

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

Board Packet for April 2009



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 3, 2009

To: James B. Tyson, President
Guy Houk, Vice President
Sara Brady, Trustee
Ted Maines, Trustee
Richard Maladecki, Trustee

cc: The Library Governing Board:
The Honorable Mayor Richard T. Crotty, Chairman of the Library Governing Board,
Members of the Governing Board, Commissioners S. Scott Boyd, Fred Brummer,
Mildred Fernandez, Linda Stewart, Bill Segal, Tiffany Moore-Russell, 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 9, 2009 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 9, 2009
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

09-050 I. **Call to Order**

09-051 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.

09-052 III. **Approval of Minutes: Library Board of Trustees Meeting ~
March 12, 2009**

09-053 IV. **Staff Presentation:
Computer Resource Center ~ Ormilla Vengersammy & Valerie Dawson**

09-054 V. **Financial Statements and Summaries: March 2009**

09-055 VI. **Statistics and Summaries: March 2009**

09-056 VII. **Action Items**

09-057 III. **Discussion and Possible Action Items**

09-058 **Strategic Plan FY 2009: 2nd Quarter Update**

09-059 IX. **Information**

09-060 **Director's Report**

09-061 **Librarian's Initiative Summary**

09-062 **Public Comment: Non-Agenda Items**

X. **Adjournment**

**Next Meeting Dates: May 14, 2009 ~ South Creek Branch Library; 1702 Deerfield Boulevard; Orlando, Florida 32837 ---
June 11, 2009 ~ 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 9, 2009**

Call to Order

Orange County Library System Board of Trustees Meeting Thursday, April 9, 2009

Public Comment

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**Orange County Library System
Board of Trustees Meeting
Thursday, April 9, 2009**

**Approval of Minutes: Library Board of
Trustees Meeting ~ March 12, 2009**

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
March 12, 2009
Alafaya Branch Library
12000 East Colonial Drive
Orlando, Florida 32826
407.835.READ (7323)

- 09-036 I. **Call to Order**
Library Board Present: James Tyson (3/1); Guy Houk (3/0); Sara Brady (3/0);
Ted Maines (3/0); Richard Maladecki (3/0)
- Administration Present: Mary Anne Hodel; Debbie Moss; Robert Tessier; Carla
Fountain; Renae Bennett; Eric Atkinson; Craig Wilkins
Wendi Bost; Tracy Zampaglione; Milinda Neusaenger
- Administration Absent: Kathryn Robinson

Vice President Houk called the meeting to order at 7:02 p.m.
President Tyson attended and participated in the meeting via phone conference.

- 09-037 II. **Public Comment**
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- 09-038 III. **Approval of Minutes: Library Board of Trustees Meeting ~ February 12, 2009**
Trustee Brady, seconded by President Tyson, moved to approve the minutes of the February 12, 2009 Library Board of Trustees Meeting. Motion carried 5-0.
- 09-039 IV. **Staff Presentations:**
➤ **Alafaya Branch Staff ~ Lisa Stewart and Danielle King**
➤ **I-Pod and I-Touch Downloadable Applications ~ Sheri Chambers and James Elder**
- 09-040 V. **Financial Statements and Summaries: February 2009**

09-041 VI. **Statistics and Summaries: February 2009**

09-042 VII. **Action Items**

09-043 **Request to Serve Alcohol at After Hours Event: Southwest Branch**

Trustee Maines, seconded by Trustee Maladecki, moved to approve the serving of alcoholic beverages at an after-hours event at the Southwest Branch. Motion carried 5-0.

09-044 **Land Purchase Near Chuluota Road and State Road 50**

Comptroller Bob Tessier summarized the possibility of a land purchase for a future branch location near Chuluota Road and State Road 50. He stated that two appraisals were obtained with the values set at \$785,000 and \$921,700 and the land is currently zoned agricultural. One appraiser referenced commercially zoned comparable sales while the other appraiser used agriculturally zoned property for comparable sales. The most recent appraisal was issued in November 2008. The land owner's asking price is \$1,000,000, which is more than the highest appraisal value. Trustee Maines stated that appraisals older than 30 days are typically invalid and that even though it is a great time to buy, two new and up to date appraisals should be conducted. Brief discussion ensued regarding the current real estate market and the purchase of the property at a cost above the appraisal value. The Board concurred that purchasing at the current asking price is not desirable and that obtaining new appraisals would be appropriate. President Tyson stated that it is best for the Board to be on the conservative side. Trustee Maladecki asked if new appraisals would result in similar value information. Margo Thomas, the Library's Real Estate Agent with C.B. Richard Ellis, stated that even though there has been subtle movement in the commercial market recently, it may prove difficult to find current sales to which the property could be compared for updated appraisals. Ms. Thomas further stated that her company's appraisers can search for any new comparable sales and that the service will be at no cost to the Library.

Trustee Maines, seconded by Vice President Houk, moved to not approve a purchase now, but to ask for updated appraisal information to be provided within 60 days. Motion carried 5-0.

09-045 III. **Discussion and Possible Action Items**

09-046 **Director's Evaluation: Follow-Up and Future Process**

Human Resources Manager Carla Fountain summarized the final draft of the process and the form to be used for the Director's future evaluations. Vice President Houk stated that both the process and the form as presented, were what he had anticipated and the rest of the Board concurred. Brief discussion ensued regarding annual goals and Director Hodel respectfully submitted draft goals that are parallel to the Library's Strategic Plan. The Board discussed starting the Director's annual evaluation process earlier each year, with the Personnel Committee forming in August and the evaluation process and establishment of goals proceeding in September.

Director Hodel stated that there are some scheduling conflicts for future Board Meetings and requested a date change for the following months in 2009: July, September, October and November. Trustee Maladecki, seconded by Trustee Brady, moved to change the dates of the July, September, October and November 2009 meetings from the second Thursday to the second Wednesday of those months. Motion carried 5-0.

09-047

IX. **Information**

09-048

Director’s Report

●The Library today sent out an LSTA grant application in the amount of \$127,140 for a prekindergarten math readiness program we call “Count Me In!” The grant would enable the Library to assist Voluntary Pre-Kindergarten providers and parents in meeting the state standards for math readiness. The program involves teaching math concepts such as number sense, patterns, geometry, and measurement via storytelling and an interactive educational website. Building on our highly successful Alphabet Bites program, *Count Me In* would add a math component to our digital content. The grant writing team was Lisa Stewart, Danielle King, and Craig Wilkins with assistance from Eric Atkinson, Sheri Chambers, and Vera Gubnitskaia. With Library match, the total amount of the project is \$174,086. We are due a response back in July and hope the grant is approved.

●Celebrate Florida Heritage Month by visiting our Florida Heritage Month Virtual Gallery. Don't forget to look around the interactive Cracker house that includes resources and materials on Cracker Culture in Florida History. Browse the gallery to view Library resources and materials, websites, fun facts about Florida history and heritage. Thanks go to Reference Central, Children’s and Community Relations for their assistance with this gallery.
http://www.ocls.info/virtual/galleries/history/florida_heritage.asp

●Wall Street will be closed Saturday, 14 March to allow a safe removal of the chiller equipment on the roof of the Main Library.

●The Prime Time program at the Edgewater Branch on Tuesday was very favorably evaluated by the representative of the Florida Humanities Council. Top marks were given to the staff and managers of that branch for an outstanding job. Kudos to Kelly Pepo and Graciela Noriega Jacoby and all the Edgers for the terrific results. There were 59 people in attendance.

●The Director met with Secretary of State Kurt Browning on a recent visit he made to Orange County. She was joined by two other community leaders. He was given a tour of the Southwest Branch and Director Hodel discussed with him the challenges that OCLS and other public libraries face. She also shared and thanked him for the wonderful efforts that the State Library does to benefit all of Florida’s public libraries.

●The Director will be meeting with the State Librarian Judi Ring next week about some ideas for potential use of the Federal stimulus money.

Trustee Brady complimented Director Hodel and the Library’s Senior Staff with their recent demonstration of amazing leadership. Vice President Houk concurred and stated that OCLS is one of Central Florida’s world-class institutions.

X. **Adjournment**

Vice President Houk adjourned the meeting at 8:11 p.m.

Next Meeting Dates: April 9, 2009 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- May 14, 2009 ~ South Creek Branch Library; 1702 Deerfield Boulevard; Orlando, Florida 32837.

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**Staff Presentation: Computer Resource
Center ~ Ormilla Vengersammy
& Valerie Dawson**

**Orange County Library System
Board of Trustees Meeting
Thursday, April 9, 2009**

**Financial Statements and
Summaries: March 2009**

Orange County Library System

Financial Statement Highlights

Six Months Ended March 31, 2009

Operating Fund Revenue and Expenditure Summaries

Fines & Lost Materials Revenue

Effective the beginning of the current fiscal year, the daily fine rate for materials other than DVD's and games was increased from 20 cents to 25 cents per day. In addition, a \$10 account threshold was implemented. Once a patron's account balance reaches that amount or higher, it has to be paid in full before the library card can be used again. As a result of these two changes, we anticipated a significant increase in fine revenue and adjusted the budget for the current fiscal year accordingly. While Fine & Lost Material revenue for the first six months of the current fiscal year is up about \$ 43,000 compared to the same period last year, we have not realized the significant bump that we initially projected. For the current fiscal year, we project Fine & Lost Material revenue will be about \$200,000 less than what is budgeted.

Salaries

The same formula is used each year to calculate a pot of dollars which is meant to cover the following:

- Bargaining unit raises
- Merit based raises for non bargaining unit staff
- Holiday bonus
- Vacation, part time, and floating hours payouts at year end
- Vacation, part time, sick, and floating hours payouts at termination

Given that merit based raises for non bargaining unit staff vary depending on performance and these increases are effective on the employee's review date, which can be any day during the fiscal year, calculating the salaries budget is not an exact science. However, in all previous years, the pot of dollars referenced above has been sufficient to cover all of the above items. This fiscal year, the demand for our services continues to increase and thus, staffing levels, while within the number included in the budget, are at an all time high. At the same time, our turnover rates are at all time lows. While we have not implemented a hiring freeze, we are not automatically filling slots when there is a vacancy but rather evaluating each position based on critical need. We have been and will continue to closely monitor the salaries line item in the budget.

FY 10 Budget

Recently, we met with County staff to review the guidelines and expectations for next year's budget. The expectation is we will decrease our budget 5%, or roughly \$2,100,000. While there are a few items in the current year's budget, funding for future branch development for example, which can be eliminated without affecting current services, increases in other areas such as pensions will make this 5% reduction a real challenge. In the near future, we will survey our staff to get their input on possible cuts affecting salaries and benefits. While ultimately the Administration and the Library Board will decide what cuts need to be made, the input from our staff is very important.

Chiller Update

Since the last Board meeting, the cooling towers have been installed on the roof and the chillers arrived on site and were moved into the Chiller Room in the basement of the Main Library. Currently, there is a great deal of piping work being done to connect to the new chillers. The project is under budget at this point but the contractor is about two weeks behind schedule. The contractor expects to have both chillers on line by the end of April.

Relocation of Hiawassee Branch to Highland Lakes Shopping Center

As stated at the last Board meeting, the lease for our Hiawassee Branch expires in February 2010, and although we have an option to renew, our intent is to relocate. After an extensive search of possible locations by our real estate broker, we have decided that the best option is the Highland Lakes Shopping Center at the corner of State Road 50 and Hiawassee Road. On March 19th, we executed a letter of intent with the owner of the Center, Simon, for about 13,500 square feet. The base rent and common area maintenance charges on a square foot basis for the new space, \$13.55, for year one of the lease are only slightly higher than the \$13.33 we would pay if we renewed at our existing location. Our intent was to include the proposed lease in this Board packet for Board review and approval but we have not yet received the draft lease from Simon. As a result, we will include the lease in the May Board packet.

First Annual Investment Report

Last April the Board approved a policy covering the investment of surplus funds other than pension, deferred compensation, and other post employment benefit plans. The objectives stated in the policy in order of importance are safety of principal, liquidity to pay our bills, and a reasonable rate of return. The attached investment report, which covers the period from the time the policy was implemented in May 2008 through the end of last fiscal year, is the first such report required by the policy. In future years, we will present this report on a more timely basis after the end of the fiscal year. The intent of the report is to inform the Board of the types of investments held during the year.

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Six Months Ended March 31, 2009**

	ANNUAL BUDGET	YTD ACTUAL	(6 month=50%)
AD VALOREM TAXES	36,007,392	31,376,842	87.1%
INTERGOVERNMENTAL			
Grants	100,000	80,778	80.8%
State Aid	1,145,000	464,141	40.5%
	<u>1,245,000</u>	<u>544,919</u>	<u>43.8%</u>
CHARGES FOR SERVICES			
Fee Cards	13,000	6,650	51.2%
Premium Cards	2,000	0	0.0%
PC Pass (\$10 for 7 days)	25,000	6,970	27.9%
PC Express (\$5 for 1 hour)	5,000	9,191	183.8%
Additional PC Sessions	0	520	
Classes / Virtual Computer Classes	3,000	1,020	34.0%
Copy & Vending, Value Card	175,000	84,295	48.2%
Meeting Rooms	30,000	28,043	93.5%
Fax	12,000	6,891	57.4%
Scanner	0	155	
Computer Booklets	0	172	
Ear Buds and Jump Drives	0	3,849	
Reference Charges	0	175	
Online Book Sale	0	156	
Disk Sales	1,500	1,299	86.6%
Orange Bag Sales	7,500	6,825	91.0%
MAYL/PEP Advertising	0	1,280	
ILL Charges	0	454	
	<u>274,000</u>	<u>157,945</u>	<u>57.6%</u>
FINES			
Fines	1,985,000	802,661	40.4%
Lost Materials	115,000	43,914	38.2%
	<u>2,100,000</u>	<u>846,575</u>	<u>40.3%</u>
MISCELLANEOUS			
Investment Earnings	450,000	101,760	22.6%
Rent	9,000	2,002	22.2%
Contributions - Friends of Library	107,000	5,687	5.3%
Contributions - Fund Raiser	0	2,105	
Contributions - Others	25,000	16,304	65.2%
Miscellaneous	50,000	47,727	95.5%
Grants & Awards	0	28,820	
	<u>641,000</u>	<u>204,404</u>	<u>31.9%</u>
TRANSFER FM PROP APPRAISER	36,000	0	0.0%
TRANSFER FM TAX COLLECTOR	300,000	0	0.0%
TOTAL REVENUES	<u><u>40,603,392</u></u>	<u><u>33,130,685</u></u>	<u><u>81.6%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND EXPENDITURE SUMMARY
Six Months Ended March 31, 2009**

	ANNUAL BUDGET	YTD ACTUAL	(6 month=50%)
SALARIES & BENEFITS			
Salaries	15,083,747	7,624,909	50.6%
Medicare Taxes	218,714	106,591	48.7%
Defined Contribution Pension Plan	1,131,281	568,830	50.3%
Defined Benefit Pension Plan	950,193	513,040	54.0%
Money Purchase Pension Plan	378,448	188,169	49.7%
Life and Health Insurance (Employees)	2,575,455	1,062,733	41.3%
Retiree Health Care (OPEB)	1,316,492	542,288	41.2%
Worker's Compensation	122,972	73,889	60.1%
Unemployment Compensation	12,000	0	0.0%
Parking & Bus Passes	214,722	122,322	57.0%
	<hr/> 22,004,024	<hr/> 10,802,772	<hr/> 49.1%
OPERATING			
Professional Services	330,000	186,688	56.6%
Other Contractual Services	931,000	409,017	43.9%
Other Contract. Serv.- Janitorial	331,000	139,490	42.1%
Training and Travel	100,000	48,555	48.6%
Telecommunication	325,000	146,608	45.1%
Delivery and Postage	1,513,000	796,703	52.7%
Utilities	1,182,000	417,564	35.3%
Rentals and Leases	1,018,000	494,744	48.6%
Insurance	300,000	168,027	56.0%
Repair and Maintenance	1,200,000	461,294	38.4%
Repair & Maint. - Hardware/Software	407,000	287,074	70.5%
Copying/Printing	317,000	140,601	44.4%
Property Appraiser's Fee	300,000	220,825	73.6%
Tax Collector's Fee	725,000	627,537	86.6%
Supplies	950,000	434,867	45.8%
Supplies-Hardware/Software	500,000	39,620	7.9%
Memberships	25,000	15,814	63.3%
Contingency	325,000	0	0.0%
	<hr/> 10,779,000	<hr/> 5,035,029	<hr/> 46.7%
CAPITAL OUTLAY			
Building and Improvements	1,450,000	821,035	56.6%
Equipment and Furniture	300,000	41,908	14.0%
Hardware/Software	300,000	186,808	62.3%
	<hr/> 2,050,000	<hr/> 1,049,752	<hr/> 51.2%
LIBRARY MATERIALS			
Materials - Rest. Contributions	22,000	28,981	131.7%
Materials - Other	5,000,000	2,432,349	48.6%
	<hr/> 5,022,000	<hr/> 2,461,330	<hr/> 49.0%
TRANSFERS TO OTHER FUNDS			
Branch Debt Service Fund	293,000	204,729	69.9%
Capital Projects Fund	1,377,000	229,500	16.7%
	<hr/> 1,670,000	<hr/> 434,229	<hr/> 26.0%
TOTAL EXPENDITURES	<hr/> 41,525,024	<hr/> 19,783,112	<hr/> 47.6%

**ORANGE COUNTY LIBRARY DISTRICT
BRANCH DEBT SERVICE FUND
Six Months Ended March 31, 2009**

	ANNUAL BUDGET	YTD ACTUAL	(6 month=50%)
REVENUES			
Transfer From General Fund	293,000	204,729	69.9%
Investment Earnings	10,000	3,159	31.6%
TOTAL REVENUES	303,000	207,889	68.6%
 EXPENDITURES			
<u>2003 NOTE</u>			
Principal	386,677	191,756	49.6%
Interest	23,323	12,973	55.6%
TOTAL EXPENDITURES	410,000	204,729	49.9%

FUTURE DEBT SERVICE PAYMENTS FOR 2003 NOTE

DATE	PRINCIPAL	INTEREST
August 1, 2009	194,920	9,809
2010	399,542	9,916
	594,462	19,725

**ORANGE COUNTY LIBRARY DISTRICT
CAPITAL PROJECTS FUND
Six Months Ended March 31, 2009**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(6 month=50%)</u>
REVENUES			
Transfer From General Fund	1,377,000	229,500	16.7%
Investment Earnings	100,000	35,200	35.2%
TOTAL REVENUES	<u><u>1,477,000</u></u>	<u><u>264,700</u></u>	<u><u>17.9%</u></u>
EXPENDITURES			
Land (Future Branches)	5,000,000	0	0.0%
TOTAL EXPENDITURES	<u><u>5,000,000</u></u>	<u><u>0</u></u>	<u><u>0.0%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT
SINKING FUND
Six Months Ended March 31, 2009**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(6 month=50%)</u>
REVENUES			
Investment Earnings	9,000	2,916	32.4%
TOTAL REVENUES	<u>9,000</u>	<u>2,916</u>	<u>32.4%</u>
EXPENDITURES			
Reserves-Building and Improvements	5,000	0	0.0%
Reserves - Technology	4,000	0	0.0%
TOTAL EXPENDITURES	<u>9,000</u>	<u>0</u>	<u>0.0%</u>

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - ASSETS
March 31, 2009**

ASSETS

Cash on Hand	7,245
Equity in Pooled Cash	349,928
Equity in Pooled Investments	23,599,086
Accounts Receivable	3,292
Inventory	267,592
Prepays	177,554
Other Assets-Deposits	<u>9,315</u>
TOTAL ASSETS	<u><u>24,414,012</u></u>

ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - LIABILITIES & FUND BALANCE
March 31, 2009

LIABILITIES

Unclaimed Disbursements	1,207
Retainage Payable	31,524
Accrued Wages Payable	705,175
Accrued Sales Tax	165
Due To Friends of the Library	3,812
Employee Payroll Deductions	
Savings Bonds	38
Dental Insurance	1,542
Union Dues / COPE	428
Optional Life	2,162
Daughters of American Revolution	1,434
Staff Association	2,797
TOTAL LIABILITIES	750,283

FUND BALANCE

Reserved for Walker	4,000
Reserved for Phillips	100,000
Reserved for Warner	33,712
Reserved for Gullett	19,805
Designated for Murray	724,689
Designated for Sondheim	39,941
Designated for Strategic Plan	4,000,000
Unreserved/Undesignated	5,394,007
Current Year Excess of Revenues Over Expenditures	13,347,573
TOTAL FUND BALANCE	23,663,729

TOTAL LIABILITIES & FUND BALANCE **24,414,012**

**ORANGE COUNTY LIBRARY DISTRICT
MONTHLY ROLLOVER
March 31, 2009**

	<u>BALANCE 02/28/2009</u>	<u>RECEIPTS</u>	<u>DISBURSE</u>	<u>BALANCE 03/31/2009</u>
OPERATING				
Equity in Pooled Cash	1,181,134	4,706,643	(5,537,849)	349,928
Equity in Pooled Investments	25,442,418	22,232	(1,865,564)	23,599,086
	26,623,552			23,949,014
BRANCH DEBT SERVICE				
Equity in Pooled Investments	524,038	441		524,479
SINKING				
Equity in Pooled Investments	483,166	407		483,573
CAPITAL PROJECTS				
Equity in Pooled Investments	5,900,474	4,970		5,905,445
SELF FUNDED HEALTH				
Equity in Pooled Cash	(0)	201,596	(187,325)	14,271
Claims Payment Checking Account	35,000	144,707	(144,707)	35,000
Equity in Pooled Investments	1,815,238	1,487		1,816,725
	1,850,237	347,790	(332,032)	1,865,996

ORANGE COUNTY LIBRARY DISTRICT
GENERAL POOLED INVESTMENTS
March 31, 2009

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>	<u>% PORTFOLIO</u>
CERTIFICATES OF DEPOSIT	18,562,295	57%
MONEY MARKET FUNDS		
Federated Treasury Obligations Fund	5,286,857	16%
Federated Government Obligations Fund	1,733,638	5%
Invesco AIM Treasury Fund	6,727,610	21%
STATE BOARD OF ADMINISTRATION		
Local Government Surplus Trust Fund	<u>18,907</u>	<u>0.1%</u>
TOTAL	<u><u>32,329,308</u></u>	<u><u>100%</u></u>

ORANGE COUNTY LIBRARY SYSTEM

ANNUAL INVESTMENT REPORT

Fiscal Year Ended September 30, 2008

In accordance with the attached Investment Policy which was approved by the Library Board in April 2008, this is the first report required to be submitted annually to the Library Board of Trustees. The attached policy refers to the investment of surplus funds other than pension, deferred compensation, and other post employment benefit plans.

Type of Investments Held

The following summarizes the investments held at September 30, 2008:

Federated Treasury Obligations Money Market Fund – (\$3,631,884) The fund invests primarily in a portfolio of U.S. Treasury securities and repurchase agreements that are backed by Treasury securities. The rates for the fiscal year ranged from 1.49 to 1.87%.

Federated Government Obligations Money Market Fund – (\$630,885) The fund invests primarily in a portfolio of short-term U.S. Treasury and government agency securities, including repurchase agreements that are backed by U.S. Treasury and government agency securities. The rates for the fiscal year ranged from 2.15 to 2.22%.

Invesco AIM Money Market Fund – (\$1,122,767) The fund invests in direct obligations of the U.S. Treasury and repurchase agreements backed by Treasury obligations. The rates for the fiscal year ranged from 1.39 to 1.88%.

Certificates of Deposit – (\$12,083,148) The rates for the certificates range from 2.19 to 4.90% during the fiscal year. The certificates of deposit were invested in qualified public depositories.

Local Government Surplus Trust Fund Investment Pool (SBA) – (\$19,690) This remaining balance has been frozen by the SBA since December 2007. The rates for the fiscal year ranged from 2.43 to 2.49%.

The attached spreadsheet shows investment totals by month since implementing the investment policy in May 2008.

**ORANGE COUNTY LIBRARY SYSTEM
INVESTMENT REPORT
FISCAL YEAR ENDED SEPTEMBER 30, 2008**

	<u>FEDERATED TREASURY OBLIGATIONS MONEY MARKET FUND</u>		<u>FEDERATED GOVERNMENT OBLIGATIONS MONEY MARKET FUND</u>		<u>INVESCO AIM MONEY MARKET FUND</u>		<u>CERTIFICATES OF DEPOSIT</u>		<u>LOCAL GOVERNMENT SURPLUS TRUST INVESTMENT POOL (SBA)</u>		<u>TOTAL INVESTMENTS</u>
MAY	9,025,357	34% (1)	2,615,062	10%	1,114,586	4%	13,562,793	51%	19,346	0.1%	26,337,144
JUNE	7,241,201	29%	2,619,439	11%	1,116,366	5%	13,666,264	55%	19,369	0.1%	24,662,639
JULY	7,753,822	33%	1,624,076	7%	1,118,068	5%	13,174,539	55%	20,311	0.1%	23,690,816
AUGUST	5,465,620	27%	628,268	3%	1,119,768	5%	13,208,941	65%	19,941	0.1%	20,442,538
SEPTEMBER	3,631,884	21%	630,885	4%	1,122,767	6%	12,083,148	69%	19,690	0.1%	17,488,374

(1) Percentage of total investments

ORANGE COUNTY LIBRARY SYSTEM INVESTMENT POLICY APRIL 2008

PURPOSE

The purpose of this Policy is to set forth the objectives and parameters for the investment of surplus funds other than pension, deferred compensation, and other post employment benefit plans of the Orange County Library System (Library). This Policy is designed to manage surplus funds prudently and obtain a reasonable investment return.

SCOPE

This Policy applies to the investment of surplus funds in excess of the amounts needed to meet current expenditures in the following accounting funds:

- General Fund
- Capital Project Funds
- Debt Service Funds
- Internal Service Funds
- Any new fund created by the Library, unless specifically exempt.

The surplus funds for all the above will be combined and invested as one portfolio rather than being invested separately for each accounting fund. The Finance Department will maintain appropriate records to track each accounting fund's portion of the investment portfolio and investment earnings will be allocated periodically on a pro rata basis.

OBJECTIVES

The objectives of the Library's investment activities in order of importance are:

- (1) Safety of principal
- (2) Liquidity to pay obligations when due
- (3) Reasonable rate of return

DELEGATION OF AUTHORITY

The responsibility for providing oversight and direction in regard to the management of the investment program resides with the Comptroller.

PRUDENCE STANDARD

The standard of prudence to be applied by all Library staff making investment decisions shall be the “Prudent Person” rule, which is outlined in Florida Statute 218.45 (4) and states: “Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income derived. “The Prudent Person” rule shall be applied in the context of managing the overall investment portfolio.

AUTHORIZED INVESTMENTS

Per Florida Statute 218.415 (16), the Library has elected to limit its investments to the following:

- (a) The Local Government Surplus Funds Trust Fund, or any intergovernmental investment pool authorized pursuant to the Florida Interlocal Cooperation Act in s. 163.01. **
- (b) Securities and Exchange Commission registered money market funds with the highest credit quality rating from a nationally recognized rating agency.
- (c) Interest-bearing time deposits or savings accounts in qualified public depositories, as defined in s. 280.02.
- (d) Direct obligations of the U.S. Treasury.

** No more than 50% of the total investment portfolio shall be invested in each intergovernmental investment pool, including the Local Government Surplus Funds Trust Fund.

INTERNAL CONTROLS

The Library’s Finance Department shall establish a system of internal controls and operational procedures to manage the investments. The internal controls shall be designed to prevent losses of funds, which might arise from fraud, employee error, and misrepresentation by third parties, or imprudent actions by employees. There shall be a separation of duties between those making investment decisions (normally Comptroller or Finance Manager) and those reconciling the investments in the Library’s financial records.

Independent auditors as a normal part of the annual financial audit of the Library, shall conduct a review of these internal controls to ensure compliance with Florida Statute 218.415.

REPORTING

The Library shall provide an annual investment report to the Library Board of Trustees showing the amounts and types of investments held during the year.

**Orange County Library System
Board of Trustees Meeting
Thursday, April 9, 2009**

**Statistics and Summaries:
March 2009**

STATISTICAL SUMMARY

March 2009 Statistics for April 2009

Circulation and Door Count

We set an all time record this month for circulation of 999,353, an increase over March 2008 of 16.59%. We did have one additional day open for 2009 over 2008, since Easter last year was in March rather than April. Door count is up 7.40%.

We have added a new count to our overall circulation figures: database usage. This number tends to run a month behind because our figures come from the vendors and has been reported on a separate graph. On review, we feel we are missing an opportunity to report these significant uses of library resources and will now include each month on our Circulation and Door Count page, albeit not for the current month.

Library Activities

The first month we used the new wireless logon was November 2008 when 1,444 patrons used the network 4,956 times, so the growth over the past 5 months has been a 65.5% increase in the number of patrons and 71.8% increase in the number of sessions.

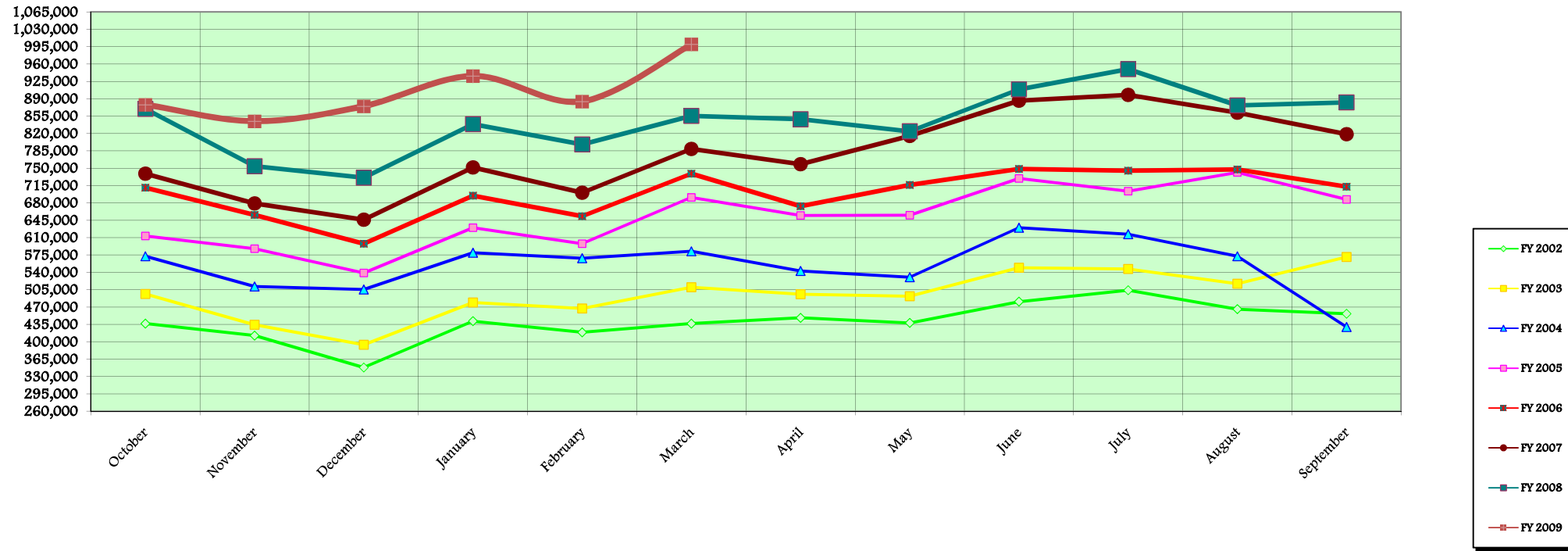
In March 2009 we experienced an all time system high in the number of PC Sessions. There were 89,383 sessions which is an 18.76% increase over March 08's total of 75,262. It was also a 3.9% increase over the previous all time system wide high of 86,050 in October 2007. The increase was primarily in branches where 13 of 14 locations saw double digit increases. In fact, new all time highs were seen at Eatonville, Edgewater, Herndon, South Trail, Southeast, Southwest, Washington Park, and West Oaks.

Holds placed increased by 21% while check out only increased by 12%. We are looking at some workflow options to help us close that gap.

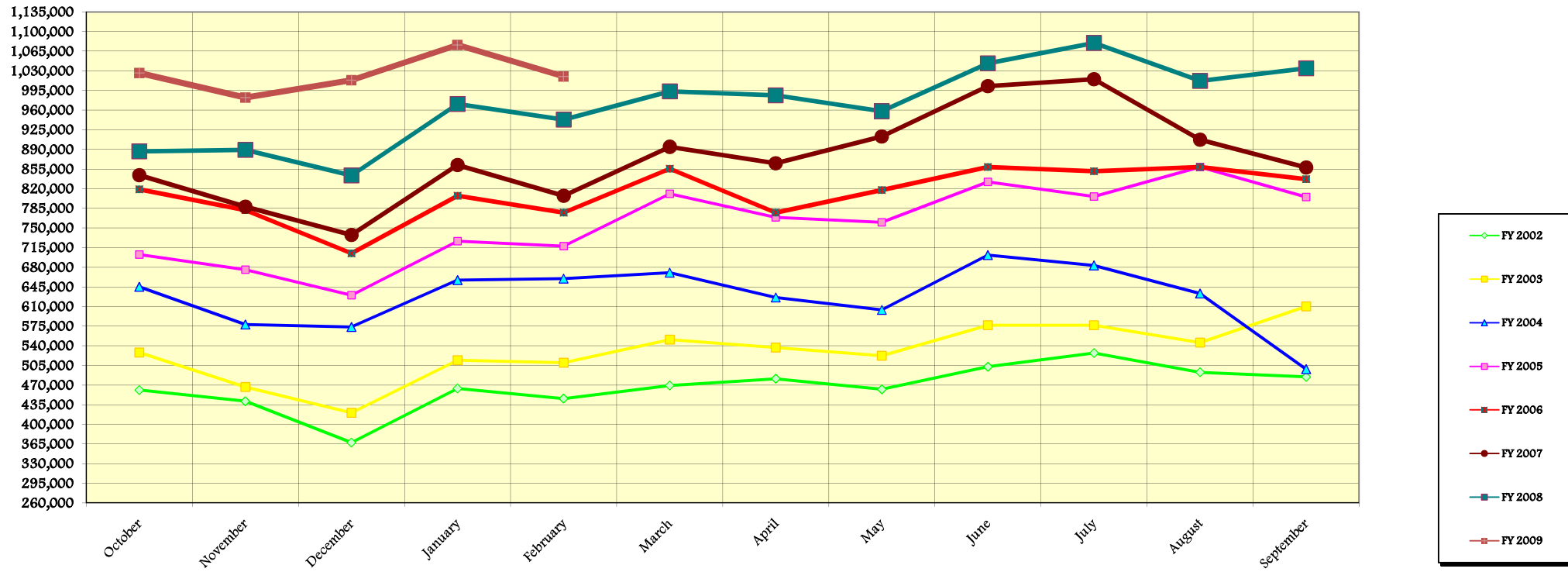
www.ocls.info

The new Mobile OCLS homepage received 2,047 views and the entire mobile portal received 4,335 views. We went live with m.ocls.info on 3/12/09. This new product has received favorable mention on several library blogs and we received a query about the product from the Queens Public Library.

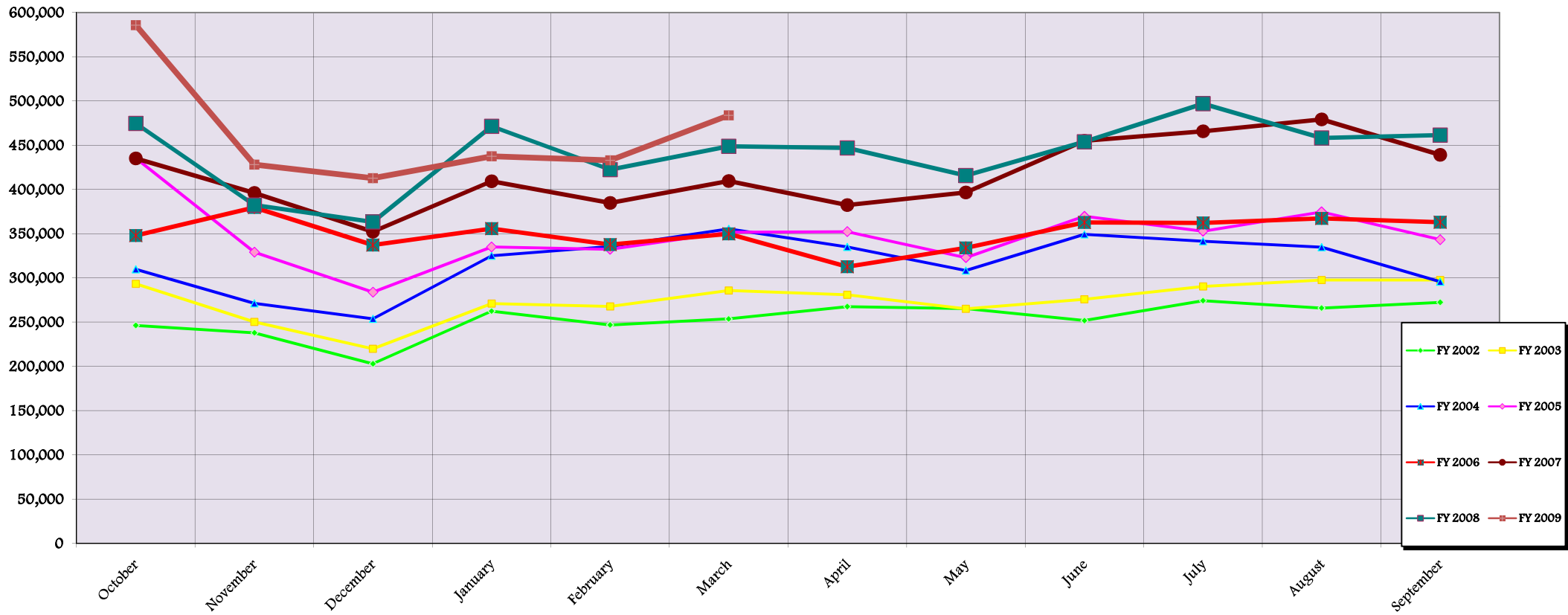
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION
Fiscal Year 2002 Through Fiscal Year 2009 To Date**



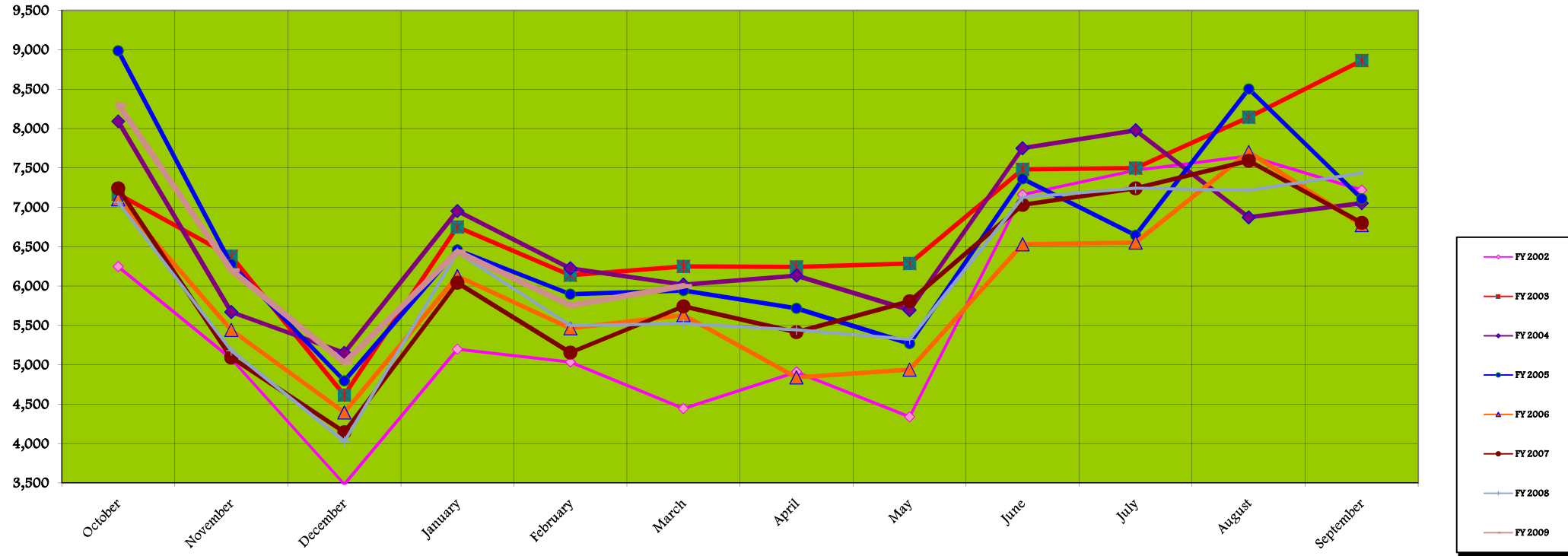
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION WITH ELECTRONIC STATS**
(Circ Stats & Electronic Database Stats ~ 2 months previous)
Fiscal Year 2002 Through Fiscal Year 2009 To Date



Orange County Library System
 Door Counts
 Fiscal Year 2002 through Fiscal Year 2009 To Date



Orange County Library System
New Customer Registration
Fiscal Year 2002 through Fiscal Year 2009 To Date



Circulation & Door Count

October through March

	Oct '08	Oct '07	Nov '08	Nov '07	Dec '08	Dec '07	Jan '09	Jan '08	Feb '09	Feb '08	% of Change with Database Usage	Mar '09	Mar '08	% of Change
Circulation														
Main	264,369	263,951	255,348	237,835	261,492	236,330	259,901	248,259	251,636	240,178	4.77%	281,410	263,015	6.99%
Branches	490,764	493,444	471,493	426,268	493,273	397,334	529,875	491,342	493,687	445,479	10.82%	559,922	482,409	16.07%
MAYL	66,641	66,695	63,778	53,363	69,572	61,091	70,695	60,961	71,507	66,792	7.06%	79,750	70,822	12.61%
Database Usage	148,564	149,022	138,173	135,767	130,115	113,750	140,543	135,138	135,820	145,782	-6.83%		138,518	
Digital Products	49,538	41,163	48,185	33,824	52,926	32,765	69,051	33,989	61,053	41,548	46.95%	71,060	35,335	101.10%
Digital Downloads	2,308	1,746	2,673	1,516	2,735	1,485	2,717	1,571	2,853	1,421	100.77%	3,246	1,679	93.33%
Talking Books	4,129	4,372	3,001	3,011	3,806	3,450	3,508	4,055	3,566	3,956	-9.86%	3,965	3,880	2.19%
Total without Database Usage	877,749	871,371	844,478	755,817	883,804	732,455	935,747	840,177	884,302	799,374	10.62%	999,353	857,140	16.59%
Total with Database Usage	1,026,313	1,020,393	982,651	891,584	1,013,919	846,205	1,076,290	975,315	1,020,122	945,156	7.93%		995,658	Not Yet Available
Door Count														
Main	74,877	63,693	55,250	57,654	55,296	53,501	62,777	64,803	59,340	58,844		62,815	61,636	1.91%
Branches	424,494	323,951	292,736	256,200	271,682	234,895	288,981	331,321	285,374	280,825		321,594	298,064	7.89%
MAYL Packages	63,354	64,511	60,008	51,270	65,272	58,409	66,209	58,203	67,693	64,351		75,741	67,926	11.51%
Talking Books	17	16	17	8	27	8	17	11	15	21		28	12	133.33%
Drive Up Windows	23,061	22,427	19,993	17,239	20,406	16,491	19,467	17,162	20,456	18,297		23,464	21,213	10.61%
Total	585,786	474,582	427,987	382,363	412,656	363,296	437,434	471,489	432,863	422,317		483,614	448,839	7.75%

Circulation & Door Count

April through September

	Apr '09	Apr '08	May '09	May '08	Jun '09	Jun '08	Jul '09	Jul '08	Aug '09	Aug '08	Sep '09	Sep '08	FY 2009 YTD	FY 2008
Circulation														
Main		256,941		249,297		256,647		263,516		261,391		259,199	1,574,156	3,036,559
Branches		472,723		453,752		523,453		565,805		498,441		505,576	3,039,014	5,756,026
MAYL		72,046		67,743		69,359		76,087		69,141		69,772	421,943	803,872
Database Usage		138,035		134,055		133,717		130,654		135,695		152,300	693,215	1,642,433
Digital Products		42,620		49,486		55,012		38,242		41,659		41,584	351,813	487,227
Digital Downloads		1,454		1,463		1,441		1,608		1,945		2,454	16,532	19,783
Talking Books		4,152		4,024		3,948		4,104		3,892		3,802	21,975	46,646
Total without Database Usage	0	849,936	0	825,765	0	909,860	0	949,362	0	876,469	0	882,387	5,425,433	10,150,113
Total with Database Usage	0	987,971	0	959,820	0	1,043,577	0	1,080,016	0	1,012,164	0	1,034,687	5,119,295	11,792,546
Door Count														
Main		60,997		55,530		65,815		68,788		59,965		62,992	370,355	734,218
Branches		297,458		277,463		302,110		334,139		311,800		312,029	1,884,861	3,560,255
MAYL Packages		68,977		64,416		66,200		73,167		66,029		66,479	398,277	769,938
Talking Books		16		16		24		13		19		20	121	184
Drive Up Windows		19,590		18,314		19,677		20,839		20,352		20,015	126,847	231,616
Total		447,022		415,723		453,802		496,933		458,146		461,515	2,780,340	5,296,027

Web Site Traffic

April through September

	Oct '08	Oct '07	Nov '08	Nov '07	Dec '08	Dec '07	Jan '09	Jan '08	Feb '09	Feb '08	Mar '09	Mar '08	% of Change
Hits to the Website													
Inside	8,356,815	5,664,814	7,591,066	4,446,440	8,467,267	4,459,588	8,970,682	5,271,546	8,752,211	5,209,567	10,960,374	5,678,465	93.02%
Outside	6,937,280	5,139,056	6,363,365	4,576,053	6,092,640	4,430,452	7,404,367	5,606,337	6,694,017	5,215,845	7,558,408	5,658,619	33.57%
Total	15,294,095	10,803,870	13,954,431	9,022,493	14,559,907	8,890,040	16,375,049	10,877,883	15,446,228	10,425,412	18,518,782	11,337,084	63.35%
Visits													
Inside	109,660	111,148	99,554	88,627	107,370	86,330	110,764	99,575	109,096	96,577	120,060	99,450	20.72%
Outside	237,939	255,253	218,251	226,436	213,052	216,804	251,254	249,995	227,925	223,939	244,480	253,654	-3.62%
Total	347,599	366,401	317,805	315,063	320,422	303,134	362,018	349,570	337,021	320,516	364,540	353,104	3.24%
Unique Visitors													
Inside	1,293	1,492	1,315	1,353	1,311	1,332	1,181	1,385	1,223	1,345	1,176	1,416	-16.95%
Outside	74,404	77,285	69,437	67,133	66,168	65,541	83,215	73,385	74,587	68,921	76,271	66,362	14.93%
Total	75,697	78,777	70,752	68,486	67,479	66,873	84,396	74,770	75,810	70,266	77,447	67,778	14.27%
Page Views													
Inside	1,128,610	1,471,571	1,050,819	1,141,034	1,144,905	1,089,580	1,229,596	1,292,162	1,215,731	1,261,531	1,355,822	1,262,023	7.43%
Outside	1,237,858	1,231,557	1,287,539	1,088,394	1,177,853	1,079,609	1,407,756	1,328,426	1,222,576	1,206,848	1,351,311	1,224,639	10.34%
Total	2,366,468	2,703,128	2,338,358	2,229,428	2,322,758	2,169,189	2,637,352	2,620,588	2,438,307	2,468,379	2,707,133	2,486,662	8.87%

Web Site Traffic

April through September

	Apr '09	Apr '08	May '09	May '08	Jun '09	Jun '08	Jul '09	Jul '08	Aug '09	Aug '08	Sep '09	Sep '08	FY 2009 YTD	FY 2008
Hits to the Website														
Inside		6,184,777		5,428,401		6,069,938		5,934,514		5,848,128		7,767,281	53,098,415	67,963,459
Outside		5,681,414		5,251,553		5,868,512		5,806,271		5,657,932		6,736,810	41,050,077	65,628,854
Total		11,866,191		10,679,954		11,938,450		11,740,785		11,506,060		14,504,091	94,148,492	133,592,313
Visits														
Inside		101,937		101,535		102,267		105,764		100,989		104,379	656,504	1,198,578
Outside		261,534		256,912		227,353		230,419		217,184		230,154	1,392,901	2,849,637
Total		363,471		358,447		329,620		336,183		318,173		334,533	2,049,405	4,048,215
Unique Visitors														
Inside		1,410		1,425		1,432		1,456		1,479		1,404	7,499	16,929
Outside		63,785		66,924		73,624		72,124		70,957		73,210	444,082	839,251
Total		65,195		68,349		75,056		73,580		72,436		74,614	451,581	856,180
Page Views														
Inside		1,341,549		1,315,120		1,536,410		1,433,254		1,393,040		1,050,998	7,125,483	15,588,272
Outside		1,205,566		1,214,091		1,351,074		1,358,050		1,303,452		1,280,790	7,684,893	14,872,496
Total		2,547,115		2,529,211		2,887,484		2,791,304		2,696,492		2,331,788	14,810,376	30,460,768

Circulation and Orange County Library System: Report for FY 2009 YTD & FY 2008

Library Activities

April through September

	Oct '08	Oct '07	Nov '08	Nov '07	Dec '08	Dec '07	Jan '09	Jan '08	Feb '09	Feb '08	Mar '09	Mar '08	% of Change
Program Attendance Total	14,432	14,869	11,234	10,144	8,813	7,412	12,584	11,461	13,977	13,778	13,139	13,177	-0.29%
Total # of Programs	503	531	426	473	430	420	456	490	537	537	570	529	7.75%
Community Events Attendance Total	2,301	856	3,158	428	530	241	2,167	1,717	637	2,625	1,236	202	511.88%
Total # of Community Events	19	11	23	11	8	5	6	8	11	9	7	2	250.00%
Events Line	51	9	42	8	38	9	58	15	47	4	49	6	716.67%
StoryLine	101	144	136	106	84	146	163	157	95	95	258	111	132.43%
Class Attendance Total	4,012	3,414	3,065	2,587	3,177	2,304	4,038	3,374	4,948	3,461	5,221	3,447	51.47%
Total # of Classes	1,167	1,156	927	996	1,046	972	1,091	1,086	1,054	1,063	1,136	1,082	4.99%
QuestLine	18,374	15,804	12,982	12,994	12,470	11,382	13,665	14,906	13,686	14,210	14,184	14,197	-0.09%
P.C. Sessions	83,150	86,050	70,062	68,834	78,461	67,163	80,309	76,603	77,168	73,039	89,383	75,265	18.76%
Wireless Access Activity	-		4,956		6,329		7,103		7,513		8,518	N/A	N/A
Number of Active Cards in the System	437,425	458,669	434,009	453,825	432,708	449,896	434,314	446,265	432,554	444,431	431,581	439,188	-1.73%
New Customer Registrations	8,304	7,063	6,203	5,181	5,026	4,028	6,438	6,425	5,755	5,498	6,002	5,520	8.73%
Total Registered Borrowers	822,774	960,280	828,382	965,112	833,350	968,490	840,016	974,578	845,480	979,561	851,378	984,132	-13.49%
Customers Transacting	64,460	N/A	68,072	N/A	70,371	N/A	58,047	N/A	69,588	N/A	75,512	N/A	N/A

Circulation and Orange County Library System: Report for FY 2009 YTD & FY 2008

Library Activities

April through September

	Apr '09	Apr '08	May '09	May '08	Jun '09	Jun '08	Jul '09	Jul '08	Aug '09	Aug '08	Sep '09	Sep '08	FY 2009 YTD	FY 2008 YTD
Program Attendance Total		17,952		14,039		18,635		20,177		15,059		12,930	74,179	169,633
Total # of Programs		568		538		558		592		515		501	2,922	6,252
													0	
Community Events Attendance Total		4,246		921		802		1,407		3,613		3,161	10,029	20,219
Total # of Community Events		26		8		8		6		14		22	74	130
Events Line		27		15		9		9		3		7	285	121
StoryLine		181		135		130		122		123		119	837	1,569
Class Attendance Total		3,470		3,505		3,680		3,918		3,315		3,544	24,461	40,019
Total # of Classes		1,082		1,063		1,088		1,157		1,093		1,033	6,421	12,871
QuestLine		13,928		13,021		14,225		15,661		15,624		14,437	85,361	170,389
P.C. Sessions		78,836		78,283		78,874		86,331		80,552		82,312	478,533	932,142
Wireless Access Activity													34,419	N/A
Number of Active Cards in the System		437,356		435,909		437,941		437,355		436,635		355,581	2,602,591	
New Customer Registrations		5,444		5,322		7,126		7,242		7,216		7,434	37,728	73,499
Total Registered Borrowers*		989,144		993,824		1,000,401		801,720		807,868		814,883	5,021,380	
Customers Transacting										72,432		76,921	0	

*In July 2008, Removed 205,799 records for accounts which had been expired since March 2004 and had no outstanding activity.

	Oct~08	Oct~07	Nov~08	Nov~07	Dec~08	Dec~07	Jan~09	Jan~08	Feb~09	Feb~08	Mar~09	Mar~08	% of Change
Online Catalog Searches	839,559	718,606	822,318	609,751	771,593	531,351	917,010	690,468	875,998	639,000	987,437	692,763	42.54%
Online Renewals	157,539	148,473	154,951	135,516	162,186	136,377	155,574	132,819	154,857	134,407	175,933	153,497	14.62%
Online Questions	641	601	465	489	480	429	608	481	585	478	623	481	29.52%
Online Requests	72,482	72,832	64,163	53,927	62,768	49,152	75,106	66,488	70,395	62,197	77,859	63,616	22.39%
Online Suggestions	155	107	146	98	118	77	119	104	87	76	119	112	6.25%

	Apr~09	Apr~08	May~09	May~08	Jun~09	Jun~08	Jul~09	Jul~08	Aug~09	Aug~08	Sep~09	Sep~08	FY 2009 YTD	FY 2008
Online Catalog Searches		688,093		644,641		789,090		835,487		775,812		792,854	5,213,915	8,407,916
Online Renewals		150,227		148,613		145,679		157,849		153,563		153,426	961,040	1,750,446
Online Questions		503		455		507		483		392		294	3,402	5,593
Online Requests		68,214		69,478		78,638		79,723		71,711		69,391	422,773	805,367
Online Suggestions		125		77		115		106		113		121	744	1,231

Circulation and Orange County Library System: Report for FY 2009 YTD & FY 2008

Circulation Statistics

March 1, 2009 - March 31, 2009

Location	Days Open**	Total Circulation	% of Total	Previous Year	Gain/Loss	% Gain/Loss	Drive Up Window Visits	Walk In Visits	Total Visits	Drive Up Window Visits Previous Year	Walk In Visits Previous Year	Total Visits Previous Year	Gain / Loss	% Gain / Loss
Main	31	281,410	28.16%	263,015	18,395	6.99%	3,840	62,815	66,627	3,900	61,636	65,536	1,091	1.66%
MAYL*	22	79,750	7.98%	70,822	8,928	12.61%		75,741	75,741		67,926	67,926	7,815	11.51%
Digital Products		71,060	7.11%	35,335	35,725	101.10%			-					
Digital Downloads		3,246	0.32%	N/A	N/A	N/A			-					
Talking Books	31	3,965	0.40%	3,880	85	2.19%		28	28		12	12	16	133.33%
West Oaks	31	46,529	4.66%	41,222	5,307	12.87%	3,868	25,817	29,685	3,262	25,111	28,373	1,312	4.62%
Herndon	26	54,906	5.49%	46,364	8,542	18.42%		26,726	26,726		25,414	25,414	1,312	5.16%
Alafaya	31	79,616	7.97%	69,539	10,077	14.49%	6,706	33,855	40,561	6,469	31,646	38,115	2,446	6.42%
Southeast	26	50,825	5.09%	43,996	6,829	15.52%	2,667	29,970	32,637	2,581	28,028	30,609	2,028	6.63%
Hiawasse	26	26,787	2.68%	23,845	2,942	12.34%		23,073	23,073		21,526	21,526	1,547	7.19%
Southwest	26	54,292	5.43%	45,012	9,280	20.62%		26,495	26,495		23,064	23,064	3,431	14.88%
Edgewater	26	36,670	3.67%	30,425	6,245	20.53%		24,222	24,222		20,338	20,338	3,884	19.10%
North Orange	31	47,265	4.73%	42,698	4,567	10.70%		25,509	25,509		23,510	23,510	1,999	8.50%
South Creek	31	65,879	6.59%	57,251	8,628	15.07%	4,802	32,853	37,655	4,079	30,119	34,198	3,457	10.11%
South Trail	26	28,806	2.88%	23,271	5,535	23.78%		27,155	27,155		26,823	26,823	332	1.24%
Winter Garden	26	35,376	3.54%	29,897	5,479	18.33%	1,581	17,660	19,241	922	16,037	16,959	2,282	13.46%
Windermere	26	17,185	1.72%	14,217	2,968	20.88%		11,403	11,403		10,008	10,008	1,395	13.94%
Washington Park	26	13,801	1.38%	12,759	1,042	8.17%		11,420	11,420		10,451	10,451	969	9.27%
Eatonville	26	1,985	0.20%	1,913	72	3.76%		5,436	5,436		5,989	5,989	(553)	-9.23%
Total	437	999,353	100.00%	855,461	143,892	16.82%	23,464	460,150	483,614	21,213	427,626	448,839	34,763	7.75%

*MAYL Visits ~ Customer Transactions

**Online Resources Usage Statistics
NUMBER OF SEARCHES**

March 2009 Report for February 2009 Data

FISCAL YEAR 2008 - 2009	Oct-08	NOV	DEC	Jan-09	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	YTD 08- 09	YTD 07 - 08	FINAL FY 07 - 08
African-American Song Index	21	9	113	50	32								225	63	100
Ancestry Library Edition	4,582	3,232	5,520	4,784	4,829								22,947	9,698	98,274
Associations Unlimited	469	551	327	454	566								2,367	1,870	4,075
Auto Repair Reference Center	339	250	329	366	299								1,583	1,395	3,721
Biography Resource Center	2,825	2,226	2,243	2,810	3,704								13,808	15,267	26,570
Business & Company Resource Center	2,071	3,173	1,429	622	1,795								9,090	7,333	22,705
Business Index ASAP	47	37	38	105	114								341	252	654
Classical.com	90	245	388	413	333								1,469	945	1,749
Computer Database	109	85	72	71	90								427	381	951
Consulta	254	239	153	188	247								1,081	128	279
Countrywatch	1,343	1,051	1,103	1,531	886								5,914	4,758	12,655
Countrywatch -- Youth ed.	562	346	160	177	339								1,584	1,054	3,041
DearReader.com Online Book Club <i>(cumulative total of people registered)</i>	69,640	69,300	69,480	70,120	69,820								348,360	345,320	838,680
Expanded Academic ASAP	280	168	211	250	147								1,056	1,250	2,801
Ferguson's Career Guidance Center	366	343	271	489	413								1,882	1,107	2,611
First Search	1,278	1,453	1,316	1,303	1,306								6,656	7,425	21,094
Gale Virtual Reference Library e-books (FEL)	25	34	15	29	39								142	505	836
General Business File ASAP	78	67	85	75	104								409	759	1,432
General One File (formerly InfoTrac One File)	706	762	565	714	834								3,581	3,585	7,980
General Reference Center Gold	373	336	306	311	459								1,785	1,761	4,262
Health & Wellness Resource Center and Alternative Health Module	1,373	1,498	837	1,008	1,332								6,048	5,496	11,266
Health Reference Center Academic	158	111	10	56	79								414	380	1,216
HeritageQuest Online	4,819	4,106	3,517	4,419	4,539								21,400	29,006	72,488
Informe	11	13	4	15	23								66	110	289
Junior Edition - K12	202	178	97	279	91								847	1,100	1,741
Kid's Edition - K12	84	382	171	167	281								1,085	609	1,033
Learnatest	609	502	542	646	631								2,930	2,468	6,571
LitFinder (formerly Essay/ Poem/ Storyfinder)	343	2,265	2,328	2,425	2,092								9,453	1,707	3,712
Literature Resource Center	425	374	241	257	598								1,895	12,611	25,389

Fiscal Year 2008 - 2009	8-Oct	NOV	DEC	9-Jan	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	YTD 08 - 09	YTD 07 - 08	FINAL FY 07-08
Live Homework Help	482	463	398	497	298								2,138	1,528	3,519
Mango Languages	417	386	507	609	541								2,460	N/A	2,315
Mergent Online	286	275	163	195	272								1,191	1,093	2,145
Morningstar	463	806	1,002	1,748	697								4,716	943	2,432
Novelist Plus	406	400	650	785	771								3,012	4,508	7,588
Opposing Viewpoints Resource Center	1,224	897	586	509	806								4,022	3,210	7,045
p4A Antiques Reference	334	256	218	257	237								1,302	984	2,591
Personal and Business Forms	150												150	551	1,236
Pop Culture Universe	275	251	385	674	304								1,889	N/A	1,298
Powermediaplus Streaming Videos	336	313	200	406	709								1,964	1,632	3,368
Professional Collection	68	54	43	43	69								277	255	618
ProQuest Newspapers	2,316	2,083	1,988	1,683	1,915								9,985	8,949	22,146
Read the Books	38,298	29,559	23,981	28,197	22,945								142,980	111,673	253,581
Reference USA	3,561	2,616	2,577	2,520	2,056								13,330	20,969	53,718
Science Online	675	571	367	451	603								2,667	2,473	5,602
SimplyMap	176	293	838	847	127								2,281	2,998	4,745
SIRS Knowledge Source	1,301	992	892	527	849								4,561	3,206	7,422
Small Business Resource Center	101	112	51	122	119								505	1,162	1,707
Smithsonian Global Sound	38	32	92	88	25								275	84	175
Standard Deviants Video (formerly known as Cerebellum Online Videos)	29	16	33	26	22								126	343	666
Standard & Poors NetAdvantage	312	324	366	301	570								1,873	1,365	3,372
Student Edition - K12	119	97	75	86	294								671	462	1,076
Tell Me More	583	536	160	149	169								1,597	N/A	N/A
Tumblebooks	328	422	305	314	324								1,693	1,685	5,130
TumbleReadables	18	26	40	26	31								141	132	869
Typing Master (cumulative total of people registered)	872	930	975	1,046	1,153								4,976	1,807	6,351
Value Line	512	545	520	3,628	2,461								7,666	N/A	2,184
What Do I Read Next?	397	382	309	332	396								1,816	1,180	2,825
Worldbook Online	1,191	1,508	1,022	893	1,035								5,649	3,159	7,476
TOTAL NUMBER OF SEARCHES	148,750	138,481	130,614	141,093	135,820								694,758	*677,652	*1,642,433

**Orange County Library System
Board of Trustees Meeting
Thursday, April 9, 2009**

Action Items

None

**Orange County Library System
Board of Trustees Meeting
Thursday, April 9, 2009**

Discussion and Possible Action Items

**Orange County Library System
Board of Trustees Meeting
Thursday, April 9, 2009**

**Strategic Plan FY 2009:
2nd Quarter Update**

Orange County Library System ~ Strategic Plan FY 2009: 2nd Quarter Update

Strategic Goal Progress Reports					
Strategic Goal: Develop OCLS as The Gold Standard for Public Libraries					
Objective A : Continue to cultivate the reputation of OCLS as a national model					
Plan Year	Action	Task	Progress	Champion	Latest Update
	1. Participate in national meetings as presenters			Kathryn Robinson	
Year One		a) Conduct effective presentation skills workshops online and face-to-face	Series of training and coaching sessions planned for staff who proposed conference presentations to be delivered over the next year. First workshop was held 3-20-09.		03/25/2009
Year Two		b) Seek opportunities for presentations outside of traditional library audiences			
Year One		c) Maintain calendar of meeting proposal submission deadlines	Wiki is updated regularly with new opportunities for conference presentations. Mary Anne will be giving the opening greeting at FLA conference. Staff Wiki created 11/08 and to be announced to staff 12/08.		03/25/2009
	2. Publish in national library literature-periodicals and other publications			Kathryn Robinson	
Year One		a) Conduct effective writing skills workshops online and face-to-face	Technology Grants for Libraries 101 Webinar was offered in March 2009 to Librarians and the FLA PreConference, "Grants for Libraries" is available to staff on May 5, 2009.		3/25/2009
Year One		b) maintain list of suggested publications and their submission guidelines	The list of publications by OCLS staff continues to grow and be updated on the publication wiki. Staff wiki created 11/08, to be announced to staff 12/08		3/25/2009
	3. Create unique opportunities for colleagues to learn from us			Debbie Moss	
Year		a) Create a			

One		web page through which we can share our products through a "business to business" model to both promote our services and solicit input from the library community or other industries			
		b) Market in-house training to other libraries	The Osceola County students have completed the Ready, Set, Go (RSG) class with rave reviews from both the students and the administration / management of the Osceola County Library System. Development of a marketing piece to other libraries to offer RSG training services to staff at regional public libraries is underway. 10/08 Two Osceola County staff begin Ready Set Go funded through HW Wilson Staff Development grant.		03/23/2009
	4. Communicate our achievements with our colleagues and our local community			Tracy Zampaglione	
Year One		a) Create ocls.info page to highlight the achievements of staff in presenting, publishing or other recognition	Employee achievements page updated to reflect additional presentations and publications. Employee achievements page added to OCLS in October '08. It features staff who have been honored with awards, published in professional journals or presented at major conferences.		03/24/2009
	5. Establish staff committee to focus solely on criteria for application for Library of the Year and favorable placement in library rankings and awards			Debbie Moss	
Year One		a) establish committee	Posted OP announcement for staff volunteers and got nine volunteers.		10/9/2008 complete
Year One		b) Focus on Library of the Year	Communications are primarily now occurring via email		03/23/2009

		application	<p>and wiki as we complete various applications.</p> <p>01/09: Committee met 01/08 and 02/05.</p> <p>Committee has met twice, Nov 6 and Dec 4. Each member is reviewing previous Library of the Year winners. Wiki has been established and we are posting a list of key factors that make OCLS a winner to focus on in application.</p>		
Year One		c) Identify other significant awards	<p>Nominated the Orlando Memory Project for the Rethinking Resource Sharing Innovation Award and submitted Florida Library Association Library of the Year nomination along with a nomination of ocls.info for FLA website of the year. The Gale Cengage Library of the Year nomination has been completed and submitted.</p> <p>We are examining the new "LJ Index of Public Library Service." It provides "star" ratings to public libraries. This year's rankings were based on 2006 performance measures and OCLS did not get any stars- though we did rank second in the state of Florida behind Broward County. Our study will help us identify the areas in which we need to drive performance to reach a goal of 5 stars.</p> <p><u>01/2009 Created Wiki to track award opportunities and applications.</u> Applied for Ash Innovations in Government Award (MAYL) and did not receive. Applied for and was awarded Workforce Central Florida Employer of Excellence Award (Staff Development programs). Also recently applied for the Polaris Library Innovation Award (OCLS Alerts)-did not receive.</p>		03/23/2009

Objective B : Connect the community to our services and products

Plan Year	Action	Task	Progress	Champion	Update Date
Year One	1. Develop Library Ambassador program		Underway and prepared for public launch during National Library Week, April 12 - 18, 2009.	Tracy Zampaglione	3/24/2009
		<u>a) Create ambassador toolkit.</u>	Library Ambassador Toolkit has been created, and will be unveiled with a call for volunteer ambassadors during National Library Week.		3/24/2009
	2. Ensure that OCLS is recognized as an important community institution			Wendi Bost	
		a) Develop submissions for local awards and grants	The Downtown Orlando Partnership informed the Orange County Library System that we are the recipients of a 2008 Golden Brick Award for our Art After Hours programming. The Orlando Public Library is one of downtown's jewels and Art After Hours is adding some extra sparkle to the urban core. These opening receptions for exhibits at the Orlando Public Library in the heart of downtown bring together visual and performing artists from Central Florida to showcase their work. Art After Hours offers the community a great way to kick off their weekend with art, live entertainment and refreshments in a delightful downtown venue.		4/1/2009

			<p>OCLS is participating in the Best Companies to Work for in Florida program created by <i>Florida Trend</i> magazine and Best Companies Group. Staff were emailed, at random, surveys to fill out.</p> <p>OCLS Awarded: WORKFORCE CENTRAL FLORIDA Award of Excellence</p>		
		b) Increase linking into OCLS web site from other local highly valued web sites			
		c) Participate in community events	<p>2nd Quarter OCLS participated in numerous community events during the second quarter of the year including the Mayor's Job Fair and Fiesta in the Park at Lake Eola. In total, OCLS interacted with 992 people through 11 outreach events. In addition the Division Of Branches attended over 76 events offsite in the community that connected us to 3372 people.</p> <p>Second Quarter Totals: 87 events and 4364 people.</p> <p>FIRST QUATER RESULTS Community Relations 15 events reaching a cumulative total of 3,441 people. Sample programs from the first quarter can be found here community events strat plan</p> <p>Additional outreach from Division of Branches 30 events reaching 1,461 people. Total: 45 events reaching 4902 people</p>		03/23/2009
		d) Increase OCLS presence in the media	<p>OCLS has a new connection with the Orlando Sentinel. Scroll down to the bottom of the Sentinel's online Local page. They have a whole section called "Orange County Library news" and a link to our press releases.</p> <p>http://www.orlandosentinel.com/news/local/orange/</p> <p>Added OCLS to Business Wire. Business Wire, a news distribution services. It transmits full-text news releases, photos and other multimedia content to journalists, financial professionals, investor services, and the general public worldwide. Business Wire originates hundreds of thousands of news announcements each year.</p>		3/23/2009
		e) Encourage staff participation in local civic groups and/or local boards to promote library services	<p>Marilyn John, Librarian from North Orange is connecting with our community via the Apopka Chamber.</p> <p>Kelly Pepo and her team at Edgewater have made a great connection with the Florida Humanities Council with their Successful PrimeTime Program. Patricia Putnam and Frank Billingsley were present at the branch to witness the success first hand.</p> <p>The Community Relation's Speakers Bureau continues to be successful going off site to speak to local groups such as the rotary about all OCLS has to offer.</p>		3/23/2009

			<p>Mary Anne Hodel is on the board of the Florida Humanities Council, Patrice Florence-Walker is on the Neighborhood Center for Family & Children Committee of Eatonville, Kris Woodson is representing OLCS as part of Leadership Orlando, Bethany Corbett is Secretary of the Dr. Phillips Rotary. Gregg Gronlund is President and Editor of the Central Florida Genealogical Society, Inc. Bobbie Gonzalez represents the library on the teacher grant award committee for Foundation for Orange County Public Schools, Inc. Several staff members are on various school SAC (student advisory committee) committees. North Orange, West Oaks and Winter Garden Libraries are now all members of their respective area Chambers.</p>		
		f) Library as Third Place: Foster the experience of OCLS as a community gathering place with relevant programs, services and resources	<p>Efforts were made to renovate several locations making them more inviting, paint carpet etc. New fixtures were received at some locations to improve floor plans and access to materials. Branch managers are working with their staff using stats from databases to focus on their programming and even developing "programs in a box" for when people are present. Gaming for grown-ups is being worked on at several branch locations</p>		12/3/08
		g) Utilize existing networks to partner with organizations to enhance OCLS initiatives.	<p>Working with IBM, OCLS has just applied for Reading Companion for 3 branches to bring literacy software to our community. For our Prime Time Grant the Edgewater staff have made connections in the community with their local IHOP, Just Fork it, Subway, Pizza Hut, Little Caesars, Dollar General, Publix, and WAL*MART and through their generous donations these local merchants have supported this program to bring the love of reading to the Edgewater community.</p> <p>Grant being worked on with FSU -IMLS grant to promote Orlando Memory and train future librarians. Will be submitted by 12/15/2008</p>		3/23/2009
		h) Partner with other non-profit organizations to achieve common goal of visibility	<p>Various Grants such as Community Partners, Superstarz, FINRA, Community Development Block Grant and PrimeTime has OCLS actively in the community, working with teachers, teens and children.</p> <p>OCLS continues to work with nonprofits including A.L.L. (the Adult Literacy League) OCLS was featured in ALL's Winter 2008 Update and their December issue of Between the Lines. OCLS participate in other outreach events- see samples noted above as well as continuing to participate in groups like the Dr. Phillips Rotary, Orlando Memory Project with community partners such as UCF and the Smart Investing Grant with Rollins College.</p>		3/23/2009

Objective C : Use psychographics to develop and market services

Plan Year	Action	Task	Progress	Champion	Update Date
Year One	1. Find resources to identify markets			Craig Wilkins	

		a) Create a Simply Map profile at all locations, updated annually	Ongoing work on profile topics. Branches have begun the process of working with simply maps to create local profiles.		3/25/2009
		b) Evaluate local circulation statistics to identify interests of local users for program/classes tie in	Attended demonstration of marketing research company, OrangeBoy, that uses market research to help libraries. Goals are being set with various managers to create ways to do this and share with others.		3/24/2009
All	2. Cross promote bundled programs and services to meet the needs of various audiences / populations / interests / demographics			Craig Wilkins	
		a) Prepare teams of staff to do presentations around particular services or for certain interest groups	In progress, we have several librarian groups working on topics such as e-government and business connections. This all stems from our efforts known as Librarians as Learning Leaders. With recognition that psychographic data is critical to aspects of research OCLS added two new database from ReferenceUSA called New Movers and Lifestyles with access for staff and public.		12/17/08
		b) Develop process for sharing information to promote classes, programs and services meeting similar interests	Location managers working with staff to increase attendance at programs and classes. Returns are being seen as evidence by the work at Edgewater their class attendance is up 260%. Best practices being shared at Branch Managers meetings.		3/25/09
All	3. Maximize attendance of computer classes and library programs by reaching out to target groups			Eric Atkinson	
		a) Analyze past attendance, waiting lists and survey results	A follow up quarterly analysis was conducted comparing FY08Q1 to FY09Q1 and presented to managers on 3/12/09 and front line TCSS on 3/17/09 as a springboard for discussion and future measurement.		03/24/2009

			An analysis of FY08 attendance sheets, waiting lists, and surveys has been completed. Preliminary results have been shared with branch administrators for review. Preliminary analyses of individual locations have been produced.		
		b) Create balanced system schedule	<p>A meeting was held with select members of the administrative team to review plans. Meetings were then held with branch managers on 3/12/09 and front line TCSSs on 3/17/09 to introduce the concept. Managers have been selected to lead branch work teams and a project timeline established which will result in our first balanced system schedule in October 2009.</p> <p>An initial strategy meeting has been scheduled for 12/12/2008 to include the IS Dept. Head, Training Manager and Branch administrators to review individual location statistical analyses and to brainstorm ideas for ensuring participation of various stakeholders including branch managers and instructional staff</p>		03/24/2009
		c) Host Small Business Expo			
		d) Create targeted course tracks to obtain specific skills for particular fields	<p>Flyers have been created for Bookkeeping, Administrative Assistant, and Web Maintenance course tracks. Recording of promotional videos for web site are underway. Still pending is a marketing plan for each course track.</p> <p>Course tracks for Basic Accounting, Web Maintenance and Office / Clerical Skills will begin development in 2Qtr FY2009.</p>		03/24/2009

Objective D : Establish OCLS as an Employer of Choice

Plan Year	Action	Task	Progress	Champion	Update Date
Year One	1. Communicate competencies to attract candidates with appropriate skill levels			Carla Fountain	
		a) Include required competencies in job descriptions and job postings.	<p>Core skills and competencies for technology related staff positions have been identified. Next steps: consider format used for other positions; develop a format to share on job descriptions and job postings.</p> <p>Technology Training Manager is in the process of developing core skills and competencies for technology related support staff positions. We will use these core skills as a template for other positions.</p>		3/24/2009
Year One	2. Expand OCLS employment web site to provide a more transparent and welcoming introduction into the			Carla Fountain	

	organization, our mission and our staff				
		a) Develop a monthly blog with news from HR.	OCLS JobSpot Blog has been created. Goal is to post on ocls.info on 5/1/09. HR and IS Digital Content team have met to discuss basic framework for blog. We want to integrate with online applicant portal, so will reconvene once the decisions are made regarding the applicant portal.		3/24/2009
		b) Create online applicant portal	Web based applicant portal has target implementation date of 5/1/09. This will enable applicants to apply for positions online.		3/24/2009
		c) Develop "realistic job preview" videos for select key positions	Key positions identified for the initial production are: Technology & Customer Support Specialist; Instructional Technology Specialist; General Computer Resource Center positions; and, Librarian. Outlines for video recording have been submitted. Next step - featured employee volunteers to be selected and filming schedule to be coordinated.		3/24/2009
		d) Create employment ads that engage and captivate the best applicants			

Strategic Goal: We will ensure continuous innovation

Objective A : Create dynamic opportunities for customers and staff that move beyond the traditional Library experience

Plan Year	Action	Task	Progress	Champion	Update Date
Year One	1. Develop concierge Library services where information finds you		Continuing to look for unique or new concierge concepts. Web developments (reflected elsewhere in the Plan) continue to connect customers with information and library resources. Researching concierge concepts in relation to connecting community with information experiences.	Renae Bennett	3/24/2009
		a) Analyze Library usage and trends to identify trends in customer interests	Trendwatchers Committee continues to be vigorous in watchdogging trends and considering library applications for them. Team leader Kelly Pepo has set up a blog to share information and enhance communication among team members. Researching community needs as identified through various stat gathering tools, efforts of OCLS Trendwatchers Committee.		03/24/2009
		b) Create opportunity for personalized library interface via the web	Librarian Business Resources Team have discussed user topic headings for the business users page. Recommendation to be finalized during Mar. 31 meeting. 1/13/2009- user page mock up developed. First user group to develop is businesses. Librarian Biz		3/24/2009

			<p>Team is assisting with content development.</p> <p>Digital Access staff are finalizing design and functionality and still gathering resources and content.</p> <p>Digital Access staff working on "user search interest" design for library home page; this will support personalized searching of web site by various groups of patrons such as business users.</p>		
All	2. Utilize traditional and innovative approaches to the provision of Library services			Eric Atkinson	
		a) Create finding options that use terms familiar to the public	Implemented common aliases for branch location in ocls.info, such as Apopka Branch for North Orange and Dr. Phillips Branch for Southwest		12/02/2008
		b) Provide services/location to encourage experimentation with new technologies	Purchased iPod Touch devices and deployed 2 units to Southeast Branch for staff to experiment with OCLSMobile, collection of Customer Interaction Statistics, and other uses.		03/24/2009
		c) Develop new applications for RFID technology	Researching Cisco Network Location Services and WiFi tags to accommodate inventory tracking of fixed assets along with other network devices.		03/24/2009
		d) Implement Learn 2.0 for the public	<p>Web site is being built. eLearning 2.0 @ OCLS will debut in June 2009 and be promoted in the June Books and Beyond newsletter.</p> <p>Course track for public Learn 2.0 is under development. Rollout is anticipated to occur before July 2009.</p>		03/24/2009
		e) Develop opportunities to showcase Library innovations	<p>Library mobile applications including OCLS Mobile have been promoted to local media as well as Library blogs. OCLS Mobile and our iPhone catalog have received favorable write ups in local newspaper.</p> <p>Plans are also underway to promote Library innovations during National Library Week at "An Innovation Presentation" on 4/16/09</p>		03/24/2009
	3. Enhance our virtual presence			Eric Atkinson	
		a) Develop Library Services for mobile users	<p>OCLS Mobile including an iPhone optimized catalog and calendar have been developed, tested, and implemented. Additional plans to incorporate Twitter feeds into the library web site are underway.</p> <p>Beta testing a new mobile phone interface to the Library</p>		03/24/2009

			Catalog will begin for staff in December and then be opened to the public in January		
		b) Provide the means to allow patron produced content (video, photo, music...) for addition to the Library's digital collection			
		Adapt www.ocls.info on a continual basis to meet the expectations and needs of our customers			

Objective B : Manage continuous innovation so that communication, ideas, and analysis become an integral part of the innovative process

Plan Year	Action	Task	Progress	Champion	Update Date
Year One	1. Capture ideas from customers and staff		<p>On Monday February 23, 2009 we went live with a new Beta Test for the public. It's the new Mobile Web Application for ocls.info http://m.ocls.info</p> <p>In February 2009 we will kick off the MY-LS project. This project is designed to gather input from front line staff on the features a library automation system would have if they designed one for themselves. Communication is through a wiki and a series of staff meetings across all frontline work groups.</p> <p>The MYLS staff wiki is up and active. Presentations made at 11 staff meetings. 73 ideas have been posted with nearly 1000 page views.</p> <p>Orange Seed is active online for staff participation. New online classes are planned to start in 3/2009 to educate new staff about the Orange Seed. Patrons currently have many ways to contact us, phone, online, comments, emails we continue to use their feedback constructively and are working on new ways to seek their feedback such as beta tester programs.</p>	Wendi Bost	3/23/2009
		a) Expand Beta Tester program for the public	In 2008 OCLS staff began beta testing a roll out for an iPhone/iPod touch interface with our catalog. In January 2009 we will roll out this same experience for the public to help Beta test this functionality. The feedback from staff to date has been positive.	Wendi Bost	1/12/2009
Year One	2. Establish an Innovation Team, "Orange Seed", to manage ideas, research, prioritize, create		Several new ideas have worked through the Orange Seed and been implemented. Most recently we added the ability to see scheduled classes and programs via MYOCLS. Suggested by staff from the Computer Resource Center and implemented by Information System it is a valuable way to provide customers access to their registered classes and programs.	Wendi Bost	3/23/2009

proposals and evaluate results		<p>The seminar about the Orange Seed is scheduled for March 30, 2009 and is being done online and accessible to all staff. It will be recorded.</p> <p>The Orange Seed continues to generate ideas. The Orange Seed team presented awards on staff day to those who submitted successful ideas and to those departments who help implement the ideas.</p>		
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Objective C : Establish and support a creative culture that values the free flow of ideas

Plan Year	Action	Task	Progress	Champion	Update Date
All	1. Develop a culture where risk taking is encouraged			Mary Anne Hodel	
Year One	2. Establish Innovation Champions		<p>OCLS has joined Twitter, the newest social networking craze. An OCLS Twitter Team was created in mid March 2009 and has been meeting to brainstorm ways the Library can use this new and exciting tool to reach the community in an innovative way. Two Twitter accounts oclslibrary and oclscomrel have been established and have already attracted an initial group of followers.</p>	Mary Anne Hodel	3/25/2009
All	3. Provide timely recognition and feedback		<p>Graduates of <i>Ready Set Go!</i>, a multi-month program aimed at developing exceptional customer service skills, were honored at commencement ceremonies on February 18, 2009. The Eatonville and Southeast branches were recognized with an announcement on the Staff Intranet for circulation increases of over 20% in February 2009. Also recognized on the Staff Intranet were OCLS staff members who completed Learn 2.1, a self-directed online program to keep them abreast of and comfortable using the latest technologies.</p>	Mary Anne Hodel	3/25/2009
All	4. Foster the contribution of creative ideas and solutions		<p>The Orange Seed is a forum for OCLS staff to share innovative ideas for ways we can better serve the public or be more efficient. On March 30, 2009, OCLS will host an Orange Seed Adobe Connect online session to help staff learn how they can contribute to making an idea a reality, determining the costs, and measuring an idea's success.</p>	Mary Anne Hodel	3/25/2009

Strategic Goal: We will maximize the public's Return on Investment

Objective A : Pursue additional revenue sources and cultivate active partnerships

Plan Year	Action	Task	Progress	Champion	Update Date
All	1. Expand fundraising activities		<p>The Character Breakfast in December netted \$2,130 and the Summer Reading direct mail appeal is underway.</p> <p>Year-end appeal dropped Dec. 1; Third Annual Character Breakfast will be Dec. 21; refreshments underwritten by Apple Spice Junction, TooJays and CocaCola.</p>	Tracy Zampaglione	03/25/2009
Year One		a) Implement "Marketing by MAYL "program	<p>We have nine confirmed sales for the MAYL Express business directory. A mock-up using the confirmed sales has been created.</p> <p>The mobile ad sign has been installed on the PEP Delivery truck. We have sent out 1,000 mailings to potential advertisers.</p> <p>1/22/09: Prototype "Advertise Here" sign developed.</p> <p>Promotional brochure created for the program in fall '08. Distributed at two fall business events. Mock up of piece for which advertising will be sold is under development and bids are out for cost for advertising for various PEP vehicles.</p>	Debbie Moss	03/23/2009
		b) Create donor recognition opportunities			
		c) Create consignment opportunities for artists			
All	2. Dedicate staff/teams to identify and recommend more grant opportunities		Team selected and first meeting was held 12/9/08.	Kathryn Robinson	12/08/08
		a) Create wiki page to gather suggestions and encourage participation	<p>Team members continue to update the wiki with opportunities, current grant application updates and resources to support grant writing.</p> <p>Staff wiki created 11/08 and to be announced 12/08</p>		3/23/2009
All	3. License and sell our value added products and services			Debbie Moss	
		a) provide value added services at a charge, such as a	Had presentation from staff team with recommendations for possible services to include with Premium Card.		12/12/2008

		Premium Library Card			
		b) Market online classes to individuals living outside of district and to other libraries	<p>Received query from individual in Puerto Rico looking for computer training who plans to sign up for online classes.</p> <p>In mid- January 2009, Montgomery County picked up again on their evaluation of online classes.</p> <p>We have provided "demo" online classes to the Queen's Public library, Alachua County, Montgomery County, Maryland and Hialeah Public Library. Have held staff team meetings to discuss pricing the distribution methodology.</p>		03/23/2009
		c) Repackage digital products and classes for sale	<p>The same libraries who have viewed our online classes have also looked at our online tutorials. At this time we will not pursue selling in person class content. We are concerned with our ability to control quality.</p> <p>We had a call from a web design firm expressing an interest in purchasing the "Build a Snowman" construct. Sadly their client decided not to pursue.</p>		12/12/2008
All	4. Expand and strengthen community partnerships		<p>Continuing to partner with various organizations to help promote OCLS. The Walgreen's Wellness Bus will visit multiple OCLS locations in May as part of the Library's Fit for Life programming. OCLS partnered with local restaurant Bento to provide refreshments for the Japanese Art After Hours in March. OCLS is also working with the Magic on a Summer Reading promotion and has secured player(s) to attend the SRP wrap-up event.</p>	Tracy Zampaglione	03/25/2009
		a) Create the Library's "Partner Profile"			

Objective 2: Foster a financially accountable culture and offer services that provide maximum value to our customers

Plan Year	Action	Task	Progress	Champion	Update Date
Year One	1. Determine service and policy priorities through cost-benefit analysis to seek operational efficiencies			Bob Tessier	
Year Two	2. Evaluate library services for relevancy and efficiency		Staff are testing an in house designed web based Customer Interaction Stat system. This new system will eliminate much paper tracking and save a great deal of time in repetitive data entry routines.	Bob Tessier	12/2008
All	3. Maximize energy and ecological efficiency			Bob Tessier	
		a) Arrange for energy audits for three locations	Energy Audit completed for Main Library		

		per year			
		b) Discontinue use of "rainy day bags"	Use of rainy day bags has been discontinued		03/25/2009
All	4. Educate and inform staff and the public about budgetary issues		December Library Leader Blog post dedicated to follow up discussion of effects of Property Tax Reform	Bob Tessier	12/2008
		a) Create "What Does It Cost" quiz	Quiz format drafted. Intend to roll out to Staff in April.		03/25/2009

Strategic Goal: We will develop and optimize communication

Objective A : Improve electronic communication tools including training

Plan Year	Action	Task	Progress	Champion	Update Date
Year Two	1. Establish icon-linked Orange Peel page for quick policy and procedures reference- "OP 411"			Eric Atkinson	
Year Two	2. Improve Orange Peel alerts, announcements, and search box results		Second search engine has been received and will be implemented this third quarter. A second search engine (Google mini) has been ordered in order to allow indexing of the Orange Peel separate from ocls.info	Eric Atkinson	03/24/2009
Year One		a) Survey staff regarding Orange Peel use	A group of staff beta testers has been surveyed about recent changes. A wider survey of all staff will be conducted in 4 Qtr of FY2009		12/02/2008
Year One	3. Enhance staff online training tools on the Orange Peel		Nine additional staff received training on creating Adobe Connect presentations this quarter. A training presentation posted this quarter include one on effective communication techniques which was developed using Adobe Connect and a tutorial covering new wireless networking procedures produced with Adobe Captivate. Staff in the Circulation Department are creating a series of instructional videos and posting on the "Circulation Station Wiki". In December a video on replacing damaged AV cases was posted.	Eric Atkinson	03/24/2009

Objective B : Establish communication as an organizational priority for OCLS, provide tools and formal training to promote best practices for communication (such as 'It's How You Say It')

Plan Year	Action	Task	Progress	Champion	Update Date
	1. Provide tools and formal training to promote best practices for communication (such as How You Say It)		Updates continue to be added as changes are noted by our team. Most recently we added some language for staff regarding game circulation changes. Email best practices	Wendi Bost	03/25/2009

			published to staff intranet. Communication Tools, a new section on the staff intranet has been updated for the Online version of How You Say It Also live class content offered to staff has been updated as well reflect all new fiscal year adjustments.		
	2. Evaluate effectiveness of communication practice			Wendi Bost	
		a) Post "Communication@OCLS"- a collaborative effort from librarians and management to enhance the communication process at OCLS	Completed		12/4/2008

Objective C : Expand methods for communicating with the public

Plan Year	Action	Task	Progress	Champion	Update Date
All	1. Implement user-friendly ways to get feedback			Debbie Moss	
Year One		a) Consider options for program evaluation			
Year One		b) Develop a shorter online survey	On March 16, 2009, we posted a new "short" survey option estimated to take only two minutes to complete. We are promoting the new survey in various patron emails with the tag line, "Got two minutes? Give us your two cents!". We will expand this campaign to include signage for all locations. 12/08 Have had conversations with our survey vendor. They have plans for the launch of an abbreviated survey, hopefully by January 2009.		03/23/2009
Year One	2. Create targeted focused customer surveys to gather more data and evaluate findings to improve customer service			Debbie Moss	
	3. Use social networking to expand our reach		We have convened a staff team to focus on the use of Twitter to promote the library. We have a general OCLS account, a program promotion account, a technology account and later regional branch accounts. Currently we have over 100 followers on our general account.	Debbie Moss	03/23/2009

Strategic Goal: We will empower staff to achieve their potential

Objective A : Establish expectations for technology and professional competencies so staff will be well prepared and knowledgeable

Plan Year	Action	Task	Progress	Champion	Update Date
	1. Establish teams to develop technology competencies for existing staff and applicants		Several staff attended a webinar in December regarding performing information literacy assessments.	Debbie Moss	12/12/2008
		a) Establish teams to develop technology competencies needed to complete essential job functions throughout the system	Have draft prepared for all positions in the CRC and the TCSS position which exists in branches and CRC.		12/12/2008
		b) Communicate competencies on job descriptions that are posted both internally and externally			
	2. Establish competencies and standards for employee performance and development			Carla Fountain / Kathryn Robinson	
		a) Establish teams to develop competencies needed to meet and exceed requirements for skills other than technology skills (i.e., customer service, shelving, promotion of library services, etc.)	The team introduced their ideas for feedback at the Librarians as Learning Leaders group meeting on 2-17-09. Reference Manager has established a team to work on development of competencies for Librarians.		3/25/2009
		b) Evaluate current MLS course tracks of several graduate programming			
		c) Communicate competencies on job descriptions that are posted both internally and externally			

Objective B : Implement additional training opportunities to cultivate future success

Plan Year	Action	Task	Progress	Champion	Update Date
	1. Create consistent comprehensive on the job training plans for all new OCLS employees.			Debbie Moss	
		a) Establish teams to develop training/orientation plans for new employees			

	2. Centralize training for all public service staff			Kathryn Robinson	
		a) Determine which processes would benefit from centralization of training (i.e., circulation system and procedures)	A centralized registration training process is under development with an expected ready timeframe of midsummer 2009.		03/25/2009
		b) Develop training and evaluation applicable to processes identified above			
3QTR FY2009	3. Create an OCLS training blog where staff can share and learn from others' successes and challenges		A prototype blog has been created and initial design work is underway. Work in progress can be viewed at http://stafftraining.ocls.info/	Eric Atkinson	03/24/2009
1QTR FY2010	4. Establish inter-departmental tech circles to assist with promoting and coordinating training when new technology is introduced			Eric Atkinson	12/02/2008
	5. Make training topics, presentations, etc. available via the Orange Peel so they can be shared with new staff and reviewed at any time.		Guide to printer repair and Setting up gaming equipment PowerPoint presentations have been created and are being prepared for posting to the Orange Peel. These are being written into individual staff goals at this time. Several being planned include ... a.) a guide to printer repair and replacement, b) a guide to setting up gaming equipment.	Eric Atkinson	03/24/2009
1QTR All	6. Provide recognition for learning new technologies		To be incorporated into Staff Day activities	Mary Anne Hodel	12/03/2008

Objective C : Develop training for employees and managers for understanding and interpreting data

Plan Year	Action	Task	Progress	Champion	Update Date
	1. Create a site where statistical data compiled by the organization can be easily accessed by all OCLS employees		Assistant Manager has been assigned to work on the LibPAS project. Staff meetings have been held, we continue the process of identifying and entering new performance indicators. One indicator has been created specifically for events. Staff	Eric Atkinson	03/24/2009

			<p>continue to work on the Orange Peel Statistics dashboard.</p> <p>The Library has purchased Libpas (Library Performance Assessment System), a statistical tracking product that will allow us to create reports across a number of performance indicators. Staff are working on making local modifications and have begun training with the vendor We have begun identifying critical statistics. In addition, a Orange Peel Statistics dashboard is under development and anticipated to be available for staff by the end of 2QTR FY2009.</p>		
	2. Develop opportunities for ongoing application of organizational metrics			Kathryn Robinson	
		a) Establish "metric moment" as a regular agenda item at manager's meetings , location meetings, and new employee orientation/training	<p>The team returned to Admin with a new draft BSC for feedback.</p> <p>Balanced Scorecard Group is revising scorecard. Will discuss how to incorporate into meetings during the 4th Quarter.</p>		3/25/2009

Objective D : Establish a talent development initiative that will provide employees with an understanding of internal opportunities and career development within OCLS. (Best practices, thresholds, and corporate culture).

Plan Year	Action	Task	Progress	Champion	Update Date
	1. Improve employee access to career, developmental and leadership information and opportunities			Carla Fountain	
		a) Organize and communicate career, developmental and leadership opportunities via the Orange Peel providing staff (and applicants) with the access to information about opportunities available to them			
		b) Create talent development process for key positions/key functions within the organization	<p>Identification of progression opportunities (within the Circulation Department) continues.</p>		3/24/09

			Circulation Department Manager and HR Manager have met to begin development of career and leadership opportunities within the Circulation Department that may be used as a model in other areas.		
	2. Establish mentoring programs to foster employee growth and development			Renae Bennett / Carla Fountain	
		a) Develop mentoring program for new staff			
		b) Develop voluntary mentoring program for current staff interested in either career development or growth within the organization	Mentor Program development underway for Spectrum (Assistant Manager) employees. Plan is to use this program or parts of this program as a model for other positions. Plan is to provide mentor training on 5/28/09.		3/24/09
	3. Provide training to employees in OCLS shared beliefs, practices, and change management			Carla Fountain	
		a) Develop and implement ethics policy	Following completion of ethics training, a system wide task force/committee will develop and implement an ethics policy.		3/24/09
		b) Develop and implement training on change management, corporate culture, and ethics	Ethics training developed and provided to managers on 2/19/09. Managers and Admin Team are conducting training to all staff through 4/30/09.		3/24/09

**Orange County Library System
Board of Trustees Meeting
Thursday, April 9, 2009**

Information

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Director's Report

Director's Report: April 2009

- The Downtown Orlando Partnership has informed the Orange County Library System that it will be honored with a 2008 Golden Brick Award for its *Art After Hours* programming at a luncheon on Thursday, April 16 at the Embassy Suites Hotel. The Orlando Public Library is one of downtown's jewels and *Art After Hours* is adding some extra sparkle to the urban core. These opening receptions for exhibits at the Orlando Public Library in the heart of downtown bring together visual and performing artists from Central Florida to showcase their work. *Art After Hours* offers the community a great way to kick off their weekend with art, live entertainment and refreshments in a delightful downtown venue.

- We received a phone call from a trustee from Galloway Foundation that our request for grant funds for the Summer Reading Program was approved for \$25,000. We have not received anything in writing yet, but feel that it will be in the mail soon

- April 12 – 18 is *National Library Week* and OCLS has several fun and informative events on tap to celebrate the occasion. City of Orlando Mayor Buddy Dyer has awarded OCLS with a proclamation in honor of *National Library Week*. On Wednesday, April 15 OCLS will host a *Books and Beyond Breakfast* where attendees can enjoy coffee, conversation and a continental breakfast while discovering surprising finds at their local library. Thursday morning April 16, OCLS will host an *Innovations Presentation* at 10:30 a.m. in Library Central to showcase all the new and cutting-edge offerings at the library. Friday April 17 in Library Central the *Books2Eat Festival* will add a "sweet" touch to *National Library Week* as local bakeries donate literary-themed cakes for event for patrons to partake in after a ceremonial cake-cutting. Friday night at the Southwest Branch will be an after-hours author talk featuring environmental writer Bill Belleville. Finally, the community is invited to round out *National Library Week* by heading to the Square, Orlando Fashion Square Mall that is! Visit the Orange County Library System's table at the Mall on Saturday, April 18 any time from 11 a.m. to 3 p.m. Visitors who sign up for a library card will automatically be entered into a drawing to win a \$250 shopping spree at the mall. The Library table will be in the Mall's West Court near the entrance by Panera Bread. With 140 stores, a food court and 14-screen theaters, there's something for everyone at the Square. Besides the chance to win a \$250, visitors will learn all their libraries offer.

- We are getting Reading Companion software for 3 locations as a grant from IBM. They will be placed at Southeast, South Trail and Hiawassee locations where we currently have our ELLIS software for learning English. The Reading Companion software is software that assists individuals learning to read English. The value his software is \$30,000.

- We will be getting some help, courtesy of Workforce Central Florida. WFCF will be providing opportunities to Central Florida residents by offering assistance to local government organizations paying their clients to come to the Library and help our customers. They are partnering with local organizations that have computer labs by providing them participants to assist our clients with basic employment services. We are pleased to be the recipient of this gift from one of our best partners. This is part of the Federal stimulus package.

- The *Orlando Sentinel's* online Local page now includes a section called "Orange County Library news" and a link to our press releases.

- Library Director Hodel, the FOL President and Vice President along with another Friends Board Member and a representative from the Community Relations department traveled to Tallahassee to visit with legislators on March 19. They shared budget concerns as well as library accomplishments with our elected officials at the State Capitol.

- OCLS is in the forefront of libraries using the social networking site, Twitter. An OCLS Twitter Team was created in mid March and has been meeting to brainstorm ways that the Library can use this new and exciting tool to reach the tweeting community in innovative ways.

●We have had two visitors to our Herndon Branch from Bóokasafn Reykjanesbæjar (the Public Library in Reykjanesbæjar, Iceland) They had lots of questions about our services for Edward Booker, the Herndon Branch manager and were amazed at all we offered our residents.

●The Virtual Services librarian with the Richland County Public Library in Columbia, South Carolina has contacted us asking for our help and advice. They are in the beginning stages of creating a collection of virtual resources to be displayed on their website –tutorials, instructional screencasts, videos, and are “very much impressed by OCLS’s Virtual Library!” Richland County Public Library was the 2001 Library of the Year.

●Some of our staff are presenting at the Florida Library Association annual meeting here in Orlando. Kathryn Robinson, Donna Bachowski, Wendy Prasad, Jim Elder, Paolo Melillo, Alexis Weimer, Rashal McElderry, Nicole Cavallaro are all making presentations at the Florida Library Conference. We are pleased to have had so many of our staff proposals accepted and appreciate the opportunity of spreading the OCLS brand and our service models to others in the Florida Library community.

●Learning 2.5 is beginning today for all staff. This is an opportunity for staff to learn about the amazing things that are happening with the web. A new module will come out every month for staff to explore. The Learning 2.0 and Learning 2.1 courses are also still up on the staff intranet for new staff or staff who did not participate the first time around.

●The AARP/Walgreens Wellness Tour traveling bus will be coming to four of our locations as part of our Fit for Life initiative to provide free health screenings. <http://www.walgreens.com/about/community/wellness/default.jsp> The bus will be in Orlando at various locations from May 4 through May 17 including North Orange; Edgewater; South Trail and Washington Park. The bus will stop at these four locations in addition to various Walgreens stores during its time in Orlando. At each stop, Walgreen’s will offer the following free health screenings:

- Total Cholesterol Levels
- Blood Pressure
- Bone Density
- Glucose Levels
- Waist Circumference
- Body Mass Index

●The Friends of the Library launched a renewal campaign with a colorful, newly designed renewal form and mailing. They received **\$800** in renewal memberships for the FOL in the month of March!

●Patrons ask, “What does the Library have that I can use with my iPod?” The Mobile Resources Virtual Gallery offers answers. This new gallery lists our online resources and videos that can be used with mobile devices. It also includes materials, databases, and Web sites that have information on mobile devices and wireless technology. In addition, links to OCLS Mobile and OCLS Twitter pages have been included.

Thanks go to Reference Central, ComRel and Information Systems for bringing this gallery together.

●*Florida Heritage Month* is March 15 - April 15, 2009. Celebrate *Florida Heritage Month* by visiting our Florida Heritage Month Virtual Gallery. Don't forget to look around the interactive Cracker house that includes resources and materials on Cracker Culture in Florida History. Browse the gallery to view Library resources and materials, Web sites, fun facts about Florida history and heritage.

●Meanwhile, it's baseball season and our Baseball Virtual Gallery highlights useful databases, books, videos, and Web sites for the person just learning about the sport as well as the diehard fan. Take a turn around the bases in the interactive "Let's Play Ball!" construct.

●Over 180 employees participated in free health screenings that provided readings on blood pressure, cholesterol, glucose, and body mass index. The screenings were offered at the Main Library, and the West Oaks and Herndon branches. Once they received their results, employees learned how to complete a confidential Health Risk Assessment (HRA) online. The HRA is provided by The Prevention Plan, the organization that we have partnered with over the last several years to offer our employee health initiative. The Prevention Plan has updated its website this year to offer more action plans and programs to assist employees reach their health related goals.

●OverDrive content grows all the time and the popularity of the service is growing. Now OverDrive offers two new features:

RATING BOOKS

Once signed in on OverDrive, patrons can rate titles on a scale of 1-5 stars. When patrons are browsing titles they will see the “Average Rating” and “My Rating” if they rated that particular title. Patrons can view their previously rated titles and change or remove their ratings at the “My Ratings” page which is a new link located in the “Digital Cart.”

FLEXIBLE CHECKOUT PERIODS

Items can be checked out for 7, 14 or 21 days. The default checkout for all items is 21 days, but patrons can now change this. There are two ways that this can be changed. The patron can set their own default checkout period through the “Lending Periods” link located in the “Digital Cart” or they can change the time period at checkout. This provides more flexibility to patrons in managing the limit of 10 items at one time.

●OCLS participated in the community outreach at *Spring Into Good Health Fair* and *Universal Studios Juvenile Fair*. Both events were on Friday, 3 April.

OCLS will participate in the following upcoming community outreach events:

- April 17-19 Hispanic Business & Consumer Expo
- April 18 Library Card Promotion at Fashion Square Mall
- April 26 Orange County Arts Summer Camp Fair
- April 28 Orange County Public Schools Transitional Fair
- June 6 Nathaniel’s Hope 6th Annual Make’m Smile Event

●The OCLS Speakers Bureau gave a presentation to the Adult Literacy League on March 28 and to the West Orange Chamber of Commerce on April 1.

Additional Speakers Bureau Presentations are scheduled for the following dates and venues:

- April 8 Jones High School
- April 14 Heart of Florida United Way

Alafaya

●The monthly bedtime stories program held 16 March had 18 children and 10 adults attend for spring themed stories and songs! The next night Rock Out @ Alafaya brought in 26 people to enjoy the RockBand game. “Roxanne” was the most popular song that evening.

●A ‘Dr. Seuss on the Loose’ event on Saturday 21 March had 59 people (32 children and 27 adults) in attendance. Participants enjoyed stories, crafts and face painting. The children especially loved making oobleck and having their face painted like Cat in the Hat!

●On 26 March Alafaya hosted "Peace Corps Stories". 58 people attended this event to listen to real life stories from people who volunteered in the Peace Corps.

Eatonville

●In March, Eatonville launched a new series of Wednesday craft programs. The first program was held on Wednesday the 5th, with 7 children and 2 adults learning how to make wind chimes. On 11 March^h, the second craft program had an audience of 11 children and 4 adults who made popsicle stick picture frames.

●Wednesday, the 18th of March was the biggest crowd thus far for the Wednesday crafts. A total of 28 made kites that could really fly! A teacher from Hungerford Elementary was so impressed with the craft that she asked Eatonville staff member Laura O’Donnell to assist their school with the making of 200 kites for Earth Day. The

fun continued on our last crafty Wednesday of the month. Patrice Florence-Walker and Jasmine Williams demonstrated to 15 how to do decoupage. glass.

- Eatonville hosted ‘Music on the Porch’ on 7 March. Patrons enjoyed the music presented by Folk guitarist Barry Brogan. Our annual partnership with the Audubon Society continued on March 10th with “Eagle Extravaganza Birds of Prey”. 50 participants learned about Trouble, the bald eagle. The month ended with Spring Break program activities. There was a Kids Gaming event where 9 participants battled against each other in Chinese Checkers, Care Bear Dominoes, Jenga and their favorite video games on the Xbox

Edgewater

- On 7 March, the branch hosted a program called *Dr. Seuss on the Loose* to celebrate the author’s birthday. Participants watched “Horton Hears a Who” while making Sneetch balls (out of balloons and bird seed) and “The Cat in the Hat” hats. Staff also provided face painting for the children. The program was enjoyed by 18 attendees.

- As of 30 March, Edgewater circulated more than 35,000 items for the month of March - a branch record!

Herndon

- Classes at the Herndon branch are becoming increasingly popular. We have evaluated our offering and focused on increasing attendance. Classes there have gone from have average of 3+ per class to a new record average attendance of 4.8 students per class in March 2009.

- On 21 March, our second "Riding the Writer's Wave" workshop was held, with 16 aspiring writers in attendance.

- One of the branch librarians is participating in the SuperStarz program at the Englewood Community Center. Joan McSween is assisted by Louis Rosa Valladares and Jennifer Ulmer. The program teaches computer and library research tools to elementary school children who do not have computers readily available to them.

- The "What's New With Taxes" program was held on 9 March. It outlined changes in the tax code and how its effect on your taxes. 8 people attended.

Hiawasse

- The monthly Teen Gaming Night is still quite successful. On Monday, 2 March, 28 teens were gaming and dancing the evening away.

- On Saturday, 14 March, there were two programs that also had good attendance. At 11:30am that morning 14 people attended the Nutrition 101 Program to learn all about nutrition and healthy eating. At 2:00pm on the same day, a Taste of Haiti program, demonstrating Haitian dance was held by a local troupe, with refreshments provided by the next door neighbors at the Caribbean Queen Cuisine restaurant. 85 people were in attendance with many participants making positive comments on the event and asking for more programming for the Haitian community.

North Orange

- On 7 March, North Orange hosted a Library Open House to encourage area residents to get their very own library card! It was a great success. There were 192 participants enjoying face painting, crafts for all ages, a visit with Squirt, Database demonstrations, storytelling, gaming and more!

- There were a wide-variety of special programs for all ages in March, including; Rock Out at the Library with Rockband for Teens, Preschool Pajama Party, Dr. Seuss on the Loose, and our Annual Family Fun Day on 29 March.

- Carolyn Rosenblum visited Apopka Elementary to introduce the 4th Grade License to Learn program. She visited classrooms and spoke to nearly 100 students about library services. She also visited Wolf Lake Elementary and introduced the program to 145 students.

- The Storybook Fun, Toddler Time and Tiny Tales programs continue to bring in lots of folks to the branch. On 4 March 2009, 79 people attended Storybook Fun.

- Finally, Kelly Brown hosted a "Diary of a Wimpy Kid" program on 31 March, which was well received. Thirty children participated in stories, games and crafts along with their parents.

South Trail

- The second session of *Citizenship Inspired* kicked off on 21 March at South Trail. Sixteen people attended the class being taught by Junelle Pierre and Myriam Delien. Another student passing the Citizenship Test and all celebrated the victory.

- Practice Makes Perfect continues to help eight regular students on Wednesday evenings. Hosted by the Adult Literacy League, this class helps non-English speakers with their English speaking skills.

- Smarty Pants continued to have strong attendance throughout March with an average of 40 children attending the program every Friday morning.

- Medicare Help and Information was provided to 18 customers on 7 March. The Raising Healthy Eaters program informed 12 patrons about good eating habits.

- *Step to the Irish Beat* entertained 91 people on Saturday, 7 March with lively Irish dancing.

Southeast

- Southeast partnered with AARP representatives and offered tax preparation every Tuesday and Thursday at the Southeast Branch. 192 adults were served in the month of March. Hopeful taxpayers line up each of those days before the branch opens, hoping for assistance with their taxes.

- America's Choice Hearing Aid Center administered free hearing screenings and gave tips on how to prevent hearing loss. The "Can You Hear me Now?" workshop was conducted at Southeast Branch on 3 March, 2009 with 9 attendees.

- PAWS to Read pups and volunteers entertained four children at the Southeast Branch on 7 March, 2009.

- Southeast's Saturday at the movies showed, "Beverly Hills Chihuahua" to an excited group of 49 participants on March 7, 2009. Monthly Storybook Fun, Toddler Time and Tiny Tales Children's programs drew large audiences. In the month of March these programs had over 625 attendees, with an average attendance of 39 participants per session.

- Southeast Branch partnered with Orange County School's Florida School Choice project. FL School Choice staff set up a display table in the Southeast Branch on 18 March, 2009. Workforce Central Florida presented "Retraining for a New Career" workshop at the Southeast Branch on 26 March, 2009. 16 participants attended this informative workshop for Career Changers.

Southwest

- On 5 March, the Southwest Branch hosted the Retraining for a New Career program for adults feeling behind the curve in the marketplace. Workforce Central Florida hosted the presentation and taught the 16 attendees about the Workforce Investment Act and other helpful programs.

- On 6 March, the branch had a Preschool Pajama Party hosted by branch shelver Anita Poonawala. The 45 attendees came dressed in their PJs to hear stories, play games, and make crafts.

- On 14 March, the branch hosted an All About Animals event for children ages 6-12. The 14 attendees learned about different animals and were taught how to make animal collages by artist and animal enthusiast She Venezia.

Washington Park

- Washington Park had a total of 23 patrons on Monday, 16 March for the Soaps from Scratch program. Raven's Repose of Handmade Soap Co. shared tips on making handmade soaps with the audience. Everyone was excited

about having an opportunity to learn to make a variety of soaps and they received information about making creams as well. This was a good “clean” fun event.

West Oaks

- The West Oaks manager and a staff member manned a booth at the City of Ocoee's Spring Fling event. They distributed library information and spoke with over 150 people.
- The managers and a staff member helped to select Citrus Elementary School's Disney Dreamer and Doer.
- The assistant manager conducted the preschool component of Edgewater's PrimeTime for Reading program.
- OCLS Staff Health Screenings were offered during the morning at West Oaks on Thursday, 26 March.
- The Citizenship Inspired classes have been fully attended and have full registration through May 2009.
- Bedtime Stories hosted guest readers--two teachers from Citrus Elementary School on Thursday night, 26 March.
- One of the West Oaks staff members presented a Basic Sign Language program with a total of 16 attendees on Friday, 27 March.

Windermere

- Windermere's Wacky Wednesday Arts and Crafts program was held on 11 March. The craft activity was making "Paper Bag Leprechaun Puppets." There was a total attendance of 19. Each child was given a paper bag, crayons, glue and a Leprechaun cut-out. The "Learn About Butterflies" program on Saturday, March 14, went well, with 30 attendees. The children listened to "The Hungry caterpillar" read by Kim Black and then made their own caterpillars.
- The "Celebrate Saint Patrick's Day" program was held on Tuesday, 17 March. There were 11 people. The children enjoyed listening to "The Leprechauns Gold" by Pamela Edwards and then had fun making shamrock wreaths and necklaces. Most of them wore their wreaths as hats. Each child was given a picture of a leprechaun to color at home.
- Our Third Thursday Pajama Jamboree program on Thursday, 19 March had 22 in attendance. Yvonne Wisdom read "How I Became a Pirate" by Melinda Long. Afterwards, the children colored and decorated a poster-size drawing of a pirate ship and enjoyed milk and cookies

Winter Garden

- High School Musical 3: Senior Year drew a group of 38 movie watcher, who settled in and munched popcorn as they enjoyed the movie on Thursday, 5 March.
- The Festival of Dance program took place on Saturday 7 March and had a whopping attendance of 81. The program featured Hispanic dances by dancers from the Salsa Project. Attendees saw demonstrations, did some participating, and learned history of such dances as "The Mexican Hat Dance," "Salsa Dance", and the "Puerto Rican Folkloric."
- Liz Seiltgen partnered with the local Chick-Fil-A and did a story telling event there in conjunction with their bedtime reading promotion on 16 March - the Chick-Fil-A Pajama Party. A total of 21 attended.
- Nadine and Kristen planned and hosted a very successful Princes Party on Saturday, 31 March. Most of the kids came dressed as royals and enjoyed crafts and stories. The turnout of 41 was almost double the number signed up in advance! A success!

**Orange County Library System
Board of Trustees Meeting
Thursday, April 9, 2009**

Librarian's Initiative Summary

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Orange County Library System

Librarian Initiative Summary

Prepared for the Board of Trustees

March 30, 2009

The quarterly *All Librarian's Meeting* was held on March 24, 2009.

The meeting began with a brief summary of work in process to more formally implement and track mentoring and job enrichment efforts.

There were no issues of concern that any of the participants felt needed to be addressed. Discussion took place contrasting feelings librarians currently have regarding the openness and ease of communications today with feelings held by many librarians when this initiative began. There was general consensus that substantial progress has been made, with the result being a much more free flow of information and greater opportunity to have concerns addressed in a forthright and positive manner.

It was agreed that, although the volume of issues to be discussed in these sessions has declined significantly, the meetings still serve a valuable purpose, and should be continued on a quarterly basis.

The next *All Librarian's Meeting* will be held in June 2009.

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**Public Comment:
Non-Agenda Items**