

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

Board Packet for October 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*

October 2, 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. Wednesday, October 7, 2009 at the **Winter Garden Branch Library; 805 East Plant Street; Winter Garden, Florida 34787;** 407.835.READ (7323).

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

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

AGENDA
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
October 7, 2009
Winter Garden Branch Library
805 East Plant Street
Winter Garden, Florida 34787
407.835.READ (7323)

09-139 I. **Call to Order**

09-140 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.

09-141 III. **Approval of Minutes: Library Board of Trustees Meeting ~ September 9, 2009**

- 09-142 IV. **Staff Presentations:**
- **Welcome to Winter Garden Branch Presentation ~ August Calabrese & Juan Estrada**
 - **Evening with the Author Jeff Zaslow: Photo Tour**
 - **Security Gates and You: Brian Haynes**

09-143 V. **Financial Statements and Summaries: September 2009 (Preliminary)**

- 09-144 VI. **Statistics and Summaries:**
- **September 2009**
 - **FY 2009 Annual Reports**

09-145 VII. **Action Items**

09-146 **Non-Consent Agenda**

09-147 **Election of Board Officers and Committee Appointments**

09-148 III. **Discussion and Possible Action Items**

- 09-149 **Strategic Plan FY 2009: 4th Quarter Update**
- 09-150 **Director's Goals FY 2009: 4th Quarter Update**
- 09-151 **Director's Evaluation**
- 09-152 IX. **Information**
- 09-153 **Director's Report**
- 09-154 **FY 2010 Holiday & Closed Day Schedule**
- 09-155 **Public Comment: Non-Agenda Items**

X. **Adjournment**

Next Meeting Dates: November 11, 2009 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- December 10, 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
October 7, 2009**

Call to Order

Orange County Library System Board of Trustees Meeting October 7, 2009

Public Comment

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**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

**Approval of Minutes: Library Board of
Trustees Meeting ~ September 9, 2009**

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
September 9, 2009
Eatonville Public Library
200 East Kennedy Boulevard
Eatonville, Florida 32751
407.835.READ (7323)

- 09-124 I. **Call to Order**
Library Board Present: James Tyson (9/1); Sara Brady (9/3); Guy Houk (9/1); Richard Maladecki (9/2)

Library Board Absent: Ted Maines (9/2)

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

President Tyson called the meeting to order at 7:01 p.m.

- 09-125 II. **Public Comment**
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- 09-126 III. **Approval of Minutes:**
➤ **Finance Committee Meeting Minutes ~ August 10, 2009**
Trustee Brady, seconded by Vice President Houk, moved to approve the August 10, 2009 Finance Committee Meeting Minutes. Motion carried 4-0.

➤ **Library Board of Trustees Meeting ~ August 13, 2009**
Vice President Houk, seconded by Trustee Brady, moved to approve the minutes of the August 13, 2009 Library Board of Trustees Meeting. Motion carried 4-0.
- 09-127 IV. **Staff Presentations:**
➤ **Eatonville Branch Presentation ~ Patrice Florence-Walker**
➤ **Summer Reading Program ~ Heather Pippin & Natalie Houston**

- 09-128 V. **Financial Statements and Summaries: August 2009**
Comptroller Tessier gave the Board an update on the voluntary separation incentive program.
- 09-129 VI. **Statistics and Summaries: August 2009**
Assistant Director Moss highlighted that downloads of digital products have doubled from the same time last year.
- 09-130 VII. **Action Items**
- 09-131 **Consent Agenda**
- 09-132 **Annual Plan of Service ~ FY 2010**
Vice President Houk, seconded Trustee Maladecki, moved to approve the Annual Plan of Service for FY 2010. Motion carried 4-0.
- 09-133 III. **Discussion and Possible Action Items**
- 09-134 IX. **Information**
- 09-135 **Director's Report**
 - A few months ago, the Library formed a Pandemic Team to begin making plans for the H1N1 virus and a strategy in the event there is a severe outbreak in our communities. The group looked at operations through various stages of an outbreak and have developed a range of contingency plans. Part of the preparation is educating employees about the virus itself and the Library's plans should closings be necessary. Recently the Library posted the flu.gov widget and a Q&A document about the H1N1 virus on the Orange Peel, providing easy access to the latest information.
 - The Library's Governing Board has tentatively approved our Fiscal Year 2010 Budget (October 1, 2009 through September 30, 2010). For the FY 2010 Budget, tax revenues are down 11% and projections are that they will be down another 5% in FY 2011 (October 1, 2010- September 30, 2011).
 - The Library's FY 2010 Budget Hearings to the Governing Board are scheduled for September 15th and September 22nd at the Orange County Administration Building.
- 09-136 **Adult Literacy League Agreement**
- 09-137 **OCLS as an Employer Survey ~ 2009 Results**
- 09-138 **Public Comment: Non-Agenda Items**
- X. **Adjournment**
President Tyson adjourned the meeting at 7:33 p.m.

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Staff Presentations:

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**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

**Financial Statements and Summaries:
September 2009 (Preliminary)**

Orange County Library System

Financial Statement Highlights

Twelve Months Ended September 30, 2009

Preliminary Financial Statements

The attached financial statements are marked “Preliminary” as many adjustments need to be made before we finalize them. For example, invoices for last fiscal year will continue to come in through the early part of November. “Final” financial statements for last fiscal year will be included in the January Board packet.

FY 2010 Budget Hearings

As required by the Truth in Millage (TRIM) laws, two public hearings for the Library’s FY 2010 millage and budget were held by the Governing Board in September. Both hearings went well.

The Library is Debt Free!

In 1981, \$22,000,000 in bonds were issued, the proceeds of which were used to finance the expansion of the Main Library. The final payment on these bonds was made in 2006.

In 1998, \$4,000,000 was borrowed from a local bank to finance branch expansion. While the final payments on this loan were due in 2010, the loan was paid off early on October 1, 2009. The savings from paying the loan off early was \$7,700.

The Library is debt free for the first time since 1981!!

Future Legislative Agenda Item?

A recent Sentinel article indicated future Senate President Mike Haridopolus is interested in a “smart cap” on revenues for both the State and local governments. The concept would limit increases in revenues to a formula tied to population and income growth. The concept has been raised in previous legislative sessions but thus far, the Legislature has been reluctant to approve such a cap.

Payment Card Industry (PCI) Standards

The standards issued by PCI apply to all entities, including the Library, that handle credit card transactions. Compliance with the standards is mandatory. Non compliance can result in fines being assessed and ultimately the entity can be prohibited from accepting any credit card transactions.

We have contracted with a consultant, Protiviti, to help us evaluate our compliance with the standards and where we have gaps. We are not aware of any specific problems and thus far, the results from Protiviti have been very encouraging. Protiviti has also been complimentary of the cooperation they have received from our Information Systems Department staff.

The standards, many of which are very technical, require written procedures and policies to address many issues. As a result, we may be coming back to the Board at a future date with policies that are required by the standards. At this point, we are still learning what the standards require and how they affect our operations. As a point of information, the Library is currently handling about 76,000 credit card transactions per year.

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Twelve Months Ended September 30, 2009
Preliminary**

	ANNUAL BUDGET	YTD ACTUAL	(12 month=100%)
AD VALOREM TAXES	36,007,392	36,294,625	100.8%
INTERGOVERNMENTAL			
State and Federal Grants	100,000	188,137	188.1%
State Aid	1,145,000	928,282	81.1%
	<u>1,245,000</u>	<u>1,116,419</u>	<u>89.7%</u>
CHARGES FOR SERVICES			
Fee Cards	13,000	13,327	102.5%
Premium Cards	2,000	0	0.0%
PC Pass (\$10 for 7 days)	25,000	13,900	55.6%
PC Express (\$5 for 1 hour)	5,000	20,404	408.1%
Additional PC Sessions	0	995	
Classes / Virtual Computer Classes	3,000	2,537	84.6%
Copy & Vending, Value Card	175,000	177,761	101.6%
Meeting Rooms	30,000	47,878	159.6%
Fax	12,000	18,368	153.1%
Scanner	0	255	
Computer Booklets	0	311	
Ear Buds and Jump Drives	0	7,469	
Reference Charges	0	265	
Online Book Sale	0	290	
Disk Sales	1,500	1,990	132.7%
Orange Bag Sales	7,500	13,747	183.3%
MAYL/PEP Advertising	0	3,990	
ILL Charges	0	928	
	<u>274,000</u>	<u>324,417</u>	<u>118.4%</u>
FINES			
Fines	1,985,000	1,617,075	81.5%
Lost Materials	115,000	91,903	79.9%
	<u>2,100,000</u>	<u>1,708,978</u>	<u>81.4%</u>
MISCELLANEOUS			
Investment Earnings	450,000	214,175	47.6%
Rent	9,000	4,997	55.5%
Sales of Fixed Assets	0	694	
Contributions - Friends of Library	107,000	71,870	67.2%
Contributions - Fund Raiser	0	17,160	
Contributions - Others	25,000	30,034	120.1%
Miscellaneous	50,000	92,058	184.1%
Telephone Discount	0	203,586	
Grants & Awards	0	82,707	
	<u>641,000</u>	<u>717,282</u>	<u>111.9%</u>
TRANSFER FM PROP APPRAISER	36,000	0	0.0%
TRANSFER FM TAX COLLECTOR	300,000	0	0.0%

TOTAL REVENUES

40,603,392

40,161,721

98.9%

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND EXPENDITURE SUMMARY
Twelve Months Ended September 30, 2009
Preliminary**

	ANNUAL BUDGET	YTD ACTUAL	(12 month=100%)
SALARIES & BENEFITS			
Salaries	15,083,747	15,066,582	99.9%
Medicare Taxes	218,714	210,976	96.5%
Defined Contribution Pension Plan	1,131,281	1,127,246	99.6%
Defined Benefit Pension Plan	950,193	1,205,248	126.8%
Money Purchase Pension Plan	378,448	381,867	100.9%
Life and Health Insurance (Employees)	2,575,455	2,137,197	83.0%
Retiree Health Care (OPEB)	1,316,492	1,124,658	85.4%
Worker's Compensation	122,972	98,519	80.1%
Unemployment Compensation	12,000	10,138	84.5%
Parking & Bus Passes	214,722	225,317	104.9%
	<u>22,004,024</u>	<u>21,587,748</u>	<u>98.1%</u>
OPERATING			
Professional Services	330,000	305,988	92.7%
Other Contractual Services	931,000	829,641	89.1%
Other Contract. Serv.- Janitorial	331,000	282,317	85.3%
Training and Travel	100,000	78,991	79.0%
Telecommunication	325,000	305,347	94.0%
Delivery and Postage	1,513,000	1,718,693	113.6%
Utilities	1,182,000	1,045,744	88.5%
Rentals and Leases	1,018,000	993,353	97.6%
Insurance	300,000	225,723	75.2%
Repair and Maintenance	1,200,000	1,003,575	83.6%
Repair & Maint. - Hardware/Software	407,000	359,645	88.4%
Copying/Printing	317,000	298,062	94.0%
Property Appraiser's Fee	300,000	294,434	98.1%
Tax Collector's Fee	725,000	683,305	94.2%
Supplies	950,000	921,484	97.0%
Supplies-Hardware/Software	500,000	176,994	35.4%
Memberships	25,000	17,882	71.5%
Contingency	325,000	0	0.0%
	<u>10,779,000</u>	<u>9,541,178</u>	<u>88.5%</u>
CAPITAL OUTLAY			
Building and Improvements	1,450,000	1,538,366	106.1%
Equipment and Furniture	300,000	186,528	62.2%
Hardware/Software	300,000	297,440	99.1%
	<u>2,050,000</u>	<u>2,022,335</u>	<u>98.7%</u>
LIBRARY MATERIALS			
Materials - Rest. Contributions	22,000	33,118	150.5%
Materials - Other	5,000,000	5,009,426	100.2%
	<u>5,022,000</u>	<u>5,042,544</u>	<u>100.4%</u>
TRANSFERS TO OTHER FUNDS			
Branch Debt Service Fund	293,000	293,000	100.0%
Capital Projects Fund	1,377,000	229,500	16.7%
	<u>1,670,000</u>	<u>522,500</u>	<u>31.3%</u>
TOTAL EXPENDITURES	<u>41,525,024</u>	<u>38,716,304</u>	<u>93.2%</u>

ORANGE COUNTY LIBRARY DISTRICT
BRANCH DEBT SERVICE FUND
Twelve Months Ended September 30, 2009
Preliminary

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(12 month=100%)</u>
REVENUES			
Transfer From General Fund	293,000	293,000	100.0%
Investment Earnings	10,000	5,951	59.5%
TOTAL REVENUES	<u>303,000</u>	<u>298,951</u>	<u>98.7%</u>
 EXPENDITURES			
<u>2003 NOTE</u>			
Principal	386,677	386,677	100.0%
Interest	23,323	22,781	97.7%
TOTAL EXPENDITURES	<u>410,000</u>	<u>409,458</u>	<u>99.9%</u>

**ORANGE COUNTY LIBRARY DISTRICT
CAPITAL PROJECTS FUND
Twelve Months Ended September 30, 2009**

Preliminary

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(12 month=100%)</u>
REVENUES			
Transfer From General Fund	1,377,000	229,500	16.7%
Investment Earnings	100,000	67,175	67.2%
TOTAL REVENUES	<u>1,477,000</u>	<u>296,675</u>	<u>20.1%</u>
EXPENDITURES			
Land (Future Branches)	5,000,000	0	0.0%
TOTAL EXPENDITURES	<u>5,000,000</u>	<u>0</u>	<u>0.0%</u>

**ORANGE COUNTY LIBRARY DISTRICT
SINKING FUND
Twelve Months Ended September 30, 2009
Preliminary**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(12 month=100%)</u>
REVENUES			
Investment Earnings	9,000	5,534	61.5%
TOTAL REVENUES	<u>9,000</u>	<u>5,534</u>	<u>61.5%</u>
 EXPENDITURES			
Reserves-Building and Improvements	5,000		0.0%
Reserves - Technology	4,000		0.0%
TOTAL EXPENDITURES	<u>9,000</u>	<u>0</u>	<u>0.0%</u>

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - ASSETS
September 30, 2009
Preliminary**

ASSETS

Cash on Hand	6,595
Equity in Pooled Cash	265,211
Equity in Pooled Investments	11,585,349
Accounts Receivable	207,487
Due from Other Governments	18,579
Inventory	267,592
Prepays	152,526
Other Assets-Deposits	<u>9,315</u>
TOTAL ASSETS	<u><u>12,512,654</u></u>

ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - LIABILITIES & FUND BALANCE
September 30, 2009
Preliminary

LIABILITIES

Unclaimed Disbursements	1,153
Retainage Payable	37,394
Accrued Wages Payable	701,306
Accrued Sales Tax	90
Accrued Fax Tax	152
Due To Friends of the Library	3,658
Employee Payroll Deductions	
Savings Bonds	43
Dental Insurance	1,631
Optional Life	2,106
Daughters of American Revolution	1,434
Staff Association	2,116
TOTAL LIABILITIES	751,082

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	1,445,417
TOTAL FUND BALANCE	11,761,572
TOTAL LIABILITIES & FUND BALANCE	<u>12,512,654</u>

ORANGE COUNTY LIBRARY DISTRICT
MONTHLY ROLLOVER
September 30, 2009
Preliminary

	<u>BALANCE</u> <u>08/31/09</u>	<u>RECEIPTS</u>	<u>DISBURSE</u>	<u>BALANCE</u> <u>09/30/09</u>
OPERATING				
Equity in Pooled Cash	243,246	5,907,778	(5,885,813)	265,211
Equity in Pooled Investments	<u>14,215,720</u>	<u>3,012,868</u>	<u>(5,643,239)</u>	<u>11,585,349</u>
	14,458,966	8,920,647	(11,529,052)	11,850,560
BRANCH DEBT SERVICE				
Equity in Pooled Investments	<u>410,422</u>	<u>390</u>	<u></u>	<u>410,812</u>
SINKING				
Equity in Pooled Investments	<u>485,787</u>	<u>404</u>	<u></u>	<u>486,191</u>
CAPITAL PROJECTS				
Equity in Pooled Investments	<u>5,932,479</u>	<u>4,940</u>	<u></u>	<u>5,937,419</u>
SELF FUNDED HEALTH				
Equity in Pooled Cash	0	197,475	(197,475)	0
Claims Payment Checking Account	28,000	136,642	(136,642)	28,000
Equity in Pooled Investments	<u>2,074,083</u>	<u>31,798</u>	<u></u>	<u>2,105,881</u>
	2,102,083	365,915	(334,117)	2,133,881

ORANGE COUNTY LIBRARY DISTRICT
GENERAL POOLED INVESTMENTS
September 30, 2009

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>	<u>% PORTFOLIO</u>
CERTIFICATES OF DEPOSIT	12,650,395	62%
MONEY MARKET FUNDS		
Federated Treasury Obligations Fund	3,439,866	17%
Federated Government Obligations Fund	985,781	5%
Invesco AIM Treasury Fund	3,430,908	17%
STATE BOARD OF ADMINISTRATION		
Florida Prime	18,703	0.1%
TOTAL	20,525,653	100%

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

Statistics and Summaries:

- **September 2009**
- **FY 2009 Annual Report**

STATISTICAL SUMMARY

September 2009 Statistics for October 2009 And Fiscal 2009 Year End

Circulation and Door Count

We began last fiscal year, October 2008 with an increase of just .73% over October 2007. Not a particularly auspicious beginning and certainly no indicator that we'd would go on to set record after record for the year. Records include the highest daily circulation ever (44,460 on Monday, July 6, 2009) and the all time high monthly circulation (July 2009 - 1,102,674). For fiscal year 2009, our circulation (excluding the use of our databases) was 11,613,119 -- another record.

Library Activities

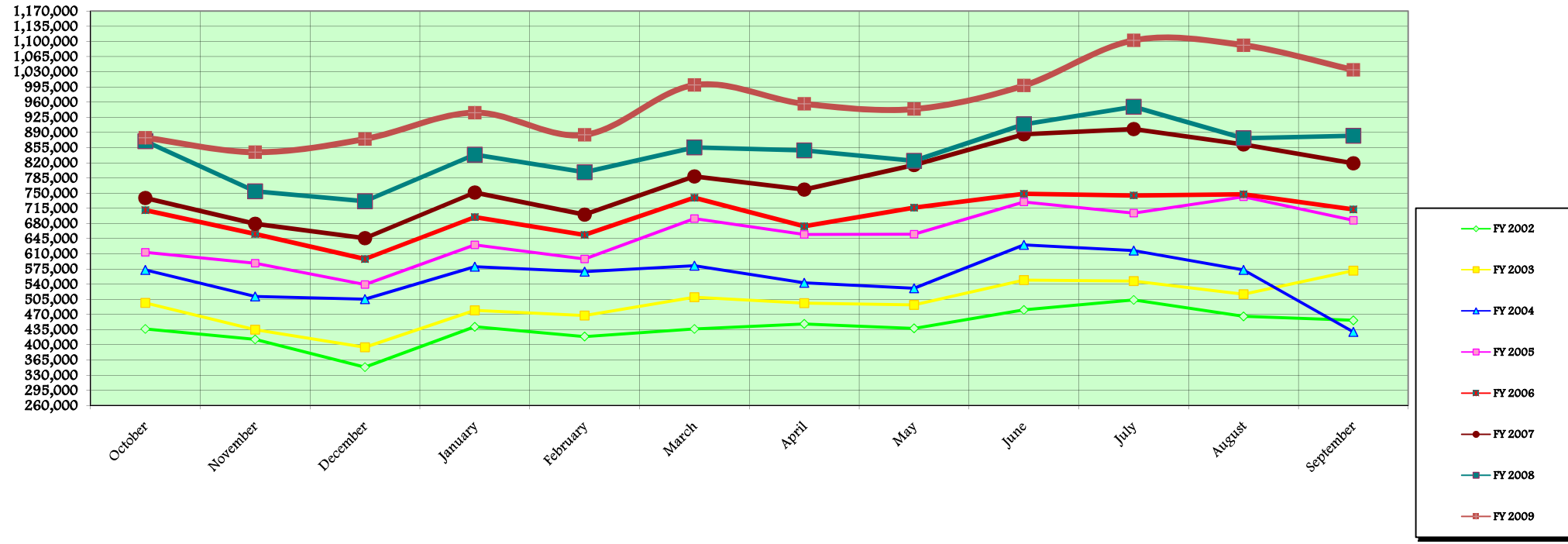
Computer use in our locations is strong. Eatonville actually experienced a 42.81% increase in computer use largely due to a new school opening nearby and taking advantage of the branch services. Annual performance for computer use is an increase of 5.93%. Add to that our increasing wireless use (a record 10,217 accesses to our network in September) and you can see what an important resource our libraries are to closing the digital divide.

Program attendance compared to September 2008, is up 28%. This is due to a higher than normal number of high profile events. Among those programs were: An Evening with the Author annual fundraiser (Jeffrey Zaslow), Girl Scouts Open House, Immigration and Naturalization Workshop, and "Author in the City" featuring US Senator, Mel Martinez. For the year program attendance was up 4.20%.

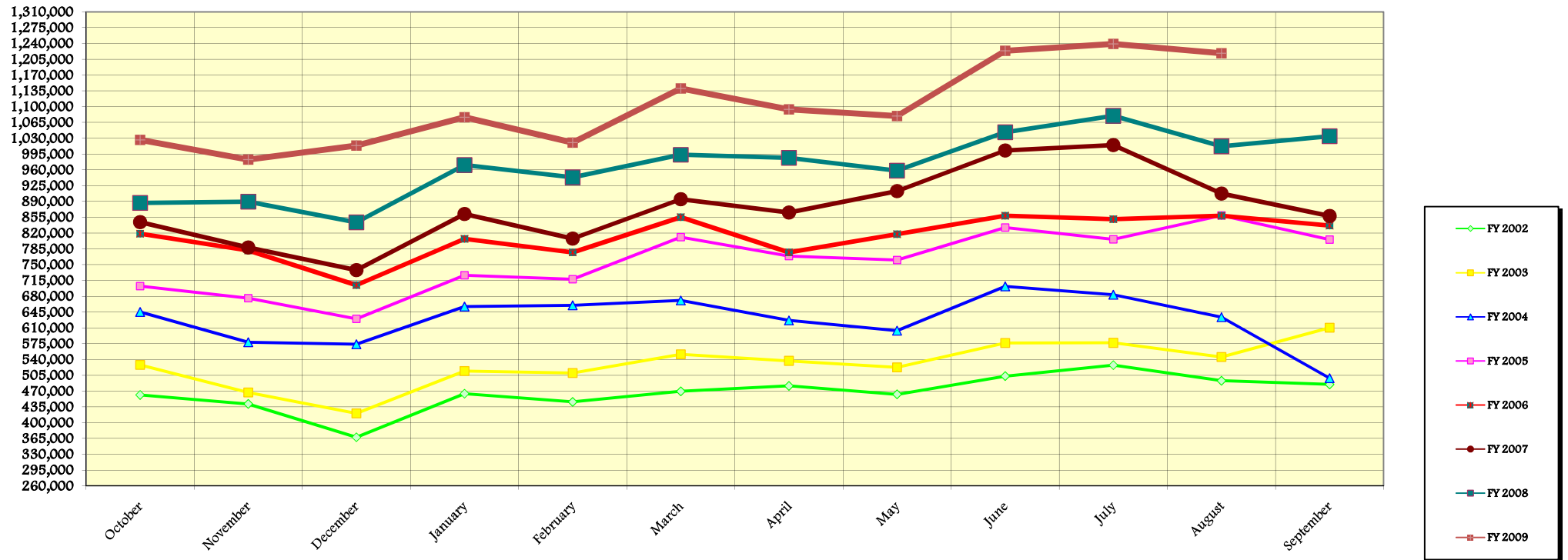
www.ocls.info

Visits to the website saw a strong growth pattern in the second half of the fiscal year including an increase over September 2008 of 54.59%. For the year, visitors are up 17.12%. Door count for bricks and mortar was up 8.5%. Clearly our users support and use both the virtual and the brick library in Orange County.

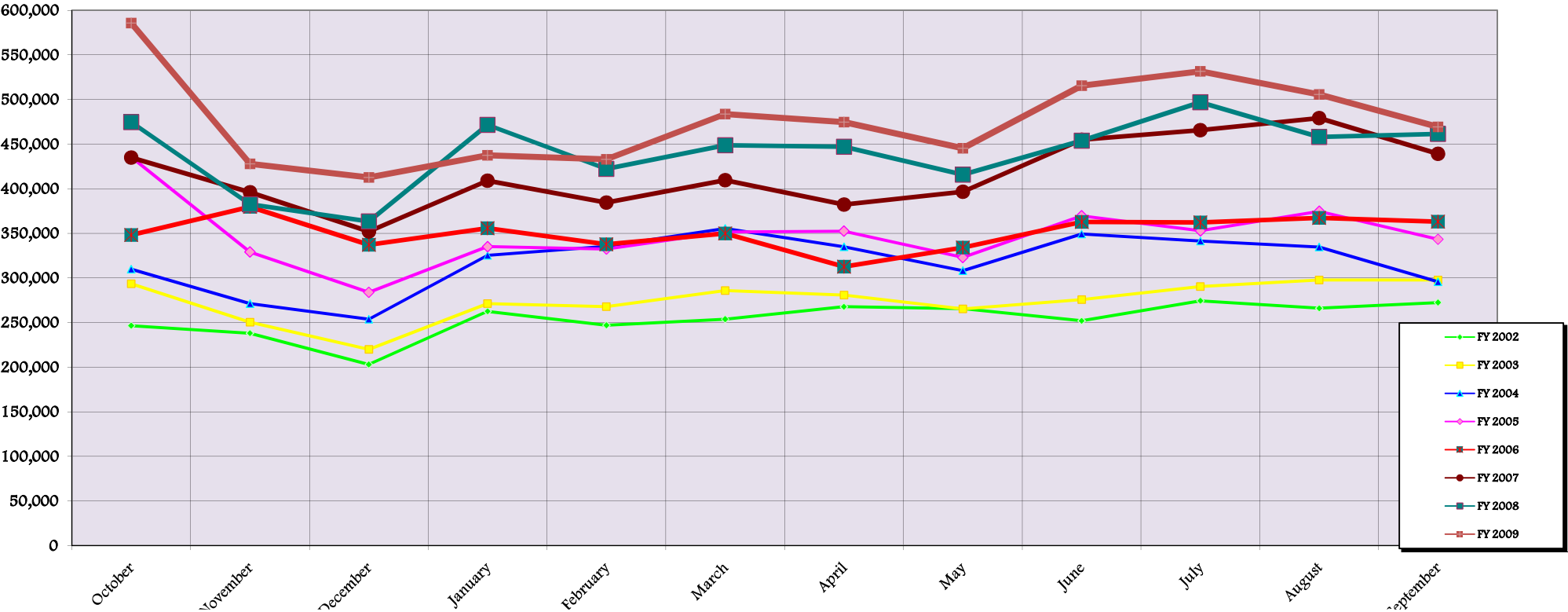
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION
Fiscal Year 2002 Through Fiscal Year 2009 To Date**



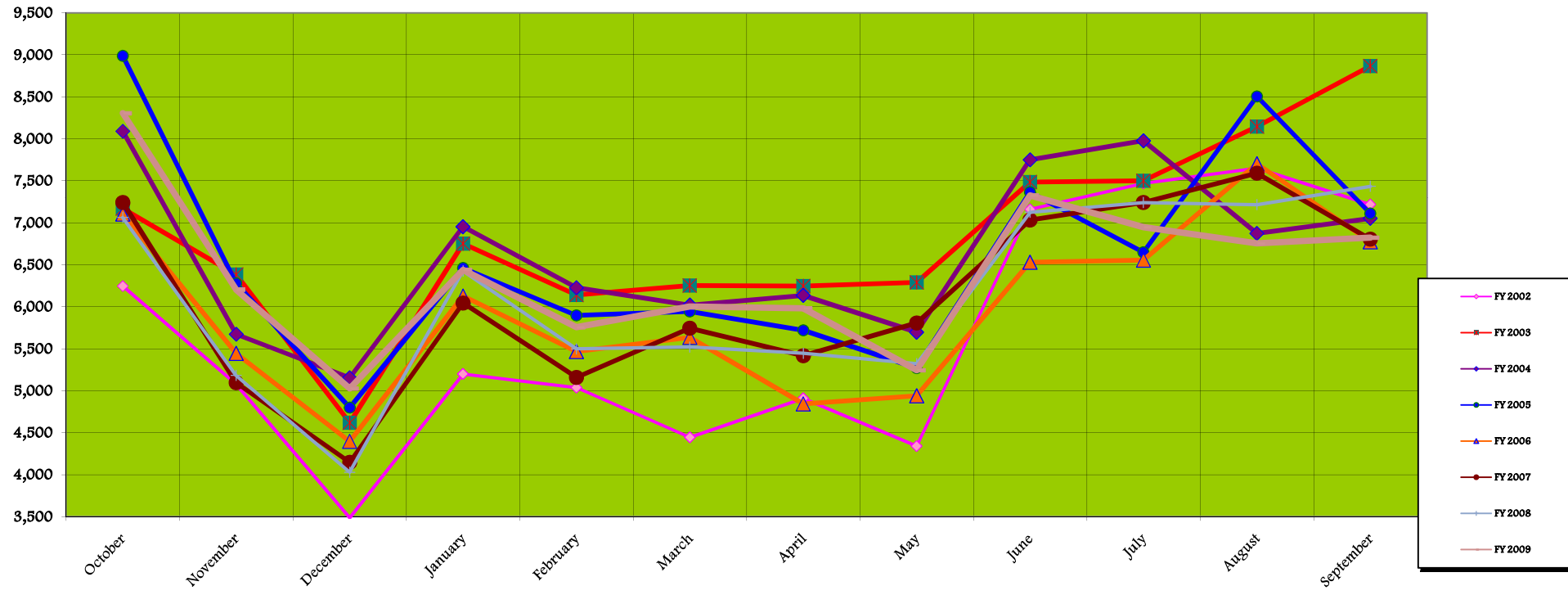
ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION WITH ELECTRONIC STATS
 (Circ Stats & Electronic Database Stats ~ 2 months previous)
Fiscal Year 2002 Through Fiscal Year 2009 To Date



**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	Mar '09	Mar '08
Circulation												
Main	264,369	263,951	254,605	237,835	260,502	236,330	258,864	248,259	250,497	240,178	281,410	263,015
Branches	490,764	493,444	467,280	426,268	487,934	397,334	523,809	491,342	487,313	445,479	559,922	482,409
MAYL	66,641	66,695	63,778	53,363	69,572	61,091	70,695	60,961	71,507	66,792	79,750	70,822
Database Usage	148,750	149,022	139,180	135,767	130,834	113,750	141,696	135,138	136,029	145,782	141,192	138,518
Digital Products	49,538	41,163	48,185	33,824	52,926	32,765	69,051	33,989	61,053	41,548	71,060	35,335
Digital Downloads	2,308	1,746	2,673	1,516	2,735	1,485	2,717	1,571	2,853	1,421	3,246	1,679
Talking Books	4,129	4,372	3,001	3,011	3,806	3,450	3,508	4,055	3,566	3,956	3,965	3,880
Total without Database Usage	877,749	871,371	839,522	755,817	877,475	732,455	928,644	840,177	876,789	799,374	999,353	857,140
Total with Database Usage	1,026,499	1,020,393	978,702	891,584	1,008,309	846,205	1,070,340	975,315	1,012,818	945,156	1,140,545	995,658
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
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
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
Talking Books	17	16	17	8	27	8	17	11	15	21	28	12
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
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

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	% of Change with Database Usage	Sep '09	Sep '08	% of Change without Database Usage	FY 2009 YTD	FY 2008	YTD % of Change
Circulation																	
Main	267,360	256,941	271,451	249,297	281,574	256,647	293,897	263,516	312,724	261,391	19.64%	304,879	259,199	17.62%	3,302,132	3,036,559	8.75%
Branches	523,735	472,723	512,477	453,752	624,588	523,453	617,536	565,805	603,052	498,441	20.99%	559,996	505,576	10.76%	6,458,406	5,756,026	12.20%
MAYL	82,332	72,046	75,295	67,743	83,880	69,359	92,732	76,087	78,457	69,141	13.47%	72,994	69,772	4.62%	907,633	803,872	12.91%
Database Usage	137,869	138,035	135,304	134,055	130,380	133,717	135,148	130,654	126,791	135,695	-6.56%	152,300	Not Yet Available	Not Yet Available	1,503,173	1,642,433	
Digital Products	74,789	42,620	77,035	49,486	86,765	55,012	89,559	38,242	88,096	41,659	111.47%	86,976	41,584	109.16%	855,033	487,227	75.49%
Digital Downloads	3,712	1,454	4,079	1,463	4,122	1,441	4,956	1,608	5,113	1,945	162.88%	5,322	2,454	116.87%	43,836	19,783	121.58%
Talking Books	4,184	4,152	3,645	4,024	4,056	3,948	3,994	4,104	4,021	3,892	3.31%	4,204	3,802	10.57%	46,079	46,646	-1.22%
Total without Database Usage	956,112	849,936	943,982	825,765	1,084,985	909,860	1,102,674	949,362	1,091,463	876,469	24.53%	1,034,371	882,387	17.22%	11,613,119	10,150,113	14.41%
Total with Database Usage	1,093,981	987,971	1,079,286	959,820	1,215,365	1,043,577	1,237,822	1,080,016	1,218,254	1,012,164	20.36%	1,034,371	1,034,687	Not Yet Available	13,116,292	11,792,546	Not Yet Available
Door Count									Aug '09	Aug '08		Sep '09	Sep '08	% of Change			
Main	60,119	60,997	57,789	55,530	67,521	65,815	68,107	68,788	67,894	59,965		64,954	62,992	3.11%	756,739	734,218	3.07%
Branches	313,270	297,458	293,465	277,463	344,591	302,110	351,301	334,139	336,759	311,800		311,197	312,029	-0.27%	3,835,444	3,560,255	7.73%
MAYL Packages	77,960	68,977	71,903	64,416	80,273	66,200	89,565	73,167	75,843	66,029		70,412	66,479	5.92%	864,233	769,938	12.25%
Talking Books	14	16	7	16	8	24	16	13	10	19		13	20	-35.00%	189	184	2.72%
Drive Up Windows	23,366	19,590	22,169	18,314	23,060	19,677	22,628	20,839	25,214	20,352		22,873	20,015	14.28%	266,157	231,616	14.91%
Total	474,715	447,022	445,326	415,723	515,445	453,802	531,601	496,933	505,710	458,146		469,436	461,515	1.72%	5,722,573	5,296,027	8.05%

5,722,573

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
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
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
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
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
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
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
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
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
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
Page Views												
Inside	790,027	1,471,571	735,573	1,141,034	801,433	1,089,580	860,717	1,292,162	851,011	1,261,531	949,075	1,262,023
Outside	864,714	1,231,557	899,894	1,088,394	823,017	1,079,609	983,596	1,328,426	854,128	1,206,848	944,090	1,224,639
Total	1,654,741	2,703,128	1,635,467	2,229,428	1,624,450	2,169,189	1,844,313	2,620,588	1,705,139	2,468,379	1,893,165	2,486,662

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	% of Change	FY 2009 YTD	FY 2008	YTD % of Change
Hits to the Website																
Inside	10,230,477	6,184,777	11,014,645	5,428,401	12,880,754	6,069,938	11,957,780	5,934,514	13,851,126	5,848,128	13,786,033	7,767,281	77.49%	126,819,230	67,963,459	86.60%
Outside	7,208,275	5,681,414	8,266,122	5,251,553	8,856,947	5,868,512	10,110,948	5,806,271	13,063,783	5,657,932	13,277,626	6,736,810	97.09%	101,833,778	65,628,854	55.17%
Total	17,438,752	11,866,191	19,280,767	10,679,954	21,737,701	11,938,450	22,068,728	11,740,785	26,914,909	11,506,060	27,063,659	14,504,091	86.59%	228,653,008	133,592,313	71.16%
Visits																
Inside	118,990	101,937	111,083	101,535	119,980	102,267	119,616	105,764	120,163	100,989	113,682	104,379	8.91%	1,360,018	1,198,578	13.47%
Outside	249,583	261,534	279,617	256,912	308,005	227,353	343,285	230,419	404,296	217,184	403,465	230,154	75.30%	3,381,152	2,849,637	18.65%
Total	368,573	363,471	390,700	358,447	427,985	329,620	462,901	336,183	524,459	318,173	517,147	334,533	54.59%	4,741,170	4,048,215	17.12%
Unique Visitors																
Inside	1,175	1,410	1,164	1,425	1,188	1,432	1,194	1,456	1,178	1,479	1,136	1,404	-19.09%	14,534	16,929	-14.15%
Outside	74,928	63,785	76,915	66,924	79,500	73,624	83,647	72,124	84,886	70,957	91,747	73,210	25.32%	935,705	839,251	11.49%
Total	76,103	65,195	78,079	68,349	80,688	75,056	84,841	73,580	86,064	72,436	92,883	74,614	24.48%	950,239	856,180	10.99%
Page Views																
Inside	913,041	1,341,549	897,143	1,315,120	1,320,751	1,536,410	728,440	1,003,277	557,245	975,128	553,779	735,698	-24.73%	9,958,235	14,425,083	-30.97%
Outside	928,207	1,205,566	894,782	1,214,091	997,870	1,351,074	976,510	951,669	935,808	910,631	847,660	894,366	-5.22%	10,950,276	13,686,870	-19.99%
Total	1,841,248	2,547,115	1,791,925	2,529,211	2,318,621	2,887,484	1,704,950	1,954,946	1,493,053	1,885,759	1,401,439	1,630,064	-14.03%	20,908,511	28,111,953	-25.62%

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
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
Total # of Programs	503	531	426	473	430	420	456	490	537	537	570	529
Community Events Attendance Total	2,301	856	3,158	428	530	241	2,167	1,717	637	2,625	1,236	202
Total # of Community Events	19	11	23	11	8	5	6	8	11	9	7	2
Events Line	51	9	42	8	38	9	58	15	47	4	49	6
StoryLine	101	144	136	106	84	146	163	157	95	95	258	111
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
Total # of Classes	1,167	1,156	927	996	1,046	972	1,091	1,086	1,054	1,063	1,136	1,082
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
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
Wireless Access Activity	-		4,956		6,329		7,103		7,513		8,518	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
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
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
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

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	% of Change	FY 2009 YTD	FY 2008 YTD	YTD % of Change
Program Attendance Total	13,705	17,952	13,139	14,039	22,190	18,635	22,190	20,177	14,811	15,059	16,550	12,930	28.00%	176,764	169,633	4.20%
Total # of Programs	572	568	570	538	597	558	597	592	470	515	525	501	4.79%	6,253	6,252	0.02%
Community Events Attendance Total	2,248	4,246	1,236	921	1,067	802	3,267	1,407	2,817	3,613	3,118	3,161	-1.36%	23,782	20,219	17.62%
Total # of Community Events	19	26	11	8	6	8	10	6	19	14	21	22	-4.55%	160	130	23.08%
Events Line	47	27	37	15	54	9	46	9	138	3	68	7	871.43%	675	121	457.85%
StoryLine	124	181	114	135	143	130	134	122	127	123	107	119	-10.08%	1,586	1,569	1.08%
Class Attendance Total	4,990	3,470	5,221	3,505	5,321	3,680	5,321	3,918	4,537	3,315	4,537	3,544	28.02%	54,388	40,019	35.91%
Total # of Classes	1,100	1,082	1,136	1,063	1,127	1,088	1,127	1,157	1,089	1,093	1,089	1,033	5.42%	13,089	12,871	1.69%
QuestLine	13,695	13,928	12,956	13,021	15,251	14,225	15,280	15,661	15,107	15,624	14,090	14,437	-2.40%	171,740	170,389	0.79%
P.C. Sessions	83,106	78,836	78,579	78,283	85,061	78,874	87,649	86,331	88,874	80,552	85,603	82,312	4.00%	987,405	932,142	5.93%
Wireless Access Activity	8,256	N/A	8,162	N/A	9,611	N/A	9,718	N/A	9,881	N/A	10,217	N/A	N/A	90,264	N/A	N/A
Number of Active Cards in the System	430,229	437,356	429,226	435,909	432,495	437,941	433,027	437,355	434,160	436,635	433,239	355,581	21.84%			
New Customer Registrations	5,980	5,444	5,243	5,322	7,325	7,126	6,947	7,242	6,755	7,216	6,823	7,434	-8.22%	76,801	73,499	4.49%
Total Registered Borrowers*	857,262	989,144	862,460	993,824	869,711	1,000,401	877,334	801,720	883,963	807,868	890,789	814,883	9.31%			
Customers Transacting	76,174	N/A	74,262	N/A	81,535	N/A	73,056	N/A	83,538	72,432	79,843	76,921	3.80%	468,408	N/A	

*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
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
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
Online Questions	641	601	465	489	480	429	608	481	585	478	623	481
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
Online Suggestions	155	107	146	98	118	77	119	104	87	76	119	112

	Apr-09	Apr-08	May-09	May-08	Jun-09	Jun-08	Jul-09	Jul-08	Aug-09	Aug-08	Sep-09	Sep-08	% of Change	FY 2009 YTD	FY 2008	YTD % of Change
Online Catalog Searches	981,879	688,093	972,627	644,641	1,129,243	789,090	1,165,829	835,487	1,053,241	775,812	984,522	792,854	24.17%	11,501,256	8,407,916	36.79%
Online Renewals	169,086	150,227	171,932	148,613	170,921	145,679	181,412	157,849	197,327	153,563	197,912	153,426	29.00%	2,049,630	1,750,446	17.09%
Online Questions	574	503	578	455	595	507	660	483	628	392	569	394	44.42%	7,006	5,693	23.06%
Online Requests	79,695	68,214	84,668	69,478	95,491	78,638	97,907	79,723	81,005	71,711	71,385	69,391	2.87%	932,924	805,367	15.84%
Online Suggestions	126	125	166	77	147	115	182	106	177	113	130	121	7.44%	1,672	1,231	35.82%

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

Circulation Statistics
September 1, 2009 - September 30, 2009

Location	Days Open	Circulation Total	% of Total	Previous Year	Gain/Loss	%Gain/Loss	Drive Up Window Visits	Walk In Visits	Total Visits	Drive Up Window Visits	Walk In Visits Previous	Total Visits Previous	Gain / Loss	% Gain / Loss
Main	29	304,879	29.47%	259,199	45,680	17.62%	3,654	64,954	68,608	3,390	62,992	66,382	2,226	3.35%
MAYL*	21	72,994	7.06%	69,772	3,222	4.62%		70,412	70,412		66,479	66,479	3,933	5.92%
Digital Products		86,976	8.41%	41,584	45,392	109.16%			-					
Digital Downloads		5,322	0.51%	2,454	2,868	116.87%			-					
Talking Books	29	4,204	0.41%	3,802	402	10.57%		13	13		20	20	(7)	-35.00%
West Oaks	29	43,693	4.22%	42,249	1,444	3.42%	3,157	23,013	26,170	2,865	23,185	26,050	120	0.46%
Herndon	25	57,450	5.55%	50,013	7,437	14.87%		26,865	26,865		25,720	25,720	1,145	4.45%
Alafaya	29	76,863	7.43%	70,562	6,301	8.93%	7,177	31,861	39,038	5,829	33,440	39,269	(231)	-0.59%
Southeast	25	53,290	5.15%	46,872	6,418	13.69%	2,592	29,615	32,207	2,179	28,900	31,079	1,128	3.63%
Hiwassee	25	27,461	2.65%	24,647	2,814	11.42%		24,645	24,645		24,871	24,871	(226)	-0.91%
Southwest	25	52,613	5.09%	45,487	7,126	15.67%		24,919	24,919		23,062	23,062	1,857	8.05%
Edgewater	25	37,872	3.66%	32,283	5,589	17.31%		22,228	22,228		23,345	23,345	(1,117)	-4.78%
North Orange	29	47,162	4.56%	45,309	1,853	4.09%		24,946	24,946		25,419	25,419	(473)	-1.86%
South Creek	29	61,875	5.98%	59,503	2,372	3.99%	4,563	30,225	34,788	4,286	31,630	35,916	(1,128)	-3.14%
South Trail	25	31,157	3.01%	24,700	6,457	26.14%		26,885	26,885		27,304	27,304	(419)	-1.53%
Winter Garden	25	36,238	3.50%	32,094	4,144	12.91%	1,730	16,989	18,719	1,466	16,580	18,046	673	3.73%
Windermere	25	16,848	1.63%	16,263	585	3.60%		11,229	11,229		10,828	10,828	401	3.70%
Washington Park	25	15,249	1.47%	13,868	1,381	9.96%		12,416	12,416		12,384	12,384	32	0.26%
Eatonville	25	2,225	0.22%	1,726	499	28.91%		5,361	5,361		5,361	5,361	-	0.00%
Total	416	1,034,371	100%	882,387	151,984	17.22%	22,873	446,563	469,423	20,015	441,500	461,515	7,908	1.71%

*MAYL Visits ~ Customer Transactions

Online Resources Usage Statistics
NUMBER OF SEARCHES
 September 2009 Report for August 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	24	10	11	0	1	2		273	100	100
Ancestry Library Edition	4,582	3,913	5,520	5,387	4,829	4,891	5,386	5,961	8,222	8,507	5,346		62,544	84,082	98,274
Associations Unlimited	469	551	327	454	566	534	439	315	365	542	443		5,005	3,675	4,075
Auto Repair Reference Center	339	250	329	366	299	310	370	452	284	377	376		3,752	3,418	3,721
Biography Resource Center	2,825	2,226	2,243	2,810	3,704	4,051	5,175	2,599	1,509	1,627	1,461		30,230	24,681	26,570
Business & Company Resource Center	2,071	3,173	1,429	622	1,795	1,195	1,296	730	936	816	984		15,047	20,911	22,705
Business Index ASAP	47	37	38	105	114	62	66	37	83	65	33		687	633	654
Classical.com	90	245	388	413	333	349	235	251	152	94	74		2,624	1,739	1,749
Computer Database	109	85	72	71	90	131	83	84	103	86	172		1,086	876	951
Consulta	254	239	153	188	247	203	196	135	161	214	183		2,173	220	279
Countrywatch	1,343	1,051	1,103	1,531	886	1,457	3,102	1,247	979	861	230		13,790	11,713	12,655
Countrywatch -- Youth ed.	562	346	160	177	339	413	1,822	541	162	258	20		4,800	2,759	3,041
DearReader.com Online Book Club <i>(cumulative total of people registered)</i>	69,640	69,300	69,480	70,120	69,820	69,960	70,200	69,860	68,780	68,820	69,040		765,020	768,660	838,680
Expanded Academic ASAP	280	168	211	250	147	173	133	134	225	112	251		2,084	2,635	2,801
Ferguson's Career Guidance Center	366	343	271	489	413	405	506	185	266	386	176		3,806	2,249	2,611
First Search	1,278	1,453	1,316	1,303	1,306	1,485	1,179	1,306	1,642	1,431	596		14,295	19,261	21,094
Gale Virtual Reference Library e-books (FEL)	25	34	15	29	39	58	10	30	25	74	20		359	833	836
General Business File ASAP	78	67	85	75	104	101	127	66	122	118	52		995	1,354	1,432
General One File (formerly InfoTrac One File)	706	762	565	714	834	880	761	815	1,092	760	1,664		9,553	7,291	7,980
General Reference Center Gold	373	336	306	311	459	407	398	285	314	423	543		4,155	3,625	4,262
Health & Wellness Resource Center and Alternative Health Module	1,373	1,498	837	1,008	1,332	1,308	1,107	1,015	1,130	1,129	850		12,587	10,330	11,266
Health Reference Center Academic	158	111	10	56	79	101	75	78	167	188	236		1,259	1,082	1,216
HeritageQuest Online	4,819	4,106	3,517	4,419	4,539	6,354	6,047	5,619	4,969	6,573	6,662		57,624	67,064	72,488
Informe	11	13	4	15	23	16	9	21	13	19	49		193	285	289
Junior Edition - K12	202	178	97	279	91	182	111	118	53	87	66		1,464	1,606	1,741
Kid's Edition - K12	84	382	171	167	281	64	55	86	76	34	11		1,411	943	1,033
Learntest	609	502	542	646	631	638	571	348	507	527	487		6,008	5,895	6,571
LitFinder (formerly Essay/ Poem/ Storyfinder)	343	2,265	2,328	2,425	2,092	2,306	887	2,264	2,252	1,494	2,262		20,918	3,669	3,712
Literature Resource Center	425	374	241	257	598	608	342	201	144	243	129		3,562	25,197	25,389

Fiscal Year 2008 - 2009													FINAL FY 07-		
	8-Oct	NOV	DEC	9-Jan	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	YTD 08 - 09	YTD 07 - 08	08
Live Homework Help	482	463	398	497	298	438	428	388	232	104	241		3,969	2,961	3,519
Mango Languages	417	386	507	609	541	629	567	530	603	740	541		6,070	1,871	2,315
Mergent Online	286	275	163	195	272	242	217	151	177	212	165		2,355	1,873	2,145
Morningstar	463	834	1,222	1,748	906	996	1,001	921	884	942	449		10,366	2,234	2,432
Novelist Plus	406	400	650	785	771	579	666	688	846	936	872		7,599	7,061	7,588
Opposing Viewpoints Resource Center	1,224	897	586	509	806	957	1,077	610	609	705	493		8,473	6,525	7,045
p4A Antiques Reference	334	256	218	257	237	253	179	186	381	233	313		2,847	2,225	2,591
Personal and Business Forms	150												150	1,151	1,236
Pop Culture Universe	275	241	385	674	304	822	898	751	170	461	152		5,133	1,125	1,298
Powermediaplus Streaming Videos	336	313	200	406	709	691	286	186	8	24	31		3,190	3,224	3,368
Professional Collection	68	54	43	43	69	84	61	61	78	75	161		797	555	618
ProQuest Newspapers	2,316	2,083	1,988	1,683	1,915	2,351	2,219	2,023	2,236	1,931	1,886		22,631	20,292	22,146
Read the Books	38,298	29,559	23,981	28,197	22,945	21,994	18,003	17,843	12,053	11,514	14,715		239,102	215,557	253,581
ReferenceUSA	3,561	2,616	2,283	2,315	1,795	2,589	2,629	6,404	2,070	2,880	3,716		32,858	51,133	53,718
ReferenceUSA -- New Business			127	137	149	269	135	87	141	47	86		1,178	NA	NA
ReferenceUSA -- New Movers			20	16	23	40	30	14	10	7	14		174	NA	NA
ReferenceUSA-- New Homeowners			45	21	44	32	34	24	19	6	51		276	NA	NA
ReferenceUSA -- Lifestyles			102	31	45	52	10	33	25	12	48		358	NA	NA
Science Online	675	571	367	451	603	949	765	415	315	339	342		5,792	4,982	5,602
SimplyMap	176	293	838	847	127	514	336	899	128	153	470		4,781	4,572	4,745
SIRS Knowledge Source	1,301	992	892	527	849	1,002	848	619	567	441	589		8,627	6,532	7,422
Small Business Resource Center	101	112	51	122	119	244	200	127	123	45	35		1,279	1,659	1,707
Smithsonian Global Sound	38	32	92	88	25	36	31	65	66	70	75		618	175	175
Standard Deviants Video (formerly known as Cerebellum Online Videos)	29	16	33	26	22	25	13	21	27	121	13		346	641	666
Standard & Poors NetAdvantage	312	324	366	301	570	326	256	298	299	322	313		3,687	3,051	3,372
Student Edition - K12	119	97	75	86	294	115	47	70	21	45	45		1,014	1,009	1,076
Tell Me More	583	536	160	149	169	231	297	191	207	93	101		2,717	N/A	N/A
Tumblebooks	328	422	305	314	324	358	586	949	1,168	1,463	990		7,207	4,750	5,130
TumbleReadables	18	26	40	26	31	5	8	16	7	19	31		227	836	869
Typing Master (cumulative total of people registered)	872	930	975	1,046	1,153	1,324	1,417	1,522	1,621	1,696	1,838		14,394	5,547	6,351
Value Line	512	545	520	3,628	2,461	2,272	2,602	2,749	9,551	12,516	4,549		41,905	1,586	2,184
What Do I Read Next?	397	382	309	332	396	381	327	296	393	437	413		4,063	2,483	2,825
Worldbook Online	1,191	1,508	1,022	893	1,035	1,726	998	1,373	612	693	635		11,686	6,681	7,476
TOTAL NUMBER OF SEARCHES	148,750	139,180	130,834	141,696	136,029	141,192	137,869	135,304	130,380	135,148	126,791		1,503,173	*1,490,133	*1,642,433

**Orange County Library System
Circulation Statistics by Location
FY 2009**

October 1, 2008 - September 30, 2009

Location	Days Open	Circulation Total	% of Total	Year Ago	Gain (Loss)	% Gain - Loss	Drive Up Window Visits	Walk In Visits	Total Visits	Drive Up Window Visits Previous Year	Walk In Visits Previous Year	Visits Previous Year	Gain (Loss)	%Gain (Loss)
Main	350	3,302,132	28.43%	3,036,559	265,573	8.75%	42,740	756,739	799,479	40,128	734,218	774,346	25,133	3.25%
MAYL	250	907,633	7.82%	803,872	103,761	12.91%		864,233	864,233		769,938	769,938	94,295	12.25%
Digital Products		855,033	7.36%	487,227	367,806	75.49%								
Digital Downloads*		43,836	0.38%	19,783	24,053	121.58%								
Talking Books	350	46,079	0.40%	46,646	(567)	-1.22%		189	189		184	184	5	2.72%
West Oaks	349	525,745	4.53%	492,601	33,144	6.73%	43,447	302,140	345,587	36,417	279,456	315,873	29,714	9.41%
Herndon	302	645,306	5.56%	568,176	77,130	13.58%		313,820	313,820		296,913	296,913	16,907	5.69%
Alafaya	350	896,324	7.72%	816,811	79,513	9.73%	74,341	413,828	488,169	66,963	390,476	457,439	30,730	6.72%
Southeast	303	603,716	5.20%	513,678	90,038	17.53%	31,818	360,203	392,021	29,125	312,596	341,721	50,300	14.72%
Hiwassee	303	310,921	2.68%	292,919	18,002	6.15%		282,361	282,361	3,627	276,727	280,354	2,007	0.72%
Southwest	303	612,289	5.27%	529,526	82,763	15.63%		320,711	320,711		280,324	280,324	40,387	14.41%
Edgewater	297	424,321	3.65%	372,244	52,077	13.99%		275,237	275,237		246,441	246,441	28,796	11.68%
North Orange	350	540,346	4.65%	512,549	27,797	5.42%		308,334	308,334		287,462	287,462	20,872	7.26%
South Creek	350	739,978	6.37%	661,344	78,634	11.89%	54,955	382,733	437,688	42,821	357,784	400,605	37,083	9.26%
South Trail	303	348,312	3.00%	290,344	57,968	19.97%		322,653	322,653		317,358	317,358	5,295	1.67%
Winter Garden	303	420,994	3.63%	359,582	61,412	17.08%	18,856	209,463	228,319	12,535	187,808	200,343	27,976	13.96%
Windermere	303	197,922	1.70%	173,890	24,032	13.82%		132,997	132,997		118,038	118,038	14,959	12.67%
Washington Park	303	168,332	1.45%	151,005	17,327	11.47%		147,961	147,961		139,860	139,860	8,101	5.79%
Eatonville	301	23,900	0.21%	21,357	2,543	11.91%		63,003	63,003		69,012	69,012	(6,009)	-8.71%
Totals	5020	11,613,119	100.00%	10,150,113	1,463,006	14.41%	266,157	5,456,416	5,722,573	231,616	5,064,411	5,296,027	426,546	8.05%

*FY 2007 Digital Downloads - Incomplete data; reporting began mid-year

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

**Action Items
Non-Consent Agenda**

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

**Election of Board Officers and
Committee Appointments**

Current Library Board of Trustees Committees and Chairs

Finance Committee:

Chair: James B. Tyson

Marketing Committee:

Chair: Ted Maines

Partnership Committee:

Chair:

Personnel Committee:

Chair: Sara Brady

Planning Committee:

Chair: Dr. Guy Houk

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

Discussion and Possible Action Items

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

**Strategic Plan FY 2009:
4th Quarter Update**

Orange County Library System ~ Strategic Plan FY 2009: 4th Quarter Report

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	Small group sessions were conducted in May 2009. 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.		06/10/2009
Year Two		b) Seek opportunities for presentations outside of traditional library audiences			
Year One		c) Maintain calendar of meeting proposal submission deadlines	The Wiki continues to be updated regularly with new opportunities for conference presentations. Some of the more recent presentations by staff were given as part of an Ask A Librarian Webinar and also at the American Library Association Conference in Chicago and the Florida Library Association Conference in Orlando. Staff Wiki created 11/08 and to be announced to staff 12/08.		09/15/2009
	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	The Foundation Center presented a webinar for staff on grant seeking basics on July 28, 2009, and an OCLS librarian presented training for staff on our Foundation Directory database on August, 12, 2009. the FLA PreConference, "Grants for Libraries" was attended by two staff members on May 5, 2009. Technology Grants for Libraries 101 Webinar was offered in March 2009 to Librarians.		09/15/2009
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. Examples of a few places staff articles have been published are <i>Public Libraries</i> and <i>Computers in Libraries</i>. Staff wiki created 11/08 and announced to staff 12/08.		09/15/2009
	3. Create unique opportunities for colleagues to learn from us			Debbie Moss	
Year		a) Create a	We have added our "arcade" page promoting the sale of		09/15/2009

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	<p>locally developed games and other constructs. Will post for staff review in October 2009.</p> <p>The "OCLS EntrepreneurShop" page is under development. The page will market locally developed resources to other libraries. It will feature Ready, Set, Go, iphone app, computer class curriculum among other OCLS products.</p>		
		b) Market in house training to other libraries.	<p>Marketing will pick back up at a later date. Few public libraries are currently hiring or investing in training right now.</p> <p>Debbie Tour has drafted an article for submission to Florida Libraries, a presentation was made at the 2009 Florida Library Association Conference and RSG curriculum and participation will be part of the EntrepreneurShop offerings.</p> <p>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.</p> <p>10/08 Two Osceola County staff begin Ready Set Go funded through HW Wilson Staff Development grant.</p>		9/15/2009
	4. Communicate our achievements with our colleagues and our local community		<p>Announcement of appointment of Dave Lehman to the Friends of the Library Board of Directors published in the <i>Orlando Sentinel</i> along with his photo in July 2009.</p> <p>Board of Trustees e-newsletter started in May 2009. E-newsletter is issued monthly to a comprehensive list of community leaders and elected officials.</p>	Tracy Zampaglione	09/15/2009
Year One		a) Create ocls.info page to highlight the achievements of staff in presenting, publishing or other recognition	<p>Employee achievements page updated to reflect additional presentations and publications.</p> <p>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.</p>		09/15/2009
	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 application	<p>The OCLS Orlando Memory Project won Rethinking Resource Sharing Innovation Award. Librarian Shane Roopnerine attended the awards ceremony where OCLS received a \$1,000 award.</p> <p>Communications are primarily now occurring via email 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>		6/15/2009
Year One		c) Identify other significant awards	<p>Information Systems staff submitted OCLS Mobile for the ALA Cutting Edge Award. This award showcases libraries that serve their communities with innovative methods for delivering library services.</p> <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>01/2009 Created Wiki to track award opportunities and applications.</p> <p>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>		9/15/2009

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		<p>One of the library's ambassadors (radio personality Curtis Earth) publishes a weekly trivia quiz on OrlandoSentinel.com and he has agreed to include a question about OCLS each and every week.</p> <p>Ambassador Toolkit completed and made public during National Library Week, April 12 - 18, 2009. Since then, several area leaders have signed on as formal library ambassadors.</p>	Tracy Zampaglione	09/15/2009
		a) Create ambassador toolkit.	Library Ambassador Toolkit completed and available to members of the public wishing to promote OCLS as library ambassadors.		06/15/2009
	2. Ensure that OCLS is recognized as an important community institution			Wendi Bost	
		a) Develop submissions for local awards and	OCLS received an Honorable Mention in OverDrive's Outreach Program Contest. OCLS was selected as a winner based on the creativity and effectiveness of a video campaign to reach		08/4/2009

	grants	<p>new patrons.</p> <p>We participated in the Best Places to Work – 2009 – Orlando Business Journal Survey - Staff were asked to participate the survey, Results are pending.</p> <p>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 <i>Art After Hours</i> 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. <i>Art After Hours</i> offers the community a great way to kick off their weekend with art, live entertainment and refreshments in a delightful downtown venue.</p> <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	<p>OCLS has a listing on the "Buy Orlando" site recently established by the City of Orlando to promote use of downtown businesses.</p> <p>We have also posted to the the Florida High Tech Corridor Council's new Virtual Entrepreneur Center. We have used the opportunity to promote classes and databases.</p>		6/17/2009
	c) Participate in community events	<p>4th Quarter to date</p> <p>OCLS continues to participate in numerous community events initiated via our Community Relations Department as well as via the Main Library and Branch Library Locations.</p> <p>Staff have participated in over 140 offsite/community events and met with over 11,500 patrons.</p> <p>3rd Quarter to date</p> <p>The Division of Branches participated in 64 events and connected with 1556 members of the community. Community Relations organized 169 community events and connected with 14735 members of the community. Grand totals: 233 events and 16291 community members.</p> <p>2nd Quarter to date</p> <p>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 QUARTER 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.</p>		9/15/2009

		<p>d) Increase OCLS presence in the media</p>	<p>Total: 45 events reaching 4902 people</p> <p>The immigration workshop offered by the library in conjunction with its Citizenship Inspired Program was the topic of a September 10, 2009 article in the <i>Orlando Sentinel</i>.</p> <p>Central Florida News 13 featured an interview and multiple on-air mentions of the <i>Evening with the Author</i> program which featured bestselling author and <i>Wall Street Journal</i> columnist Jeff Zaslow. This event also received multiple print write-ups in the <i>Orlando Sentinel</i> as well as several community newspapers.</p> <p><i>The Orlando Weekly</i> (September 3, 2009) recommended the library as a cost saver because of the free programs, CDs and DVDs, home delivery of materials and more offered to library cardholders.</p> <p>Several library events and offerings are being promoted regularly on various <i>Orlando Sentinel</i> blogs. Recent entries have promoted the coupon workshop, the availability of PlayAways as well as free WiFi.</p> <p>OCLS guests have appeared on Spanish Radio Station 1440 AM several times to promote upcoming library programs, products and services. On September 14, 2009, Paolo Mellio was a guest on the Lucymar show and talked about Hispanic Heritage Month activities at OCLS.</p> <p>OCLS' Southwest Branch was featured in a national webisode for Homeroom Moms on msn.com. Librarian Sandy Mayer gave an overview of how to properly access and utilize your library.</p> <p>OCLS Continues to work with the media, has been featured in the press for our Citizenship Inspired Program and works on publicizing OCLS happenings such as SRP programming.</p> <p>OCLS has a new connection with the <i>Orlando Sentinel</i>. 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>		09/15/2009
		<p>e) Encourage staff participation in local civic groups and/or local boards to promote library services</p>	<p>Kris Woodson has been appointed to the Community Action Team for the Orange County Arts and Affairs Committee.</p> <p>OCLS presented Speakers Bureau presentations to the Downtown Rotary, the Downtown Kiwanis and Orlando Tech during August and September 2009.</p> <p>Edward Booker has applied to serve on the Board for Leu Gardens. Staff have been actively promoting the library through our speakers bureau and in the Media- particularly Spanish language radio.</p> <p>Marilyn John, Librarian from North Orange is connecting with our community via the Apopka Chamber.</p>		09/15/2009

		<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> <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 Stone is Secretary of the Dr. Phillips Rotary.</p> <p>Gregg Gronlund is President and Editor of the Central Florida Genealogical Society, Inc.</p> <p>Bobbie Gonazales represents the library on the teacher grant award committee for Foundation for Orange County Public Schools, Inc.</p> <p>Several staff members are on various school SAC (student advisory committee) committees.</p> <p>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>The library continues to offer a wide variety of programs and services that bring people into our facilities. Examples include Art Exhibits, Hispanic Heritage Events and expanding programs such as Citizenship Inspired to more locations. We recently had 46 people in attendance for the first class for Citizenship Inspired at South Creek. Books Clubs, activities for children during the summer and school year are all things that are bringing people through our doors and fostering a sense of community.</p> <p>While budgets are tight, locations continue to be well maintained and clean. We are seeing increased traffic with SRP. In addition the new Hiawassee Branch has been designed to be inviting and exciting using low cost/high impact features such as carpet and paint.</p> <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>		09/16/2009
	g) Utilize existing networks to partner with organizations to enhance OCLS initiatives.	<p>Reading Companion classes have started and keeping IBM informed of our progress. We also are working with the Adult Literacy League to promote the project.</p> <p>We are ready to launch our PRIME TIME Family Reading Time at the Main Library later this month. We have community partners lined up to provide healthy meals for the participants. We also are working with local community centers, Headstart programs and medical centers to promote the program.</p> <p>The meet the author program with Jeff Zaslow is another great example of our community coming together to support the library.</p> <p>Initial meeting for the roll out of Reading Companion Software with IBM has been held. This software will allow individuals to learn to</p>		09/15/2009

			<p>read at their own pace. Launch is scheduled for mid July 2009.</p> <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>		
		<p>h) Partner with other non-profit organizations to achieve common goal of visibility</p>	<p>WorkForce Central Florida Interns logged over 9500 hours of work time with OCLS this summer. The students gained real life work experience, learned about their community and working with the public. The Library System received help during a time of increased customer use. One Intern from the Herndon Branch, Sederia Washington, won a laptop from WorkForce Central Florida. The prize was a result of her portfolio, which documented her work experiences and what she was learning about goal setting and future aspirations.</p> <p>OCIS is working with the Girl Scouts of Citrus Council and is hosting a Girl Scouts Open house Saturday, 9/19/2009, and a badge workshop.</p> <p>Bobbie Gonzalez who represents OCLS on the Board of First Book of Orlando was asked to participate as a judge in the 2009 Cheerios Spoonfuls of Stories New Author Contest. She read stories from aspiring authors from across the country. This years' contest received a record-breaking number of submissions with 2,800 total story entries.</p> <p>We are actively working with WorkForce Central Florida and their Summer Intern Program. This summer we had 47 workers for six weeks who will be paid by WorkForce through the stimulus package they received. In addition we have several WorkForce Central Florida Job Seeker participants that are in our locations who are helping members of our community look for and hopefully find employment.</p> <p>The Library continues to work with the Adult Literacy League through the following activities:</p> <p>April 30, 2009 - submitted copy for newsletter on Practice Makes Perfect program at South Trail</p> <p>May 6, 2009- Chris Gardner and Debbie Moss met with Gina Solomon to discuss language learning programs as they relate to citizenship</p> <p>May 23, 2009- Community Relations attends Tutor training at ALL to group of 29 tutors.</p> <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>09/15/2009</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.</p> <p>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>		
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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	<p>Simply Maps used to create marketing list for the Southeast Branch Library. Staff testing effectiveness of the data for marketing programs and classes.</p> <p>Profile sheets for branch locations hosting board meetings have been shared in the board packets.</p> <p>Ongoing work on profile topics.</p> <p>Branches have begun the process of working with simply maps to create local profiles.</p>		09/15/2009
		b) Evaluate local circulation statistics to identify interests of local users for program/class tie in	<p>Recrafted Millennium Reporting Module to produce new circulation reports by material type. Scheduled to go live 10/1/2009. Identified successful pilot programs at locations, such as Citizenship Inspired, and expanded these programs to additional locations where demographics support interest. We are doing this with Smart Investing as well.</p> <p>Various Branch locations have starting working with staff goals which tie displays of merchandise to demographics. In addition Job Search Displays have been created at many locations to aid job seekers.</p> <p>Attended demonstration of marketing research company, OrangeBoy, that uses market research to help libraries.</p> <p>Goals are being set with various managers to create ways to do this and share with others.</p>		09/15/2009
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	<p>Our Speakers Bureau, directed by our Community Relations Department, is actively presenting information about the library to targeted community groups. Promoting library resources and events.</p> <p>Librarian groups are still meeting and working on projects. A version of the E-government site has been launched. The business librarian group hosted an online training session from Morningstar</p>		09/15/2009

		interest groups	for the public. 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.		
		b) Develop process for sharing information to promote classes, programs and services meeting similar interests	Through technology the library continues to develop the ability to share information with staff across the system via recorded training. Recently we have added training information about Reading Companion so that all staff can learn about this new product available at three locations. Best Practices continue to be shared across the Division of Branches at Branch Manager Meetings. Cohort teams established for more efficient scheduling of computer classes. 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.		09/15/2009
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	An additional analysis of waiting lists led to adding additional classes for both the Word 2003 and Powerpoint 2003 series of classes each month A waiting list analysis was conducted for Computer Resource Center classes. Based on the waiting list stats, a third Excel class series was added to the monthly class schedule as of May. Division of Branches cohort groups met and analysis of classes was done based on class attendance. 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. 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.		9/16/2009
		b) Create balanced system schedule	Balanced cohort class scheduling will begin 10/01/2009, schedules for November are being developed now. Balanced Cohort schedules have been created for 10/1/2009. Community Relations is working on ways to market the Cohort idea in Books and Beyond newsletter. 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.		9/16/2009

			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		
		c) Host Small Business Expo	Plans for hosting a Small Business Expo have been put on hold due to budget constraints. Staff has performed a cost comparison analysis of different sites to host expo. We are currently exploring the options of having a Career Expo at the Library which will involve educational institutions and workforce development organizations.		9/16/2009
		d) Create targeted course tracks to obtain specific skills for particular fields	Course Track Web pages were built for the three new course tracks (Web Maintenance, Bookkeeper and Administrative Assistant). These pages include locally produced video descriptions of various job roles. Plans are for these web pages to go live by the end of June. Promotional brochures have been created and a logo has been created to market the program. The logo will be placed on the course track brochures and Web site. 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. Course tracks for Basic Accounting, Web Maintenance and Office / Clerical Skills will begin development in 2Qtr FY2009.		6/15/2009

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.	Draft competencies for Librarians have been developed. Consideration underway for how competencies will be evaluated and development of consistent format. Draft competencies for Branch Collections Clerks and Branch Shelving Clerks. 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. 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.		6/11/2009
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.	<p>OCLS JobSpot Blog went live on 9/18/09.</p> <p>OCLS JobSpot Blog debut was postponed. It will debut simultaneously with the new web based applicant portal in June 2009.</p> <p>OCLS JobSpot Blog has been created. Goal is to post on ocls.info on 5/1/09.</p> <p>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.</p>		9/18/09
		b) Create online applicant portal	<p>Web based portal live through ocls.info. Internal application functionality also accessible for staff on the intranet.</p> <p>Web based applicant portal implementation delayed. Target implementation is June 2009</p> <p>Web based applicant portal has target implementation date of 5/1/09. This will enable applicants to apply for positions online.</p>		9/16/09
		c) Develop "realistic job preview" videos for select key positions	<p>Librarian realistic video completed. Technology & Customer Support Specialist, Instructional Technology Specialists, and General Computer Resource positions are currently being videotaped and edited.</p> <p>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.</p>		9/16/09
		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			Renaee Bennett	
		a) Analyze Library usage and trends to identify trends in customer interests	Kelly Pepo, leader of the Trendwatchers Team, presented information about recent trends at an all managers meeting and Librarians as Learning Leaders meeting : your brand called "you", "status", "tribe" (people seeing to connect with each other) and more.		09/16/09

		<p>Impact and influence of social networking trend continues: Video publishing via youtube and other sites is hugely popular as is the use of Twitter and Facebook. OCLS has been creating and publishing video as well as participating on social networking sites.</p> <p>Looking into "UX" (User Experience) blogs for trend information.</p> <p>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.</p> <p>Researching community needs as identified through various stat gathering tools, efforts of OCLS Trendwatchers Committee.</p> <p>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.</p> <p>Researching concierge concepts in relation to connecting community with information experiences.</p>		
	<p>b) Create opportunity for personalized library interface via the web.</p>	<p>The following virtual galleries have been updated and promoted to the public: Hispanic Heritage (adult), Football, Florida Authors, Back to School, Downloadables, Taming Technology. The following virtual galleries are new and have been promoted to the public: Hispanic Heritage (kids) and Teachers Connect. We are currently in the process of developing the following virtual galleries: Science Fair, Basketball, and Olympics.</p> <p>There are several new Web sites and pages that are new or are currently in development. The new KidsConnect children's web site is currently being redesigned. The homepage look and feel has been determined and currently the secondary pages are being designed. The arcade Web page is currently live at www.ocls.info/arcade. This page aggregates all of the games that are available on our Web site.</p> <p>The Digital Content Team has designed a non flash based newsbox. Users will no longer have to continually click on arrows to see the other newsbox items. Page also includes our latest Twitter, RSS and podcast posts and links to Facebook,</p>		<p>9/16/09</p>

			<p>MySpace and YouTube.</p> <p>We are currently developing two new eGuides: Homeschool Resources and College Bound. Both are in different stages of development, but the content for both has been completed.</p> <p>E-Gov portal page created to link users to Local/State/Federal assistance; ten Virtual Galleries updated and a new one developed, "Writing a Research Paper"; creation and launching of new Genealogy Eguide, Citizenship Inspired web page, WebTopicks online learning. We have launched a revised and more user friendly Suggest A Title Database to take suggestions from the public for additions to our collection.</p> <p>Librarian Business Resources Team have discussed user topic headings for the business users page. Recommendation to be finalized during Mar. 31 meeting.</p> <p>User page mock up developed. First user group to develop is businesses. Librarian Biz 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	<p>The patron account screen has been redesigned and is live thru the catalog. A screensaver has been created and deployed to all InfoSpot computers. It provides information on what the computer can be used for.</p> <p>We continue to review Help Desk emails for additional search terms that can be pre-programmed into the Library web sites search engine (Google-mini) to improve search results. We have also developed an informative screen saver for public computers describing what services are available on particular computers throughout the system. We are also redesigning patron account screen with user-friendly terms.</p> <p>Implemented common aliases for branch location in ocls.info, such as Apopka Branch for North Orange and Dr. Phillips</p>		09/16/2009

			Branch for Southwest		
		b) Provide services/location to encourage experimentation with new technologies	<p>Ubuntu class was developed and is scheduled for October 5th at the Orlando Public Library</p> <p>The Library has created "Team Twitter" which is a group of staff members who will promote Library events and services through social media. Staff members post Tweets of their daily activities to various Twitter feeds. Staff members in Reference Central were given 2 iPod touches to use in their normal daily activities to explore how this hardware platform can be used to provide library services. For the public, our second EduGaming course has been scheduled for June 14 – June 20 for teens to explore game design using the UNITY design engine.</p> <p>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.</p>		09/16/2009
		c) Develop new applications for RFID technology	<p>Wireless Location Services evaluation continues, the system is tracking all computer devices and we are evaluating RFID tags from Aeroscout.</p> <p>The Library received a demo unit from Cisco Systems that would allow us to use our current Cisco wireless technology to track IP based, and RFID tagged equipment, in real-time.</p> <p>Researching Cisco Network Location Services and WiFi tags to accommodate inventory tracking of fixed assets along with other network devices.</p>		09/16/2009
		d) Implement Learn 2.0 for the public	<p>First round of WebToPicks was offered and had 54 customers register.</p> <p>WebTopicks went live on 6/15/09 with 43 registrations. Twenty participants showed up for the Live Chat session at 1pm. Unit one has been released. The topic is on Blogs. Within the first two hours we received two favorable comments from participants about the program so far. Course will run through until August 24.</p> <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>		09/16/2009
		e) Develop opportunities to showcase Library innovations	<p>An open house and badge workshop is scheduled with the Girl Scouts of Citrus Council for Saturday, September 19. A digital supplement for their junior girl scout journey</p>		09/16/2009

		<p>workbook is nearing completion.</p> <p>Staff members have met with Girl Scouts Citrus Council and discussed badge workshops as well as digital supplemental piece for their workbook. We have also implemented "Share This" social media link sharing throughout the Library web site.</p> <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>		
	3. Enhance our virtual presence			Eric Atkinson
	a) Develop Library Services for mobile users	<p>Library Staff have started investigating creating XML based off of the catalog search results. These results can be used for a mobile app that can randomly select materials of interest. This will also include a filtered search method.</p> <p>OCLS Mobile was submitted for the ALA Cutting-Edge technology Award.</p> <p>Library Staff have begun investigating developing CSS code for other mobile devices besides the Apple platform. We have been contacted by various library systems about our iPhone/iTouch application and have been approached by NACO (National Association of Counties) with an interview request. We have begun evaluating software for harvesting mobile utilization statistics. These packages include Bango and GoogleAnalytics. We have also developed an internal Customer Interaction Statistics so that staff can enter statistics more efficiently using standard web pages or a mobile device.</p> <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 Catalog will begin for staff in December and then be opened to the public in January</p>		09/16/2009
	b) Provide the means to allow patron produced content (video,	<p>Webcams are being deployed to locations for the new Read This! Video campaign. Managers and TCSS staff have been trained. Our first</p>		09/16/2009

		photo, music...) for addition to the Library's digital collection	<p>book review was submitted by Lisa Glassford.</p> <p>A picture viewer was created for both ocls.info and the intranet. Created in AJAX this interactive piece is reusable and easy to update.</p> <p>The will be exploring using web cams to empower staff to record Book Reviews for the Library's web site. Lessons learned in this effort will then be extended to enabling customer contribution of similar content. We are also developing merit badge workshops which will include units on digital storytelling using web videos and podcasts.</p>		
		Adapt www.ocls.info on a continual basis to meet the expectations and needs of our customers	<p>The map on the locations page has been updated using Google Maps. This allows patrons the ability to get custom directions based on their address.</p> <p>The newsletter sign up page has been redesigned to allow patrons the ability to sign up for multiple eNewsletters at the same time.</p> <p>A promotional page was built in anticipation of the Hiawassee branch move</p>		09/16/2009

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>The dynamic self sign up system for both staff and the general public is currently live on ocls.info. At this time there are no beta testing opportunities. OCLS continues to provide ways for customers to contact us providing information on our website and in printed literature.</p> <p>Information Systems is building new sign up system for beta testing for staff and the general public that would allow for a self sign up process and feedback. This will authentic patron's accounts via our millennium software and allow for feedback. Rollout anticipated in the next few months.</p> <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</p>	Wendi Bost	09/15/2009

			<p>themselves. Communication is through a wiki and a series of staff meetings across all frontline work groups. 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>		
		a) Expand Beta Tester program for the public	<p>In order to make this process easier Information Systems is building new sign up system for beta testing for staff and the general public that would allow for a self sign up process and feedback. This will authentic patron's accounts via our millennium software and allow for feedback. Rollout anticipated in the next few months.</p> <p>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.</p>	Wendi Bost	06/15/2009
Year One	2. Establish an "Orange Seed" Team to manage ideas, research, prioritize, create proposals and evaluate results		<p>Two ideas have been implemented this year and two ideas are in progress. In addition, this year, an online webinar for staff was created and presented and recorded for staff to learn more about the Orange Seed and how they can participate.</p> <p>Ideas continue to come through the Orange Seed. Recently one idea was put into practice with a new form for patron requests. The form is accessible on both the Orange Peel and in the Library's online catalog.</p> <p>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.</p> <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>	Wendi Bost	09/15/2009

			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.		
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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		The Innovation team met to discuss future plans. Team Members include Liz Seiltgen, Nick Martinolich, Jason Elbo, Luis Franco, Myriam Delien, Jennifer Singleton and Michael Raghunath.	Mary Anne Hodel	06/17/2009
All	3. Provide timely recognition and feedback		<p>Nominations are underway for the 2009 Employee of the Year. The Employee of the Year Committee has even streamlined the process this year with easy online submissions, All an employee has to do is select an employee's name from the form provided and write a few lines describing how the nominee demonstrates the qualities and values of the Employee of the Year. The deadline for nominations is September 25, 2009.</p> <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	09/15/2009
All	4. Foster the contribution of creative ideas and solutions		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.	Mary Anne Hodel	06/17/2009

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
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All	1. Expand fundraising activities		<p>To date this fiscal year, the MAYL donation appeal has raised \$12,220. Most of these come to us in small donations of \$10, \$15 and \$25 from patrons who especially appreciate the home delivery service.</p> <p>The annual <i>Evening with the Author</i> event which this year featured bestselling author and <i>Wall Street Journal</i> columnist Jeff Zaslow netted \$6,480 in ticket sales. An additional \$8,800 was secured in monetary sponsorships to offset advertising for the program. In-kind sponsors provided food and beverages. Bright House was the presenting sponsor, and provided the speakers fee plus travel and lodging for the speaker. Bright House also produced and aired a PSA to promote the event.</p> <p>Appeals for for MAYL Program and the Summer Reading Program are currently underway.</p> <p>Plans for the September 2009 Evening with the Author are underway. A sponsor (Tony Roma's) for the refreshments has been secured. Additional sponsors are being pursued to offset costs of promoting the event.</p> <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	09/15/2009
Year One		a) Implement "Marketing by MAYL "program	<p>Thirteen businesses paid for advertising in the MAYL Express business directory. The opportunity to advertise was presented to individual businesses and to the members of the Kiwanis of Central Florida. The future of the directory is now undergoing evaluation.</p>	Debbie Moss	09/15/2009

			<p>Our first MAYL business directory has been published. We are currently distributing 15,000 copies. The directory will be updated as new advertisers come on board.</p> <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.</p> <p>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>		
		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	12/2008
		a) Create wiki page to gather suggestions and encourage participation	<p>The team continues to update the wiki with an extensive list of opportunities, pending and approved grant application updates and resources to support grant writing. A sampling of grants awarded include Citizenship Inspired, Fit for Life, LSTA SuperStarz, IBM Reading Companion Grant and Target Early Childhood Reading Grant.</p> <p>Staff wiki created 11/08 and announced 12/08.</p>		09/15/2009
All	3. License and sell our value added products and services			Debbie Moss	
		a) provide value added services at	In spite of a number of inquiries, we have not yet		09/16/2009

		a charge, such as a Premium Library Card	<p>had any rentals. We continue to look for marketing opportunities.</p> <p>A promotional brochure has been produced to market the rental of our computer classrooms at the main library.</p> <p>Had presentation from staff team with recommendations for possible services to include with Premium Card.</p>		
		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. 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>The Orange County Library System partnered with the Downtown Orlando Partnership to present the inaugural exhibit at the new Glimpse Gallery located in the Downtown Information Center. OCLS was the first of six nonprofit organizations being showcased at the new gallery. The library exhibit featured three towers decorated with promotional information and images of library programs, products and services. OCLS also hosted a Third Thursday lunch-time event to share the exhibit with professionals working downtown.</p> <p>As part of its Citizenship Inspired Initiative, OCLS</p>	Tracy Zampaglione	09/15/2009

			<p>partnered with the U.S. Citizenship and Immigration Service in hosting a workshop to assist legal immigrants who qualify and want to become citizens. The workshop was held at Main on Saturday, September 12. Orlando was among the first cities to hold a class to review citizenship requirements.</p> <p>The Library System is partnering with a group of area agencies to present World Refugee Day on June 20, 2009. The lead agency is the Florida Department of Children and Families, Refugees Services Division. The day features art, entertainment, a naturalization ceremony, health fair and information from several local refugee groups.</p> <p>OCLS is partnering with Bright House Networks to bring Jeff Zaslow as the speaker for the annual Evening with the Author event on September 11, 2009.</p>		
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		a) Create the Library's "Partner Profile"			
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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		In the near future, there will be a post on the Orange Peel for volunteers for this team.	Bob Tessier	06/16/2009
Year Two	2. Evaluate library services for relevancy and efficiency		<p>Effective 10/09, the Library will stop taking holds and delivering entertainment DVD's.</p> <p>CIS paperless implementation took effect for our May statistics week.</p> <p>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.</p>	Bob Tessier	09/16/2009
All	3. Maximize energy and ecological			Bob Tessier	

	efficiency				
		a) Arrange for energy audits for three locations per year	Energy audit for Winter Garden and West Oaks in process. Progress Energy Audit completed for Alafaya Branch on May 8. Energy Audit completed for Main Library		09/16/2009
		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		Mary Anne continues to hold quarterly staff meetings at which she informs staff of budget issues. An additional meeting will be held on September 17th with the 54 employees eligible for the Voluntary Separation Incentive. A survey to solicit preferences regarding several key budgetary options was distributed to staff online. 380 staff members completed the survey. December Library Leader Blog post dedicated to follow up discussion of effects of Property Tax Reform	Bob Tessier	09/16/2009
		a) Create "What Does It Cost" quiz	2nd Quiz was posted in August. "Orange Peel of Fortune" quiz currently on the Orange Peel Intranet with financial questions to educate staff.		09/16/2009

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		A new Staff Toolbar for Internet browsers on staff computers has been created to provide easier access to commonly used places on the links on the Internet. Second search engine has been received and will be implemented this	Eric Atkinson	06/15/2009

			third quarter. A second search engine (Google mini) has been ordered in order to allow indexing of the Orange Peel separate from ocls.info		
Year One		a) Survey staff regarding Orange Peel use	Staff survey was conducted from July 31st through August 5th. Ninety eight staff memebrs responded to the survey and results are being examined by the Digital Content Team. 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		09/16/2009
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
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	1. Provide tools and formal training to promote best practices for communication (such as How You Say It)		<p>Updates continue to be added as changes are noted by our team.</p> <p>Circulation Station continues to develop instructional content-the newest addition on damaged material handling is ready to post.</p> <p>Short instructional videos on shelving biographies and assisting Spanish speakers register for a library card were added to the Circulation Station.</p> <p>Most recently we added some language for staff regarding game circulation changes. EMail best practices published to staff intranet.</p> <p>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.</p>	Wendi Bost	09/16/2009
	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	A Program Evaluation Troop has been formed and met twice. The troop has drafted surveys (online and print version) for adult programs, teen programs and childrens		09/16/2009

			<p>programs. A pilot is being conducted through the end of September. Live date planned for October 1-</p> <p>Met with Kris Woodson, Program and Promotions Development Manager, to develop action plan on June 24, 2009.</p>	
Year One		b) Develop a shorter online survey	<p>Since launching the short survey in March the monthly participation in the survey has increased from an average 161 per month to an average 233 per month for the current fiscal year.</p> <p>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.</p> <p>12/08 Have had conversations with our survey vendor. They have plans for the launch of an abbreviated survey, hopefully by January 2009.</p>	06/16/2009 completed
Year One	2. Create targeted focused customer surveys to gather more data and evaluate findings to improve customer service		<p>In July 2009 we posted a statement online from Mary Anne regarding upcoming policy changes. It includes a link to provide feedback regarding these changes or any other library comment. Over 130 comments were left and</p>	Debbie Moss 09/16/2009

			<p>responded to when contact information was provided.</p> <p>Developed business user survey with "Biz Team". Deployed on 4/23 via email.</p>		
	<p>3. Use social networking to expand our reach</p>		<p>Twitter follower update:</p> <p>ocslibrary: 440 oclsteen: 78 oclnorth: 35 oclstech: 77 ocscitizenship: 29 oclscomrel: 124</p> <p>Scheduled team twitter meeting for this week. Posted one feedback question to Twitter asking for ideas on what followers would like to see us tweet about and unfortunately did not receive any suggestions.</p> <p>We launched OCLS Social, accessible from the header of ocls.info. It has information regarding the variety of social networking experiences available from ocls: Twitter, Facebook, MySpace, blogs, etc.</p> <p>Twitter update: 294 on ocslibrary 85 on oclscomrel 38 on oclsteen 27 on ocscitizenship 32 on oclnorth 56 on oclstech</p> <p>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</p>	<p>Debbie Moss</p>	<p>09/16/2009</p>

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	CRC completed. Beginning work on Technical Services positions. Have draft prepared for all positions in the CRC and the TCSS position which exists in branches and CRC.		06/15/2009
		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 has made recommendations to management. The Computer Resource Center Manager has also completed draft samples of competencies for select job descriptions. The process to be used is currently under discussion. The Reference Central Manager has established a team to work on development of competencies for Librarians. After several meetings and discussion with the Librarians as Learning Leaders group on 2-17-09,		06/10/2009
		b) Evaluate current MLS course tracks of several graduate programs to determine which critical skills are missing from graduates of those programs compared to day to day expectations of life at OCLS			
		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
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	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 being developed by staff in the Circulation Department. With the upcoming rebalancing of staff, there will be an opportunity to test the training in the near future.		09/15/2009
		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 draft Training Blog has been developed and a Technology section of the blog is being developed. 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	06/15/2009
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.		New Finance Quiz has been posted to the Orange Peel for staff to educate them on Library finances and operations. Added a Reading Companion training tutorial on the OP Staff members have posted several new training tools on the Orange Peel including an Overdrive Digital Library Presentation, a video about use of the GoogleMini, and instructions on setting customized email signatures to promote library services and programs. We have also developed and posted a Finance Quiz for staff to educate and inform staff about the financial issues facing the library. Guide to printer repair and Setting up gaming equipment PowerPoint	Eric Atkinson	09/16/2009

			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.		
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		<p>Using Libpas to aggregate library statistics has been put on hold due to the need to rebalance staff to direct public service location.</p> <p>Assistant Manager, Lynette Schimpf, 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 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>	Eric Atkinson	09/16/2009
	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 presented the Balanced Scorecard to system managers in July 2009. After final revisions the Scorecard to be used FY 09/10 will be made available on the staff intranet by 10-1-2009. The Team is also scheduled to meet the end of September to begin planning for the "metric</p>		09/15/2009

Moment" at meetings.

Balanced Scorecard Group has been revising scorecard and a final draft has been shared with the Administrative team. Will discuss how to incorporate into meetings during the 4th Quarter.

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 Skills and Competencies for positions in Circulation Department is complete. Next step is to draft process to develop skills and competencies for current staff and to consider application of format to other similar positions in system.</p> <p>Identification of progression opportunities (within the Circulation Department) continues.</p> <p>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.</p>		06/11/2009
	2. Establish mentoring programs to foster employee growth and development			Renaë Bennett / Carla Fountain	
		a) Develop mentoring program for new staff			

		<p>b) Develop voluntary mentoring program for current staff interested in either career development or growth within the organization</p>	<p>Mentor Program developed for Spectrum (Assistant Manager) participants. Mentor training completed on 5/28/2009. Mentors have been matched up with "mentees" - our program is underway!</p> <p>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.</p>		06/11/2009
	3. Provide training to employees in OCLS shared beliefs, practices, and change management			Carla Fountain	
		<p>a) Develop and implement ethics policy</p>	<p>Ethics training completed 4/30/2009. Formation of Task Force to be announced.</p> <p>Following completion of ethics training, a system wide task force/committee will develop and implement an ethics policy.</p>		06/11/2009
		<p>b) Develop and implement training on change management, corporate culture, and ethics</p>	<p>Managers and Admin Team partnered to provide Ethics training. Training provided was a participatory format encouraging discussion and questions. Training was completed on schedule on April 30, 2009.</p> <p>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.</p>		06/11/2009

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

**Director's Goals FY 2009:
4th Quarter Update**

The Director's Annual Goals cascade from and link to the five goals in the OCLS Strategic Plan. In turn, each goal has a connection to the dimensions of performance provided on the Director's Performance Evaluation form.

FY 2009: 4th Quarter Update

Strategic Goal: Develop OCLS as the Gold Standard for Public Libraries

Performance Dimension: Public Relations, Fundraising, Library Perspective

Goal	Successful Completion
<p>Create unique opportunities for colleagues to learn from OCLS</p>	<p>Marketing of in-house training to other libraries</p> <p>Development of entrepreneurial opportunities for OCLS products</p>
<p>Progress</p> <ul style="list-style-type: none"> ➤ OCLS invited host the Florida Library Youth Program (FLYP) Workshop ➤ <i>Entrepreneurship @ OCLS</i> web page marketing in-house library service products to other library systems. ➤ Worked Montgomery County Library (Maryland), Toronto Public Library, Jacksonville Public Library, and FLA to provide them information about the following OCLS specialized services: <ul style="list-style-type: none"> ○ Technology Classes Curriculum ○ Ready, Set, Go! ○ iPhone App ○ Haunted House and Snowpeople interactive virtual galleries 	
<p>Represent the Library at local, state, and national venues</p>	<p>Participation in library related venues such as Florida Library Association and American Library Association</p> <p>Representation and promotion of the Library in the community</p> <p>Seeking opportunities for recognition of OCLS at local, state, and national levels.</p>
<p>Progress</p> <ul style="list-style-type: none"> ➤ Participated on a reactor panel for an Urban Libraries Council (ULC) Webinar. ➤ Gave a library presentation to the downtown Rotary Club at the University Club. ➤ Gave the welcoming speech at the annual Florida Library Association (FLA) Conference. ➤ Program Coordinator for LLAMA-SASS program on Second Life presented at annual American Library Association (ALA) Conference July 13, 2009. ➤ Program Coordinator for LLAMA-SASS program on customer surveying to be presented at annual American Library Association (ALA) Conference in Washington D.C. June, 2010. ➤ "Guest blogger" on ALA's Tech Blog for Two Sessions in July 2009. ➤ Member of Public Library Association (PLA) Board of Directors & attended meetings October 2008, January 2009 and April 2009. ➤ Participated with the Friends of the Library in their Spring 2009 visit to the legislators in Tallahassee. ➤ Member of Proquest Advisory Board and participated in product evaluations. ➤ Chairperson of the LLAMA-SASS Management Practices Committee. ➤ Member of LLAMA-SASS Executive Committee ➤ Member of the Demco Award Jury. 	

- Member of the Florida Humanities Council Board of Directors.
 - Attended Board Meeting in Orlando January 29-30.
 - Attended Board Meeting in Ybor City May 6-7.
 - Attended Board Meeting in St. Petersburg September 25-26.
- Asked to run for ALA Council as Councilor at Large – June 2009.
- Testified to the State Legislature in Tallahassee about the importance of the Florida Electronic Library.
- Gave presentation to Maitland Rotary Club – July 2009.

Strategic Goal: We will ensure continuous innovation

Performance Dimension: Technology Development

Goal	Successful Completion
Establish Innovation Champions	Establishing diverse team of staff to brainstorm new ideas and innovative initiatives
<p>Progress</p> <ul style="list-style-type: none"> ➤ Established Innovator's Team: <ul style="list-style-type: none"> ○ Liz Seiltgen; Myriam Delien; Jennifer Singleton; Michael Raghunath; Nick Martinolich; Luis Franco; Jason Elbo; Debbie Moss; Mary Anne Hodel ○ Working online via "Huddle." 	

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

**Performance Dimensions: Steward of Capital Resources
Steward of Collection
Fiscal Responsibility & Stewardship**

Goal	Successful Completion
Investigate greater operational efficiencies	Implementation of new procedures, systems or practices. Find opportunities to educate staff and the public regarding current and future challenges
<p>Progress</p> <ul style="list-style-type: none"> ➤ Utilizing social networking tools to market library programs to the community. ➤ Self Check-out installation completed at South Trail and Edgewater. ➤ E-Government portal page created to link users to Local/State/Federal assistance. ➤ Citizenship Inspired page created. ➤ Developed, offered and presented Voluntary Separation Incentive package to select staff to proactively reduce future personnel costs. 	
Pursue leases for Southeast and Hiawassee: determine best options for renewal, renegotiation, or alternative locations	Leases executed following consideration of options and presentation before the Board
<p>Progress</p> <ul style="list-style-type: none"> ➤ Lease renewed for Southeast Branch location. ➤ Lease signed for Hiawassee Branch location and renovations are underway. 	

Aggressively pursue grant applications	Apply for minimum of five grants.
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Progress

➤ Grants applied for and awarded

- IBM's Reading Companion Grant Valued at \$30,000
- IBM's Reading Companion Grant Valued at \$7,500
- LSTA SuperStarz \$107,704
- FINRA \$96,360
- West Oaks(small grant lib/tech) \$250
- Citizenship Inspired \$120,603.00
- City of Orlando Community Partner \$7,500
- EA Grant \$15,000.00
- Prime Time at Main, Edgewater and West Oaks \$11,000
- Fit for Life \$20,000
- H. W. Wilson Staff Dev. Grant \$3,500
- Get Ready for K! Kindergarten Readiness – Target Early Childhood Reading Grant \$4,000
- Joint IMLS grant applied for with King County Library System (Washington) \$1,000,000

➤ Grants applied for and not awarded

- Laura Bush IMLS \$900,000.00
- Disney's Helping Kids Shine Grant \$5,000-\$100,000
- ICMA - International City & County Mgt. Assoc. Public Library Innovation Grant \$60,000
- Verizon Wireless and ALA: Libraries, Literacy and Gaming Grant \$5,000
- Count Me In - LSTA Grant \$127,140
- Get Ready for K! Kindergarten Readiness – Dr. Harry J. Heeb Foundation Grant \$10,000
- Summer Reading Program & Camp Savvy – Galloway Foundation Grant \$31,320
- Science Matters - IMLS Grant \$140,072
- Speak Up Proudly - U.S. Citizenship & Immigration Services Grant \$100,000

➤ Grants applied for and not yet announced

- Family Reading Program - Barbara Bush Foundation \$65,000

Strategic Goal: We will develop and optimize communication

**Performance Dimensions: Training
Technology Development**

Goal	Successful Completion
Continue regular meetings with staff throughout system to provide opportunities for feedback and questions	Meet with all Branch Staff at least on a quarterly basis; meet with all Main Library Staff at least on a bi-annual basis

Progress

- Since October 2008, held Staff meetings at each Branch for a total of 43 meetings.
- Since October 2008, held 8 meetings with Main Library Staff.

Strategic Goal: We will empower staff to achieve their potential

Performance Dimension: Employment and Staffing Training

Goal	Successful Completion
Continue to work with Librarians Work Group to minimize librarian/management differences	Meet with Librarians work group quarterly (or any alternative schedule agreed to by the group) for the purpose of providing expanded opportunity to communicate with Library leadership.
Progress ➤ Met with the Librarians Work Group on December 4, 2008; March 3, 2009; and June 23, 2009.	
Continue to foster Librarians as Learning Leaders	Participate in minimum of 10 meetings per year (or any alternative schedule agreed to by the group) of Librarians as Learning Leaders, providing encouragement to this group to work on varied and relevant projects and initiatives.
Progress ➤ Met with the Librarians as Learning Leaders Group on October 21, 2008; December 2, 2009; January 13, 2009; March 31, 2009; April 28, 2009; June 16, 2009; July 28, 2009 and September 16, 2009.	

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

Director's Evaluation

FY 2009: Director's Accomplishments ~ Highlights

Under the direction of Director Mary Anne Hodel, the following accomplishments were achieved by OCLS:

- Replaced the Main Library Chillers.
- Renewed the Southwest and Southeast Branch Lease Agreements.
- Installed Self Check out at South Trail and Edgewater Branches.
- Pursued and leased new location for Hiawassee Branch at Highland Lakes Shopping Center.
- Created the FY 2010 Budgets for the Operating, Capital Projects, Sinking, and Branch Debt Service Funds with an overall 11% decrease.
- Offered Voluntary Separation Incentive package to identified staff members.
- Expanded Strategic Plan to include FY 2012.
- Revised Materials Management Policy.
- Implemented Citizenship Inspired, a new library program which helps legal immigrants successfully pass the test to become a new US citizen.
- OCLS was invited and has joined **The Library Group**, a group of the 20 highest-circulating libraries in the country. OCLS is in very elite company and ranks 19th in North America, right up there with Toronto, Los Angeles, L.A. County, Queen's, and Brooklyn. OCLS, along with Las Vegas-Clark County, was invited to join. In the new Public Library Data Service Statistical Report 2009 the two library systems ranked 19th and 20th respectively in total circulation in North America. The combined annual circulation for **The Library Group** is now 365,494,780!
- Offered free health screenings to staff which provided testing on blood pressure, cholesterol, glucose, and body mass index. Once results were received, employees learned how to complete a confidential Health Risk Assessment (HRA) online and to participate in a prevention plan.
- Held the annual License to Learn 4th grade contest. Sixty schools and 142 classes participated; 34 classes had 100% of children with library cards. 623 children submitted library card applications.
- WWW.OCLS.INFO was ranked number 31 in the 100 Favorite Library Sites for Children and Their Parents. This online resource helps parents interested in expanding their child's education. The Library was specifically mentioned for virtual galleries, downloadable media and educational videos.
- Launched the Ambassador Program – a grassroots effort to spread the word about all that OCLS offers to the community. We invite satisfied customers to tell all about us and we provided them with an Ambassador Toolkit to do so.
- Conducted Summer Job Connection - Workforce Florida students provided the library with a total of 9,503 hours worked this summer from June 22nd - August 21st. Library's cost: training and mentoring. Our out of pocket costs: zero. The interns were paid with federal stimulus money.

Staff Recognition

●Paolo Melillo appeared on Spanish talk radio with Lucymar. Commissioner Mildred Fernandez was instrumental in getting us access so Library's products could be promoted

●Information Systems staff have devised I-Touch and I-Phone friendly interfaces, featuring touch capabilities to the website for wireless users. Kudos to Jim Elder!

●Jo Ann Sampson's essay "Outreach as Virtual Branch" on our Books By Mail service was featured in the Jan/Feb '09 issue of Public Libraries in the *Perspectives* section.

●The Children's Department outdid themselves this year. The multitude of donations, prizes and incentives for Children's and Teen's programming that was obtained this year was enough for all locations for the Summer Reading Program. It was a group effort and nearly \$210,000 in donations was raised this year. Kudos to Children's!

●OCLS had a big presence at the Florida Library conference held in Orlando this year. A number of our staff gave presentations to enthusiastic audiences:

➤ Wendy Prasad and Jim Elder presented on Smarty Pants and Alphabet Bytes.

➤ Jim Myers and Alexis Weimer presented on Ready, Set, Go!

➤ Craig Wilkins and Paolo Melillo on the Smart Investing @ Your Library.

➤ Carla Fountain was part of a panel "Success! Landing your First (& your next) Library Job.

➤ Kathryn Robinson was part of a team talking about the Balanced Scorecard.

➤ Donna Bachowski, Nicole Cavallaro and Kathryn Robinson presented on Orlando Memory and Central Florida Memory.

➤ Patrice Florence Walker gave a very emotional and stirring rendition of the National Anthem at the opening session.

➤ Melody Mitchell was the winner of a scholarship to attend FLA.

➤ The Director gave the welcoming address at the opening session.

●Children's staff member Heather Pippin, was featured twice in the Florida Youth Program (FLYP) newsletter.

●Questline Manager Gregg Gronlund participated as a speaker in the Hand Held Librarian Online Conference, sponsored by Alliance Library System, Learning Times, and the Infoquest Project. He spoke on our experiences with SMS and its implementation, staffing, user response, and problems as part of the public library panel.

●Chris Gardner, the project manager for our IMLS grant Citizenship Inspired Grant, was invited by the State Library to talk more about the program before an e-Government task force.

●Bobbie Gonzalez was asked by the Rollins College Child Development & Student Research Center to participate in an annual conference based on the lifework of Fred Rogers, an alumnus of the college, and his mission to be a good neighbor, called "The Good Neighbor Conference." This year's conference is themed "Being a Good Neighbor in Today's Multicultural Society." Bobbie was a part of a panel discussion about using children's literature / multicultural literature to talk about tolerance, teaching about differences in a positive way.

●Gregg Gronlund's gave a presentation on Best Practices on OCLS's Quest Line service that he gave for the Statewide Ask a Librarian's webinar.

●Sheri Chambers, Digital Content Manager, presented at a LITA sponsored program at ALA 2009 in Chicago. Sheri spoke to the online activities that OCLS created for the Summer Reading Program.

●Vera Gubnitskaya, Head of the Children’s Department, had two articles accepted for Librarians as Community Partners: An Outreach Handbook. Her articles are:

1. Children's Initiative: Establishing A Successful Partnership with a Local Public Schools System
2. Friends in Need: Involving Friends of the Library in Community Outreach Programs

●Carla Fountain was asked to be on a panel discussion for a program at FLA 2009 entitled “Success! Landing Your First (And Your Next) Library Job.”

●Tony Orengo and Niza Ortiz from Main were on the local news promoting the Citizenship Inspired program. It was shown on Univision, the area’s most watched Spanish channel.

●Wendy Prasad and Jim Elder were selected to present at the One Goal Summer Conference in Tampa. They spoke on the OCLS early literacy programs of Alphabet Bites (live and online components), the Kindergarten Readiness web portal, and the Smarty Pants series of story time programs.

●Natalie Houston, Youth Outreach Coordinator, had the chance to be the game show host at Orange County Public School’s 14th Annual Battle of the Books. Teams from each Middle School faced off in a book trivia game.

●Circulation Manager Jim Myers wrote an article on our Books by MAYL program for the British publication Inter-lending & Document Supply, Vol. 37, No. 2. The article introduced international readers to our delivery of virtual material to patrons, such as downloadable products and databases.

●Ormilla Vengersammy, Manager of the Computer Resource Center was published in *Computers in Libraries*, with an article entitled: “Give your Technology Program a Little Class.”

●Jo Ann Sampson, Manager of Special Services, was published *Public Libraries*, with an essay about how OCLS reaches out to patrons by bringing the library to their homes through the MAYL program.

●Denice Lancashire from CRC and the team in Information Systems created a new feature on MY OCLS. Once patrons log into their account they will see a calendar icon that will allow access to checking their class calendar.

Annual Progress of Products and Services

	FY 2002	FY 2003	FY 2006	FY 2007	FY 2008	FY 2009	% of Change comparing 2002 and 2009	% of Change comparing 2003 and 2009	% of Change comparing 2008 and 2009
Circulation	5,300,875	5,979,236	8,447,787	9,366,524	10,149,812	11,613,119	119.08%		14.42%
Door Count	3,048,857	3,297,024	4,155,494	4,345,233	5,296,027	5,722,573	87.70%		8.05%
Programs	4,039	4,396	5,049	5,863	6,252	6,253	54.82%		0.02%
Program Attendance	118,812	127,976	160,451	161,366	169,633	176,764	48.78%		4.20%
Summer Reading Program	3,664		14,302	20,344	22,041	25,990	609.33%		17.92%
Classes	-	926	7,510	11,130	12,871	13,089		1313.50%	1.69%
Class Attendance	-	4,461	19,686	28,330	40,019	54,388		1119.19%	35.91%
P.C. Sessions	-	534,025	777,885	871,025	932,142	987,405		84.90%	5.93%
Hits to the Website	53,779,184	74,675,498	85,142,016	113,826,657	133,592,313	228,653,008	325.17%		71.16%
Increased Market Share (Card Holders)*	240,074	275,179	433,295	462,774	355,581	433,239	80.46%		21.84%

Orange County Library System

Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

Evaluation Process

OCLS Library Director/CEO is evaluated by referencing progress towards the last fiscal year's organizational goals and the responsibilities defined on the job description. Annually at the October Board Meeting, the Board President will appoint a Personnel Committee for the purpose of conducting the Library Director's annual performance review. The following steps establish the sequence of activities toward that end .

BOARD PERSONNEL COMMITTEE INSTRUCTIONS:

1. Per the terms of the Library Director/CEO's Employment Agreement, "the Board ordinarily conducts an annual performance review of the Library Director in November of each year. To aid the Board in the annual review of her performance, prior to November, the Library Director will provide the Orange County Library Personnel Committee with a written report on the Library's operations and her progress toward accomplishing such goals and objectives as the Board may from time to time direct.

2. The Personnel Committee will ordinarily conduct the annual performance review prior to the November Board Meeting. Such review will consist of:
 - Evaluation Form, completed by the committee
 - Library Director's progress toward accomplishing assigned goals, objectives, and performance criteria provided at the time of the last review and other performance responsibilities as provided in the Library Director's job description
 - Consideration of the Library Director's written report providing a summary of Library operations for the year in review and progress toward accomplishing such goals and objectives as the Board may from time to time direct.

3. The Personnel Committee will (ordinarily) provide its report and recommendation to the full Board at its November meeting. The report will provide an overall description of the Director/CEO's performance as either "satisfactory" (or better) or "unsatisfactory." It will also include a recommendation whether an increase to the annual salary and/or other compensation is merited and, if so, the amount of any such increase and the date on which it will take effect. The Personnel Committee's full report, any relevant documentation, and its recommendation(s) will be included in the Board Packet submitted to the trustees for the month in which the Director/CEO's performance is to be considered (i.e., ordinarily in the November board packet, however, in the event the performance review is delayed, it will be included in the board packet for the month in which the Director/CEO's performance is to be reviewed).

4. The full Board, in conjunction with the Library Director/CEO, will establish goals for the coming year taking into consideration strategic planning and budgets as well as other performance responsibilities from the job description.

Orange County Library System

Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

DIMENSIONS OF PERFORMANCE			
MISSION and STRATEGIC PLANNING	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
<p>Defines the mission of the Library System and communicates concepts and objectives to the Board of Trustees. Plans long and short term strategies, programs and systems for implementation and communication to staff and the public and directs and motivates the efforts of immediate staff to ensure that activities are targeted toward realization and fulfillment of established mission.</p>			
Rating & Commentary from Personnel Committee			
PUBLIC RELATIONS, FUNDRAISING and LIBRARY PERSPECTIVE	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
<p>Plans implements public relations activities to ensure that the Library, its services and mission are effectively represented to the public. Represents and directs representation of librarianship and the Library System to the public through media communications, appearances at selected events, speaking engagements, membership and participation in community service, civic and professional organizations and other similar activities. Develops and directs fundraising activities that support the Library mission and strategic goals. Maintains current awareness of library science and emerging issues affecting libraries and public access to information, including related perspectives, pending legislation, as well as the public's perception of libraries and their roles. Participates and develops an active presence in the Florida Library Association, American Library Association and subsidiary or affiliated organizations to represent the System and influence others engaged in or interested in matters affecting libraries.</p>			
Rating & Commentary from Personnel Committee			

Orange County Library System

Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

DIMENSIONS OF PERFORMANCE			
STEWARD OF COLLECTION	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
Establishes the overall goals for the selection, control dissemination, management and maintenance of the Library's collection and direct the accumulation, arrangement and disposition of materials. Ensures that the Library's practices and technology are sufficient and effective in maintaining Resource Library designation status and funding.			
Rating & Commentary from Personnel Committee			
STEWARD OF CAPITAL RESOURCES	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
Manages the Library's capital resources. Ensures the appropriate construction, renovation, maintenance, location and utilization of the Library's physical facilities and equipment.			
Rating & Commentary from Personnel Committee			

Orange County Library System

Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

DIMENSIONS OF PERFORMANCE			
TECHNOLOGY DEVELOPMENT	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
Maintains current awareness of technological and managerial advances relating to library services. Develops and implements systems to update and enhances library services to the public through the utilization of technological innovations.			
Rating & Commentary from Personnel Committee			
FISCAL RESPONSIBILITY & STEWARDSHIP	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
Manages the Library's financial resources. Examines system wide and Division budget proposals, capital funding plans and any related millage adjustment proposals and ensure compliance with fiscal, operating, reserve and growth objectives. Presents or directs the presentation of budgetary issues to Board of Trustees and respond to related inquiries. Ensures proper accounting, reporting and auditing of the Library's financial systems and records. Presents and interpret financial statements and other financial reports to Board of Trustees and other regulatory agencies or organizations and respond to related inquiries. Ensures that all elements of the Library's operations are in compliance with Board of Trustee, Governing Body, State, Federal and Local regulations, legal requirements and mandates.			
Rating & Commentary from Personnel Committee			

Orange County Library System

Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

DIMENSIONS OF PERFORMANCE			
EMPLOYMENT and STAFFING	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
<p>Defines, develops and modifies the staffing structure of the Library System including all divisions of responsibility and levels of authority. Ensures that human resource systems including policies, practices, employment, employee relations, compensation and benefits programs are in compliance with regulatory requirements and meet sufficient competitive standards to attract and retain qualified staff. Interviews, hires and trains immediate staff and reviews and authorizes the hiring of other Library staff. Establishes objectives and assignments, reviews and explains work, monitors work quality and assists to resolve operating problems. Explains and enforces Library rules and regulations, interprets and clarifies policy and maintains harmonious employee relations. Establishes standards of performance, appraises performance and authorizes changes in employee status. Monitors and authorizes staffing plans and operating policies and procedures as appropriate within organizational structure..</p>			
Rating & Commentary from Personnel Committee			
TRAINING	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
<p>Establish standards and goals for staff training related to professional, technical and managerial concepts and job requirements. Authorizes implementation plans, related policies and specific programs and monitors results. Establishes management systems and professional precepts and directs the implementation of related programs.</p>			
Rating & Commentary from Personnel Committee			

Orange County Library System

Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

DIMENSIONS OF PERFORMANCE	
Overall Rating & Commentary from Personnel Committee	
COMMENTS: <i><insert comments here, cell will expand to accommodate your entry></i>	

BOARD APPROVED MERIT INCREASE %: _____

Effective Date: _____

Personnel Committee Trustee/Signature _____

Date: _____

Board President Signature: _____

Date: _____

GOALS - IMPACT ON ORGANIZATIONAL RESULTS

At the end of the evaluation period the Personnel Committee Members rate the performance of the Library Director/CEO on each goal and submits this form and the job performance rating form to the HR Manager for inclusion in the Board Packet for the month in which the Library Director/CEO's performance will be reviewed.

- Goal NOT achieved
- Goal partially achieved
- Goal fully achieved with expected result

GOAL STATEMENT	RESULTS	GOAL MET?

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

Information

Director's Report October 2009

•The annual *Evening with the Author* featuring Jeff Zaslow was enjoyed by some 175 people. Revenue totaled \$6,580, plus \$8,800 in monetary sponsorships to offset some of the costs of advertising the program. We also received a few in-kind sponsors for food and beverages. Many thanks to Bright House Networks for sponsoring this wonderful event!

•OCLS will be partnering with King County Library System in Issaquah, Washington on a demonstration grant from the Institute of Museum and Libraries for an award in the amount of \$998,556 for "Empowered by Open Source." The Open Source Library System and the open source model provide an alternative to the current proprietary integrated library system (ILS) software business model used by most public libraries. The Open Source Library System business model spreads the development work across a wide range of contributors, extends the potential pool of service providers, and empowers libraries to optimize service to their customers. King County Library System (KCLS), a nationally recognized leader in public library service and technology, will partner with Peninsula Library System (San Mateo, California), Orange County Library System (Orlando, Florida), and Ann Arbor (Michigan) District Library to create and develop the critical infrastructure components that have traditionally been provided by ILS vendors and will establish a peer-to-peer support model for open source libraries. The project will stimulate a growing community of libraries moving to an OSLS that will benefit from and contribute to software applications as well as the support infrastructure.

•An article about the Second Life exhibit for Central Florida Memory has recently been posted on RezLibris, an online magazine focusing on libraries and Second Life. The article contains an interview about our experience making videos advertising the exhibit.

<http://rezlibris.com/arts-a-entertainment/machinima/485-central-florida-memory-in-second-life.html>

•Bobbie Gonzalez, Assistant Manager at West Oaks Branch was asked to participate in two events. She will be one of the judges for grant applications for classroom teachers for the OCPS Foundation again this year. This will take place on October 14th. She was also selected to judge entries for the 2009 Cheerios Spoonfuls of Stories New Author Contest! She read stories for children ages 5-8 and evaluated them according to given criteria and reported back on line to the contest headquarters. This years' contest received a record-breaking number of submissions with 2,800 total story entries!

• The Hispanic Heritage Festival at Southeast was held on Saturday, 12 September 2009. With the help of Central Florida Nicaraguan Association, Mr. Padilla, CEO, volunteers, staff and a teen volunteer contributed to the success of the program. There were a total of 131 attendees. Commissioner Tony Ortiz and Emergency Manager Manny Soto attended.. We had different Hispanic foods for tasting, displays, a couple of dance groups, and a dance instructor who had every one dancing Zumba to popular Hispanic tunes.

•Arnold Palmer Medical Center Foundation has agreed to donate funds to the Library sufficient to cover the Storytelling events at Leu Gardens each month over the next year, starting this October.

•OCLS customers who provide the library with an e-mail address can receive a number of courtesy notices regarding account activity including:

- Reminder three days prior to item due date
- Reminder on due date
- Notice when item is 14 days past due
- Notice when item is 28 days past due
- Notice when a request is cancelled

- We experienced significant growth (from 1,945 downloads to 5,113) in the use of downloadable book collections. In its first year of operation our Overdrive service had 26,071 Checkouts “circulations.” The beauty of these transactions is that they can occur 24/7. They don’t require overdue notices or re-shelving and the pages can’t be torn out!
- The signup procedure for our eNewsletters has been updated so customers can easily select which eNewsletter they want to subscribe to without having to click on a link and go to a different page. Customers will still be able to preview each eNewsletter and access archived copies of the eNewsletters. *Fresh Picks* and the *Informed Teens* newsletters no longer appear as options. In reviewing many of our products and services for time savings we polled subscribers for these two newsletters for their support of continuing the newsletter. We got two emails of support for *Fresh Picks* and three for the *Informed Teens* product. Based on that feedback, the next issue of each will be the last issue. Each newsletter will include information on where to find information that would have been in the newsletter.
- OCLS is pleased to again this year offer staff the opportunity to receive complimentary flu shots conveniently at the work place. Seasonal flu shots are being provided at the Main Library and West Oaks Branch. And for those who aren’t able to get their shots on one of those dates and times, employees will be able to get their shots at any Central Florida Centra Care location. Flu shots will be given at the Main Library on Monday, September 28 and again on Tuesday, October 6. At West Oaks, the shots will be given on Thursday, October 8.
- *Career Transitions* is now available on our website. *Career Transitions* is for anyone exploring potential career paths. It is a self-paced application that walks job-seekers through the entire process from assessing strengths and interests, to exploring new opportunities, to ultimately improving the chances of landing a job. *Career Transitions* offers a practical, personalized and guided experience that includes assistance on building a resume, offers career and industry projections, interviewing tips, networking tips and job searching guidance. Information on unemployment services and educational suggestions are also offered.
- There's a New Blog in Town! As part of our Strategic Goal to Develop OCLS as The Gold Standard for Public Libraries and our objectives to establish OCLS as an Employer of Choice, we created the OCLS JobSpot Blog. Our initial thought was to use this blog to enhance our recruiting efforts, but since we aren’t doing much hiring right now, we will be using it as a forum to showcase our tremendous career-related services and products – classes, databases, programs, and more!
- The Bookstore made a total of **\$5,741** at the Fall Book Sale this weekend including \$360 in memberships. While this is less than the last Fall Book Sale, the total for the entire year for the three book sales came to **\$20,039** – the highest ever.
- For the second year in a row, Orange County Library System has received recognition as a Gold Level Fit-Friendly Company from the American Heart Association. Start! Fit-Friendly Companies are recognized by the American Heart Association as employers who go above and beyond when it comes to their employees' health.
- The Saturday, September 26 *Author and the City Beautiful* program with Senator Mel Martinez was fantastic. We had 106 in attendance - 91 adults. Martinez delivered a passionate talk about his experience. *Telemundo*, *LaPrensa* and *Orlando* magazine covered the program along with Scott Harris from Central Florida News 13. We sold out of books. Martinez posed for pictures with attendees and offered to return to OPL for an author talk should he decide to write a book on the political history of Mel Martinez.
- The *Meet the Coupon Queen* program featuring writers from the *Orlando Sentinel's* Frugal Force blog on September 15 was attended by 62 people

●The September 18 *Art After Hours* in celebration of Hispanic Heritage Month had 125 in attendance.

●*The Girl Scouts Citrus Council Open House and Badge Workshop*, offered in partnership with OCLS on Saturday, on September 19 was attended by 125 patrons, and 22 girls earned badges while learning about library resources and opportunities.

●The First *Counsel for Caregivers Seminar* on Thursday, September 24 was extremely well received. The lunch-time session was attended by 42 people.

●The Orange County Library System will to participate in the 2009 *Greater Orlando Start! Heart Walk* on Saturday, October 3 at Loch Haven Park. Employees are welcome to join the OCLS team and walk for a good cause

●OCLS will participate in the following upcoming Community Events:

- Saturday, October 3 Conway United Methodist Church Annual Fall Festival
- October 24 Commissioner Diamond's Fall Picnic

OCLS will conduct the following upcoming Tours

- October 26 College students at the Int'l Acad. Of Art & Design
- October 27 College students at the IADT
- November 6 College students at the IADT

Upcoming Library Programs

Author and the City Beautiful

Orlando Public Library, Albertson Room

Saturday, October 24, 2 p.m.

Author Cecilia Rodríguez Milanés will discuss her book *Marielitos, Balseros and Other Exiles*. The book tells the story of Cuban-American exiles during and after the 1980 Mariel boatlift, when Fidel Castro reluctantly let 10,000 Cubans leave the country. Each story in this ensemble conveys the different struggles these immigrants faced in the U.S. For more information visit www.marielitosbalseros.wordpress.com. Book sale and signing will follow program.

Counsel for Caregivers Seminar

Orlando Public Library, Albertson Room

Thursday, October 15, 12:10 p.m.

Having trouble juggling your work and care-giving responsibilities? Let us lend you a helping hand of healing. Each month a different organization will present information and resources to help caregivers ease their workload. This month, Mabel Jackson with the Senior Resource Alliance will discuss the ins and outs of local Services for seniors. Attend this seminar presented by OCLS, Orange County's Commission on Aging and WFTV Channel 9 and bring balance to your life. Registration required. Email officeonaging@ocfl.net or call 407.836.7446 to register.

Bake & Decorate

Edgewater Branch Tuesday, October 6, 6 p.m.

South Trail Branch Saturday, October 10, 11:30 a.m.

North Orange Branch Monday, October 12, 6 p.m.

Washington Park Branch Wednesday, October 14, 6 p.m.

Learn how to make your own edible party favors! Mariah with All Occasion Custom Cakes will share great ideas for your upcoming Halloween party. Stop by and decorate a baked treat to celebrate National Bake & Decorate Month. Supplies will be provided. Call 407.835.7481 to register.

Benefits of a Raw Food Diet

Alafaya Branch Wednesday, October 7, 7 p.m.

Eatonville Branch Saturday, October 17, 11 a.m.

Southwest Branch Saturday, October 17, 2 p.m.

Join a discussion on raw/living foods and learn about their benefits. Topics covered will include principles and practices of a raw vegan lifestyle and the health improvements gained by living it. A simple raw food recipe demo and tasting will follow the program. Register by calling 407.835.7481.

Breast Cancer Awareness

South Creek Branch Thursday, October 8, 6 p.m.

Hiawasse Branch Thursday, October 15, 6 p.m.

Herndon Branch Thursday, October 22, 6 p.m.

Join Roxanne McCormac with the M.D. Anderson Cancer Center of Orlando and find out what men and women should know about breast cancer. Get tips on self examinations and more in honor of National Breast Cancer Awareness Month. Free materials provided.

Peace Corps Information Session

Alafaya Branch

Thursday, October 8, 6 p.m.

The Central Florida regional recruiter and returned Peace Corps Volunteers will speak about their overseas experiences and answer your questions on how to be competitive for Peace Corps service. Peace Corps offers job assignments in one of 76 developing nations in the fields of health, education, business, environment, agriculture and community development while providing excellent language, culture and program training.

Written Word Workshop

Hiawasse Branch

Saturday, October 10, 10:15 a.m.

Writers of every skill level are invited to participate in this ongoing forum where fellow wordsmiths get together to help elevate the effectiveness of each other's writing.

Salsa @ Southeast

Southeast Branch

Saturday, October 10, 2 p.m.

In honor of Hispanic Heritage Month, join Sean Wilson and Lisa Perez of Essential Element Dance for a beginner's salsa lesson. Learn the basics of salsa turns, rhythm, footwork and partnering. Put on some comfortable shoes and be prepared to fall in love with salsa!

Talk About Prescriptions

West Oaks Branch

South Creek Branch

Herndon Branch

Hiawasse Branch

Winter Garden Branch

Monday, October 12, 6:30 p.m.

Tuesday, October 13, 11 a.m.

(For All Locations)

Join the pharmacists with Walgreens and get your prescription and other health-related questions answered in honor of Talk About Prescriptions Month. Informational materials will be provided as well as give-a-ways for all attendees!

Haunted Happenings

South Trail Branch

Tuesday, October 13, 6 p.m.

Join us as we make greeting cards using the Iris paper folding technique to celebrate World Card Making Day.

Cuentame un Cuento/Tell Me a Story: Bilingual Stories & Fun!

Orlando Public Library,

Children's Library Saturday, October 3, 11 a.m.

West Oaks Branch Saturday, October 24, 2:30 p.m.

Venga y disfruten de cuentos bilingües y actividades de arte para niños. Come enjoy bilingual stories and crafts for children. The Library provides an interactive storytime in English and Spanish suitable for speakers of either or both languages. Programs are designed for ages 3 and up, and the whole family is welcome!

Paws to Read

Herndon Branch Saturday, October 3, 11:30 a.m.

North Orange Branch Saturday, October 10, 11:30 a.m.

South Creek Branch Saturday, October 10, 11:30 a.m.

Alafaya Branch Saturday, October 24, 11:30 a.m.

Orlando Public Library Saturday, October 24, 11:30 a.m.

West Oaks Branch Saturday, October 24, 11:30 a.m.

All end at 1 p.m.

Sign up to practice your reading skills by reading aloud to a loveable, furry listener. Be An Angel Therapy Dogs Ministry presents this reading program for children with certified-therapy dogs. Seating is limited. Call 407.835.7323 to register.

Preschool Fall Festival

Southeast Branch Saturday, October 3, 2 p.m.

Edgewater Branch Friday, October 16, 10:30 a.m.

Alafaya Branch Saturday, October 17, 2 p.m.

Eatonville Branch Monday, October 19, 10:30 a.m.

North Orange Branch Tuesday, October 20, 10:30 a.m.

Orlando Public Library,

Children's Library Saturday, October 24, 3 p.m.

Celebrate fall with stories, games and activities featuring apples, pumpkins and autumn leaves. Ages 3-5.

Yo Canto en Espanol

Alafaya Branch

Saturday, October 3, 2 p.m.

Hola! Let's celebrate Hispanic Heritage Month by singing in Spanish! Come enjoy the fun with stories, songs, games and more.

Gaming @ OCLS

Orlando Public Library, Children's Library

Saturday, October 3, 3 p.m.

Get your game on at the library! Join us for action-packed fun with the latest games. Ages 6-18. For more information call 407.835.7323.

Homeschoolers Hang at Herndon

Herndon Branch

Wednesday, October 7, 10:30 a.m. (Library Tour Day)

Wednesday, October 21, 10:30 a.m. (Show and Tell Day)

Homeschool students and parents are invited to make the most of your library on Library Tour Day! Come hang and take a tour of all the fun and educational resources available. Sign up for an OCLS library card and create your own library card holder. Then, on October 21, students can

bring in a project they've been working on, or simply come share their talents with us at the Homeschoolers Show and Tell Day.

The Life of a Firefighter

Alafaya Branch Saturday, October 10, 11 a.m.
South Trail Branch Wednesday, October 14, 3 p.m.
Edgewater Branch Saturday, October 17, 11 a.m.
South Creek Branch Saturday, October 24, 2 p.m.

Meet real firefighters, learn about fire safety and tour a fire engine. Find out what it takes to fight the flames and beat back the heat! Presented by Orange County Fire Rescue.

Universal Music Day

Herndon Branch
Saturday, October 10, 11 a.m.

Celebrate Universal Music Day and listen to a collection of world music and craft musical instruments you can take home with you.

Achoo! Sniffles, sneezes and boogers too!

South Creek Branch Saturday, October 10, 2 p.m.
Orlando Public Library,

Children's Library Saturday, October 10, 3 p.m.

Kids, is your nose running? If it is, come to the library to catch it! Join us for stories, activities and crafts all about what makes your nose tickle. Recommended for ages 6-12. Registration required. Call 407.835.7323 to register.

Pirate Adventures

Windermere Branch
Saturday, October 10, 2 p.m.

Explore the world of pirates as we read *Pirates Don't Change Diapers* by Melinda Long and make your own pirate spyglass craft.

Wild Thing Rumpus

North Orange Branch Saturday, October 10, 2:30 p.m.
Eatonville Branch Wednesday, October 14, 3 p.m.
Orlando Public Library,
Children's Library Saturday, October 17, 3 p.m.
Edgewater Branch Saturday, October 24, 2 p.m.

Are you ready to have a monster good time? Well, let the wild rumpus begin! Come to the library and enjoy monster friendly stories and crafts. Ages 6-12. Registration required. Call 407.835.7323 to register.

Dinosaur Lore

North Orange Branch Tuesday, October 13, 10:30 a.m.
Herndon Branch Wednesday, October 14, 11 a.m.

Travel in our imaginary time machine to meet some lively prehistoric friends and bring some magnificent creatures from long ago to life. Then, meet some living descendants of the dinosaurs and some animal species that walked the earth before and with the dinosaurs. Recommended for ages 3-6. Seating is limited. Call 407.835.7323 to register.

Wacky Wednesday Arts & Crafts

Windermere Branch
Wednesday, October 14, 3:30 p.m.

Join us once a month for an afternoon of wacky arts and crafts and a whole lot of fun!

Rainforest Rescuers

Herndon Branch

Wednesday, October 14, 4 p.m.

Become an environmental hero and join the Rainforest Rescuers as we try to stop the destruction of beautiful rainforests. Learn about rainforest conservation and make a craft out of recycled materials.

Third Thursday Pajama Jamboree

Windermere Branch

Thursday, October 15, 6 p.m.

Join us in your favorite pajamas for a bedtime story, crafts, as well as milk and spooky cookies!

Princess K.I.M.'s Royal Party

Windermere Branch

Saturday, October 17, 2:30 p.m.

Tiara pinching your head? Glass slippers squishing your toes? Being a princess is a tough job, but somebody's got to do it! Wear your favorite costume and join us for a story, craft and delicious refreshments. Ages 4-10. Call 407.835.7323 to register.

Safety Stories

Herndon Branch

Saturday, October 17, 2:30 p.m.

Join us as we listen to stories about staying safe, police officers and do a community helper craft.

Herndon Bedtime Stories

Herndon Branch

Monday, October 19, 6:30 p.m.

Bring your favorite blanket and stuffed animal and join us for a fun-filled night of bedtime stories, songs and snacks.

Creatures of the Night

Orlando Public Library, Children's Library

Wednesday, October 21, 11 a.m.

Fascinating nightlife comes to light during this adventure with several nocturnal creatures. Discover amazing characteristics and adaptations which have allowed these animals to be successful in the dark. Recommended for ages 3-6. Seating is limited. Call 407.835.7323 to register.

School House Rock Live

Winter Garden Branch

Saturday, October 24, 10:30 a.m.

Remember *Conjunction Junction* or *I'm Just a Bill*? Come experience the classic educational show *School House Rock Live* as performed by the Seraph Theatre.

Spooky Stories

South Creek Branch Saturday, October 24, 2 p.m.

Alafaya Branch Saturday, October 31, 2 p.m.

Edgewater Branch Saturday, October 31, 2 p.m.

North Orange Branch Saturday, October 31, 2 p.m.

Orlando Public Library,

Children's Library Saturday, October 31, 3 p.m.

Come dressed in your costume for scary and not-so-scary stories. Be sure to stick around for spooky games and crazy crafts! Ages 6-12.

No Tricks...Just Treats!

Windermere Branch

Saturday, October 24, 2:30 p.m.

Hey, kids! Are you crazy for Candy Corns? Do lollipops make you loopy? Does bubblegum make you batty? Come dressed in costume as your favorite candy for a BOOtiful time of stories, crafts and games. It's going to be a real treat!

Live Webcast with Kate DiCamillo

Orlando Public Library, Library Central

Sunday, October 25, 4 p.m.

Join us for a live webcast with Newbery Award-winning author Kate DiCamillo. She will lead a presentation followed by a group discussion about her new book, *The Magician's Elephant*. Recommended for all ages.

OCLS Genealogy Expo

Orlando Public Library, Albertson Room

Saturday, October 17, 10 a.m.

Explore a bevy of genealogy resources at your local library. Attend classes, visit informational booths, receive research assistance and more. Meet with members of local genealogy societies and get an overview of the library's vast resources.

Finding Money for Your Education

Orlando Public Library, Albertson Room

Saturday, October 24, 10 a.m.

Learn how you can obtain financial aid for your studies using resources available from OCLS' Foundation Center Cooperating Collection. We'll dispel some common myths about foundation support and discuss: what you need to know before approaching foundations; the different sources of funding; how to create a personal profile to attract funders; online resources that provide information on scholarships from foundations; and the application process, including tips on how to make your application successful.

College Information Night

Southeast Branch

Thursday, October 29, 6 p.m.

Meet with admissions staff from Valencia Community College to get information about college admissions. Question and answer session will follow program.

PHOTOGRAPHY PROGRAMS: In honor of Photographer Appreciation Month

Just Don't Say "Cheeeese!"

Eatonville Branch Monday, October 5, 6 p.m.

Edgewater Branch Tuesday, October 13, 6 p.m.

What is it about some images of children that leave a lasting impression? The expression, the angle, the lighting, the colors, or a combination of them all? Nancy Jo Brown, owner of 106FOTO will share some easy tips and tricks on capturing memorable images of children while having fun in the process. For more information visit www.106FOTO.com.

Five Ways to Shoot Photos Like a Pro

Southwest Branch Thursday, October 15, 6 p.m.

Windermere Branch Thursday, October 22, 6 p.m.

Central Florida Photographer of the Year Arturo Macias will show you how to improve your photography skills. Learn the need-to-know details from the preparations to the understanding of how light will affect the mood of your images. Arturo will also talk about creative ways to view

your subject so you can open your imagination to new perspectives of how to envision your pictures. For more information visit www.artzphoto.com.

More & Better Images From Your Travel

Southeast Branch Saturday, October 17, 2 p.m.

Alafaya Branch Saturday, October 24, 2 p.m.

Professional travel photographer Wallace Weeks will use pictures from four trips as case studies to reveal 12 tips to getting more and better pictures from your travel. These tips are useful to any skill level and any purpose. For more information visit www.atravelphotographer.com.

SAFETY PROGRAMS: In honor of Fire Prevention Week, Halloween Safety Month and Crime Prevention Month

Fire Prevention Tips with WGF D

Winter Garden Branch

Saturday, October 17, 11 a.m.

Join your local heroes and learn how you and your family can prevent fires. Get information on having a family plan, tour the fire truck and more at this exciting event!

Crime Prevention with OPD

Herndon Branch

Saturday, October 17, 2 p.m.

The Orlando Police Department Crime Prevention Unit will share vital information to keep you and your family safe! Get tips on trick-or-treating, self defense and more.

Stay Safe with Ocoee PD

West Oaks Branch

Saturday, October 17, 2 p.m.

Learn safety tips for and find out about ways to ensure your personal safety, take a tour of a patrol car and more. All ages welcome.

Stop, Drop and Roll on into the Library

West Oaks Branch

Saturday, October 3, 11 a.m.

Bring the whole family and join the heroes of the Ocoee Fire Department to get tips on fire safety and more. Take a tour of their truck and learn what it takes to be a firefighter. Coloring books and hats for the kids while supplies last!

Project Protect

Hiwassee Branch

Saturday, October 24, 11:30 a.m.

Learn how to protect yourself with the Orange County Sheriff's Office. Topics will include: Halloween safety, personal safety, crime prevention and more! All ages are welcome!

Herndon Book Club

Herndon Branch

Thursday, October 8, 10 a.m.

Join other readers as we discuss the book of the month, *The Brief Wondrous Life of Oscar Wao* by Junot Diaz.

Southwest Book Club

Southwest Branch

Tuesday, October 13, 7 p.m.

Join a discussion on *A Land Remembered* by Patrick Smith, led by guest speaker and Florida researcher Carol Everhart. This classic novel tells the story of three generations of the MacIveys, a Florida family who battle the hardships of the frontier to rise from a dirt-poor life to the wealth and standing of real estate tycoons. Anyone age 18 or older is welcome to attend. For more information call 407.835.7323.

Big Screen Book Club

Hiawassee Branch

Monday, October 19, 5:45 p.m.

Join us for a discussion of the book *The Memory Keeper's Daughter* by Kim Edwards. We'll show the movie after the discussion and enjoy light snacks and drinks.

Alafaya:

- Citizenship Inspired classes at Alafaya continue to build an audience. Average attendance during the month was 13 students per class.
- On September 19th, Alafaya presented a program for adults entitled *Mold Matters*. There were nine in attendance.
- Gaming Night was held on Tuesday, September 15th with a total of 11 people.

Eatonville:

- The Eatonville branch conducted a total of 10 children and teen's programs with a total attendance of 132. The Charlotte's Web program drew a visit from a first time group, The Lighthouse Baptist Academy. It was a great event with lots of participation.
- The Branch hosted the Library Board of Directors meeting on Wednesday, September 9th with 50 in attendance. Patrice Florence – Walker gave a brief presentation on the Eatonville Branch.

Edgewater:

- As of September, the Edgewater Branch class attendance for 2009 exceeded total computer class attendance numbers for 2008.
- Edgewater Branch's final *Fantastic Family Fun* program was held on September 15. In total there were 53 patrons that participated in this four week program series.

Herndon:

- On September 10, Herndon celebrated Grandparents' Day with stories and crafts. 14 patrons attended.
- 22 patrons paid tribute to Jim Henson at Henson Mania at the Herndon branch on September 24th.
- On September 26, **112** patrons learned about the history of Italian ice. All participants received samples courtesy of Rita's Italian Ice.

Hiawassee Branch:

- The Hiawassee Branch continues to have strong attendance at the weekly *Smarty Pants* programs. This month they averaged 42 people at each program.
- The Hiawassee Branch continues to draw the teens in for fun and games on the monthly *Teen Gaming Night*. On Monday, 14 September, there were 18 in attendance.

- This month the Hiawassee Branch started tagging the collection to prepare for the transition to self-checkout and the move to the new location
- Work continues to proceed on the new Hiawassee Branch location and a webpage has been established so our community can see the progress. Visitors can “see” the “Hiawassee on the Move” web page at: <http://www.ocls.info/locations/Hiawassee/hiawasseemoving.asp>
- We have created an email should patrons have questions or comments (HiawasseeONTHEMOVE@ocls.info) about the new facility or the move. We should be in our new home in early 2010 and look forward to hosting the Library Board meeting there in March 2010.

North Orange:

- Glenda Castillo hosted “English Chatter” at the North Orange Branch on September 4. 8 people came to practice their English skills.
- 22 people visited the North Orange Branch on September 12 to read to their furry friends for the “Paws to Read” program.
- Kris Geoffrey hosted “Cloudy with a Chance of Meatballs” at North Orange on September 12. 23 people enjoyed crafts and stories all about food and fun!
- On September 22, Kris Geoffrey hosted North Orange’s monthly preschool craft program. 18 people enjoyed crafts and games at “Pre School Play Stations”.
- On September 23, librarian Marilyn John visited Ivey Lane Elementary School for their Open House night. She connected with 93 people and handed out library card registrations and information about the library.
- Marilyn John visited GROWS Literacy Council on September 24. She gave a presentation to 36 people about library services and how to obtain a library card. The North Orange Library has re-established their partnership with GROWS and will be working with the organizations throughout the year.
- On September 24, Marilyn John visited Durrance Elementary School for an open house. She connected with 125 people!
- GROWS Literacy brought their parents and children to a monthly storytime at North Orange. Storyteller Mother Goose sang, read to and entertained the group of 38 people. The group will be bringing children every month to this special

South Creek:

- Hosted a children’s pajama party, 57 attendees came to hear bedtime stories. Some actually came in pajamas!
- The Spanish Book Club kicked off Hispanic Heritage Month with a party. On September 23, patrons came in wearing native dance, and demonstrated dances from the various lands of their birth. It was a beautiful spectacle. The music in the branch was appreciated, and the food was terrific! An art display, presented by the book club, will be up through the middle of October to celebrate Hispanic Heritage Month.

- South Creek kicked off another 6-week session of Citizenship Inspired, a class dedicated to helping people pass the citizenship test. At the first meeting, September 13, 46 people were in attendance.
- The weekly story times continue to be very popular. A high of 33 was reached in a Toddler Time on the 28th.
- 896 patrons attended the Branch's 120 computer classes, an average 7.5 people per class.
- English Chatter will combine with Spanish Chatter to provide language instruction to speakers of both languages! Patrons have expressed interest in learning either English or Spanish. By having the groups meet at the same time, patrons should provide a positive introduction to learning the other's language. The kick off will be on Thursday, October 1 at 6:30.

South Trail:

- South Trail began offering Reading Companion in September and hosted 2 Introduction classes. Reading Companion uses voice recognition technology to help children and adults learn how to read.
- Practice Makes Perfect, our ESOL class taught by the Beth Schaffer of the Adult Literacy League continues to draw non English speakers to the class on Wednesday nights. Attendance is averaging 20 people per class.
- Alice Grace concluded teaching at Rock Lake Community Center as part of the SuperStarz grant. Alice and Linda Lagrace have been teaching students how to use resources available on the OCLS website using a mobile computer lab.
- Citizenship Inspired continues to thrive at South Trail. Currently 10 people are in the citizenship class.
- September was the first full month of self check at South Trail. Over 87% of all items were checked out at self check.

Southeast:

- The Orlando Repertory Theatre sponsored a Charlotte and Friends children's program at the Southeast Branch on September 5th. 21 participants played games and enjoyed fun with all their friends on Zuckerman's Farm.
- The children's program *Cloudy with a Chance of Meatballs* was a great success with 76 participants on September 12th.
- The Central FL Nicaraguan Association celebrated Hispanic Heritage month on September 12th at the Southeast Branch. 131 attendees enjoyed Latin food, arts, music and learned a new dance.
- Primero Auxillio Semenario (First Aid) training was held at the Southeast Branch on September 18th. Eighteen participants learned first aid basics in Spanish.
- Southeast Branch manager, Paolo Melillo, promoted OCLS and Hispanic Heritage Month on local radio 1440 AM. Paolo spoke on The Lucymar Show to promote OCLS programs.

- Southeast Branch hosted Fire Prevention awareness training on September 25. This event was conducted in partnership with the Orange County Fire Department with 15 participants.
- Southeast Branch's was *Kicking it Old School* on September 26th. Twenty-four participants got their game on and rocked out to the Beatles.

Southwest:

- The Southwest program calendar for September featured several interesting events for adult audiences. Yoga teacher and Reiki Master Ximena Olarte held a class on the transformative healing benefits of yoga.
- A Meet the Artist event on September 15th was held to give patrons the opportunity to meet artists Sheila Diamantaras and Felipe Behrens. Ten patrons enjoyed the opportunity to mingle with the artists who have had their work on display at the Southwest Branch since July.
- Also on September 15th Chef Tony Adams of Big Wheel Provisions discussed the advantages of buying local and organic with 5 Southwest patrons during the Local is Lovely program.

Washington Park:

- Safe Sitter educators shared tips on how to handle major and minor emergencies and proper child-care skills to 9 patrons at the Washington Park library on September 12, 2009. The attendees enjoyed learning about the proper way to handle various emergencies and other incidents that might occur when taking care of children.
- On September 26, 2009, Kirkman Chiropractic celebrated Backpack Safety America Month by providing tips on the safest way to pack, lift and carry a backpack. They also provided free posture screenings for all 10 patrons in attendance.

West Oaks:

- West Oaks also hosted Fundraising for Non-Profits workshop on Wednesday, September 23rd. The workshop was attended by students from UCF and the First Book Orlando board members.
- The West Oaks manager attended the first SAC meeting at Citrus Elementary School. He discussed library policies and promoted upcoming library events and classes.
- West Oaks received a nice letter from a couple who took our Citizenship Inspired class. They passed their interview and were sworn in as "Two Proud Citizens of the United States" on September 24th. They stated that the branch's classes helped them tremendously.
- On exhibition at West Oaks are graphic illustrations by artist Ryan Boyle, son of West Oaks staffer Kathy Boyle. Ryan's electronic motion graphics were recently used by the Black Eyed Peas during a performance at the opening ceremonies of the NFL and will be used in their upcoming musical tour.

Windermere:

- In celebration of national Piano Month, Windermere had use of a Baby Grand Piano for a three week period, courtesy of Steinway Pianos. Two recital programs had a total attendance of 23. The piano was also a source of enjoyment for staff and patrons who seized the opportunity to showcase their talent.

- The monthly Wacky Wednesday Arts & Crafts program was held on September 9th and had a total attendance of 15.
- The Third Thursday Pajama Jamboree program on September 17 was introduced by guest music teacher, Ms. Suzy Garrity who played a couple of Disney songs on the piano. Afterwards the children enjoyed listening to a story read by staff member Yvonne Wisdom and participated in a craft activity. Total attendance was 24.

Winter Garden:

- The Spanish Chatter program is growing. This Tuesday evening program gets people talking--and learning—Spanish. 32 adults attended the program in September. And, it's followed by a Spanish language computer class, so participants can stay at the branch and attend a class in Spanish.
- “Cloudy With a Chance of Meatballs” was held on September 16th, and attended by 34 children and 12 adults. Crafts, giveaways and fun for all.
- The “Charlotte and Friends” program on September 26th had trivia, storytelling and prizes for the 12 children and 5 adults present.
- The Winter Garden Branch has expanded and consolidated its Young Adult area! Teens now enjoy a space with books, Anime DVD's, game pod and Manga...all in one place!

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

FY 2010 Holiday & Closed Day Schedule



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Mary Anne Hodel,
 Library Director, Chief Executive Officer

Holidays & Closed Days: Fiscal Year 2010 October 1, 2009 – September 30, 2010

Holidays	Closed Dates
Thanksgiving Day	Wednesday, November 25, 2009 ~ Library Closes at 6:00 p.m. Thursday, November 26, 2009 (H) Friday, November 27, 2009 (H)
Christmas	Thursday, December 24, 2009 Friday, December 25, 2009 (H)
New Year's	Thursday, December 31, 2009 ~ Library Closes at 6:00 p.m. Friday, January 1, 2010 (H)
Martin Luther King Jr.'s Birthday	Sunday, January 17, 2010 Monday, January 18, 2010 (H)
Easter	Sunday, April 4, 2010
Memorial Day	Sunday, May 30, 2010 Monday, May 31, 2010 (H)
Independence Day	Sunday, July 4, 2010 Monday, July 5, 2010 (H)
Labor Day	Sunday, September 5, 2010 Monday, September 6, 2010 (H)

(H) = 8 Hours Staff Holiday Pay

**Orange County Library System
Board of Trustees Meeting
October 7, 2009**

Public Comment: Non-Agenda Items