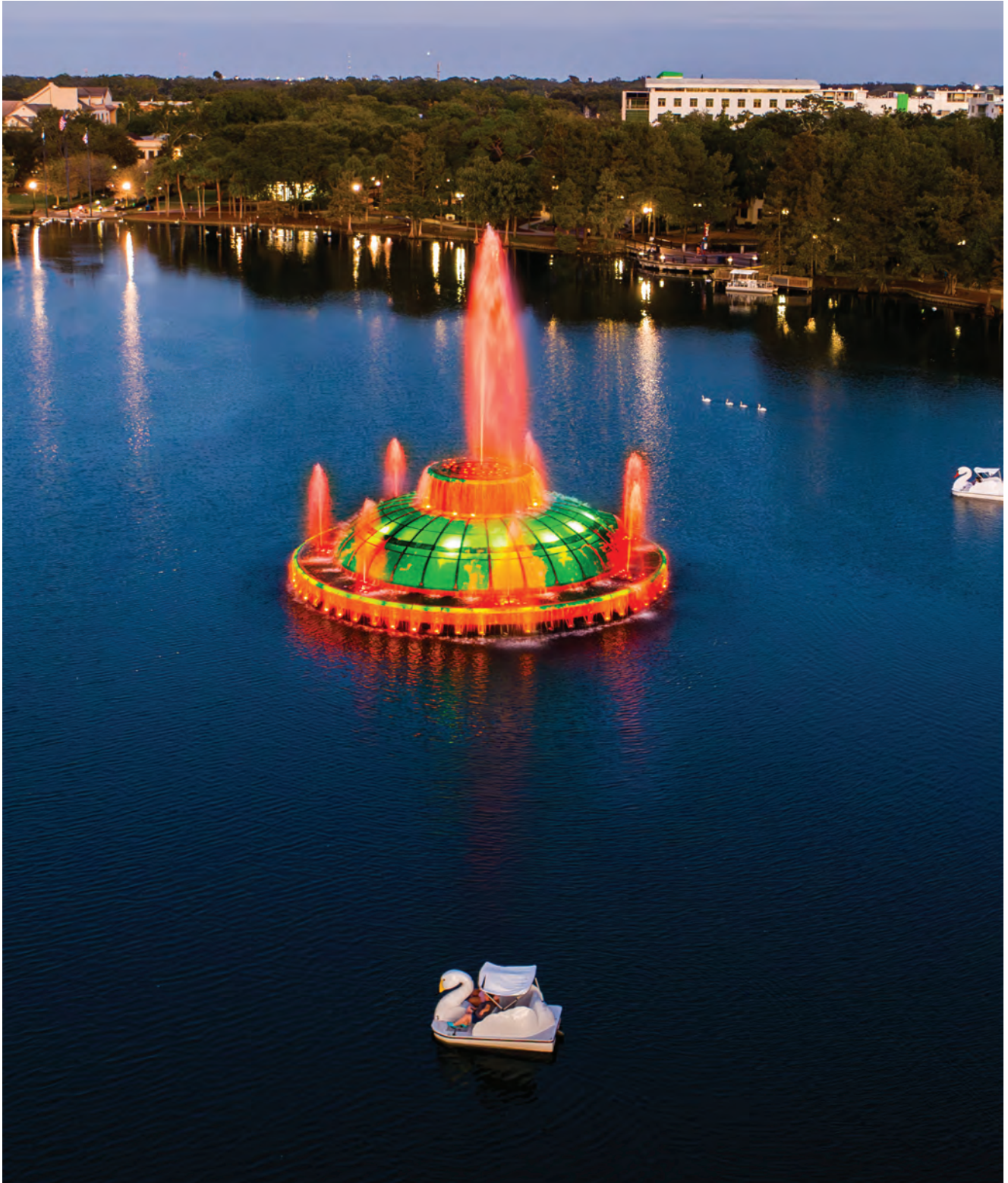


ANNUAL REPORT

ORANGE COUNTY LIBRARY SYSTEM 2022 - 2023



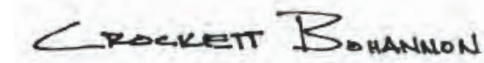
MESSAGE FROM THE PRESIDENT

On behalf of the Board of Trustees, I am pleased to introduce the Orange County Library System's annual report for Fiscal Year 2023. In the following pages, you'll see that the library has had a remarkable year and stayed true to the core principle established by the Albertson Public Library a century ago – prioritizing community service.

As a board, we are focused on ensuring that library services meet the needs of Orange County residents. This is achieved by offering an extensive collection, high-quality resources, and classes and events that educate and develop skills. The dedicated efforts of our staff have helped build strong relationships and beneficial partnerships that enrich the social infrastructure of our community. There have been many new initiatives at OCLS over the last year, and they have been developed to make library services more accessible for everyone.

As we reflect on the library's 100-year anniversary, we celebrate the decades of civic investment that have made Orange County Library System a world-class institution. As you read this report, you will hear from customers about the important and valuable role library services play in their lives and the tremendous benefit they bring to the community we serve.

Sincerely,



Crockett Bohannon
President
Board of Trustees
Orange County Library System



MESSAGE FROM THE DIRECTOR

This past year has seen Orange County Library System grow in ways I am extremely proud of. Every day, our dedicated staff works to foster learning, spark curiosity and strengthen community connections. As the needs of our community continue to change, we are developing and adapting resources to best serve you.

In the past year, we have established a Community Engagement department to connect with you in your neighborhoods. We know literacy is no longer just about reading. It encompasses various forms, including cultural, digital and health aspects. Now you can check out items that might surprise you: crochet and knitting kits, Wi-Fi hotspots and blood pressure monitors. To enhance accessibility, we implemented a fine free initiative and offered new ways to get a library card, removing barriers to library use.

Our goal is to create a library environment where everyone feels welcomed, supported, and represented. Expanding our services helps us do just that. In the following pages, you'll get a look at how the changes we've made have had an impact on our users and on our community.

Sincerely,



Steve Powell
Library Director/CEO
Orange County Library System



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100 YEAR CELEBRATION

In 2023, Orange County Library System marked a century of community service. The Albertson Public Library first opened its doors on November 8, 1923, and it has evolved into the library system you use today. Throughout the year, we hosted special events and programs reflecting on our rich past.

Library Director/CEO Steve Powell made an exciting announcement at our 100 Year Celebration kick-off: thanks to a generous \$100,000 donation from the Sorosis of Orlando Woman's Club, mobile services, including a book bike and bookmobile, would return to the library system. Joined by local officials, library leadership held a ribbon-cutting ceremony, reaffirming the library's dedication to our community for the next 100 years.

Throughout the year, OCLS organized special author events that brought

esteemed writers like Kwame Onwuachi, R. L. Stine, Julia Quinn, and Jane Green to the Orlando area. In November 2023, we hosted a signature event, welcoming bestselling author Neil Gaiman and acclaimed cartoonist Art Spiegelman to the Dr. Phillips Center's Steinmetz Hall for an insightful conversation covering the topics of cartooning and writing, friendship, identity, and more.

On November 8, 2023, we invited the community to celebrate at their local branches. Friends and neighbors came together to enjoy activities and cookies and to write out a birthday card for the library. The response was overwhelming, with hundreds of cards thanking us for a century of service.



**\$100,000
DONATION**
SOROSIS OF ORLANDO WOMAN'S CLUB





3,000+
PEOPLE ATTENDED
LIBRARY WRITING
WORKSHOPS

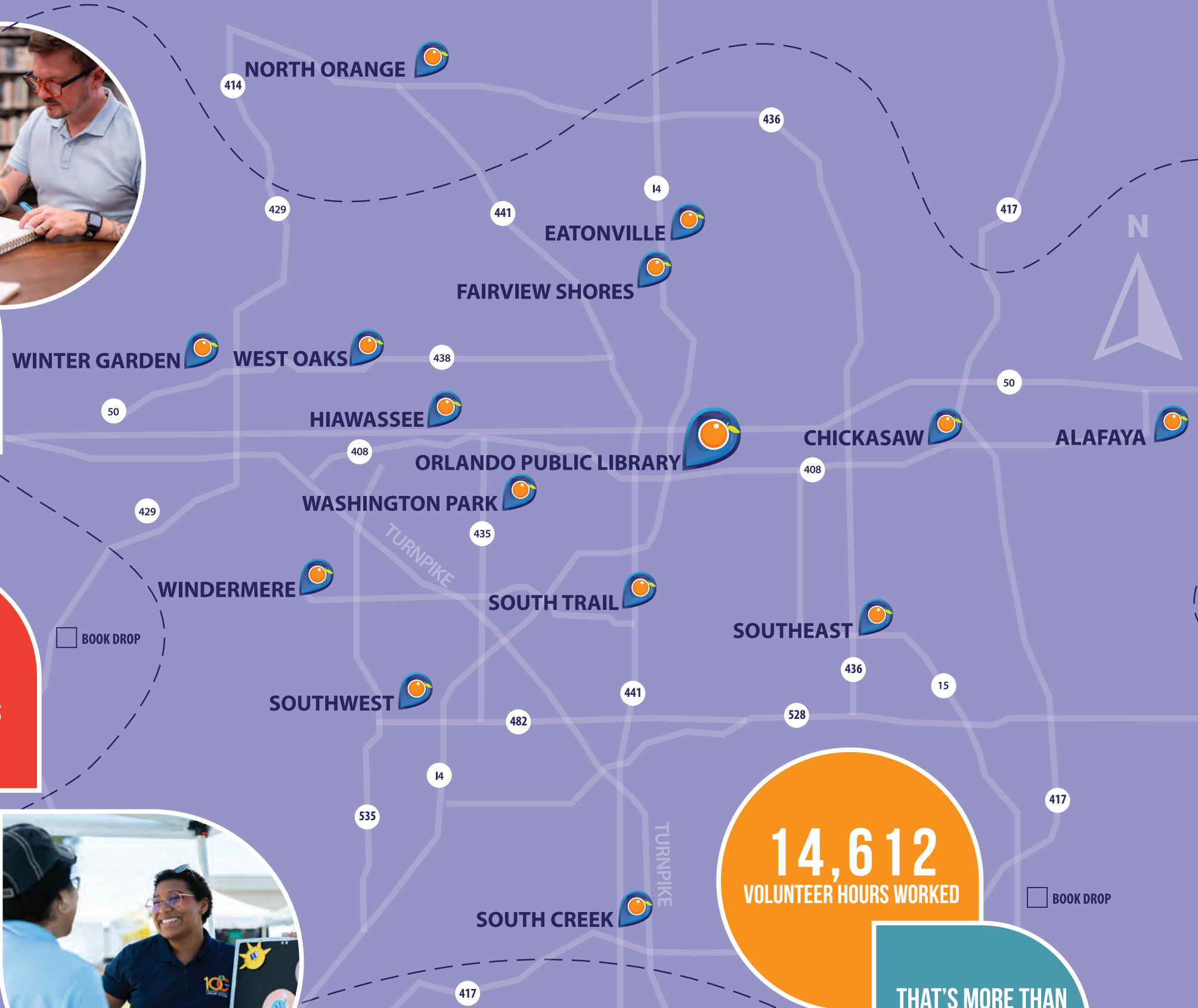


12
IMPROV SHOWS
ON THE NEW
MELROSE STAGE

STAFF ATTENDED
600+
OUTREACH EVENTS



1,091 TEENS
42 ADULTS
VOLUNTEERED AT OCLS



14,612
VOLUNTEER HOURS WORKED

THAT'S MORE THAN
600 DAYS

2022-2023 STATISTICS

1,699,695
LIBRARY VISITS

6,906,449
TOTAL NUMBER OF
MATERIALS CHECKED OUT

2,976,444
ITEMS DOWNLOADED

433,915
MATERIALS DELIVERED
TO HOMES

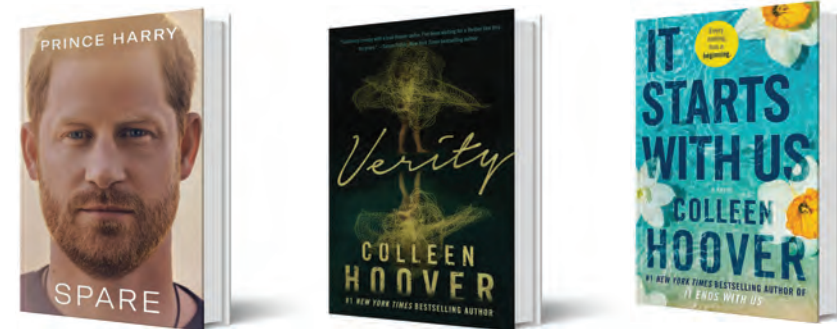
3,930,005
PHYSICAL MATERIALS
CHECKED OUT



**“ YOU ARE A LIFELINE
FOR OUR FAMILY ”**

~ CUSTOMER MESSAGE

TOP 3 ADULT TITLES IN 2023



Spare by Prince Harry

Verity by Colleen Hoover

It Starts With Us by Colleen Hoover

TOP 3 JUVENILE TITLES IN 2023



Cat Kid Comic Club: Collaborations by Dav Pilkey

Dog Man: Twenty Thousand Fleas Under the Sea by Dav Pilkey

What if, Pig? by Linzie Hunter

A TYPICAL DAY AT OCLS

4,657
LIBRARY VISITS

**THAT'S
788**

CHECK-OUTS
AN HOUR!

18,922
MATERIALS CHECKED OUT

756
COMPUTER SESSIONS

33,938
WEBPAGE VIEWS

20,000+
SOCIAL MEDIA VIEWS

**“ THE SERVICES YOU PROVIDE TO
THE COMMUNITY ARE UNMATCHED.
YOU’VE ALWAYS BEEN MY PERSONAL
SOURCE OF PEACE, MY OWN LITTLE
HAPPY PLACE. ”**

~ CUSTOMER MESSAGE

SUMMER AT YOUR LIBRARY

JUNE 3 - JULY 29, 2023

3,496 KIDS
READ FOR
2,148,099
MINUTES.



56,599

PEOPLE ATTENDED
LIBRARY EVENTS
DURING JUNE AND JULY.

8,254

FREE SUMMER LUNCHES
DISTRIBUTED THROUGH OCPS
MOBILE LUNCH PROGRAM.



SOCIAL WORKERS



OUR **3** SOCIAL WORKERS
ASSISTED
4,471
PEOPLE THIS YEAR

MOBILE HOTSPOTS

The hotspot checkout program launched in January to help foster digital equity in the community. OCLS received a grant of \$447,800 from the Emergency Connectivity Fund for the purchase of 1,000 new Wi-Fi hotspots.

This program helps to bridge the digital divide, providing essential broadband services for customers without home internet access. It's already had a remarkable impact on the community, especially for those using this service to meet their educational needs. From January to September 2023, customers checked out hotspots 4,453 times, illustrating their importance in the daily lives of our customers.

“ THIS WAS THE BIGGEST LIFE
ADVANCEMENT OUTSIDE OF THE
INCREDIBLE BOOK SELECTION. ”



4,453
HOTSPOT
CHECKOUTS

~ CUSTOMER MESSAGE

FINE FREE IN 2023

In October, we began a new chapter in our customer service story. The Board of Trustees voted to go fine free, welcoming thousands of people back to the library. If your books or movies are late, you can bring them back without a charge. All late fines were canceled, giving everyone the chance to use the library again with a clean slate.

OCLS is one of many public libraries that have eliminated fines. The goal is to break down service barriers and we're seeing positive results. Over 18,000 accounts that were blocked due to fines have started using the library again and those customers have checked out 223,203 items over the year since we went fine free.

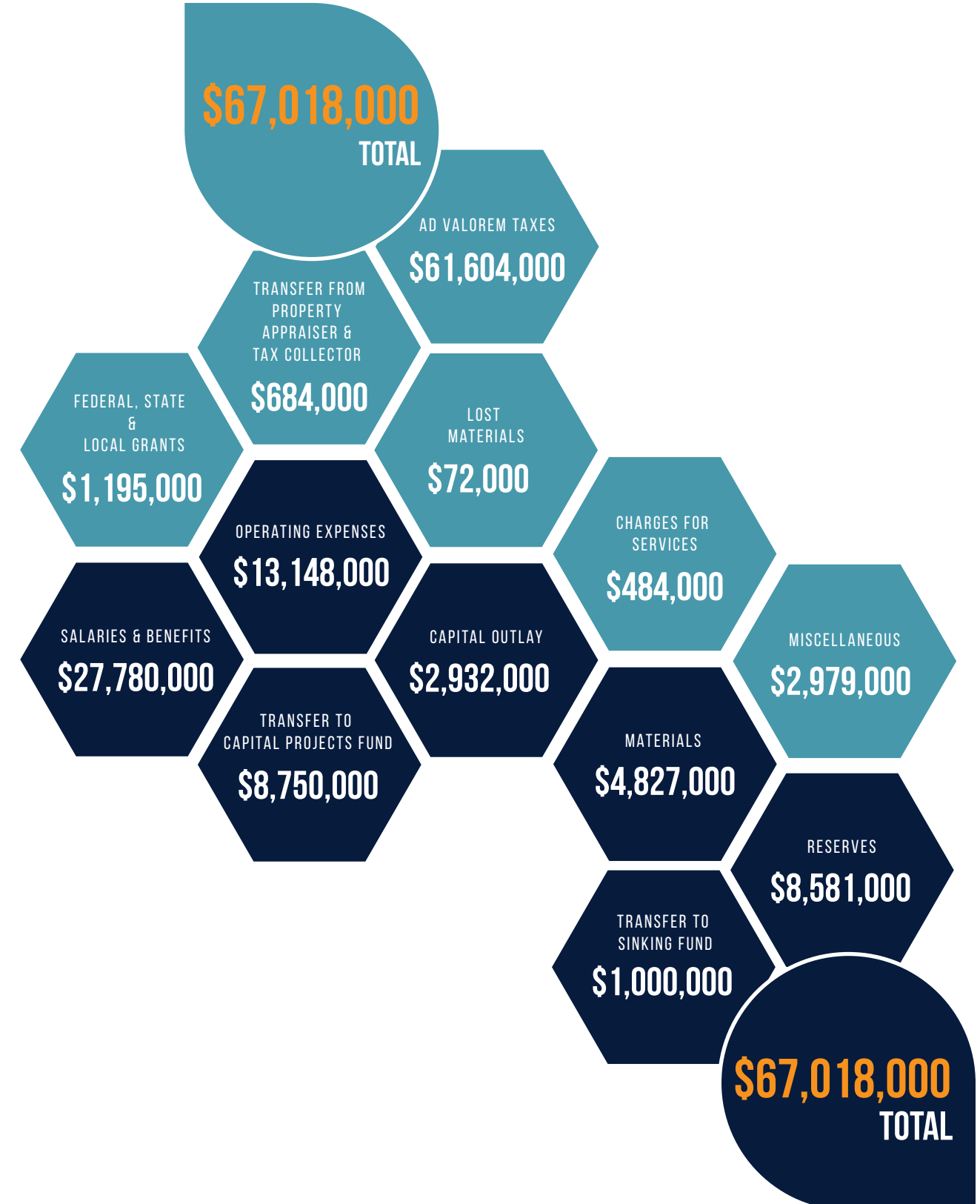
We continue to hear stories from customers highlighting the impact going fine free has had and reinforcing our commitment to a more inclusive library experience.

“ THANK YOU FOR FACILITATING ACCESS TO KNOWLEDGE AND ENTERTAINMENT. ”

~ CUSTOMER MESSAGE



REVENUE



EXPENDITURES

Numbers represent the OCLS Fiscal Year 10/1/22 - 9/30/23

THANK YOU TO OUR DONORS!

\$50,000 - \$150,000

Sorosis of Orlando Woman's Club
Friends of the Orange County Library System
Tillman Kids Property LLC / Window World of Central Florida

\$1,000 - \$2,000

Victor Galvan | Mark Ackerman

\$150 - \$500

Barbara Hahn
Carey Carter, T-Mobile Company
Shelia & Carl Musante
Florida State Genealogical Society
Michael C. Scheible
Third Friday Book Club c/o Kathleen J. Berlinsky
Eric & Tara Keiter
LS. Allinson LLC

\$1 - \$100

Mary L. Higginbotham | Sarah J. Kirk
Pamela Ellen Turner | Florida Professional Forms LLC
Al's Pizzeria Corporation | Barbara J. Jarvis
Sara H. Howard | Lauren Beltz
James Hinckley | Sallie Harrison Chapter NSDAR
Janice Jones | Susan G. Keller
Chester A. Urcinas | Joan P. Stanton
John Bartram Chapter NSDAR | Migdalia Winchester
Col Arthur Erwin Chapter DAR c/o Loretta Feinman
Renard Family Trust c/o Meredith Renard

IN-KIND DONORS

| | |
|------------------------------|------------------------------|
| Aloma Bowl | Madame Tussauds/Sea Life |
| Blick Art Materials | Orlando Shakes |
| Buff City Soap | Pattie Lou's Donuts |
| Check-Fil-A | PDQ Orlando Waterford |
| Costco Altamonte Springs | Pirate's Cove Adventure Golf |
| Crayola Experience | Portillo's |
| Fun Spot | Quality Hair Salon |
| Garden Theatre | Sam Flax |
| Healthy West Orange | Shoe Time |
| Ivanhoe Park Brewery Company | Solar Color Dust |
| Kennedy Space Center | Target (Corporate) |
| Kings Dining & Entertainment | TD Nails |
| La Stegra Cucina Italiana | VMG Construction |
| Little Caesars | Walt Disney World |
| Lukas Butterfly Encounter | Wawa |

