

**MEETING MINUTES**  
**ORANGE COUNTY LIBRARY SYSTEM BOARD OF TRUSTEES**

**March 9, 2023 ~ 6:00 p.m.**

**Orlando Public Library**  
**101 East Central Boulevard**  
**Orlando, Florida 32801**

Library Board Present: Crockett Bohannon (3/0); Nicole Benjamin (6/0 – City);  
Lizannette Tam (3/0); Sharon Smoley (3-1)

Library Board Absent Danielle Levien (6/2 - City)

Administration Present: Steve Powell; Bethany Stone; Kris Shoemaker; Yvonne Hartley;  
Danielle King; Erin Sullivan; Lynette Schimpf; Sara Gonzalez;  
Leasha Tavernier; Milinda Neusaenger

- 23-028 I. **Call to Order**  
President Bohannon called the meeting to order at 6:04 p.m.
- 23-029 II. **Public Comment Policy & Procedures**
- 23-030 III. **Approval of Minutes: Library Board of Trustees Meeting – February 9, 2023**  
Trustee Tam, seconded by Trustee Smoley, moved to approve the minutes for the February 9, 2023 Library Board of Trustees Meeting. Motion carried 4-0.
- 23-031 IV. **Staff Presentation: Removing Barriers: An Executive Edge Update ~ Kris Woodson & Stephanie Lum**  
Assistant Manager Kris Woodson and Manager Stephanie Lum gave the Board a positive update regarding the initiative to go fine free. The Board requested to see what the data will look like a year from now after one year of fine free.
- 23-032 V. **Financial Statements and Summaries: February 2023**  
➤ **Annual Investment Reports FY 2022**  
➤ **Annual Comprehensive Financial Reports FY 2022**  
CFO Shoemaker reviewed the Annual Investment Report, the Annual Comprehensive Financial Reports and the February Financial Reports. He also reported that the annual audit came back and OCLS was given a clean bill of health.
- 23-033 VI. **Dashboard February 2023: Danielle King**  
CBO King shared some highlights from the dashboard. This month there was a 36% increase in door count, 30% increase in physical items checked out, and an 18% increase of digital checkouts, which is an average of 8,178 items per day. In addition, event attendance went up 35% and technology class attendance went up 78%. Out of those attendance numbers, over 27,000 were for in-person events and over 2,000 were events hosted offsite. Compared to 2019, OCLS is doing pretty good. The event numbers have increased slightly, and the class numbers are still below pre-COVID level.

She also highlighted that every location received 100% on the mystery shopper report this month. This is fantastic news and a testament to the staff's commitment to the customer service standards. As part of the effort to continue offering excellent customer service, a team of staff known as the Customer Service Champions put together monthly "Service Story Snippets." The snippets focus on topics, activities, and conversation starters for staff to keep customer service standards and best practices at the forefront of everything that staff do. Ms. King also shared two customer stories from this month:

Customer, Ms. Julia came by the branch with her ice cream trunk to surprise the Chickasaw Staff with free ice cream. She shared, “I’m so thankful for your staff. They have helped me countless times with printing, faxing, writing letters, and even fixing my computer. Many of them helped me create a business card and provided me with information on how to patent an idea. I’m forever grateful.”

When the Southwest staff were installing the March Storywalk book at Shadow Bay Park, a customer shared his experience watching families read the book. He said that he walks the park every morning and he consistently runs into several families reading the story. He stated that he wondered why at first the children were flapping their arms and waddling like a duck between each display until he read the book himself. He thanked us and the Library for organizing this each month! This month the featured book is *The Little Engine that Could*.

23-034 VII. **Action Item:**

23-035 **Request to Serve Alcohol at a Southwest Event: Bethany Stone**

Vice President Benjamin, seconded by Trustee Smoley, moved to approve the serving of alcoholic beverages in accordance with the Board-approved policy at the event on April 28, 2023, at the Southwest Branch Library. Motion carried 4-0.

23-036 VIII. **Discussion and Possible Action Items**

23-037 IX. **Information**

23-038 **Director’s Report**

Excel Adult High School debuted at OCLS on February 6. This program offers library cardholders the potential to earn a scholarship to complete their high school credits online and receive an accredited high school diploma. During the month of February, 14 customers completed their applications for Excel Adult High School. By the end of the month, 11 had begun the prerequisite process and two had been contacted for interviews to earn a scholarship.

During the month of February, the Branch Outreach Specialist committee has been conducting interviews for internal and external candidates to fill out this exciting new position for the system. So far, nine branches are busy coordinating start dates and planning training for their Branch Outreach Specialists.

In February, the Eatonville Branch graced its walls with Woven Stories of Resistance, a quilt exhibition inspired by views of young people on social justice in America. On February 18<sup>th</sup>, 130 attendees visited the branch for a reception and panel discussion to learn about the historical retrospective of quilting within the African American community, presented by Links Incorporated and Charmettes Club of Orlando. The event was sponsored by Delta Omicron Omega Chapter of Alpha Kappa Alpha Sorority, Inc.

We have another success story from a customer who took a Citizenship Inspired class led by South Trail Circulation Clerk Niurka Olivera De Ojeda. The customer applied for her Naturalization exam in December and passed. She visited the branch to take a photo with Niurka, and she left a note that read:

“Dear Teacher, after my biometric and fingerprint appointment I went to Turkey. Guess what happened? While I was in Turkey, they made a citizenship interview appointment three weeks later. I really couldn't believe it. While I was expecting it to happen a year later, I couldn't believe it was like this. ... Today, I am an American citizen. Tomorrow, I have an appointment for my American passport. But I can join your class on Wednesday to tell my experience. Thank you so much, Sharon and you, for everything.”

During February, the Southeast Branch hosted a weekly “Bilingual Storytime and Craft” in lieu of the weekly Chiquiticos/Little Ones program that was cancelled. Southeast has many regulars who visit the branch and the branch’s Youth Program Specialist, Jewels, wanted to host an event to ensure that those customers were not disappointed. The storytime included a story, song, bilingual vocabulary and a craft for participants. A total of 39 attendees participated over the course of February. A survey comment from a customer stated: “I appreciate the library doing a replacement program while the Chiquiticos lady is out. We love Jewels! Thank you for not just cancelling!”

Zully Escobar, the Branch Manager for the Winter Garden Branch has been working on a financial literacy project for the Sunshine State Library Leadership Institute. A Financial Literacy committee was created to develop programs for children ages 3-17. Currently, a 5-part Money Smart series is being developed for preschoolers. All the programs will be available systemwide.

Southeast Technology Instructor Brenda Santana was recently approached by a representative from Congressman Darren Soto’s office to let her know that he would like to recognize her for her contributions to Central Florida by entering her biography in the Congressional Record. In addition to teaching classes in English and Spanish at Southeast, Brenda also pioneered our popular Spanish-language workshops for children and adults. Brenda, who has a passion for helping people learn and understand Spanish, has worked for the library since 2017. We are proud to have her as an employee, and we congratulate her for this honor!

On March 22, County Commissioner Nicole Wilson is hosting a Horizon West Town Hall at Windermere High School. Chief Branch Officer Danielle King will be in attendance to represent the library, provide a brief update on the Horizon West Branch and encourage people to attend our Horizon West community meeting, which is scheduled for March 27<sup>th</sup> at Waterleigh Community Center.

23-039

**Public Comment: Non-Agenda Items**

**X. Adjournment**

Trustee Tam, seconded by Vice President Benjamin, moved to adjourn the meeting. Motion carried 4-0. President Bohannon adjourned the meeting at 6:35 p.m.

**Next Meeting Dates:**

**March 9, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 --- April 13, 2023 ~ Orlando Public Library; 101 East Central Boulevard; Orlando, Florida 32801 ---**

**Florida Statutes section 286.0105: 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.**