.07</b>	8.67	9.7	10	9.4	9.83	9.37	9.75	8.88	9	8.75	9.05	0	8.65	9.46	10
<b>Thank you and invite you back?</b>																
Importance	<b>7.53</b>	7.29	7.11	10	9	7.33	7.55	7.5	5.44	4.5	5.25	9.42	10	8.1	6.92	8.33
Satisfaction	<b>7.64</b>	7.6	8	9.66	8	8	8.44	7.83	4.77	7.5	7	7.84	0	8.3	6.3	9.66
<b>Did Library Staff meet, greet or initiate contact with you at any time in past year?</b>																
Yes	<b>67%</b>	75%	54%	100%	100%	28%	50%	62%	57%	100%	57%	87%	0%	71%	66%	50%
No	<b>32%</b>	25%	45%	0%	0%	71%	50%	37%	42%	0%	42%	12%	0%	28%	33%	50%
<b>Did you request assistance of a Library staff member?</b>																
Yes	<b>70%</b>	69%	63%	0%	66%	100%	83%	75%	85%	100%	57%	60%	0%	78%	75%	50%
No	<b>29%</b>	30%	36%	100%	33%	0%	16%	25%	14%	0%	42%	40%	0%	21%	25%	50%
<b>Make you feel welcome?</b>																
Importance	<b>8.06</b>	8.34	7.44	10	9.66	8	6.4	6.66	6.66	9	7.2	9.23	0	8	8.69	10
Satisfaction	<b>8.4</b>	8.13	8.29	10	9.66	8.57	8.6	8.16	7.83	9	8.75	8.91	0	8.58	8.1	10
<b>Make you feel appreciated?</b>																
Importance	<b>7.52</b>	7.89	6.44	10	9	7.57	6.4	6	7	9	6	8	0	7.83	8.5	10
Satisfaction	<b>7.92</b>	8.24	7.76	10	9	7.28	8.8	8.16	7.83	8	7.75	7.3	0	8	7	10
<b>Offer to assist and/or inquire about your wants and needs?</b>																
Importance	<b>7.48</b>	7.72	6.83	10	9.33	7.71	5	5.66	5.66	9	5.75	8.25	0	8	9	10
Satisfaction	<b>8.47</b>	8.31	9.17	10	9.66	8.42	8.6	8.83	6.33	10	9.5	7.91	0	8.41	8.5	10
<b>Really hear what you said?</b>																
Importance	<b>8</b>	8.18	7.05	10	9.33	7.85	5.6	7.5	7.5	8	5.75	9	0	8.66	9.1	10
Satisfaction	<b>9.02</b>	8.86	9.11	10	10	8.42	9.6	9	9.66	8	8.5	9.36	0	9	8.69	10
<b>Provide assistance?</b>																
Importance	<b>8.19</b>	8.4	7.66	10	9.66	7.71	5.6	6.83	7.66	9	7.25	9.18	0	8.09	9.69	10
Satisfaction	<b>9.1</b>	8.83	9.47	10	8.66	8.28	9	9.33	8.66	10	9.25	9.63	0	8.83	9.8	10
<b>Thank you and invite you back?</b>																
Importance	<b>6.82</b>	6.83	5.58	10	9.33	5.71	6.8	4.66	6.33	8	3.75	8.72	0	7.25	8.4	10
Satisfaction	<b>7.24</b>	7.18	7.75	10	7	6	9.19	6	6.33	5	7.5	7.36	0	7.58	6.9	10

**Equipment**

	System	Main	Alafaya	Eatonville	Edgewater	Herndon	Hiawasse	North Orange	South Creek	South Trail	Southeast	Southwest	Washington Park	West Oaks	Winter Garden	Windermere
<b>Printers</b>																
Importance	8.44	7.91	9.37	10	10	8.14	7	9.14	8.83	4	7.25	8.55	0	9.04	8.4	9
Satisfaction	7.44	7.76	8.25	10	7.75	8.28	7.28	7	7.2	6	6	5.5	0	7.26	6.8	10
<b>Copiers</b>																
Importance	8.4	7.76	9.37	10	10	8.28	7	9	9	6	7.5	8.75	0	8.82	8.6	7.5
Satisfaction	7.71	7.66	8.37	10	7	8.57	7.57	8.66	7.2	7	7	6.4	0	8.09	6.9	8
<b>Catalogue Terminals</b>																
Importance	8.79	8.92	9.52	10	9	8.42	7	9.4	7.83	8	6.25	8.92	0	8.71	9.27	7.5
Satisfaction	8.39	8.56	8.35	10	8.75	9	6.71	8.69	8.19	6	7	8.53	0	7.86	9.1	9.5
<b>Computer Software</b>																
Importance	8.59	8.48	8.8	10	8.5	8.57	7.42	9.85	8.85	8	6.66	8.5	0	8.78	8.69	9
Satisfaction	8.19	8.47	9.85	10	8.75	8.57	7	8.5	7	8	7.66	6.5	0	7.95	7.2	10
<b>Listening/Viewing Stations</b>																
Importance	8.11	8.1	7.93	10	9	7.85	6.83	9	7.8	8	5	8	0	8.5	8.44	7
Satisfaction	7.14	7.52	7.56	10	7.25	8.42	5.5	6.12	6.25	7	7	4.5	0	7.05	7.33	9
<b>Database Lookup Machines</b>																
Importance	8.86	8.96	8.5	10	9.5	8.5	7.66	9.19	9.33	0	0	8.66	0	9.1	8.62	8
Satisfaction	9.23	9.13	9.75	10	9.5	8.5	10	9.4	10	0	0	9.33	0	9.1	8.75	10
<b>Outgoing (from the library) Communication devices (e.g., Phones/Fax,Modem/TTY)</b>																
Importance	8.41	8.17	9	10	8.33	8.57	8.16	9.71	8.5	8	5	8	0	8.14	9.57	3
Satisfaction	7.45	7.78	8.73	10	6.66	8.85	6	7.5	6.25	8	5	5	0	7.09	6.85	5
<b>Inbound (from a remote location) Communications devices (e.g., Phone system, Fax machine, Modem/TTY)</b>																
Importance	8.38	7.79	8.91	10	7	9	6.8	10	8.33	8	5	8.33	0	8.82	8.71	0
Satisfaction	8.05	7.63	9.58	10	5	9.19	7	9.33	6.6	7	5	6.57	0	8.23	9.16	0

System	Main	Alafaya	Eatonville	Edgewater	Herndon	Hiawassee	North Orange	South Creek	South Trail	Southeast	Southwest	Washington Park	West Oaks	Winter Garden	Windermere	
<b>Competition</b>																
<b>Value, compared to other Libraries</b>																
much lower value	1%	1%	1%	0%	0%	0%	1%	0%	1%	3%	1%	1%	1%	0%	0%	
lower value	3%	2%	6%	6%	3%	6%	5%	0%	2%	9%	13%	0%	5%	0%	2%	
equal value	16%	10%	21%	35%	25%	20%	15%	11%	9%	16%	23%	16%	33%	13%	16%	
more value	18%	18%	19%	29%	10%	18%	18%	17%	18%	23%	17%	16%	16%	21%	25%	
much higher value	34%	34%	26%	25%	41%	37%	27%	31%	36%	30%	28%	35%	33%	39%	35%	
do not use others	25%	33%	25%	3%	18%	17%	32%	37%	30%	16%	18%	29%	10%	22%	20%	
<b>Preference, compared to other Libraries</b>																
prefer others	7%	5%	7%	7%	9%	8%	14%	3%	5%	7%	20%	4%	13%	7%	4%	
no strong preference	19%	16%	21%	35%	16%	27%	27%	17%	16%	25%	34%	11%	31%	15%	19%	
prefer this Library	72%	78%	70%	57%	74%	64%	57%	79%	77%	66%	45%	83%	55%	76%	76%	
<b>You use other Library locations because they ...</b>																
Home	23%	21%	26%	30%	21%	28%	19%	25%	40%	75%	13%	29%	50%	20%	28%	
Work	9%	9%	17%	10%	5%	7%	14%	8%	0%	0%	13%	14%	0%	7%	10%	
School	3%	3%	2%	0%	5%	0%	0%	8%	10%	0%	0%	3%	0%	5%	5%	
Services	13%	14%	13%	10%	10%	14%	9%	11%	0%	0%	18%	7%	0%	14%	15%	
Selection	14%	12%	8%	20%	10%	35%	23%	16%	20%	25%	22%	11%	0%	12%	20%	
Staff	9%	9%	4%	10%	15%	0%	9%	11%	20%	20%	0%	9%	14%	0%	10%	
Facilities	7%	9%	8%	10%	10%	0%	9%	2%	0%	0%	9%	11%	50%	7%	0%	
Equipment	7%	9%	2%	0%	10%	0%	4%	8%	0%	0%	9%	3%	0%	10%	5%	
Other reason	10%	9%	17%	10%	10%	14%	9%	8%	10%	0%	4%	3%	0%	10%	10%	
<b>Frequency of use, compared to other Libraries</b>																
other Libraries more	9%	6%	10%	30%	7%	2%	14%	9%	6%	3%	16%	8%	18%	7%	12%	
use Libraries equally	15%	11%	16%	33%	14%	28%	20%	13%	12%	21%	22%	11%	22%	12%	16%	
this Library more	75%	81%	73%	36%	78%	69%	66%	77%	81%	75%	61%	80%	59%	79%	71%	
<b>Current member of another library</b>																
Yes	42%	40%	35%	68%	51%	55%	58%	37%	18%	51%	44%	27%	50%	46%	55%	
No	57%	59%	64%	31%	48%	44%	41%	62%	81%	48%	55%	72%	50%	53%	44%	
<b>Comparative satisfaction with Bookstores</b>																
	7.91	7.82	7.68	7.63	8.1	7.94	7.88	8.01	8.08	7.83	7.16	8.18	8.04	7.69	8.4	
<b>Comparative satisfaction with info from Internet</b>																
	7.68	7.7	7.57	8.1	7.61	7.69	7.49	7.32	7.85	7.89	7.24	7.34	8.35	7.76	7.67	
<b>Comparative satisfaction with a person</b>																
	7.67	7.6	7.41	7.44	7	8.06	7.41	7.8	8.21	7.2	7.32	7.61	8.35	7.54	7.76	
<b>Comparative satisfaction with media</b>																
	7.49	7.45	7.24	7.26	7.16	8.1	7.39	7.38	7.82	7.35	6.96	7.26	8.1	7.39	7.54	
<b>Comparative satisfaction with other libraries</b>																
	7.54	7.27	7.55	8.1	7.64	7.78	7.46	7.4	7.6	6.75	7.14	7.81	7.55	7.49	8.05	
<b>Comparative satisfaction with other sources</b>																
	7.31	7.21	7.2	7.17	7.09	7.69	7.01	7.03	7.4	6.55	7.15	7.34	7.52	7.15	7.87	



	System	Main	Alafaya	Eatonville	Edgewater	Herndon	Hiawassee	North Orange	South Creek	South Trail	Southeast	Southwest	Washington Park	West Oaks	Winter Garden	Windermere
<b>Facilities</b>																
<b>Parking</b>																
Importance	7.57	5.72	7.38	10	9	9.66	7	7.25	9.14	8	6	9.26	10	8.96	9.66	8
Satisfaction	8.73	8.37	8.61	10	8.4	9.62	9	9.09	8.85	8	7.75	8.59	10	9.16	9.16	9.5
<b>Hours of access and operation</b>																
Importance	8.22	8.32	8.4	7	8.8	6.75	8.25	7.9	8.57	9	7.75	8.3	10	8.72	7.38	7.33
Satisfaction	9.31	9.24	9.75	10	9.6	9.28	8.71	9.11	9.57	7	10	9.04	10	9.19	9.66	9.5
<b>Accessibility (Transportation)</b>																
Importance	9.01	8.61	8.86	10	9.75	9.55	8.37	9.3	9	9	8	9.35	10	9.4	9.58	9.66
Satisfaction	8.64	8.42	8.73	8.5	8	9.5	8.25	9.3	8.71	8	8.66	8.63	10	8.7	8.66	9.5
<b>Seating/Workspace</b>																
Importance	8.46	8.22	7.28	10	9.4	9	8.25	9.4	9.14	7	5	8.75	10	9.03	9.08	9
Satisfaction	8.49	8.76	8.44	10	9.19	9.57	7.75	8.66	7.71	9	8.25	7.84	10	8.24	8	9.5
<b>Restrooms</b>																
Importance	8.85	8.47	9	10	9	8.12	8.12	9.08	9.71	9	9	8.8	10	9.27	9.46	9.66
Satisfaction	8.83	8.95	9	9.5	8.8	9.57	9.12	9.16	8.57	9	8	8.05	10	8.8	8.66	7.5
<b>Personal Safety</b>																
Importance	8.91	8.6	8.85	10	8.8	9.44	8.37	9.54	10	9	8.5	9.25	10	9.19	8.58	8.33
Satisfaction	9.32	9.22	9.26	10	9.6	9.37	9.12	9.9	9.83	8	9.75	9.19	10	9.32	9.25	9
<b>Security of personal belongings</b>																
Importance	7.67	7.28	7.57	10	8	8.87	7.85	7.88	7.5	3	4.66	7.62	10	8.56	7.41	8.33
Satisfaction	8.69	8.74	9.1	10	9.4	9.42	8.57	9.11	8.25	5	8.33	7.93	10	8.84	7.7	8
<b>Security of Library-owned property</b>																
Importance	8.53	8.4	8.55	10	8.8	9.37	7.57	9.22	8.6	5	6.75	8.31	10	9	8.5	8.33
Satisfaction	8.82	9.14	8.27	10	8	9.71	8.42	9.44	9	7	9.25	7.66	10	9.08	8.36	7.5
<b>The Library building</b>																
Importance	9.06	9.19	8.76	10	9.4	9.5	8.14	8.8	9.71	7	5.6	8.85	10	9.44	9.75	9
Satisfaction	8.9	9.16	8.05	10	8.8	9.37	8.12	9.09	8.85	7	8.25	8.52	10	8.96	9.63	8.5
<b>Phone/Fax</b>																
Importance	8.9	8.86	8.31	10	8.5	9.33	7.57	9.55	9.33	9	10	9.23	10	8.84	9.07	8
Satisfaction	8.75	8.61	8.29	10	7.5	9.66	9	9.8	9.16	9	10	7.64	10	8.88	9.25	8

Context	System	Main	Alafaya	Eatonville	Edgewater	Herndon	Hiawassee	North Orange	South Creek	South Trail	Southeast	Southwest	Washington Park	West Oaks	Winter Garden	Windermere
<b>Current member of this library</b>																
Yes	94%	87%	94%	80%	97%	93%	100%	97%	97%	97%	95%	97%	97%	97%	94%	97%
No	5%	12%	5%	20%	2%	6%	0%	2%	2%	2%	4%	2%	2%	2%	5%	2%
<b>Your interests include ...</b>																
Pre-school	9%	4%	8%	20%	0%	0%	17%	20%	15%	0%	0%	6%	0%	17%	3%	20%
Children	15%	14%	23%	20%	22%	14%	13%	16%	15%	25%	10%	6%	0%	19%	18%	10%
Teens	12%	8%	12%	0%	22%	7%	17%	4%	10%	0%	20%	11%	0%	14%	27%	10%
Young adults	12%	16%	10%	0%	22%	14%	13%	20%	15%	0%	10%	2%	100%	11%	6%	10%
Adults	42%	48%	37%	60%	33%	50%	34%	36%	45%	50%	50%	53%	0%	28%	45%	30%
Seniors (65+ years)	7%	6%	7%	0%	0%	14%	4%	4%	0%	25%	10%	18%	0%	7%	0%	20%
<b>Your primary interest is ...</b>																
Pre-school	4%	2%	0%	33%	0%	0%	10%	7%	0%	0%	0%	4%	0%	8%	5%	25%
Children	11%	3%	19%	0%	0%	12%	0%	30%	0%	0%	12%	4%	0%	24%	29%	25%
Teens	6%	4%	7%	0%	40%	0%	20%	0%	0%	0%	12%	4%	0%	8%	11%	0%
Young adults	9%	5%	15%	0%	20%	12%	10%	23%	11%	0%	12%	4%	100%	12%	5%	0%
Adults	62%	78%	57%	66%	40%	50%	60%	38%	88%	66%	50%	62%	0%	44%	47%	25%
Seniors	6%	4%	0%	0%	0%	25%	0%	0%	0%	33%	12%	20%	0%	4%	0%	25%
<b>Status</b>																
student	16%	19%	28%	16%	11%	12%	13%	15%	14%	27%	21%	10%	18%	14%	8%	7%
workforce	37%	41%	37%	46%	40%	39%	37%	42%	31%	36%	38%	35%	37%	38%	30%	28%
homemaker	17%	8%	14%	10%	9%	10%	13%	19%	26%	7%	13%	19%	18%	18%	36%	25%
educator	7%	6%	7%	10%	19%	10%	8%	6%	5%	10%	9%	3%	8%	6%	5%	10%
retired	11%	7%	6%	6%	11%	17%	8%	11%	13%	12%	9%	27%	4%	13%	10%	11%
other	10%	17%	6%	10%	6%	9%	17%	3%	9%	5%	8%	3%	12%	7%	8%	15%
<b>Workplace</b>																
home	27%	26%	28%	17%	17%	23%	22%	23%	28%	22%	28%	36%	33%	28%	36%	29%
another location	72%	73%	71%	82%	82%	76%	77%	76%	71%	77%	71%	63%	66%	71%	64%	70%
<b>Years of use (this library)</b>																
< 1 year	27%	23%	31%	58%	25%	17%	22%	26%	26%	39%	23%	13%	49%	25%	39%	11%
1 - 5 years	39%	28%	44%	31%	25%	50%	37%	29%	56%	41%	49%	35%	38%	59%	35%	44%
6 - 10 years	14%	12%	16%	6%	18%	18%	18%	25%	9%	10%	15%	21%	4%	6%	11%	23%
> 10 years	18%	34%	6%	3%	29%	14%	21%	17%	7%	8%	10%	29%	7%	8%	13%	20%
<b>Frequency of use (annually)</b>																
first time	7%	5%	6%	33%	1%	2%	4%	12%	7%	8%	6%	2%	25%	7%	8%	1%
2-5 times	12%	9%	19%	13%	20%	4%	16%	13%	11%	10%	15%	9%	14%	12%	22%	2%
6-9 times	10%	9%	9%	16%	13%	12%	6%	9%	9%	10%	12%	6%	9%	14%	14%	6%
10-20 times	17%	20%	13%	10%	16%	20%	18%	13%	13%	12%	28%	17%	8%	15%	20%	14%
> 20 times	26%	25%	21%	23%	23%	31%	27%	26%	36%	32%	26%	33%	28%	24%	18%	29%
> 50 times	25%	29%	30%	3%	25%	28%	26%	23%	21%	25%	12%	31%	13%	25%	16%	45%
<b>Future use (this library)</b>																
less often	2%	5%	5%	3%	0%	1%	5%	4%	1%	0%	2%	0%	2%	1%	0%	2%
the same	53%	56%	50%	36%	56%	65%	48%	51%	48%	48%	54%	71%	44%	47%	46%	57%
more often	43%	38%	43%	60%	43%	33%	46%	44%	49%	51%	43%	27%	53%	50%	53%	40%
<b>Reason for use</b>																
education	25%	23%	27%	26%	25%	24%	24%	26%	27%	22%	26%	25%	26%	24%	29%	24%
self improvement	21%	21%	16%	18%	18%	24%	25%	21%	27%	21%	20%	22%	20%	21%	23%	18%
leisure	26%	26%	29%	17%	26%	25%	23%	26%	24%	25%	27%	32%	23%	26%	26%	32%
work	12%	14%	12%	15%	15%	12%	13%	12%	10%	14%	12%	8%	14%	12%	8%	9%
other	13%	14%	14%	21%	13%	14%	12%	12%	11%	15%	13%	11%	16%	15%	11%	14%
<b>Primary reason for use</b>																
education	26%	20%	21%	34%	28%	13%	24%	29%	33%	29%	32%	19%	27%	27%	41%	27%
self improvement	19%	18%	14%	13%	10%	28%	29%	16%	29%	25%	21%	13%	19%	21%	24%	5%
leisure	36%	38%	44%	17%	39%	37%	25%	42%	29%	29%	33%	60%	32%	28%	24%	44%
work	6%	7%	7%	10%	8%	7%	8%	3%	2%	5%	4%	2%	6%	9%	4%	7%
other	10%	14%	11%	24%	12%	12%	12%	8%	4%	9%	8%	3%	13%	12%	4%	14%
<b>You use this Library location because it ... (choose all that apply)</b>																
Home	26%	17%	36%	22%	25%	37%	30%	29%	32%	75%	53%	35%	50%	26%	31%	36%
Work	6%	8%	5%	11%	10%	6%	13%	5%	0%	0%	7%	10%	0%	2%	4%	0%
School	2%	1%	1%	0%	5%	0%	4%	2%	0%	0%	0%	3%	0%	3%	4%	0%
Services	14%	15%	13%	11%	20%	18%	4%	16%	17%	0%	0%	16%	0%	17%	12%	9%
Selection	13%	17%	7%	0%	5%	18%	13%	13%	14%	0%	15%	5%	50%	11%	16%	9%
Staff	12%	11%	8%	22%	10%	6%	8%	10%	7%	25%	7%	20%	0%	16%	10%	9%
Facilities	10%	12%	10%	11%	10%	0%	4%	8%	17%	0%	0%	8%	0%	10%	6%	9%
Equipment	7%	10%	7%	0%	5%	0%	8%	8%	7%	0%	0%	0%	0%	10%	4%	0%
Other reason	6%	5%	10%	22%	10%	12%	13%	5%	3%	0%	15%	1%	0%	2%	10%	27%

Policies	System	Main	Alafaya	Eatonville	Edgewater	Herndon	Hiawassee	North Orange	South Creek	South Trail	Southeast	Southwest	Washington Park	West Oaks	Winter Garden	Windermere
<b>Fines/Fees (costs, rules, collections/payment/dispute resolution)</b>																
Importance	8.22	7.85	7.61	10	10	7.62	8.66	7.69	8.8	9.33	7.14	8.79	10	8.69	8.81	8
Satisfaction	8.84	8.82	9.26	10	9.6	9.25	8.44	8.84	9.4	8.66	7.71	8.52	10	8.5	9.25	7.5
<b>CheckIn/CheckOut</b>																
Importance	8.87	8.93	8.53	8.33	9	8.77	9.55	8.16	9.1	8.33	6.25	9.08	10	9.11	9.88	8.66
Satisfaction	9.46	9.31	9.73	9.66	8.8	9.55	9.33	9.61	9.69	9.66	9.42	9.37	10	9.41	9.77	10
<b>Holds/Renewals</b>																
Importance	9.07	8.62	9.19	10	8.19	9.62	9.22	9.61	9.6	9.66	9.28	9.08	10	9.5	9.05	8.66
Satisfaction	9.22	9.05	9.39	9.66	9.4	9.62	8.87	9.46	9	9.33	8.57	9.37	10	9.3	9.52	8.5
<b>Inter-Library Loan</b>																
Importance	8.72	8.35	9.47	10	9.25	8.42	7.75	9.36	8.87	7.33	9	8.76	10	9.24	8.46	8.33
Satisfaction	8.57	8.62	9.15	10	6.75	9.14	8.12	8.58	8.5	9.33	7.5	7.9	10	9.03	8.38	6
<b>Access to restricted and for fee services</b>																
Importance	7.95	7.76	8.26	5.5	9.33	8.57	6.87	7.3	8	10	6.66	7.42	10	8.81	8.16	8.66
Satisfaction	7.5	7.85	7.33	10	7	8.28	5.85	8.11	7.33	5.5	6.33	5.92	10	7.47	7.91	8
<b>Policy enforcement</b>																
Importance	8.27	7.97	8.59	10	9.19	8.37	8.77	8.46	8.62	9.5	7	8.31	0	8.76	7.38	8.66
Satisfaction	8.5	8.56	9.25	10	9.19	8.37	8.25	8.91	9.25	6.5	6.5	7.42	10	8.48	8.76	7.5
<b>Lending policies</b>																
Importance	9.26	9.03	9.24	10	9.19	9.33	9.77	8.78	9.9	9.66	9.14	9.44	10	9.23	9.61	9.33
Satisfaction	9.49	9.64	9.31	10	10	9.33	9.88	8.85	9.3	10	9.14	9.48	10	9.5	9.35	10

Overall	System	Main	Alafaya	Eatonville	Edgewater	Herndon	Hiawassee	North Orange	South Creek	South Trail	Southeast	Southwest	Washington Park	West Oaks	Winter Garden	Windermere
	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average
<b>Overall satisfaction</b>	8.82	8.56	8.35	9.19	9.38	9.02	8.58	8.96	9.05	8.94	8.05	9.12	9	9.08	9.21	8.76
<b>Overall quality</b>	8.76	8.51	8.34	8.96	9.26	8.89	8.48	8.96	8.95	8.96	8.08	9.03	8.96	8.94	9.11	8.71
<b>Reuse services</b>	9.05	8.8	8.71	8.77	9.1	9.29	8.81	8.99	9.34	9.12	8.69	9.21	9.08	9.47	9.46	9.06
<b>Overall importance</b>	9.09	8.96	9	9.12	9.6	9.08	9.2	9.07	9.1	9.23	8.56	9.34	9.34	9.16	9.29	8.85
<b>Recommend to others</b>	9.14	9.06	8.76	9.25	9.53	9.28	8.64	9.34	9.22	9.07	8.37	9.45	9.23	9.44	9.47	8.97
<b>Compared to expectations</b>	8.59	8.4	8.03	8.96	9.21	8.64	8.58	8.92	8.73	8.54	7.84	8.84	8.7	8.73	8.94	8.64

**Orange County Library System  
Board of Trustees Meeting  
Thursday, December 14, 2006**

**Public Comment:  
Non-Agenda Items**