

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

Board Packet for September 2010



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

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

September 10, 2010

To: James B. Tyson, President
Ted Maines, Vice President
Sara Brady, Trustee
Guy Houk, 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,
Lui Damiani, Linda Stewart, Bill Segal, Tiffany Moore-Russell, Orange County; and
Deborah Girard, City of Orlando.

From: Mary Anne Hodel, Director

Re: Library Board of Trustees Meeting

The next meeting of the Library Board of Trustees will be at 7:00 p.m. Wednesday, September 15, 2010 at the **West Oaks Branch Library; 1821 East Silver Star Road; Orlando, Florida 34761; 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
Elouise Reddick, Liaison, Nominating Board ~ City of Orlando

AGENDA
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
September 15, 2010
West Oaks Branch Library
1821 East Silver Star Road
Ocoee, Florida 34761
407.835.READ (7323)

10-120 I. **Call to Order**

10-121 II. **Public Comment**

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

If a request is made for written comments to be included in the official record of this meeting, it is helpful if the requestor is able to provide the comments in an electronic format. However, this is not required. This is to ensure the completion and accuracy of the official record when posted on the Library’s website, www.ocls.info. For more information, contact Milinda Neusaenger at 407.835.7611 or neusaenger.milinda@ocls.info.

10-122 III. **Approval of Minutes: Library Board of Trustees Meeting ~ August 12, 2010**

10-123 IV. **Staff Presentations: Art & Sole Program ~ Bobbie Gonzalez**

10-124 V. **Financial Statements and Summaries: August 2010**

10-125 VI. **Statistics and Summaries: August 2010**

10-126 VII. **Action Items**

10-127 **Consent Agenda**

10-128 **Investment Policy Statement: Other Post Employment Benefits**

10-129 **Designated Use of Funds from the Vivian Esch Trust**

10-130 III. **Discussion and Possible Action Items**

10-131 **Drive Up Window Service**

10-132 IX. **Information**

10-133 **Director’s Report**

X. Adjournment

Next Meeting Dates: October 13, 2010 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- November 10, 2010 ~ Herndon Branch Library; 4324 East Colonial Drive; Orlando, Florida 32803.

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
September 15, 2010**

Call to Order

Orange County Library System Board of Trustees Meeting September 15, 2010

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**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

**Approval of Minutes: Library Board of
Trustees Meeting ~ August 12, 2010**

MEETING MINUTES
ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES
August 12, 2010
South Creek Branch Library
1702 Deerfield Boulevard
Orlando, Florida 32837
407.835.READ (7323)

- 10-102 I. **Call to Order**
Library Board Present: James Tyson (7/1); Ted Maines (7/1); Sara Brady (7/1); Guy Houk (7/1); Richard Maladecki (7/0)
Administration Present: Mary Anne Hodel; Debbie Moss; Robert Tessier; Carla Fountain; Craig Wilkins; Wendi Bost; Renae Bennett; Tracy Zampaglione; Eric Atkinson; Milinda Neusaenger
President Tyson called the meeting to order at 7:01 p.m.
- 10-103 II. **Public Comment**
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- 10-104 III. **Approval of Minutes: Library Board of Trustees Meeting ~ July 15, 2010**
Vice President Maines, seconded by Trustee Maladecki, moved to approve the minutes of the July 15, 2010 Library Board of Trustees Meeting. Motion carried 5-0.
- 10-105 IV. **Staff Presentations:**
➤ **South Creek Greeting ~ Julie Ventura, Claudia Freeland & Michael Sriprashad**
➤ **Olive Presentation ~ Eric Atkinson**
- 10-106 V. **Financial Statements and Summaries: July 2010**
Comptroller Tessier updated the Board on the status of the South Trail Branch lease options. The current lease expires in August of 2011.
- 10-107 VI. **Statistics and Summaries: July 2010**

10-108 VII. **Action Items**10-109 **Consent Agenda**

Trustee Houk, seconded by Vice President Maines, moved to approve the items on the Consent Agenda. Motion carried 5-0.

10-110 **Approval of Required Documents for State Aid to Libraries Grant for Fiscal Year ending September 30, 2011**

- o **State Aid to Libraries Grant Agreement**

- o **Certification of Credentials - Single Library Administrative Head**

The Board voted to approve the documents as required by the Florida Department of State, Division of Library and Information Services, in order for the Orange County Library System to be eligible for a State Aid to Libraries Grant for the Fiscal Year ending September 30, 2011.

10-111 **Strategic Plan Add On Year: FY 2013**

The Board approved the additional year to the Strategic Plan for FY 2013.

10-112 **Library Board of Trustees Meeting Schedule ~ FY 2011**

The Board approved the Library Board of Trustees Meeting Schedule for the fiscal year ending September 30, 2011.

10-113 **Public Library Construction Grant ~ Chickasaw**

The Board approved updated application for the Public Library Construction Grant.

10-114 III. **Discussion and Possible Action Items**10-115 **Drive Up Window Service**

Public Service Administrator Craig Wilkins presented to the Board the idea of reducing the services provided at the drive up windows, citing the current economic atmosphere as the catalyst. Currently, a customer can use a drive up window to return library materials, pick up prearranged material, and make fine payments. The vast majority of transactions are to return library materials only. For example at the Main Library window, customers checking out materials account for approximately 3.5% of the window activity and Branch Library drive up activity is similar. Currently, the windows must be staffed during all open hours. If only *materials return* were offered at a retrofitted drive up drop slot, then personnel could be reassigned to other, more pressing tasks. The returned items could then be checked in periodically throughout the day. Material pick up inside the facilities or home delivery would be offered in lieu of check out at the drive up windows. Staff is proposing to operate the drive up windows at Main and West Oaks-as a *materials return/drop off* only, to cease offering services altogether at Southeast, and to make similar changes at Alafaya, South Creek, and Winter Garden as needed.

Discussion ensued regarding other potential service options, such as limiting the window service to one to two hours a day or one to two days a week. However, these options would still require the windows to be staffed. A recent scenario was shared describing a situation where a staff member working at the West Oaks drive up window was not busy, but the staff member working at the lobby desk had a growing long line of customers to assist. The staff member at the drive up window could not leave that work station to assist the customers inside the building. Further discussion ensued regarding retrofitting the windows to drive up drop slots, the impracticality of shorter open hours, making the change on a temporary basis, and of diminishing a longstanding service

point. Since the Board still has concerns, President Tyson tabled the topic and requested Staff to bring it back for further discussion and potential alternate proposals at the next meeting.

10-116 IX. **Information**

10-017 **FY 2011 Holiday & Closed Day Schedule**

10-118 **Director's Report**

●While the Library continues to try to offer the very best service to our users with the resources that we do have, we face enormous pressures. We continue to regularly have a few resignations for personal reasons and the level of staffing now at some of our branches and some Main functions is at a critical point. And while this is good for our bottom line and living within our budget, as well as helping us to better position ourselves for future revenue drops, our opening hours are becoming unsustainable within our current staffing. The Director may bring to the board at a future meeting, a recommendation to close at 8:00 p.m., the last remaining 10 facilities that are still open until 9:00 p.m. We are undertaking an array of smaller steps to keep our doors open until then with our existing staff to adjust to our much lower staff levels. Some of our managers are working 7 days a week to keep some of our facilities open for the posted times. While the Library very much appreciates these managers' dedication and commitment to service, in the long term it is not good for service or operations to have employees working such extended hours.

●Since donation envelopes started going out with home delivery items the first week in June, we have raised **\$11,625** for OCLS.

●The Windermere Town Council approved the indemnification agreement at their Tuesday August 10, 2011 meeting.

●We just received notice that we have received the last four outstanding Target grant applications for Orlando Public Library, South Trail, Washington Park, and South Creek for \$2,000 each. We received seven of nine grants applied for, a total of \$14,000 in funding. The Library is ever so grateful to its industrious team of Natalie Houston, and Vera Gubnitskaia for their prodigious efforts!

●The Young Adult Library Services Association, YALSA, congratulated OCLS on receiving one of the Teen Read Week grants for \$450 dollars. That team from Children's Department pulled off another grant!

●Elevator renovations are proceeding. The tentative plan is to have the west public car inspected and back in service by August 13th with the freight car to follow at the end of the month.

●On August 10, a Lending Library vending machine was installed at the South Creek Branch. It is directly across from our Red Box, by the front doors. Patrons will be able to use their cards to select materials to check out materials. The Lending Library interfaces with Millennium and works kind of like a snack machine for the brain. This piece of equipment is made possible via the Congressionally Directed Funds. These funds are focused, based on how the legislation was written, to provide Hispanic books and media. We do anticipate we may get some questions regarding why our Lending Library is filled with Hispanic books and media. It is because we are using grant funds

to provide this unique way to provide the Hispanic Books and Media. This is also a great way for us to test this technology.

As with all new technology, Information Systems has been very supportive as we are working to install the equipment. Special thanks to Facilities & Operations for helping with ordering and preparing the site, and to Community Relations for finalizing the art. And special thanks to the folks in Collection Development who are selecting and purchasing the all those great books and media! We have included a new logo for *Soy Culto* along with our Library logo on the equipment. This is the beginning of a campaign we will be using to promote these new resources and we are still finalizing the concept.

10-119

Public Comment: Non-Agenda Items

X. **Adjournment**

President Tyson adjourned the meeting at 8:10 p.m.

Next Meeting Dates: September 8, 2010 ~ West Oaks Branch Library; 1821 East Silver Star Road; Ocoee, Florida 34761 --- October 13, 2010 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801.

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**Orange County Library System
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September 15, 2010**

**Staff Presentation:
Art & Sole Program ~ Bobbie Gonzalez**

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

**Financial Statements and Summaries:
August 2010**

Orange County Library System

Financial Statement Highlights

Eleven Months Ended August 31, 2010

Operating Fund Revenue and Expenditure Summaries

Miscellaneous Revenue

The Lease Agreement between the Library and the Town of Windermere stipulates that there shall be no rent charged for the Library's use of the building, which was constructed and owned by the Town. The Lease also provides that the Library shall pay the electric utilities for the building during the year and then invoice the Town for reimbursement toward the end of the year. The current year's reimbursement in the amount of \$13,266 is recorded in Miscellaneous Revenues. Recently, the Town indicated they would like to revisit the Lease requirement for them to reimburse these electric charges given we do not pay any rent. This issue will likely be addressed when the Lease is up for automatic renewal next summer.

FY 10 Budget – The Big Picture View

The accounts in the attached Expenditure Summary are those that either are already over spent compared to the budget or our projections indicated we will over spend. However, in total we expect to under spend the total budget by approximately \$2,700,000. If our actual under spending is close to this amount and remaining revenues come in close to our budget, we will create a small amount of reserves for the current fiscal year rather than using almost \$2,167,000 as we originally budgeted. Maintaining more of our reserves this year will definitely give us additional resources to weather the continuing difficult economic environment.

Our Application Has Been Approved!

As part of the recent health care legislation approved by Congress, \$5 billion was set aside to reimburse employers for a portion of the cost of health care coverage provided to retirees between the ages of 55 and 64. The official name of this program is the Early Retiree Reinsurance Program (ERRP). The first step for participation in the ERRP was the submission of an application. Thanks largely to the efforts of our benefit's consultant, Robinson Bush, the application was drafted, edited by Library staff, and then submitted to the U.S. Department of Health and Human Services (HHS) on a timely basis. Just this week we received official notification from HHS that our application was approved! A recent article in the *Wall Street Journal* about the ERRP indicated 2,000 employers across the Country have been qualified for the program and we are one of them. In the near future, we expect to receive instructions from HHS on how to register for the ERRP Secure Website. The amount of any reimbursement we ultimately may receive is still unknown. However, we are still very pleased that our application has been approved.

Main Library Elevator Modernization Project

The contractual date for all four elevator cars to be substantially complete was September 1st, which was also the date that our contractor, ThyssenKrupp, scheduled an inspection with the State on the freight elevator. The freight elevator passed inspection and all four cars were in service on September 2nd. While there were some inconveniences to both the staff and public due to fewer cars being operational at any given time, which was to be expected, the modernization project was accomplished in a manner where there were few other glitches. The project remains below budget. Kudos to both ThyssenKrupp and our own Service and Project Manager, Steve Powell, for making the project go so smoothly.

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND REVENUE SUMMARY
Eleven Months Ended August 31, 2010**

	ANNUAL BUDGET	YTD ACTUAL	(11 month=92%)
AD VALOREM TAXES	32,049,516	32,252,268	100.6%
INTERGOVERNMENTAL			
State and Federal Grants	100,000	121,853	121.9%
State Aid	925,000	813,962	88.0%
	<u>1,025,000</u>	<u>935,815</u>	<u>91.3%</u>
CHARGES FOR SERVICES			
Fee Cards	12,000	13,895	115.8%
PC Pass (\$10 for 7 days)	15,000	12,629	84.2%
PC Express (\$5 for 1 hour)	20,000	17,805	89.0%
Additional PC Sessions	0	625	
Classes / Virtual Computer Classes	2,000	2,769	138.5%
Copy & Vending, Value Card	187,000	165,145	88.3%
Meeting Rooms	50,000	35,760	71.5%
Fax	15,000	23,055	153.7%
Scanner	300	320	106.7%
Computer Booklets	800	360	45.0%
Ear Buds and Jump Drives	9,000	6,465	71.8%
Reference Charges	400	60	15.0%
Online Book Sale	0	267	
Disk Sales	2,500	848	33.9%
Orange Bag Sales	15,000	8,788	58.6%
MAYL/PEP Advertising	5,000	0	0.0%
ILL Charges	1,000	553	55.3%
	<u>335,000</u>	<u>289,344</u>	<u>86.4%</u>
FINES			
Fines and Lost Materials	1,865,000	1,438,495	77.1%
MISCELLANEOUS			
Investment Earnings	225,000	58,896	26.2%
Rent	6,000	3,195	53.2%
Sales of Fixed Assets	0	478	
Contributions - Friends of Library	75,000	48,988	65.3%
Contributions - Others	30,000	78,080	260.3%
Miscellaneous	50,000	62,756	125.5%
Grants & Awards	0	25,810	
	<u>386,000</u>	<u>278,203</u>	<u>72.1%</u>
TRANSFER FM PROP APPRAISER	35,000	0	0.0%
TRANSFER FM TAX COLLECTOR	350,000	0	0.0%
TOTAL REVENUES	<u>36,045,516</u>	<u>35,194,124</u>	<u>97.6%</u>

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND EXPENDITURE SUMMARY
Eleven Months Ended August 31, 2010**

	ANNUAL BUDGET	YTD ACTUAL	(11 month=92%)
SALARIES & BENEFITS			
Salaries	15,169,718	12,484,484	82.3%
Medicare Taxes	219,960	176,795	80.4%
Defined Contribution Pension Plan	1,137,729	946,502	83.2%
Defined Benefit Pension Plan	1,650,045	1,334,749	80.9%
Money Purchase Pension Plan	391,471	336,546	86.0%
Life and Health Insurance (Employees)	2,420,166	1,827,300	75.5%
Retiree Health Care (OPEB)	1,124,658	1,276,601	113.5%
Worker's Compensation	125,665	91,634	72.9%
Unemployment Compensation	12,000	47,091	392.4%
Parking & Bus Passes	235,987	171,157	72.5%
	<u>22,487,399</u>	<u>18,692,860</u>	<u>83.1%</u>
OPERATING			
Professional Services	310,000	193,070	62.3%
Other Contractual Services	926,000	893,341	96.5%
Other Contract. Serv.- Janitorial	340,000	267,054	78.5%
Training and Travel	55,000	36,101	65.6%
Telecommunication	320,000	266,338	83.2%
Delivery and Postage	1,576,000	1,184,418	75.2%
Utilities	1,200,000	889,785	74.1%
Rentals and Leases	1,051,000	934,381	88.9%
Insurance	285,000	244,497	85.8%
Repair and Maintenance	1,200,000	949,468	79.1%
Repair & Maint. - Hardware/Software	430,000	330,421	76.8%
Copying/Printing	346,000	213,970	61.8%
Property Appraiser's Fee	274,000	273,693	99.9%
Tax Collector's Fee	641,000	614,394	95.8%
Supplies	982,000	465,934	47.4%
Supplies-Hardware/Software	300,000	94,189	31.4%
Memberships	30,000	24,137	80.5%
	<u>10,266,000</u>	<u>7,875,193</u>	<u>76.7%</u>
CAPITAL OUTLAY			
Building and Improvements	465,000	480,570	103.3%
Equipment and Furniture	55,000	110,000	200.0%
Hardware/Software	175,000	43,994	25.1%
	<u>695,000</u>	<u>634,565</u>	<u>91.3%</u>
LIBRARY MATERIALS			
Materials - Congress Directed Grant	0	49,703	
Materials - Rest. Contributions	14,000	10,324	73.7%
Materials - Other	4,750,000	4,395,788	92.5%
	<u>4,764,000</u>	<u>4,455,815</u>	<u>93.5%</u>
TOTAL EXPENDITURES	<u>38,212,399</u>	<u>31,658,433</u>	<u>82.8%</u>

**ORANGE COUNTY LIBRARY DISTRICT
BRANCH DEBT SERVICE FUND
Eleven Months Ended August 31, 2010**

	ANNUAL BUDGET	YTD ACTUAL	(11 month=92%)
REVENUES			
Investment Earnings	6,200	196	3.2%
Reserves	403,320	401,740	99.6%
TOTAL REVENUES	409,520	401,936	98.1%
EXPENDITURES			
<u>2003 NOTE</u>			
Principal	399,600	399,543	100.0%
Interest	9,920	2,197	22.2%
TOTAL EXPENDITURES	409,520	401,740	98.1%

**ORANGE COUNTY LIBRARY DISTRICT
CAPITAL PROJECTS FUND
Eleven Months Ended August 31, 2010**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(11 month=92%)</u>
REVENUES			
Investment Earnings	55,000	18,518	33.7%
Reserves	945,000	0	0.0%
TOTAL REVENUES	<u>1,000,000</u>	<u>18,518</u>	<u>1.9%</u>
EXPENDITURES			
Land	1,000,000	0	0.0%
TOTAL EXPENDITURES	<u>1,000,000</u>	<u>0</u>	<u>0.0%</u>

**ORANGE COUNTY LIBRARY DISTRICT
SINKING FUND
Eleven Months Ended August 31, 2010**

	<u>ANNUAL BUDGET</u>	<u>YTD ACTUAL</u>	<u>(11 month=92%)</u>
REVENUES			
Investment Earnings	6,000	1,516	25.3%
TOTAL REVENUES	<u>6,000</u>	<u>1,516</u>	<u>25.3%</u>
 EXPENDITURES			
Reserves-Building and Improvements	3,300	834	25.3%
Reserves - Technology	2,700	682	25.3%
TOTAL EXPENDITURES	<u>6,000</u>	<u>1,516</u>	<u>25.3%</u>

**ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - ASSETS
August 31, 2010**

ASSETS

Cash on Hand	6,595
Equity in Pooled Cash	3,508,687
Equity in Pooled Investments	12,212,372
Accounts Receivable	6,000
Due from Other Governments	10,516
Inventory	337,437
Prepays	201,017
Other Assets-Deposits	<u>9,185</u>
TOTAL ASSETS	<u><u>16,291,808</u></u>

ORANGE COUNTY LIBRARY DISTRICT
OPERATING FUND
BALANCE SHEET - LIABILITIES & FUND BALANCE
August 31, 2010

LIABILITIES

Unclaimed Disbursements	626
Retainage Payable	34,001
Accrued Wages Payable	565,729
Accrued Sales Tax	96
Accrued Fax Tax	289
Due To Friends of the Library	4,729
Employee Payroll Deductions	
United Appeal	372
Dental Insurance	772
Union Dues / COPE	378
Daughters of American Revolution	1,434
Staff Association	2,396
TOTAL LIABILITIES	<hr/> 610,821

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	3,535,691
TOTAL FUND BALANCE	<hr/> 15,680,987
TOTAL LIABILITIES & FUND BALANCE	<hr/> 16,291,808 <hr/>

ORANGE COUNTY LIBRARY DISTRICT
MONTHLY ROLLOVER
August 31, 2010

	<u>BALANCE</u> <u>07/31/10</u>	<u>RECEIPTS</u>	<u>DISBURSE</u>	<u>BALANCE</u> <u>08/31/10</u>
OPERATING				
Equity in Pooled Cash	5,386,807	1,205,182	3,083,303	3,508,687
Equity in Pooled Investments	<u>12,208,359</u>	<u>4,014</u>	<u> </u>	<u>12,212,372</u>
	17,595,166	1,209,196	3,083,303	15,721,059
BRANCH DEBT SERVICE				
Equity in Pooled Investments	<u>9,594</u>	<u>3</u>	<u> </u>	<u>9,596</u>
SINKING				
Equity in Pooled Investments	<u>487,968</u>	<u>128</u>	<u> </u>	<u>488,096</u>
CAPITAL PROJECTS				
Equity in Pooled Investments	<u>5,959,121</u>	<u>1,562</u>	<u> </u>	<u>5,960,683</u>
SELF FUNDED HEALTH				
Equity in Pooled Cash	56,040	188,541	97,897	146,685
Claims Payment Checking Account	28,000	78,004	70,004	36,000
Equity in Pooled Investments	<u>2,349,929</u>	<u>616</u>	<u> </u>	<u>2,350,545</u>
	2,433,969	267,161	167,901	2,533,230

ORANGE COUNTY LIBRARY DISTRICT
GENERAL POOLED INVESTMENTS
August 31, 2010

<u>INVESTMENT TYPE</u>	<u>DOLLARS</u>	<u>% PORTFOLIO</u>
CERTIFICATES OF DEPOSIT	8,044,263	38.27%
MONEY MARKET FUNDS		
Federated Treasury Obligations Fund	5,490,568	26.12%
Federated Government Obligations Fund	1,584,418	7.54%
Invesco AIM Treasury Fund	5,882,259	27.98%
STATE BOARD OF ADMINISTRATION		
Florida Prime	<u>19,785</u>	<u>0.09%</u>
TOTAL	<u><u>21,021,292</u></u>	<u><u>100%</u></u>

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

Statistics and Summaries: August 2010

STATISTICAL SUMMARY

August 2010 Statistics for September 2010

Circulation and Door Count

Even with the 17,102 voters who visited our facilities for early voting, we still experienced a decrease in door count overall of 6.24%.

On a brighter note, services seeing an increased use are our downloadable audio books, music and e-books. During August we had 733 new borrowers open Over Drive accounts. We set two daily book download records in August. The first on August 3, with 409 downloads followed by a new record of 539 on August 25. For all download services our circulation was 19,602.

We continue to believe that population is key to the declines that we see in some service utilization. On September 2, 2010, the University of Florida reported that Florida's population showed a "modest" increase of 21,285 residents between 2009 and 2010. This is compared with growth numbers in the range of 125,000 to 400,000 annually for decades. Orange was then noted as one of the top three counties to receive these new residents between 2000 and 2010. Add to this virtual elimination of new residents the fact that the Orlando Metropolitan Service Area has been among the top foreclosure markets and you can see that the population we have served is no longer the same.

Library Activities

This month there were 84,940 computer sessions, this is down 4.43% from last year's count of 88,874. We tracked session users for a one week period to determine what their material borrowing patterns looked like. During that week there were 20,189 sessions representing 8,099 unique patrons in the sample. Of these, 42% currently have materials charged to their account and 91% have checked out material in the last year.

Program attendance shows a 28.04% increase. This increase represents the inclusion of early voting attendance numbers. Although our hosting of early voting precludes us from offering normal programming, it is an event we have made possible and impacts the use of our library facilities; both positive and negative.

Net Promoter Score

August 2010

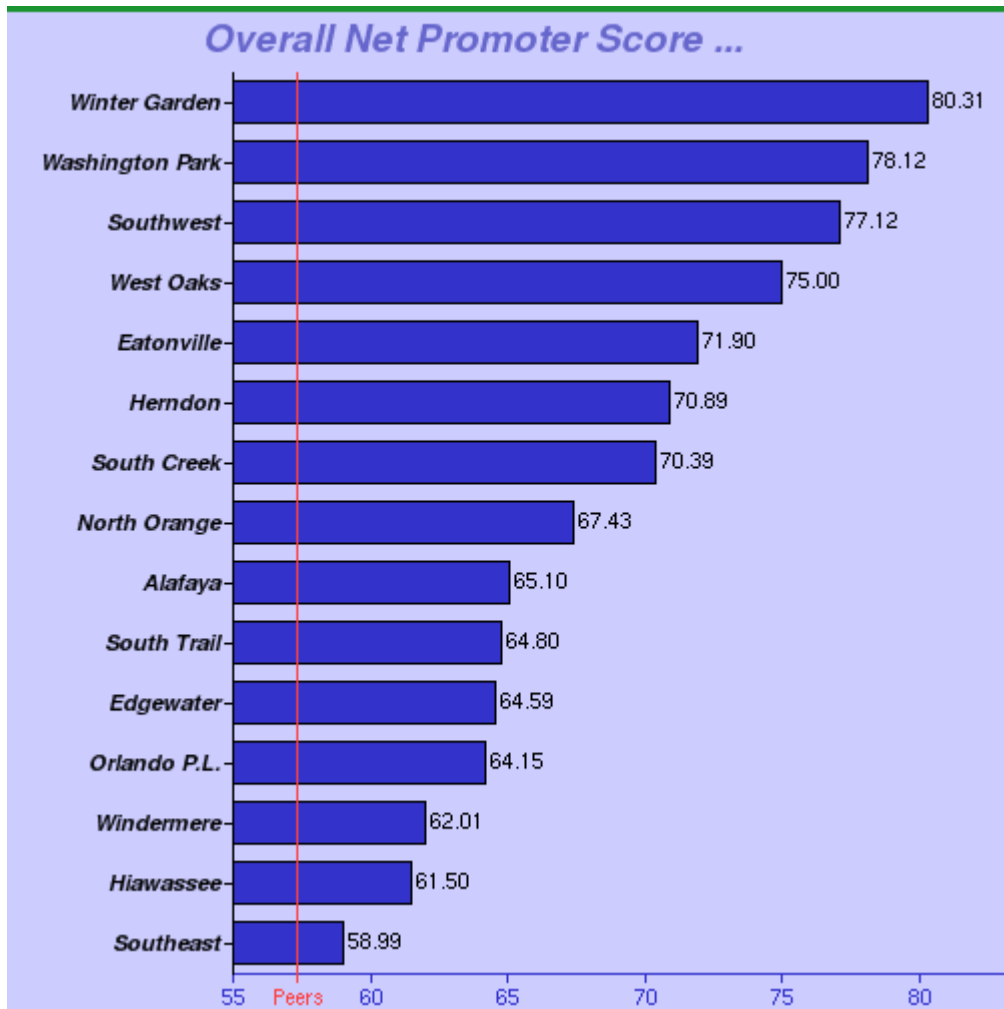
August 2009

Overall Net Promoter Score ...

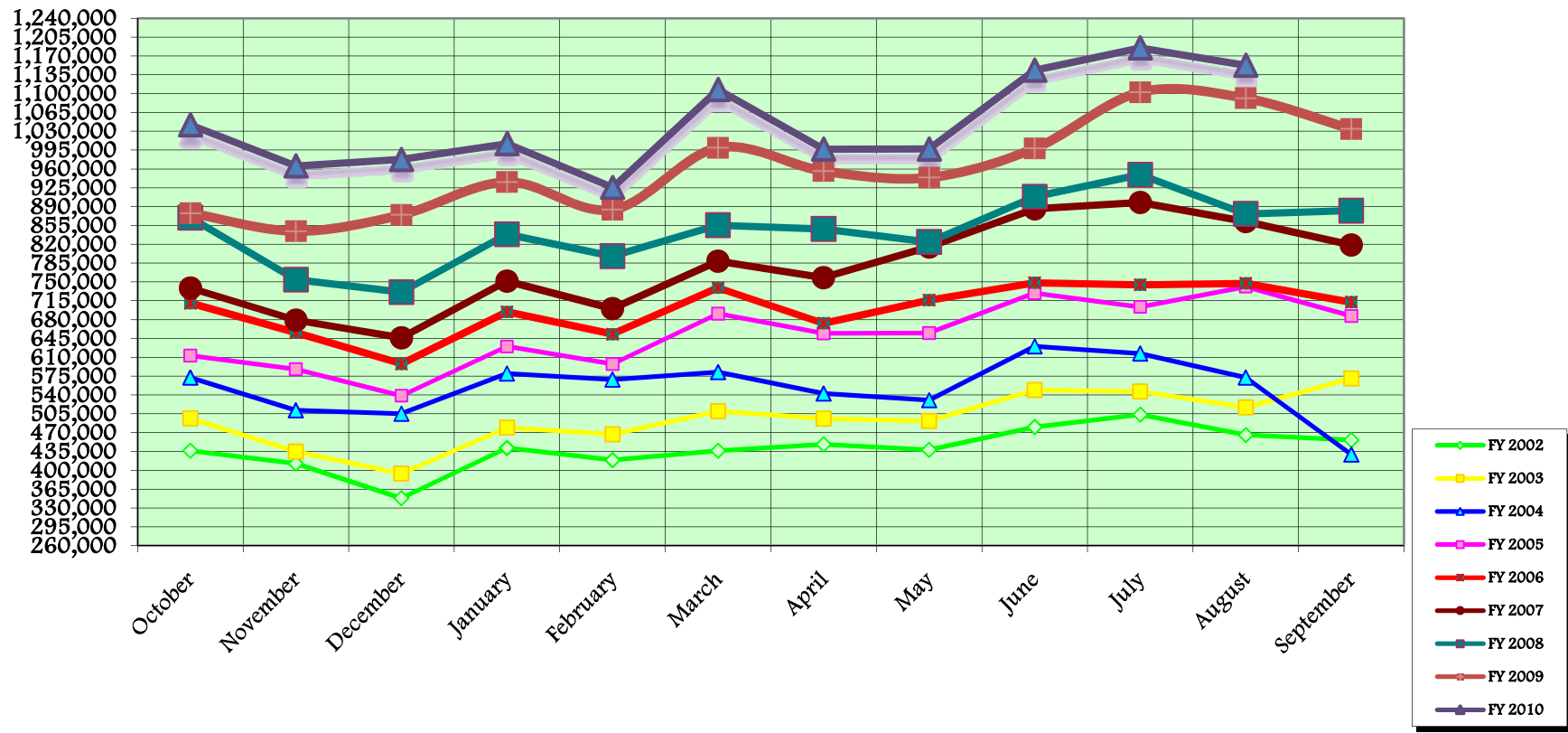
	Month	Quarter	Total	Peers
Promoters	81.28	81.17	78.25	70
Passives	14.61	10.66	12.17	17.34
Detractors	4.11	8.17	9.58	12.66
NPS	77.17%	73%	68.67%	57.34%

Overall Net Promoter Score ...

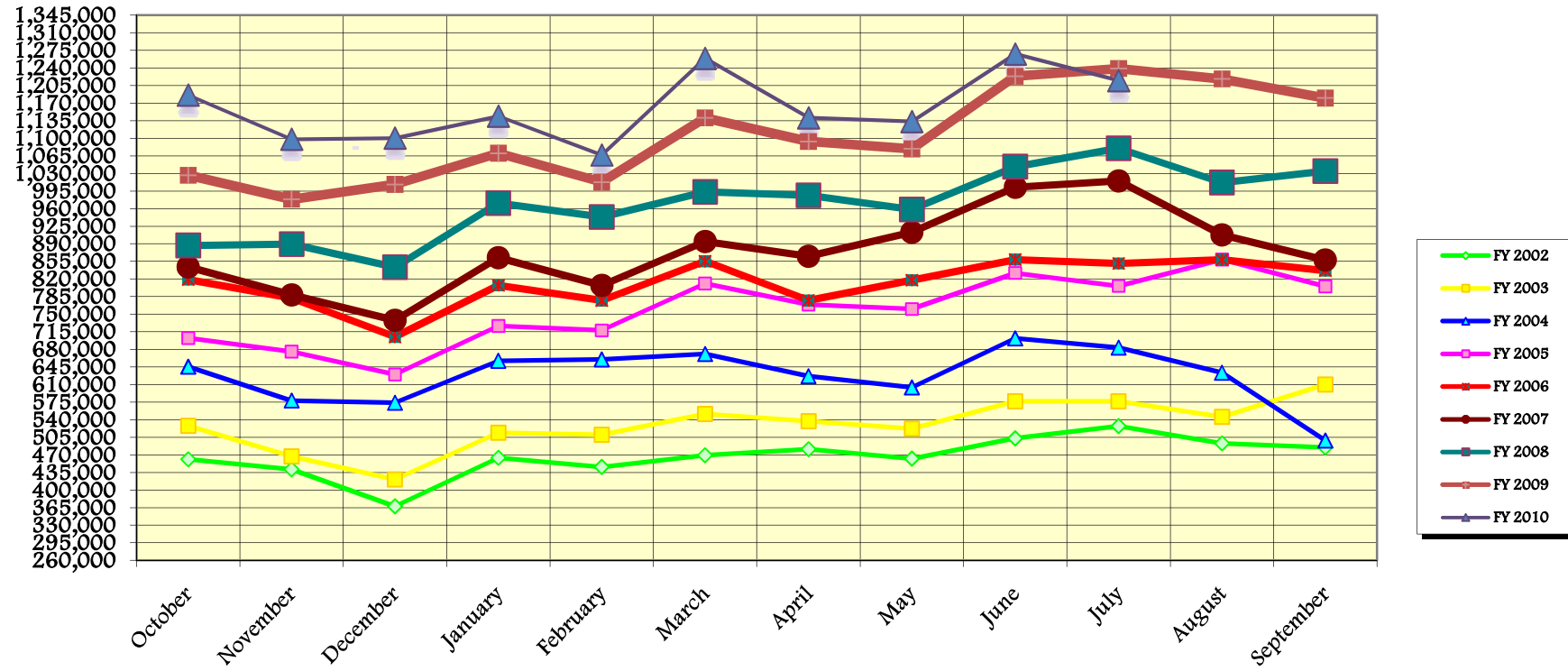
	Month	Quarter	Total	Peers
Promoters	84.9	80.74	78.25	70
Passives	10.15	11.1	12.17	17.34
Detractors	4.95	8.16	9.58	12.66
NPS	79.95%	72.58%	68.67%	57.34%



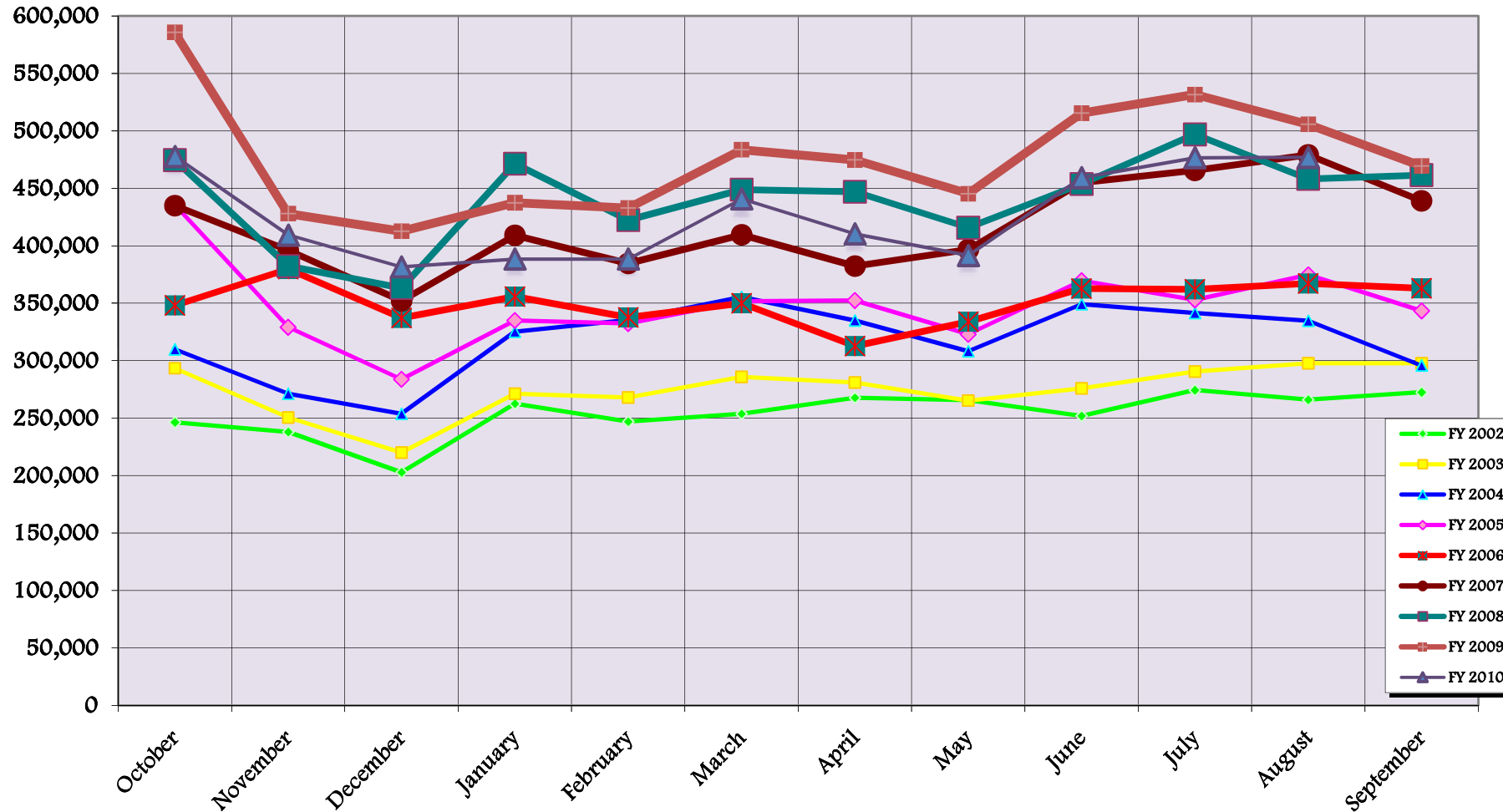
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION**
Fiscal Year 2002 Through Fiscal Year 2010 To Date



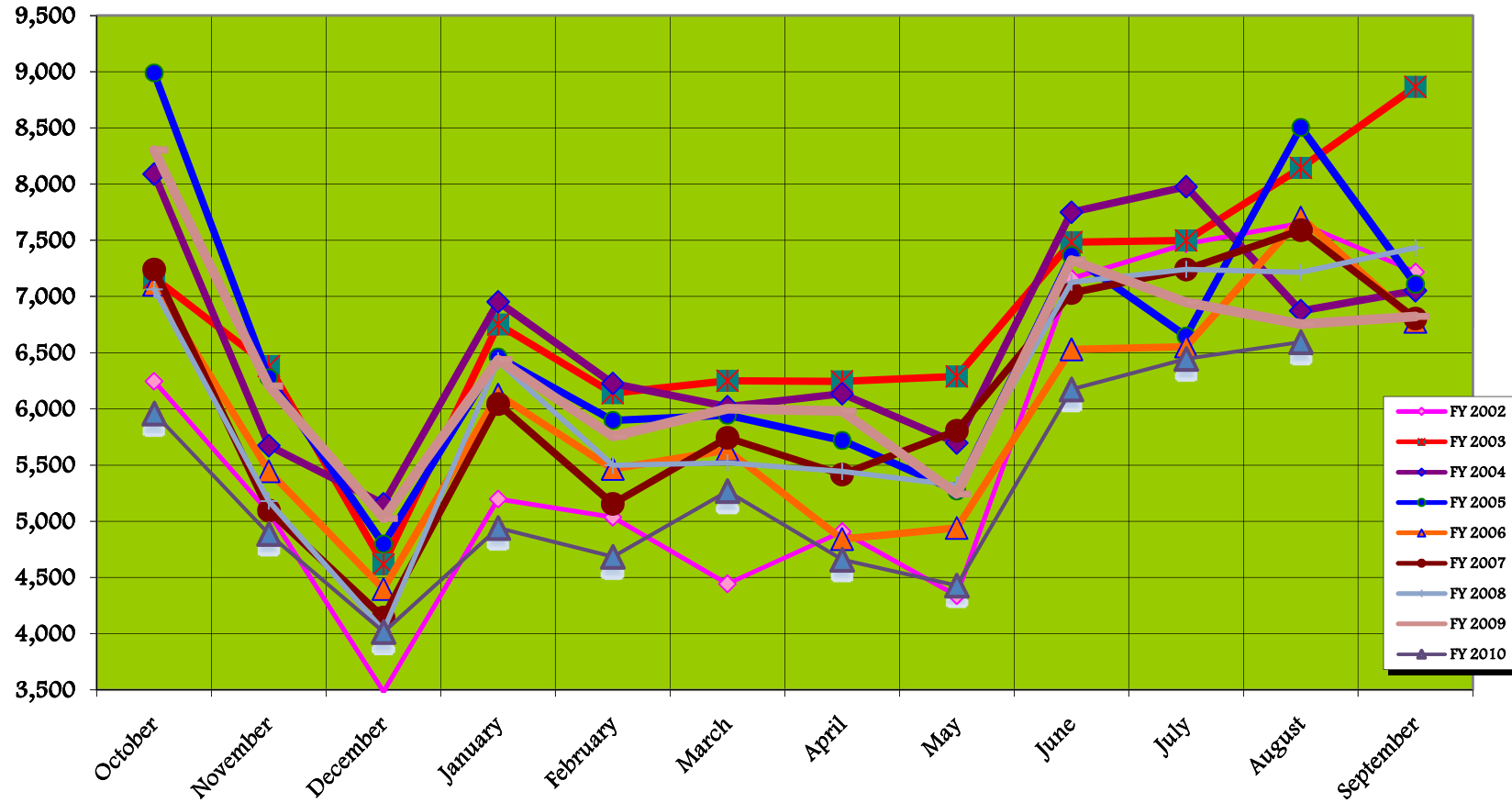
**ORANGE COUNTY LIBRARY SYSTEM
CIRCULATION WITH ELECTRONIC STATS**
(Circ Stats & Electronic Database Stats ~ 2 months previous)
Fiscal Year 2002 Through Fiscal Year 2010 To Date



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



**Orange County Library System
New Customer Registration
Fiscal Year 2002 through Fiscal Year 2010 To Date**



Circulation & Door Count

October through March

	Oct-09	Oct '08	Nov-09	Nov '08	Dec-09	Dec '08	Jan-10	Jan '09	Feb-10	Feb '09	Mar-10	Mar '09
Circulation												
Main	318,212	264,369	306,774	254,605	306,072	260,502	298,593	258,864	290,240	250,497	347,644	281,410
Branches	559,560	490,764	527,155	467,280	510,230	487,934	531,311	523,809	494,024	487,313	603,321	559,922
MAYL	70,434	66,641	57,711	63,778	53,550	69,572	53,335	70,695	61,017	71,507	69,188	79,750
Database Usage	143,936	148,750	132,747	139,180	122,667	130,834	137,136	141,696	141,288	136,029	151,990	141,192
Digital Products	84,125	49,538	64,704	48,185	97,069	52,926	112,137	69,051	68,884	61,053	75,540	71,060
Digital Downloads	5,594	2,308	5,625	2,673	6,607	2,735	7,565	2,717	7,103	2,853	7,919	3,246
Talking Books	4,326	4,129	3,662	3,001	4,438	3,806	4,349	3,508	4,499	3,566	3,952	3,965
Total without Database Usage	1,042,251	877,749	965,631	839,522	977,966	877,475	1,007,290	928,644	925,767	876,789	1,107,564	999,353
Total with Database Usage	1,186,187	1,026,499	1,098,378	978,702	1,100,633	1,008,309	1,144,426	1,070,340	1,067,055	1,012,818	1,259,554	1,140,545
Door Count												
Main	63,857	74,877	53,761	55,250	52,287	55,296	54,587	62,777	54,303	59,340	56,882	62,815
Branches	321,112	424,494	277,508	292,736	255,842	271,682	263,036	288,981	256,279	285,374	295,230	321,594
MAYL Packages	68,145	63,354	55,972	60,008	51,246	65,272	51,855	66,209	59,427	67,693	67,196	75,741
Talking Books	12	17	6	17	7	27	8	17	5	15	10	28
Drive Up Windows	24,625	23,061	22,179	19,993	22,319	20,406	19,042	19,467	18,570	20,456	21,609	23,464
Total	477,739	585,786	409,420	427,987	381,694	412,656	388,520	437,434	388,579	432,863	440,917	483,614

Circulation & Door Count
April through September

	Apr-10	Apr '09	May-10	May '09	Jun-10	Jun '09	Jul-10	Jul '09	% of Change with Database Usage	Aug-10	Aug '09	% of Change without Database Usage	Sep-10	Sep '09	Sep '08	FY 2010 YTD	FY 2009 YTD
Circulation																	
Main	321,100	267,360	324,331	271,451	340,848	281,574	357,841	293,897	21.76%	352,343	312,724	12.67%		304,879	259,199	3,563,998	3,302,132
Branches	532,194	523,735	517,560	512,477	636,970	624,588	649,976	617,536	5.25%	633,220	603,052	5.00%		559,996	505,576	6,195,521	6,458,406
MAYL	64,097	82,332	53,619	75,295	66,839	83,880	72,859	92,732	-21.43%	65,891	78,457	-16.02%		72,994	69,772	688,540	907,633
Database Usage	144,228	137,869	136,657	135,304	124,446	130,380	137,197	135,148	1.52%		126,791	Not Yet Available		145,728	152,300	#REF!	1,648,901
Digital Products	66,719	74,789	80,538	77,035	76,815	86,765	81,548	89,559	-8.94%	77,232	88,096	-12.33%		86,976	41,584	885,311	855,033
Digital Downloads	7,872	3,712	16,173	4,079	17,245	4,122	19,218	4,956	287.77%	19,602	5,113	283.38%		5,322	2,454	120,523	43,836
Talking Books	4,988	4,184	4,912	3,645	4,959	4,056	4,328	3,994	8.36%	4,415	4,021	9.80%		4,204	3,802	48,828	46,079
Total without Database Usage	996,970	956,112	997,133	943,982	1,143,676	1,084,985	1,185,770	1,102,674	7.54%	1,152,703	1,091,463	5.61%		1,034,371	882,387	11,502,721	11,613,119
Total with Database Usage	1,141,198	1,093,981	1,133,790	1,079,286	1,268,122	1,215,365	1,322,967	1,237,822	6.88%		1,218,254			1,180,099	1,034,687	11,722,310	13,262,020
Door Count																	
Main	54,188	60,119	54,236	57,789	61,067	67,521	63,946	68,107		61,410	67,894	-9.55%		64,954	62,992	897,894	756,739
Branches	273,007	313,270	266,134	293,465	310,426	344,591	321,636	351,301		328,780	336,759	-2.37%		311,197	312,029	#REF!	3,835,444
MAYL Packages	62,155	77,960	51,528	71,903	64,602	80,273	69,547	89,565		63,531	75,843	-16.23%		70,412	66,479	665,204	864,233
Talking Books	9	14	17	7	16	8	17	16		15	10	50.00%		13	20	122	189
Drive Up Windows	21,016	23,366	19,822	22,169	23,358	23,060	21,635	22,628		23,357	25,214	-7.36%		22,873	20,015	237,532	266,157
Total	410,366	474,715	391,720	445,326	459,453	515,445	476,764	531,601		477,078	505,710	-5.66%		469,436	461,515	4,702,250	5,722,573

Web Site Traffic

April through September

	Oct-09	Oct '08	Nov '09	Nov '08	Dec '09	Dec '08	Jan '10	Jan '09	Feb '10	Feb '09	Mar '10	Mar '09
Hits to the Website												
Inside	14,978,325	8,356,815	12,921,583	7,591,066	11,632,512	8,467,267	13,180,095	8,970,682	14,330,730	8,752,211	15,273,478	10,960,374
Outside	12,331,655	6,937,280	10,938,976	6,363,365	10,027,288	6,092,640	12,871,116	7,404,367	13,255,356	6,694,017	14,424,548	7,558,408
Total	27,309,980	15,294,095	23,860,559	13,954,431	21,659,800	14,559,907	26,051,211	16,375,049	27,586,086	15,446,228	29,698,026	18,518,782
Visits												
Inside	119,111	109,660	103,615	99,554	104,823	107,370	102,283	110,764	101,989	109,096	112,902	120,060
Outside	386,662	237,939	350,477	218,251	330,505	213,052	362,545	251,254	334,952	227,925	364,371	244,480
Total	505,773	347,599	454,092	317,805	435,328	320,422	464,828	362,018	436,941	337,021	477,273	364,540
Unique Visitors												
Inside	1,203	1,293	1,205	1,315	1,192	1,311	1,190	1,181	1,174	1,223	1,187	1,176
Outside	83,245	74,404	78,607	69,437	73,247	66,168	79,696	83,215	74,375	74,587	79,941	76,271
Total	84,448	75,697	79,812	70,752	74,439	67,479	80,886	84,396	75,549	75,810	81,128	77,447
Page Views												
Inside	549,405	790,027	525,009	735,573	415,686	801,433	428,481	860,717	366,972	851,011	385,394	949,075
Outside	831,394	864,714	748,065	899,894	633,147	823,017	364,621	983,596	731,859	854,128	782,939	944,090
Total	1,380,799	1,654,741	1,273,074	1,635,467	1,048,833	1,624,450	793,102	1,844,313	1,098,831	1,705,139	1,168,333	1,893,165

Web Site Traffic

April through September

	Apr '10	Apr '09	May '10	May '09	Jun '10	Jun '09	Jul '10	Jul '09	Aug '10	Aug '09	% of Change	Sep '10	Sep '09	FY 2010 YTD	FY 2009 YTD
Hits to the Website															
Inside	13,636,757	10,230,477	13,139,104	11,014,645	13,680,928	12,880,754	11,606,153	11,957,780	11,702,326	13,851,126	-15.51%		13,786,033	146,081,991	126,819,230
Outside	13,514,011	7,208,275	14,737,516	8,266,122	15,480,034	8,856,947	14,147,480	10,110,948	14,540,273	13,063,783	11.30%		13,277,626	146,268,253	101,833,778
Total	27,150,768	17,438,752	27,876,620	19,280,767	29,160,962	21,737,701	25,753,633	22,068,728	26,242,599	26,914,909	-2.50%		27,063,659	292,350,244	228,653,008
Visits															
Inside	102,915	118,990	103,043	111,083	110,585	119,980	109,757	119,616	115,080	120,163	-4.23%		113,682	1,186,103	1,360,018
Outside	348,622	249,583	358,822	279,617	347,306	308,005	354,683	343,285	346,894	404,296	-14.20%		403,465	3,885,839	3,381,152
Total	451,537	368,573	461,865	390,700	457,891	427,985	464,440	462,901	461,974	524,459	-11.91%		517,147	5,071,942	4,741,170
Unique Visitors															
Inside	1,194	1,175	1,175	1,164	1,181	1,188	1,200	1,194	1,189	1,178	0.93%		1,136	13,090	14,534
Outside	75,383	74,928	78,476	76,915	81,219	79,500	85,618	83,647	84,531	84,886	-0.42%		91,747	874,338	935,705
Total	76,577	76,103	79,651	78,079	82,400	80,688	86,818	84,841	85,720	86,064	-0.40%		92,883	887,428	950,239
Page Views															
Inside	341,879	913,041	353,033	897,143	401,729	1,320,751	375,811	728,440	378,931	557,245	-32.00%		553,779	4,522,330	9,958,235
Outside	721,824	928,207	803,446	894,782	787,723	997,870	855,704	976,510	865,212	935,808	-7.54%		847,660	8,125,934	10,950,276
Total	1,063,703	1,841,248	1,156,479	1,791,925	1,189,452	2,318,621	1,231,515	1,704,950	1,244,143	1,493,053	-16.67%		1,401,439	12,648,264	20,908,511

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

Library Activities

April through September

	Oct '09	Oct '08	Nov '09	Nov '08	Dec '09	Dec '08	Jan '10	Jan '09	Feb '10	Feb '09	Mar '10	Mar '09
Program Attendance Total	14,976	14,755	11,430	11,628	9,985	9,623	12,679	11,786	16,213	15,969	15,292	16,103
Total # of Programs	584	482	494	402	474	394	430	438	474	526	552	562
Community Events Attendance Total	1,187	2,453	362	3,201	98	530	1,259	2,164	108	636	683	1,298
Total # of Community Events	14	23	12	24	8	8	11	5	5	10	8	7
Events Line	58	51	22	42	69	38	41	58	35	47	33	49
StoryLine	105	101	125	136	128	84	99	163	99	95	110	258
Class Attendance Total	5,007	4,143	3,980	3,157	3,036	3,231	3,960	4,188	4,215	5,036	4,801	5,415
Total # of Classes	1,213	1,177	1,085	939	1,249	1,061	1,201	1,107	1,109	1,079	1,226	1,150
QuestLine	14,067	18,374	12,515	12,982	11,724	12,470	12,859	13,665	12,550	13,686	11,979	14,184
P.C. Sessions	89,059	83,150	77,315	70,062	76,236	78,461	76,226	80,309	75,097	77,168	82,708	89,383
Wireless Access Activity	10,269	0	7,609	4,956	7,701	6,329	7,962	7,103	8,228	7,513	9,330	8,518
Total Public Internet Activity	99,328	83,150	84,924	75,018	83,937	84,790	84,188	87,412	83,325	84,681	92,038	97,901
Number of Active Cards in the System	432,668	437,425	431,709	434,009	430,800	432,708	432,134	434,314	430,994	432,554	431,506	431,581
New Customer Registrations	5,960	8,304	4,888	6,203	4,016	5,026	4,942	6,438	4,686	5,755	5,269	6,002
Total Registered Borrowers	896,701	822,774	901,511	828,382	905,628	833,350	910,608	840,016	915,007	845,480	920,230	851,378
Customers Transacting	75,053	64,460	74,195	68,072	69,517	70,371	71,727	58,047	71,182	69,588	74,965	75,512

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

Library Activities

April through September

	Apr '10	Apr '09	May '10	May '09	Jun '10	Jun '09	Jul '10	Jul '09	Aug '10***	Aug '09	% of Change	Sep'10	Sep '09	FY 2010 YTD	FY 2009 YTD
Program Attendance Total	17,209	16,216	15,996	15,191	19,598	22,827	22,030	21,590	19,199	14,994	28.04%		14,942	174,607	185,624
Total # of Programs	535	566	461	531	526	613	575	626	555	537	3.35%		556	5,660	6,233
Community Events Attendance Total	1,748	2,248	569	1,049	861	1,067	3,236	3,267	2,705	3,036	-10.90%		950	12,816	21,899
Total # of Community Events	17	18	8	11	4	6	3	10	18	21	-14.29%		17	108	160
Events Line	32	47	38	37	38	54	54	46	54	138	-60.87%		68	474	675
StoryLine	50	124	32	114	32	143	26	134	27	127	-78.74%		107	833	1,586
Class Attendance Total	4,326	5,091	3,978	4,462	4,406	5,366	4,832	5,142	4,152	4,583	-9.40%		4,817	46,693	54,631
Total # of Classes	1,177	1,117	1,137	1,082	1,169	1,127	1,117	1,132	1,073	1,089	-1.47%		1,097	12,756	13,157
DPS	162	N/A	152	N/A	181	N/A	150	N/A	177	N/A	N/A				
DTS	11,293	N/A	10,162	N/A	11,784	N/A	11,431	N/A	11,339	N/A	N/A				
Total QuestLine Activity**	11,455	13,695	10,314	12,956	11,965	15,251	11,581	15,280	11,516	15,107	-23.77%		14,090	132,525	171,740
P.C. Sessions	73,959	83,106	75,187	78,579	85,502	85,061	80,272	87,649	84,940	88,874	-4.43%		85,603	876,501	987,405
Wireless Access Activity	8,263	8,256	8,117	8,162	8,791	9,611	8,990	9,718	9,164	9,881	-7.26%		10,217	94,424	90,264
Total Public Internet Activity	82,222	91,362	83,304	86,741	94,293	94,672	89,262	97,367	94,104	98,755	-4.71%	-	95,820	970,925	1,077,669
Number of Active Cards in the System	430,822	430,229	431,040	429,226	433,754	432,495	435,251	433,027	436,817	434,160	0.61%		433,239		
New Customer Registrations	4,659	5,980	4,430	5,243	6,175	7,325	6,447	6,947	6,596	6,755	-2.35%		6,823	58,068	76,801
Total Registered Borrowers*	924,838	857,262	929,227	862,460	934,809	869,711	941,276	877,334	947,771	883,963	7.22%		890,789		
Customers Transacting	72,002	76,174	70,568	74,262	76,769	81,535	79,930	73,056	81,243	83,538	-2.75%		79,843		

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

**Total Questline Activity: DPS = Olive, State Chat, National Chat /// DTS = Calls & Vociemails to Questline, Circ Box Emails, Orange Chat

***August 2010 Programs Statistics include Early Voting

	Oct~09	Oct~08	Nov~09	Nov~08	Dec~09	Dec~08	Jan~10	Jan~09	Feb~10	Feb~09	Mar~10	Mar~09
Online Catalog Searches	947,985	839,559	881,184	822,318	778,212	771,593	899,901	917,010	876,672	875,998	920,661	987,437
Online Renewals	207,561	157,539	202,132	154,951	202,372	162,186	193,481	155,574	193,027	154,857	226,725	175,933
Online Questions	535	641	564	465	445	480	606	608	378	585	457	623
Online Requests	65,419	72,482	62,350	64,163	56,777	62,768	63,445	75,106	57,469	70,395	65,500	77,859
Online Suggestions	164	155	128	146	140	118	160	119	165	87	232	119

	Apr~10	Apr~09	May~10	May~09	Jun~10	Jun~09	Jul~10	Jul~09	Aug~10	Aug~09	% of Change	Sep~10	Sep~09	FY 2010 YTD	FY 2009 YTD
Online Catalog Searches	840,337	981,879	875,857	972,627	1,058,832	1,129,243	1,074,598	1,165,829	1,029,306	1,053,241	-2.27%		984,522	10,183,545	11,501,256
Online Renewals	211,231	169,086	213,398	171,932	217,079	170,921	230,929	181,412	232,289	197,327	17.72%		197,912	2,330,224	2,049,630
Online Questions	439	574	434	578	538	595	522	660	582	628	-7.32%		569	5,500	7,006
Online Requests	64,657	79,695	65,606	84,668	73,696	95,491	72,352	97,907	69,737	81,005	-13.91%		71,385	717,008	932,924
Online Suggestions	152	126	142	166	145	147	141	182	144	177	-18.64%		130	1,713	1,672

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

Circulation Statistics

August 1 - August 31, 2010

Location	Days Open**	Total Circulation	% of Total	Previous Year	Gain/ Loss	% Gain / Loss	Drive Up Window Visits	Walk In Visits	Total Visits	Drive Up Window Previous	Walk In Previous	Total Visits Previous	Gain / Loss	% Gain / Loss
Main	31	352,343	30.57%	312,724	39,619	12.67%	3,410	61,410	64,820	3,999	67,894	71,893	(7,073)	-9.84%
MAYL*	21	65,891	5.72%	78,457	(12,566)	-16.02%		63,531	63,531		75,843	75,843	(12,312)	-16.23%
Digital Products		77,232	6.70%	88,096	(10,864)	-12.33%								
Digital Downloads		19,602	1.70%	5,113	14,489	283.38%								
Talking Books	31	4,415	0.38%	4,021	394	9.80%		15	15		10	10	5	50.00%
West Oaks	31	48,954	4.25%	49,194	(240)	-0.49%	2,408	22,757	25,165	4,173	23,500	27,673	(2,508)	-9.06%
Herndon	26	62,737	5.44%	60,563	2,174	3.59%		28,431	28,431		30,718	30,718	(2,287)	-7.45%
Alafaya	31	83,525	7.25%	85,257	(1,732)	-2.03%	6,896	37,154	44,050	7,276	37,379	44,655	(605)	-1.35%
Southeast	26	59,404	5.15%	55,701	3,703	6.65%	2,930	32,022	34,952	2,756	31,598	34,354	598	1.74%
Hiwassee	26	38,320	3.32%	27,610	10,710	38.79%		24,977	24,977		24,755	24,755	222	0.90%
Southwest	26	55,574	4.82%	55,636	(62)	-0.11%		29,489	29,489		27,789	27,789	1,700	6.12%
Edgewater	26	45,716	3.97%	40,196	5,520	13.73%		23,167	23,167		22,894	22,894	273	1.19%
North Orange	31	63,676	5.52%	50,766	12,910	25.43%		26,522	26,522		27,360	27,360	(838)	-3.06%
South Creek	31	66,405	5.76%	66,913	(508)	-0.76%	6,135	33,782	39,917	5,220	32,179	37,399	2,518	6.73%
South Trail	26	32,655	2.83%	34,020	(1,365)	-4.01%		25,146	25,146		28,030	28,030	(2,884)	-10.29%
Winter Garden	26	35,858	3.11%	40,666	(4,808)	-11.82%	1,578	16,033	17,611	1,790	18,907	20,697	(3,086)	-14.91%
Windermere	26	21,817	1.89%	17,809	4,008	22.51%		11,691	11,691		11,948	11,948	(257)	-2.15%
Washington Park	26	15,259	1.32%	16,637	(1,378)	-8.28%		11,840	11,840		13,145	13,145	(1,305)	-9.93%
Eatonville	26	3,320	0.29%	2,084	1,236	59.31%		5,769	5,769		6,557	6,557	(788)	-12.02%
Total	436	1,152,703	100.00%	1,091,463	61,240	5.61%	23,357	453,721	477,078	25,214	480,496	505,710	(28,632)	-5.66%

*MAYL Visits ~ Customer Transactions

**Online Resources Usage Statistics
NUMBER OF SEARCHES
July 2010**

FISCAL YEAR 2009 - 2010	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	YTD 09-10	YTD 08-09	FINAL FY 08 - 09
Ancestry Library Edition	5,216	3,271	3,590	4,682	3,586	5,574	4,793	5,095	4,293	5,581			45,681	57,198	68,663
Associations Unlimited	435												435	4,562	5,546
Auto Repair Reference Center	217	241	286	315	378	455	472	480	438	475			3,757	3,376	4,035
Biography Resource Center	2,257	1,485	968	2,766	1,833	1,254	1,294	956	741	977			14,531	28,769	32,687
Business & Company Resource Center	892	710	593	714	596	493	515	475	385	568			5,941	14,063	16,152
Business Index ASAP	25	31	36	23	60	106	22	21	34	31			389	654	733
Career Transitions	227	48	136	308	34	55	8	127	76	208			1,227	NA	NA
Computer Database	270	198	82	268	1,265	1,856	1,459	622	392	799			7,211	914	1,432
Consulta	188	143	91										422	1,990	2,370
Countrywatch	707	551	528	451	831	897	873	496	314	491			6,139	13,547	14,874
Countrywatch -- Youth ed.	170	110	94	158	87	124	170	134	79	55			1,181	4,780	5,711
DearReader.com Online Book Club <i>(cumulative total of people registered)</i>	68,180	68,040	67,980	68,200	67,640	67,600	67,380	67,200	67,600	67,500			677,320	695,980	832,960
Expanded Academic ASAP	651	387	246	415	1,623	2,038	1,437	618	587	781			8,783	1,833	2,560
FEL Gale Databases	2,066	906	498	1,499	13,427	23,551	14,055	9,823	8,109	13,007			86,941	NA	NA
Ferguson's Career Guidance Center	284	264	100	237	184	240	284	190	91	205			2,079	3,630	4,162
First Search	615	566	370	510	835	781	540	509	471	409			5,606	13,699	14,879
Foundation Directory Online - Professional			150	41	177	307	124	167	91	48			1,105	NA	NA
Foundation Grants			32	7	32	24	125	10	32	39			301	NA	NA
General Business File ASAP	101	70	56	137	1,126	1,652	1,280	612	577	578			6,189	943	1,110
General One File	3,528	3,130	1,777	2,380	3,568	3,677	2,959	1,505	958	1,794			25,276	7,889	12,080
General Reference Center Gold	1,269	1,479	1,606	1,404	2,392	2,396	1,579	729	541	880			14,275	3,612	4,896
Grzimek's Animal Life	120	102	34	9	26	18	23	35	98	43			508	NA	NA
Health & Wellness Resource Center and Alternative Health Module	1,260	528	439	693	993	839	849	587	695	899			7,782	11,737	14,350
Health Reference Center Academic	910	553	353	405	1,758	1,908	1,332	519	425	770			8,933	1023	1,691
HeritageQuest Online	6,056	4,900	3,779	4,960	5,734	8,204	5,924	5,601	4,727	5,355			55,240	50,962	63,186
Informe	90	21	60	150	1,045	1,602	1,218	474	303	530			5,493	144	299
Junior Edition - K12	230	111	61	182	1,116	1,661	1,256	497	325	557			5,996	1,398	1,679
Kid's Edition - K12	124	11	87	41	77	138	119	82	306	207			1,192	1,400	1,494
Learnatest	340	296	341	463	507	412	351	338	291	292			3,631	5,521	6,494
Literature Resource Center	261	758	230	163	495	866	687	195	160	226			4,041	3,433	3,755

Fiscal Year 2009 - 2010	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	YTD 09 - 10	YTD 08 - 09	FINAL FY 08-09
Mango Languages	593	556	495	784	840	1,077	781	829	799	869			7,623	5,529	6,654
Mergent Online	220												220	2,190	2,567
Morningstar	724	846	941	974	795	996	1,070	1,222	755	1,095			9,418	9,917	11,224
Music Online	8,340	9,064	3,070	3,820	3,472	4,504	2,584	1,863	1,972				38,689	NA	NA
NewsBank										741			741	NA	NA
Novelist Plus	797	473	608	669	636	501	451	516	509	601			5,761	6,727	8,170
Opposing Viewpoints Resource Center	1,140	885	366	565	800	850	320	137	205	200			5,468	7,980	9,300
p4A Antiques Reference	261	210	120	222	190	203	229	105	47	111			1,698	2,534	3,107
Pop Culture Universe	728	629	594	412	836	104	281	306	317	168			4,375	4,981	5,942
Professional Collection	302	114	108	184	304	255	339	223	112	314			2,255	636	1,067
ProQuest Newspapers	2,111	1,397	875	1,669	1,748	1,894	1,493	1,618	1,051	1,292			15,148	20,745	24,479
Read the Books	27,662	24,672	15,403	24,476	21,238	19,997	19,488	17,153	13,532	9,739			193,360	224,387	268,556
Reference eBooks Collection		304	147	299	319	342	313	306	290	277			2,597	NA	NA
ReferenceUSA	2,403	2,675	3,451	3,771	2,636	5,024	3,830	2,784	3,157	3,412			33,143	30,150	35,556
ReferenceUSA -- New Business	63	73	38	98	164	100	52	139	130	77			934	1,113	1,261
ReferenceUSA -- New Movers	20	23	9	22	5	10	1	1	38	37			166	161	186
ReferenceUSA-- New Homeowners	66	25	19	6	3	18	9	20	33	30			229	233	287
ReferenceUSA -- Lifestyles	17	21	25	38	19	50	53	45	18	18			304	331	405
Rocket Languages								711	884	861			2,456	NA	NA
Science Online	663	600	163	306	365	401	481	197	126	207			3,509	5,450	6,664
SimplyMap	76	144	962	614	602	420	1,016	178	316	675			5,003	4,311	4,993
SIRS Knowledge Source	575	407	430	474	494	550	1,011	619	193	837			5,590	8,038	9,079
Small Business Resource Center	41	77	56	301	214	109	74	299	201	292			1,664	1,244	1,400
Standard & Poors NetAdvantage	725	425	274	322	330	667	418	368	198	792			4,519	3,374	4,073
Student Edition - K12	109	140	49	178	1,086	1,676	1,257	511	358	571			5,935	969	1,155
Tell Me More	167	131	127	122	82	69	122	213	105	198			1,336	2,616	2,829
Tumblebooks	856	809	649	613	678	910	714	863	1100	1,451			8,643	6,217	8,215
TumbleReadables	120	50	22	31	45	50	86	152	141	134			831	196	289
Tutor.com	460	514	258	568	500	491	440	499	221	140			4,091	3,728	4,340
Typing Master (cumulative total of people registered)	2,212	2,290	2,346	2,425	2,499	2,579	2,641	2,726	2785	2,870			25,373	12,556	16,318
Value Line	2,169	1,790	6,317	4,287	3,376	4,425	3,747	3,184	2139	3,161			34,595	37,356	44,365
What Do I Read Next?	372	288	175	291	512	361	406	311	228	299			3,243	3,650	4,457
Worldbook Online	1,117	651	613	441	526	627	763	351	354	154			5,597	11,051	12,856
TOTAL NUMBER OF SEARCHES	154,047	141,340	125,578	142,658	158,898	180,399	157,824	138,779	127,442	137,197			1,464,162	1,377,428	1,648,901

FEL Gale Databases represent all of the databases available to patrons through the Florida Electronic Library that are not highlighted on our database page. Rocket Languages added May 2010

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

**Action Items:
Consent Agenda**

- 10-128 **Investment Policy Statement: Other Post Employment Benefits**
- 10-129 **Designated Use of Funds from the Vivian Esch Trust**

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

**Investment Policy Statement:
Other Post Employment Benefits**

Investment Policy Statement (Other Post Employment Benefit Investments)

I. ISSUE STATEMENT

The Library Board is being asked to review and approve an Investment Policy Statement (IPS) to govern the investment of funds, which can only be used to pay Other Post Employment Benefits (OPEB).

II. EXECUTIVE SUMMARY AND BACKGROUND

The accounting standard, Governmental Accounting Standards Board # 45, requires all local governments to reflect the true cost of OPEB, as determined by an actuary, while the employee is still working. The result of the new standard was that most local governments started funding OPEB obligations, which is primarily retiree health care, during the employee’s tenure versus the “Pay as You Go” system that was prevalent previously.

The preferred funding vehicle for the OPEB liability is an irrevocable trust, which protects the assets from both the employer and employee creditors. Similar to a pension trust, the assets in the OPEB trust are restricted and in this case, can only be used for the payment of retiree health care benefits.

The investment provider for the Library’s Deferred Compensation Plan, Defined Contribution Pension Plan, and the Money Purchase Pension Plan is ICMA Retirement Corporation (ICMA RC), which is a national firm that only serves public sector employers and employees. ICMA RC offers an Employer Investment Program (EIP) specifically designed as a dedicated trust for funding the OPEB obligation. In 2006, rather than pay our attorney to draft a trust document from scratch and then find another investment provider to invest the money in the trust, the EIP was a very attractive solution that addressed both issues. Our pension attorney was also familiar with the ICMA RC trust document included with the EIP. In November 2006, based on recommendations from staff, the Library Board approved the EIP and authorized staff to execute whatever documents were necessary to implement it. The EIP has turned out to be a very good solution.

The Library began funding the trust in 2007 and the assets were invested in five ICMA RC index mutual funds with an asset allocation of 70% equities and 30% fixed income. Per the information below, the assets have grown from nothing in early 2007 to over \$4 million and thus, it is prudent to adopt an IPS which governs the investment of these funds. The attached IPS is submitted for the Board’s consideration.

ICMA-RC Mutual Fund	Market Value 6/30/2010	%
Short Term Bond	\$476,767	11.75%
Core Bond Index	742,864	18.30%
Broad Market Index	1,534,561	37.80%
Mid/Small Company Index	615,633	15.17%
Overseas Equity Index	689,292	16.98%
Total	\$4,059,117	100%

III. OPTIONS

Option 1 – Approve attached IPS.

Advantage:

1. Provides fiduciary standards, investment objectives, authorized investments, and investment guidelines for the investment of assets in the Trust.
2. Provides for greater accountability over the investment of the assets in the Trust.

Disadvantage:

Limits the flexibility of the Administrators (Director and Comptroller) in the investment of assets in the Trust.

Option 2 – Don't approve the attached IPS.

Advantage:

Administrators have greater flexibility in the investment of assets in the Trust.

Disadvantage:

Fiduciary standards, investment objectives, authorized investments, and investment guidelines are not as clearly defined.

IV. RECOMMENDATION

Staff recommends Option 1 to approve the attached Investment Policy Statement for Other Post Employment Benefit investments.

BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 10-128

RESOLUTION TO APPROVE INVESTMENT POLICY STATEMENT FOR OTHER POST
EMPLOYMENT BENEFITS

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County Florida, City of Ocoee Florida, held on the 15th day of September, 2010 at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves to:

1. Approve the attached Investment Policy Statement for Other Post Employment Benefit investments.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

Secretary

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

**Designated Use of Funds
from the Vivian Esch Trust**

Designated Use of Funds from the Vivian Esch Trust

I. ISSUE STATEMENT

The Library Board is being asked to preserve the principal distributed to the Library from the Vivian Esch trust and designate the annual investment earnings for technology.

II. EXECUTIVE SUMMARY AND BACKGROUND

The attached page from the Library's Comprehensive Annual Financial Report shows the funds which have been left to the Library through the estates of some of our patrons. The combined total of all of these funds equals \$922,000. In some cases, the estate or trust document dictates how the funds are to be used. In other cases, the trust document is silent wherein the Library Board has decided that the principal shall remain intact and the annual investment earnings shall be used for a specific purpose, normally to purchase materials in a particular subject area.

In 1981 Ms. Vivian Esch signed a trust document which stipulated that upon her death, a portion of her estate was to be distributed annually to her husband. Upon his death, the trust indicated the Library was to receive 8.3% of the remaining estate. The trust indicates the funds are to be used by the Library for "its general purposes". We were notified by the trustee for the estate, SunTrust, that Ms. Esch's husband died in April and the trust would be liquidated. In July, we received a check in the amount of \$44,194.92 from the trust and SunTrust indicated that we may receive an additional distribution but it will be a very small amount.

The following options for the use of the Vivian Esch trust funds are offered for consideration:

III. OPTIONS

Option 1 – Maintain the principal intact and use the annual investment earnings for technology, including hardware, software, services or materials.

Advantages:

1. Maintaining the principal intact shall benefit the Library in perpetuity.
2. Designating the investment earnings for technology will give staff ample flexibility for deciding how the earnings should be spent each year.

Disadvantage:

Interest rates are currently so low that the investment earnings will only be sufficient for very small purchases.

Option 2 – Use all of the trust funds for one large purchase.

Advantage:

Provides an immediate benefit to the Library.

Disadvantage:

Once the principal is spent, no funds are available to benefit future periods.

IV. RECOMMENDATION

Staff recommends Option 1 to maintain the principal from the Vivian Esch trust intact and use annual investment earnings for technology, including hardware, software, services or materials.

ORANGE COUNTY LIBRARY DISTRICT
Notes to Financial Statements
Year Ended September 30, 2009

Note 5 - General Fund reserved and designated fund balances

General Fund reserved fund balances

General Fund reserved fund balances represent contributions restricted in their use by the donors and consist of the following at September 30, 2009:

Annetta O'B. Walker Trust Fund:	
The principal must remain intact. The income shall be used for children's books.	\$ 4,000
A. P. Phillips, Jr. Memorial Fund:	
The principal must remain intact. The income shall be used for History and Travel books.	100,000
Perce C. Gullett and Mary M. Gullett Memorial Fund:	
The principal must remain intact. The income shall be used for the Talking Books Program.	19,805
Willis H. Warner Memorial Fund:	
The principal must remain intact. The income shall be used for Genealogy books.	<u>33,712</u>
	<u><u>\$ 157,517</u></u>

General Fund designated fund balances

Strategic Plan:	
By Board action, these funds are designated for the Library's Strategic Plan.	\$ 4,000,000
Edmund L. Murray Estate Fund:	
By Board action, the principal is to remain intact with the income designated for materials or services in the area of Business.	724,689
Arthur Sondheim Estate Fund:	
By Board action, the principal is to remain intact with the income designated for general reference materials.	39,941
Encumbrances subject to reappropriation	<u>104,790</u>
	<u><u>\$ 4,869,420</u></u>

BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 10-129

DESIGNATED USE OF FUNDS FROM VIVIAN ESCH ESTATE

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County, City of Ocoee, Florida, held on the 15th day of September, 2010 at 7:00 pm, prevailing Eastern Time.

PRESENT:

ABSENT:

The Board Resolves to:

1. Maintain the principal from the Vivian Esch trust intact and use annual investment earnings for technology, including hardware, software, services or materials.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

RESOLUTION DECLARED ADOPTED:

Secretary

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

Discussion and Possible Action Items

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

Drive Up Window Service

ORANGE COUNTY LIBRARY SYSTEM

MODIFICATIONS TO DRIVE UP WINDOW SERVICE

I. Issue Statement

The Library's staffing levels are stretching to the point that continuing to provide staff assisted service at drive up windows is becoming increasingly difficult at some locations. At the August meeting of the Board, Management made a recommendation to suspend some library services at selected drive up windows. After discussion, the Board requested the Library present additional options.

II. Executive Summary

Drive up window service is offered at the Main Library and five Branch locations (Alafaya, South Creek, Southeast, West Oaks, and Winter Garden). The predominant service that goes on at the drive up window is the return of library material. This does not require one on one staff intervention while the lesser used services of checking materials out and paying fines does. On a per transaction basis checkouts and fine payments are a much less efficient use of staff resources at a time when the Library is operating with fewer personnel. The Board is asked to consider making adjustments to the services offered at drive up windows. Staff is presenting to the Board a series of options to address this need.

III. Background Information

At the service window, a customer can return library materials, pick up material, and make fine payments. Currently personnel are assigned to staff the windows during all open hours. Nearly 95% of the transactions are for the return of library material (which does not require staff assistance) while checkouts and fine payments account for only 5 – 6%. Since all locations are equipped with self serve book drops, accepting returned material can always take place without assigned staff for customer interaction. Staffing drive up windows for all open hours has become more difficult with fewer personnel available. Given the small number of checkouts and fine payments taking place at these service points, they are a logical place for adjustments. Suspending staff assisted service at the drive up windows would allow managers to schedule personnel more efficiently and where they would provide the most impact for customer service.

The attached statistics indicate the usage pattern for checkouts and fine payments at the Main Library drive up window during the month of July 2010 (historically one of our busiest periods of the year). Zeros indicate an hour during which no checkout or fine payment took place. A review of the per transaction cost for this same time period in terms of staff time for checkouts and fine payments at the Main Library drive up window vs. the front lobby indicates a DUW transaction was \$34.20 compared to \$1.58 for the lobby.

IV. Options

The Library has identified four options:

Option 1 – Suspend staff assisted drive up window service availability at previously recommended locations (Main, Southeast, and West Oaks) and evaluate customer impact.

Advantages – Creates efficiencies and better utilization of staff at locations with need. Staff hours will be dedicated to service points providing significantly more public contacts. It would provides relief in key locations more quickly while still providing the opportunity to evaluate public reaction for possible adjustments based on feedback.

Disadvantages – Requires greater level of patron notification.

Option 2 – Suspend staff assisted drive up window service availability at the Main Library and evaluate customer impact. (*The test site in Option 2 could be adjusted to Southeast or West Oaks.*)

Advantages – Creates schedule efficiencies and better utilization of staff at that location. Staff hours will be dedicated to service points providing significantly more public contacts. Provides opportunity to measure public reaction to change before implementing system wide.

Disadvantages – Schedule constraints and inefficiencies are left unaddressed at other locations.

Option 3 – Reduce the operating hours for staff assisted drive up window service.

Advantages – Reduces the amount of time the Library needs to assign personnel to the service. Creates schedule efficiencies and better utilization of existing staff.

Disadvantages – No one time period covers the majority of user needs (morning hours will only suit some users and the same applies to afternoon or evening hours) and it will be difficult for customers to remember specialized hours. There is a risk of frustrating customers with different operating times. Staff will continue to be under-utilized by being assigned to a service point for which the majority of activity does not require staff mediation.

Option 4 – Make no changes.

Advantages – Requires no investment of staff time in patron notification.

Disadvantages – Leaves unaddressed the primary issue of staffing constraints which is why we are taking up the question at this time. Staff would continue to be under-utilized by being assigned to a service point for which the majority of activity does not require staff mediation.

V. Recommendation

Library Staff have ranked the recommendations as follows:

RECOMMENDED

Option 1 – Suspend staff assisted drive up window service availability at previously recommended locations (Main, Southeast, and West Oaks) and evaluate customer impact.

RECOMMENDED WITH RESERVATIONS

Option 2 – Suspend staff assisted drive up window service availability at the Main Library and evaluate customer impact.

NOT RECOMMENDED

Option 3 – Reduce the operating hours for staff assisted drive up window service.

Option 4 – Make no changes.

**NUMBER OF PATRONS CHECKING OUT OR PAYING FINES BY HOUR
MAIN LIBRARY DRIVE UP WINDOW
JULY 2010**

Date	Day	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	TOTAL
1	Thu	0	1	0	0	0	0	0	0	0	0	0	1
2	Fri	0	0	1	1	0	1	1	1	0			5
3	Sat	1	0	0	0	0	0	0	0	1			2
4	Sun												
5	Mon												
6	Tue	0	0	0	0	0	0	1	0	2	0	0	3
7	Wed	0	1	1	1	0	2	0	0	0	0	1	6
8	Thu	0	0	1	1	0	1	0	1	0	1	0	5
9	Fri	1	2	0	0	0	1	1	1	0			6
10	Sat	0	0	0	0	0	0	2	0	2			4
11	Sun					0	0	0	0	1			1
12	Mon	0	1	0	0	0	1	0	1	0	0	1	4
13	Tue	1	1	1	0	0	0	0	0	0	0	0	3
14	Wed	0	2	0	0	0	1	1	0	0	0	1	5
15	Thu	0	1	1	3	0	0	0	0	0	0	0	5
16	Fri	0	1	0	0	1	0	0	0	0			2
17	Sat	0	0	1	0	1	0	0	0	1			3
18	Sun					2	1	0	1	0			4
19	Mon	0	0	0	0	0	1	0	0	0	0	1	2
20	Tue	1	0	0	0	0	0	1	0	0	0	0	2
21	Wed	0	0	0	1	1	1	0	1	0	0	0	4
22	Thu	0	1	0	0	0	0	0	0	0	1	1	3
23	Fri	2	1	0	1	1	0	0	0	0			5
24	Sat	0	0	2	0	0	0	1	0	3			6
25	Sun					0	1	1	0	0			2
26	Mon	0	1	0	0	0	0	1	0	2	0	1	5
27	Tue	0	0	0	0	0	0	0	0	0	0	0	0
28	Wed	0	1	2	1	1	0	2	1	1	0	2	11
29	Thu	0	0	1	0	1	0	0	0	1	1	0	4
30	Fri	0	0	1	0	0	2	0	1	1			5
31	Sat	3	1	1	0	0	0	0	3	1			9
TOTAL		9	15	13	9	8	13	12	11	16	3	8	117

**BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 10-131**

RESOLUTION TO APPROVE THE SUSPENSION OF STAFF ASSISTED DRIVE UP WINDOW SERVICE.

Minutes of a regular meeting of the Board of Trustees of the Orange County Library System, Orange County, Florida, held in Orange County, City of Ocoee in Orange County on the 15th day of September 2010 at 7:00 pm, prevailing Eastern time.

PRESENT:

ABSENT:

The Board Resolves:

1. Authorize Management to suspend staff assisted drive up window service at the Main Library and the Southeast and West Oaks Branches and evaluate the impact.
2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES:

NAYS:

Resolution declared adopted:

Secretary

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

Information

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

Director's Report

Director's Report Sept 2010

The Washington Park Branch received a grant from Walmart on Kirkman Road for \$250.00. We are very grateful to Walmart and its manager for this wonderful gift. Thanks go to Patsy Williams, the Washington Park manager for pursuing it.

Work Force Central Florida Summer Youth Interns provided the library with more than 10,000 hours of work. These students learned from library managers and coworkers about the library and library resources. They learned about work, workplace requirements and serving our community. The dollar value of this program for the library is over \$82,500.

To date, OCLS now has 1,118 followers on Twitter and 1,259 Fans on our Facebook page.

In an effort to increase the Library's presence to our customers in various social media sites, we've added social media icons (with links) to the left navigation area of ocls.info. Icons to Facebook and Twitter and YouTube can already be found on the website homepage.

Besides the social media icons, an icon for the *Be Internet Safe* tutorial has also been listed. This tutorial communicates safety tips and practices to kids and teens as they venture out onto the Internet and social media sites.

OCLS has updated the Teacher Connect Virtual Gallery just in time for the new school year. Parents and teachers alike can find information about library tours, story programs, how to manage classrooms, homework help resources, local resources, and more! Thanks to Children's for keeping this Virtual Gallery updated!

<http://www.ocls.info/Children/KidsConnect/Galleries/teacherConnect.asp>

Patrons ask, "What does the Library have that I can use with my iPod?" Mobile Resources Virtual Gallery offers answers. This new gallery lists our online resources and videos that can be used with mobile devices. We've also included materials, databases, and websites that have information on mobile devices and wireless technology. In addition, links to OCLS Mobile, OCLS Twitter pages, and our new OCLS Shake It! application have been included. Many thanks to Reference Central for keeping this gallery up to date.

Early Voting took place with little fanfare at Alafaya, West Oaks, South Creek, Southeast, Washington Park, Southwest and the Main Library from Monday, August 9 through Saturday, August 21. It wrapped up smoothly and the Supervisor of Elections team was well pleased. Election Day was Tuesday, August 24 and the Southwest Branch was the only OCLS location serving as a polling place.

The library system recently completed an update to the OCLS Shake It! app. Previously, the software worked best on iPhone 3G, 3GS and iPod Touches. Now with the new update, those users on the iPad and iPhone 4 can shake to their heart's content.

OCLS is currently seeking usability testers to help evaluate the library system's website. This important user feedback will help us better understand how the public interacts with ocls.info. The feedback will also help guide future navigation and design decisions.

What are QR Codes? QR (quick response) codes are similar to regular barcodes you see on everyday items that you buy at the store. But instead of a row of vertical lines, they are made up of black and white squares. These codes can be scanned by smartphones and other mobile devices and provide users with an easy way to get information on the go. OCLS recently created a QR Code webpage with information on these codes, how we're using them, and some recommended QR Code reader apps to download. You can view it at www.ocls.info/QRCodes. Starting next month, posters and webpages

with QR Codes will go up at Main and Southeast. In October, the QR Codes will go system-wide. All locations will receive a QR Code tutorial poster to display, a QR Code video tutorial will be featured on the Potomac screens (the video can be viewed in the QR Code webpage as well), and we'll be including QR Codes on some displays, and in the *Books & Beyond* newsletter.

On August 10, Lending Library vending machine debuted at the South Creek Branch. It is directly across from the Red Box by the front doors. Patrons will be able to use their library cards to select and check out materials. The Lending Library interfaces with Millennium and works similar to a snack vending machine. This piece of equipment is made possible via the Congressionally Directed Funds. These funds are focused, based on how the legislation was written, to provide Hispanic books and media. Our Lending Library is filled with Hispanic books and media. The new "Soy Culto" logo along with the library's logo appears on the equipment.

OCLS recently launched a special professional development series called "Career Pathways." This series is intended to develop the potential of future library leaders and those transitioning into management. The first class of eight staff was competitively selected, and we are very pleased to have a full class in this inaugural session.

On Monday, August 23, OCLS changed the background of its website from green to white. Pages are now easier to read with black text on a white background.

On Tuesday, August 24, Orlando Police Department Officer Rod Johnson presented a personal safety class for staff. The class included techniques for protecting yourself at work, home, and on the road. This 90-minute presentation was held at the Main Library. In addition to this seminar at Main, OCLS is coordinating to offer additional such presentations in branch locations.

Our [Downloadables Virtual Gallery](#) has been updated. This web page promotes all the ways customers can download or stream eBooks, audiobooks, music and videos. This gallery brings to the forefront content that people may otherwise miss. For instance, did you know Ferguson's Career Guidance Center is home to over 500 videos on job profiles, job-hunting, and workplace skills? Or that you can watch the Apollo 14 crew play golf on the moon through a video that's available in Science Online? These and other hidden gems are there to be discovered by our patrons through this gallery. Meanwhile, the Kids & Teens box has been transformed into a brand-new [Kids Downloadables Virtual Gallery](#) which promotes many of our downloadable products to kid and teen audiences.

The [Storytelling Virtual Gallery](#) has also been revamped and now features links to programs, books, videos, databases, and websites that can be used for entertainment or to pick up storytelling skills. The gallery is also cross-linked to a [Children's version of the Storytelling Virtual Gallery](#). The content there is intended for a younger audience.

On Thursday, 2nd September, 35 employees attended the workshop, "Dealing with Diverse Customer Behavior," conducted by counselor Cindy Herzog, representing the Library's EAP, Care 24. Employees learned valuable advice on dealing with a variety of behaviors.

The Library Director has been appointed to Florida Library Network, for the second time. The first meeting of the new Network Council will be in Tallahassee on 6th October 2010. The Director will attend.

Library Administrators Carla Fountain, Craig Wilkins, Renae Bennett and Director Hodel showed up at two branches the day after the Labor Day holiday (typically a very busy day for the branches) and helped the branch staff check in and shelve the piles of returns they received. Branch staff appreciated having the help and the Administrators enjoyed the active change of pace.

Upcoming Library Programs

Vietnamese Cuisine Queen

Orlando Public Library, Albertson Room

Saturday, September 4, 2 p.m.

Local chef and author Ha Roda presents the first in a six-month series of workshops on Vietnamese cooking. Each month will feature a different cuisine including September's dish, Vietnamese soup. Learn cooking techniques and ingredients to create the perfect bowl from soup to nuts.

A Trip to Florida for Health and Sport

Orlando Public Library, Albertson Room

Saturday, September 11, 2 p.m.

Professors Wenxian Zhang and Maurice O'Sullivan share the story of *A Trip to Florida for Health and Sport*, one of the first Florida novels ever written. Discovered in the archives at Rollins College, the 150-year-old manuscript was later published and edited by Zhang and O'Sullivan. Written by Cyrus Parkhurst Condit (1830 – 1861), the novel tells the coming-of-age story of a teenage boy who travels from New York to Florida in the 1850s in search of adventure and good health. While exploring pioneer Florida, the boy hunts wild game, fishes the vast lakes and rivers, camps out under the stars and takes boat rides to nearby towns. Most of the story takes place around Welaka, a small town 55 miles south of Jacksonville, and the adjacent Lake George region. It also includes visits to St. Augustine, Enterprise, Mellonville (now Sanford) and Silver Glen Springs.

OLA Film Festival: History of Colombia

Orlando Public Library, Library Central

Sunday, September 19, 2p.m.

The Orlando Latin-American Film & Heritage Festival (OLA) kicks off with a special screening of the documentary film series *The Forgotten Stories*, a history of Colombia. The screening will commemorate Hispanic Heritage Month and the bicentennial celebration of Colombian Independence.

Hebrew History

Orlando Public Library, Albertson Room

Sunday, September 12, 2p.m.

Dr. Norman Berdichevsky, the newly appointed professor of Hebrew Studies at the University of Central Florida, presents a discussion on the ancient Hebrew language. Dr. Berdichevsky will share the historic importance of Hebrew and the far-reaching influence it has had on the languages and literatures of Western civilization.

Doggie Days

Orlando Public Library, Library Central

Saturday, September 18, 2 p.m.

Orlando Dog Trainers Club members return for another "doggie day" at the Library. Learn about the importance of proper training, positive reinforcement, ownership responsibilities, pet tricks and dog safety. Some furry friends will take the stage for an obedience demonstration and to show you some cool tricks.

Family Law Education Workshop

Alafaya Branch

Tuesday, September 14, 6 p.m.

Hiawassee Branch

Tuesday, September 28, 6 p.m.

Learn about the basics of understanding family law, visitation rights, parental responsibility and child support. Members from the Legal Aid Society will discuss these trends as well as answer your questions about family law. The primary purpose of the Legal Aid Society is to provide quality legal services for the low-income residents, the working poor, children, and disadvantaged groups with

special legal needs in Orange County, Florida, and to assist in providing legal aid services to similarly situated residents of neighboring counties.

Orlando Ballet Presents

Orlando Public Library, Library Central

Sunday, September 26, 2 p.m.

Attend *Ballet at the Library* featuring Orlando Ballet Artistic Director Robert Hill. Find out how contemporary ballet has evolved from traditional ballet and why ballet is still relevant today.

Professional ballet dancers will be available to answer questions.

Hispanic Heritage Art Exhibit at the Orlando Public Library

Library Central during September and October

Celebrate Hispanic Heritage and enjoy browsing fabulous art of local Hispanic artists:

- Carlos Alberto Quintero Barreto
- Julio Sanchez "Julsan"
- Jesus James Ruiz

Preschool: Bug in a Rug

Winter Garden Branch

Friday, September 3, 10:30 a.m.

Orlando Public Library

Saturday, September 11, 3 p.m.

Eatonville Branch

Tuesday, September 14, 10:30 a.m.

Edgewater Branch

Friday, September 17, 10:30 a.m.

North Orange Branch

Tuesday, September 21, 10:30 a.m.

Preschoolers, I'm bringing home my baby bumblebee, won't my mommy be so proud of me. Come join me and my bug friends for a program filled with fun stories, crafts and games. Ages 3-5.

A Reading Rainbow

Herndon Branch

Fridays, September 3, 10, 17 and 24, 11 a.m.

Take a look... it's in a book... a reading rainbow! Join us while we watch *Reading Rainbow* and hear live presentations of stories featured on the show.

Hanging Out at the Porch

Orlando Public Library, Children's Library

Every Friday at 3 p.m.

Come hang out in the Children's Library every Friday afternoon for different games, crafts, movies and more. Recommended for school-aged up to age 18.

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

Orlando Public Library, Children's Library

Saturday, September 4, 11 a.m.

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

Paws to Read

Herndon Branch

Saturday, September 4, 11:30 a.m.

North Orange Branch

Saturday, September 11, 11:30 a.m.

South Creek Branch

Saturday, September 11, 11:30 a.m.

Alafaya Branch

Saturday, September 25, 11:30 a.m.

Orlando Public Library

Saturday, September 25, 11:30 a.m.

West Oaks Branch

Saturday, September 25, 11:30 a.m.

All end at 1 p.m.

Sign up to practice your reading skills by reading aloud to a loveable, furry listener. Be An Angel Therapy Dogs Ministry presents this reading program for children with certified therapy dogs. Seating is limited so call today to reserve your spot.

Lego RockBand

Orlando Public Library

Saturday, September 4, 3 p.m.

Become the best RockBand in the world brick-by-Lego-brick. Rock out to your favorite songs and bring your friends to build your band at this awesome gaming program. Ages 6-12.

The Red Pyramid

Edgewater Branch

Saturday, September 11, 11 a.m.

Winter Garden Branch

Saturday, September 11, 11 a.m.

North Orange Branch

Saturday, September 11, 3 p.m.

Orlando Public Library

Saturday, September 18, 3 p.m.

Dive into Egyptology with Sadie and Carter. Explore hieroglyphics, pyramids, amulets and ancient Egyptian history. Based on *The Kane Chronicles*, a new series by bestselling author Rick Riordan. Ages 6-12.

Celebrate Grandparents

Winter Garden Branch

Saturday, September 11, 2 p.m.

Without grandma and grandpa there would be no daddy, no mommy, and well, no us! Show your grandparents how much you love them by inviting them to the Library for tea and cookies and make a take-home craft to remember the day!

World of Wildlife

Alafaya Branch

Saturday, September 11, 2 p.m.

Experience the wonderful world of wildlife and meet animal ambassadors! World of Wildlife offers a variety of educational lectures and reptile parties that are tailored to fit any age or level of education.

Million Minute Challenge

Winter Garden Branch

Wednesdays, September 15 and 29, 6 p.m.

Round up the family and join us for an hour of board games and fun. Every minute your group plays and logs contributes to the goal of reaching 1 million minutes of play as part of the 10th Annual Million Minute Challenge. For more information visit www.millionminute.com.

Get Ready for K!

Southeast Branch

Thursdays, September 16, 23, 30, 10:30 a.m.

Preschoolers will hear songs and stories to help them begin learning the skills they will need to start kindergarten. This series of six programs will introduce reading, math, basic concepts, basic skills, health and safety, and art. Ages 3-5. Registration required. Get more ideas for how to prepare your child at www.ocls.info/kindergarten.

Preschool Fall Festival

Winter Garden Branch

Friday, September 17, 10:30 a.m.

First timers and preschool returnees are invited for stories, crafts and fun to celebrate going back to school and preparing for an eventual move to kindergarten.

A-B-C, 1-2-3 Come and Sing Along with Me

North Orange Branch

Saturday, September 18, 10:30 a.m.

Have fun exploring the letters A, B and C, and the numbers 1, 2 and 3! We'll do crafts, sing funny songs and tell stories. A-B-C you there! Ages 3-5.

Bedtime Stories

Herndon Branch

Monday, September 20, 6:30 p.m.

Dress up in your pajamas and bring your favorite blanket and plush animal for bedtime stories to get us ready for sleepy time. Snacks provided.

Tampa Bay Buccaneers

Orlando Public Library, Library Central

Tuesday, September 21, 10:30 a.m.

Get in the game with the Tampa Bay Buccaneers! Set sail with Buccaneers players, cheerleaders and Captain Fear to discover what it takes to keep your mind and body fit and active!

Deli-ghtful Tips

Winter Garden Branch

Thursday, September 23, 10 a.m.

Sometimes it's cool to be a food prude! Especially when avoiding harmful deli bacteria that can exist right in your favorite lunchtime cold cuts. Find out why certain people are more susceptible to getting sick from consuming these types of foods and how to prepare deli foods so they do not make us sick.

Reptile Realities

Hiawassee Branch

Thursday, September 23, 10:30 a.m.

Orlando Public Library

Friday, September 24, 11 a.m.

Remarkable reptiles have instilled both fascination and fear in humans for centuries. Many of the myths surrounding these animals will be dispelled as students are introduced to snakes, turtles, lizards and an alligator. Presented by the Central Florida Zoo. Registration required.

Guardians of Ga'Hoole

Winter Garden Branch

Thursday, September 23, 4 p.m.

Edgewater Branch

Saturday, September 25, 11 a.m.

Orlando Public Library

Saturday, September 25, 3 p.m.

Have a hoot with stories, crafts and activities themed around the series *Guardians of Ga'Hoole* by Kathryn Lasky and learn all about owlsh ways before you see the new movie. Ages 6-12.

Upcoming Community Events

- September 11 Caribbean Health Fair
- September 16 First Presbyterian Health and Fitness Fair
- October 16 Step Up for Down Syndrome Walk
- October 23 Commissioner Phil Diamond's Fall Picnic

Upcoming Speakers Bureau Presentation

- September 8 Avalon Park Jet Setters
- September 30 Coffee Club

Alafaya

- On Aug 3, Alafaya hosted Back to School Movie Madness. 12 attendees enjoyed the movie Alice In Wonderland.

- On August 7, Alafaya held a program titled Star Wars Celebration. 58 people attended the program.
- On August 16 the branch presented Sky's the Limit: Becoming a Pilot, with 16 attendees.
- On August 17, Alafaya presented the Movie, The Diary of A Wimpy Kid, with a total of 35 kids.
- On August 17, Alafaya hosted Wii Gaming to a group of 10 people.
- On August 28th, Alafaya hosted Paws to Read, with 30 attendees.

Eatonville

- On Monday, August 2, 9th, and 16th featured programs were "Back 2 School Bonanza," "Take a Break, It's Recess Time," and "Back 2 School Movie Madness", total attendance for all programs was 78 attendees.
- Wednesday Whimsical Movies were hosted on August 4th, 11, and 18th. Featured movies were Alice In Wonderland, Finding Nemo, and Flushed Away, with a total attendance of 93.
- The branch also participated in an offsite event held at St. Lawrence A.M.E. the oldest Black church in the Town of Eatonville. A total of 40 attendees listened to stories presented by branch manager Patrice Florence- Walker and received information regarding programs, services, and school resources.
- The month of programs ended with a school visit from the International Community School. This was the first visit to the branch for the 36 attendees. The 36 patrons learned about the wonderful programs and services offered and information was shared with adults visiting from other counties and the different types of library cards available to them. The group had a wonderful time listening to stories, touring the library, and learning how to find materials in the branch

Edgewater

- Orange County Firefighters visited the Edgewater Branch on August 5th as part of our summer reading program. Unable to attend their originally scheduled date in July, these heroes graciously rescheduled to make sure that Edgewater families could learn about what a firefighter does on the job and how to be safe at home. There were 118 guests for this event.
- On August 12th at Edgewater, 75 patrons joined us for the summer reading program "Take a Break! It's Time to Play!" Children listened to stories and made their very own rain stick! It was happy, musical mayhem!
- More musical entertainment was enjoyed at Edgewater on August 17th when the Central Florida Accordion Club joined us with foot-tapping, hand-clapping tunes. 12 patrons stopped by to enjoy this performance.
- The Edgewater Branch had a 199% increase in computer classes compared to August 2009 also setting a branch record for class attendance. Popular classes include Computer Basics, Microsoft Word, Resume Writing, How to Find Jobs on the Internet, and Learn How To Type. All great classes to help people get back into the workforce, thanks to the Orange County Library System!

Herndon

- On August 4th, the Herndon Library went to a galaxy far, far away for our Star Wars Celebration! The patrons came dressed as their favorite Star Wars character and enjoyed a

screening of *Star Wars: The Clone Wars*. 27 participants also made crafts and were entered into a drawing for a chance to win a family four-day pass to Star Wars Celebration V.

- Master Gardeners of Orange County presented the program, *Herbs in Your Landscape*, on August 9th for 14 Herndon patrons.
- 13 Herndon patrons enjoyed the Summer Reading Program, *Return to the Sea*. This children's program was held on August 11th and kids enjoyed watching *Little Mermaid 2: Return to the Sea* and creating a sea-life inspired craft!
- The Herndon Library welcomed the Sanctuary of Winter Park to present the program *Eye Brow Sculpting 101*. At this interactive adult program, 20 patrons learned how to sculpt their own eyebrows from Make-up Artist and Brow Sculpting Specialist, Usha Nara.

Hiawassee

- On Saturday, August 7th, Hiawassee hosted an event called "Play Doh Pictionary" and 22 people turned out for the affair. Parents and kids alike created art out of Play-Doh and then the group was challenged to figure out what each creation was designed to be. After the event, many of the parents in attendance commented how much they enjoyed "something for free that families could do together both with their children and with other families."
- In honor of National Sandwich Month, on August 21, Hiawassee hosted a program entitled "Celebration of the Sandwich" which included a reading of the story "The Giant Jam Sandwich" and a trivia game related to sandwiches and their history. During the program, attendees enjoyed sandwiches provided by the local Subway. They also got to meet the Subway mascot Subman and have their picture taken with him. The crowd of 25 loved both the food and the games and entertainment!

North Orange

- North Orange held 21 children's programs and 7 adult programs this month with a total of 813 participants.
- 58 children enjoyed the Never Smile at a Crocodile program held on August 7, 2010.
- The Branch wrapped up with a Summer Leftovers program for 38 children on August 12, 2010.
- The pups from the PAWS to read program listened as 25 children read to them on Sat. August 14, 2010.

South Creek

- In August, the South Creek Branch hosted the monthly Board of Trustees meeting. Branch Manager Julie Ventura and Branch Circulation clerks Claudia Freeland and Michael Sriprashad greeted the Board and presented information about the Branch, its staff and activities.
- The South Creek Branch was an Early Voting location and 1,453 people came to vote at the branch.
- On August 4th, 43 people came to the Crazy for Crayola program.
- There were 48 people who attended the August 11th Summer Leftovers program.

- 29 people attended the Back to School Movie Madness screening of "Toy Story."
- On August 7th, representatives from Arnold Palmer's Children's Hospital hosted a CPR course. There were 15 people who attended.
- The monthly Paws to Read program took place on August 14th and 32 people attended.
- Also on August 14th, the branch hosted "Red White and Blue Extravaganza" performed by Step By Step Dance. There were 73 people in attendance.
- The Spanish Book Club averaged 18 patrons in attendance per week.
- The August 26th Music Club had 20 patrons in attendance.
- The most popular children's story time was the August 2nd Toddler Time, which had 66 people in attendance.

South Trail

- Branch Manager Carolyn McClendon attended Senator Gary Siplin's School Supply Give a way event at Jones High School on August 14. She spoke to over 250 about the library and registered 53 people for library cards. The library was well received by the participants.
- The Central Floridian Accordion Club entertained patrons at South Trail on August 18. 53 people enjoyed the music.
- The Summer Reading Program ended with 4 editions of Back To School Movie Madness. A total of 143 people enjoyed the movies and celebrated the end of summer.
- Smarty Pants continued to entertain children on Friday mornings. An average of 40 children attended each Friday morning.

Southeast

- Southeast had a few minor renovations. The circulation desk was extended which put staff closer to the entrance and readily available to assist patrons. An existing desk now serves as an information desk where a librarian is scheduled throughout the day. These changes have provided a better work flow and customer service experience for the patrons.
- Southeast had 1,582 patrons come for Early Voting.
- The English Conversational Workshops conducted by an Adult Literacy League volunteer continues to be successful at the Southeast Branch. There were a total of 153 attendees at the 8 classes held during the month of August (an average of 17 per workshop).
- Southeast's last SRP-Wii Love Gaming event had 26 attendees. A great way to end the summer program!
- On August 28, Southeast began its third Citizenship Inspired series. There were a total of 24 attendees.

Washington Park

- Josh Lutchnie-Persad represented the Washington Park Branch by attending Eccelston Elementary's back to school/ meet the teacher event on August 17, 2010. Josh shared information about the library, speaking to 163 children, teens, and adults. The crowd was very excited about the services and programs the library has to offer. In the push to encourage more of the community's residents to have library cards, Josh received 34 library card registrations within a one hour time period. He was overwhelmed by this very successful venture.

West Oaks

- West Oaks hosted Early Voting August 9th thru 21st. There were 2,005 voters.
- The Summer Reading Program (SRP) finished on Wednesday August 18th with the showing of the movie "Diary of a Wimpy Kid". A total of 926 children, teens and adults attended the three months of 30 excellent SRP presentations. A total of 214 children and teens attended the three months of 51 Camp Savvy computer classes.
- West Oaks Assistant Manager Bobbie Gonzalez helped to judge entries again this year for the Cheerios Spoonfuls of Stories New Author contest.
- Additional successful programs this month at West Oaks included the following:
- On Monday August 9th the Star Wars Celebration had 27 in attendance.
- On Saturday, August 14th the CPR training had 13 in attendance.
- On Wednesday August 18th the Growing Herbs program had 18 in attendance.
- On Saturday August 28th the A Celebration of the Sandwich program had 75 in attendance; and Paws to Read had 21 in attendance.
- On Tuesday August 31st, a third grade class of 16 students and their teacher from Citrus Elementary School visited West Oaks for a library tour with Assistant Manager Bobbie Gonzalez and to check out materials.

Windermere

- The Back to School Movie Madness program attracted 15 attendants who watched "Cloudy with a Chance of Meatballs."
- SRP Summer Leftovers program on August 18th had 31 participants listening to a story and creating rain sticks in the craft program that followed.
- Story Time continues to be popular averaging 160 attendees each Thursday. We regularly see 2 sets of triplets and 3 sets of twins!

Winter Garden

- The Winter Garden Branch has been developing a growing number of programs for preschool children leading up to our October/November Kindergarten Readiness program. On August 6th, we hosted Mo Willems Are You Ready to Play Outside, with 31 people in attendance. The program helped introduce socialization skills to the toddlers and preschoolers and included a cutting and pasting craft. This was followed up by the second Mo Willems program, "There's a Bird on My Head" on August 20th with 40 people attending.

- The Winter Garden Branch Librarian began an outreach program with the Foundation Academy on August 13th. She is working with the media specialist there to introduce the K-8 students to OCLS' online database resources. She presented to 78 people on that date.
- Subway Subs presented the "Celebration of the Sandwich" at lunchtime on Saturday, August 14th to 35 hungry library patrons. They learned how to read ingredient labels and how to keep calories in check. Lots of favorable comments!
- "Cooking For One," hosted by LuAnn Duncan from Orange County Extension was held on August 26th. This 1-1/2 hour program was specially developed to show how to reduce recipes for one, proper food storage and freezing and provided tasty samples. Great marketing at the branch and by Community Relations (Orlando Sentinel) brought in 33 people from far and wide.

**Orange County Library System
Board of Trustees Meeting
September 15, 2010**

Public Comment: Non-Agenda Items