

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

**Board Packet for January 2010**



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

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

January 8, 2010

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. January 13, 2010 at the **Edgewater Branch Library; 5049 Edgewater Drive; Orlando, Florida 33810; 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**  
**January 13, 2010**  
**Edgewater Branch Library**  
**5049 Edgewater Drive**  
**Orlando, Florida 32810**  
**407.835.READ (7323)**

10-001 I. **Call to Order**

10-002 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](http://www.ocls.info). For more information, contact Milinda Neusaenger at 407.835.7611 or [neusaenger.milinda@ocls.info](mailto:neusaenger.milinda@ocls.info).

10-003 III. **Approval of Minutes:**  
**Library Board of Trustees Meeting ~ December 10, 2009**

10-004 IV. **Staff Presentations:**  
➤ **Edgewater Branch ~ Welcome**  
➤ **Edgewater Community Partners Video**

10-005 V. **Financial Statements and Summaries: December 2009**  
➤ **Comprehensive Annual Financial Report for FY 2009 (see separate Report)**  
➤ **Financial Wrap Up Presentation for FY 2009**  
➤ **December 2009**

10-006 VI. **Statistics and Summaries: December 2009**

10-007 VII. **Action Items**

10-008 III. **Discussion and Possible Action Items**

10-009 **Director’s Evaluation Form with Rating Scale**

10-010 **Director’s Goals FY 2010 ~ Proposed**

10-011                    **Strategic Plan FY 2010: 1<sup>st</sup> Quarter Update**

10-012            IX.    **Information**

10-013                    **Director's Report**

10-014                    **Public Comment: Non-Agenda Items**

                         X.    **Adjournment**

**Next Meeting Dates: February 11, 2010 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 ---  
March 11, 2010 ~ Hiawassee Branch Library; 7391 West Colonial Drive; Orlando, Florida 32818.**

**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  
January 13, 2010**

**Call to Order**

# Orange County Library System Board of Trustees Meeting January 13, 2010

## Public Comment

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**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Approval of Minutes: Library Board of  
Trustees Meeting ~ December 10, 2009**

**MEETING MINTUES**  
**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**  
Library Board Present: James Tyson (12/2); Sara Brady (12/3); Guy Houk (12/1); Ted Maines (12/2); Richard Maladecki (12/2)
- 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 7:00 p.m.
- 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.
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- 09-171 III. **Approval of Minutes:**  
**Library Board of Trustees Meeting ~ November 11, 2009**  
**Personnel Committee Meeting ~ November 11, 2009**  
Vice President Maines, seconded by Trustee Maladecki, moved to approve the minutes for the November 11, 2009 Library Board of Trustees Meeting and the Personnel Committee Meeting. Motion carried 5-0.
- 09-172 IV. **Staff Presentation: What We Do: Librarians and Technology & Customer Support Specialists ~ Chris Zabriskie & Jason Elbo**  
Chris Zabriskie, Digital Content Specialist, and Jason Elbo, Instructional Technology Specialist, worked on "realistic job previews" that provide an accurate view of work duties conducted by our staff. They presented documentary style interviews of staff members explaining their roles and responsibilities as Librarians and Technology & Customer Support Specialists.



- 09-173 V. **Financial Statements and Summaries: November 2009**  
President Tyson presented the award of excellence for the FY 2008 OCLS Comprehensive Annual Financial Report to Comptroller Tessier.
  
- 09-174 VI. **Statistics and Summaries: November 2009**  
Trustee Maladecki asked if there has been any feedback regarding the early closing time at Main. Assistant Director Moss explained that only one group had raised an issue with the new time and that OCLS was able to provide accommodations at Herndon for their meetings.
  
- 09-175 VII. **Action Items**
  
- 09-176 **Elevator Modernization Project – Main Library: Contractor Selection & Project Budget**  
Trustee Houk, seconded by Trustee Brady, moved to approve the contractor selection and project budget for the public elevator modernization project at the Main Library. Motion carried 5-0.
  
- 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**  
January 9, 2010 is the grand re-opening of the new Hiawassee location.  
  
Staff size is below 400, the first time in a long time. In the future the Administration may need to propose changes in operating hours in order to handle the demands from the public with the reduced staff size on hand. Discussion ensued regarding various workload measurements and tracking.
  
- 09-182 **Public Comment: Non-Agenda Items**  
President Tyson adjourned the meeting at 7:30 p.m.

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.

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**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Staff Presentations:**

- **Edgewater Branch ~ Welcome**
- **Edgewater Community Partners Video**

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Financial Statements and Summaries:**

- **Comprehensive Annual Financial Report for  
FY 2009 (see separate report)**
- **Financial Wrap Up Presentation for FY 2009**
- **December 2009**

**Orange County Library System  
Board of Trustees Meeting  
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**Financial Statements and Summaries:**

- **Comprehensive Annual Financial Report for  
FY 2009 (see separate report)**
- **Financial Wrap Up Presentation for FY 2009**
- **December 2009**

# **Orange County Library System**

## **Financial Statement Highlights**

### **Three Months Ended December 31, 2009**

#### **Final Financial Statements for Year Ended September 30, 2009**

Preliminary statements were included in the October 2009 Board packet. Now that all the adjustments have been made and the audit has been completed, we have attached the final statements, which are in a slightly different format. A variance column has been added to show the difference between what was budgeted and the actual revenue or expenditure for each account. For our Operating Fund, we received \$100,000 more in revenue than what was budgeted and total expenditures were under the budget by \$2,650,000.

#### **Comprehensive Annual Financial Report**

Per Florida Statutes, every local government is required to prepare annual financial statements in accordance with generally accepted accounting principles and have them audited by a licensed, independent certified public accounting firm. The Library's audited financial statements for the year ended September 30, 2009, together with the auditor's opinion, are included in the Comprehensive Annual Financial Report (CAFR), which is a separate document included with the Board packet.

The format and the financial information included in the CAFR are largely dictated by accounting standards promulgated by the Governmental Accounting Standards Board (GASB). The following sections in the CAFR are a good starting point to understand how the report is organized:

*Introductory Section* *pages i – vii*

*Management's Discussion and Analysis* *pages 3 – 9*

A brief presentation summarizing the finances for last fiscal year and some issues we will be facing in the future will be given at the January Board meeting.

#### **Financial Statements for Three Months Ended December 31, 2009**

These are the normal statements included in the monthly Board packet.

#### **Annual Investment Report**

In April of 2008, the Board approved a policy covering the investment of surplus funds other than pension, deferred compensation, and other post employment benefit plans. The objectives stated in the policy in order of importance are safety of principal, liquidity to pay our bills, and a reasonable rate of return. The intent of the attached report, which is required by the policy, is to inform the Board of the types of investments held during the fiscal year.

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Financial Report: FY 2009**

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

**Final**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>Variance</b>
<b>AD VALOREM TAXES</b>	36,007,392	36,323,657	316,265
<b>INTERGOVERNMENTAL</b>			
State and Federal Grants	100,000	188,728	88,728
State Aid	1,145,000	928,282	(216,718)
	<u>1,245,000</u>	<u>1,117,010</u>	<u>(127,990)</u>
<b>CHARGES FOR SERVICES</b>			
Fee Cards	13,000	13,777	777
Premium Cards	2,000	0	(2,000)
PC Pass (\$10 for 7 days)	25,000	14,410	(10,590)
PC Express (\$5 for 1 hour)	5,000	20,914	15,914
Additional PC Sessions	0	1,000	1,000
Classes / Virtual Computer Classes	3,000	2,607	(393)
Copy & Vending, Value Card	175,000	184,306	9,306
Meeting Rooms	30,000	46,253	16,253
Fax	12,000	19,279	7,279
Scanner	0	255	255
Computer Booklets	0	326	326
Ear Buds and Jump Drives	0	7,616	7,616
Reference Charges	0	265	265
Online Book Sale	0	290	290
Disk Sales	1,500	2,067	567
Orange Bag Sales	7,500	13,969	6,469
MAYL/PEP Advertising	0	3,990	3,990
ILL Charges	0	957	957
	<u>274,000</u>	<u>332,281</u>	<u>58,281</u>
<b>FINES</b>			
Fines	1,985,000	1,659,829	(325,171)
Lost Materials	115,000	94,097	(20,903)
	<u>2,100,000</u>	<u>1,753,926</u>	<u>(346,074)</u>
<b>MISCELLANEOUS</b>			
Investment Earnings	450,000	224,724	(225,276)
Rent	9,000	5,367	(3,633)
Sales of Fixed Assets	0	695	695
Contributions - Friends of Library	107,000	69,980	(37,020)
Contributions - Fund Raiser	0	17,160	17,160
Contributions - Others	25,000	30,097	5,097
Miscellaneous	50,000	93,578	43,578
Telephone Discount	0	203,582	203,582
Grants & Awards	0	82,707	82,707
	<u>641,000</u>	<u>727,890</u>	<u>86,890</u>
<b>TRANSFER FM PROP APPRAISER</b>	36,000	35,714	(286)
<b>TRANSFER FM TAX COLLECTOR</b>	300,000	413,905	113,905
<b>TOTAL REVENUES</b>	<u><b>40,603,392</b></u>	<u><b>40,704,383</b></u>	<u><b>100,991</b></u>

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

**Final**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>Variance</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	15,083,747	15,066,582	17,165
Medicare Taxes	218,714	210,976	7,738
Defined Contribution Pension Plan	1,131,281	1,127,246	4,035
Defined Benefit Pension Plan	950,193	1,205,248	(255,055)
Money Purchase Pension Plan	378,448	381,867	(3,419)
Life and Health Insurance (Employees)	2,575,455	2,137,197	438,258
Retiree Health Care (OPEB)	1,316,492	1,124,658	191,834
Worker's Compensation	122,972	98,519	24,453
Unemployment Compensation	12,000	20,301	(8,301)
Parking & Bus Passes	214,722	226,967	(12,245)
	<hr/> 22,004,024	<hr/> 21,599,561	<hr/> 404,463
<b>OPERATING</b>			
Professional Services	330,000	333,038	(3,038)
Other Contractual Services	931,000	887,886	43,114
Other Contract. Serv.- Janitorial	331,000	282,812	48,188
Training and Travel	100,000	77,983	22,017
Telecommunication	325,000	314,972	10,028
Delivery and Postage	1,513,000	1,734,051	(221,051)
Utilities	1,182,000	1,071,973	110,027
Rentals and Leases	1,018,000	993,353	24,647
Insurance	300,000	225,723	74,277
Repair and Maintenance	1,200,000	1,038,749	161,251
Repair & Maint. - Hardware/Software	407,000	361,213	45,787
Copying/Printing	317,000	306,665	10,335
Property Appraiser's Fee	300,000	294,434	5,566
Tax Collector's Fee	725,000	684,927	40,073
Supplies	950,000	882,150	67,850
Supplies-Hardware/Software	500,000	177,126	322,874
Memberships	25,000	17,882	7,119
Contingency	325,000	0	325,000
	<hr/> 10,779,000	<hr/> 9,684,936	<hr/> 1,094,064
<b>CAPITAL OUTLAY</b>			
Building and Improvements	1,450,000	1,546,166	(96,166)
Equipment and Furniture	300,000	186,528	113,472
Hardware/Software	300,000	291,682	8,318
	<hr/> 2,050,000	<hr/> 2,024,376	<hr/> 25,624
<b>LIBRARY MATERIALS</b>			
Materials - Rest. Contributions	22,000	33,118	(11,118)
Materials - Other	5,000,000	5,010,752	(10,752)
	<hr/> 5,022,000	<hr/> 5,043,870	<hr/> (21,870)
<b>TRANSFERS TO OTHER FUNDS</b>			
Branch Debt Service Fund	293,000	293,000	0
Capital Projects Fund	1,377,000	229,500	1,147,500
	<hr/> 1,670,000	<hr/> 522,500	<hr/> 1,147,500
<b>TOTAL EXPENDITURES</b>	<b>41,525,024</b>	<b>38,875,243</b>	<b>2,649,781</b>



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

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>Variance</b>
<b>REVENUES</b>			
Transfer From General Fund	293,000	293,000	0
Investment Earnings	10,000	6,279	(3,721)
Reserves	107,000	110,179	3,179
<b>TOTAL REVENUES</b>	<b>410,000</b>	<b>409,458</b>	<b>(542)</b>
<b>EXPENDITURES</b>			
<u>2003 NOTE</u>			
Principal	386,677	386,677	0
Interest	23,323	22,781	542
<b>TOTAL EXPENDITURES</b>	<b>410,000</b>	<b>409,458</b>	<b>542</b>

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

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>Variance</b>
<b>REVENUES</b>			
Transfer From General Fund	1,377,000	229,500	(1,147,500)
Investment Earnings	100,000	71,921	(28,079)
Reserves	3,523,000	0	(3,523,000)
<b>TOTAL REVENUES</b>	<b>5,000,000</b>	<b>301,421</b>	<b>(4,698,579)</b>
<b>EXPENDITURES</b>			
Land (Future Branches)	5,000,000	0	5,000,000
Reserves	0	301,421	(301,421)
<b>TOTAL EXPENDITURES</b>	<b>5,000,000</b>	<b>301,421</b>	<b>4,698,579</b>

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

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>Variance</b>
<b>REVENUES</b>			
Investment Earnings	9,000	5,922	(3,078)
Miscellaneous	0	1,875	1,875
<b>TOTAL REVENUES</b>	<b>9,000</b>	<b>7,797</b>	<b>(1,203)</b>
<b>EXPENDITURES</b>			
Reserves-Building and Improvements	5,000	3,290	1,710
Reserves - Technology	4,000	4,507	(507)
<b>TOTAL EXPENDITURES</b>	<b>9,000</b>	<b>7,797</b>	<b>1,203</b>

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Financial Report: December 2009**

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND REVENUE SUMMARY  
Three Months Ended December 31, 2009**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(3 month=25%)</b>
<b>AD VALOREM TAXES</b>	32,049,516	18,251,243	56.9%
<b>INTERGOVERNMENTAL</b>			
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>
<b>CHARGES FOR SERVICES</b>			
Fee Cards	12,000	3,100	25.8%
PC Pass (\$10 for 7 days)	15,000	2,896	19.3%
PC Express (\$5 for 1 hour)	20,000	3,558	17.8%
Additional PC Sessions	0	95	
Classes / Virtual Computer Classes	2,000	550	27.5%
Copy & Vending, Value Card	187,000	38,570	20.6%
Meeting Rooms	50,000	11,310	22.6%
Fax	15,000	4,880	32.5%
Scanner	300	55	18.3%
Computer Booklets	800	87	10.9%
Ear Buds and Jump Drives	9,000	1,596	17.7%
Reference Charges	400	32	8.0%
Online Book Sale	0	105	
Disk Sales	2,500	238	9.5%
Orange Bag Sales	15,000	2,027	13.5%
MAYL/PEP Advertising	5,000	0	0.0%
ILL Charges	1,000	198	19.8%
	<u>335,000</u>	<u>69,297</u>	<u>20.7%</u>
<b>FINES</b>			
Fines and Lost Materials	1,865,000	324,838	17.4%
<b>MISCELLANEOUS</b>			
Investment Earnings	225,000	13,364	5.9%
Rent	6,000	710	11.8%
Contributions - Friends of Library	75,000	25,488	34.0%
Contributions - Others	30,000	8,819	29.4%
Miscellaneous	50,000	12,837	25.7%
Grants & Awards	0	3,500	
	<u>386,000</u>	<u>64,719</u>	<u>16.8%</u>
<b>TRANSFER FM PROP APPRAISER</b>	35,000	0	0.0%
<b>TRANSFER FM TAX COLLECTOR</b>	350,000	0	0.0%
<b>TOTAL REVENUES</b>	<u><u>36,045,516</u></u>	<u><u>18,710,097</u></u>	<u><u>51.9%</u></u>

**ORANGE COUNTY LIBRARY DISTRICT  
OPERATING FUND EXPENDITURE SUMMARY  
Three Months Ended December 31, 2009**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(3 month=25%)</b>
<b>SALARIES &amp; BENEFITS</b>			
Salaries	15,169,718	4,061,022	26.8%
Medicare Taxes	219,960	60,670	27.6%
Defined Contribution Pension Plan	1,137,729	323,509	28.4%
Defined Benefit Pension Plan	1,650,045	412,500	25.0%
Money Purchase Pension Plan	391,471	102,465	26.2%
Life and Health Insurance (Employees)	2,420,166	521,938	21.6%
Retiree Health Care (OPEB)	1,124,658	348,164	31.0%
Worker's Compensation	125,665	45,817	36.5%
Unemployment Compensation	12,000	0	0.0%
Parking & Bus Passes	235,987	51,082	21.6%
	<u>22,487,399</u>	<u>5,927,167</u>	<u>26.4%</u>
<b>OPERATING</b>			
Professional Services	310,000	58,324	18.8%
Other Contractual Services	926,000	220,710	23.8%
Other Contract. Serv.- Janitorial	340,000	68,131	20.0%
Training and Travel	55,000	7,581	13.8%
Telecommunication	320,000	67,637	21.1%
Delivery and Postage	1,576,000	337,728	21.4%
Utilities	1,200,000	187,529	15.6%
Rentals and Leases	1,051,000	251,488	23.9%
Insurance	285,000	138,783	48.7%
Repair and Maintenance	1,200,000	288,157	24.0%
Repair & Maint. - Hardware/Software	430,000	191,847	44.6%
Copying/Printing	346,000	48,370	14.0%
Property Appraiser's Fee	274,000	137,275	50.1%
Tax Collector's Fee	641,000	365,025	56.9%
Supplies	982,000	112,564	11.5%
Supplies-Hardware/Software	300,000	3,537	1.2%
Memberships	30,000	14,827	49.4%
	<u>10,266,000</u>	<u>2,499,512</u>	<u>24.3%</u>
<b>CAPITAL OUTLAY</b>			
Building and Improvements	465,000	81,123	17.4%
Equipment and Furniture	55,000	10,888	19.8%
Hardware/Software	175,000	13,837	7.9%
	<u>695,000</u>	<u>105,848</u>	<u>15.2%</u>
<b>LIBRARY MATERIALS</b>			
Materials - Rest. Contributions	14,000	556	4.0%
Materials - Other	4,750,000	1,241,634	26.1%
	<u>4,764,000</u>	<u>1,242,190</u>	<u>26.1%</u>
<b>TOTAL EXPENDITURES</b>	<b><u>38,212,399</u></b>	<b><u>9,774,717</u></b>	<b><u>25.6%</u></b>

**ORANGE COUNTY LIBRARY DISTRICT  
BRANCH DEBT SERVICE FUND  
Three Months Ended December 31, 2009**

	<b>ANNUAL BUDGET</b>	<b>YTD ACTUAL</b>	<b>(3 month=25%)</b>
<b>REVENUES</b>			
Investment Earnings	6,200	177	2.9%
Reserves	403,320	401,740	99.6%
<b>TOTAL REVENUES</b>	<b>409,520</b>	<b>401,917</b>	<b>98.1%</b>
<b>EXPENDITURES</b>			
<u>2003 NOTE</u>			
Principal	399,600	399,543	100.0%
Interest	9,920	2,197	22.2%
<b>TOTAL EXPENDITURES</b>	<b>409,520</b>	<b>401,740</b>	<b>98.1%</b>

**ORANGE COUNTY LIBRARY DISTRICT  
CAPITAL PROJECTS FUND  
Three Months Ended December 31, 2009**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(3 month=25%)</u>
<b>REVENUES</b>			
Investment Earnings	55,000	7,132	13.0%
Reserves	945,000	0	0.0%
<b>TOTAL REVENUES</b>	<b><u>1,000,000</u></b>	<b><u>7,132</u></b>	<b><u>0.7%</u></b>
<b>EXPENDITURES</b>			
Land	1,000,000	0	0.0%
<b>TOTAL EXPENDITURES</b>	<b><u>1,000,000</u></b>	<b><u>0</u></b>	<b><u>0.0%</u></b>



**ORANGE COUNTY LIBRARY DISTRICT  
SINKING FUND  
Three Months Ended December 31, 2009**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(3 month=25%)</u>
<b>REVENUES</b>			
Investment Earnings	6,000	584	9.7%
<b>TOTAL REVENUES</b>	<b><u>6,000</u></b>	<b><u>584</u></b>	<b><u>9.7%</u></b>
 <b>EXPENDITURES</b>			
Reserves-Building and Improvements	3,300	321	9.7%
Reserves - Technology	2,700	263	9.7%
<b>TOTAL EXPENDITURES</b>	<b><u>6,000</u></b>	<b><u>584</u></b>	<b><u>9.7%</u></b>

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

**ASSETS**

Cash on Hand	6,595
Equity in Pooled Cash	260,609
Equity in Pooled Investments	20,830,345
Accounts Receivable	4,716
Inventory	337,437
Prepays	91,193
Other Assets-Deposits	<u>9,315</u>
<b>TOTAL ASSETS</b>	<b><u><u>21,540,210</u></u></b>

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

**LIABILITIES**

Unclaimed Disbursements	1,170
Accrued Wages Payable	448,887
Accrued Sales Tax	113
Accrued Fax Tax	138
Due To Friends of the Library	4,202
Employee Payroll Deductions	
Dental Insurance	1,694
Union Dues / COPE	429
Daughters of American Revolution	1,434
Staff Association	1,468
<b>TOTAL LIABILITIES</b>	<b>459,535</b>

**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	8,935,380
<b>TOTAL FUND BALANCE</b>	<b>21,080,675</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>21,540,210</b>

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

	<b>BALANCE 11/30/09</b>	<b>RECEIPTS</b>	<b>DISBURSE</b>	<b>BALANCE 12/31/09</b>
<b>OPERATING</b>				
Equity in Pooled Cash	662,820	16,783,987	17,186,197	260,609
Equity in Pooled Investments	<u>7,021,011</u>	<u>28,392,112</u>	<u>14,582,778</u>	<u>20,830,345</u>
	<b>7,683,831</b>	<b>45,176,099</b>	<b>31,768,975</b>	<b>21,090,954</b>
<b>BRANCH DEBT SERVICE</b>				
Equity in Pooled Investments	<u>9,574</u>	<u>4</u>	<u></u>	<u>9,578</u>
<b>SINKING</b>				
Equity in Pooled Investments	<u>486,982</u>	<u>182</u>	<u></u>	<u>487,164</u>
<b>CAPITAL PROJECTS</b>				
Equity in Pooled Investments	<u>5,947,079</u>	<u>2,218</u>	<u></u>	<u>5,949,297</u>
<b>SELF FUNDED HEALTH</b>				
Equity in Pooled Cash	0	638,197	638,197	0
Claims Payment Checking Account	28,000	394,478	394,478	28,000
Equity in Pooled Investments	<u>2,262,848</u>	<u>819</u>	<u>6,524</u>	<u>2,257,143</u>
	<b>2,290,848</b>	<b>1,033,494</b>	<b>1,039,199</b>	<b>2,285,143</b>

**ORANGE COUNTY LIBRARY DISTRICT**  
**GENERAL POOLED INVESTMENTS**  
**December 31, 2009**

<b><u>INVESTMENT TYPE</u></b>	<b><u>DOLLARS</u></b>	<b><u>% PORTFOLIO</u></b>
<b>CERTIFICATES OF DEPOSIT</b>	13,009,225	44.0%
<b>MONEY MARKET FUNDS</b>		
Federated Treasury Obligations Fund	7,290,073	24.7%
Federated Government Obligations Fund	1,584,011	5.4%
Invesco AIM Treasury Fund	7,631,215	25.8%
<b>STATE BOARD OF ADMINISTRATION</b>		
Florida Prime	<u>19,003</u>	<u>0.1%</u>
<b>TOTAL</b>	<u><u>29,533,527</u></u>	<u><u>100%</u></u>

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Investment Report: FY 2009**

**ORANGE COUNTY LIBRARY SYSTEM**  
**INVESTMENT REPORT**  
**Fiscal Year Ended September 30, 2009**

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

**Type of Investments Held**

The following summarizes the investments held at September 30, 2009:

Federated Treasury Obligations Money Market Fund – ( \$3,440,015) The fund invests primarily in a portfolio of U.S. Treasury securities and repurchase agreements that are backed by Treasury securities. The rates for the fiscal year ranged from .05 to .51%.

Federated Government Obligations Money Market Fund – (\$985,927) The fund invests primarily in a portfolio of short-term U.S. Treasury and government agency securities, including repurchase agreements that are backed by U.S. Treasury and government agency securities. The rates for the fiscal year ranged from .13 to 1.76%.

Invesco AIM Money Market Fund – (\$3,431,065) The fund invests in direct obligations of the U.S. Treasury and repurchase agreements backed by U.S. Treasury securities. The rates for the fiscal year ranged from .05 to .61%.

Certificates of Deposit – (\$12,667,311) The rates for the certificates range from .19 to 2.98 % during the fiscal year. The certificates of deposit were invested in qualified public depositories.

The overall investment yield for the fiscal year was approximately 1.2%.

The attached spreadsheet shows investment totals by month for the fiscal year ending September 30, 2009.

**ORANGE COUNTY LIBRARY SYSTEM  
INVESTMENT REPORT  
FISCAL YEAR ENDED SEPTEMBER 30, 2009**

	<u>CERTIFICATES OF DEPOSIT</u>		<u>FEDERATED TREASURY OBLIGATIONS MONEY MARKET FUND</u>		<u>FEDERATED GOVERNMENT OBLIGATIONS MONEY MARKET FUND</u>		<u>INVESCO AIM MONEY MARKET FUND</u>		<u>FLORIDA PRIME (SBA)</u>	<u>TOTAL INVESTMENTS</u>
OCTOBER	11,173,209	76% (1)	2,081,884	14%	280,885	2%	1,122,767	8%	19,690	14,678,435
NOVEMBER	9,633,742	80%	1,133,049	9%	281,305	2%	1,123,353	9%	19,526	12,190,975
DECEMBER	18,652,305	57%	7,833,517	24%	981,623	3%	5,323,865	16%	19,563	32,810,873
JANUARY	18,672,694	52%	8,184,337	23%	1,732,130	5%	7,324,574	20%	19,090	35,932,825
FEBRUARY	18,701,676	55%	6,385,626	19%	1,732,905	5%	7,326,078	21%	19,050	34,165,335
MARCH	18,562,296	58%	5,286,857	16%	1,733,638	5%	6,727,610	21%	18,907	32,329,308
APRIL	18,592,510	61%	5,287,768	17%	1,734,277	6%	4,728,677	16%	18,793	30,362,025
MAY	18,618,695	64%	4,238,252	15%	1,384,727	5%	4,529,333	16%	18,761	28,789,768
JUNE	18,645,752	71%	3,288,924	12%	1,385,054	5%	3,279,927	12%	18,680	26,618,337
JULY	13,124,615	51%	5,039,320	20%	1,885,312	7%	5,530,347	22%	18,481	25,598,075
AUGUST	13,144,070	57%	4,239,628	18%	1,385,589	6%	4,330,682	19%	18,522	23,118,491
SEPTEMBER	12,667,311	61%	3,440,015	17%	985,927	5%	3,431,065	17%	18,784	20,543,102

(1) Percentage of total investments



# **ORANGE COUNTY LIBRARY SYSTEM INVESTMENT POLICY APRIL 2008**

## **PURPOSE**

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

## **SCOPE**

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

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

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

## **OBJECTIVES**

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

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

## **DELEGATION OF AUTHORITY**

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

## **PRUDENCE STANDARD**

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

## **AUTHORIZED INVESTMENTS**

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

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

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

## **INTERNAL CONTROLS**

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

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

## **REPORTING**

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

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Statistics and Summaries:  
December 2009**

## **STATISTICAL SUMMARY**

### **December 2009 Statistics for January 2010**

#### **Circulation and Door Count**

Circulation is up overall for the month even with the Hiawassee Branch being closed for a week for its relocation. MAYL circulation is down as a result of our elimination of DVD requests for home delivery. This does not seem to have hurt the overall circulation of DVDs as they continue to be a very popular item with our walk in patrons.

A “download” record was set on the Sunday after Christmas with 283 books downloaded in one day. This was likely boosted by all those Christmas gifts people were trying out.

We also experienced a good increase in the use of locally created digital products. Among those most often used during December were:

Our promotional pages have grown quite a bit from October to December:

- Economic Awareness grew 71% from October (79) to December (271)
- Flu Prevention grew 56% from October (109) to December (247)
- Free Fun Stuff grew 70% from October (87) to December (286)
- We also introduced a new promotional page, the School Resources page in December, which received 695 page views.

Another area of increase is the “Mobile OCLS” page which grew to 4,776 uses in December. Its highest usage to date had been 3,910 in April of 2009.

#### **Library Activities**

New patron registration is down 20% over last year. We’ve been examining figures for “additional residents” per year in Orange County. According to Orange County Growth Management’s Outlook newsletter for January 2009, the number of “Additional Residents” for 2005-06 was 36,315 in Orange County and 20,481 in unincorporated Orange County. For 2007-08 those figures dropped to 9,362 for incorporated areas of the County and 1,776 for unincorporated. We do believe that our own new registrations are impacted by this trend.

# Net Promoter Score

December 2009

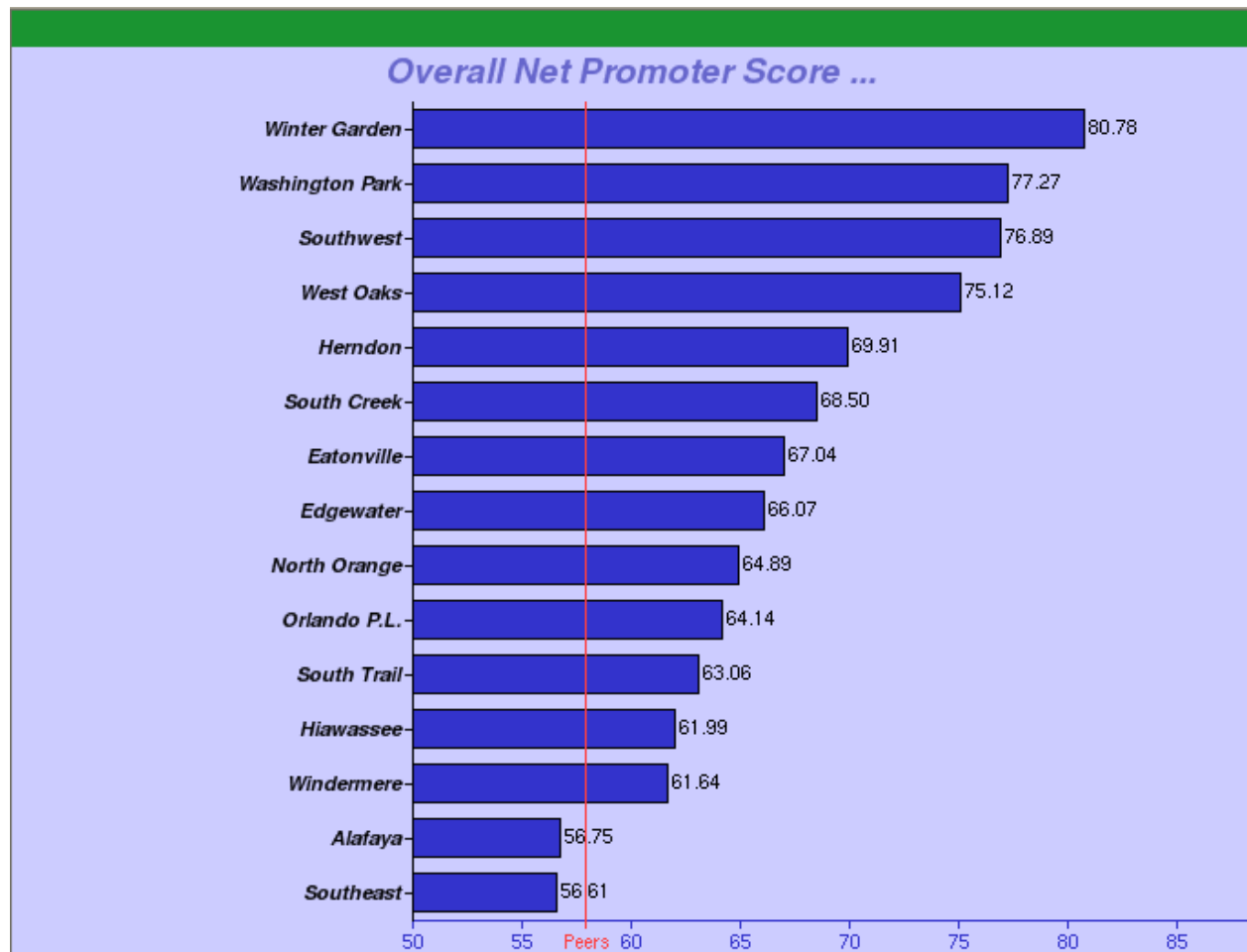
December 2008

Overall Net Promoter Score ...

	Month	Quarter	Total	Peers
Promoters	79.85	83.69	77.61	70.18
Passives	8.53	9.38	12.31	17.57
Detractors	11.63	6.92	10.08	12.25
NPS	68.22%	76.77%	67.53%	57.92%

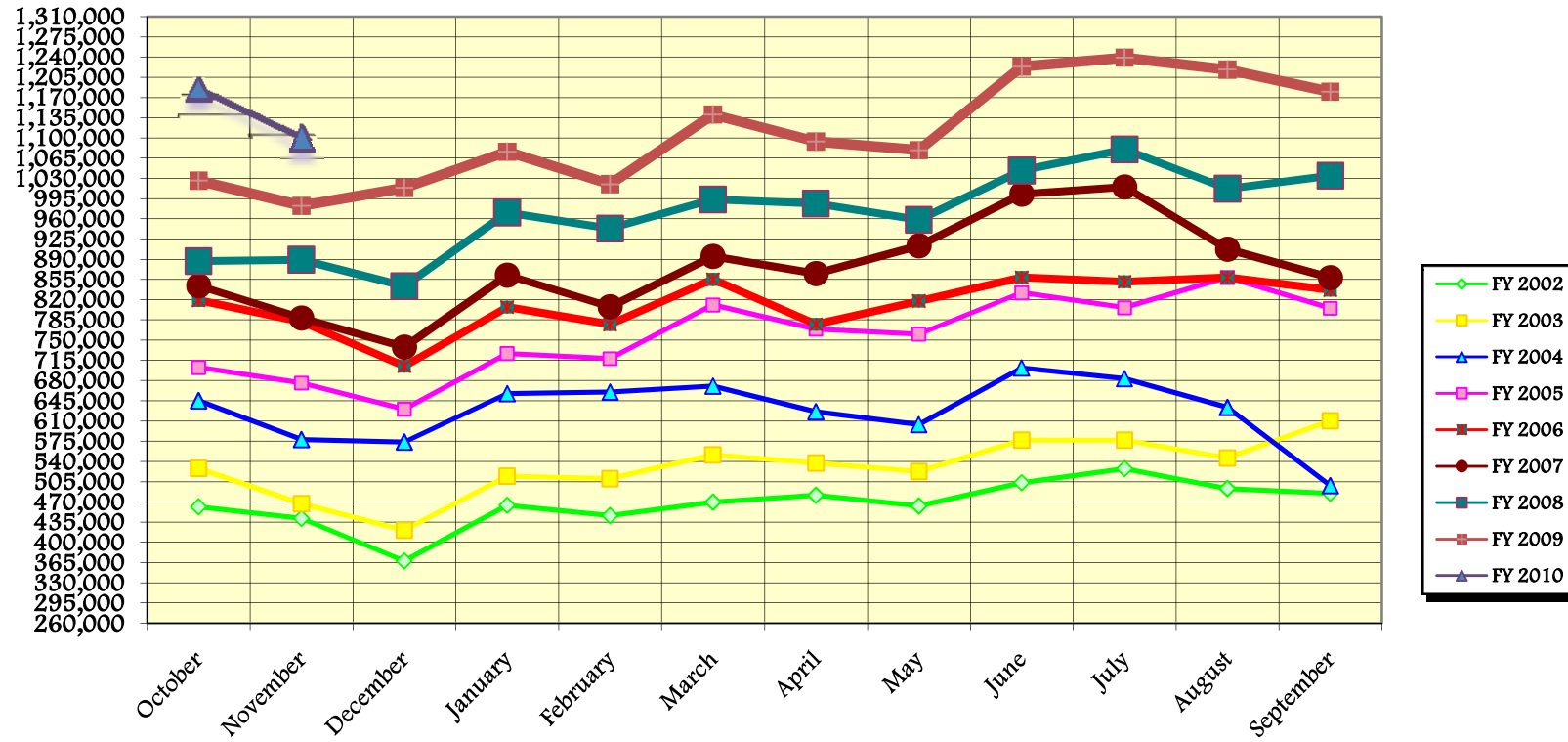
Overall Net Promoter Score ...

	Month	Quarter	Total	Peers
Promoters	80.47	75.36	77.61	70.18
Passives	10.94	11.04	12.31	17.57
Detractors	8.59	13.6	10.08	12.25
NPS	71.87%	61.76%	67.53%	57.92%

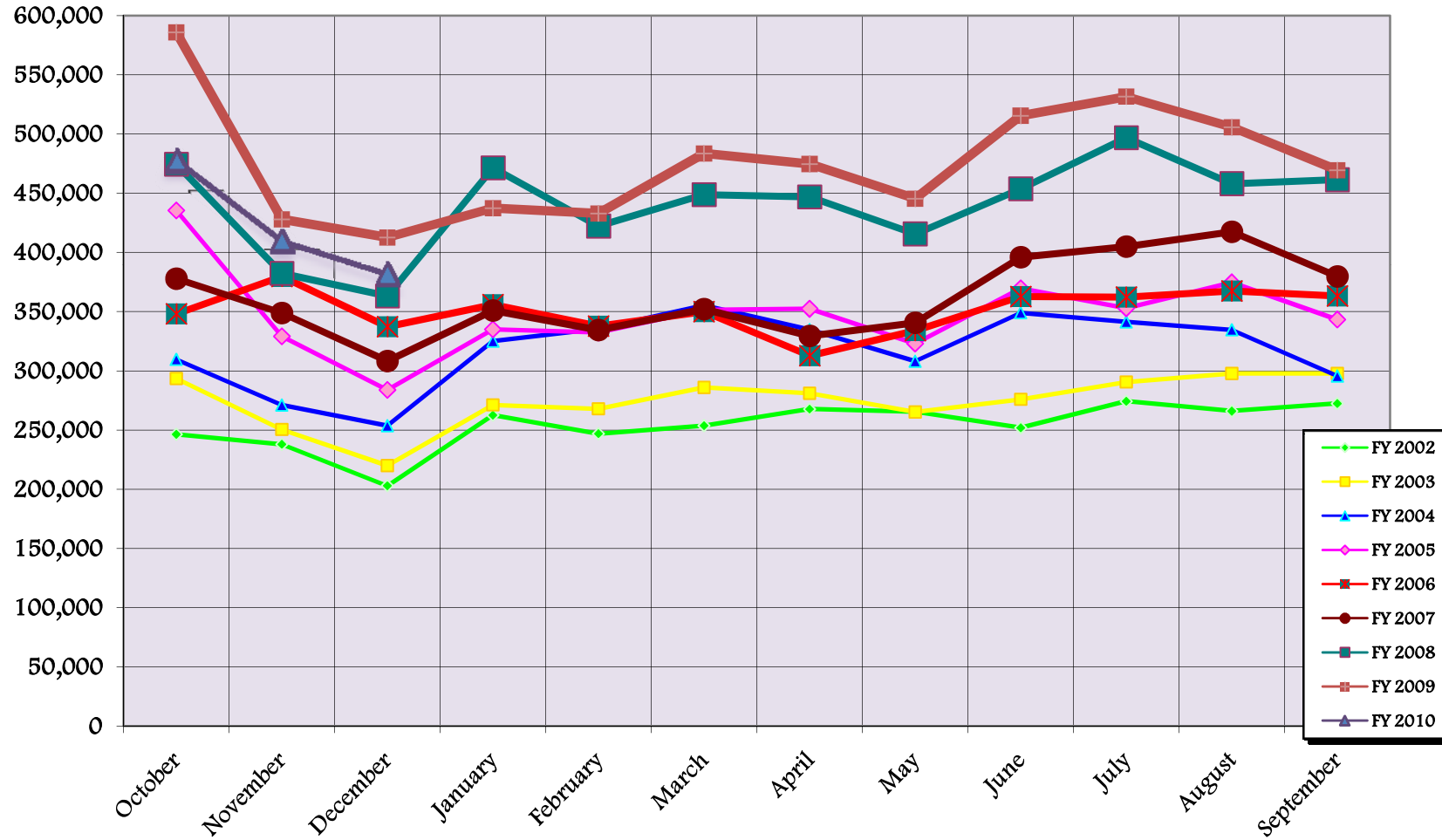




**ORANGE COUNTY LIBRARY SYSTEM  
CIRCULATION WITH ELECTRONIC STATS**  
(Circ Stats & Electronic Database Stats ~ 2 months previous)  
Fiscal Year 2002 Through Fiscal Year 2010 To Date

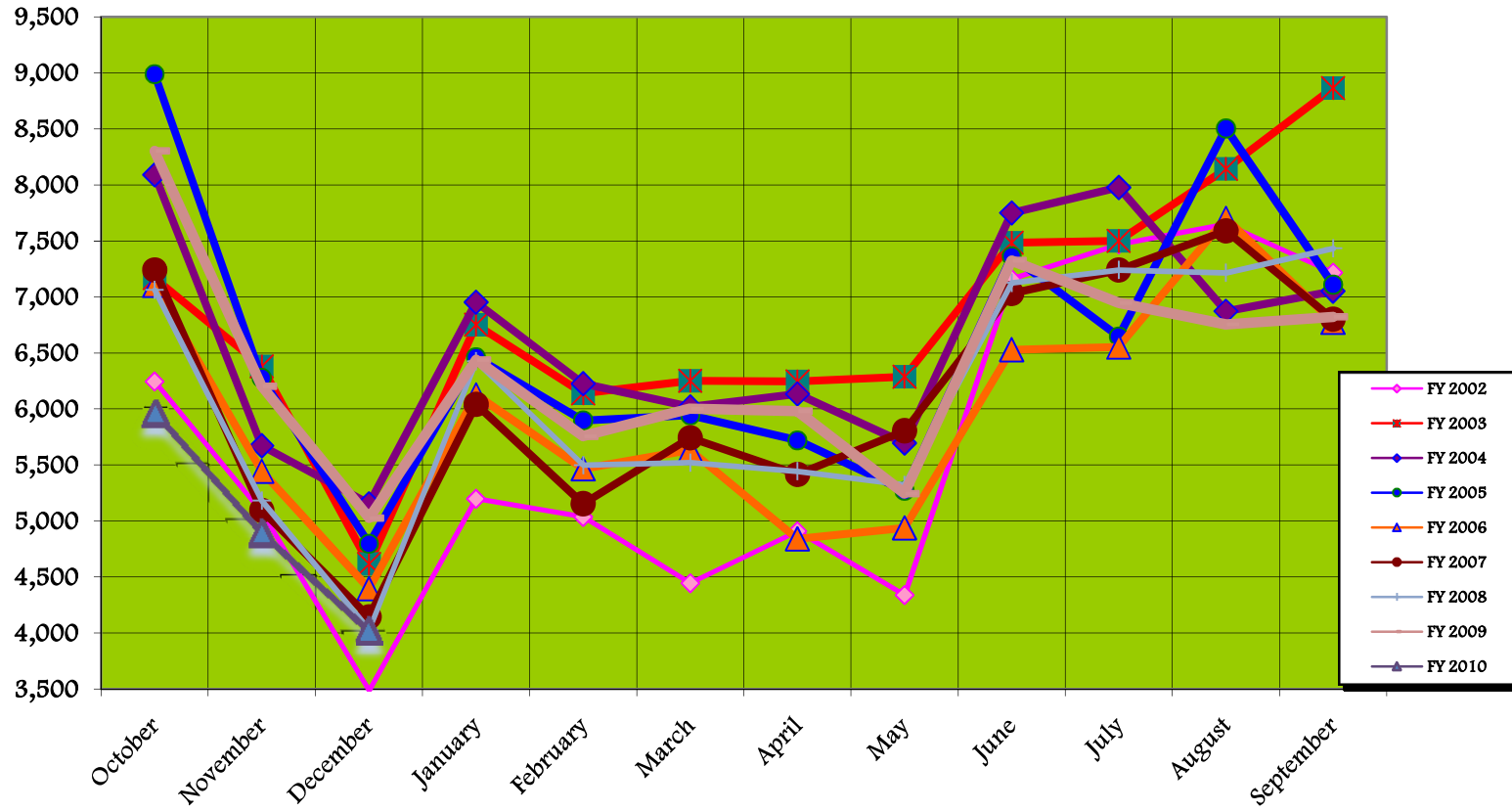


Orange County Library System  
 Door Counts  
 Fiscal Year 2002 through Fiscal Year 2009 To Date





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	Nov-09	Nov '08	% of Change with Database Usage	Dec-09	Dec '08	% of Change without Database Usage	Jan-10	Jan '09	Feb-10	Feb '09	Mar-10	Mar '09
<b>Circulation</b>														
Main	318,212	264,369	306,774	254,605	20.49%	306,072	260,502	17.49%		258,864		250,497		281,410
Branches	559,560	490,764	527,155	467,280	12.81%	510,230	487,934	4.57%		523,809		487,313		559,922
MAYL	70,434	66,641	57,711	63,778	-9.51%	53,550	69,572	-23.03%		70,695		71,507		79,750
Database Usage	143,936	148,750	132,423	139,180	-4.85%		130,834	Not Yet Available		141,696		136,029		141,192
Digital Products	84,125	49,538	64,704	48,185	34.28%	97,069	52,926	83.41%		69,051		61,053		71,060
Digital Downloads	5,594	2,308	5,625	2,673	110.44%	6,607	2,735	141.57%		2,717		2,853		3,246
Talking Books	4,326	4,129	3,662	3,001	22.03%	4,438	3,806	16.61%		3,508		3,566		3,965
Total without Database Usage	1,042,251	877,749	965,631	839,522	15.02%	977,966	877,475	11.45%		928,644		876,789		999,353
Total with Database Usage	1,186,187	1,026,499	1,098,054	978,702	12.19%		1,008,309			1,070,340		1,012,818		1,140,545
<b>Door Count</b>														
Main	63,857	74,877	53,761	55,250		52,287	55,296	-5.44%		62,777		59,340		62,815
Branches	321,112	424,494	277,508	292,736		255,842	271,682	-5.83%		288,981		285,374		321,594
MAYL Packages	68,145	63,354	55,972	60,008		51,246	65,272	-21.49%		66,209		67,693		75,741
Talking Books	12	17	6	17		7	27	-74.07%		17		15		28
Drive Up Windows	24,625	23,061	22,179	19,993		22,319	20,406	9.37%		19,467		20,456		23,464
<b>Total</b>	<b>477,739</b>	<b>585,786</b>	<b>409,420</b>	<b>427,987</b>		<b>381,694</b>	<b>412,656</b>	<b>-7.50%</b>		<b>437,434</b>		<b>432,863</b>		<b>483,614</b>

## 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
<b>Circulation</b>															
Main		267,360		271,451		281,574		293,897		312,724		304,879	259,199	931,058	3,302,132
Branches		523,735		512,477		624,588		617,536		603,052		559,996	505,576	1,596,945	6,458,406
MAYL		82,332		75,295		83,880		92,732		78,457		72,994	69,772	181,695	907,633
Database Usage		137,869		135,304		130,380		135,148		126,791		145,728	152,300	276,359	1,648,901
Digital Products		74,789		77,035		86,765		89,559		88,096		86,976	41,584	245,898	855,033
Digital Downloads		3,712		4,079		4,122		4,956		5,113		5,322	2,454	17,826	43,836
Talking Books		4,184		3,645		4,056		3,994		4,021		4,204	3,802	12,426	46,079
Total without Database Usage		956,112		943,982		1,084,985		1,102,674		1,091,463		1,034,371	882,387	2,985,848	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
<b>Door Count</b>															
Main		60,119		57,789		67,521		68,107		67,894		64,954	62,992	169,905	756,739
Branches		313,270		293,465		344,591		351,301		336,759		311,197	312,029	854,462	3,835,444
MAYL Packages		77,960		71,903		80,273		89,565		75,843		70,412	66,479	175,363	864,233
Talking Books		14		7		8		16		10		13	20	25	189
Drive Up Windows		23,366		22,169		23,060		22,628		25,214		22,873	20,015	69,123	266,157
<b>Total</b>		474,715		445,326		515,445		531,601		505,710		469,436	461,515	1,268,853	5,722,573

**Web Site Traffic**  
April through September

	Oct-'09	Oct '08	Nov '09	Nov '08	Dec '09	Dec '08	% of Change	Jan '10	Jan '09	Feb '10	Feb '09	Mar '10	Mar '09
<b>Hits to the Website</b>													
Inside	14,978,325	8,356,815	12,921,583	7,591,066	11,632,512	8,467,267	37.38%		8,970,682		8,752,211		10,960,374
Outside	12,331,655	6,937,280	10,938,976	6,363,365	10,027,288	6,092,640	64.58%		7,404,367		6,694,017		7,558,408
<b>Total</b>	<b>27,309,980</b>	<b>15,294,095</b>	<b>23,860,559</b>	<b>13,954,431</b>	<b>21,659,800</b>	<b>14,559,907</b>	<b>48.76%</b>		<b>16,375,049</b>		<b>15,446,228</b>		<b>18,518,782</b>
<b>Visits</b>													
Inside	119,111	109,660	103,615	99,554	104,823	107,370	-2.37%		110,764		109,096		120,060
Outside	386,662	237,939	350,477	218,251	330,505	213,052	55.13%		251,254		227,925		244,480
<b>Total</b>	<b>505,773</b>	<b>347,599</b>	<b>454,092</b>	<b>317,805</b>	<b>435,328</b>	<b>320,422</b>	<b>35.86%</b>		<b>362,018</b>		<b>337,021</b>		<b>364,540</b>
<b>Unique Visitors</b>													
Inside	1,203	1,293	1,205	1,315	1,192	1,311	-9.08%		1,187		1,223		1,176
Outside	83,245	74,404	78,607	69,437	73,247	66,168	10.70%		83,215		74,587		76,271
<b>Total</b>	<b>84,448</b>	<b>75,697</b>	<b>79,812</b>	<b>70,752</b>	<b>74,439</b>	<b>67,479</b>	<b>10.31%</b>		<b>84,396</b>		<b>75,810</b>		<b>77,447</b>
<b>Page Views</b>													
Inside	549,405	790,027	525,009	735,573	415,686	801,433	-48.13%		860,717		851,011		949,075
Outside	831,394	864,714	748,065	899,894	633,147	823,017	-23.07%		983,596		854,128		944,090
<b>Total</b>	<b>1,380,799</b>	<b>1,654,741</b>	<b>1,273,074</b>	<b>1,635,467</b>	<b>1,048,833</b>	<b>1,624,450</b>	<b>-35.43%</b>		<b>1,844,313</b>		<b>1,705,139</b>		<b>1,893,165</b>

**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
<b>Hits to the Website</b>														
Inside		10,230,477		11,014,645		12,880,754		11,957,780		13,851,126		13,786,033	39,532,420	126,819,230
Outside		7,208,275		8,266,122		8,856,947		10,110,948		13,063,783		13,277,626	33,297,919	101,833,778
<b>Total</b>		<b>17,438,752</b>		<b>19,280,767</b>		<b>21,737,701</b>		<b>22,068,728</b>		<b>26,914,909</b>		<b>27,063,659</b>	<b>72,830,339</b>	<b>228,653,008</b>
<b>Visits</b>														
Inside		118,990		111,083		119,980		119,616		120,163		113,682	327,549	1,360,018
Outside		249,583		279,617		308,005		343,285		404,296		403,465	1,067,644	3,381,152
<b>Total</b>		<b>368,573</b>		<b>390,700</b>		<b>427,985</b>		<b>462,901</b>		<b>524,459</b>		<b>517,147</b>	<b>1,395,193</b>	<b>4,741,170</b>
<b>Unique Visitors</b>														
Inside		1,175		1,164		1,188		1,194		1,178		1,136	3,600	14,534
Outside		74,928		76,915		79,500		83,647		84,886		91,747	235,099	935,705
<b>Total</b>		<b>76,103</b>		<b>78,079</b>		<b>80,688</b>		<b>84,841</b>		<b>86,064</b>		<b>92,883</b>	<b>238,699</b>	<b>950,239</b>
<b>Page Views</b>														
Inside		913,041		897,143		1,320,751		728,440		557,245		553,779	1,490,100	9,958,235
Outside		928,207		894,782		997,870		976,510		935,808		847,660	2,212,606	10,950,276
<b>Total</b>		<b>1,841,248</b>		<b>1,791,925</b>		<b>2,318,621</b>		<b>1,704,950</b>		<b>1,493,053</b>		<b>1,401,439</b>	<b>3,702,706</b>	<b>20,908,511</b>

**Library Activities**

April through September

	Oct '09	Oct '08	Nov '09	Nov '08	Dec '09	Dec '08	% of Change	Jan '10	Jan '09	Feb '10	Feb '09	Mar '10	Mar '09
Program Attendance Total	14,976	14,432	11,430	11,234	9,985	8,813	13.30%		12,584		13,977		13,139
Total # of Programs	584	503	526	428	474	430	10.23%		456		537		570
Community Events Attendance Total	1,187	2,301	362	3,158	98	530	-81.51%		2,167		637		1,236
Total # of Community Events	14	19	12	23	8	8	0.00%		6		11		7
Events Line	58	51	22	42	69	38	81.58%		58		47		49
StoryLine	105	101	125	136	128	84	52.38%		163		95		258
Class Attendance Total	5,007	4,012	3,980	3,065	3,036	3,177	-4.44%		4,038		4,948		5,221
Total # of Classes	1,213	1,167	1,085	927	1,249	1,046	19.41%		1,091		1,054		1,136
QuestLine	14,067	18,374	12,515	12,982	11,724	12,470	-5.98%		13,665		13,686		14,184
P.C. Sessions	89,059	83,150	77,315	70,062	76,236	78,461	-2.84%		80,309		77,168		89,383
Wireless Access Activity	10,269	-	7,609	4,956	7,701	6,329	21.68%		7,103		7,513		8,518
Total Public Internet Activity	99,328	83,150	84,924	75,018	83,937	84,790	-1.01%	-	87,412	-	84,681	-	97,901
Number of Active Cards in the System	432,668	437,425	431,709	434,009	430,800	432,708	-0.44%		434,314		432,554		431,581
New Customer Registrations	5,960	8,304	4,888	6,203	4,016	5,026	-20.10%		6,438		5,755		6,002
Total Registered Borrowers	896,701	822,774	901,511	828,382	905,628	833,350	8.67%		840,016		845,480		851,378
Customers Transacting	75,053	64,460	74,195	68,072	69,517	70,371	-1.21%		58,047		69,588		75,512

**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
Total Public Internet Activity	-	91,362	-	86,741	-	94,672	-	97,367	-	98,755	-	95,820	-	1,077,669
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	Dec-09	Dec-08	% of Change	Jan-10	Jan-09	Feb-10	Feb-09	Mar-10	Mar-09
Online Catalog Searches	947,985	839,559	881,184	822,318	778,212	771,593	0.86%		917,010		875,998		987,437
Online Renewals	207,561	157,539	202,132	154,951	202,372	162,186	24.78%		155,574		154,857		175,933
Online Questions	535	641	564	465	445	480	-7.29%		608		585		623
Online Requests	65,419	72,482	62,350	64,163	56,777	62,768	-9.54%		75,106		70,395		77,859
Online Suggestions	164	155	128	146	140	118	18.64%		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	2,607,381	11,501,256
Online Renewals		169,086		171,932		170,921		181,412		197,327		197,912	612,065	2,049,630
Online Questions		574		578		595		660		628		569	1,544	7,006
Online Requests		79,695		84,668		95,491		97,907		81,005		71,385	184,546	932,924
Online Suggestions		126		166		147		182		177		130	432	1,672

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

**Circulation Statistics**

December 1, 2009 - December 31, 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	29	306,072	31.30%	260,502	45,570	17.49%	3,219	52,287	55,506	3,393	55,296	58,689	(3,183)	-5.42%
MAYL*	21	53,550	5.48%	69,572	(16,022)	-23.03%		51,246	51,246		65,272	65,272	(14,026)	-21.49%
Digital Products		97,069	9.93%	52,926	44,143	83.41%								
Digital Downloads		6,607	0.68%	2,735	3,872	141.57%								
Talking Books	29	4,438	0.45%	3,806	632	16.61%		7	7		27	27	(20)	-74.07%
West Oaks	29	43,043	4.40%	39,683	3,360	8.47%	3,936	19,776	23,712	3,370	19,724	23,094	618	2.68%
Herndon	25	54,267	5.55%	48,500	5,767	11.89%		24,159	24,159		23,183	23,183	976	4.21%
Alafaya	29	68,142	6.97%	64,368	3,774	5.86%	6,449	26,801	33,250	5,237	28,537	33,774	(524)	-1.55%
Southeast	25	48,791	4.99%	47,090	1,701	3.61%	3,125	23,899	27,024	2,652	23,345	25,997	1,027	3.95%
Hiawasse**	19	19,731	2.02%	24,188	(4,457)	-18.43%		14,601	14,601		21,607	21,607	(7,006)	-32.42%
Southwest	25	45,706	4.67%	46,824	(1,118)	-2.39%		20,293	20,293		21,807	21,807	(1,514)	-6.94%
Edgewater	25	35,826	3.66%	32,007	3,819	11.93%		19,137	19,137		20,584	20,584	(1,447)	-7.03%
North Orange	29	46,002	4.70%	40,281	5,721	14.20%		20,730	20,730		20,903	20,903	(173)	-0.83%
South Creek	29	54,791	5.60%	56,855	(2,064)	-3.63%	4,246	25,195	29,441	4,289	26,855	31,144	(1,703)	-5.47%
South Trail	25	31,215	3.19%	29,199	2,016	6.90%		22,967	22,967		26,496	26,496	(3,529)	-13.32%
Winter Garden	25	30,620	3.13%	30,423	197	0.65%	1,344	13,647	14,991	1,465	14,653	16,118	(1,127)	-6.99%
Windermere***	25	14,075	1.44%	13,654	421	3.08%		9,083	9,083		8,786	8,786	297	3.38%
Washington Park	25	15,463	1.58%	12,833	2,630	20.49%		11,540	11,540		10,893	10,893	647	5.94%
Eatonville	25	2,558	0.26%	2,029	529	26.07%		4,014	4,014		4,309	4,309	(295)	-6.85%
<b>Total</b>	<b>410</b>	<b>977,966</b>	<b>100.00%</b>	<b>877,475</b>	<b>100,491</b>	<b>11.45%</b>	<b>22,319</b>	<b>359,375</b>	<b>381,694</b>	<b>20,406</b>	<b>392,250</b>	<b>412,656</b>	<b>(30,962)</b>	<b>-7.50%</b>

\*MAYL Visits ~ Customer Transactions

\*\* Hiawasse closed to public December 14 - 19 while relocating.

\*\*\* Windermere doorcount estimated December 19 - 23.

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

<b>FISCAL YEAR 2009 - 2010</b>	<b>Oct-09</b>	<b>NOV</b>	<b>DEC</b>	<b>Jan-10</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>YTD 09-10</b>	<b>YTD 08 - 09</b>	<b>FINAL</b>
Ancestry Library Edition	5,216	3,271											8,487	8,495	68,663
Associations Unlimited	435												435	1,020	5,546
Auto Repair Reference Center	217	241											458	589	4,035
Biography Resource Center	2,257	1,485											3,742	5,051	32,687
Business & Company Resource Center	892	710											1,602	5,244	16,152
Business Index ASAP	25	31											56	84	733
Career Transitions	227	48											275	NA	117
Computer Database	270	198											468	194	1,432
Consulta	188	143											331	493	2,370
Countrywatch	707	551											1,258	2,394	14,874
Countrywatch -- Youth ed.	170	110											280	908	5,711
DearReader.com Online Book Club <i>(cumulative total of people registered)</i>	68,180	68,040											136,220	138,940	832,960
Expanded Academic ASAP	651	387											1,038	448	2,560
Ferguson's Career Guidance Center	284	264											548	709	4,162
First Search	615	566											1,181	2,731	14,879
General Business File ASAP	101	70											171	145	1,110
General One File (formerly InfoTrac One File)	3,528	3,130											6,658	1,468	12,080
General Reference Center Gold	1,269	1,479											2,748	709	4,896
Grzimek's Animal Life	4	102											106	NA	NA
Health & Wellness Resource Center and Alternative Health Module	1,260	528											1,788	2,871	14,350
Health Reference Center Academic	910	553											1,463	269	1,691
HeritageQuest Online	6,056	4,900											10,956	8,925	63,186
Informe	55	21											76	24	299
Junior Edition - K12	230	111											341	380	1,679
Kid's Edition - K12	124	11											135	466	1,494
Learnatest	340	296											636	1,111	6,494
Literature Resource Center	24	758											782	799	3,755
LitFinder (formerly Essay/ Poem/ Storyfinder)	2,249	2,149											4,398	2,608	23,119

Mango Languages	528	556													1,084	803	6,654
Mergent Online	220														220	561	2,567
Morningstar	724	798													1,522	1,297	11,224
Music Online	1,061	1579													2,640	NA	NA
Novelist Plus	797	473													1,270	806	8,170
Opposing Viewpoints Resource Center	1,140	885													2,025	2,121	9,300
p4A Antiques Reference	261	210													471	590	3,107
Pop Culture Universe	728	702													1,430	516	5,942
Professional Collection	302	114													416	122	1,067
ProQuest Newspapers	2,111	1,397													3,508	4,399	24,479
Read the Books	27,662	24,672													52,334	67,846	268,556
ReferenceUSA	2,403	2,675													5,078	6,177	35,556
ReferenceUSA -- New Business	63	73													136	NA	1,261
ReferenceUSA -- New Movers	20	23													43	NA	186
ReferenceUSA-- New Homeowners	66	25													91	NA	287
ReferenceUSA -- Lifestyles	17	21													38	NA	405
Science Online	663	600													1,263	1,246	6,664
SimplyMap	76	144													220	469	4,993
SIRS Knowledge Source	575	407													982	2,293	9,079
Small Business Resource Center	41	77													118	213	1,400
Standard & Poors NetAdvantage	412	221													633	636	4,073
Student Edition - K12	109	140													249	216	1,155
Tell Me More	167	131													298	1,119	2,829
Tumblebooks	856	809													1,665	750	8,215
TumbleReadables	120	50													170	44	289
Tutor.com	460	469													929	945	4,340
Typing Master (cumulative total of people registered)	2,212	2,290													4,502	1,802	16,318
Value Line	2,169	1,790													3,959	1,057	44,365
What Do I Read Next?	372	288													660	779	4,457
Worldbook Online	1,117	651													1,768	2,699	12,856
<b>TOTAL NUMBER OF SEARCHES</b>	<b>143,936</b>	<b>132,423</b>													<b>276,359</b>	<b>286,581</b>	<b>*1,648,901</b>

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Action Items:**

**None**

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Discussion and Possible Action Items**

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Director's Evaluation Form  
with Rating Scale**

**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			
PUBLIC RELATIONS, FUNDRAISING and LIBRARY PERSPECTIVE	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
	1	2	3
<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>			
<b>Rating &amp; Commentary from Personnel Committee</b>			

# 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
	1	2	3
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.			
<b>Rating &amp; Commentary from Personnel Committee</b>			
STEWARD OF CAPITAL RESOURCES	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
	1	2	3
Manages the Library's capital resources. Ensures the appropriate construction, renovation, maintenance, location and utilization of the Library's physical facilities and equipment.			
<b>Rating &amp; Commentary from Personnel Committee</b>			

# Orange County Library System

## Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

DIMENSIONS OF PERFORMANCE			
TECHNOLOGY DEVELOPMENT	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
	1	2	3
<p>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.</p>			
<b>Rating &amp; Commentary from Personnel Committee</b>			
FISCAL RESPONSIBILITY & STEWARDSHIP	Does Not Meet Requirements	Meets Requirements	Exceeds Requirements
	1	2	3
<p>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 interprets 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.</p>			
<b>Rating &amp; Commentary from Personnel Committee</b>			

# Orange County Library System

## Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

DIMENSIONS OF PERFORMANCE			
<b>EMPLOYMENT and STAFFING</b>	<b>Does Not Meet Requirements</b>	<b>Meets Requirements</b>	<b>Exceeds Requirements</b>
	1	2	3
<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>			
<b>Rating &amp; Commentary from Personnel Committee</b>			

# Orange County Library System

## Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

DIMENSIONS OF PERFORMANCE			
<b>TRAINING</b>	<b>Does Not Meet Requirements</b>	<b>Meets Requirements</b>	<b>Exceeds Requirements</b>
	1	2	3
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.			
<b>Rating &amp; Commentary from Personnel Committee</b>			
<b>Overall Rating &amp; Commentary from Personnel Committee</b>			
<b>COMMENTS:</b>			
<i>&lt;insert comments here, cell will expand to accommodate your entry&gt;</i>			

**BOARD APPROVED MERIT INCREASE %:** \_\_\_\_\_

**Effective Date:** \_\_\_\_\_

**Personnel Committee Trustee/Signature** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Board President Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Orange County Library System

## Library Director/CEO PERFORMANCE DISCUSSION AND EVALUATION

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<b>DIMENSIONS OF PERFORMANCE</b>
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<b>GOALS - IMPACT ON ORGANIZATIONAL RESULTS</b>
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At the end of the evaluation period the Personnel Committee Members rate the performance of the Library Director/CEO on each goal and

- 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  
January 13, 2010**

**Director's Goals FY 2010 ~ Proposed**



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 2010: Proposed**

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

**Performance Dimension: Public Relations, Library Perspective**

Goal	Successful Completion
Continue to cultivate the reputation of OCLS as a national model	Present at conferences or publish in national library literature-periodicals and other publications  Communicate achievements with colleagues and local community

**Progress**

Goal	Successful Completion
Represent the library at local, state and national venues	Participation in library related venues such as Florida Library Association and American Library Association  Representation and promotion of the Library in the community  Seeking opportunities for recognition of OCLS at local, state and national levels

**Progress**

**Strategic Goal: We will ensure continuous innovation**

**Performance Dimension: Technology Development**

Goal	Successful Completion
Create dynamic opportunities that move beyond the traditional Library experience	Develop opportunities to showcase library innovations

**Progress**

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

**Progress**

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
<b>Progress</b>	

**Strategic Goal: We will develop and optimize communication**

**Performance Dimensions: Public and Staff Communication**

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
<b>Progress</b>	

**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.
<b>Progress</b>	
Goal	Successful Completion
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.
<b>Progress</b>	

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Strategic Plan FY 2010:  
1<sup>st</sup> Quarter Update**

**Orange County Library System  
FY 2010 Strategic Plan: 1<sup>st</sup> Quarter Update**

Strategic Goal Progress Reports					
Strategic Goal: Develop OCLS as The Gold Standard for Public Libraries					
Objective A : Continue to cultivate the reputation of OCLS as a national model					
Plan Year	Action	Task	Progress	Champion	Latest Update
	1.Encourage staff to publish in national library literature-periodicals and other publications		Jim Myers wrote a chapter called "Home Delivery" for the recently published book, <u>Moving Materials: Physical Delivery in Libraries.</u>  Donna Bachowski wrote an article about "Orlando Memory" for the Fall 2009 issue of <i>Florida Libraries.</i>  Vera Gubnitskaia wrote two chapters for the recently published book: <u>Librarians as community partners: an outreach handbook.</u>	Renaë Bennett	
		a.)Maintain list of suggested publications and their submission guidelines			
	<b>2. Communicate our achievements with our colleagues and our local community</b>			Tracy Zampaglione	
		a.) Maintain ocls.info page to highlight the achievements of staff in presenting, publishing or other recognition	This is on the OCLS website, and updated regularly.		12/2009
Objective B: Connect the community to our services and products					
	1.Promote OCLS as an important community institution			Wendi Bost	
			In October of 2009 we began cohort computer class scheduling. We		12/2009

		a.)Maximize efficient scheduling of computer classes to reflect personnel resources	divided branch locations into geographically "nearby" groups and gave each group the opportunity to coordinate their schedule of core classes, basic classes that are in demand by our users, in a rotating fashion. This would allow patrons who missed a class at "their branch" to find it nearby avoiding a wait. At the beginning of January 2010, after the first quarter, we are scheduled to beginning the process of evaluating the results.		
		b.)Foster the experience of OCLS as a community gathering place with relevant programs, services, and resources	Counsel for Caregivers series has been well attended; Dara Torres event brought in 250+ people. Travel Writers Workshop and Student Art Show planned for January 2010. We are in the process of evaluating data pertaining to program attendance to ensure we are maximizing the return on staff time for booking and planning events.	Tracy Zampaglione	12/2009
<b>Objective C: Establish OCLS as an Employer of Choice</b>					
	1.Expand OCLS employment website to provide a more transparent and welcoming introduction into the organization, our mission, and our staff			Carla Fountain	
		a.)Develop "realistic job preview" videos for select key positions	Posted 1st realistic job preview on JobSpot blog 12/11/09.		12/2009

**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	Latest Update
	<b>1.Utilize traditional and innovative approaches to the provision of library services</b>			Eric Atkinson	
		<b>a.)Create finding options which use terms familiar to the public</b>	Created a form for staff to provide suggestions for additional keymatch terms to ocls.info's search engine.		12/2009
		<b>b.)Develop services to encourage experimentation with new technologies</b>			
		<b>c.)Maximize the use of current RFID technology</b>	Hiawassee (new location) incorporates RFID technology		
		<b>d.)Integrate Web Topicks for ongoing public use</b>	"Web Topicks" has been revised into self guided standalone modules that will be available on ocls.info in January		12/2009
		<b>e.)Update &amp; overhaul Kid's Connect – Children's website</b>	Redesign is underway involving Digital Content and Children's Staff. Will begin promotion to staff in January.		12/2009
<b>Objective B: Establish and support creative culture that values the free flow of ideas</b>					
Plan Year	Action	Task	Progress	Champion	Latest Update
	<b>1. Provide timely staff recognition and feedback</b>		Feedback is provided through several internal channels. Modifications to the employee website, <i>Orange Peel</i> were made that trigger an email to all staff whenever public feedback is posted in the "Kudos" section. Previously employees had to navigate to the sight to view the postings.  Additional staff recognition provided with the awarding of the annual 'Employee of the Year' in November.	Craig Wilkins	12/2009
	<b>2. Integrate Innovation Champions, Trendwatchers &amp;</b>		Staff: The Orange Seed had six individuals/depts recognized for their	Renae Bennett &	12/2009

	<p><b>Orange Seed Team in order to foster the contribution of creative ideas and solutions</b></p>		<p>contributions in suggesting &amp; implementing ideas during FY 2009. We are in the process of merging 3 specific work teams to create one team to foster creative ideas and solutions from staff.</p> <p><u>Community:</u> The Library continues to find ways to solicit feedback from our community. We have options for contact including email, surveys, beta testers, twitter and more</p>	Wendi Bost	
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**Strategic Goal: We will maximize the public's Return on Investment**

**Objective A: Conduct Fundraising / Cultivate active partnerships**

Plan Year	Action	Task	Progress	Champion	Latest Update
	<b>1. Expand fundraising activities</b>			Tracy Zampaglione	
		<b>a.) Conduct direct mail appeal to heavy library users during National Library Week</b>	Appeal planned for April 2010; Year-end Appeal 2009 has brought in more than \$3,275 to date. (\$3,817 last year)		12/2009
		<b>b.) Host Annual Evening with the Author fundraiser</b>	Working on September 2010 plans.		12/2009
	<b>2. Expand and strengthen community partnerships</b>			Tracy Zampaglione	
		<b>a.) Create the library's "Partner Profile"</b>			
		<b>b.) Enhance the visibility of library partners</b>			

**Objective B: Foster a financially accountable culture/offer services that provide maximum value to our customers**

Plan Year	Action	Task	Progress	Champion	Latest Update
	<b>1. Evaluate library services for relevancy and efficiency</b>		Effective 10/2009, OCLS stopped delivering Entertainment DVD's and stopped providing printed copies of the Free Application for Federal Student Aid (FAFSA), which is available online.	Bob Tessier	12/2009
	<b>2. Maximize energy efficiency</b>	<b>a.) Continue energy audits</b>		Bob Tessier	

		<b>for three locations per year</b>			
	<b>3. Educate and inform staff and the public about budgetary issues</b>		A meeting was held with the 54 employees eligible for the voluntary separation incentive, in order to review the incentive and documents provided to each employee and answer questions.  The Director has focused on library budget issues at all Staff Meetings.	Bob Tessier	12/2009
		<b>a.)Update "What Does it Cost?" quiz</b>	Third quiz posted on the Orange Peel in November.		12/2009

**Strategic Goal: We will develop and optimize communication**

**Objective A: Improve Electronic Communication tools**

Plan Year	Action	Task	Progress	Champion	Latest Update
	<b>1. Improve Orange Peel alerts, announcements, and search box results</b>			Eric Atkinson	

**Objective B: Expand methods for communicating with the public**

Plan Year	Action	Task	Progress	Champion	Latest Update
	<b>1. Implement user-friendly ways to get feedback</b>			Debbie Moss	
		<b>a.)Develop a plan to solicit the public's evaluation of our products and services</b>	During the first quarter we began use of a program evaluation survey. We have one for adult programming, story programs and youth programs. For story programs of 1,067 responses, 1,064 said they would recommend the program to a friend. In NetPromoter Score lingo this would be very high performance. Information from surveys along with attendance data will be used in the coming year to evaluate our programs and schedules.  We also used a survey to get feedback regarding hours for our Summer Reading Program as we consider a later		12/2009



			start time for those programs. We received feedback from over 700 patrons.		
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**Strategic Goal: We will empower staff to achieve their potential**

**Objective A: Implement remote training opportunities**

Plan Year	Action	Task	Progress	Champion	Latest Update
	<b>1. Implement remote communication technologies to promote efficiencies</b>		Branch workroom and Manager laptops now have cameras. Managers now have Skype accounts to facilitate online conferencing.	Eric Atkinson	12/2009
	<b>2. Educate staff in 21st Century skills, i.e. collaboration, critical thinking, &amp; problem solving</b>		<p><b><u>Librarians as Learning Leaders</u></b> –This program explores ways librarians can embrace technology and other new tools to respond to the community's information needs in the most meaningful way possible. Topics discussed at recent meetings have included:</p> <ul style="list-style-type: none"> <li>o Google mini and mickey for searching our web site</li> <li>o e-Gov information</li> <li>o Digital books and information: threat or no threat</li> <li>o Librarians wiki</li> <li>o Trendwatching</li> <li>o Orlando Memory</li> <li>o Texting services other than ours: competition?</li> <li>o 211 services</li> <li>o Libraries assisting job seekers</li> <li>o Children's library card registration push in schools</li> <li>o MyLS</li> <li>o Discussion on Innovative Environments Conference</li> </ul> <p><b>SimplyMap Training</b> for staff held in December 2009. SimplyMap is a web-</p>	Carla Fountain	12/2009

			<p>based mapping application that enables users to create professional-quality maps and reports using demographic, business and marketing data.</p> <ul style="list-style-type: none"><li>• Posting messages on staff intranet to encourage critical thinking on statistical data that reflects how the Library is being used and how satisfied our customers are – for example, monthly circulation statistics and Net Promoter Score (customer satisfaction data).</li></ul> <p><i>Orange Slice</i> Blog features the latest trends and possibilities in using technology to provide library services.</p>		
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**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Information**

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Director's Report**

# Director's Report January 2010

OCLS will be the recipient of \$500,000 in federal earmark appropriations secured by Orlando Congressman Alan Grayson. The funding is earmarked for materials and services we provide for the Hispanic residents of South Creek and Southeast branches of our Library District. Back in the Spring 09, the Library Director supplied Representative Grayson's office with a wide array of options and cost estimates for materials, programs and suggestions for improvements to services for Hispanics that could be implemented. We should receive the money in January or February 2010.

On Saturday, 12 December 2009, the Hiawassee Branch Library served its last customer at the old branch location. After being closed to the public for six days, Hiawassee opened in the new location on 21 December 2009. Many patrons who were regulars from the old location have found our new location and the branch is picking up some new patrons as well. There have been nothing but positive comments from library users with many saying how open, bright, inviting, and colorful the new location is and how it is very convenient for them with the Branch Library being so accessible on Colonial Drive. Congratulations and special thanks to Wendi Bost, Ken Gibert and Steve Powell for their extra efforts in making this new location such a success!

Just in time for the 2009 Tax Season we posted the new Taxes Virtual Gallery. <http://www.ocls.info/Virtual/Galleries/Topical/taxes.asp> This online resource also includes important tax Web sites and IRS information. Special thanks go to Reference Central for their contribution to this online resource.

View and share the New Year at the New Year 2010 Virtual Gallery [http://www.ocls.info/virtual/galleries/holidays/new\\_year\\_resolutions.asp](http://www.ocls.info/virtual/galleries/holidays/new_year_resolutions.asp) Get ideas for resolutions and methods for keeping them. This gallery has library materials, digital resources, and links for nutrition and exercise, finding your passion, reducing stress, and getting organized. [http://www.ocls.info/virtual/galleries/holidays/new\\_year\\_resolutions.asp#kids](http://www.ocls.info/virtual/galleries/holidays/new_year_resolutions.asp#kids) There's a section for kids and teens as well. Thanks to Reference Central and Children's for all their work on this gallery.

The library's QuestLine call center began closing at 8 p.m. on Monday, December 21. We continue to provide afterhours access to leave a voice message or email and to renew materials via phone or online.

*The Fit for Life* program in Library Central on December 12 featuring Olympic Champion Swimmer Dara Torres was a huge success! FOL Vice President Barbara Garwood introduced Dara, and more than 200 people were in attendance. On behalf of OCLS, we presented Dara with flowers and with a child-size *Fit for Life* T-shirt for her young daughter. People were lined up until closing to have books signed or meet her, and we sold out of her books. Media covering the event included *Orlando Woman Magazine*, GetInShapeTV.com and the Growing Bolder Media Group.

If one eats at Ethos Vegan Kitchen on Saturday, January 16 and shows a library bookmark, sign or newsletter regarding this event and 10% of the proceeds will be donated to the Orange County Library System.

Enjoy super savings at the Friends of the Orange County Library System Annual Winter Book Sale on the third floor of the Orlando Public Library. A great selection of fiction and non-fiction, recorded books, magazines and more will be available for half price. A private preview sale for members of the Friends of the Orange County Library System will be held Thursday, January 21 from 5 to 7 p.m. New members are welcome to join at the door for as low as \$15 annually.

Members will receive an additional 10% off all purchases. Everything will be an amazing 50% off. The sale continues Friday and Saturday, January 22 and 23, 10 a.m. – 5 p.m. and Sunday, January 24 from 1:30 - 4:30 p.m.

We've redesigned our [Classes & Programs page](#) to make our online calendar much more appealing and engaging to our customers. This redesign has also allowed us to bring to the forefront some of the great features of the Evanced Calendar that may have otherwise gone unnoticed, such as opting to receive a reminder of the event, downloading the event to a personal calendar, e-mailing the event to yourself or a friend, or printing out the event. Through the new interface, customers can choose an event type, location, and date range, or just search by keyword to find exactly what they're after. Once they've found what they're interested in, they can click the link to display a helpful panel that offers quick access to registration, reminders, and the ability to share the event with friends! Customers can also view a guide to the new calendar interface through a "Check out all the new features!" link we've placed on the page.

OCLS arranged for Florida Hospital Centra Care Healthcare professional staff to administer the H1N1 flu vaccines at the Main Library on Wednesday, December 16 and Thursday, December 17. OCLS covered the cost of the vaccinations. Eighty-seven employees received H1N1 vaccinations in December. In September and October, 120 employees received the seasonal flu vaccinations offered by OCLS.

OCLS is the recipient of one of the first annual State Surgeon General Health Innovation, Prevention, and Management Award in recognition of our commitment to providing wellness, disease prevention, and advocating healthy lifestyles.

OCLS will host an MLIS workshop with Dr. Christie Koontz from FSU, and Jessica Voss from USF. This workshop for individuals interested in learning about the School of Library & Information Studies Florida State University and School of Library & Information Science, University of South Florida master's degree programs will be held on Monday, January 25 at the Orange County Library System.

When OCLS receives favorable comments, a.k.a. kudos, we have always posted them on the Staff Intranet. Now we have gone one better by providing them straight to staff email Inboxes. This way, they are immediately aware of positive community feedback.

Modifications to the entrance at the Southeast Branch were completed in December. A single entrance with an enhanced sidewalk and lighting has been put in place at the location which had previously used two separate entrances.

As a reminder, the Orange County Library System will be closed Sunday, January 17 and Monday, January 18 in observance of Martin Luther King Jr.'s Birthday.

## **Upcoming Programs**

### **Author & the City Beautiful**

Orlando Public Library, Albertson Room

Saturday, January 23, 12:30 p.m.

Civil rights attorney and author Frank T. Allen discusses his debut novel, *The Whispering Winds of Putnam County*. The book is a harrowing story of an African American female attorney challenged with defending a black man wrongfully accused of murdering a prominent white politician in the heart of Dixie. A book sale and signing will follow the program.

### **Counsel for Caregivers Seminar**

Orlando Public Library, Albertson Room

Thursday, January 21, 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. Edith Gendron, with Emeritus, will discuss Selecting a Nursing Home or Assisted Living Facility. Attend this seminar presented by OCLS, Orange County's Commission on Aging and bring balance to your life.

### **English/Spanish Chatter**

Winter Garden Branch      Tuesdays at 6:30 p.m.

South Creek Branch      Thursday, January 21, 6:30 p.m. to 8:30 p.m.

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

### **Staying thin in 2010**

Hiawasee Branch      Tuesday, January 19, 6:30 p.m.

South Creek Branch      Monday, January 25, 6:30 p.m.

West Oaks Branch      Tuesday, January 26, 6:30 p.m.

Get a jump start on those New Year's Resolutions by learning about the benefits of traditional Chinese medicine with Tammy Bennett from the Longwood Healing Center. Find out how you certain applications work together for successful weight loss that is easy to achieve and maintain.

### **Habits of Health**

Edgewater Branch      Saturday, January 16, 2 p.m.

Washington Park Branch      Saturday, January 23, 2 p.m.

South Trail Branch      Saturday, January 30, 2 p.m.

Make a habit of health! L.A. Fitness representatives will share tips on nutrition, weight loss, exercises and more.

### **Coffees of the World**

Southeast Branch      Tuesday, January 19, 10:15 a.m.

Alafaya Branch      Tuesday, January 26, 10:15 a.m.

Start your morning with a taste of coffees from around the world. In recognition of International Coffee Gourmet Month, Z-Coffee will provide a selection of exotic coffees for you to sample.

### **University of Florida**

#### **Expanded Food and Nutrition Education Program (EFNEP)**

Eatonville Branch

Tuesdays at 6 p.m., starting January 12

This six-week long course will cover the various food groups, food safety, the importance of reading labels and how to save money on food purchases. Participants will have fun while learning to prepare healthy meals for their family, including a chance to taste simple recipes in class. Those that complete the course will receive a certificate of completion from the University of Florida.

### **North Orange Branch Open House**

North Orange Branch

Saturday, January 16, 10 a.m. to 5 p.m.

Discover all the great FREE services the library has to offer. There will be games, prizes, face painting and activities throughout the day!

## **Bicycle Safety**

Winter Garden Branch

Saturday, January 16, 11:30 a.m.

Come along for the ride as West Orange Trail team members present an interactive presentation on bike safety and laws. Get vital information on proper bicycle gear, safe riding trails and more. Bring your bicycle helmet for a FREE fitting!

## **Antique Show 'N' Tell**

Winter Garden Branch

Saturday, January 16, 2 p.m.

Antiquities expert Jackie Robertson will discuss antique dishes and glassware. Get tips on determining age and origin and bring a personal piece for a show and tell session after her presentation.

## **HDTV 101**

Southwest Branch Saturday, January 16, 2 p.m.

Alafaya Branch Thursday, January 21, 7 p.m.

Southeast Branch Thursday, January 28, 7 p.m.

Super Bowl Sunday is just around the corner, which means you probably wish you had a bigger TV. If you've been thinking about buying a new flat-screen television but can't figure out your plasmas from your LCDs, this is the program for you. Experts from Sight and Sound Home Theater will explain the ins-and-outs of high-definition television and give you tips on how to choose the best HDTV for your home and budget.

## **Serenata del Recuerdo**

North Orange Branch

Saturday, January 16, 3 p.m.

Attend an acoustic concert featuring timeless ballads in Spanish. It will be an unforgettable afternoon with your family. Los esperamos!!! Guitarrista / Guitarist: Willie García

## **Dr. Roe – Library M.D.**

Winter Garden Branch

Tuesday, January 19, 6 p.m.

Join Dr. Matthew Roe of the Upper Cervical Centers of America as he presents the first in a series of presentations that will benefit you and your family. The topic for this session will be Overcoming Childhood Ear Infections.

## **Simple as Pie**

Washington Park Branch Thursday, January 21, 6 p.m.

South Trail Branch Thursday, January 28, 6 p.m.

Ensure your next baked good is tasty and as simple as pie. Join Dawn Viola, 2009 Crisco National Apple Pie Champion, as she shares tips on making the perfect pie. Sample her award-winning creation in honor of National Pie Day.

## **Family Fitness Help**

Hiwassee Branch Saturday, January 23, 11:30 a.m.

West Oaks Branch Saturday, January 23, 1 p.m.

South Creek Branch Saturday, January 30, 11:30 a.m.

Make fitness fun for the whole family! Master Personal Trainer Demica Paige will teach you the importance of stretching and proper nutrition through well balanced meals in honor of Fitness and Weight Management Month. Arrive early for a chance to win a FREE one-hour personal training session. Healthy food samples provided.



## **Stretching Your Dollar**

Winter Garden Branch

Saturday, January 30, 2 p.m.

Celebrate Financial Fitness Month by learning some tips and tricks of coupon and rebate shopping.

## **Storybook Handmade Dolls**

North Orange Branch

Saturday, January 30, 3 p.m.

Handmade doll expert Joan Chason will share her secrets to crafting these beloved dolls and which books inspire her intricate work. Make sure to check out Chason's dolls on display all month at the North Orange Branch.

## **Dr. Phillips High School Art Exhibition & Reception**

Orlando Public Library, Library Central

Sunday, January 31, 2 p.m.

Meet student artists enrolled in the Dr. Phillips VPA Art Magnet and view their incredible display of art. Through intensive training in the arts and academic studies, the Art Magnet Program develops students who are diverse in their works. The artwork consisting of ceramics, collages, drawings, digital photography, graphic art, paintings and jewelry will be on display at the Orlando Public Library throughout January and February.

## **Upcoming Community Events**

- March 11                      Orange County Sheriff's Office Spring Vendor Day
- March 20                      Annual Spring Picnic (Commissioner Phil Diamond)
- April 10 & 11                Spring Fever in the Gardens (Winter Garden)

## **Upcoming Speakers Bureau Presentations**

- January 27                    Ventura Sunshine Club

## **Alafaya**

- On Saturday, December 7<sup>th</sup>, Alafaya celebrated *Holiday Cupcake Decorating*. 39 attendees joined for the celebration
- Alafaya hosted a holiday program called, *Bells Are Ringing* on Friday, December 11<sup>th</sup> with a total of 51 people.
- The *Holiday Music* program had a great turn out with 62 people. This program was hosted by the Classic Rock School of Music on Sunday, December 13<sup>th</sup>.
- On Saturday, December 19<sup>th</sup> *How to Sing Like an American Idol* had a total of 15 attendees. Attendees received coaching and tips from the presenter on how to improve their singing and increase their chances of singing like an American Idol.

## **Eatonville**

- For the month of December, there were a total of 9 library programs which consisted of *Winter Movies* and a total of 32 patrons came during the 7 day event.
- On December 21st the library hosted an event titled *How to Sing Like an American Idol*. With the weather reaching into cool night temperatures, turnout for this event only

days before the Christmas Eve closing was uncertain and a pleasing crowd of 13 attended. Attendees received coaching and tips from the presenter on how to improve their singing and increase their chances of singing like an American Idol.

- Eatonville hosted a total of 8 children's programs and the highest attended programs was our own *Smarty Pants* held on December 3 with an attendance of 55. *Teddy Bear Time* and *Fall Into Fun* both held on December 8th each with an attendance of 21, and finally on December 16th, *It Doesn't Snow in Florida* drew in a crowd of 10 children who had a blast playing with fake snow and making crafts.

### **Edgewater**

- The Overdrive Digital Bookmobile visited the Edgewater Branch on December 7th. The bookmobile had 155 visitors stop by to check out the mobile, learn about the database and what devices were compatible to download audio books, ebooks and videos and even get their faces painted!
- 31 patrons attended Edgewater's Silly Songs and Games pre-school program on December 11th. They enjoyed stories, singing and fun craft activities.
- On December 5th, 26 patrons attended Edgewater's *The Princess and the Frog* program. Children enjoyed hearing the original story and were encouraged to look for the differences between the movie and the book when the movie launched in December.

### **Herndon**

- On December 5th the Herndon Branch hosted a *Meet the Artist* event. Guests were able to meet artist James McKinnon and view his work on display through January. The event was attended by 26 patrons.
- The *Bells are Ringing* at the Herndon Branch. On December 7th, this interactive hand bell musical program was attended by 56 patrons.
- The monthly *Bedtime Stories* program is gaining popularity. This Children's evening program with stories, pajamas, milk and cookies was attended by 17 patrons.

### **Hiawassee**

- The vast majority of customers have taken to using the new self check-out system with few problems. On opening day in the new location, 97.3% of Hiawassee customers checked out their materials using the self check-out system.
- Hiawassee has noticed a surge in the number of users in the new location that are in the Windermere service area. Many have commented that it is more convenient for them here because it is closer to their home or they pass by the new branch going to or from work each day.

### **North Orange**

- 18 participants turned out for the *Bake & Decorate* activity held December 3, 2009 at the North Orange Branch.
- The North Orange Branch *Explored Origami* art on December 5, 2009 with 11 participants.

- The North Orange Branch hosted *PAWS to Read* on Saturday, December 12, 2009. Three companion dogs listened attentively to books read by 41 children.
- Winter Music was performed by the *Wolf Lake Middle School Singers* on December 12, 2009. Over 72 guests listened to the choral group singing their beautiful tribute to Winter/Holiday Music.
- *Teddy Bear Time for Preschoolers* children's program entertained 28 participants on December 15, 2009. Stories were read to pre-schoolers and their teddy bear friends.
- 10 North Orange Branch guests made *Handmade Holiday Cards* on December 16, 2009.
- 24 attendees re-cycled craft materials to create winter artwork at the North Orange Branch children's programs: *It Doesn't Snow in Florida* and *Winter Crafts* on December 19 & 21, 2009.
- A *Penguins Party* children's program was conducted by North Orange staff on Tuesday, December 22, 2009. 12 Participants designed their own penguins, played penguin games and of course, read penguin books.
- Every Wednesday the North Orange Branch continues to draw big crowds for our Children's programs. Story Book Fun, Toddler Time, and Tiny Tales attendance for the month of December was 319.
- The North Orange Branch hosted 37 pre-schoolers from the GROWS community organization for their own children's program on December 9, 2009.
- During the week of December 28 through 31, 2009 the North Orange Branch presented *Winter Movie Madness* to 29 movie watchers.

### **South Creek**

- A new ongoing program entitled *English As A Second Language* start this month which is presented by the Adult Literacy League. The program takes place every Tuesday evening and averaged 20 patrons a class.
- On December 5th, storyteller Bill Cordell hosted a *Winter Storytime* that had an attendance of 25 patrons.
- On December 14th, the branch hosted *Bells Are Ringing* with handbell solo artist Marie Loeffler. In attendance were 30 patrons, some of whom were able to join in the show and provide additional musical accompaniment.
- The branch had 41 children's events with 356 patrons in attendance. The most popular was the December 14th Storybook Fun which had an attendance of 35 patrons.

### **South Trail**

- South Trail started an 8th round of Citizenship Inspired classes on December 26.
- The regularly scheduled weekly programs *Smarty Pants* and *Practice Makes Perfect* continued to entertain and teach both children and non English speakers in December.

- A Winter Movie Madness program was held on December 12 and 14 people watched a movie and made crafts.

### **Southeast**

- The Southeast Branch was the recipient of the 2009 OCLS Health, Safety and Wellness Award.
- The English Conversational Workshops conducted by an Adult Literacy League volunteer continues to be successful at the Southeast Branch. There were a total of 102 attendees at the 6 classes held during the month of December.
- In celebration of the holiday season, Southeast team member and pianist, Diane Anderson, provided a variety of traditional and contemporary music on December 19 that was enjoyed by 168 library patrons.
- Local Surrealism artist, Sandra Sheetz Wize, exhibited her artwork at the Southeast Branch. A meet and greet was held on December 19 where 25 patrons attended.
- On December 5, the Southeast Branch hosted a children's program to celebrate the winter season by making crafts and listening to cool stories. There were 27 attendees.
- Southeast Branch Manager and Smart Investing grant coordinator, Paolo Melillo received an invitation from the FINRA to apply for an extension of the Smart Investing grant project. The grant application will be submitted by February 15, 2009.

### **Southwest**

- On December 5<sup>th</sup>, 11 patrons made a fragrant *Holiday Citrus Craft* with oranges.
- 17 Southwest patrons participated in a talk of their favorite book on December 8<sup>th</sup> during the Southwest Book Club's 3<sup>rd</sup> Annual *My Book To You* Celebration.

### **Washington Park**

- On December 12, Washington Park had 22 patrons that attended a *Handmade Holiday Cards* program hosted by Ruth Schorer for RAS Art Studio. Ruth shared tips on how to make holiday cards for the participants' families and friends. Supplies were provided by Ruth and patrons appreciated the opportunity to create the beautiful gifts and learn a new skill.

### **West Oaks**

- The West Oaks manager, Jim Baker, who managed the branch since it opened 8 years ago, retired on December 18, 2009. The new manager is Gregg Gronlund.
- The two Monday Gaming nights this month had a combined total of 46 in attendance.
- West Oaks *Bedtime Stories* that occur on Thursday nights continued to be popular with a holiday theme there were 10 in attendance for the first program.
- 14 patrons obtained information about *Safe Gifts And Toys*. This program was presented by an Orange County Health Department spokesperson.

## Windermere

●Windermere Manager Ann Gistarb retired on 18 December, 2009 after forty years of service with OCLS. The new manager is Leila Higgins.

●Nineteen patrons attended the 5 December program, *A Charlie Brown Christmas* for a showing of the classic movie.

●The 19 December Wacky Wednesday Arts and Crafts program was devoted to a Santa Claus craft and it drew an audience of 12.

●The *Third Thursday Pajama Jamboree* has 26 patrons attend on 17 December for a reading of *A City Christmas Tree* and a candy cane ornament craft.

●December programming ended with the *Seasonal Stories & Sweets* event on the 19<sup>th</sup>. 24 patrons attended the program for holiday stories, group singing, and a gingerbread craft.

## Winter Garden

- The *Safe Toys* program provided parents and kids with information and demonstrations on safety equipment for kids at play. With the West Orange Trail at our back door, the program was pertinent and informative. Melissa Lugo from Orange County Health Department facilitated the program which included a drawing where 8 local kids won bike helmets and knee and elbow pads. 27 people attended the December 16th program.
- As a community outreach, Branch Librarian Joan McSween brought a *Story Time* program to the Winter Garden Chick-Fil-A on Monday December 14th. She also used the occasion to highlight the Tutor.com Live Homework Help online resource offered by OCLS. She provided handouts and library card registration forms to attendees. The program was attended by 39 people; among the attendees was a local High School teacher who was previously unaware of the Homework Help program, and was quite impressed with the offering.
- The December 21st *All Aboard the Polar Express* Family Movie night also included a themed craft program and word puzzles. The added activities were popular and may become part of future movie nights. 14 participants were at the event.

**Orange County Library System  
Board of Trustees Meeting  
January 13, 2010**

**Public Comment: Non-Agenda Items**