BOARD OF TRUSTEES OF
ORANGE COUNTY LIBRARY SYSTEM
RESOLUTION 02-226

RESOLUTION TO APPROVE THE FISCAL YEAR 2003 ANNUAL PLAN OF
SERVICE.

Minutes of a regular meeting of the Board of Trustees of the Orange County Library
System, Orange County Florida, held in the City of Orlando, on the 14TH day of
November, 2002, at 7:00 pm, prevailing Eastern time.

PRESENT: Tom Kohler; Phyllis Hudson; Ron Harbert; Gloria Fernandez; Sara Brady

ABSENT:

The following resolution was offered by Phyllis Hudson and supported by Sara Brady:

The Board Resolves:

1. To approve the Fiscal Year 2003 Annual Plan of Service.

2. All resolutions that conflict with the provisions of this resolution are rescinded.

AYES: 5

NAYS: 0

RESOLUTION DECLARED ADOPTED:

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                                        Secretary

Mary Anne Hodel,
Library Director, Chief Executive Officer

ANNUAL PLAN OF SERVICE
FY 2003

Branch Facilities

- North Orange: Renovate interior of North Orange Branch, including new carpeting, furniture, shelving, exterior signage, new roof and upgraded lighting and the addition of 20 additional public access computers.

- Winter Garden: Select contractor for Winter Garden Branch, begin construction of new 12,000 sq. ft facility.

- Eatonville: This small (7,500 sq ft) branch, will be partially funded by the recently approved Library Construction Grant awarded to the Town of Eatonville.   The OCLS has an agreement with Eatonville to provide collection and staffing services upon completion of the building.

- South Creek: Open new South Creek facility. Features of this location include self check out, a fully "radio frequency idenity" tagged collection, 32 internet capable PC's for the public and a computer learning lab.

Orlando Public Library

- WOW space: An architect has been selected for this $1.5 million renovation to the first floor of the Orlando Public Library.   Developing final design plans and the selection of a contractor will be this year's major activities.   The space is being developed to bring the growing downtown population into the Library as an exciting gathering place where visitors will find inspiration, innovation and find their imaginations stimulated.

- Computer Resource Center: Reconfigure public access PC's throughout the building to one location.

- Fire Panel: Install a new fire panel and voice evacuation system.

Technology

- Improve the Library's Branch backbone network to 100 Mbps. Convert public access network to a Citrix system.

- Desk Free Reference: Expand use of handheld computer devices (Palm's, tablet PC's) for the provision of service to patrons in the stacks and out from behind the reference desk.

- Virtual Reference: Establish real time live reference via the Library's website ocls.info.

- Central Florida Memory Project: The Library, in partnership with University of Central Florida and the Central Florida History Museum, will launch the pilot project for the Central Florida Memory web site. The site will contain images, diaries and various ephemera in digitized format telling the story of the Central Florida's development during the early part of the 20th century.

Collection

- Computer games and software: Add these two new formats to two regionally located Branches. Evaluate for addition to other locations.

- Materials budget: Increase materials spending by $450,000 with particular attention to electronic resources, Spanish language and Vietnamese materials, DVD's and bestsellers.

Human Resources

- Staff Intranet: Develop expanded Staff Intranet, updated in real time and with more options for staff participation and input.

- Staff Enrichment Day: Hold first annual Staff Enrichment Day on November 11, 2002. The purpose of the day is to bring employees together for staff development and enrichment, thank employees for their hard work and efforts throughout the year, and to explore new ideas.

- Implementation of Fish! workplace philosophy to provide better customer service through a more relaxed and fun infused workplace.

Marketing

- Increase knowledge and use of the Library through a marketing campaign using new logo, new look, and new mission statement (Information, Imagination, Inspiration). Develop community and business partnerships to increase awareness of the Library and its services. Offer additional programs, classes and events in order to increase use of the Library.

- Volunteers: Expand the Library's recruitment of volunteers to assist with programs, computer use and the promotion of the Library throughout the community.