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MESSAGE FROM THE PRESIDENT

To say that 2021-2022 was a period of great transition for Orange County Library System would be a tremendous understatement. In late 2021, we were just beginning to heal from the damage COVID inflicted on our community and preparing ourselves for a return to in-person programs and increased foot traffic at all locations.

We were also preparing for the retirement of longtime Library Director/CEO Mary Anne Hodel, who led our library system for 20 years. We knew it was going to take a pretty impressive person to fill her shoes.

When Mary Anne left in January 2022, the Board of Trustees embarked on a nationwide search to find her successor. But we learned after multiple interviews with candidates that the right person was in our midst.

In August 2022, we officially hired Interim Library Director and Chief Operating Officer Steve Powell to become our permanent Library Director/CEO. During the time he served as interim, he proved to us that he was dedicated to being a forward-thinking leader and a changemaker, which is something our community needs if we’re going to keep up with all of the growth and development around us.

Before Steve even had the job, he was hard at work making improvements to what we do and how we do it. From eliminating barriers to service, to planning for the library’s 100 Year Celebration, to working with staff to form a Diversity, Equity, Inclusion and Accessibility Committee, he has already made changes that are going to have a big impact on how we serve people for years to come.

As you read through this Annual Report, I hope you’ll join me not only in celebrating our past accomplishments, but also in looking forward to a future full of exciting developments. From the reintroduction of bookmobiles to the county, thanks to a partnership with Sorosis of Orlando Woman’s Club, to the plans for bringing two new libraries to the communities of Horizon West and Lake Nona, big things are on the horizon for OCLS.

Sincerely,

Crockett Bohannon
President
Board of Trustees
Orange County Library System
MESSAGE FROM THE DIRECTOR

When I joined Orange County Library System in 2007, I didn’t envision myself at the head of the organization, leading it not only into its 100th year, but also into its next century of service.

Over the time I’ve worked for this library system, I’ve served in several roles – first as service manager, later as the head of the Facilities and Operations Department, and eventually, as Chief Operating Officer and Interim Director. These are all very different jobs that have given me insight into how the library operates. In every position I’ve held here, though, one thing has always been absolutely clear to me – we need the community as much as the community needs us.

You rely on us to provide the best a library can offer – not just books, but also activities and events, a website full of tools for learning and research, access to social workers and so much more. We rely on you to come in our doors, check out our books, take advantage of our online offerings and give us feedback about how we’re doing, so we can remain vital and relevant. So, as Library Director/CEO, I’m making it my mission to keep you, our customer, at the heart of everything we do.

Since I’ve been in this role, I’ve made it a point to take a hard look at how we operate and find opportunities to better serve our customers and deliver services that make a difference in the community. We’ve made some changes already, some of which you can read about in the following pages, but we have more on the way – in late 2022, which is outside the scope of this Annual Report, we joined a whole host of other large library systems in eliminating fines for overdue materials. Fines, the data has told us, hurt libraries more than they help them and create barriers to service that keep people away. Remember what I said about us needing you as much as you need us?

We’re also looking at bringing back mobile library services, via book bicycles, a bookmobile and a new focus on community engagement. We’ve signed leases for two new libraries – one in Horizon West and one in Lake Nona – that will give two of the fastest-growing areas of our county the in-person library experience they’ve been requesting for years.

Like I said, there was a point in my career when I wouldn’t have envisioned myself in this position. But now, I really can’t imagine myself anywhere else.

Sincerely,

Steve Powell
Library Director/CEO
Orange County Library System
On August 26, after eight months of searching, Interim Director/CEO and Chief Operating Officer Steve Powell was selected as the new Library Director/CEO of Orange County Library System.

Steve has been with Orange County Library System since 2007, when he was hired to take the role of Service Manager. He was promoted to Facilities and Operations Department Head in 2011, and in 2018, he was named the library’s Chief Operating Officer. He was appointed to the role of Interim Director/CEO in January 2022, upon the retirement of longtime Library Director/CEO Mary Anne Hodel.

Steve was selected from among three finalists for the position, all of whom had impressive backgrounds in library service.

“What made Steve stand apart from the other candidates was the institutional knowledge he brings to the role, and the initiative he has taken over during his time as Interim Director,” said Crockett Bohannon, President of the library’s Board of Trustees. “He worked hard to not just keep things running smoothly at the library, but to keep things moving forward while waiting for a new director to be selected. Steve’s commitment to Orange County Library System to join major library systems across the state and nation in acknowledging that overdue fines are costly to recoup, reduce library usage and hurt the people who need libraries most.

Looking ahead, Steve says, library users can expect to see a focus on accessibility – both inside and outside the library’s walls. For example, the library now lends Wi-Fi hotspots to cardholders, making it possible for more people to access digital library materials, as well as anything else they might need online. The library is also bringing programming out into the community, so people who can’t make it to a physical library location can still take advantage of what the library has to offer.

Steve says a strong library is “in the hearts and minds of the community.” He wants to see Orange County Library System improve the lives of people who live here by offering education, cultural, recreational and informational services that create a stronger Orange County.

“Public libraries are a welcoming and safe space for everyone to enter and explore the endless world of information online, and in digital and physical forms,” he says. “A public library card, on its own, opens doors to literacy and learning that other cards in your pocket cannot. And it’s free.”
If Orange County Library System had a theme for 2022, it was breaking down barriers to service.

In February 2022, Orange County Mayor Jerry Demings’ office asked the library to connect with the Farmworkers Association of Florida and RCMA Zellwood Child Development Center, organizations that provide services to migrant workers in northwest Orange County. One of the problems that population faced is that they are not full-time residents of the county, and signing up for a library card required them to show ID with proof of local residency. To solve this problem, we began to accept Farmworkers Association of Florida membership cards for library card registration purposes, opening up a multitude of library services to this community.

Since then, staff from the North Orange Branch visit the Farmworkers Association regularly to share information about the library, promote card registration and offer storytimes for families.

Other ways the library has broken down barriers during this fiscal year?

In May, we instated automatic renewals on physical items, including borrowed books and movies, to reduce the likelihood that people would rack up overdue fines they couldn’t afford. The move was met with overwhelming support on social media. “I love our library!” one Facebook user wrote to us. “Thanks for thinking of all the overworked, busy people out there!”

In June, we introduced a new group home card for minors who live in shelters or group foster homes. Previously, kids in foster care faced challenges in accessing library resources because they might not have a designated parent/guardian who could take responsibility for their library account. Great Oaks Village foster home was the first recipient of a group home card, and on June 2, representatives and residents visited Orlando Public Library for a tour.

Great Oaks Village Education Residential Services Supervisor Chasmin Hill says that she’s hopeful the library’s many resources will help kids develop their research skills, providing them with “motivation to believe that they can succeed.”
As Orange County Library System emerged from the pandemic, customers and staff were excited to see a return to in-person programming. One program, in particular, held a special place in the hearts of families.

In 2022, after a two-year hiatus, we relaunched Prime Time Family Reading, a six-week family reading and discussion program featuring three series – one virtual session in winter and two in-person in the summer and fall – and parents couldn’t be happier. Since its relaunch, the program has reached 29 families and served 359 attendees. For customers Sheena and John Allen, participating in Prime Time at the Alafaya Branch with their young daughters Olivia and Grace has helped their household slow down and reengage with reading together, alongside other families. “Children need things outside of school that encourage literacy and encourage reading, but in a way that’s fun,” Sheena Allen says.

The program uses award-winning children’s books to spark thought and conversation among children and families. The program’s goals are to increase family bonding and reading time, provide a space for families to practice critical thinking skills, build a stronger connection to the community and encourage library use. With underwriting assistance from The Friends of the Orange County Library System, program attendees were able to enjoy a meal together as part of each session.

“You also get to make friends and get to learn from other children,” Sheena Allen tells us. “And the children get to hear their parents speak as well.” Prime Time offers the opportunity to hear different perspectives and bounce ideas off one another. “For a community to give this to children for free, beyond the school year, is great. It keeps them engaged during the summer,” she says.

Young Grace Allen’s big take away from the Prime Time program? “I think everybody left with a feeling of ‘I’m important, I have some value to myself.’” Inspired by the program, Grace even wrote and gifted the Alafaya library staff with a book she wrote titled “The Fossil Hunters and the Unknown Underground Party.”

Families and caregivers truly see the value in the program. “I don’t think libraries are appreciated enough,” Sheena says. “Programs like these play a vital role in the community and should really be celebrated and supported.”
### Systemwide Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items circulated</td>
<td>3,371,262</td>
</tr>
<tr>
<td>Items downloaded</td>
<td>2,615,228</td>
</tr>
<tr>
<td>Items delivered to doorsteps through Books by MAYL</td>
<td>435,660</td>
</tr>
<tr>
<td>New library card registrations</td>
<td>46,225</td>
</tr>
<tr>
<td>Number of active library cards</td>
<td>340,160</td>
</tr>
<tr>
<td>Melrose Center members</td>
<td>16,728</td>
</tr>
<tr>
<td>People who received assistance from the library’s social worker</td>
<td>2,587</td>
</tr>
<tr>
<td>Library events held</td>
<td>10,948</td>
</tr>
<tr>
<td>Attendance at library events</td>
<td>311,772</td>
</tr>
<tr>
<td>Technology classes offered</td>
<td>10,005</td>
</tr>
<tr>
<td>Attendance at technology classes</td>
<td>27,119</td>
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In 2022, the Summer Reading Program returned to the library in-person. Readers of all ages participated in the Summer Reading Challenge and over 26,000 youth attended fun, educational events.

**SUMMER READING CHALLENGE**

Kids ages 0-18 were challenged to read at least 10 hours (600 minutes) from June 4 – July 23

<table>
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<tr>
<th>Statistic</th>
<th>Number</th>
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<tr>
<td>Meals distributed</td>
<td>10,840</td>
</tr>
<tr>
<td>Youth actively participated</td>
<td>3,235</td>
</tr>
<tr>
<td>Youth who completed the challenge</td>
<td>2,514</td>
</tr>
<tr>
<td>Minutes read</td>
<td>2,173,362</td>
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SUMMER READING PROGRAM 2022
In November 2021, Orange County Library System received federal funding from the Institute of Museum and Library Services to support the expansion of the Local Wanderer program, which provides library cardholders free admission to the theatre, museums, concerts and other cultural and educational institutions. The $50,000 grant allowed OCLS to increase the number of offerings available, directly addressing a lack of accessibility to arts and cultural venues.

The Institute of Museum and Library Services is the primary source of federal support for the nation’s libraries and museums and prides itself on advancing, supporting, and empowering America’s museums, libraries, and related organizations through grantmaking, research, and policy development.
REVENUE AND EXPENDITURES

REVENUE
$57,835,000
Total Revenue

$54,514,000
Ad Valorem Taxes

$416,000
Fines & Lost Materials

$327,000
Charges for Services

$1,147,000
Federal, State and Local Grants

$592,000
Transfers from County Property Appraiser and Tax Collector

$57,835,000
Total Revenue

EXPENDITURES
$57,835,000
Total Expenditures

$24,425,000
Salaries & Benefits

$1,147,000
Federal, State and Local Grants

$4,633,000
Materials

$6,448,000
Reserves

$839,000
Miscellaneous

$1,000,000
Material Transfer to Capital Projects Sinking Fund

$2,100,000
Capital Outlay

$7,500,000
Transfer to Capital Projects Fund

$11,729,000
Operating Expenses

$24,425,000
Salaries & Benefits
“I wanted to say to the staff and librarians at the Orlando Public Library that I really appreciate them helping me out with the internet and learning how to use computers. I am grateful for the patience of the staff at the best public library I have ever seen.”

“My wife and I appreciate all your services, especially home delivery. My wife has some medical issues and limitations. Your services are extremely helpful to her, and she enjoys reading.”

“Thank you for letting me research in your vast Disney collection. The materials I found were integral to my PhD dissertation. It is a collection that contains material useful for enthusiasts and academics.”
Aloma Bowl
Andretti Indoor Karting & Games
Benihana
Caribe Royale
Central Florida Zoo and Botanical Gardens
Cheddar’s Scratch Kitchen
Chick-fil-A
Community Health Centers
Congo River Golf
Costco
Crayola Experience
Culver’s
Curry’s LLC
Disney World
Ethos Vegan Kitchen
Foxtail Coffee
Fun Spot America
GameTime Ocoee

Garden Theatre
Goldfish Swim School
Healthy West Orange
Ivanhoe Park Brewing Company
Kennedy Space Center
Kings Dining & Entertainment
Lazy Moon Pizza
Legoland
Harry P. Leu Gardens
Little Caesars
Lukas Nursery & Butterfly Encounter
Madame Tussauds Orlando & SEA LIFE Aquarium
Main Event
My Central Florida Family
Olive Garden
Orlando City Soccer Club
Orlando Shakes
Panda Express

Pirate’s Cove Adventure Golf
Planet Obstacle
Portillo’s
Premier Pools of Central Florida
Publix
Rainforest Café
Ripley’s Believe It or Not
Starbucks
Sun Insurance Services
Sweet by Holly
Target (Corporate)
Texas Roadhouse
Town of Windermere
Walt Disney World Corporate Citizenship
Wawa
WonderWorks
THANK YOU TO OUR DONORS

**$50,000-$100,000**
- Friends of the Orange County Library System
- Window World of Central Florida

**$1,000-$2,000**
- Premier Pools of Central Florida
- Allison M. Barksdale
- Mark Ackerman

**$125-$500**
- Allison M. Barksdale
- Kristen Batson
- Leah Bayer
- Michael Cheatham
- Youndy Cook
- Church Street District Inc
- Gayle Falvey
- Clayton Hemphill
- Mary L. Higginbotham
- Paul Johnson
- Susan Coates Kroll
- Mike Lambert
- Shelia & Carl Musante
- Kim Roth
- Michael Scheible
- Sun Insurance Services INC
- Laina Shockley
- Haley M. Thomas
- Jack Ciarletto
- Nicole Congelossi
- Thomas Cooper
- Daughters of the American Revolution
- Natalie DeSantis
- Pushpa Vishandas Devnani
- James Dylewski
- Shelly Falconer
- Theresa Fallon
- Ira Fleckman
- Lois Gassmann
- John Gittings
- Halapatiokee Chapter NSDAR
- Jamie Hewitt
- Jacqueline Heydennych
- Lynell Hodge
- Marianne Horton
- Sara H. Howard
- Kenneth Ingraham
- Barbara J. Jarvis
- Janice H. Jones
- Kristen King
- Sarah Kirk
- Susan Lambertus
- Michael Lyons
- Joseph & Ginny Marshall
- Rachel Martin
- Richard & Kathleen Mauser
- Susan Nicholas
- Jeff Nolan
- Gail Oberly
- Laura Odriscoll
- Sanam Rai
- Doreen Ratigan
- Alice Reinhardt
- Anna Reinhardt
- Meredith Renard
- Kurt Scherer
- His-Ping Shao
- Ann Shea
- Joan P. Stanton
- Arthur S. Susser
- Rev. Liv Trust
- Lesli Tauber
- Deborah Travis
- Jean M. Webber
- Anne Wintsch-Reis
- Roger Wolf
THANK YOU FOR A GREAT YEAR