

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

Board Packet for April 2008



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

Mary Anne Hodel,
Library Director, Chief Executive Officer

April 4, 2008

To: James B. Tyson, President
Livia Rivera, Vice President
Matthew Pardy, Trustee
Sara Brady, Trustee
Guy Houk, 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, April 10, 2008 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
April 10, 2008
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

08-050 I. **Call to Order**

08-051 II. **Public Comment**

Members of the public who wish to address the Board must first fill out and present to the Orange County Library System Board of Trustees, a “Notice of Intent to Speak” form. If an electronic form of comments is submitted, these will be made available to the public as part of the Board Minutes. Public comments of items listed on the agenda will occur just prior to the Board’s discussion and action of the agenda item. Public comments of items not listed on the agenda will occur at the end of the meeting agenda. Public presentations shall be limited to three (3) minutes. In the event more than ten (10) persons signify their intent to speak, a period not to exceed thirty (30) minutes shall be set aside and divided up equally among those registered to speak. The order of speaking among those persons who have filled out the “Notice of Intent to Speak Form” shall be the order in which the forms were received by the Board’s Administrative Assistant. “Notice of Intent to Speak” forms will not be accepted after the meeting has been called to order. Information listed on the “Notice of Intent to Speak” forms will be included in the Board Meeting Minutes and thus become public record. The Board shall have the power to extend periods of public comment to address issues of special concern by a majority vote of those Board Members present.

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 . For more information, contact Milinda Neusaenger at 407.835.7611 or neusaenger.milinda@ocls.info .

08-052 III. **Approval of Minutes: Library Board of Trustees Meeting ~
March 13, 2008**

08-053 IV. **Staff Presentation: Virtual World ~ Second Life & Libraries, Part 1 ~
Kathryn Robinson & Kathy Sanchez**

08-054 V. **Financial Statements and Summaries: March 2008**
➤ **2007 Defined Benefit Pension Plan Investment Review
Presentation ~ Grant Kalson**

08-055 VI. **Statistics and Summaries: March 2008**

08-056 VII. **Action Items**

08-057 **Consent Agenda**

08-058 **Rules of Conduct Revision**

08-059 **Non-Consent Agenda**

- 08-060 **Inter Library Loan**
- 08-061 **Extended Library Services**
- 08-062 III. **Discussion and Possible Action Items**
- 08-063 **Strategic Plan Update: 2nd Quarter FY 2008**
- 08-064 **Director's Goals Update: 2nd Quarter FY 2008**
- 08-065 IX. **Information**
- 08-066 **Director's Report**
- 08-067 **Public Comment: Non-Agenda Items**

X. **Adjournment**

**Next Meeting Dates: May 8, 2008 ~ Hiawassee Branch Library; 2768 North Hiawassee Road; Orlando, Florida 32818 ---
June 12, 2008 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.**

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

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

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

Call to Order

Orange County Library System Board of Trustees Meeting Thursday, April 10, 2008

Public Comment

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**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

**Approval of Minutes: Library Board of
Trustees Meeting ~ March 13, 2008**

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
March 13, 2008
Southeast Branch Library
5575 South Semoran Boulevard
Orlando, Florida 32822
407.835.READ (7323)

- 08-031 I. **Call to Order**
Library Board Present: Livia Rivera (3/0); Sara Brady (3/1); Matthew Pardy (3/0);
Guy Houk (3/0)

Library Board Absent: James Tyson (3/1)

Administration Present: Mary Anne Hodel; Debbie Moss; Robert Tessier; Carla
Fountain; Eric Atkinson; Renae Bennett; Wendi Bost; Craig
Wilkins; Kathryn Robinson Tracy Zampaglione;
Milinda Neusaenger

Vice President Rivera called the meeting to order at 7:06 p.m.

- 08-032 II. **Public Comment**
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- 08-033 III. **Approval of Minutes: Library Board of Trustees Meeting ~ February 14, 2008**
Trustee Brady, seconded by Trustee Houk, moved to approve the minutes for the February 14, 2008 Library Board of Trustees Meeting. Motion carried 4-0.
- 08-034 IV. **Staff Presentation: Paolo Melillo ~ Smart Investing Grant Review**
- 08-035 V. **Financial Statements and Summaries: February 2008**
Discussion began with the costly issue of copper thefts that have become very pervasive

in the area. Several OCLS branch libraries have been targeted.

08-036 VI. **Statistics and Summaries: February 2008**

08-037 VII. **Action Items**

08-038 **Consent Agenda**

Trustee Pardy requested that item #08-041 be pulled from the Consent Agenda for discussion. Trustee Pardy, seconded by Trustee Brady, moved to approve the remaining items on the Consent Agenda. Motion carried 4-0.

08-039 **Purchasing Policy Revisions**

The Board approved the revised Purchasing Policy, which will be effective in April 2008.

08-040 **Investment Policy – Non Pension Funds**

The Board approved the Investment Policy, which will be effective in April 2008.

08-041 **Chickasaw Lease Listing Agreement**

Discussion began with Trustee Pardy inquiring about the cost of renovations in order to prepare Chickasaw for a potential lease, and Comptroller Tessier stated that the majority of the renovation costs will be to replace air conditioning units. Discussion ensued regarding tenants and the library's real estate broker Margo Thomas of CB Richard Ellis Realty, explained that the property will be marketed to all types of businesses. Trustee Pardy stated that the lease term offered should be changed from five years to three to five years in order to provide more flexibility. Trustee Houk asked about the pricing of the lease and Ms. Thomas stated that since the property is not on a major thoroughfare, it does not get a lot of exposure for a commercial site and this needs to be kept in consideration. Further discussion ensued and Trustee Pardy stated that if the site is leased, a commitment must be made that another eastside branch will still be forthcoming sometime in the future. Trustee Brady concurred.

Trustee Pardy, seconded by Trustee Brady, moved to approve the CB Richard Ellis Leasing Listing Agreement with changes made so that the terms offered are for a three to five year lease term and with the understanding that any lease agreement will be brought back to the Board for approval. Further, staff was authorized to execute the Leasing Listing Agreement with CB Richard Ellis. Motion carried 4-0.

08-042 **After Hours Event – Southwest Branch: Request to Serve Alcohol**

The Board authorized the serving of alcoholic beverages in accordance with the Board approved Alcoholic Beverage Policy at an after hours event at the Southwest Branch in May 2008.

08-042.1 **Non-Consent Agenda**

08-043 **Fine and Fee Schedule Review**

Discussion ensued regarding the proposed revisions to the Fine and Fee Schedule. The general consensus was that the majority of the revisions proposed were

acceptable. The Board offered the following changes: Lower the fee for non pick-up of items on hold from \$5.00 to \$3.00 and increase the length of days from 3 to 5 days; remove the Inter Library Loan topic for future discussion and remove Book-A-Specialist topic for future discussion. Trustee Houk, seconded by Trustee Parady, moved to approve the revised Fine and Fee Schedule with the aforementioned changes. Motion carried 4-0.

08-044 III. **Discussion and Possible Action Items**

08-045 **FY 2009 Budget: Tax Reform Options**

Comptroller Tessier gave a brief overview of the options to address the projected shortfall in next year's budget. These budget adjustments are necessary and a direct result of the recent property tax reform legislation, including Amendment One. Brief discussion ensued. Trustee Houk, seconded by Trustee Parady, moved to authorize staff members to initiate the following budget changes in the priority order indicated below:

1. Implement account settlement thresholds
2. Increase fees and fines
3. Try to lease Chickasaw
4. Retiree health care – increase amortization period from 10 to 15 years.
5. Eliminate funding for future branches

Motion carried 4-0.

08-046 **Librarian Initiative Summary**

08-047 IX. **Information**

08-048 **Director's Report**

► Representatives from the Library met today with a representative from Daytona International Speedway about partnering to promote Summer Reading. There will be interesting opportunities with them

► Two staff members took the mobile lab with them on 27 February and demoed our classes and Library services at a Haitian Creole community group. There were 14 people in attendance. Two signed up for Library cards. This was followed up by a Mouse & Keyboard class on 2 March that was taught in Haitian Creole to 10 students., 5 of which signed up for Computer Basics in Haitian Creole.

► The Division of Branches will be launching a two month pilot story program called "Smarty Pants" for kids ages 0-5. "Smarty Pants" was created to determine if themed based programs would yield higher attendance for some locations as compared with our traditional programs for specific age groups. The test program will feature themes of animals and transportation. Programs will be held at 10:30 a.m. at the Hiwassee Branch on Thursdays and the Alafaya Branch on Tuesdays beginning April 1st and concluding on May 29, 2008.

► Hiwassee was selected since it has already shown better attendance trends with programs that span 0-5 years than with the segmented programs. Alafaya was selected as the "control" location, having consistently high story time attendance as well as being located in a different part of the county all together. During the two month testing phase, our regularly scheduled programs at these locations will also continue. Wendy Prasad from the Herndon Branch Library is Ms Smarty Pants; check her out in the next issue of Books and Beyond.

Pending Approval

- ▶ Edgewater was contacted by third grade teachers from Lockhart Elementary School to see about a library orientation for parents and kids and talk about FCAT. We are thrilled to report that on February 16th we had 41 people in attendance for the orientation and 11 people who stayed for an FCAT Explorer class afterwards! Many thanks to Josh Luthmie-Persad and Ruth Wiley for hosting this event at Edgewater.
- ▶ Edgewater hosted a special Spiderwick day on February 12th. To participate in Paramount Pictures invitation to libraries in promoting their film, we turned our children's area into a woodsy forest, had our very own fairy jail, dressed as characters from the book and had a fairy decorating event! AND we were awarded FIRST place in this nation-wide competition. Winning prize is a private screening of the film for 300 of our closest friends and family!
- ▶ North Orange Branch's most notable computer classes this month were our Computer Basics for Seniors, with an overflow group of 14 attendees on February 4. Our EBay Buying and EBay Selling classes also had 11 students in each on February 8; and the same pair of classes in Spanish (Comprando en Ebay, Vendiendo en Ebay) on February 12 had 6 students each. Publisher 1 and 2 on February 21 also drew a good group, with 10 students in each class.
- ▶ North Orange's Mardi Gras themed Teens program on February 4th drew 17 teens and pre-teens in to enjoy beads, making masks, and making noise.
- ▶ Dino Time, for children, at North Orange on February 18, drew a crowd of 17 who enjoyed making a "fossil" out of dirt, glue, and pasta; and chipping open a PlayDough Dinosaur "egg" to reveal the tiny dinosaur inside.
- ▶ Tiahna Mebane hosted Teen Gaming @ OCLS at South Trail on Saturday, February 9th at 3:00pm. Teens met other teens and played electronic games. We had 22 dancing teens and children.
- ▶ Azoria Williams and Alice Grace hosted South Trail Branch's Little Known Black History on Wednesday, February 13 at 3:30 pm. This is a fun trivia program honoring African-Americans in history. This event was attended by 12 children, 4 teens and 1 adult.
- ▶ South Trail hosted Do's and Don'ts of Dental Care on Saturday, February 16th at 2:00 pm. There were 11 people who came to this informative event.
- ▶ Washington Park's *Wii Love Gaming* night on February 6, was a hit with 22 people in attendance.
- ▶ The Washington Park Family Movie Night was held on Wednesday, February 27 and had a total attendance of 20.

08-049

Public Comment: Non-Agenda Items

X. Adjournment

Vice President Rivera adjourned the meeting at 9:25 p.m.

Next Meeting Dates: --- April 10, 2008 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 ---
May 8, 2008 ~ Hiawassee Branch Library; 2768 North Hiawassee Road; Orlando, Florida 32818.

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Board of Trustees Meeting
Thursday, April 10, 2008**

**Staff Presentation: Virtual World ~
Second Life & Libraries, Part 1 ~
Kathryn Robinson & Kathy Sanchez**

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

**Financial Statements and Summaries:
March 2008**

Orange County Library System

Financial Statement Highlights

Six Months Ended March 31, 2008

Operating Fund Revenue and Expenditure Summaries

Investment Earnings

At the midpoint in the fiscal year, actual investment earnings are roughly 51% of the annual budget. However, since rates have dropped so dramatically recently, revenues for the entire year will not likely reach the annual budget of \$750,000. In September 2007 before the Federal Reserve began reducing interest rates, both our certificates of deposit and the SBA investments were yielding 5%. Six months later, CD rates are around 2% and a money market fund secured by Treasury securities is paying about 1.4%.

Building & Improvements

Due to property tax reform, no dollars were budgeted for this account. However, to date we have incurred \$70,000 including the following:

Replace HVAC units damaged by copper thieves	\$21,500
Install fencing to better protect HVAC units from theft	\$16,700
Complete Children's remodel at Southwest	\$9,800
Install new carpet at Southwest	\$8,600
Install awnings at Main Library	\$4,700

Additional lighting at some of the branches to deter copper theft as well as a new HVAC unit to replace the one at Hiawassee that was damaged due to copper theft will also be charged to this account.

2007 Investment Summary

The attached Summary is provided to the Library Board on an annual basis. The intent is both full disclosure, and to give the Board comfort that public funds are being invested in an appropriate manner. As stated in the Investment Policy Statement that was approved by the Library Board at the March Board meeting, safety is the primary concern when investing funds which primarily come from tax dollars.

Copper Thefts

The following deterrents have been implemented:

- Steel straps have been installed on all HVAC units
- Additional lighting has been installed at all locations where the HVAC units are located on the ground
- Library staff worked with the management company for the Herndon branch to repair/replace the exterior lights on the back of the shopping center

We will continue to pursue other deterrents, including cages for the HVAC units, and evaluate these in terms of cost versus benefit. Additionally, we requested that Orlando Police Department perform a commercial security survey of the Herndon Branch.

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Six Months Ended March 31, 2008**

	ANNUAL BUDGET	YTD ACTUAL	(6 month=50%)
AD VALOREM TAXES	35,853,472	31,778,353	88.6%
INTERGOVERNMENTAL			
State Aid	1,252,000	548,545	43.8%
	<u>1,252,000</u>	<u>548,545</u>	<u>43.8%</u>
CHARGES FOR SERVICES			
Fee Cards	9,000	6,197	68.9%
PC Pass	26,000	11,535	44.4%
PC Express	0	387	
Classes	2,000	891	44.5%
Copy & Vending, Value Card	175,000	82,625	47.2%
Special Charges	0	1,154	
Fax	0	1,194	
Scanner	0	185	
Computer Booklets	0	53	
Reference Charges	0	175	
Online Book Sale	0	232	
Disk Sales / Book Bag Sales	2,500	4,795	191.8%
	<u>214,500</u>	<u>109,423</u>	<u>51.0%</u>
FINES			
Fines	1,525,000	756,638	49.6%
Lost Materials	100,000	47,059	47.1%
	<u>1,625,000</u>	<u>803,698</u>	<u>49.5%</u>
MISCELLANEOUS			
Investment Earnings	750,000	380,641	50.8%
Rents	9,000	3,143	34.9%
Contributions - Friends of Library	122,000	41,622	34.1%
Contributions - Fund Raiser	0	1,115	
Contributions - Others	20,000	14,897	74.5%
Miscellaneous	40,000	31,213	78.0%
Grants & Awards	0	73,230	
	<u>941,000</u>	<u>545,861</u>	<u>58.0%</u>
TRANSFER FM PROP APPRAISER	36,000	0	0.0%
TRANSFER FM TAX COLLECTOR	300,000	0	0.0%
TOTAL REVENUES	<u><u>40,221,972</u></u>	<u><u>33,785,880</u></u>	<u><u>84.0%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND EXPENDITURE SUMMARY
Six Months Ended March 31, 2008**

	ANNUAL BUDGET	YTD ACTUAL	(6 month=50%)
SALARIES & BENEFITS			
Salaries	14,704,524	7,159,799	48.7%
Medicare Taxes	213,216	99,797	46.8%
Defined Contribution Pension Plan	1,102,839	534,096	48.4%
Defined Benefit Pension Plan	1,175,020	608,880	51.8%
Money Purchase Pension Plan	315,632	152,166	48.2%
Life and Health Insurance (Employees)	2,363,339	980,971	41.5%
Retiree Health Care (OPEB)	1,702,844	813,946	47.8%
Worker's Compensation	115,398	70,473	61.1%
Unemployment Compensation	15,000	1,080	7.2%
Parking & Bus Passes	129,876	92,298	71.1%
	<u>21,837,688</u>	<u>10,513,506</u>	<u>48.1%</u>
OPERATING			
Professional Services	375,000	162,192	43.3%
Other Contractual Services	931,000	334,351	35.9%
Other Contract. Serv.- Janitorial	291,000	127,442	43.8%
Training and Travel	125,000	50,759	40.6%
Telecommunication	408,000	165,489	40.6%
Delivery and Postage	1,376,000	690,438	50.2%
Utilities	1,038,000	413,813	39.9%
Rentals and Leases	975,000	484,299	49.7%
Insurance	325,000	193,093	59.4%
Repair and Maintenance	1,050,000	501,482	47.8%
Repair & Maint. - Hardware/Software	407,000	236,411	58.1%
Copying/Printing	300,000	125,135	41.7%
Property Appraiser's Fee	295,000	224,776	76.2%
Tax Collector's Fee	725,000	635,567	87.7%
Supplies	900,000	487,039	54.1%
Supplies-Hardware/Software	375,000	13,690	3.7%
Memberships	20,000	18,006	90.0%
Contingency	325,000	0	0.0%
	<u>10,241,000</u>	<u>4,863,982</u>	<u>47.5%</u>
CAPITAL OUTLAY			
Building and Improvements	0	70,194	
Equipment and Furniture	0	59,281	
Hardware/Software	200,000	93,371	46.7%
	<u>200,000</u>	<u>222,845</u>	<u>111.4%</u>
LIBRARY MATERIALS			
Materials - Rest. Contributions	37,000	27,619	74.6%
Materials - Other	4,800,000	1,853,152	38.6%
	<u>4,837,000</u>	<u>1,880,770</u>	<u>38.9%</u>
TRANSFERS TO OTHER FUNDS			
Branch Debt Service Fund	410,000	204,729	49.9%
Capital Projects Fund	4,000,000	1,999,999	50.0%
	<u>4,410,000</u>	<u>2,204,728</u>	<u>50.0%</u>
TOTAL EXPENDITURES	<u>41,525,688</u>	<u>19,685,832</u>	<u>47.4%</u>

**ORANGE COUNTY LIBRARY DISTRICT
BRANCH DEBT SERVICE FUND
Six Months Ended March 31, 2008**

	ANNUAL BUDGET	YTD ACTUAL	(6 month=50%)
REVENUES			
Transfer From General Fund	410,000	204,729	49.9%
Investment Earnings	23,000	11,338	49.3%
TOTAL REVENUES	433,000	216,067	49.9%
 EXPENDITURES			
<u>2003 NOTE</u>			
Principal	374,226	185,582	49.6%
Interest	35,233	19,147	54.3%
TOTAL EXPENDITURES	409,459	204,729	50.0%

FUTURE DEBT SERVICE PAYMENTS FOR 2003 NOTE

DATE	PRINCIPAL	INTEREST
2008 August 1	188,644	16,085
2009	386,677	22,781
2010	399,542	9,916
	974,863	48,782

**ORANGE COUNTY LIBRARY DISTRICT
CAPITAL PROJECTS FUND
Six Months Ended March 31, 2008**

	ANNUAL BUDGET	YTD ACTUAL	(6 month=50%)
REVENUES			
Transfer From General Fund	4,000,000	1,999,999	50.0%
Investment Earnings	75,000	42,434	56.6%
TOTAL REVENUES	4,075,000	2,042,433	50.1%
EXPENDITURES			
<u>FUTURE BRANCHES</u>			
Land	3,450,000	0	0.0%
<u>CHICKASAW</u>			
Architect / Engineer	150,000	0	0.0%
Improvements	1,900,000	0	0.0%
	2,050,000	0	0.0%
TOTAL EXPENDITURES	5,500,000	0	0.0%

ORANGE COUNTY LIBRARY DISTRICT
SINKING FUND
Six Months Ended March 31, 2008

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(6 month=50%)</u>
REVENUES			
Investment Earnings	<u>20,000</u>	<u>10,221</u>	<u>51.1%</u>
TOTAL REVENUES	<u>20,000</u>	<u>10,221</u>	<u>51.1%</u>
EXPENDITURES			
Open Source Software	<u>100,000</u>	<u>33,590</u>	<u>33.6%</u>
TOTAL EXPENDITURES	<u>100,000</u>	<u>33,590</u>	<u>33.6%</u>

ORANGE COUNTY LIBRARY DISTRICT
MONTHLY ROLLOVER
March 31, 2008

	BALANCE 02-29-08	RECEIPTS	DISBURSE	BALANCE 03/31/08
OPERATING				
Checking	479,722	3,666,323	(2,850,479)	1,295,567
SBA Investments	11,582		(180)	11,402
Money Market (Federated Treasury Obligations Fund)	13,810,208	27,817	(2,050,000)	11,788,025
CD Investments	10,959,790	3,979		10,963,769
	25,261,303	3,698,119	(4,900,659)	24,058,763
BRANCH DEBT SERVICE				
CD Investments	511,691	1,921		513,612
SINKING				
SBA Investments	4,327		(397)	3,929
Money Market (Federated Government Obligations Fund)	115,377	305		115,682
CD Investments	370,768	371,909	(370,768)	371,909
	490,472	372,214	(371,166)	491,520
CAPITAL PROJECTS				
SBA Investments	4,327		(66)	4,261
Money Market (Federated Government Obligations Fund)	1,820,157	3,934		1,824,092
CD Investments	1,409,533	1,747,636	(1,409,533)	1,747,636
	3,234,017	1,751,571	(1,409,599)	3,575,988

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - ASSETS
March 31, 2008**

ASSETS

Certificates of Deposit	10,963,769
Cash on Hand	8,345
Equity in Pooled Cash	1,295,567
Accounts Receivable	55
Interest Receivable	119,684
Inventory	278,122
Investments-SBA	11,402
Treasury Obligation Money Market Fund	11,788,025
Prepays	98,208
Other Assets-Deposits	<u>9,275</u>
TOTAL ASSETS	<u><u>24,572,452</u></u>

ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - LIABILITIES & FUND BALANCE
March 31, 2008

LIABILITIES

Accounts Payable	234,777
Unclaimed Disbursements	1,140
Retainage Payable	1,000
Accrued Wages Payable	601,326
Accrued Sales Tax	70
Due To FOL-Taxable Book Sales	3,816
Due To FOL-Nontaxable Book Sales	24
Due To FOL-Sales Tax	254
United Appeal	393
Bonds	108
Dental Insurance	1,566
Union Dues	438
Daughters of American Revolution	1,434
Staff Association	2,313
Unclaimed Payroll	61
TOTAL LIABILITIES	848,720

FUND BALANCE

Reserve for Walker	4,000
Reserve for Phillips	100,000
Reserve for Warner	33,712
Reserve for Gullett	19,805
Designated for Murray	724,689
Designated for Sondheim	39,941
Designated for Strategic Plan	4,000,000
Unreserved/Undesignated	4,701,536
Current Year Excess of Revenues Over Expenditures	14,100,048
TOTAL FUND BALANCE	23,723,732

TOTAL LIABILITIES & FUND BALANCE

24,572,452

ORANGE COUNTY LIBRARY SYSTEM

2007 INVESTMENT SUMMARY

The purpose of this summary is to provide the Library Board with an overview of the investment activity for calendar year 2007.

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

Operating, Capital Projects and Sinking Fund Investments

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

Operating Fund Investment Earnings

The following summarizes the Operating Fund Investment Earnings since fiscal year 2000.

Fiscal Year	Earnings
2000	\$827,000
2001	\$858,000
2002	\$345,000
2003	\$238,000
2004	\$191,000
2005	\$397,000
2006	\$763,000
2007	\$983,000

Branch Debt Service Fund

The purpose of this fund is to accumulate the resources to pay the principal and interest on the bank loan used to construct branch facilities and purchase the North Orange Branch. The Orange County's Comptroller's Office requested that we build reserves equal to at least the amount of one year's debt service, which is approximately \$410,000. These funds were invested in certificates of deposit during 2007. The rates for the \$492,000 certificates ranged from **4.21%** to **5.09%** during the year.

Self Funded Health Fund

The Library became self-insured for health insurance, effective January 1, 2007. Any funds not needed to pay claims or other related expenditures are invested in an AIM Money Market fund, which is secured with Treasury securities. As of December 31, 2007 the value of the investment was \$750,000 and the average rate of return for the year was 4.85%.

Defined Benefit Pension Plan

The purpose of the Plan is to provide retirement benefits for long term, full time employees hired prior to January 1, 2007. The benefit for a particular employee is based

on years of service and final average compensation. The Library funds the Plan based on the actuarial determined contributions.

2007 was a year of transition from investments in mutual funds, which had been used for several years, to a money manager concept wherein a small number of money managers are each given a portion of the portfolio to actively manage. During 2007, we terminated the contract with our previous investment consultant, USI Advisors, entered into a contract with Kalson and Associates for investment advisory services, and prepared a new Investment Policy Statement to accommodate the money manager approach. In June 2007, all the previous mutual fund investments with one exception (Stable Value Fund) were liquidated and temporarily invested in three Fidelity index mutual funds. Since that time we have been working with Grant Kalson to select and contract with four money managers (large cap core, small cap core, international, and fixed income). Three of the managers were hired by December 31, 2007.

As of December 31, 2007, \$31,448,000 was in the Plan. At the April Board meeting, Grant Kalson will give a brief presentation summarizing the investment activity and results for calendar year 2007.

Defined Contribution Pension Plan

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

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

As of December 31, 2007, \$13,575,000 was in the Plan and the majority (73%) was still invested in the Traditional Growth Model Portfolio Fund, which was the default fund when we converted to the self funding concept in 2002.

Money Purchase Pension Plan

Effective January 1, 2007, new full time hires no longer participate in the Defined Benefit Pension Plan (DB Plan) but instead are enrolled in this Plan. In addition, DB Plan participants were given the opportunity in 2007 to freeze their benefit in the DB Plan and begin participating in this Plan. 66 employees made this election. The Plan requires that the Library contribute an amount equal to 9% of each employee's bi-weekly gross salary. Investments are self-directed through mutual funds offered by ICMA Retirement Corporation.

As of December 31, 2007, \$270,000 was invested in the Plan through various mutual funds.

457(b) Deferred Compensation Plan

This Plan allows employees to defer federal income taxes on a portion of their gross wages. The taxes are paid when the funds are withdrawn, presumably during retirement when the employee should be in a lower tax bracket. This Plan is funded entirely by the employees. The Library does not contribute funds to the 457 plan and participation is voluntary.

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

As of December 31, 2007, \$8,397,000 was invested in the Plan through various mutual funds.

457(f) Deferred Compensation Plan

This Plan, which is part of the Director's compensation package and was established when the Director was hired, requires annual contributions of \$4,600. The investments are self-directed. As of December 31, 2007, \$57,400 was invested in two mutual funds with The Vanguard Group.

Other Post-employment Benefit Trust Fund (OPEB)

This OPEB Trust Fund was established in 2007 to begin funding retiree health care in a fashion similar to a pension. Like a pension, the intent is to reflect the cost of this benefit during the employee's tenure with the Library rather than deferring the cost until the employee retires. The annual contribution into the Trust Fund is actuarially determined and surplus funds are invested in the following ICMA Retirement Corporation mutual funds.

- 10% Low Duration Bond Fund
- 15% Core Bond Index Fund
- 40% Broad Market Index Fund
- 15% Mid/Small Company Index Fund
- 20% Overseas Equity Index Fund

The investment allocation is 25% fixed income and 75% equity. As of December 31, 2007, \$1,764,000 was invested in the Trust Fund.

**ORANGE COUNTY LIBRARY SYSTEM
OPERATING, SINKING AND, CAPITAL PROJECTS FUNDS
2007 INVESTMENT SUMMARY**

	OPERATING FUND						SINKING FUND						CAPITAL PROJECTS FUND									
	CD's ⁽¹⁾	SBA ⁽²⁾	Money Market TOF ⁽³⁾	Total Investments	% CD's	% SBA	% TOF	CD's ⁽¹⁾	SBA ⁽²⁾	Money Market GOF ⁽⁴⁾	Total Investments	% CD's	% SBA	% GOF	CD's ⁽¹⁾	SBA ⁽²⁾	Money Market GOF ⁽⁴⁾	Total Investments	% CD's	% SBA	% GOF	
January	11,803,000	11,894,076		23,697,076	49.81%	50.19%		496,747			496,747		100.00%									
February	11,848,000	11,941,858		23,789,858	49.80%	50.20%		498,798			498,798		100.00%									
March	11,898,000	9,991,472		21,889,472	54.35%	45.65%		501,079			501,079		100.00%									
April	11,928,000	8,430,659		20,358,659	58.59%	41.41%		503,268			503,268		100.00%									
May	11,979,000	6,465,727		18,444,727	64.95%	35.05%		505,589			505,589		100.00%									
June	9,851,000	5,991,028		15,842,028	62.18%	37.82%		507,880			507,880		100.00%		424,698			424,698		100.00%		
July	9,894,000	5,051,921		14,945,921	66.20%	33.80%		510,209			510,209		100.00%		743,537			743,537		100.00%		
August	9,936,000	2,302,179		12,238,179	81.19%	18.81%		512,557			512,557		100.00%		1,162,651			1,162,651		100.00%		
September	4,945,000	4,711,566		9,656,566	51.21%	48.79%		363,000	151,414		514,414	70.57%	29.43%		1,382,000	151,749		1,533,749	90.11%	9.89%		
October	2,944,000	3,628,004		6,572,004	44.80%	55.20%		365,000	152,137		517,137	70.58%	29.42%		1,387,000	152,473		1,539,473	90.10%	9.90%		
November	2,949,000	78,004	3,250,751	6,277,755	46.98%	1.24%	51.78%	366,000	27,137	125,046	518,183	70.63%	5.24%	24.13%	1,393,000	27,473	125,046	1,545,519	90.13%	1.78%	8.09%	
December	10,952,000	11,411	10,273,371	21,236,782	51.57%	0.05%	48.38%	368,000	3,930	114,904	486,834	75.59%	0.81%	23.60%	1,399,000	4,266	1,149,046	2,552,312	54.81%	0.17%	45.02%	

⁽¹⁾ CD Rates Ranged from a high of 5.09% in June to a low of 4.21% in December. CD rates vary based on the bank and the length of time the CD was purchased for.

⁽²⁾ SBA Rates Ranged from a high of 5.77% in September to a low 4.81% in December

⁽³⁾ TOF Rates Ranged from 4% in November to 3.76% in December (TOF investments started in November)

⁽⁴⁾ GOF Rates Ranged from 4.53 in November to 4.40% in December (GOF investments started in November)

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

TOF = Treasury Obligation Money Market Fund (Federated Investors)

GOF = Government Obligation Money Market Fund (Federated Investors)

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

Statistics and Summaries: March 2008

STATISTICAL SUMMARY

March 2008 Statistics for April 2008

Circulation

Circulation and door count continue an upward trend. Due to the Easter holiday (last year in April) we were open one less day this year than last. Seven day locations were open 30 rather than 31 days and 6 day locations were open 26 rather than 27 days. Still, all in all, most of our measures look good.

Library Activities

Class attendance is up 42% from 2,422 in March of 2007 to 3,447 for March 2008. An additional 358 people were able to participate in online learning by viewing an online tutorial on www.ocls.info . The most popular tutorial last month was Excel I with 128 views!

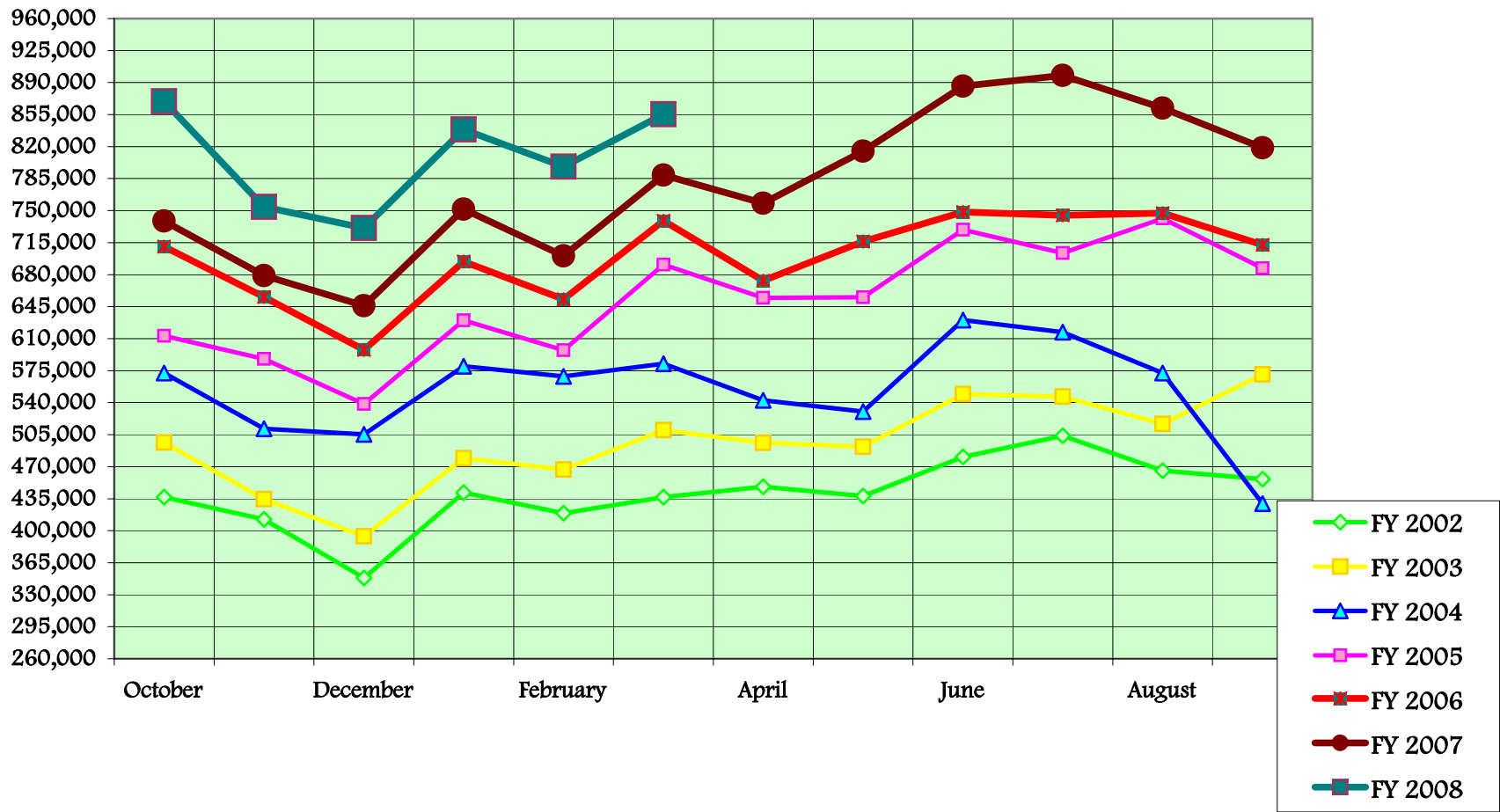
Community Events are down quite a bit but as these are not regularly scheduled we are at the mercy of the calendar and other organizations time tables to drive that number.

www.ocls.info

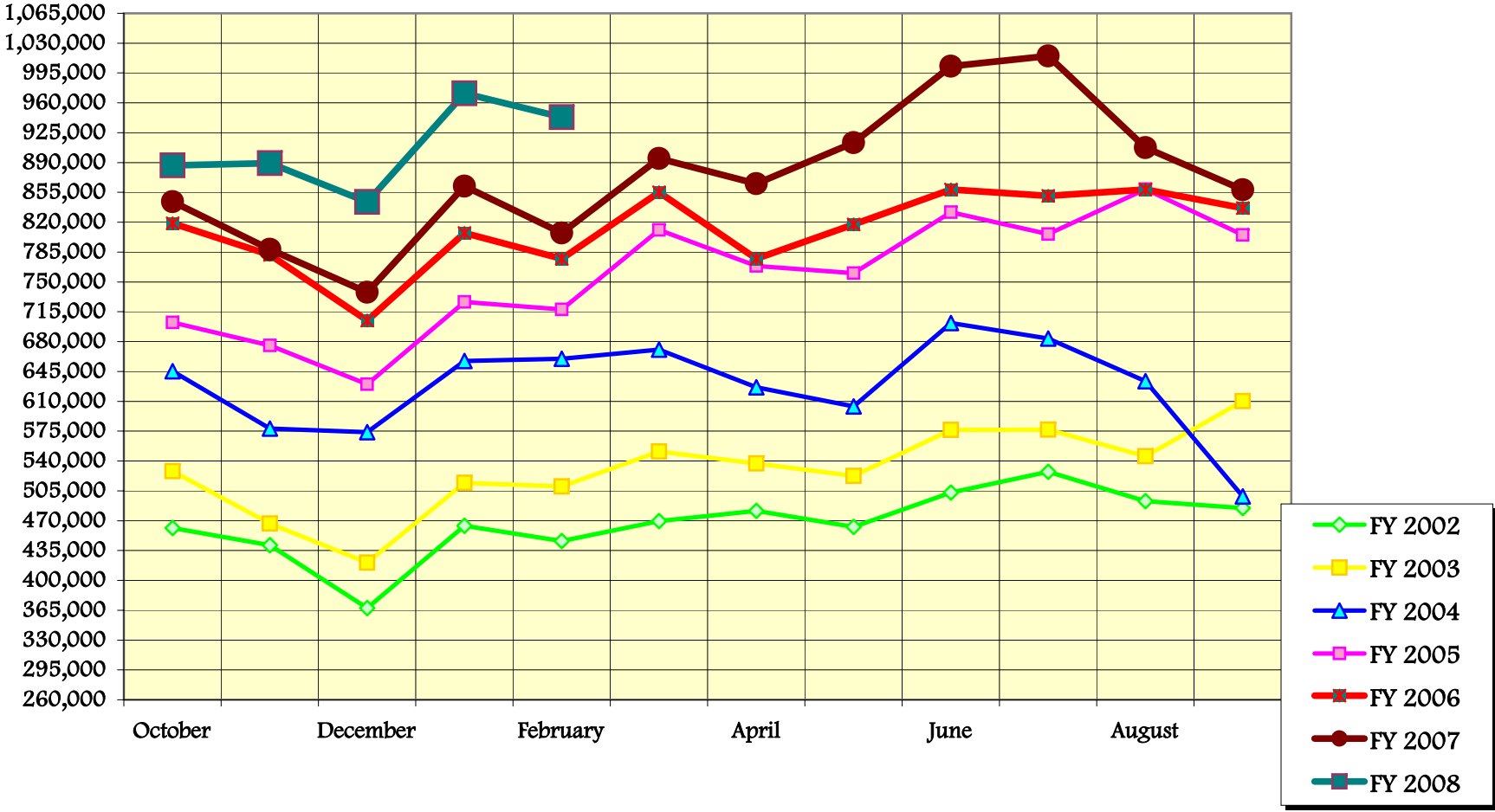
The pursuit of self service options online continues to be popular. During March 2008, 171 (compared to 133 in March 2007) new library card registrations were conducted online and 121 (only 40 in March 2007) library cards were successfully renewed online.

Orange County Library System
Statistical Reports
March 2008

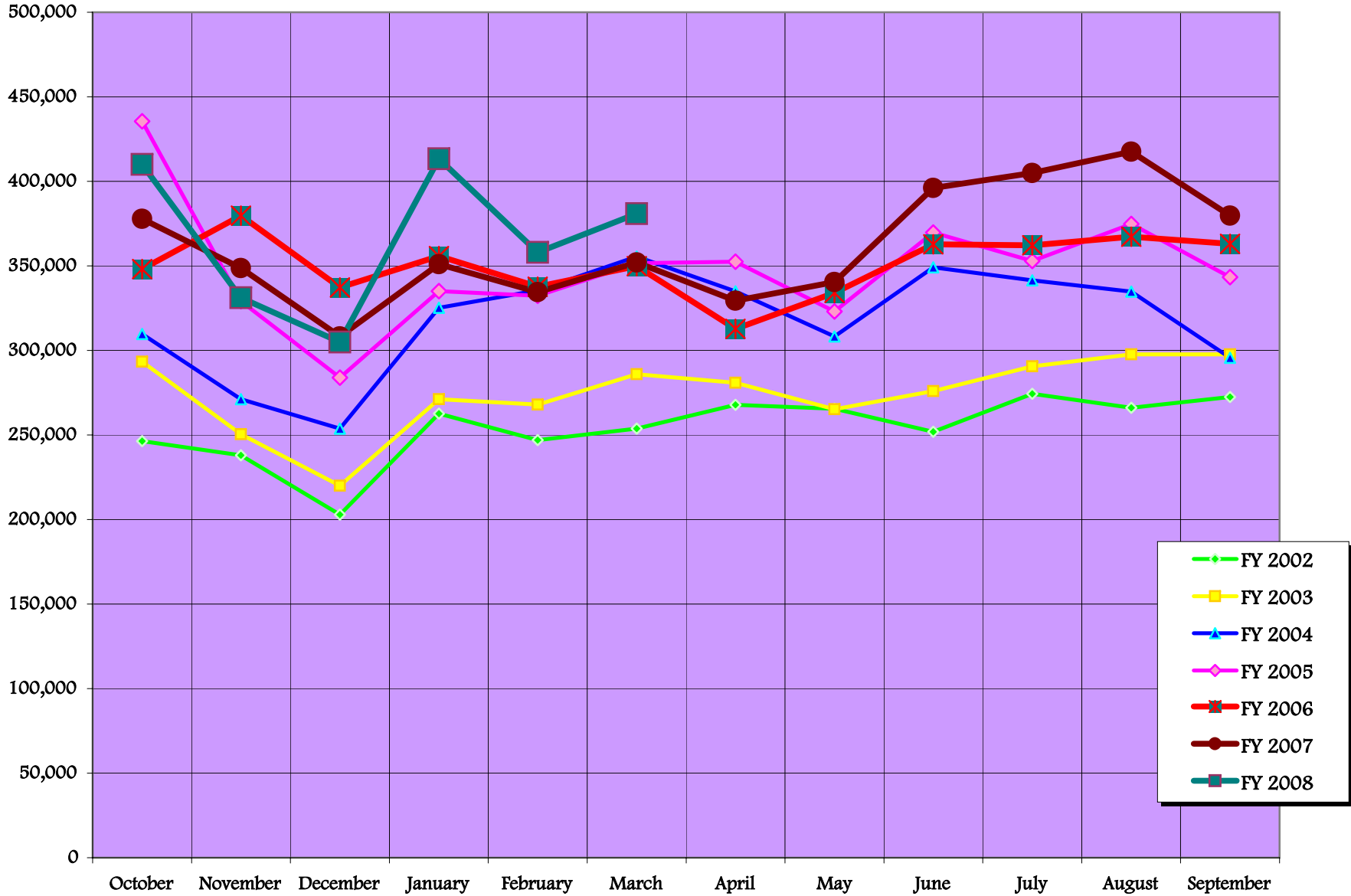
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION
Fiscal Year 2002 Through Fiscal Year 2008 TO Date**



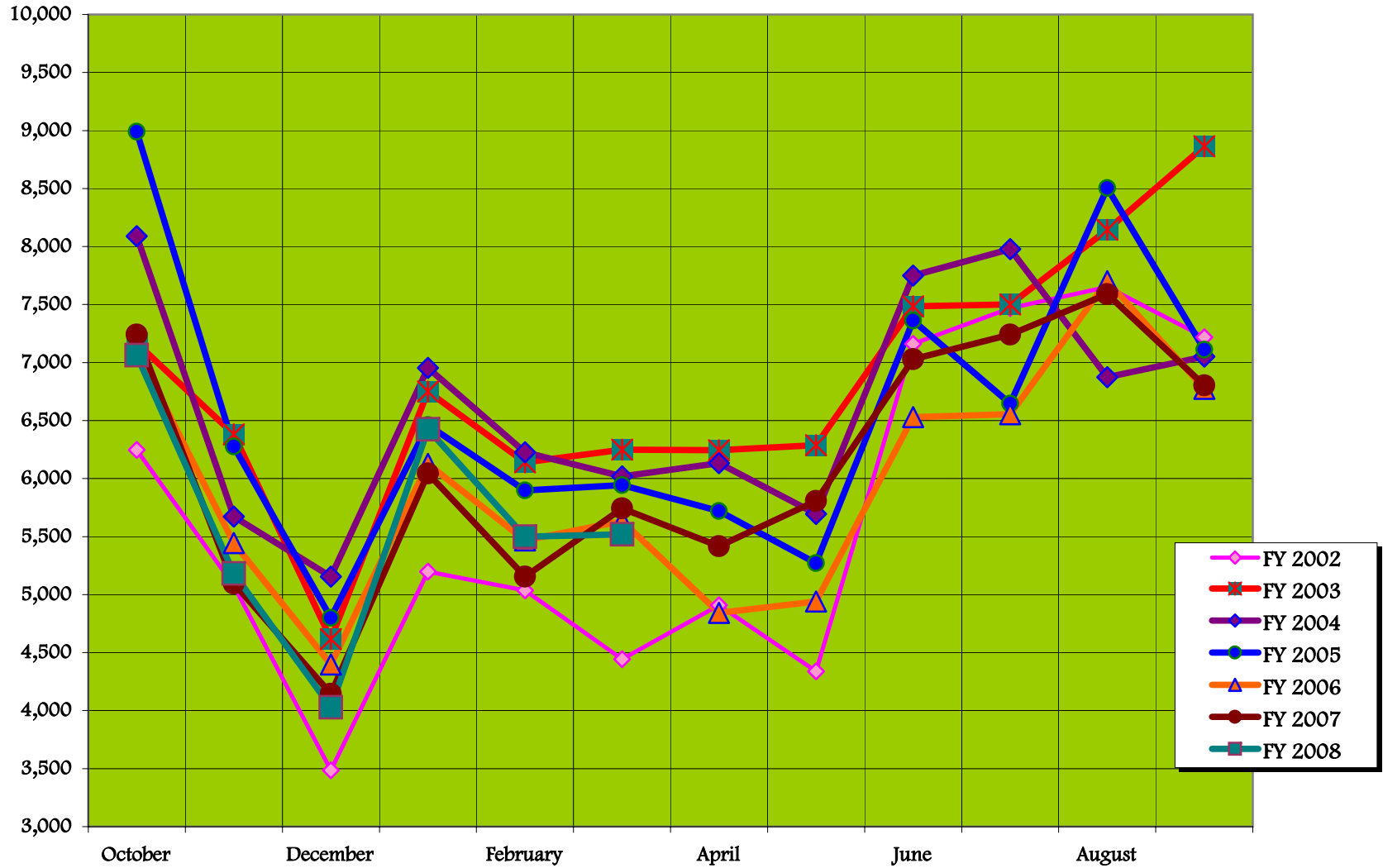
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION WITH ELECTRONIC STATS**
(Circ Stats & Electronic Database Stats ~ 2 months previous)
Fiscal Year 2002 Through Fiscal Year 2008 TO Date



Orange County Library System
 Door Counts
 Fiscal Year 2002 through Fiscal Year 2008 To Date



Orange County Library System
 New Customer Registration
 Fiscal Year 2002 through Fiscal Year 2008 To Date



Circulation and Door Count
October - March

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

	Oct-07	Oct-06	Nov~07	Nov-06	Dec~07	Dec-06	Jan~08	Jan-07	Feb~08	Feb-07	Mar~08	Mar-07	Change
Circulation													
Main	263,951	234,277	237,835	211,081	236,330	193,356	248,259	217,389	240,178	210,048	263,015	239,381	9.87%
Branches	493,444	421,603	426,268	393,085	397,334	375,753	491,342	441,904	445,479	406,935	482,409	458,048	5.32%
MAYL	66,523	54,998	53,234	49,729	61,091	45,918	60,961	61,668	66,792	52,988	70,822	60,392	17.27%
Digital Products	41,163	23,968	33,824	21,525	32,765	27,330	33,989	30,471	41,548	38,276	35,335	36,482	-3.14%
Talking Books	4,372	3,916	3,011	3,508	3,450	3,642	4,055	3,903	3,956	3,573	3,880	4,093	-5.20%
Total	869,453	738,762	754,172	678,928	730,970	645,999	838,606	755,335	797,953	711,820	855,461	798,396	7.15%
Door Count													
Main	63,693	57,887	57,654	50,362	53,501	48,123	64,803	54,861	58,844	50,386	61,636	57,450	7.29%
Branches	323,951	324,667	256,200	298,364	234,895	260,088	331,321	296,157	280,825	244,468	298,064	294,646	1.16%
Talking Books	16	12	8	10	8	7	11	15	21	17	12	14	-14.29%
Drive Up Windows	22,427	N/A	17,239	N/A	16,491		17,162	N/A	18,297	N/A	21,213	N/A	N/A
Total	410,071	382,554	331,093	348,726	304,887	308,211	413,286	351,018	357,966	294,854	380,913	352,096	8.18%

Circulation and Door Count
April - September

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

	Apr-08	Apr-07	May~08	May-07	Jun~08	Jun-07	Jul~08	Jul-07	Aug~08	Aug-07	Sep~08	Sep-07	FY 2008 YTD	FY 2007
Circulation														
Main		227,199		232,486		247,215		258,685		248,371		246,311	1,489,568	2,765,799
Branches		431,592		474,099		525,106		531,303		502,923		466,223	2,736,276	5,428,574
MAYL		55,854		59,172		61,690		62,631		63,543		61,428	379,423	690,011
Digital Products*		39,339		44,921		47,990		41,190		43,079		41,157	218,624	435,728
Talking Books		3,931		4,225		3,972		3,928		4,228		3,493	22,724	46,412
Total		757,915		814,903		885,973		897,737		862,144		818,612	4,846,615	9,366,524
Door Count														
Main		55,349		55,653		60,946		66,572		67,694		64,915	360,055	690,039
Branches		274,094		284,798		314,873		316,015		327,130		295,424	1,725,256	3,530,724
Talking Books		11		8		12		14		16		23	76	159
Drive Up Windows						20,277		22,376		22,662		19,352	0	84,667
Total		329,443		340,451		396,096		404,963		417,486		379,691	2,085,387	4,305,589

	Oct-07	Oct-06	Nov-07	Nov-06	Dec-07	Dec-06	Jan-08	Jan-07	Feb-08	Feb-07	Mar-08	Mar-07	% of Change
Hits to the Website													
Inside	5,664,814	4,773,449	4,446,440	4,562,952	4,459,588	4,523,894	5,271,546	5,123,216	5,209,567	5,162,308	5,678,465	5,329,565	6.55%
Outside	5,139,056	4,177,185	4,576,053	4,089,059	4,430,452	3,931,882	5,606,337	4,701,691	5,215,845	4,270,514	5,658,619	4,637,463	22.02%
Total	10,803,870	8,950,634	9,022,493	8,652,011	8,890,040	8,455,776	10,877,883	9,824,907	10,425,412	9,432,822	11,337,084	9,967,028	13.75%
Visits													
Inside	111,148	88,297	88,627	76,559	86,330	75,103	99,575	80,741	96,577	79,993	99,450	89,675	10.90%
Outside	255,253	216,146	226,436	207,221	216,804	235,165	249,995	240,477	223,939	230,351	253,654	272,129	-6.79%
Total	366,401	304,443	315,063	283,780	303,134	310,268	349,570	321,218	320,516	310,344	353,104	361,804	-2.40%
Unique Visitors													
Inside	1,492	1,049	1,353	1,074	1,332	1,049	1,385	1,152	1,345	1,128	1,416	1,150	23.13%
Outside	77,285	62,360	67,133	60,691	65,541	70,574	73,385	73,597	68,921	72,562	66,362	77,096	-13.92%
Total	78,777	63,409	68,486	61,765	66,873	71,623	74,770	74,749	70,266	73,690	67,778	78,246	-13.38%
Page Views													
Inside	1,471,571	1,301,906	1,141,034	1,187,174	1,089,580	1,177,277	1,292,162	1,402,342	1,261,531	1,594,702	1,262,023	1,467,667	-14.01%
Outside	1,231,557	1,063,999	1,088,394	943,229	1,079,609	904,271	1,328,426	1,132,779	1,206,848	1,028,603	1,224,639	1,153,659	6.15%
Total	2,703,128	2,365,905	2,229,428	2,130,403	2,169,189	2,081,548	2,620,588	2,535,121	2,468,379	2,623,305	2,486,662	2,621,326	-5.14%

	Apr~08	Apr-07	May~08	May-07	Jun~08	Jun-07	Jul~08	Jul-07	Aug~08	Aug-07	Sep~08	Sep-07	FY 2008 YTD	FY 2007
Hits to the Website														
Inside		4,770,520		4,890,475		5,369,189		5,117,648		5,369,189		5,064,315		60,056,720
Outside		4,408,148		4,512,473		4,639,531		4,685,234		4,638,405		5,078,352		53,769,937
Total		9,178,668		9,402,948		10,008,720		9,802,882		10,007,594		10,142,667		113,826,657
Visits														
Inside		85,837		89,037		99,906		103,750		99,906		96,425		1,065,229
Outside		249,796		263,169		310,455		331,431		310,225		251,216		3,117,781
Total		335,633		352,206		410,361		435,181		410,131		347,641		4,183,010
Unique Visitors														
Inside		1,161		1,245		1,335		1,378		1,335		1,353		14,409
Outside		69,539		71,543		69,374		67,523		69,189		70,515		834,563
Total		70,700		72,788		70,709		68,901		70,524		71,868		848,972
Page Views														
Inside		1,273,702		1,300,761		1,395,787		1,432,922		1,395,787		1,341,788		16,271,815
Outside		1,134,327		1,157,842		1,224,765		1,364,984		1,223,639		1,197,993		13,530,090
Total		2,408,029		2,458,603		2,620,552		2,797,906		2,619,426		2,539,781		29,801,905

Library Activities
October - March

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

	Oct-07	Oct-06	Nov~07	Nov-06	Dec~07	Dec-06	Jan~08	Jan-07	Feb~08	Feb-07	Mar~08	Mar-07	% of Change
Program Attendance Total	14,869	13,466	10,144	9,174	7,412	8,399	11,461	11,419	13,778	12,314	13,177	13,515	-2.50%
Total # of Programs	531	468	473	421	420	440	490	440	537	521	529	532	-0.56%
Community Events Attendance Total	856	1,459	428	826	241	778	1,717	5,421	2,625	1,877	202	1,081	-81.31%
Total # of Community Events	11	23	11	25	5	6	8	19	9	12	2	5	-60.00%
Events Line	9	3	8	2	9	5	15	18	4	27	6	9	-33.33%
StoryLine	144	62	106	96	146	86	157	121	95	162	111	111	0.00%
Class Attendance Total	3,414	2,142	2,587	1,907	2,304	1,110	3,374	1,732	3,461	1,938	3,447	2,422	42.32%
Total # of Classes	1,156	947	996	816	972	730	1,086	792	1,063	847	1,082	1,003	7.88%
QuestLine	15,804	17,658	12,994	15,442	11,382	13,156	14,906	15,792	14,210	14,394	14,197	14,661	-3.16%
P.C. Sessions	86,050	73,975	68,834	64,072	67,163	62,767	76,603	68,485	73,039	65,848	75,265	73,671	2.16%
Number of Active Cards in the System	458,669	441,638	453,825	447,566	449,896	452,460	446,265	459,020	444,431	464,505	439,188	470,636	-6.68%
New Customer Registrations	7,063	7,241	5,181	5,095	4,028	4,145	6,425	6,043	5,498	5,155	5,520	5,743	-3.88%
Total Registered Borrowers	960,280	893,132	965,112	898,011	968,490	902,007	974,578	907,033	979,561	911,919	984,132	917,446	7.27%

Library Activities
April - September

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

	Apr-08	Apr-07	May~08	May-07	Jun~08	Jun-07	Jul~08	Jul-07	Aug~08	Aug-07	Sep~08	Sep-07	FY 2008 YTD	FY 2007
Program Attendance Total		14,222		13,223		18,409		19,597		14,640		12,988	70,841	161,366
Total # of Programs		476		516		551		558		488		462	2,980	5,863
Community Events Attendance Total		3,917		266		407		2,371		3,554		1,625	6,069	23,582
Total # of Community Events		20		1		4		11		22		11	46	159
Events Line		8		13		10		8		7		10	51	120
StoryLine		112		121		224		252		215		181	759	1,743
Class Attendance Total		2,152		2,450		3,171		3,093		3,095		3,118	18,587	28,330
Total # of Classes		983		1,026		1,011		983		1,058		934	6,355	11,130
QuestLine		14,130		14,136		14,575		15,441		16,018		14,802	83,493	180,205
P.C. Sessions		70,325		72,464		76,536		81,996		84,569		76,317	446,954	871,025
Number of Active Cards in the System		474,337		471,143		470,400		467,287		437,042		462,774		
New Customer Registrations		5,416		5,806		7,030		7,241		7,590		6,803	33,715	73,308
Total Registered Borrowers		922,540		927,632		934,032		940,597		947,820		954,244		

www.ocls.info

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

	Oct-07	Oct-06	Nov~07	Nov-06	Dec~07	Dec-06	Jan~08	Jan-07	Feb~08	Feb-07	Mar~08	Mar-07	% of Change
Online Catalog Searches	718,606	641,874	609,751	554,957	531,351	481,726	690,468	641,908	639,000	588,197	692,763	561,152	23.45%
Online Renewals	148,473	126,197	135,516	116,022	136,377	110,932	132,819	115,544	134,407	113,861	153,497	130,036	18.04%
Electronic Questions	328	226	274	208	250	186	259	283	253	242	235	246	-4.47%
Live Chat Questions	273	279	215	206	179	160	222	248	225	301	246	313	-21.41%
Total Online Questions	601	505	489	414	429	346	481	531	478	543	481	559	-13.95%
Online Requests	62,668	52,785	53,927	46,223	49,152	42,537	66,488	59,824	62,197	53,385	63,616	56,996	11.61%
Online Suggestions	107	139	98	86	77	70	104	100	76	101	112	83	34.94%

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

April ~ September

	Apr-08	Apr-07	May~08	May-07	Jun~08	Jun-07	Jul~08	Jul-07	Aug~08	Aug-07	Sep~08	Sep-07	FY 2008 YTD	FY 2007
Online Catalog Searches		560,947		555,291		687,525		680,464		700,734		697,522	3,881,939	7,352,297
Online Renewals		124,080		125,333		126,794		135,874		130,799		131,702	841,089	1,487,174
Online Questions		288		273		243		279		297		296	1,599	3,067
Live Chat Questions		296		262		198		263		263		265	1,360	3,054
Total Online Questions		584		535		441		542		560		561	2,959	6,121
Online Requests		56,038		63,429		67,528		65,392		66,402		61,113	358,048	691,652
Online Suggestions		95		108		100		100		101		78	574	1,161

Orange County Library System

Circulation Statistics

March 1 - March 31, 2008

Location	Days Open	Circulation Total	% of Total	Year Ago	Gain -Loss	% Gain -Loss	Drive Up Window Visits	Walk In Visits	Total Visits	Visits Year Ago	Gain -Loss	% Gain -Loss
Main	30	263,015	30.75%	239,381	23,634	9.87%	3,900	61,636	65,536	57,450	8,086	14.07%
MAYL*	21	70,822	8.28%	60,392	10,430	17.27%		67,926	67,926	57,406	10,520	18.33%
Digital Products		35,335	4.13%	36,482	(1,147)	-3.14%			-	N/A	N/A	N/A
Talking Books	30	3,880	0.45%	4,093	(213)	-5.20%		12	12	14	(2)	-14.29%
West Oaks	30	41,222	4.82%	39,634	1,588	4.01%	3,262	25,111	28,373	19,928	8,445	42.38%
Herndon	26	46,364	5.42%	46,618	(254)	-0.54%		25,414	25,414	25,909	(495)	-1.91%
Alafaya	30	69,539	8.13%	68,253	1,286	1.88%	6,469	31,646	38,115	32,911	5,204	15.81%
Southeast	26	43,996	5.14%	38,508	5,488	14.25%	2,581	28,028	30,609	31,126	(517)	-1.66%
Hiawassee	26	23,845	2.79%	23,709	136	0.57%		21,526	21,526	20,758	768	3.70%
Southwest	26	45,012	5.26%	41,522	3,490	8.41%		23,064	23,064	22,351	713	3.19%
Edgewater	26	30,425	3.56%	26,975	3,450	12.79%		20,338	20,338	18,771	1,567	8.35%
North Orange	30	42,698	4.99%	41,162	1,536	3.73%		23,510	23,510	27,607	(4,097)	-14.84%
South Creek	30	57,251	6.69%	52,239	5,012	9.59%	4,079	30,119	34,198	28,695	5,503	19.18%
South Trail	26	23,271	2.72%	25,894	(2,623)	-10.13%		26,823	26,823	21,110	5,713	27.06%
Winter Garden	26	29,897	3.49%	26,430	3,467	13.12%	922	16,037	16,959	17,365	(406)	-2.34%
Windermere	26	14,217	1.66%	14,087	130	0.92%		10,008	10,008	9,773	235	2.40%
Washington Park	26	12,759	1.49%	11,128	1,631	14.66%		10,451	10,451	12,478	(2,027)	-16.24%
Eatonville	26	1,913	0.22%	1,889	24	1.27%		5,989	5,989	5,864	125	2.13%
Total	461	855,461	100.00%	798,396	57,065	7.15%	21,213	359,700	380,913	352,096	28,817	8.18%

*MAYL Visits ~ Customer Transactions

**Southeast has 4 days of estimated visitor data ~ equipment malfunction

*** Southwest data incomplete ~ new equipment installed after February 2007.

****2007 Visitor totals now reflect the new TrafSys figures

Online Resources Usage Statistics
NUMBER OF SEARCHES
FEBRUARY 2008

FISCAL YEAR 2007 - 2008	OCT 2007	NOV	DEC	JAN 2008	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	YTD 07- 08	YTD 06 - 07
African-American Song Index	39	5	3	3	13								63	N/A
Ancestry Library Edition	79	130	130	130	9,229								9,698	969
Associations Unlimited	316	720	169	246	419								1,870	1,567
Auto Repair Reference Center	249	258	266	356	266								1,395	1,558
Biography & Genealogy Master Index	355	336	247	296	355								1,589	1,634
Biography Resource Center	3,346	3,397	2,294	3,074	3,156								15,267	18,490
Books In Print.com	92	50	34	92	45								313	N/A
Business & Company Resource Center	2,421	942	939	1,659	1,372								7,333	6,021
Business Index ASAP	14	56	17	31	134								252	339
Classical.com	151	315	123	95	261								945	681
Computer Database	81	116	86	53	45								381	1,463
Consulta	15	53	10	38	12								128	309
Countrywatch	806	1,169	545	844	1,394								4,758	10,700
Countrywatch -- Youth ed.		359	132	343	220								1,054	N/A
DearReader.com Online Book Club	67,640	68,820	69,560	69,580	69,720								345,320	290,980
Dun & Bradstreet International Business Locator	74	62	60	59	64								319	237
Expanded Academic ASAP	405	353	108	97	287								1,250	3,155
Ferguson's Career Guidance Center	272	291	129	196	219								1,107	1,270
First Search	1,639	1,453	1,146	1,561	1,626								7,425	6,578
Gale Virtual Reference Library e-books (FEL)	157	219	93	23	13								505	882
General Business File ASAP	237	290	139	46	47								759	1,382
General One File (formerly InfoTrac One File)	982	828	504	679	592								3,585	10,438
General Reference Center Gold	310	452	282	281	436								1,761	5,881
Health & Wellness Resource Center and Alternative Health Module	1,124	1,093	823	1,589	867								5,496	4,760
Health Reference Center Academic	96	108	40	82	54								380	2,149
HeritageQuest Online	6,748	5,759	2,910	7,516	6,073								29,006	32,516
Informe	21	51	22	13	3								110	204
Junior Edition - K12	323	395	178	106	98								1,100	1,710
Kid's Edition - K12	172	215	137	61	24								609	1,717
Learntest	585	400	290	589	604								2,468	2,658
LitFinder (formerly Essay/ Poem/ Storyfinder)	317	391	169	386	444								1,707	2,004
Literature Resource Center	2,472	3,181	1,477	1,994	3,487								12,611	15,815
Live Homework Help	316	270	234	312	396								1,528	1,198

Mergent Online	130	626	96	120	121	1,093	610
Morningstar	178	306	155	107	197	943	913
MyLibraryDV	256	245	208	172	174	1,055	N/A
NetLibrary eBooks	132	90	67	65	73	427	498
NetLibrary eBooks - Shared Collection	564	503	537	418	480	2,502	2,704
NetLibrary Downloadable Audiobooks	794	678	673	852	694	3,691	4,001
Novelist	866	1,141	470	948	1,083	4,508	3,875
Opposing Viewpoints Resource Center	636	848	439	429	858	3,210	9,659
p4A Antiques Reference	267	228	119	186	184	984	1,058
Personal and Business Forms	124	80	129	128	90	551	630
Powermediaplus Streaming Videos	495	222	147	340	428	1,632	889
Professional Collection	50	90	25	54	36	255	769
ProQuest Newspapers	2,073	2,093	1,332	1,679	1,772	8,949	10,807
Read the Books	32,855	21,372	14,005	22,200	21,241	111,673	133
Reference USA	5,868	3,515	3,736	3,344	4,506	20,969	19,695
Rosetta Stone	7,339	6,464	5,162	7,950	7,750	34,665	18,606
Science Online	631	720	262	501	359	2,473	4,879
SimplyMap	899	483	797	432	387	2,998	N/A
SIRS Knowledge Source	768	903	342	577	616	3,206	4,415
Small Business Resource Center	217	296	234	43	372	1,162	N/A
Smithsonian Global Sound	11	28	21	8	16	84	137
Standard Deviants Video (formerly known as Cerebellum)	29	4	Not avail.	196	114	343	346
Standard & Poors NetAdvantage	297	366	214	173	315	1,365	1,422
Student Edition - K12	106	96	49	63	148	462	1,368
The Street.com Ratings (formerly known as Weiss Ratings)	204	Not avail.	Not avail.	Not avail.	Not avail.	204	289
Tumblebooks	232	321	276	448	408	1,685	2,852
TumbleReadables		62	26	37	7	132	N/A
What Do I Read Next?	242	322	141	199	276	1,180	1,043
Worldbook Online	651	821	429	624	634	3,159	3,335
TOTAL NUMBER OF SEARCHES	148,768	135,460	113,387	134,723	145,314	677,652	524,198

Notes: African-American Song Index added to April 2007 Report. Books In Print.com added to Report July 2007. My LibraryDV added to Report October 2007. Read the Books went live on Feb. 22, 2007. SimplyMap added to our collection October 2007. Small Business Resource Center became publicly accessible on May 7, 2007. Countrywatch-Youth ed. and TumbleReadables became available to the public starting Nov. 1, 2007. No data available for The Street.com for Nov.- Feb. 2008. No data for Standard Deviants Video for Dec. 2007.

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

Action Items

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

Consent Agenda

08-058 Rules of Conduct Revision

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

Rules of Conduct Revision

Revisions to the Rules of Conduct

I. ISSUE STATEMENT

The Rules of Conduct should be revised to include the immediate issuance of a one year trespass warning to individuals who engage in conduct that poses an immediate threat to the safety of Library staff or patrons.

II. BACKGROUND & SUMMARY

Currently, the Rules of Conduct provide that an individual who threatens Library staff or patrons is given an informative moment, verbal warning, and finally a one year trespass warning if the threatening conduct continues. The current Rule is causing concern with staff that an individual who threatens physical harm is given three chances before a trespass warning is issued. We are proposing that when an individual engages in conduct that poses an immediate threat (threatening physical harm, unwelcome touching) to the safety of Library staff or patrons, they will immediately be issued a one year trespass warning.

The attached version of the Rules of Conduct includes the proposed revisions. The proposed new language has been underlined and the language to be deleted has been stricken through.

III. OPTIONS

Staff has identified two options.

Option 1: Don't revise the Rules of Conduct to include the immediate issuance of a one year trespass warning to individuals who engage in conduct that poses an immediate threat to the safety of Library staff or patrons.

Advantage:

No changes need to be made.

Disadvantage:

Current Rules of Conduct allows individuals to threaten staff and/or patrons three times before a trespass warning is issued.

Option 2: Revise the Rules of Conduct to include the immediate issuance of a one year trespass warning to individuals who engage in conduct that poses an immediate threat to the safety of Library staff or patrons.

Advantage:

Allows staff to immediately issue a one year trespass warning to individuals who pose an immediate threat to staff or patrons.

Disadvantage:

New Rules of Conduct signs and brochures will need to be printed and distributed to all locations.

IV. RECOMMENDATION

Staff recommends that the Library Board approve Option 2, to revise the Rules of Conduct to include the immediate issuance of a one year trespass warning to any individual who poses an immediate threat to the safety of Library staff or patrons. The revised Rules would be effective in May 2008.

Orange County Library System

Rules of Conduct

Effective May 1, 2008

The Orange County Library System has adopted the *Rules of Conduct* to protect the right of individuals to access Library materials, services, and programs, to protect the right of Library staff to conduct Library business and pursue the goals of the Library's Mission without improper interference, to protect the right of patrons and employees to enter and exit the Library's property without impediment, annoyance, or distraction from non-Library activities, and to protect Library materials and facilities from harm.

The Library reserves the right to inspect an individual's personal belongings to prevent the removal of Library materials or equipment. Anti-theft devices are used to protect the Library's collection.

The *Rules of Conduct* apply to all Library premises, including buildings, interior and exterior, and all grounds controlled and operated by the Orange County Library System. The *Rules of Conduct* apply to all individuals entering in or on the Library premises. The violation of any federal, state, or local criminal statute or ordinance will also be regarded as a violation of the Library's rules.

Any individual issued a Trespass Warning is prohibited from the use of **all** Orange County Library System facilities and services for the duration of the warning. Any individual returning to an Orange County Library System facility during a period of trespass will be issued a new three year Trespass Warning. Any individual who re-enters the location from which they have an active Trespass Warning is subject to arrest. This prohibition from entering any OCLS facility is good for the duration of the Trespass Warning.

Individuals will be immediately ejected from the Library premises without warning and prohibited from the future use of all Library facilities and services for three years who, upon the premises of any OCLS Library:

1. Engage in any sexual conduct as defined under Chapter 800 of the Florida Statutes.
2. Carry or use weapons, firearms, slung shots, electric weapons or devices, remote stun guns, destructive devices, or explosives of any kind as defined under Chapter 790 of the Florida Statutes. Exceptions will be made for law enforcement personnel.
3. Commit assault or battery as defined under Chapter 784 of the Florida Statutes.
4. Commit theft, or attempt to remove library materials by concealment, removal of barcodes/security devices, or by any means other than authorized checkout procedures.

Individuals will be immediately ejected from the Library premises without warning and prohibited from the future use of all Library facilities and services for one year who, upon the premises of any OCLS Library:

5. Are under the influence of, consume, possess, sell or distribute any alcoholic beverage as defined under Chapter 561 of the Florida Statutes.

6. Are under the influence of, consume, possess, sell, or distribute any controlled substance as defined under Chapter 893 of the Florida Statutes.
7. Intentionally destroy, damage, or deface any Library or other individual's property.
8. Trespass on Library premises after regularly scheduled closing hours.
- 9 A. Commit or attempt to commit any activity that would constitute a violation of any federal law, state statute, or local criminal ordinance (Other than Rules #1-4).

B. Engage in conduct that poses an immediate threat to the safety of Library staff or individuals. Such conduct includes, but is not limited to: threatening physical harm or unwelcome touching.

Violations of Rules 1-9 will be immediately reported to the appropriate law enforcement agency.

Individuals who continue to commit any violation of the following rules upon warning will be ejected from Library premises and prohibited from future use of all Library facilities and services for one year. Library staff will provide a verbal warning to individuals who, upon the premises of any OCLS Library:

- 10 Fail to comply with or ignore a directive of a Library staff member or security officer.
- 11 Engage in any conduct that disrupts or interferes with the normal operation of the Library or that disturbs Library staff or individuals. Such conduct includes, but is not limited to: abusive or threatening language or gestures or unreasonably loud or boisterous physical behavior, talking or noise.
- 12 Verbally, physically, or sexually harass any Library staff member or individual. ~~Such conduct includes threatening any Library staff member or individual.~~
- 13 Fail to maintain control of personal items by either leaving items unattended, allowing items to block access to Library materials or equipment, or by allowing items to interfere with a Library staff member or individual's use of the Library.
- 14 Loiter in posted areas.
- 15 Smoke or use tobacco products in or on Library premises, except in designated areas.
- 16 Fail to properly checkout Library materials, follow computer access procedures, or comply with established Library lending procedures.
- 17 Attempt to enter any area designated as a "Staff" area.
- 18 Improperly use Library restrooms, including but not limited to; washing or drying clothes, bathing or shaving.
- 19 Do not wear shoes and shirts at all times on Library premises. Exceptions will be made for children under the age of 3 years old in strollers, carriers, infant seats, or other carrying devices.
- 20 Sleep, or give the appearance of sleeping, in or on Library premises.

- 21 Solicit patrons or employees for money, donations, attention, votes, political support, or signatures in or on Library premises except in conjunction with a Library-sponsored activity or program.
- 22 Sell merchandise or services in or on Library premises except in conjunction with a Library-sponsored activity or program.
- 23 Distribute or post written materials in or on Library premises.
- 24 Use photography, film, or television equipment in or on Library premises without prior permission from the Library.
- 25 Bring animals in or on the Library premises, other than those approved as working companions or for the purposes of Library approved events or programs.
- 26 Use personal electronic equipment, including but not limited to cellular telephones, pagers, stereos, and televisions, at a volume that disturbs other individuals.
- 27 Use, store or park bicycles, skates, roller blades, skateboards, or scooters in or on Library premises. Bicycles must be parked in designated areas.
- 28 Engage in the burning of candles, incense, pyrotechnics, or any type of open flame.
- 29 Bring food or drink into the Library that does not meet the following definitions: Drinks must be in an enclosed container and may not contain alcohol. Small, single serving, individually wrapped food items such as snack bars, crackers, or candy bars are permitted. Hot foods, food items such as commercially catered food, carry-out or delivered meals, and covered dish meals, or foods that may be considered by Library staff to present possible harm to Library materials or furnishings are not permitted. Excepted from this restriction are the café at the Orlando Public Library, Library sponsored events and fee-based meeting room accommodations.

Individuals whose bodily hygiene is offensive so as to constitute a significant nuisance to other persons shall be required to leave the building until such time as the condition is corrected.

Procedure for Appeals

Individuals may request a review of a trespass warning issued based on these procedures. An appeal must be submitted in writing as visits in person to any system location are prohibited. The written appeal must be received at the following address within 30 days of the trespass issue date.

Orange County Library System
Trespass Review Committee
101 E. Central Blvd.
Orlando, FL 32801

The appeal must include an address at which the Library may correspond with the individual making an appeal. The Trespass Review Committee will review timely filed appeals and make a recommendation to the Director, who will respond in writing within 30 days of the receipt of the appeal.

**BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 08-058**

RESOLUTION TO REVISE THE RULES OF CONDUCT

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in the City of Orlando, on the 10th day of April 2008, at 7:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To revise the Rules of Conduct to include the immediate issuance of a one year trespass warning to individuals who engage in conduct that poses an immediate threat to the safety of Library staff or patrons.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

Secretary

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

Non-Consent Agenda

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

Inter Library Loan

Interlibrary Loan Fee

I. PROBLEM STATEMENT

As with so many traditional library services, libraries have attempted to be “all things to all people.” Today’s financial realities require us to rethink that position. We know we cannot meet the needs of 100 % of our customers and that should not be our goal. Where the work related to a task is outside of standard service offerings, we believe it is appropriate to seek some fee recovery. Interlibrary Loan falls into that category.

II. BACKGROUND

The Orange County Library System like most public and academic libraries has provided Interlibrary Loan services to our borrowers for a number of years. There was a time when the options to access materials that we did not own just would not exist without Interlibrary Loan. Technology has done much to expand everyone’s access to a broad range of materials online. Online databases provide access to full text articles right from home or office. Google Scholar provides peer-reviewed papers, theses, books, abstracts and articles, from academic publishers, professional societies, preprint repositories, universities and other scholarly organizations.

ILL peaked in 1999, 2000, 2001 when we borrowed over 11,000 each year for our patrons. Since that time there has been a steady decrease in volume to 4895 in fiscal year 2007. Low demand services can be the most expensive to support. Infrastructures, memberships and staff must be maintained despite decreasing demand. Increasingly the demand is for niche materials such as romance paperbacks and graphic novels.

The Library invests over \$4,000,000 per year on materials (virtual and hard copy) and maintains a collection of nearly 1.5 million items. Through these collections we try hard to meet the needs of our customer base. When that collection cannot meet the special interest of our public, it seems reasonable to charge for some cost recovery. As readers we can certainly all relate to the desire to master a particular author’s oeuvre or to find a title to which we find an obscure reference in another work. If it is necessary for us to reach beyond our own resources for materials, it seems appropriate to charge at least a small portion of that cost for the individual seeking the service.

In order to access the national Interlibrary Loan network we pay \$14,440 per year for a service used by less than 1 % of patrons transacting in a given month. This service, used by so few of our borrowers, carries with it one of the highest per transaction costs at the Library. An outline of steps involved in the Interlibrary Loan process is attached.

III. OPTIONS

Option 1: Continue to provide Interlibrary Loan for no fee.

Advantages: No adjustment to new policies for either the public or staff.

Disadvantages: We continue to provide a premium service to a small number of users with no cost participation or recovery.

Option 2: Charge \$2.00 per transaction, payable at the time the request is placed.

Advantages: Will help encourage patrons to submit requests more thoughtfully based on real interest, rather than casual interest.

Disadvantages: Some borrowers will be frustrated by the charge.

Option 3: Provide up to five (or another limit) of free ILL’s per year and charge for any over that threshold.

Advantages: The borrower still has access to some free Interlibrary Loan service.

Disadvantages: This adds an additional step to an already task heavy process. It will require that we establish manual tracking for every transaction, making each transaction even more expensive to conduct.

IV. RECOMMENDATION

Staff recommend board approval of Option 2.

Interlibrary Loan Process

The following is the general process through which staff take an Interlibrary Loan from request to fulfillment.

Phase One: Negotiating the request with the patron

- Confirm that the patron's library record has correct contact information and is in good standing
- Review title request information and check the Library's holdings to confirm that the title is not owned by OCLS
- Review any deadline requirements to determine feasibility of successful fulfillment of request
- Review with patron the maximum dollar amount they may be willing to pay for charges which may be imposed by the lending library
- Enter request into ILL Direct online. This sends the title to the first list of five lending libraries

Phase Two: Check review file daily for status/problem with any outstanding requests. A variety of conditions refer the request back to this file.

- Lending library is charging more than the threshold patron indicated they were willing to pay. Staff need to contact the patron with the new information and see if it is acceptable. Once that is determined, the request goes back to the queue.
- Request expired. This means that the library from whom we requested the item did not respond to the request. In this case staff must manually move the request to the next library.
- The first five locations in the "lending string" have all responded that they are not able to supply the item. In this case staff need to search and find additional libraries from whom to request the item.
- No one has been able to supply the item. Staff then search and see if there is another option. Often hardback, paperback and large print are on different records. If we have unsuccessfully searched for one format we will check with the patron to see if an alternative format is acceptable.
- Request is for a particular volume of a set or for photocopies
- There is a duplicate request. Some times this is in error but some borrowers stagger requests for the same item in order to have access to a title on an ongoing basis.
- OCLS says we own the item. Staff checks OCLS catalog to verify holdings. If no holdings in catalog, staff logs OCLC number to be deleted from OCLC at a later date, then searches for first 5 libraries through the custom holdings path to send the request to.

Phase Three: Requested item is received by OCLS

- Open mailer, check that the correct item was received
- Check paperwork to confirm that correct item is charged to us (the lending library "checks out" the title to OCLS) and that we are being held accountable for the correct item.
- Check online loan record (in First Search) to confirm that it matches paperwork. If the item matches, mark the item as "received" in First Search.
- Copy record from First Search into our local file called "Active" and manually add and edit information which will print on label
- Close out of Active and labels will print with name, card number, due date etc
- Place label and barcode on book and place paperwork in book. Stamp label "No Renewal" as appropriate
- In our local item database (Millennium), we create a new item record for the transaction. This involves scanning in a barcode number and typing information into the record for title and call number.
- Pull up patron record, check that the account is in good standing. If it is not, then contact patron before proceeding.
- Check out item. Manually change due date to the one provided by the lending library.
- Place items in pouches and sort by pick up location specified on request . They are picked up each afternoon for delivery to Branches

- Call or email patron that ILL is ready for Main Library items. For items going to a Branch, the Branch staff will contact patron when item arrives.
- Take item to main Book Return or DUW for pick up.
- Create hold slip with patron information and hold expiration date.

Phase Four: When returned:

- Check Item in Mill
- Print extra paperwork if needed or print out new label if it is missing.
- Return item in First Search
- Return item in Active
- Place X on label showing it is ready to return
- Check label, paperwork and if there are any special delivery instructions
- Process to send back by placing in pouch or weighing in mail room

**BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 08-060**

RESOLUTION TO APPROVE THE INTERLIBRARY LOAN FEE

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in the City of Orlando, on the 10th day of April 2008, at 7:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the Inter Library Loan fee of \$2.00 per transaction, payable at the time the request is placed.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

Secretary

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

New Fee Based Services

New Fee-based Services

I. Issue Statement

The Library is exploring a variety of methods to expand library services to the community.

II. Background

OCLS and other public libraries have a tradition of providing basic library services as a free community service. Libraries have limited the services provided, typically by two factors; topic (such as not providing medical or legal advice) and length of time. OCLS Customer Interaction Statistics reveal that 71% of all customer interactions are completed in less than 2 minutes; 22 % are handled in between 2 to 5 minutes and 7 % take over 5 minutes. Lengthy assistance, which requires more staff time, is not the norm so that we may focus on the basic information needs (as opposed to research) and technology training needs of a rapidly growing and changing community.

We have the potential to provide new services and we have the staff with the skills and experience to provide these services. There are a variety of popular subject requests such as genealogy and business information as well as popular services, such as computer classes and storytelling events, in which our library staff have the ability to provide more in-depth services or to provide classes and programs to new audiences. Some library district residents and non-residents may be willing to pay a fee for these new services. For example, we currently will show someone how to get started working on their family tree and how to use the resources to conduct their own searches. We could add a service in which staff search databases or other information for the customer, instead of showing them how to do it for themselves.

III. Options

Option 1

We do not at this time offer new services such as research or storytelling and computer classes for new audiences.

Advantages: Scheduling and staffing needs are not impacted.

Disadvantages: We would miss an opportunity to provide new services to the community.

Option 2

We offer new services to the public for a fee. We have three areas for which we would consider offering expanded services. They include:

- In-depth information or research services; examples include conducting genealogy research and in-depth searching for business information;
- Computer classes customized for the work site
- Storytelling to businesses (such as store and mall openings)

A core group of qualified, trained staff could be available for providing each of the services. Fees could range between \$45 and \$75 an hour based on the value of the service. A written agreement would clarify what services would be provided, at what cost and by what date. Fees would be prepaid and would be for a minimum length of time.

Advantages: We would provide a greater depth of information services and a wider choice of storytelling events and computer classes within the community while maximizing the knowledge and experience of staff.

Disadvantages: We would need to monitor staffing and demand to balance our free and fee services.

IV. Staff Recommendation

The staff recommends that the board approve the concept of the Library exploring and establishing new extended fee based services for the public.

**BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 08-061**

RESOLUTION TO APPROVE THE NEW FEE BASED SERVICES

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in the City of Orlando, on the 10th day of April 2008, at 7:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. To approve the concept of the Library exploring and establishing new extended fee based services for the public.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

Secretary

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

Discussion and Possible Action Items

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

**Strategic Plan Update:
2nd Quarter FY 2008**

Item Number	Status		Notes	Point Person
1		GOAL 1: Increase Customer Satisfaction & Provide Greater Ease of Access to Services		
1.1		Objective 1: Provide Additional days/hours of service		
		Activity		
1.1A	Ongoing	Implement Branch Master Plan	Implementation of Branch Master Plan placed on hold indefinitely in light of changing Library budget picture. Future funding removed for this project by Board at March 2008 meeting. Remaining funds intended for land purchases with construction and operation on hold.	Craig Wilkins, Wendi Bost & Renae Bennett
	On Hold	Purchase and renovate property in east Orange County for an additional branch location.	Listing agreement with C.B. Richard Ellis approved by Board at March 2008 meeting. Plan for 3 - 5 year lease authorized.	
		Pursue land options on the east side	Due diligence work ongoing on FDOT property. Wetlands boundary survey ordered in February 2008 from Environmental Management & Design, Inc. Library invited to participate in planning charettes being led by Lake Nona staff to discuss possible library site and partner collaborations.	
1.1B	Complete and Ongoing	Add the Virtual Library (begin FY 2008)		
		Activity		
		More content such as Standard Deviants streaming videos; ESL and SAT tapes		
1.4		Objective 4: Create and maintain inviting and appealing library spaces		
		Activity		
1.4A		Provide sinking fund for significant future repairs and replacements	Funding for Sinking Fund was deleted from FY 2008 Budget due to Property Tax Reform.	Bob Tessier
	On Hold	Renovate the 4th Floor	On Hold ~ Pending Property Tax Reform Referendum	
1.6		Objective 6: Prepare staff to exceed the expectation of the customer		
		Activity		
1.6A	Ongoing	Provide staff training annually in customer-driven service practices	Staff Development Day 2008 Committee will be announced in April and planning will begin for breakout sessions. Plans are underway to provide training to public service staff to learn effective strategies for dealing with diverse behaviors encountered in public settings.	Carla Fountain
1.6B	Ongoing	Review customer service practices regularly. Use customer service input to improve performance.	All locations reported progress toward improving performance on the customer service survey for last year. For example the Main Library reported an increase in satisfaction with copiers increasing from 7.6 in 2006 to 8.89 in 2007. Results are attributed to the Children's Department creating a "cheat sheet" with basic instructions on how to use new copiers along with new training for DRI and information desk staff did refresher training for all lobby staff to support customer questions.	Debbie Moss
		(Continued)	We have also recently developed new shopper questionnaires for Questline and computer training classes to help us with feedback on service in those areas. In the recent review of all fines and fees we considered customer service impacts of all changes.	
1.6C	Ongoing	Recognize & reward customer service excellence	Average shopper score for last 3 months is 92.6, up from previous quarter score of 90.5. Modifications to Shopper Program made in March. Shops for Computer Classes and Questline scheduled to begin in April. All locations placed on quarterly schedule effective May 2008.	Craig Wilkins

GOAL 2: Provide a Range of Services that are Responsive to a Changing Community				
2.1		Objective 1: Expand Access to and Availability of Programs for the Public		
		Activity		
2.1A	Ongoing	Employ technology to disseminate classes, programs and storytelling to multiple locations and to home users	Several examples from the 1st Quarter include the addition of three new story podcasts for children and the new Health and Medical E-Guide and in the 2nd Quarter examples of live online classes using Adobe Connect include Photoshop and an Introduction to Quick Books in English and Spanish.	Kathryn Robinson
2.1B	Ongoing	Offer at least four classes or four programs per month and storytelling once a week in Spanish.	2 programs, 440 classes, and 9 storytimes were offered in Spanish during the 1st Quarter of FY 2008 and 5 programs, 448 classes and 11 storytimes in the 2nd Quarter of 2008.	Kathryn Robinson
2.1C		Expand Haitian-Creole programs and classes.	94 programs and classes were offered in Haitian Creole during the 1st Quarter of FY 2008 compared with 29 offered the same Quarter of FY 2007 and 73 were offered during the 2nd Quarter of this year compared to 36 last year.	Kathryn Robinson
2.1D		Offer after hours programs twice per year on Friday nights for Youth at Main.	1st Quarter: 1 after hours program (Fantastic Family Fair) was offered on a Friday and 1 (Teen Annual Bash) was offered on a Saturday. 2nd Quarter: 1 program (Wizard Rock) held after hours on Sunday, Feb. 24, 2008.	Kathryn Robinson
2.1E		Offer bi-monthly after-hours art/cultural events featuring the opening of an exhibit, community reception, entertainment and refreshments.	Art After Hours held on November 9, 2007 (1st Quarter) and January 11, 2008 (Second Quarter). The next Art After Hours will be April 11, 2008. The exhibit, featuring works by Sculptor Vince Sansone, is called In the Garden.	Tracy Zampaglione
2.1F		Offer other occasional after-hours events as celebratory tie-ins with other community events.	Fantastic Family Fair Nov 2 and Nov. 16 Architectural Night	Kathryn Robinson
2.1G		Explore grant opportunities for library research & development in librarians' future roles.	In March 2008 we were notified that the Library won the H. W. Wilson Library Staff Development Grant in the amount of \$3,500. Debbie Tour, Acquisitions Manager, first developed this grant proposal for a class she was taking. She fully developed the grant idea for submission in December 2007.	Debbie Moss
		(Continued)	The purpose of the project is to expand our already successful Ready, Set, Go program and offer this training regionally to other Central Florida libraries, eventually as a revenue generator. We have applied for the Pioneer Institute's Better Government Competition, nominating our Children's Initiative outreach as a model program.	

		Objective 2: Expand Use of Relevant Technology		
		Activity		
2.2A	Ongoing	Maintain and expand current PC network. Add new stations to the network each year with the balance of PC's purchased upgrading current equipment.	47 laptops for staff ordered last quarter have been deployed. Ordered 100 new computers to add 6 new public computers each at South Trail and Hiawassee and also replace existing outdated computers. Each department is to receive one Microsoft Vista computer so that staff can receive training on Microsoft's newest operating system.	Eric Atkinson
2.2B	Ongoing	Evaluate and add new software programs for public and staff.	Added "Introduction to Quickbooks in Spanish" and "Introduction to Photoshop" to the list of online classes currently being offered via Adobe Connect bringing the total number to eleven. We began offering live online classes last quarter when we offered 9 classes to 30 attendees. This quarter we increased that to 11 classes with 66 attendees.	Eric Atkinson
		(Continued)	New "In Person" Classes include: Web Design Basics in Spanish, Web 2.0 in Spanish, OpenOffice.org Impress, and Introduction to Mac Computers. Created Kids versions of the "Women's History Month", "Trains, Rails, and Tales", and "National Poetry Month" Virtual Galleries. Created a new Personal Finance eGuide in English and Spanish. Created online tutorials for "Writing Business Letters", Writing Business Letters in Spanish", and "Computer Basics in Spanish".	
2.2C	Ongoing	Expand the Library's role as a digital content creator through Kete community digital collection.	Orlando Memory, powered by Kete OpenSource software has been installed. Initial content and application testing are underway. Eric Atkinson will be presenting information about Orlando Memory in April of 2008 at the Computers in Libraries conference in Washington DC.	Eric Atkinson
2.2D		Provide sinking fund for technology purposes.	Funding for Sinking Fund was deleted from FY 2008 Budget due to Property Tax Reform.	Bob Tessier
2.2E		Add social networking component to library content	Development of a new catalog interface powered by Koha is underway. Project design meetings have been held with software vendor and a basic system has been installed. The software vendor is currently implementing the ShopOCLS functionality into the basic catalog.	Eric Atkinson
2.2F		Experiment with class schedules to increase attendance. Develop Learning 2.0 content for the public	Coordination of class schedules into "Microsoft Office Week" at the main library continues to reap a growth in attendance. This quarter saw attendance in these classes at the main library rise from 306 last quarter to 502 this quarter a 64% increase. Next quarter we plan to experiment with offering Office Week twice per month.	Eric Atkinson

2.3		Objective 3: Expand Revenue		
2.3A		Expand Genealogy services to include fee-based, premier, customized searching and creating family trees	Initial concept of providing for fee-based "Book A Specialist" service was presented the March Board meeting and returned to staff for revision.	Eric Atkinson
2.3B		Meeting Room charges		Tracy Zampaglione
2.3C		Computer Room rental	Proposal is being developed to provide computer room rental. Initial concept was presented and approved at the March board meeting.	Eric Atkinson
2.3D		Marketing technology classes nationwide	Compiled a list of contacts for department heads of 17 universities in Atlanta, LA, and New York. PDF flyer advertising the Spanish Quickbooks online classes was developed to send as an attachment. Emails will begin going out in April. Contact has also been made with the Columbus Metropolitan Library to explore options to allow them to promote online classes to their customers for a fee.	Eric Atkinson
2.4		Objective 4: Expand and Diversify Collections		
		Activity		
2.4A	Ongoing	Expand in-house gaming opportunities.	On Saturday April 5th the West Oaks Branch will hold a Halo3 after hours event for patrons with library cards in good standing ages 18 and older, or 13-17 with written parental consent. This game-playing event is an experiment to gauge the interest of the community. We have also added the "Singstar POP" video game challenge used in programming for kids ages 13-18. We have also purchased "Guitar Hero" to add to the games available for our popular gaming night activities.	Debbie Moss
2.4C		Continue to explore and implement new formats such as Streaming Video, MP3 Technology, downloadable audio, Playaways, My Library DV. Owning and circulating items in a digital format.	We are examining a new downloadable audio/video product called Overdrive. We will be adding the Valueline database and are arranging staff training. The Rosetta Stone company has decided to stop selling their product to libraries effective with the end of any current agreement. Our access to the product ends at the end of March 2008. We are currently referring patrons to Tell Me more which offers a similar learning opportunity and are evaluating a new language service called "Mango."	Debbie Moss

GOAL 3: Expand Use and Awareness of Library Services Through Marketing				
3.1 Objective 1: Increase Market Share by 10 Percentage Points Annually				
Activity				
3.1A	Ongoing	Promote specific services that are new or not being used to their potential	Promote initiatives <i>Job Smart, Job Start</i> and <i>Grow Your Business</i> . Ad campaigns ran in March 2008 in the print and online editions of the Orlando Sentinel, and also in the Orlando Business Journal.	Tracy Zampaglione
3.1B		Image Projection		
	Ongoing	Develop partnerships, performances, and programs and fundraising opportunities.	Debuted an OCLS Speakers Bureau in January 2008. The first Speakers Bureau presentation was given to the National Association of Women Business Owners on February 27, 2008. The program is being marketed directly to various area groups and civic organizations, and in the Books & Beyond newsletter.	Tracy Zampaglione
3.1C		Marketing Strategies:		
3.1-1C	Ongoing	Market library services to the Hispanic community.	OCLS will have a booth at the Hispanic Expo at the Orange County Convention Center this spring. The Hispanic Expo runs April 18 - 20.	Tracy Zampaglione
3.1-2C	Ongoing	Supply apartment complexes and realtors with Library card information.		Tracy Zampaglione
3.1-3C	Ongoing	Businesses - Identify businesses in service area.	Began supplying newsletters to Lynx in December 2007.	Tracy Zampaglione
3.1-4C	Ongoing	Contact large local businesses and ask them to distribute Library card information to their employees at employee fairs/open season medical		Tracy Zampaglione
3.1-5C	Ongoing	Partner with Chambers of Commerce and Economic Development to promote Library as part of package to attract new businesses.	Leadership Orlando met at the Orlando Public Library on March 6, 2008.	Tracy Zampaglione
3.1D	Ongoing	Market Library services to seniors.		
	Ongoing		Target market appropriate library programs to local senior centers.	Tracy Zampaglione
3.1E		Market Library services to children.		Kathryn Robinson
3.1-1E	Ongoing	Supply schools with Library card sign up for new students.	1st Quarter: The Library Card Contest for 1st Grades is held the Fall Quarter, 68 schools and 181 classrooms participated. 987 new library card applications were received. 2nd Quarter: The next library card contest, for 4th graders begins the end of March 2008.	Kathryn Robinson
3.1-2E	Ongoing	Attend open houses at elementary schools to distribute Library card sign up packages.	Schools were visited during the Fall Quarter and given library information and Library Card Sign Up Information.	Kathryn Robinson
3.1F		Market Library services to Teens		Kathryn Robinson
	Ongoing	Meet with Teen Advisory Group 3 times per year.	The Teen Advisory Group met 2 times during the 1st Quarter of FY 2008 and 3 times in the 2nd Quarter.	Kathryn Robinson
3.1-1F	Ongoing	Partner and plan programs with community teen groups.	38 programs were planned with Teens for the 1st Quarter of FY 2008 and 27 in the 2nd Quarter.	Kathryn Robinson

3.2		Objective 2: Actively engage customers as Library Value Ambassadors		
		Activity		
3.2A		Implement "Take Know for an Answer" campaign with library produced and customer submitted short videos.	During March we had a surprise visit from Mayor Crotty and were able to get a "Take Know" statement from him. We continue to work out some issues on allowing patrons to provide their own uploaded video.	Debbie Moss
3.2B		Engage customers in evaluating new databases and services.	During this quarter we deployed a preference survey regarding our selection of financial databases seeking input on which databases seemed most valuable to the user. We plan to solicit members of the public to join our "Do you want to be a beta tester" group. We will send catalog revisions and other "previews" to them for feedback before launch.	Debbie Moss
4		GOAL 4: Maximize OCLS's effectiveness by strengthening its capabilities and infrastructure		
4.1		Objective 1: Expand opportunities for staff to increase their technological capabilities - Life Long Learning Training (Begin FY 2008)		
		Activity		
4.1B		Evaluate staffing needs, quantify required staffing with performance measures.	1 new Librarian started the 1st Quarter and 3 started the 2nd Quarter.	Kathryn Robinson
4.1-1B		Continue Recruitment Plan to include outreach/interviewing at targeted schools; advertising in electronic and print format to targeted professional journals and listservs.	1st Quarter: Human Resources Manager and Librarian made recruitment visit to Library School at Florida State University during Dec. 2007. 2nd Quarter: Representatives of the library Schools at USF and FSU attended an open house for potential Library Science students at OCLS on March 11th. Recruiting visit to USF being planned for April 2008.	Kathryn Robinson
4.1C		Develop award program to encourage staff innovation peer group to drive organization performance.	1st Quarter The Orange Seed Programs was revitalized. Staff were invited to give input and the new program was rolled out Oct. 31, 2007. 2nd Quarter 7 staff suggestions were posted for staff review and comments.	Kathryn Robinson
4.2		Objective 2: Establish Employee Development Plan		
			Development opportunities include Executive Edge, a leadership development initiative; Ready, Set, Go! (support staff development program); Spectrum (Assistant Manager Development Program) and Librarians as Learning Leaders (open to all librarians). In 2008, we have implemented a new Strategic Planning Initiative with participation from a diverse cross section of employees. This initiative will provide us with a blueprint for our organizational goals for the next three to five years. A Talent Development Plan is in the initial planning stages.	Carla Fountain
		Activity		
4.3		Objective 3: Develop an internal Management Plan		
			The Organizational Development Manager is facilitating management study groups to initiate discussion on various leadership topics. Spectrum Program for Assistant Managers continues to offer new managers the opportunity to gain perspective and leadership skills that will provide them with background and experience to assume other leadership roles within the system.	Carla Fountain

**Orange County Library System
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**Director's Goals Update:
2nd Quarter FY 2008**

Director's Goals: 2008 2nd Quarter Update

- Develop strategies to position library to respond to property tax reform.
 - Strategies presented at the March Board Meeting.
- Come to a final disposition about the future of the Chickasaw location.
 - Contract to hire CB Richard Ellis as broker to lease space approved at March Board Meeting.
 - CB Richard Ellis seeking tenants for leasing Chickasaw.
- Chuluota/F-Dot Property & Lake Nona area – come back with recommendation on the two properties.
 - Lake Nona – working with a group for partnership efforts at Lake Nona.
 - Chuluota – State owned property not suitable, looking for alternative properties.
- Continue to work with Librarians Work Group to minimize librarian/management differences.
 - These meetings are continuing. Meetings held on January 10th and February 21st. The next meeting is scheduled for April 17th. Meetings will now be held on a quarterly basis, as agreed by the participants.
- Continue exploration of Librarians as Learning Leaders.
 - These meetings are continuing. Meetings held January 4th; January 25th; February 19th and March 11th.
 - Efforts centered around shared leadership and shared collaboration.
- Address branch leases for Herndon; Southwest; Hiawassee; Southeast and decide whether to renew, renegotiate or find alternative locations.
 - Herndon will be renewed. No other suitable alternate locations found to replace Herndon. Search for alternatives for Southwest, Southeast and Hiawassee continuing.
 - The owner of Southeast property is planning to sell the shopping center. We will be meeting with the new owners shortly.
- Revise / Revamp the Strategic Plan.
 - New strategies identified.
 - Working on specific actions for each strategy.
- Pursue fundraising strategies: Efforts continuing on signature event with Bright House and planned giving opportunities.

**Orange County Library System
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Lake Nona

Lake Nona Education Initiative Recap

Purpose

In 2008 the Tavistock Group, representatives of Lake Nona Property Holdings, LLC. and representatives of the Lake Nona Management Co. began a process of visioning and planning to help develop Lake Nona into a world class learning and educational community. A series of six Charrettes, collaborative meetings, were planned to connect various stakeholders in the process. A professional facilitator was hired to by the group to lead the efforts. Some goals would be:

- An exciting vision (and design) that will attract a variety of creative partners to a world class planning process and results.
- A roadmap that ensures smooth execution in the design, building, and maintaining of Partnership Campus.
- An appropriate and accelerated pace that builds momentum and includes all stakeholders.
- Smooth-working collaborations among partners that will be sustained through future planning efforts.
- An opportunity to brainstorm out of the box and rethink traditional roles.

Participants

A Core Team of representatives from the key stakeholders were identified at the first Charrette in January 2008. Since then the number of organizations has been expanded. The team now includes:

- Representatives of OCPS
- Representatives of Valencia College
- Representatives of the Catholic Diocese
- Representatives of Junior Achievement
- Representatives of Lake Nona Property Holdings, LLC
- Representatives of Lake Nona Management Co
- Representatives from the Orange County Library System
- Representatives from Lake Highland Prep
- Representatives from the YMCA
- Representatives from the Jewish Community Center
- Representatives from the Veteran Affairs Hospital
- Gigi Kreischauer, Early Childhood Education Consultant
- Special guest appearances from Burnham Institute, UCF, Greater Orlando Aviation Authority and Nemours
- Steven Cady, facilitator

NEXT STEPS

OCLS was invited to join the group for the second Charrette and has since been participating in the process. This has created an opportunity to engage and connect with a wide variety of partners. At this point the group has developed a rough vision of what the community campus might look like and the group is looking at what each partner can bring to the table.

Before further planning can take place, and additional meetings are held, the group is looking for some kind of commitment as to whether each entity is still "in" or not. The group is not looking for funding or a check at this point, but before preliminary drawings are undertaken they would like to know who still wants to be part of the whole. What we know about the final product at this point is that the other entities want the library there. In rough sketches the library is always pictured in the center of the development surrounded by the other groups. OCLS has been pictured with closest adjacencies to the YMCA, Valencia Community College and retail establishments/cafes.

In this time of tax reform and budget cuts we are aware of our limitations. Shared visions and facilities may become offers on the table. We are interested in serving the residents of this growing area, but recognize our financial constraints. We are pleased with these efforts as well as the willingness and support of all the other groups who want to have us there. The timeline is not yet fixed. The High School is already currently under construction with completion slated for Fall 2009. Dates and timelines for other organizations have not been established nor have any serious discussions taken place with the Tavistock Group or Lake Nona Property Holdings, LLC about pricing and land availability. A number of critical pieces of information are still ambiguous.

I am informing the members of the board of our progress and involvement in this process. I welcome your input and advice. I wanted to offer an opportunity to discuss the project and answer any questions you may have. I think it is a wonderful opportunity but funding is difficult for us at this time.

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Information

**Orange County Library System
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Director's Report

Director's Report April 2008

●We've received \$5,000 from the Dr Phillips Rotary Club for the renovation efforts of the adult reading area at the Southwest Branch. We are so very grateful to their members!

●OCLS was recently named a winner of the H.W. Wilson Library Staff Development Grant. This award is presented annually to a library whose demonstrates the greatest need for a staff development program that will further the goals and objectives of the library. The award consists of a citation and \$3,500 to assist with the development of a library staff training program. We will use the award to pilot a joint ready set go support staff program for our staff as well as staff from Osceola County Library. The goal of the effort is to see if this type of training can be offered to employees from other libraries in central Florida. It will also help determine if individual institutional goals and policies are too different to provide meaningful regional training. Congratulations to Debbie Tour for all her efforts on the development and writing of the grant.

●OCLS was cited by the State Library of Florida as one of three library programs in the state as exemplary. (See enclosed letter from State Librarian Judy Ring)

●Debbie Moss gave a presentation to about 180- librarians at the Public Library Association meeting on customer surveys. At the same conference, Jamie Conklin and Donna Bachowski hosted a "Table Talk" on mobile reference and Jo Ann Sampson hosted a "Table Talk" entitled "Take a Walk: Mobile Reference Services." The room was filled to over capacity, with 60 librarians participating in a lively discussion. A number of librarians who were unable to join the meeting approached Jamie and Donna during the remainder of the conference with questions and requests for information. Jo Ann Sampson hosted a "Table Talk" on our successful grant funded business initiatives, entitled "Make an Impact: Improve the Skills of your Community's Workforce." Fifteen librarians came to discuss computer training in multiple languages to improve job skills. After the session, some of the librarians came to get business cards and said that they were very interested in our virtual classes (self-paced tutorials) and Haitian Creole materials. We are very proud of our employees who have brought such distinction on OCLS.

●We are very proud of the OCLS staff who will be featured as speakers at the Annual American Library Association's annual meeting at the end of June. This is the largest number of speakers representing OCLS at an annual conference, an indication of the leading position we play in public libraries in the US today.

- Kelly Pepo will be speaking on our use of secret shoppers at OCLS. Her presentation is part of the You've Been Shopped: Mystery Shoppers in Libraries.
- Donna Bachowski will be featured as part of the RUSA President's Program on "Quality Service in an Impersonal World."
- Kathryn Robinson will be presenting our Scorecard at an all day workshop on Balanced Scorecards.
- Jim Myers will be the featured speaker in a program on OCLS's MAYL program.

●The Staff Association sponsored "Wear Your Green and Jean's Day" event on March 17th. This was the largest staff participation for Jeans Day to date.

●On March 19, 2008, OCLS partnered with Florida's Blood Centers to give the gift of life. 21 donors were registered at this drive and Florida's Blood Centers collected 20 units of blood! Our next blood drive is scheduled for May 29, 2008 from 11:00 a.m. – 4:00 p.m.

●Wrestlemania Saturday, 29 March the Wrestlemania Reading Challenge was held at Main. Wrestlers, authors and about 349 of their fans gathered to hear middle school and high school contestants answer questions about the two books selected for the event: *Stuck in Neutral* by Terry Trueman and *Ball Don't Lie* by Matt de la Peña. The questions were hard and the fans were just wild. The winner of the middle school contest was from Orlando. The seats were all filled by kids and their parents and every attendee received a T-shirt, compliments of World Wrestling Entertainment. It was a terrific event. The folks from WWE said it was the best library event they have ever held.

●The introductory session of Smarty Pants, a themed story time that teaches, motivates and entertains developed by staff member Wendy Prasad took place on 1 April at Alafaya. We had 36 people in attendance. Many had seen the ad in the newsletter and some had seen it online and some indicated because a friend told them about it. The second program was held at Hiawassee. 20 people, 19 children and one adult at Hiawassee! That is great news. We have not had that kind of turn out at that location since Alphabet Bites! Thanks go to Wendy Prasad for all her efforts in developing this learning opportunity for toddlers.

●West Oaks Branch celebrated National Pig Day with Bubbalou's Bodacious BBQ, who supplied two six-pound trays of barbeque for the event. By the time the day ended (counting our little pig glitter art project) we had a total of 45 for the program!

●On Saturday April 5th the West Oaks Branch will hold a Halo3 after hours event for patrons with library cards in good standing ages 18 and older, or 13-17 with written parental consent. This game-playing event is an experiment to gauge the interest of the community. There will be 1st, 2nd, and 3rd prizes awarded and door prizes for the event. Registration is required. The event is limited to 32 participants.

● Niurka Olivera De Ojeda of the South Trail Branch hosted a POP in for Art program on March 15. 9 children attended.

● South Trail's Teen gaming night was held on March 24. 15 enthusiastic teens attended.

● On March 27, WWE wrestlers Domino and Deuce entertained a crowd of 216 excited people, signing autographs and chatting with everyone. Attendees were absolutely thrilled to have them at the branch.

● The West Oaks annual Egg Hunt had 148 in attendance.

● The West Oaks Branch Library also had the opportunity to host some talent from the WWE (World Wrestling Entertainment). 119 people attended and heard the wrestlers talk about how important reading was in their lives. The talent took the time to have pictures taken with our patrons and they gave out many autographs

●On March 8, Herndon hosted Appreciate a Soldier Day. Five children and nine adults wrote 15 letters to soldiers which will be mailed overseas. Each attendee expressed their extreme gratitude for offering this event.

●On March 10, Channel 9's Eric Ramussen, in coordination with Brittany Richards, Earned Income Tax Credit Manager, Larry Olness, Vice President of Community Services and Michele Plant, Director, Marketing & Communications of the United Way, did a news report on the Earned Income Tax Credit and the AARP tax help at the Herndon Branch Library.

●Herndon staff hosted a St. Patrick's Day program for kids with stories and crafts. We had 19 people in attendance at this afterschool event.

- Hiawassee held our monthly Teen Gaming Night on Monday, March 3rd, and we had 16 teens gaming and dancing their way to fun and fitness. The best gift Hiawassee received in March of 2008 was a brand new librarian. On Monday, March 10th, Griselda Clarke began employment as the Branch Librarian for Hiawassee. Griselda comes to us fresh from Tampa where she worked in the library system there, and we are very excited to have someone new on board who can offer not only her skills as a librarian but a fresh perspective to enhance the Hiawassee team.
- Winter Garden TCSS Juan Estrada shared with all TCSSS staff at the system wide meeting the great resource created by Lisa Dorman for substitute techs, which now appears on the Winter Garden TCSS wiki. The wiki post was created by Juan.
- The West Orange Chamber of Commerce published in their March Chamber Matters an article submitted by Winter Garden Branch Manager Glenda Houck. "The Orange County Library System...What's In It for You?" targets our Winter Garden business owners and their employees.
- The Winter Garden Branch had 67 people in attendance for our Egg Hunt on Saturday, March 15th. Kids had a great time decorating their own paper eggs and then finding plastic eggs with a candy treat inside - hidden on our front lawn.
- The South Creek Branch host a Spanish Book Club and this month 55 were in attendance at the meeting.
- The Mother Daughter Book Club at South Creek had 17 in attendance
- "A Better You" program developed by Diana Franco at South Creek had 55 people in attendance- the focus was on building a better you and presenters talk about the importance of well-being, eating well, healing, massage and general fitness.

Programs

- March 28 *Music in the Library* featuring an operatic performance by Shirley Wang was attended by 85 people.
- *Meet the Sitter, The Pet Sitter* Thursday, March 27 at Edgewater was attended by four people, two adults and two children.
- *Healthy Pets are Happy Pets*, Tuesday, March 25 at North Orange was attended by seven people, four adults and three children.
- *Dimensional Designs* at South Creek on Saturday, March 22 at 2 p.m. had four patrons.
- *Sun Lovers Rejoice* at Hiawassee on Saturday, March 22 at 2 p.m. had eight patrons.
- *Creative Rooms* at Southeast on Saturday, March 15 was attended by three people.
- *Self-Defense for Women* at Windermere on Saturday, March 22 was attended by eight people.

The Orange County Library System will be recognized with a Proclamation in honor of *National Library Week* at the April 8 meeting of the Board of County Commissioners. Orange County Mayor Richard Crotty will present the proclamation to Library Director Hodel. The City of Orlando also issued a proclamation honoring the Orange County Library System in conjunction with *National Library Week*.

Upcoming Events

Art exhibit reception: 7 p.m., Apr. 11; Orlando Public Library, Library Central, 101 E. Central Blvd., Orlando. The Orange County Library System presents an art exhibit opening and after hours reception featuring sculptures by Vince Sansone, live music and refreshments. Mr. Sansone is a teacher at the Crealde School as well as the creator of a number of award winning ceramic sculptures that the Library owns as a result of the Fiesta in the Park art contest.

Meet the Author: 2 p.m., Apr. 19; Orlando Public Library, Library Central, 101 E. Central Blvd., Orlando. The Orange County Library System presents a discussion with author John Hemingway, grandson of revered author Ernest Hemingway.

Meet the Author: 11:30 a.m., Apr. 19; Orlando Public Library, Library Central, 101 E. Central Blvd., Orlando. The Orange County Library System presents a discussion with talented young author Kristin Harmel.

Live music: noon, Apr. 4; Orlando Public Library, Library Central, 101 E. Central Blvd., Orlando. The Orange County Library System presents a free live musical performance from local indie-rock musician Brian Larson.

Live music: noon, Apr. 18; Orlando Public Library, Library Central, 101 E. Central Blvd., Orlando. The Orange County Library System presents a free live musical performance from soul/R&B songstress Evita Santana.

Family history workshop: 10 a.m., Apr. 12; Orlando Public Library, Albertson Room, 101 E. Central Blvd., Orlando. The Orange County Library System presents a discussion and workshop on preserving family history with family history writing expert Patricia Birkhead.

Massage discussion and demonstration: noon, Apr. 11; Windermere Branch, 530 Main St., Windermere; noon, Apr. 18, Southwest Branch, 7255 Della Dr., Orlando; Orange County Library System Branches; The Orange County Library System presents a discussion on massage therapy and complimentary massages from licensed therapists.

Scents and aroma discussion: 7 p.m., April 10, North Orange Branch, 1211 E. Semoran Blvd., Apopka; 6 p.m., Apr. 15, South Trail Branch, 4600 S. Orange Blossom Tr. Orlando; 6 p.m., Apr. 22, Edgewater Branch, Edgewater Branch, 5049 Edgewater Dr., Orlando; 6 p.m., Apr. 29, Washington Park Branch, 5151 Raleigh St. Suite A, Orlando; Orange County Library System Branches; The Orange County Library System presents a free discussion on exotic scents and aromas from industry experts.

Dental health workshop: 11 a.m., Apr. 5, Winter Garden Branch, 805 E. Plant St., Winter Garden; 2 p.m., Apr. 5, West Oaks Branch, 1821 E. Silver Star Rd., Ocoee; 11:30 a.m., Apr. 12, Hiawassee Branch, 2768 N. Hiawassee Rd., Orlando; noon, Apr. 19, South Creek Branch, 1702 Deerfield Blvd., Orlando; 3 p.m., Apr. 19, Herndon Branch, 4324 E. Colonial Dr., Orlando; Orange County Library System Branches; The Orange County Library System presents a workshop focused on promoting dental hygiene.

Peabody Ducks visit library: 1 p.m., Apr. 26, Orlando Public Library, Library Central, 101 E. Central Blvd., Orlando; The Orange County Library System welcomes the world-famous Peabody Ducks.

Poetry reading: 2 p.m., Apr. 27, Orlando Public Library, Library Central, 101 E. Central Blvd., Orlando; The Orange County Library System presents a poetry reading featuring talented wordsmiths from the Orlando Poetry Troupe.

OCLS will participate in the following upcoming tours and community events:

- April 12 Healthy Kids Day – Blanchard Park YMCA
- April 12 “It’s A Family Affair” Community Health Fair
- April 18-20 Hispanic Business and Consumer Expo
- April 19-27 Central Florida Fair
- April 26 Chick Fil-A Family Fun Day at Southchase Center
- May 3 Unity in the Community Family Fun Day

- May 23 2008 Employee Academy Talk and Tour
- June 7 Nathaniel Hope's Make'm Smile Event – Lake Eola

**Orange County Library System
Board of Trustees Meeting
Thursday, April 10, 2008**

**Public Comment:
Non-Agenda Items**