

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

Board Packet for December 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*

December 4, 2009

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

cc: The Library Governing Board:
The Honorable Mayor Richard T. Crotty, Chairman of the Library Governing Board,
Members of the Governing Board, Commissioners S. Scott Boyd, Fred Brummer,
Mildred Fernandez, Linda Stewart, Bill Segal, Tiffany Moore-Russell, Orange County;
and Deborah Girard, City of Orlando.

From: Mary Anne Hodel, Director

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 7:00 p.m. Thursday, December 10, 2009 at the **Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 33801; 407.835.READ (7323).**

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

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

AGENDA
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
December 10, 2009
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

09-169 I. **Call to Order**

09-170 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 .

09-171 III. **Approval of Minutes:**
Library Board of Trustees Meeting ~ November 11, 2009
Personnel Committee Meeting ~ November 11, 2009

09-172 IV. **Staff Presentation: What We Do ~ Chris Zabriske & Jason Elbo**

09-173 V. **Financial Statements and Summaries: November 2009**

09-174 VI. **Statistics and Summaries: November 2009**

09-175 VII. **Action Items**

09-176 **Elevator Modernization Project – Main Library: Contractor Selection & Project Budget**

09-177 III. **Discussion and Possible Action Items**

09-178 **None**

09-179 IX. **Information**

09-180 **Balanced Scorecard Follow-up**

09-181 **Director's Report**

09-182 **Public Comment: Non-Agenda Items**

X. Adjournment

**Next Meeting Dates: January 13, 2010 ~ Edgewater Branch Library; 5049 Edgewater Drive; Orlando, Florida 32810 ---
February 11, 2010 ~ 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
December 10, 2009**

Call to Order

Orange County Library System Board of Trustees Meeting December 10, 2009

Public Comment

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**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

**Approval of Minutes: Library Board of
Trustees Meeting ~ November 11, 2009**

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
November 11, 2009
Orlando Public Library
101 East Central Boulevard
Orlando, Florida 32801
407.835.READ (7323)

- 09-156 I. **Call to Order**
Library Board Present: Sara Brady (11/3); Guy Houk (11/1); Ted Maines (11/2);
Richard Maladecki (11/2)
- Library Board Absent: James Tyson (11/2)
- 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
- Vice President Maines called the meeting to order at 7:06 p.m.
- 09-157 II. **Public Comment**
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- 09-158 III. **Approval of Minutes: Library Board of Trustees Meeting ~ October 7, 2009**
Trustee Brady, seconded by Trustee Maladecki, moved to approve the meeting minutes for the October 7, 2009 Library Board of Trustees Meeting. Motion carried 4-0.
- 09-159 IV. **Staff Presentations:**
Certificates of Special Congressional Recognition from Congressman Alan Grayson were awarded to Clementine Kreitz, Diego Diez, Minette Elias Perez and Valerie Dawson. Vice President Maines presented the certificates and thanked the Computer Resource staff members for their hard work, dedication and professionalism that prompted the Congressman to honor them.

The License to Learn 4th grade winning classes were chosen by random drawing and are as follows:

Metrowest Elementary – Jeanette Perez
 Dillard Street Elementary– Debra Weir
 Eccelston Elementary– Jamie Brinson

Alafaya Branch Manager Lisa Stewart summarized the FY 2009 Balanced Scorecard results.

- 09-160 V. **Financial Statements and Summaries: October 2009**
 Comptroller Tessier announced that 17 staff members have accepted the voluntary separation incentive package. Vice President Maines asked about the impact on the system and Director Hodel stated it will have a strong impact on staff and their workload and that some organizational changes will be made so that OCLS can accomplish the goal of good customer service. The reality is more work will be done with fewer resources. She also stated that some rebalancing of staff has already been implemented and at some point the Administration may need to come back to the Board regarding operating hours and other necessary changes as additional budget cuts are eminent for next year. Based on information from the State, property values are expected to decrease another 5.5% which equates to about a \$2,000,000 decrease for the library’s property tax revenues next year.

- 09-161 VI. **Statistics and Summaries: October 2009**
 Assistant Director Moss stated that active cards usage is staying strong, which means that those who have cards are using them.

- 09-162 VII. **Action Items**

- 09-162.1 **Ratification of Collective Bargaining Agreement**
 Trustee Houk, seconded by Trustee Brady, moved to ratify the Collective Bargaining Agreement made between Library Administration and SEIU. Motion carried 4-0.

- 09-163 III. **Discussion and Possible Action Items**

- 09-164 **Personnel Committee Meeting ~ Sara Brady**
 Trustee Brady summarized the Personnel Committee Meeting, stating that she and Tom Kohler, President of the Friends of the Library, met with Director Hodel & Ms. Fountain. They reviewed the Director’s accomplishments, discussed the impact of the deflated economy on OCLS and how Director Hodel is working diligently to protect the library in this difficult environment. Trustee Brady stated that the usage statistics for products and services remain strong and that Director Hodel continues to pursue additional revenue through grants, which total 1.4 million dollars awarded to date. Trustee Brady further stated that Director Hodel has exceeded their expectations, but sadly merit increases are not in the Library’s budget this year and therefore, the Personnel Committee will not be discussing a salary increase for the Director this year.

 Director Hodel thanked Trustee Brady and the Board and stated that she is very appreciative for the great staff members of OCLS.

 Trustee Maladecki, seconded by Trustee Maines, moved to accept and approve the performance appraisal of Director Hodel. Motion carried 4-0.

- 09-165 IX. **Information**

- 09-166 **Director’s Report**

- OCLS submitted the application for the Scholastic/ALA Public Awareness Grant! The topic chosen by the team was public awareness about Citizenship Inspired.

- The newly updated Thanksgiving Virtual Gallery brings together topics of food, family, and history through programs, materials, databases, and Web sites.
<http://www.ocls.info/Virtual/Galleries/Holidays/thanksgiving.asp>

For some added fun, try out the Dress-A-Turkey construct where you can get imaginative and decorate a virtual turkey. Print out your creation and share it with others!

This gallery also has a section for children filled with resources for learning about Thanksgiving through stories, crafts, and games.
<http://www.ocls.info/Virtual/Galleries/Holidays/thanksgiving.asp#kids>

Many thanks to Reference Central and Children's for all their contributions to this gallery.

- Cassie Shivers, Digital Access Architect in Information Systems was chosen as the Employee of the Year.

09-167

Librarian's Initiative Summary

09-168

Public Comment: Non-Agenda Items

Mr. Brian Feldman – Orange County Resident & Cardholder – proposed to the Board a performance art project to celebrate literacy in April 2010 during National Library Week. The Board asked Mr. Feldman to provide additional information such as an action plan, proposed budget, expenses, partnerships/corporate sponsorships, promotion, equipment needs, insurance, safety, etc., at the December 10, 2009 Board Meeting. The Board stated that while there is not a budget for this project, they are interested in exploring the possibilities of a potential partnership for the project.

X. Adjournment

VP Maines adjourned the meeting at 8:02 p.m.

Next Meeting Dates: December 10, 2009 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- January 13, 2010 ~ Edgewater Branch Library; 5049 Edgewater Drive; Orlando, Florida 32810.

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**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

**Approval of Minutes: Personnel
Committee Meeting ~ November 11,
2009**

MEETING MINTUES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
PERSONNEL COMMITTEE MEETING

November 11, 2009
3rd Floor Palm Room
Orlando Public Library
101 East Central Boulevard
Orlando, FL 32801
407.835.7630

Personnel Committee Members Present: Sara Brady, OCLS Board of Trustees
Tom Kohler, President, Friends of the Library

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

The meeting was called to order at 5:37 p.m.

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

Ms. Brady began the meeting by expressing her appreciation for the challenges faced by Ms. Hodel this year and the great job she's done in avoiding staff layoffs. Ms. Brady stated that Ms. Hodel demonstrated innovative leadership during a year that required her to make many difficult decisions.

Mr. Kohler agreed with Ms. Brady's comments and added that the efficiencies achieved by Ms. Hodel and OCLS are even more outstanding when compared to other libraries with much larger budgets and per capita income.

Ms. Brady asked Ms. Hodel to describe her greatest challenge during the past year. Ms. Hodel indicated that the biggest challenge was the decline in the Library's budget as a result of Proposition One and declining property values.

Ms. Brady complimented Ms. Hodel for her remarkable efforts this year.

The meeting adjourned at 6:04 p.m.

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

**What We Do ~ Chris Zabriske
& Jason Elbo**

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

**Financial Statements and Summaries:
November 2009**

Orange County Library System

Financial Statement Highlights

Two Months Ended November 30, 2009

Operating Fund Revenue and Expenditure Summaries

Ad Valorem Taxes

Consistent with the timing in previous years, the first distribution of tax revenues was received just before Thanksgiving.

Life and Health Insurance

In 2007, based on a recommendation from our benefit consultant, Robinson Bush, the Library converted to a self funding concept for health insurance coverage for our full time employees. Rather than buying traditional insurance, self funding involves paying premiums to an internal Library fund and contracting with United Healthcare to process claims and purchase "Stop Loss" coverage, which protects the Library from catastrophic claims. In essence, we have become an insurance carrier for most claims.

Due to favorable health claims experience and reserves accumulated in our self insurance fund, we were able to avoid an increase in premiums for calendar year 2009. While our claims have increased, we are pleased to report that the premium increase for calendar 2010 will be limited to **4%**. Given that medical inflation is still running around 12%, we are pleased with such a small increase. The Library will continue to pay the entire cost of health and dental coverage for each full time employee, an annual amount of nearly \$8,000. Employees who elect dependent coverage must pay for the entire cost of this coverage through payroll deductions.

Since we included a 15% premium increase in the budget, the actual 4% increase is welcome news. Due to the lower increase and fewer full time staff members, we project to under spend the Life and Health Insurance account by approximately \$425,000.

Retiree Health Care

An accounting standard requires all local governments to reflect the cost of Other Post Employment Benefits during the employee's tenure rather than the "Pay as You Go" system that was common up until a few years ago. Contributions to the Plan are actuarially determined. The most recent actuarial report, which was just finalized, shows the contribution for the current fiscal year at \$1,393,000 which is \$268,000 higher than the \$1,125,000 that was budgeted. This overage will partially offset the budget savings from the health insurance discussed above.

Main Library Chiller Project Summary

The outcome of any project like this should be evaluated in terms of quality, budget, and timing. For two of these three, the project earned high grades. We believe the quality of the new chillers and cooling towers is very good. Attached are a couple of pictures of the new equipment. The project budget approved by the Library Board was \$1,420,000. Actual costs were \$1,328,000, so the project was under budget by **\$92,000**. While we got a very favorable price from our contractor, Shaw Mechanical, and were generally happy with their work, the project went on longer than initially projected. In summary, we are very pleased with the end product and hope the new chillers and cooling towers serve us well for the next 20 -25 years.





**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Two Months Ended November 30, 2009**

	ANNUAL BUDGET	YTD ACTUAL	(2 month=17%)
AD VALOREM TAXES	32,049,516	1,319,159	4.1%
INTERGOVERNMENTAL			
State and Federal Grants	100,000	0	0.0%
State Aid	925,000	0	0.0%
	<u>1,025,000</u>	<u>0</u>	<u>0.0%</u>
CHARGES FOR SERVICES			
Fee Cards	12,000	2,050	17.1%
PC Pass (\$10 for 7 days)	15,000	1,876	12.5%
PC Express (\$5 for 1 hour)	20,000	2,105	10.5%
Additional PC Sessions	0	70	
Classes / Virtual Computer Classes	2,000	415	20.8%
Copy & Vending, Value Card	187,000	25,648	13.7%
Meeting Rooms	50,000	8,020	16.0%
Fax	15,000	3,290	21.9%
Scanner	300	40	13.3%
Computer Booklets	800	76	9.5%
Ear Buds and Jump Drives	9,000	1,103	12.3%
Reference Charges	400	30	7.5%
Online Book Sale	0	19	
Disk Sales	2,500	172	6.9%
Orange Bag Sales	15,000	1,368	9.1%
MAYL/PEP Advertising	5,000	0	0.0%
ILL Charges	1,000	146	14.6%
	<u>335,000</u>	<u>46,427</u>	<u>13.9%</u>
FINES			
Fines and Lost Materials	1,865,000	208,354	11.2%
MISCELLANEOUS			
Investment Earnings	225,000	8,480	3.8%
Rent	6,000	0	0.0%
Contributions - Friends of Library	75,000	19,002	25.3%
Contributions - Others	30,000	2,924	9.7%
Miscellaneous	50,000	6,578	13.2%
	<u>386,000</u>	<u>36,985</u>	<u>9.6%</u>
TRANSFER FM PROP APPRAISER	35,000	0	0.0%
TRANSFER FM TAX COLLECTOR	350,000	0	0.0%
TOTAL REVENUES	<u><u>36,045,516</u></u>	<u><u>1,610,925</u></u>	<u><u>4.5%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND EXPENDITURE SUMMARY
Two Months Ended November 30, 2009**

	ANNUAL BUDGET	YTD ACTUAL	(2 month=17%)
SALARIES & BENEFITS			
Salaries	15,169,718	2,379,941	15.7%
Medicare Taxes	219,960	38,498	17.5%
Defined Contribution Pension Plan	1,137,729	206,180	18.1%
Defined Benefit Pension Plan	1,650,045	275,000	16.7%
Money Purchase Pension Plan	391,471	72,019	18.4%
Life and Health Insurance (Employees)	2,420,166	344,707	14.2%
Retiree Health Care (OPEB)	1,124,658	232,109	20.6%
Worker's Compensation	125,665	22,908	18.2%
Unemployment Compensation	12,000	0	0.0%
Parking & Bus Passes	235,987	34,000	14.4%
	22,487,399	3,605,362	16.0%
OPERATING			
Professional Services	310,000	37,005	11.9%
Other Contractual Services	926,000	101,508	11.0%
Other Contract. Serv.- Janitorial	340,000	49,163	14.5%
Training and Travel	55,000	5,083	9.2%
Telecommunication	320,000	31,552	9.9%
Delivery and Postage	1,576,000	252,160	16.0%
Utilities	1,200,000	93,555	7.8%
Rentals and Leases	1,051,000	167,601	15.9%
Insurance	285,000	64,839	22.8%
Repair and Maintenance	1,200,000	164,185	13.7%
Repair & Maint. - Hardware/Software	430,000	154,895	36.0%
Copying/Printing	346,000	19,517	5.6%
Property Appraiser's Fee	274,000	68,208	24.9%
Tax Collector's Fee	641,000	26,383	4.1%
Supplies	982,000	37,478	3.8%
Supplies-Hardware/Software	300,000	1,074	0.4%
Memberships	30,000	2,320	7.7%
	10,266,000	1,276,525	12.4%
CAPITAL OUTLAY			
Building and Improvements	465,000	0	0.0%
Equipment and Furniture	55,000	13,573	24.7%
Hardware/Software	175,000	13,837	7.9%
	695,000	27,410	3.9%
LIBRARY MATERIALS			
Materials - Rest. Contributions	14,000	68	0.5%
Materials - Other	4,750,000	865,309	18.2%
	4,764,000	865,378	18.2%
TOTAL EXPENDITURES	38,212,399	5,774,675	15.1%

**ORANGE COUNTY LIBRARY DISTRICT
BRANCH DEBT SERVICE FUND
Two Months Ended November 30, 2009**

	ANNUAL BUDGET	YTD ACTUAL	(2 month=17%)
REVENUES			
Investment Earnings	6,200	174	2.8%
Reserves	403,320		0.0%
TOTAL REVENUES	409,520	174	0.0%
EXPENDITURES			
<u>2003 NOTE</u>			
Principal	399,600	399,543	100.0%
Interest	9,920	2,197	22.2%
TOTAL EXPENDITURES	409,520	401,740	98.1%

**ORANGE COUNTY LIBRARY DISTRICT
CAPITAL PROJECTS FUND
Two Months Ended November 30, 2009**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(2 month=17%)</u>
REVENUES			
Investment Earnings	55,000	4,914	8.9%
Reserves	945,000		0.0%
TOTAL REVENUES	<u>1,000,000</u>	<u>4,914</u>	<u>0.5%</u>
EXPENDITURES			
Land	1,000,000	0	0.0%
TOTAL EXPENDITURES	<u>1,000,000</u>	<u>0</u>	<u>0.0%</u>

**ORANGE COUNTY LIBRARY DISTRICT
SINKING FUND
Two Months Ended November 30, 2009**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(2 month=17%)</u>
REVENUES			
Investment Earnings	6,000	402	6.7%
TOTAL REVENUES	<u>6,000</u>	<u>402</u>	<u>6.7%</u>
 EXPENDITURES			
Reserves-Building and Improvements	3,300	221	6.7%
Reserves - Technology	2,700	181	6.7%
TOTAL EXPENDITURES	<u>6,000</u>	<u>402</u>	<u>6.7%</u>

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

ASSETS

Cash on Hand	6,595
Equity in Pooled Cash	662,820
Equity in Pooled Investments	7,021,011
Accounts Receivable	13,731
Due from Other Governments	35,714
Inventory	337,437
Prepays	240,337
Other Assets-Deposits	<u>9,315</u>
TOTAL ASSETS	<u><u>8,326,959</u></u>

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - LIABILITIES & FUND BALANCE
November 30, 2009**

LIABILITIES

Accounts Payable	94
Unclaimed Disbursements	1,170
Accrued Wages Payable	332,188
Accrued Sales Tax	78
Accrued Fax Tax	154
Due To Friends of the Library	3,923
Deferred Revenue	100
Employee Payroll Deductions	
Savings Bonds	18
United Appeal	419
Optional Life	2,093
Dental Insurance	1,631
Union Dues / COPE	443
Daughters of American Revolution	1,434
Staff Association	1,671
TOTAL LIABILITIES	345,414

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	7,223,148
Current Year Excess of Revenues Over Expenditures	(4,163,750)
TOTAL FUND BALANCE	7,981,546
TOTAL LIABILITIES & FUND BALANCE	8,326,959

ORANGE COUNTY LIBRARY DISTRICT
MONTHLY ROLLOVER
November 30, 2009

	<u>BALANCE</u> <u>10/31/09</u>	<u>RECEIPTS</u>	<u>DISBURSE</u>	<u>BALANCE</u> <u>11/30/09</u>
OPERATING				
Equity in Pooled Cash	574,875	3,414,149	3,326,204	662,820
Equity in Pooled Investments	<u>8,048,417</u>	<u>7,863</u>	<u>1,035,270</u>	<u>7,021,011</u>
	8,623,293	3,422,013	4,361,474	7,683,831
BRANCH DEBT SERVICE				
Equity in Pooled Cash	260		260	0
Equity in Pooled Investments	<u>9,140</u>	<u>434</u>		<u>9,574</u>
	9,400	434	260	9,574
SINKING				
Equity in Pooled Investments	<u>486,580</u>	<u>403</u>		<u>486,982</u>
CAPITAL PROJECTS				
Equity in Pooled Investments	<u>5,942,164</u>	<u>4,914</u>		<u>5,947,079</u>
SELF FUNDED HEALTH				
Equity in Pooled Cash	0	229,295	229,295	0
Claims Payment Checking Account	28,000	93,657	93,657	28,000
Equity in Pooled Investments	<u>2,125,827</u>	<u>137,020</u>		<u>2,262,848</u>
	2,153,827	459,972	322,952	2,290,848

ORANGE COUNTY LIBRARY DISTRICT
GENERAL POOLED INVESTMENTS
November 30, 2009

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>	<u>% PORTFOLIO</u>
CERTIFICATES OF DEPOSIT	13,003,196	83%
MONEY MARKET FUNDS		
Federated Treasury Obligations Fund	1,040,060	7%
Federated Government Obligations Fund	583,972	4%
Invesco AIM Treasury Fund	1,081,162	7%
STATE BOARD OF ADMINISTRATION		
Florida Prime	<u>19,103</u>	<u>0.1%</u>
TOTAL	<u><u>15,727,494</u></u>	<u><u>100%</u></u>

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

**Statistics and Summaries:
November 2009**

STATISTICAL SUMMARY

November 2009 Statistics for December 2009

Circulation and Door Count

Our downloadable materials continue to increase in popularity. On Sunday November 29, we set a daily record with 240 downloads. This is true seamless service provision conducted without staff mediation and does not require any of our physical locations to be open. It does depend on a reliable server and the IT staff to support it!

Door count is down a bit, still related to both early voting and the election day in November of 2008.

Library Activities

The new wireless infrastructure has now been in place for 13 months. This means we can begin making year-to-year comparisons. This past month, 2,539 unique patrons used our wireless network compared to 1,444 in November 2008. This represents an increase of 75.8%. The number of individual sessions also increased 53.5% from 4,956 to 7,609.

New card registration is down. Early voting has some impact but this month's figure of 4,888 is below the average of just above 5,000 for the last several years. We continue to feel that this is due to the decrease in new residents moving into the area.

Customer Service

Though we are only beginning to track Net Promoter Scores, our results are better for 2009 (71.89%) than 2008 (65.15%). According to NPS literature any score higher than 50 is considered good. The March 30, 2009 issue of *Brandweek* magazine noted the top NPSs based on a nationwide survey conducted in December 2008. Apple topped the list with an NPS of 77%. That puts our 72% in good company. It is reassuring to see this good mark during a period when we've had to have some service cutbacks, including hours and DVD delivery.

Net Promoter Score

November 2009

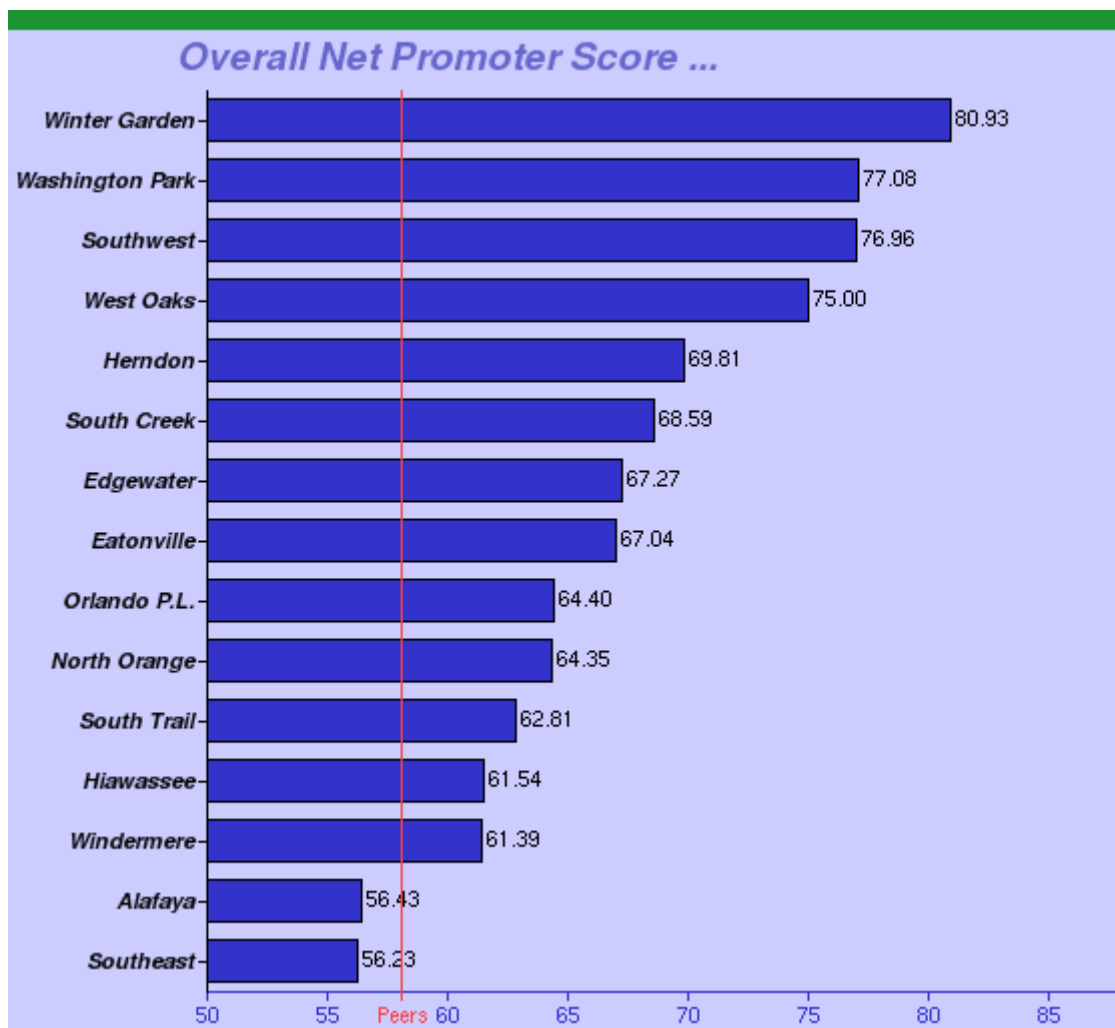
November 2008

Overall Net Promoter Score ...

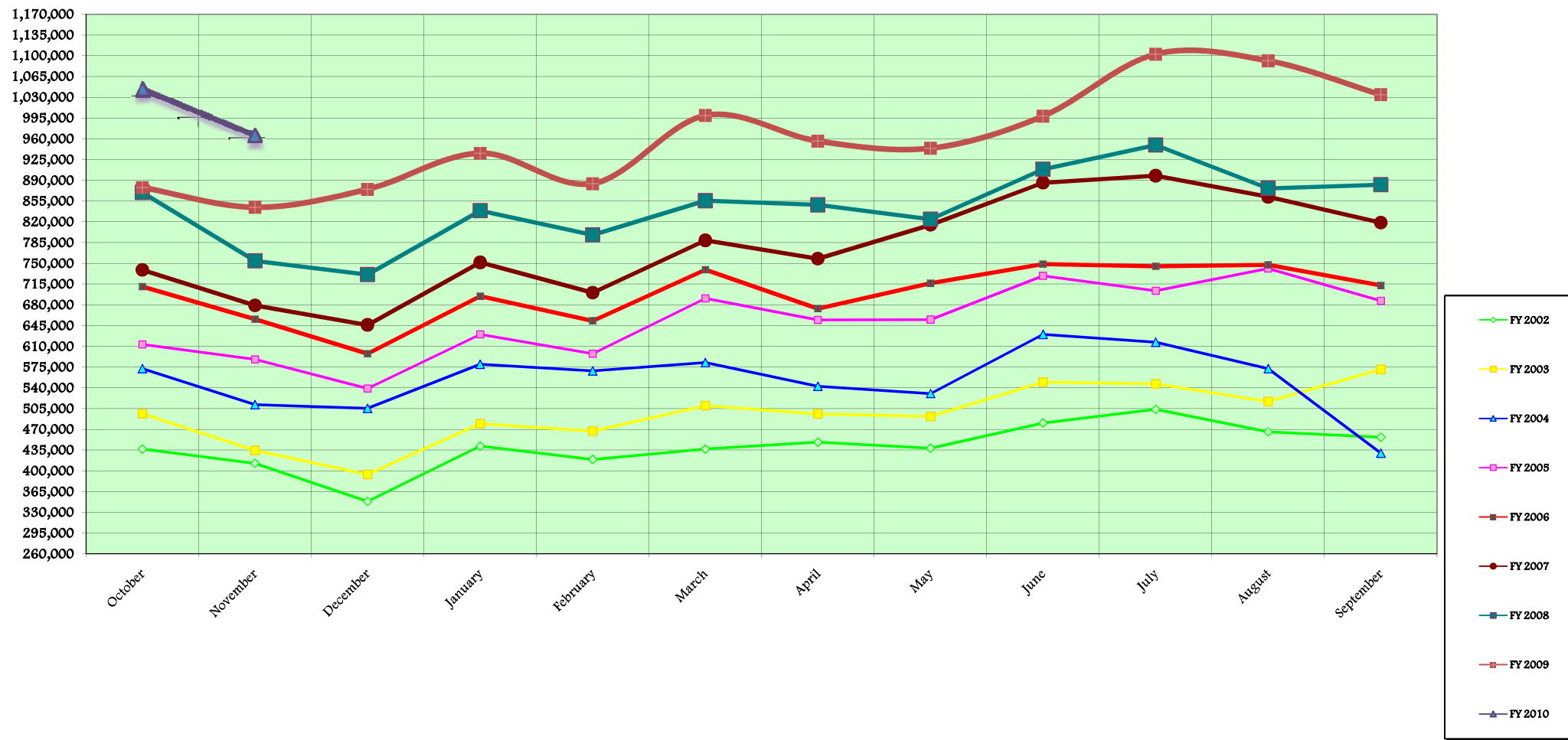
	Month	Quarter	Total	Peers
Promoters	83.78	84.23	77.59	70.22
Passives	4.32	10.82	12.34	17.62
Detractors	11.89	4.95	10.07	12.16
NPS	71.89%	79.29%	67.52%	58.06%

Overall Net Promoter Score ...

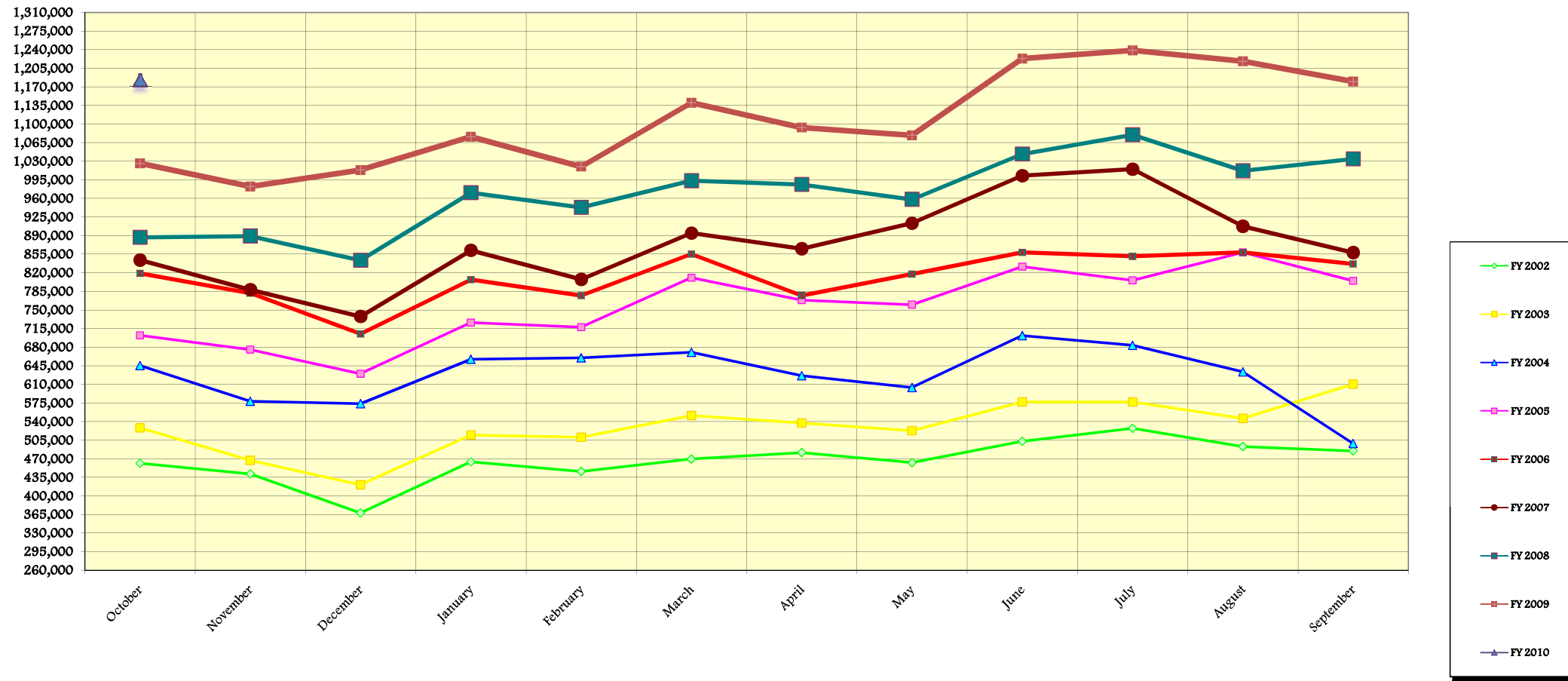
	Month	Quarter	Total	Peers
Promoters	78.03	73.81	77.59	70.23
Passives	9.09	11.64	12.34	17.61
Detractors	12.88	14.55	10.07	12.16
NPS	65.15%	59.26%	67.52%	58.07%



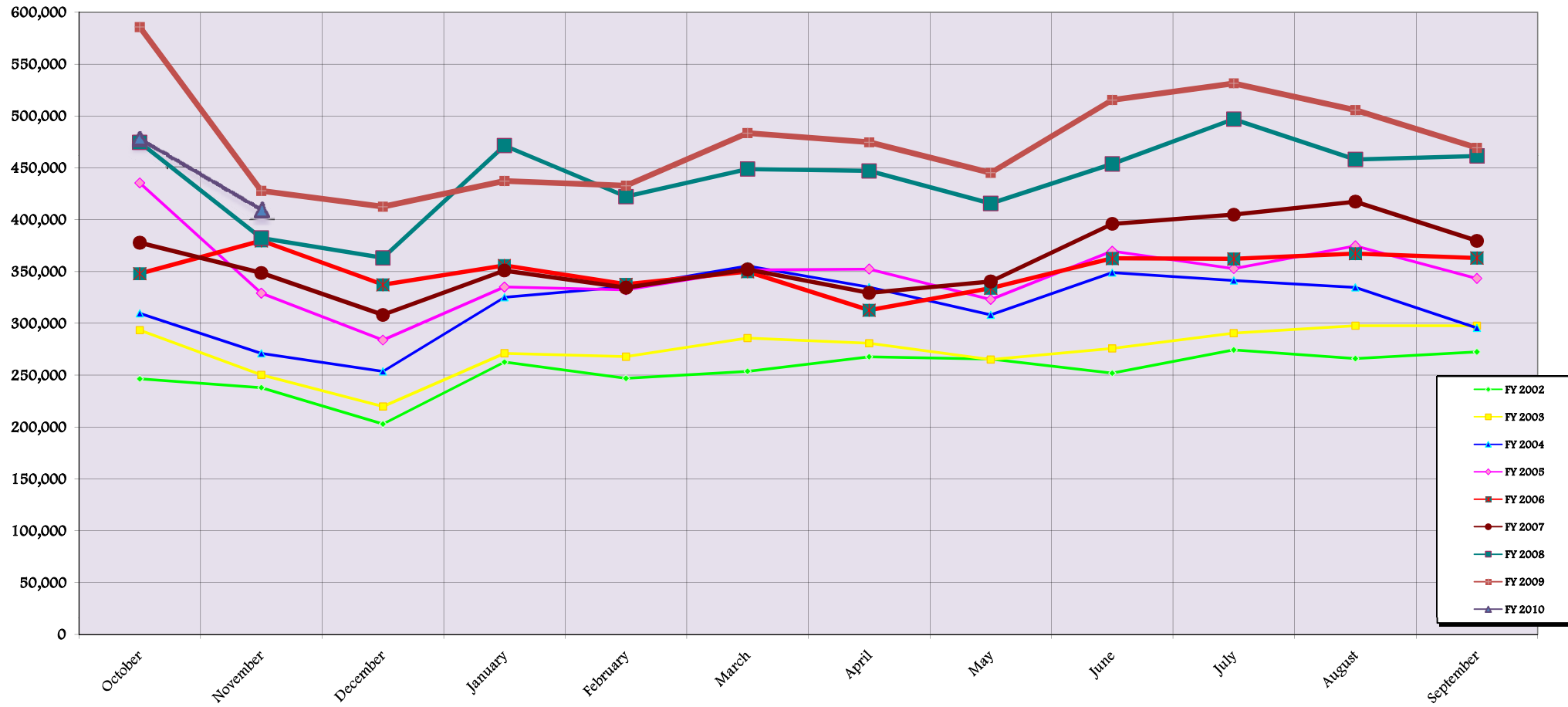
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION
Fiscal Year 2002 Through Fiscal Year 2010 To Date**



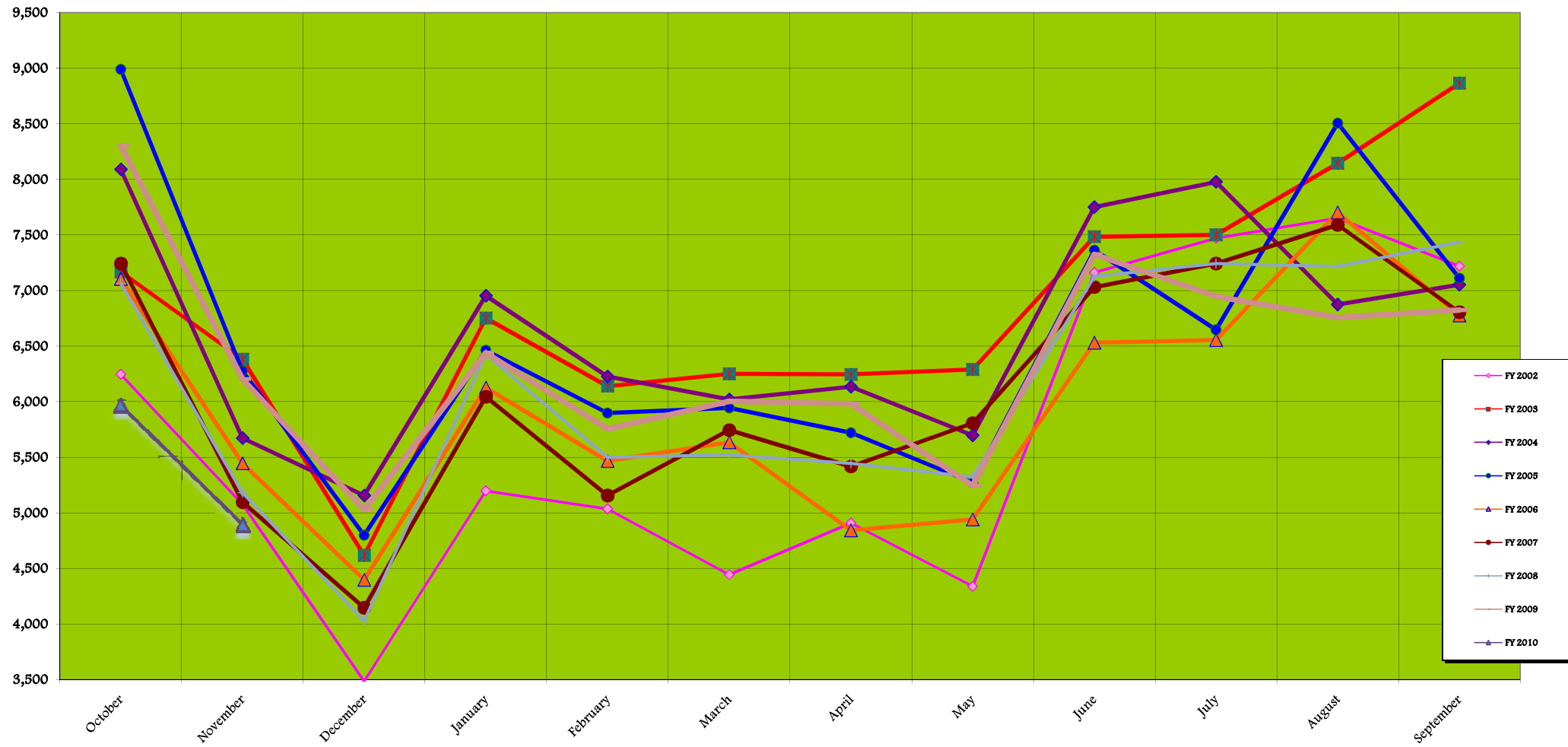
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION WITH ELECTRONIC STATS**
(Circ Stats & Electronic Database Stats ~ 2 months previous)
Fiscal Year 2002 Through Fiscal Year 2010 To Date



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 2010 To Date



Circulation & Door Count

October through March

	Oct-09	Oct '08	% of Change with Database Usage	Nov-09	Nov '08	% of Change without Database Usage	Dec-09	Dec '08	Jan-10	Jan '09	Feb-10	Feb '09	Mar-10	Mar '09
Circulation														
Main	318,212	264,369	20.37%	306,774	254,605	20.49%		260,502		258,864		250,497		281,410
Branches	559,560	490,764	14.02%	527,155	467,280	12.81%		487,934		523,809		487,313		559,922
MAYL	70,434	66,641	5.69%	57,711	63,778	-9.51%		69,572		70,695		71,507		79,750
Database Usage	141,588	148,750	-4.81%		139,180	Not Yet Available		130,834		141,696		136,029		141,192
Digital Products	84,125	49,538	69.82%	64,704	48,185	34.28%		52,926		69,051		61,053		71,060
Digital Downloads	5,594	2,308	142.37%	5,939	2,673	122.18%		2,735		2,717		2,853		3,246
Talking Books	4,326	4,129	4.77%	3,662	3,001	22.03%		3,806		3,508		3,566		3,965
Total without Database Usage	1,042,251	877,749	18.74%	965,945	839,522	15.06%		877,475		928,644		876,789		999,353
Total with Database Usage	1,183,839	1,026,499	15.33%		978,702			1,008,309		1,070,340		1,012,818		1,140,545
Door Count														
Main	63,857	74,877		53,761	55,250	-2.70%		55,296		62,777		59,340		62,815
Branches	321,112	424,494		277,508	292,736	-5.20%		271,682		288,981		285,374		321,594
MAYL Packages	68,145	63,354		55,972	60,008	-6.73%		65,272		66,209		67,693		75,741
Talking Books	12	17		6	17	-64.71%		27		17		15		28
Drive Up Windows	24,625	23,061		22,179	19,993	10.93%		20,406		19,467		20,456		23,464
Total	477,739	585,786		409,420	427,987	-4.34%		412,656		437,434		432,863		483,614

Circulation & Door Count

April through September

	Apr-10	Apr '09	May-10	May '09	Jun-10	Jun '09	Jul-10	Jul '09	Aug-10	Aug '09	Sep-10	Sep '09	Sep '08	FY 2010 YTD	FY 2009 YTD
Circulation															
Main		267,360		271,451		281,574		293,897		312,724		304,879	259,199	624,986	3,302,132
Branches		523,735		512,477		624,588		617,536		603,052		559,996	505,576	1,086,715	6,458,406
MAYL		82,332		75,295		83,880		92,732		78,457		72,994	69,772	128,145	907,633
Database Usage		137,869		135,304		130,380		135,148		126,791		145,728	152,300	141,588	1,648,901
Digital Products		74,789		77,035		86,765		89,559		88,096		86,976	41,584	148,829	855,033
Digital Downloads		3,712		4,079		4,122		4,956		5,113		5,322	2,454	11,533	43,836
Talking Books		4,184		3,645		4,056		3,994		4,021		4,204	3,802	7,988	46,079
Total without Database Usage		956,112		943,982		1,084,985		1,102,674		1,091,463		1,034,371	882,387	2,008,196	11,613,119
Total with Database Usage		1,093,981		1,079,286		1,215,365		1,237,822		1,218,254		1,180,099	1,034,687		13,262,020
Door Count															
Main		60,119		57,789		67,521		68,107		67,894		64,954	62,992	117,618	756,739
Branches		313,270		293,465		344,591		351,301		336,759		311,197	312,029	598,620	3,835,444
MAYL Packages		77,960		71,903		80,273		89,565		75,843		70,412	66,479	124,117	864,233
Talking Books		14		7		8		16		10		13	20	18	189
Drive Up Windows		23,366		22,169		23,060		22,628		25,214		22,873	20,015	46,804	266,157
Total		474,715		445,326		515,445		531,601		505,710		469,436	461,515	887,159	5,722,573



Web Site Traffic

April through September

	Oct-09	Oct '08	Nov '09	Nov '08	% of Change	Dec '09	Dec '08	Jan '10	Jan '09	Feb '10	Feb '09	Mar '10	Mar '09
Hits to the Website													
Inside	14,978,325	8,356,815	12,921,583	7,591,066	70.22%		8,467,267		8,970,682		8,752,211		10,960,374
Outside	12,331,655	6,937,280	10,938,976	6,363,365	71.91%		6,092,640		7,404,367		6,694,017		7,558,408
Total	27,309,980	15,294,095	23,860,559	13,954,431	70.99%		14,559,907		16,375,049		15,446,228		18,518,782
Visits													
Inside	119,111	109,660	103,615	99,554	4.08%		107,370		110,764		109,096		120,060
Outside	386,662	237,939	350,477	218,251	60.58%		213,052		251,254		227,925		244,480
Total	505,773	347,599	454,092	317,805	42.88%		320,422		362,018		337,021		364,540
Unique Visitors													
Inside	1,203	1,293	1,205	1,315	-8.37%		1,311		1,181		1,223		1,176
Outside	83,245	74,404	78,607	69,437	13.21%		66,168		83,215		74,587		76,271
Total	84,448	75,697	79,812	70,752	12.81%		67,479		84,396		75,810		77,447
Page Views													
Inside	549,405	790,027	525,009	735,573	-28.63%		801,433		860,717		851,011		949,075
Outside	831,394	864,714	748,065	899,894	-16.87%		823,017		983,596		854,128		944,090
Total	1,380,799	1,654,741	1,273,074	1,635,467	-22.16%		1,624,450		1,844,313		1,705,139		1,893,165

Web Site Traffic

April through September

	Apr '10	Apr '09	May '10	May '09	Jun '10	Jun '09	Jul '10	Jul '09	Aug '10	Aug '09	Sep '10	Sep '09	FY 2010 YTD	FY 2009 YTD
Hits to the Website														
Inside		10,230,477		11,014,645		12,880,754		11,957,780		13,851,126		13,786,033	27,899,908	126,819,230
Outside		7,208,275		8,266,122		8,856,947		10,110,948		13,063,783		13,277,626	23,270,631	101,833,778
Total		17,438,752		19,280,767		21,737,701		22,068,728		26,914,909		27,063,659	51,170,539	228,653,008
Visits														
Inside		118,990		111,083		119,980		119,616		120,163		113,682	222,726	1,360,018
Outside		249,583		279,617		308,005		343,285		404,296		403,465	737,139	3,381,152
Total		368,573		390,700		427,985		462,901		524,459		517,147	959,865	4,741,170
Unique Visitors														
Inside		1,175		1,164		1,188		1,194		1,178		1,136	2,408	14,534
Outside		74,928		76,915		79,500		83,647		84,886		91,747	161,852	935,705
Total		76,103		78,079		80,688		84,841		86,064		92,883	164,260	950,239
Page Views														
Inside		913,041		897,143		1,320,751		728,440		557,245		553,779	1,074,414	9,958,235
Outside		928,207		894,782		997,870		976,510		935,808		847,660	1,579,459	10,950,276
Total		1,841,248		1,791,925		2,318,621		1,704,950		1,493,053		1,401,439	2,653,873	20,908,511

Orange County Library System: Report for FY 2010 YTD & FY 2009

Library Activities

April through September

	Oct '09	Oct '08	Nov '09	Nov '08	% of Change	Dec '09	Dec '08	Jan '10	Jan '09	Feb '10	Feb '09	Mar '10	Mar '09
Program Attendance Total	14,976	14,432	11,430	11,234	1.74%		8,813		12,584		13,977		13,139
Total # of Programs	584	503	526	426	23.47%		430		456		537		570
Community Events Attendance Total	1,187	2,301	362	3,158	-88.54%		530		2,167		637		1,236
Total # of Community Events	14	19	12	23	-47.83%		8		6		11		7
Events Line	58	51	22	42	-47.62%		38		58		47		49
StoryLine	105	101	125	136	-8.09%		84		163		95		258
Class Attendance Total	5,007	4,012	3,980	3,065	29.85%		3,177		4,038		4,948		5,221
Total # of Classes	1,213	1,167	1,085	927	17.04%		1,046		1,091		1,054		1,136
QuestLine	14,067	18,374	12,515	12,982	-3.60%		12,470		13,665		13,686		14,184
P.C. Sessions	89,059	83,150	77,315	70,062	10.35%		78,461		80,309		77,168		89,383
Wireless Access Activity	2,841	-	7,609	4,956	53.53%		6,329		7,103		7,513		8,518
Number of Active Cards in the System	432,668	437,425	431,709	434,009	-0.53%		432,708		434,314		432,554		431,581
New Customer Registrations	5,960	8,304	4,888	6,203	-21.20%		5,026		6,438		5,755		6,002
Total Registered Borrowers	896,701	822,774	901,511	828,382	8.83%		833,350		840,016		845,480		851,378
Customers Transacting	75,053	64,460	74,195	68,072	8.99%		70,371		58,047		69,588		75,512

Orange County Library System: Report for FY 2010 YTD & FY 2009

Library Activities

April through September

	Apr '10	Apr '09	May '10	May '09	Jun '10	Jun '09	Jul '10	Jul '09	Aug '10	Aug '09	Sep'10	Sep '09	FY 2010 YTD	FY 2009 YTD
Program Attendance Total		13,705		13,139		22,190		22,178		15,428		15,502		176,321
Total # of Programs		572		570		597		629		545		563		6,398
Community Events Attendance Total		2,248		1,236		1,067		3,267		3,036		979		21,862
Total # of Community Events		19		11		6		10		21		22		163
Events Line		47		37		54		46		138		68		675
StoryLine		124		114		143		134		127		107		1,586
Class Attendance Total		4,990		5,221		5,321		5,142		4,583		4,819		54,537
Total # of Classes		1,100		1,136		1,127		1,131		1,089		1,096		13,100
QuestLine		13,695		12,956		15,251		15,280		15,107		14,090		171,740
P.C. Sessions		83,106		78,579		85,061		87,649		88,874		85,603		987,405
Wireless Access Activity		8,256		8,162		9,611		9,718		9,881		10,217		90,264
Number of Active Cards in the System		430,229		429,226		432,495		433,027		434,160		433,239		
New Customer Registrations		5,980		5,243		7,325		6,947		6,755		6,823		76,801
Total Registered Borrowers*		857,262		862,460		869,711		877,334		883,963		890,789		
Customers Transacting		76,174		74,262		81,535		73,056		83,538		79,843		468,408

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

	Oct-09	Oct-08	Nov-09	Nov-08	% of Change	Dec-09	Dec-08	Jan-10	Jan-09	Feb-10	Feb-09	Mar-10	Mar-09
Online Catalog Searches	947,985	839,559	881,184	822,318	7.16%		771,593		917,010		875,998		987,437
Online Renewals	207,561	157,539	202,132	154,951	30.45%		162,186		155,574		154,857		175,933
Online Questions	535	641	564	465	21.29%		480		608		585		623
Online Requests	65,419	72,482	62,350	64,163	-2.83%		62,768		75,106		70,395		77,859
Online Suggestions	164	155	128	146	-12.33%		118		119		87		119

	Apr-10	Apr-09	May-10	May-09	Jun-10	Jun-09	Jul-10	Jul-09	Aug-10	Aug-09	Sep-10	Sep-09	FY 2010 YTD	FY 2009 YTD
Online Catalog Searches		981,879		972,627		1,129,243		1,165,829		1,053,241		984,522	1,829,169	11,501,256
Online Renewals		169,086		171,932		170,921		181,412		197,327		197,912	409,693	2,049,630
Online Questions		574		578		595		660		628		569	1,099	7,006
Online Requests		79,695		84,668		95,491		97,907		81,005		71,385	127,769	932,924
Online Suggestions		126		166		147		182		177		130	292	1,672

Orange County Library System: Report for FY 2010 YTD & FY 2009

Circulation Statistics

November 1, 2009 - November 30, 2009

Location	Days Open	Circulation	% of Total	Previous Year	Gain/Loss	%Gain/Loss	Drive Up Window Visits	Walk In Visits	Total Visits	Drive Up Window Visits Previous Year	Walk In Visits Previous Year	Total Visits Previous Year	Gain / Loss	% Gain / Loss
Main	28	306,774	31.76%	254,605	52,169	20.49%	3,444	53,761	57,205	2,997	55,250	58,247	(1,042)	-1.79%
MAYL*	19	57,711	5.97%	63,778	-6,067	-9.51%		55,972	55,972		60,008	60,008	(4,036)	-6.73%
Digital Products		64,704	6.70%	48,185	16,519	34.28%								
Digital Downloads		5,939	0.61%	2,673	3,266	122.18%								
Talking Books	28	3,662	0.38%	3,001	661	22.03%		6	6		17	17	(11)	-64.71%
West Oaks	28	43,042	4.46%	38,790	4,252	10.96%	3,841	20,947	24,788	3,219	24,323	27,542	(2,754)	-10.00%
Herndon	23	54,747	5.67%	43,829	10,918	24.91%		24,263	24,263		23,271	23,271	992	4.26%
Alafaya	28	72,383	7.49%	63,954	8,429	13.18%	6,995	30,131	37,126	5,381	33,096	38,477	(1,351)	-3.51%
Southeast	23	49,220	5.10%	44,026	5,194	11.80%	2,488	24,860	27,348	2,447	27,525	29,972	(2,624)	-8.75%
Hiawasse	23	26,401	2.73%	22,323	4,078	18.27%		22,998	22,998		20,852	20,852	2,146	10.29%
Southwest	23	47,149	4.88%	43,411	3,738	8.61%		21,598	21,598		25,171	25,171	(3,573)	-14.19%
Edgewater	23	34,564	3.58%	30,389	4,175	13.74%		19,154	19,154		19,387	19,387	(233)	-1.20%
North Orange	28	47,223	4.89%	41,309	5,914	14.32%		23,372	23,372		23,520	23,520	(148)	-0.63%
South Creek	28	58,690	6.08%	56,346	2,344	4.16%	3,999	27,020	31,019	4,635	31,956	36,591	(5,572)	-15.23%
South Trail	23	29,609	3.07%	26,109	3,500	13.41%		23,331	23,331		26,506	26,506	(3,175)	-11.98%
Winter Garden	23	31,947	3.31%	29,643	2,304	7.77%	1,412	15,273	16,685	1,314	14,134	15,448	1,237	8.01%
Windermere	23	15,161	1.57%	13,738	1,423	10.36%		9,686	9,686		8,880	8,880	806	9.08%
Washington Park	23	14,493	1.50%	11,768	2,725	23.16%		10,891	10,891		10,191	10,191	700	6.87%
Eatonville	23	2,526	0.26%	1,645	881	53.56%		3,984	3,984		3,924	3,924	60	1.53%
Total	389	965,945	100.00%	839,522	126,423	15.06%	22,179	387,241	409,420	19,993	407,994	427,987	(18,567)	-4.34%

*MAYL Visits ~ Customer Transactions

**Online Resources Usage Statistics
NUMBER OF SEARCHES
NOVEMBER 2009 REPORT for OCTOBER 2009 DATA**

FISCAL YEAR 2009 - 2010	Oct-09	NOV	DEC	Jan-10	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	YTD 09-10	YTD 08 - 09	FINAL
Ancestry Library Edition	5,216												5,216	4,582	68,663
Associations Unlimited	435												435	469	5,546
Auto Repair Reference Center	217												217	339	4,035
Biography Resource Center	2,257												2,257	2,825	32,687
Business & Company Resource Center	892												892	2,071	16,152
Business Index ASAP	25												25	47	733
Career Transitions	227												227	NA	117
Computer Database	270												270	109	1,432
Consulta	188												188	254	2,370
Countrywatch	707												707	1,343	14,874
Countrywatch -- Youth ed.	170												170	562	5,711
DearReader.com Online Book Club <i>(cumulative total of people registered)</i>	68,180												68,180	69,640	832,960
Expanded Academic ASAP	651												651	280	2,560
Ferguson's Career Guidance Center	226												226	366	4,162
First Search	615												615	1,278	14,879
Gale Virtual Reference Library e-books (FEL)	61												61	25	453
General Business File ASAP	101												101	78	1,110
General One File (formerly InfoTrac One File)	3,528												3,528	706	12,080
General Reference Center Gold	1,269												1,269	373	4,896
Grzimek's Animal Life	4												4	NA	NA
Health & Wellness Resource Center and Alternative Health Module	1,260												1,260	1,373	14,350
Health Reference Center Academic	910												910	158	1,691
HeritageQuest Online	6,056												6,056	4,819	63,186
Informe	55												55	11	299
Junior Edition - K12	230												230	202	1,679
Kid's Edition - K12	124												124	84	1,494
Learntest	340												340	609	6,494
Literature Resource Center	24												24	425	3,755
LitFinder (formerly Essay/ Poem/ Storyfinder)	67												67	343	23,119

Fiscal Year 2009 - 2010	YTD 09 -												YTD 08 -		FINAL FY
	9-Oct	NOV	DEC	10-Jan	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	10	09	08-09
Live Homework Help (Tutor.com)	460												460	482	4,340
Mango Languages	528												528	417	6,654
Mergent Online	220												220	286	2,567
Morningstar	724												724	463	11,224
Music Online	1,061												1,061	NA	NA
Novelist Plus	797												797	406	8,170
Opposing Viewpoints Resource Center	1,140												1,140	1,224	9,300
p4A Antiques Reference	261												261	334	3,107
Pop Culture Universe	728												728	275	5,942
Professional Collection	302												302	68	1,067
ProQuest Newspapers	2,111												2,111	2,316	24,479
Read the Books	27,662												27,662	38,298	268,556
ReferenceUSA	2,403												2,403	3,561	35,556
ReferenceUSA -- New Business	63												63	NA	1,261
ReferenceUSA -- New Movers	20												20	NA	186
ReferenceUSA-- New Homeowners	66												66	NA	287
ReferenceUSA -- Lifestyles	17												17	NA	405
Science Online	494												494	675	6,664
SimplyMap	76												76	176	4,993
SIRS Knowledge Source	575												575	1,301	9,079
Small Business Resource Center	41												41	101	1,400
Standard & Poors NetAdvantage	412												412	312	4,073
Student Edition - K12	109												109	119	1,155
Tell Me More	167												167	583	2,829
Tumblebooks	856												856	328	8,215
TumbleReadables	120												120	18	289
Typing Master (cumulative total of people registered)	2,212												2,212	872	16,318
Value Line	2,169												2,169	512	44,365
What Do I Read Next?	372												372	397	4,457
Worldbook Online	1,117												1,117	1,191	12,856
TOTAL NUMBER OF SEARCHES	141,588												141,588	*148,750	*1,648,901

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

Action Items

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

**Elevator Modernization Project –
Main Library: Contractor Selection
& Project Budget**

**Contractor Selection and Project Budget for the
Main Library
Elevator Modernization Project**

I. ISSUE STATEMENT

A contractor needs to be selected and a project budget approved for the Main Library Elevator Modernization Project.

II. BACKGROUND & SUMMARY

Staff reported the need for the modernization of the elevator controls for the four elevators that serve the 1985 building at the June 2009 Library Board Meeting. The need for the modernization project was based a report provided by our elevator consultant, Lerch, Bates and Associates. In its report, Lerch Bates stated: “The existing relay logic control system and motor generator sets employ technology that is very outdated. The equipment is approaching the end of its useful life. Replacement parts are still available, but they are becoming increasingly difficult to obtain. In addition, technical expertise to properly adjust and maintain this type of equipment is becoming scarce as the trend of microprocessor type equipment dominates the current marketplace.”

Since the June 2009 Board Meeting, Lerch Bates completed the construction documents and the Library solicited bids from four qualified contractors. The following is a summary of the bids to modernize all four elevators:

Contractor	Bid
Schindler Elevator Company	Did not respond
KONE Inc.	\$421,500
Otis Elevator Company	\$336,494
ThyssenKrupp Elevator Corporation	\$335,000

Lerch Bates made the following recommendation: “With the low qualified bid, existing maintenance contract and Thyssen’s deep understanding of the maintenance required to keep the existing elevator equipment running through the first modernized elevator of the two-car group, Lerch bates recommends awarding the elevator modernization to Thyssen.” The Library has had service contracts with ThyssenKrupp to maintain all four elevators for years.

III. PROJECT BUDGET

Last spring, the initial project budget to modernize all four elevators was \$694,000. Given the significant cost and the current budget constraints, staff proposed to modernize only two elevators in FY 10 and provided sufficient funding was available, the remaining two elevators in FY 11. However, due to the depressed construction industry, the recent bids received came in much lower than originally projected. This provides an opportunity to modernize all four elevators at a greatly reduced cost in FY 10 rather than just two.

The following table summarizes the initial project budget developed last spring and staff’s recommendation for the project budget to modernize all four elevators in the current fiscal year.

	Initial Budget	Staff Recommendation
Consultant	\$18,000	\$22,000
Electrical	\$41,859	\$42,000
HVAC	\$15,605	\$16,000
Elevator contractor	\$540,000	\$335,000
Door repairs	\$5,000	\$5,000
12% Contingency	\$73,856	\$50,000
Estimated project cost	\$694,320	\$470,000

\$400,000 is included in the current year budget for this project. Since we will under spend the health insurance line, sufficient funds will be available to cover the entire \$470,000 project cost in the current fiscal year.

IV. OPTIONS

Staff presents the following options for the Library Board 's consideration.

Option 1:

Award a \$335,000 contract to ThyssenKrupp to modernize all four elevators in FY 10.

Advantages:

1. Due to depressed construction industry, bids are much lower than originally projected. Only doing two elevators now likely would result in higher overall costs, plus, the down time due to set up costs increases.
2. The time frame to do all four elevators in FY10 completion is attainable.
3. Greatly increases the reliability of all four elevators.

Disadvantage:

Additional \$70,000 would not be available for other projects.

Option 2:

Award a contract with ThyssenKrupp to modernize two elevators in FY 10.

Advantage:

Rather than using \$400,000 budgeted for the project in FY 10 estimated cost would only be approximately \$275,000.

Disadvantages:

1. Splitting the four elevators into two projects likely will result in a higher overall cost.
2. May have reliability issues with the two elevators which would not get modernized in FY 10.

Option 3:

Do not modernize any elevators in FY 10.

Advantage:

Money will be saved and thus, available for other projects.

Disadvantage:

The elevators may fail and replacement parts may not be available. If that were to happen, a modernization project would need to be implemented as soon as possible and likely the cost would be higher.

V. RECOMMENDATIONS

Staff recommends that the Library Board approve Option 1 to award a \$335,000 contract to ThyssenKrupp to modernize all four elevators in FY 10, increase the contract award by up to \$48,000 if Thyssenkrupp arranges for and supervises the electrical work, and to approve a project budget in the amount of \$470,000.

BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 09-176

**Contractor Selection and Project Budget for the
Main Library Elevator Modernization Project**

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, held in Orange County on the 10th of December, 2009, at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves:

1. To award a \$335,000 contract to ThyssenKrupp to modernize all four elevators in FY 10.
2. To increase the contract award by up to \$48,000 if Thyssenkrupp arranges for and supervises the electrical work.
3. To approve a project budget in the amount of \$470,000.
4. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

Secretary

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

Discussion and Possible Action Items

None

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

Information

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**







Balanced Scorecard Follow-up

BALANCED SCORECARD RESULTS 2007-2009
















Internal Operations

Goals	2007		2008		2009	
Core services are available online 24 hours a day, 7 days a week 98% of the time other than scheduled maintenance.	99.3%	↑	99.5%	↑	99.4%	↑
MAYL will be at least 7% of total checkouts.	16%	↑	8.3%	↑	7.8%	↑
Effective Internal Operations Materials will be available to the public within 3 days Of return, at least 75% of the time	96%	↑	96%	↑	96.2%	↑
New materials will be processed Within 1 week, 65% of the time	91%	↑	72%	↑	53.2%	↓
Questline call will be answered within <u>40 seconds (2007) 32 seconds (2008 & 2009)</u> , 75% of the time.	29.7 seconds	↑	34.7 seconds	↓	33.9 seconds	↓
Information Systems will respond within 24 hours with a diagnosis and/or expectation of repairs for trouble reporting calls.	99.9%	↑	98.8%	↑	99.9%	↑
The general network scope will be up 98% of the time we are open to the public.	98.4	↑	99.7%	↑	98.7%	↑































Library Resources

Goals	2007	2008	2009
Circulation will be at least 7 per capita.	9.1 per capita 	9.6 per capita 	11 per capita 
Collection holdings (volumes in all formats) will be at least 1.7 per capita.	1.86 per capita 	1.9 per capita 	1.7 per capita 
Collection turnover rate will be at least 4 times per capita.	4.9 per capita 	5.2 per capita 	6 per capita 
Public Computer Use Average system wait time for computers will not exceed 6 minutes.	5 minutes 	4 minutes 	3.5 minutes 
Total number of public computers will be 1 per 2,000 Population (includes Infospots, Internet and class computers).	1 per 1,683 population 	1 per 1,625 population 	1 per 1515 Population 
Number of OCLS page views will be at least 20 per capita. (2007 only)	29.4 per capita 	--	--
Number of database searches will be at least 1.25 per capita.	1.33 per capita 	1.55 per capita 	1.5 per capita 



















Library Finances

Goals	2007	2008	2009
Materials shall be at least 11-18% of the Operating Fund Expenditures.	11.1% 	12.3% 	13% 
Miscellaneous Income including funds from Interest, FOL, fundraising and grants shall be at least 1-2% of Operating Fund Revenues.	4.3% 	2.9% 	2.3% 
Operating Fund Reserves should be at least 10-15% of the Operating Fund Expenditures.	24% 	25.5% 	28% 
Salaries and Benefits shall not exceed the state average for libraries of 60% of Operating Fund Expenditures.	48.5% 	51.4% 	55.8% 
Total Operating Fund Revenues shall be at least \$40 per capita.	\$40 per capita 	\$39 per capita 	\$38 per capita 

Customer Satisfaction

Goals	2007	2008	2009
Access to library facilities will meet or Exceed 63 hours per week.	71 hours 	71 hours 	71 hours 
Core services are available online 24 hours a day, 7 days a week 98% of the time other than scheduled maintenance down times.	99.3% 	99.5% 	99.5% 
Sunday hours will be available at a minimum of 5 locations.	5 locations 	5 locations 	5 locations 
Average staff shopper point score will result in an average score will meet or exceed 88 points.	89 points 	90 points 	84 points 
Customer satisfaction surveys will result in an average score of at least 8 out of 10.	8.2 	8.5 	8.8 
The number of active cardholders will meet or exceeds 33% of the population.	44.5% 	33.5% 	40.5% 
The percentage of active cardholders will increase by at least 1% annually. (2007 only)	16% 	--	--
Number of Web site visits will be at least 1,200,000 annually. (2008 & 2009 only)	--	4,048,215 	4,471,170 
Total Customer Interactions will meet or exceed 1.5 per capita.	1.7 per capita 	1.9 per capita 	1.9 per capita 
Total library visits will meet or exceeds 4 visits per capita.	4.5 per capita 	4.5 per capita 	5.3 per capita 
At least 14% of the population will attend programs and classes each year.	17.5% 	19.8% 	21.6% 

Library Staff

Goals	2007	2008	2009
Director will meet with Main and Branch locations at least 2 times per year.	3 + 	3 + 	3 + 
Average staff shopper point score will meet or exceed 88 points.	89 points 	90 points 	84 points 
Employee Surveys- using "OCLS is a great place to work" As the benchmark for overall satisfaction, agree and strongly agree will meet or exceed 75%.	86% 	86% 	89% 
Monthly turnover rate will not exceed 3%	2% 	1.5% 	1.6% 
Participation in the Employee Survey will be at or above 80%.	90% 	96% 	90.4% 
FTE per 1000 population will at or above 0.3.	0.33 	0.33 	0.34% 

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

Director's Report

Director's Report December 2009

OCLS has been recognized by the American Heart Association as being a fit friendly place to work.

The Orange County Library System was the subject of a two-page spread feature story that published in all zones of the *Central Florida Lifestyles Magazine*. The headline was *Not Your Grandma's Library*. The article touted the library's rich offerings including computers classes, public computers, art exhibits, musical performances, lectures, children's story times and more. The library director was interviewed for the story along with several library patrons. It published with three large full-color photos.

Channel 6 News did a story of **Tutor.com** being available free to library cardholders. It previewed the service as a great resource for parents and students, and cited that the price is right in today's down economy. In addition to airing on its evening and morning newscasts, it was also posted online on the station's website. The online version included a link to the library system's website.

Orange County Library System has been invited, as part of a select group of public libraries and public library systems, to apply for an expansion grant through Smart Investing @ Your Library[®]. Funding for the grant is provided by the Financial Industry Regulatory Authority (FINRA). Smart Investing @ Your Library is a joint program between FINRA and the American Library Association intended to help public libraries provide effective, unbiased investor education and protection resources and services to library patrons. With the original grant from FINRA, we were able to develop a partnership with Rollins College Crummer School of Business in which MBA students served as the presenters for financial education programs at five locations. Both the Library and Rollins have been very pleased with the partnership and plans were already underway to continue the programming using the model developed. Grants can range from \$5000 to \$100,000 in amount. We plan on working with our partner to submit an application by the February deadline.

The Library is getting closer to the relocation of our Hiawassee Branch! At this time, the current location off of Silver Star Road is planned to close at the end of regular business on Saturday, December 12 and open in our new location on Monday, December 21. A celebration event is being planned for Saturday January 9, 2010. Mark your calendars now and plan to join in the festivities.

We've granted Medstar Television, Inc., producers of the show *Forensic Files*, permission to use the front sidewalk and parking lot of the Southwest Branch for a scene in a future episode of the show. The real event took place in Arizona so the Florida based crew was excited to find a building to serve as an appropriate backdrop. Medstar has agreed to donate \$750 to the Library. Filming will take place after the Library is closed and is expected to take 4 – 6 hours. In addition to permission from the Library, Medstar has obtained clearance from the Dr. P. Phillips Foundation.

Beginning Monday, December 21, QuestLine will begin closing at 8p.m. along with the rest of the Main Library. When the reduction in hours at Main was announced, it was initially thought that QuestLine would remain open to continue to serve as system call center. When planning for other upcoming changes, a closer look was taken and noted that the call volume is not particularly high and that very few of the calls that do come through need to be transferred to branches. With our current reduced staffing levels, it's desirable to close Quest Line at 8:00 pm. We have begun announcing the hours change to the public via QuestLine and on the website. Once the early closure begins, information on after-hours account access options will be included in our after-hours recording.

ProQuest Digital Microfilm for the *New York Times* allows one to retrieve, view, print and email specially digitized images. Select the NYT as the specific newspaper title in the Select link in the upper right hand corner. Enter the year and date of a specific issue and navigate within an issue, zoom and position the image to read, email or print. Photos, graphs, and tables are replicated at the highest possible quality providing cover-to-cover full image content. This is available to our patrons from home and covers 2008 to the present.

Congratulations to Cassie Shivers, recently named the 2009 OCLS Employee of the Year. She works in Information Systems as a Digital Access Architect and is versed strongly in all things Web. Having just celebrated her fifth year with the system, Cassie takes pride in continually improving the experience of our virtual users. Cassie is an amazing team player with a strong commitment to OCLS and our patrons, and, though behind the scenes, her work is visible on every page of our website and she has been instrumental in making it what it is today.

Though the Library adds many books to our great collection – we are now adding a very special book called *Moving Materials –Physical Delivery in Libraries*. It is brand new, hot off the press and there is a special chapter called “Home Delivery” that was written by our very own Jim Myers, Manager of the Circulation Department. The book is described as a practical, useful handbook for library managers who want to provide high-quality service to their patrons while saving money and maximizing efficiency.

The Staff Association recently delivered a check for \$725 to the Coalition for the Homeless. The donation came from employees who paid to wear denim to work for our most recent *Jeans Day*.

In other Staff Association news, the association will host the Holly Jolly Holiday Party on Saturday evening December 5 at the American Legion Hall on Lee Road. Lots of food and fun are on tap and all employees are invited to be part of the festivities!

Although we are not conducting any external hiring right now, visitors to our website may be looking at our “Jobs” link hoping to find jobs posted. While they won’t find jobs, they will find a source to help them with their job search journey – the JobSpot Blog. JobSpot will be updated monthly and will feature our diverse resources for job seekers.

The *Online Safety Virtual Gallery* has recently been updated to help our patrons use the Internet wisely while shopping. The gallery contains information on being consumer savvy as well as being safe online. Resources cover the topics of identity theft, password creation, filing consumer complaints, and computer protection, among other subjects. The gallery contains a Kids & Teens box to provide relevant resources to that age group on online safety, cyber bullying, social networking and more.

Under the "Featured Collections" heading on the OverDrive website, there is now a listing for "Español Collections." The collection consists of 60 audiobooks and around 200 eBooks. Some of the eBooks are for grades 2-8 and make great books for someone trying to learn Spanish.

The *Winter Holidays Virtual Gallery* has been updated just in time for the holiday season. This gallery has resources for Christmas, Hanukkah, Kwanzaa as well as other Fall and Winter holidays. There are also materials for cultural dialogues, festivals and customs. Take a moment to create a virtual snowman!

December 7th marks the anniversary of the attack on Pearl Harbor. With this Virtual Gallery find a great selection of audiobooks, databases, websites as well as resources for kids and teens to learn more about Pearl Harbor and World War II. The *Pearl Harbor Remembered Virtual Gallery* will be listed in the homepage newsbox through the anniversary date.

Upcoming Programs

Author and the City Beautiful: Grace Hatton

Orlando Public Library, Albertson Room

Saturday, December 12, 2 p.m.

Get the relationship survival tips you need to navigate the tumultuous world of teen dating. Teenage author Grace Hatton will discuss her self help book *The Guys The Roses & The Regrets: The Girl-to-Girl Dating Guide*, a relationship primer for girls written by one of their peers. Her book offers tips and real-

life stories that will help teenage girls and young women navigate the crazy world of dating, relationships and break ups. For more information visit www.gracehatton.com.

Ageless Olympian to Visit Library

Olympic swimming champion Dara Torres will visit the Orlando Public Library on Saturday, December 12 at 4 p.m. to discuss her inspirational book *Age is Just a Number: Achieve Your Dreams at Any Stage in Life*. At the age of 41, Torres shocked the world by winning three silver medals at the 2008 Olympic Games in Beijing, China, her record-setting fifth Olympics. In her book, Torres discusses her comeback, motherhood, staying fit, aging gracefully and achieving seemingly impossible dreams. She is a graduate of the University of Florida where she earned 28 NCAA All-American swimming awards, the maximum number of winnable honors. Torres has won 12 Olympic medals (four gold, four silver and four bronze) and holds numerous records.

This event is free and all are welcome. Book sale and signing will follow program.

Counsel for Caregivers Seminar

Orlando Public Library, Albertson Room

Thursday, December 17, 12:10 p.m.

Having trouble juggling your work and caregiving responsibilities? Let us lend you a helping hand of healing at the Counsel for Caregivers Seminar. Each month a different organization will visit the Orlando Public Library to present information and resources to help caregivers ease their workload. This month, Claire Gaynor with Cornerstone Hospice will discuss strategies to help adult children care for their ill parents. Attend this seminar presented by OCLS, Orange County's Commission on Aging and WFTV Channel 9, and bring balance to your life. Registration required. E-mail officeonaging@ocfl.net or call 407.836.7446 to register. Lunch will be provided to the first 50 attendees.

Spanish Chatter

Winter Garden Branch Tuesdays, December 1, 8, 15, 22 and 29, 6:30 p.m.

South Creek Branch Thursdays, December 3 and 17, 6:30 p.m.

Improve your Spanish-speaking skills while enjoying refreshments! Fluent Spanish speakers are welcome to attend and help lead conversations.

English Chatter

South Creek Branch Thursdays, December 3 and 17, 6:30 p.m.

Winter Garden Branch Tuesday, December 8, 6:30 p.m.

Alafaya Branch Monday, December 14, 6:30 p.m.

Improve your English-speaking skills while enjoying refreshments! Fluent English speakers are welcome to attend and help lead conversations.

Practice Makes Perfect English

South Trail Branch Wednesdays at 5:30 p.m.

Southeast Branch Mondays and Wednesdays at 1:30 p.m.

Attend a conversational English practice session with a certified instructor from the Adult Literacy League. Registration is required. Call 407.835.7323 to register. This program is presented through partnership established between the Orange County Library System and the Adult Literacy League, Inc. Gina Berko-Solomon will lead South Trail sessions and Gail Agor will lead Southeast.

Benefits of Organic Skin Care

Herndon Branch

Tuesday, December 8, 6:30 p.m.

Join Belle Vie Day Spa & Gifts as they share the many benefits of organic skin care. Door prizes for all attendees! Arrive early for a chance to win a FREE facial.

Holiday Skin Rejuvenation

North Orange Branch

Wednesday, December 2, 5:30 p.m.

Cosmetic specialist Deborah Reams will show you how natural skin care products can lead to genuine long-term benefits.

Bake & Decorate

North Orange Branch Thursday, December 3, 6 p.m.

Washington Park Branch Tuesday, December 8, 6 p.m.

South Trail Branch Thursday, December 10, 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 holiday party. Stop by and decorate a baked treat to celebrate National Bake & Decorate Month. Supplies provided. Call 407.835.7481 to register.

Safe Toys & Gifts for the Holidays

Hiawassee Branch Friday, December 4, 11 a.m.

South Creek Branch Monday, December 7, 11 a.m.

West Oaks Branch Monday, December 14, 11 a.m.

Winter Garden Branch Wednesday, December 16, 11 a.m.

Celebrate Safe Toys and Gift Month! Learn what to look for in toys and gifts to make sure they are a safe choice for your child and loved ones. Free coloring books on toy safety while supplies last. Attendees will also have the opportunity to register for a FREE give-away drawing!

Exploring Origami

North Orange Branch

Saturday, December 5, 2 p.m.

Know when to fold 'em...or how to fold 'em. Try your hand at the traditional Japanese art of origami. All ages welcome.

Handmade Holiday Cards

Edgewater Branch Monday, December 7, 6 p.m.

Washington Park Branch Saturday, December 12, 2 p.m.

South Trail Branch Monday, December 14, 6 p.m.

North Orange Branch Wednesday, December 16, 6 p.m.

Ruth Schorer from RAS Art Studio shares tips on making your own cards for the holidays! Supplies provided. Call 407.835.7481 to register.

Cupcake Creation Celebration

Alafaya Branch

Monday, December 7, 7 p.m.

Take part in a holiday cupcake decorating workshop conducted by Hollis Wilder, owner of Sweet! in Waterford Lakes. Sweet!'s selection of cupcakes is both delicious and dazzling to the eye. Be sure to check out Sweet!'s amazing holiday cupcake art display all month long at the Alafaya Branch.

Holiday Cookie Swap

Southwest Branch Saturday, December 12, 2 p.m.

Eatonville Branch Tuesday, December 15, 6 p.m.

Southeast Branch Thursday, December 17, 7 p.m.

Bring your most delicious treats for a cookie and recipe swap. Come with your own tray of cookies and leave with a variety to try. Register by calling 407.835.7481. You will be notified a couple days prior to the event how many cookies and recipes to bring.

Surviving the Holidays

Winter Garden Branch - Thursday, December 17, 7 p.m.

Find out how to survive holiday feasting using healthy eating tips presented by Kathy Bee.

Wii Love Gaming @ OCLS

Winter Garden Branch Tuesday, December 8, 6 p.m. (Ages 8-12)

North Orange Branch Thursday, December 10, 7 p.m. (Ages 8-18)

If you love gaming like we love gaming, come get your game on at the library! Join us for action-packed fun with the Nintendo Wii, Xbox 360 and PS2. Must have a library card in good standing to play.

Brown Bag Book Club

Orlando Public Library, Magnolia Room

Tuesday, December 1, 12:15 p.m.

Every first Tuesday of the month, brown bag it by joining us to discuss a great book and bring a lunch to eat.

Southwest Book Club

Southwest Branch

Tuesday, December 8, 7 p.m.

Be a part of the 3rd Annual My Book to You celebration. Share your favorite reads of the year or past years. Enjoy refreshments and relax during the busy holiday season. Ages 18 or older.

Herndon Book Club

Herndon Branch

Thursday, December 10, 10 a.m.

Discuss the book of the month Kelly Corrigan's *The Middle Place*, a tale of growing up and existing in the place between your own childhood and the children you help raise.

Holiday Music Showcase

Marie Loeffler (handbell)

Herndon Branch, Monday, December 7, 6:30 p.m.

Alafaya Branch, Friday, December 11, 1 p.m.

South Creek Branch, Monday, December 14, 6:30 p.m.

Carey Frank Trio featuring Nik Ritchie on drums and Mike Humphreys on bass.

Windermere Branch

Saturday, December 12, 11 a.m.

Diane Anderson (piano)

Southeast Branch

Saturday, December 19, noon

Classic Rock School of Music

Alafaya Branch

Sunday, December 13, 2 p.m.

Holiday Piano Recital

Orlando Public Library, Library Central

Sunday, December 13, 3 p.m.

Hunter's Creek Middle School Choir

Orlando Public Library, Library Central

Thursday, December 17, noon

Discovery Middle School Orchestra

Orlando Public Library, Library Central

Friday, December 18, noon

Family Movie Night

Winter Garden Branch

Thursday, December 3, 6:30 p.m.

Come watch the Disney Pixar film *Up* about an elderly man who sets out to fulfill his lifelong dream to see the world by tying thousands of balloons to his home and floating away.

Hanging Out at the Porch

Orlando Public Library, Children's Library

Every Friday at 3 p.m.

Hang out in the porch area of the Children's Library every Friday afternoon for different games, crafts and more. Recommended for school aged up to age 18.

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

Orlando Public Library,

Children's Library

Saturday, December 5, 11 a.m.

Winter Garden Branch

Wednesday, December 9, 4:30 p.m.

West Oaks Branch

Saturday, December 19, 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, December 5, 11:30 a.m.

North Orange Branch Saturday, December 12, 11:30 a.m.

South Creek Branch Saturday, December 12, 11:30 a.m.

Alafaya Branch

Saturday, December 26, 11:30 a.m.

Orlando Public Library

Saturday, December 26, 11:30 a.m.

West Oaks Branch

Saturday, December 26, 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.

It Doesn't Snow in Florida!

Southeast Branch

Saturday, December 5, 2 p.m.

West Oaks Branch

Saturday, December 5, 2:30 p.m.

South Trail Branch

Wednesday, December 9, 4 p.m.

Eatonville Branch

Wednesday, December 16, 2 p.m.

North Orange Branch Saturday, December 19, 2 p.m.

Winter Garden Branch

Saturday, December 19, 2 p.m.

Orlando Public Library,

Children's Library

Tuesday, December 22, 2 p.m.

Celebrate snow at your Library with cool stories and crafts! Recommended for ages 6-12. Call 407.835.7323 to register.

The Princess and the Frog

Edgewater Branch

Saturday, December 5, 2 p.m.

North Orange Branch

Saturday, December 12, 2 p.m.

Orlando Public Library,

Children's Department

Saturday, December 19, 3 p.m.

Kids, come to the library for a magical program with stories, activities and crafts that will make you feel like royalty...or maybe just like a frog. Ages 6-12.

A Charlie Brown Christmas

Windermere Branch

Saturday, December 5, 2:30 p.m.

Join us for a showing of the movie *A Charlie Brown Christmas*. Afterward, create your own holiday tree and enter it in our 5th annual Ugliest Holiday Tree Contest. Refreshments will be served.

I'm Not Picking My Nose, I'm Scratching My Brain

Orlando Public Library,

Children's Library Saturday, December 5, 3 p.m.

Winter Garden Branch Wednesday, December 9, 4 p.m.

Come on in and tickle your brain. Enjoy brain-busting activities, crafts and stories. Ages 6-12.

Fall Into Fun

Eatonville Branch

Tuesday, December 8, 10:30 a.m.

Get ready to Fall into Fun! Hear seasonal stories, play fun games and make an autumn craft.

Teddy Bear Time for Preschoolers

Eatonville Branch Tuesday, December 8, 10:30 a.m.

Alafaya Branch Saturday, December 12, 2 p.m.

Orlando Public Library,

Children's Library Saturday, December 12, 3 p.m.

North Orange Branch Tuesday, December 15, 10:30 a.m.

West Oaks Branch Saturday, December 19, 10:30 a.m.

Preschoolers, bring your favorite teddy to the library and enjoy tons of fun with bear-themed stories, activities, and crafts. Ages 3-5. Call 407.835.7323 to register.

Wacky Wednesday Arts & Crafts

Windermere Branch

Wednesday, December 9, 3:30 p.m.

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

Silly Songs and Goofy Games

Edgewater Branch

Friday, December 11, 10:30 a.m.

Sing loud and sing clear, sing so everyone can hear. Goof around all morning long, play goofy games and sing silly songs.

Winter Movie Madness

South Trail Branch Saturday, December 12, 2 p.m.

Alafaya Branch Saturday, December 19, 2 p.m.

Eatonville Branch December 19, 21-23, 26, 28, 29. 2 p.m.

Orlando Public Library,

Library Central Weekdays December 21 - December 31, 10:30 a.m.

North Orange Branch December 28 - December 31, 11 a.m.

Enjoy movies with friends and stay entertained during your winter break! All ages welcome.

Third Thursday Pajama Jamboree

Windermere Branch

Thursday, December 17, 6 p.m.

Come dressed in your favorite pajamas for a fun craft, bedtime story, and milk and cookies!

Seasonal Stories & Sweets

Windermere Branch

Saturday, December 19, 11 a.m.

Gather around for a seasonal story then hop on your feet and make a holiday sweet treat to eat!

Cleverly Crafted Clothespins

Edgewater Branch

Saturday, December 19, 2 p.m.

Put on your crafty cap and celebrate the holidays by constructing clever and decorative clothespin ornaments.

Winter Crafts

North Orange Branch

Monday, December 21, 11 a.m.

Warm up your creativity with fun crafts to melt your winter blues away. Ages 6-12.

Herndon Bedtime Stories

Herndon Branch

Monday, December 21, 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.

Penguin Party

North Orange Branch

Tuesday, December 22, 2 p.m.

What is black and white and red all over? A penguin with a sunburn! Attend the Penguin Party for winter break and learn all about penguins by playing games and making a cool craft. Ages 6-12.

Gaming @ OCLS

Orlando Public Library, Children's Library

Saturday, December 26, 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.

OCLS will participate in the following upcoming community events:

- December 6, Community Leadership Institute Health & Wellness Festival
- March 11, Orange County Sheriff's Office Spring Vendor Day
- April 10 & 11, Spring Fever in the Gardens (Winter Garden)

OCLS has scheduled the following upcoming Speakers Bureau Presentations:

- January 27 Ventura Sunshine Club

Christmas Closure: *Please note that the Orange County Library System will be closed Thursday, December 24 and Friday, December 25 in observance of the Christmas Holiday.*

Alafaya

Alafaya celebrated Veteran's Day on November 11th, with a program titled, Veteran's Day Panel Discussion. A total of 14 attendees participated. A book display was also set up to honor veterans.

Gaming Night took place on Tuesday, November 17th with 14 in attendance.

On Wednesday, November 18th Alafaya held a program called, I Have A New Pet! Now What? with a total of 39 attendees.

On Saturday, November 28th, 16 participated in the Paws to Read program reading aloud to a loveable, furry listener.

Alafaya wrapped up another successful Citizenship Inspired 6 week class with an average of 10 attendees.

Eatonville

On November 8th, the Eatonville Branch along with the Zora Neale Hurston Year Long Reflection Committee kicked off the first of many activities to celebrate the life and works of Ms. Hurston. The event introduced 43 participants to the reading groups that will focus on four titles of this renowned author. Participants learned how to approach reading Zora, recognizing her as a writer, anthropologist and folklorist and how to remove the fear of reading in dialect.

The Branch also celebrated National Gaming Day with two gaming events held on Thursday, November 12 and Saturday November 14. 28 attendees enjoyed playing board games, Wii, and XBox 360.

Edgewater

To celebrate the Thanksgiving holiday, Edgewater presented a "Let's Talk Turkey" program on November 21st where children learned how to make centerpieces and turkey napkin holders for the table.

On November 7th, Edgewater presented a "Mad Libs" program. Children were able to use their imaginations and create their own zany stories.

On November 12th, the Edgewater Branch presented "I'm So Board," a family fun event filled with traditional board and card games

Herndon

The Alpha Bites children's program gained popularity in November. The weekly Friday morning program welcomed 163 patrons for the month.

On Tuesday, November 10th Herndon hosted a successful program Cooking Vegan with 57 patrons in attendance.

Our patron's enjoyed met a Race Car Driver on Saturday, November 21st with 20 in attendance.

Hiawasse

On Monday, 9 November, Hiawasse hosted the "Unemployment Compensation" program, and there were 14 patrons learning about applying for unemployment compensation, finding out about how the process works, and getting questions answered about the status of their individual applications. On the way out, some of them commented to the staff that they found the assistance very helpful in their process.

This month Hiawasse hosted two grant related programs called "Smart Investing" on the 3d and the 10th of November with a total of 27 patrons in attendance learning about managing their money and how to look at investing for the future.

On Saturday, 21 November, there were 37 people at the "How to Make Paper Rockets" program. Fun was had by all, especially when they got to go out to the parking lot and see the rocket being launched into the air by the presenters in their full Air Force and Civil Air Patrol dress uniforms

North Orange

Kris Geoffrey presented two preschool programs this month at North Orange. On November 3, she hosted Fall Fest for 14 people and on November 17 hosted "How I Feel" for 23 people.

Danielle King conducted a story time program at North Orange for a group of 13 special needs students from Piedmont Middle School on November 10.

North Orange's monthly Wii Love Gaming attracted 9 teens on November 12.

People are chatting at North Orange! Glenda Castillo hosted sessions of English Chatter and Spanish Chatter on November 13th and 20th for 11 people.

North Orange hosted Florida Landscaping on November 14 and November 17. 37 people attended these programs.

Paws to Read attracted 8 children at North Orange on November 14.

Kris Geoffrey hosted "What's Bugging You" at North Orange on November 14 for 13 people.

Danielle King and Ivonne Judge attended the annual Migrant Education Fair at Apopka High School on November 15. They spoke to 105 people about library services.

Danielle King conducted story time for 46 students at Bonneville Elementary School on November 18 for Teach-In.

Leisa Caravello entertained 65 students at Wolf Lake Middle School for Teach-In on November 18.

GROWS brought 38 people to story time at North Orange on November 18.

Omar Elkalyoubie attended a Thanksgiving Outreach event held at John Bridges Community Center on November 18. He spoke with 125 people.

Glenda Castillo hosted Spanish Chatter at North Orange on November 20 for 5 people interested in learning Spanish.

South Creek

On November 19, 38 people attended the branch's "Make Your Own Jewelry" event which was hosted by Bead Time.

The Civil Air Patrol and the Air Force Association presented "How to Make a Paper Rocket" on Saturday, November 21. 28 people attended this event.

The monthly "Paws to Read" program had an attendance of 42 people.

The branch had 43 children's events, the most popular of which was our November 9th 10:15 AM "Toddler Time" which had an attendance of 36 people.

There were 108 computer classes in November and 753 people attended.

South Trail

South Trail proudly hosted two Smart Investing seminars. These events were attended by 29 people who learned tips and tricks on saving and investing their money. Alice Grace showcased library resources at the end of these meetings.

Mary Smith presented Super Size Stories on November 7th to 14 children. Reading and crafts highlighted the program.

On November 6, the Dance Delight dance troupe entertained the South Trail clientele with their dancing and 5 costume changes.

Citizenship Inspired continued through November with 8 participants. Unemployment Compensation information was provided to over 15 customers at a November 24 program.

Alice Grace participated in a teach-in at Pine Loch Elementary school where she received a certificate proclaiming her as an honorary teacher. Congratulations Alice!

Southeast

In partnership with the Adult Literacy League, the Southeast Branch began a series of English Conversational Workshops in mid-October. A certified ESOL instructor holds workshops every Monday and Wednesday. There were a total of 164 attendees during the month of November.

On November 21, the East Orlando Animal Hospital and their furry friends came to visit the Southeast Branch. Experts discussed necessary vaccines, heartworm prevention, flea control, diet, nutrition, house breaking and crate training for your pets. There were 50 attendees.

The Southeast Branch librarian participated in the recent Teach-In at Wyndham Lakes Elementary School sponsored by Orange County Public Schools. She discussed library careers, librarians, library cards, and library material with 57 second grade students.

A new language learning class, USA Learns, is being piloted at the Southeast Branch. The orientation and first class had total of 12 attendees. The class has been favorably received by patrons.

The Southeast Branch is actively moving forward with reconfiguration of the facility. In an effort to further secure the branch, there will be a single double-door entrance/exit on the west side of the building; the south door will be used as an emergency exit. The second set of security gates will be transferred to the new Hiawasse Branch.

On November 11, the Southeast Branch celebrated Staff Day with an appreciation luncheon. Each staff member received a certificate acknowledging their individual strengths; awards included "Can Find a Needle in a Haystack" and "Could Sell Swampland in the Everglades"

The Southeast Branch began offering Reading Companion classes in November. These classes allow participants to practice reading and English pronunciation while acquiring reading skills.

Southwest

Dr. Michelle O'Shaughnessy spoke with six Southwest patrons on November 5th about the benefits of traditional Chinese Medicine, Chinese herbs and foods in building up immune systems and fighting flu viruses.

On November 7th, Southwest hosted a Canine Social with 22 patrons attending. In addition to making new friends, the dogs received treats from the Woof Gang Bakery.

The Southwest Book Club met on November 10th to discuss their latest book selection, The Painted Drum, by Louise Erdrich.

11 patrons attended New Perspectives for Your Financial Future presented by Ameriprise Financial on November 14th. Information provided included the best place for your savings, options for your 401(k) and how to finance a college education.

Washington Park

Washington Park hosted two Smart Investing workshops presented by John and Ashley from Rollins College Crummer Graduate School on 2 and 9 November to 21 patrons. The participants learned how to get more for their money. The adults enjoyed their program while their children were simultaneously enjoying their very own program presented by Juliana.

Josh Lutchmie-Persad, from Washington Park, promoted money related resources at the end of each session. Josh shared information from OCLS's website about personal finance databases.

West Oaks

On Saturday, November 7th, West Oaks hosted an American Girl Picnic in the side yard of the branch. Girls brought a picnic lunch, their favorite dolls and along with their mothers and one father enjoyed listening to stories about Native American girl Kaya and wove mats for themselves and their doll. Staff member Kathy Boyle and her daughter demonstrated various techniques and styles of basket weaving.

On Monday, 16 November, Maxey Head Start children attended the West Oaks preschool story time.

Branch librarian Brian Calhoun participated in the Clarcona Ocoee Teach-In on 18 November.

Winter Garden

The Winter Garden Branch hosted the First and Second grade classes from Dillard Street Elementary School on their "Get to Know Your Community" Days on November 3rd and 5th. 149 students participated in Story Time and learned how to use their library. They also earned their Library Achiever's certificate. As part of the program they drew and colored pictures of the OCLS mascot "Squirt". These are adorning the walls of the Children's area this month.

"How to Make a Paper Rocket" held on Saturday November 7th drew 23 attendees and was wildly popular. Local Civil Air Patrol members provided insight into aeronautic design and construction of the paper rockets.

16 people participated in the "Good Grief" pre-Thanksgiving program which included a movie (A Charlie Brown Thanksgiving) and craft session. The children constructed mobiles using familiar Charles Schultz characters. The event was held on November 24th to commemorate Schultz' birthday.

**Orange County Library System
Board of Trustees Meeting
December 10, 2009**

Public Comment: Non-Agenda Items