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puzzle (puz'əl) 1. A toy, game, or testing device that tests ingenuity. 2. To clarify or solve by reasoning or study.

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A USER'S GUIDE TO THE ORLANDO PUBLIC LIBRARY

Florida magazine
April 6, 1986

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On the cover: The Orlando Public Library as seen from the corner of Magnolia Avenue and Central Boulevard. Photo by Judy Borich.

Grand opening today
The new Orlando Public Library will celebrate its expansion as the largest public library in Florida from 1 to 6 p.m. today, the first day of National Library Week. The new library is the hub of the Orange County Library System.

The Friends of the Library will have an open house at the downtown complex, 101 E. Central Blvd., with guided tours throughout the building, including behind-the-scenes areas.
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When the new addition to the Orlando Public Library officially opens its doors today, Glenn Miller hopes Harry Smith likes what he finds.

Miller is director of the Orange County Library System, which serves Orange and Osceola counties with the exception of Winter Park and Maitland.

As for Harry Smith, he is you and me and all the other taxpayers served by the greatly expanded main library building in downtown Orlando. Harry Smith is Glenn Miller's favorite person.

"Harry Smith is coming in the front door," Miller said. "What is going to happen to him? Now, if he's wandering around blankly, then we're not doing our job. Our goal is to help Harry.

"The reason we're here is because the taxpayers decided they were going to have library services. And we got hired to give them those services, to respond to their needs. This building is Harry Smith's."

The 290,000-square-foot building at 101 E. Central Blvd. fills an entire city block and is the largest public library building in Florida. In 1980, voters approved a $22 million dollar library expansion bond issue to pay for the building program.

"I was very confident the bond issue would pass because I had confidence in the public," Miller said. "We had surveyed our users over a decade about what they wanted. And this library has a good track record for giving a dollar's worth of use for a dollar's worth of taxes. It's been that way for decades."

Orlando got its first public library in 1923. It was named the Albertson Public Library in honor of Charles L. Albertson, whose gift of 12,000 volumes prompted the construction of the building. It was replaced by the Orlando Public Library, dedicated in 1966. Use of the library grew with the population,

Cherry Taylor prepares sacks full of Books by Mail, popular library service.

Behind its cool gray facade, the Orlando Public Library has a decidedly warm quality — a dedication to its patrons.

BY NANCY PATE

The library's rugged-looking concrete walls conceal a system for providing maximum service to the public.
and the 1980 referendum established the Orange County Library System, which today encompasses the new main library and 10 branches in Orange and Osceola counties. Maitland and Winter Park have their own libraries and are not included in the Orange County system.

The library system has more than 693,000 cataloged volumes, of which 365,000 are at the main library. These figures do not include tens of thousands of uncataloged paperbacks. The system also has more than 150,000 pamphlets and clippings, 70,000 pictures, 13,000 phonograph records, 500 framed art reproductions and 2,700 VHS videocassettes. The main library subscribes to 1,460 magazines and periodicals.

This year, the library will spend $1.2 million beyond its regular book budget to update the collection, which was held back by the space shortage in the old building.

"It's a small, young collection, but we circulate those books more than many libraries," Miller said. "The last 10 years, we didn't have any space to put the books if we bought them."

Miller believes that libraries should be book circulators rather than book collectors.

"We don't have a rare book collection, for example," he said. "But Harry Smith hasn't said he has much need for rare books. Harry Smith needs to know how to fix his back porch, how to teach his kids to read, how to grow roses in the hot Florida sun. Harry Smith needs information for his daily life."

And Harry Smith has access to that information seven days a week. The library is open more hours than any other public library in Florida. If Harry can't make it to the library, he can get books through the innovative Books by Mail program, which was the nation's first full-scale library-home-delivery service by mail. Anyone in the library's metropolitan service area can request books through the program, and the library currently mails out between 7,000 and 8,000 volumes a month, postage-paid.

If the library doesn't have a book that Harry Smith wants, it can arrange to get it for him through Interlibrary Loan. This sophisticated computer network links 4,000 public and academic libraries.

And if Harry Smith has a reference question, all he has to do is pick up the phone. Library staff members fielded more than 600,000 questions last year.

"It would be hard to name an institution other than the library that deals with you on such an individual basis," Miller said. "Libraries have a unique relationship with people. It doesn't make any differ-

□ continued on next page

Photo: Judy Borich

Checkout area is the final stop for library patrons borrowing items from books to films.

Mark Bollenbach mans an information desk on the ground floor of the 290,000-square-foot main library in downtown Orlando.

Travel and geography books, with giant world globe, are among materials found in the Social Science department on the second floor of the Orlando Public Library.
NOURISHING THE SYSTEM

IN LESS THAN 65 YEARS, Orlando's public library has grown from a small municipal agency to become part of a two-county library system serving more than half a million people.

The first public library in the city was named the Albertson Public Library in honor of Charles L. Albertson. His gift of 12,000 volumes prompted the construction of the library building. The library was supported by the city of Orlando and governed by a board of directors appointed by the mayor and city council. The Albertson library was replaced by the Orlando Public Library, which was dedicated in 1966.

Meanwhile, in 1963, Orange County residents outside of Orlando, Maitland and Winter Park voted to establish a special tax district to pay for their share of library service. The Orange County Commission used that millage to contract with the Orlando Public Library Board to provide library service in the county district; Orlando residents paid for their library service through the city's general revenues.

In 1980, a referendum established the Orange County Library District as a special tax district covering all of Orange County except Winter Park and Maitland. Residents of that tax district pay a special library millage through ad valorem property tax. (Orange County's 1985-86 millage is 5.64 mills, including the debt retirement for the construction of the new addition).

The Orlando Public Library System became the Orange County Library System, which also serves Osceola County. Osceola County contracts annually with the library board for library service to Osceola residents.

The Orange County Commission, as governing board of the special tax district, appoints the five members of the library board, including two members nominated by the Orlando City Council. Board members are appointed for four-year terms and may succeed themselves only once.

The Osceola County Commission appoints a library advisory board to make recommendations to its county commissioners on library needs in Osceola. A member of that advisory board participates in library board meetings, but is not a voting member.

Current library board members are Paul Pickett, Corbin Sarchet, Albert C. Valdes, Mary Jo Hoard and Peter C. Barr.

Board members appoint the library director, and there have been only three in the library's 63-year history: Olive Brumbaugh, who served from 1920-1943; Clara Wendel, who served from 1943-1970; and Glenn Miller, who has been director since 1970.

The Albertson Public Library, pictured in the mid-1950s, was the forerunner of today's library. The Albertson library was a limestone building with four Greek Doric columns topped with carvings of draped Grecian figures.
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The community
The library staff
The architects and engineers
The vendors and suppliers
"Service to people is the force behind the building. Our primary mission hasn’t changed, isn’t going to change. I want this library to maintain and enhance its credibility with the people who are paying for it by giving them the information they need. Budgets and buildings aren’t the important thing. Harry Smith is the important thing."

Nancy Pate is book critic for The Orlando Sentinel.

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FUNCTIONAL DESIGN, PRACTICAL SOLUTIONS

To make sure the surroundings fit the needs, Glenn Miller and staff turned the library building plans inside out.

The stairwell is part of the central core of the building. It begins on the ground floor, is open to the skylight, and is accented with walnut handrails.

SOME WOULD FIND IT TROUBLE-some, but architect Duane Stark and interior designer Dianne Walsh of Schweizer Incorporated found that their client’s constant involvement made their job easier.

That involvement was something of a surprise. After all, following a 1980 competition, director Glenn Miller and his library board had turned over the design of the $22 million, 230,000-square-foot addition to the Orlando Public Library to the Schweizer team — right?

Sort of.

They never let go of the project completely, Stark said. “Everyone worked closely together — it’s unusual for the client to be so involved with every step. They were very important to the design, and the needs of the users — staff and public — were considered from the start.

“Not only did the library people know that they
Even such detailed concerns as the exact combinations of rust, orange and gold for the fabric banners that mask ductwork in each level's ceilings were the subject of careful discussions.

wanted to be able to turn the air conditioning on and off in particular areas, but they also knew how they wanted to turn it on and off — and they let us know," said Stark, who had designed four other libraries before the Orlando project.

That makes sense, said Miller. Better than anyone else, he and his staff knew why they wanted those air conditioning ducts, elevators, offices, outlets and other features where they ended up, said Miller, whose background includes an early interest in engineering and an even earlier interest in library work. That's the reason the library chose an Orlando designer for the job — to oversee its progress.

"We wanted it designed by a local architect, someone who lives in the community and who would be available day and night so we could see item by item what was being designed," Miller said. "The problem was that some of them had done libraries, but they hadn't done our library. We want most of all to provide good library service, and feel we had better be functional to the user's needs. The last thing we wanted our building to do was intimidate or awe anyone."

It's nice if the building is beautiful, but creating a cathedral to knowledge and culture might keep readers away, he said. "If you left architects alone, they would shortchange you in storage, loading docks and other, less visible, areas. So we immersed ourselves in the process, from design to construction, and now we have the right, logical relationship of desk to corridor, shelf to table.

"Those are important details that got considered because we had the time and we took the time to be involved," Miller said. "The best an architect could have done to understand our needs would have been to take Library 101." During his 36 years in the field, Miller has done everything from shelving books and answering phones to painting the basement of a branch library in his native Michigan. That experience has come in handy, he said: "We shared with them what we knew."

Otherwise, he said, the new addition might have been as unsuitable as the library that opened in 1966. Its 60,000 square feet of space had become crowded within five years after it was finished, and because its impressive concrete interior walls couldn't be moved, reading areas gradually filled with shelves of books. The old library's problems, Miller said, were created partly because its noted architect, John Johansen,

□ continued on next page

The information desk in the center of the lobby is the centerpiece of the ground floor. It is always staffed by someone who can advise users on where to find whatever they are seeking.
Design

from page 13

lived out of town. Johansen, now of New York, was based in Connecticut at the time.

"We didn't want to work with an architect who might be able to come to town for planning sessions only every month or so — we wanted to be in constant touch," Miller said. "Our 1966 building was Johansen's first library, and it was designed in Connecticut."

More serious, the old library was designed from the outside, leaving the architect with inside spaces that had to be filled — the "wrong way to design a library," Miller said. By contrast, the addition that increased the library's space so tremendously that it now occupies an entire city block between Rosalind and Magnolia avenues was designed from the inside out. Its gray concrete exterior matches the old building's cedar-textured skin but any cladding would have worked, Miller said. That's because it is nothing but the shell of the real library — its functional spaces.

On every floor but the fourth, reading and storage areas for such fields as science, genealogy, history, literature and fine arts are reached from a central core. That core is made of elevators and a stairway that is open from the ground-level information desk to a roof-line skylight. The basement houses the Children's Department and Technical Services, and the unoccupied fourth floor will be put into use during future expansion.

Plans for expanding the library began in the early 1970s, as Miller, his staff and board began to wrestle with the problem of overcrowding, he said. "We searched for a format, facing the problem of how to communicate our needs to an architect."

It took nearly a decade, but the library ended up with a 42-page document called the "Summary Building Program: Orlando Public Library Expansion." It spelled out everything from the library's purpose to how many bicycle racks and water fountains should be included in the new addition. Diagrams showed and rated in terms of various users the ideal physical relation of such departments as Graphic Arts, Audio Visual and Young Adult Department to Custodial Services and Data Processing.

Because the library's primary goal is to provide easily accessible services to the public — "the people who pay us," Miller said — staff-only and supply-storage areas are in the more remote sections of the building. Once the program settled on the number of desks, shelves, tables and chairs an area's employees and readers required, and set the necessary nearness of one area to another and to stairs and elevators, the addition essentially was designed.

He's very pleased with the newly designed library, Miller said. About 65 percent of its 290,000 square feet is space the public will use for ordinary services and meetings of non-profit groups. There were tense moments, such as the time it became clear that matching the color and texture of the new exterior walls to the rough-hewn-cedar pattern of the original poured-concrete walls might be difficult. But they were resolved.

Everyone thought of the library that was built with 19,000 cubic yards of concrete as the ultimate expansion, Miller said. Nearly 3,000 people use it every day and 190 people (including part-time staff) work in it. "We have no plans to ever expand this building — 290,000 square feet of library space in one place is quite enough. More would be unmanageable."

No one can predict what metropolitan Orlando will be like in the year 2000, said Miller, who has watched Orlando expand dramatically since he became library director in 1970. Once the fourth floor is occupied, more branch libraries may be built, however. The downtown building may become headquarters for an increasingly massive system of delivering services to the public.

That's all fine with him, Miller said. "I've got my standards, and they've been put into practice here. This is the right way to design and build a library — I'm willing to say that. But I do realize that it's the right way according to Glenn Miller."

"It's the result of intensive involvement, from design to realization. The building looks, feels and works just the way I had imagined it from the beginning."

Laura Stewart Dishman writes about architecture and art for The Orlando Sentinel.

Lasting Friendship

From Florida's first bookmobile to popular fund-raising projects, Friends of the Library has more than lived up to the name.

Although it began as a small group of citizen volunteers, the Friends of the Orlando Public Library today is a vibrant, moving force that has helped the library to become a keystone of the community. In 1949, a few volunteers set out to raise money for the first bookmobile in Florida. They were successful, and from that first effort grew the non-profit organization of library supporters whose activities help the library to thrive.

Twice each year, in November and May, the group recycles thousands of books and magazines at Ye Olde Book Sale. The sale, at Winter Park Mall, attracts hundreds of book lovers and has raised thousands of dollars for equipment and special projects not covered in the library budget.

Almost as popular is the Friends' annual spring Dinner with the Authors.

The 8-year-old event attracts about 1,000 people annually. It is a community service rather than a fund-raiser. The admission cost just covers the price of the meal. The dinner is co-sponsored by The Orlando Sentinel.

In addition to these two major activities, the group plans to resume its free Meet-the-Author Coffees, formerly held at Burdines in Fashion Square. The coffees will be held in meeting rooms in the new library.

Members are also planning to open a permanent used book store in the library later this year. The group has established a "Book Endowment" program that allows people — for a $150 donation — to create a fund that will provide one new book a year for the library system. The books have a bookplate on the opening page with the name of the contributor or the person honored by the endowment. A book endowment can be established in memory of someone who has died or in honor of a friend or relative.

The Friends also publish a monthly newsletter that covers events and services throughout the library system.

Memberships are $2 per year for students and senior citizens, $5 for adults and $8 for families. Offices are at 101 E. Central Blvd., Orlando.

Friends volunteer Ray Frenier works sorting and pricing books for Ye Olde Book Sale, to be held May 30 to June 1 at the Winter Park Mall.
LIKE THE KEY TO A vault of immeasurable treasure, a library card unlocks the doors of centuries of entertainment, information and knowledge amassed through the ages and stored in the system, awaiting use.

To many Central Floridians, the access card to that treasure storehouse is free for the asking; and to other residents, it is available for a $25 annual fee.

Since the Orange County Library System and its community libraries are financially supported by most of the taxpayers of Orange and Osceola counties, library cards are provided to residents and property owners there at no additional charge.

The only exceptions are residents and property owners within the city limits of Winter Park and Maitland. Those cities have their own independent library systems, which their city taxes support.

People who live outside the tax-supported service area and who don't own property there can pay an annual $25 fee for a non-resident card, which gives them all the privileges associated with a regular library card, including the right to check out books, videocassettes and other materials and to use the Books by Mail home-delivery service.

To obtain a free library card, a resident must fill out a short form and present some personal identification that includes a current street address.

Acceptable identification may be in the form of: driver's license, car registration, current telephone bill, current utility bill, lease agreement, property deed, current tax receipt, certificate of domicile, current automobile insurance ID card, utility or telephone deposit receipt, checkbook with name and address imprint, student report card or school schedule with current address, Florida state ID, military ID, current bill from major charge account or Medicaid card.

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MILLION-DOLLAR BOOK BUY

LESS THAN SIX MONTHS AGO, the Orlando Public Library spent $30,000 to buy 4,000 beginning reader's books. Multiple copies of such books as The Cat and the Hat and Frog and Toad joined another 4,000 beginning readers already in the Children's Department collection. But on a recent day, fewer than 400 of the 8,000 books were on the library's shelves.

"It's a bottomless pit," said Carolyn Peterson, head of the library's Children's Department. "As soon as we put copies on shelves, they're checked out."

This year, the library will spend an extra $1.2 million dollars to beef up its book collection, which was limited by the space shortage in the old library building. The Orange County Library System currently owns more than 693,000 cataloged volumes, of which 365,000 are housed at the main downtown library.

"It looked like a lot of books in the old building because we didn't have any more room," said John Martin, head of the library's Arts and Literature department.

But the new addition to the downtown library has a capacity of more than a million volumes. And Martin, Peterson and other library department heads are putting together a massive shopping list to fill up shelves with both new books and replacement volumes. Items to be ordered include:

- Five copies of Treasury of Disney Animation Art, $85 each.
- A four-volume set of Indian Tribes in America, $265.
- Ninety copies of Laura Ingalls Wilder's Little House books, $12.89 each.
- Dictionary of Biochemistry, $80.
- A 23-volume set of Am Jur Legal Forms, $1,000.
- Frank Lloyd Wright: The Complete Works, 12 volumes for $555.

Those are just a few of the high-ticket purchases the librarians plan to make. But each department head has a box filled with order forms, many for multiple copies of less expensive books. Peterson, for example, wants 20 copies of Super Fudge by Judy Blume at $9.95 each, five copies of ABC Dinosaur Book, $7.95 each.

"More than a million dollars sounds like a lot of money to spend on books," she said. "But it's really just a drop in the bucket."

Consequently, the librarians have been setting priorities, assessing the current collections for strengths and weaknesses.

"We're really scrambling to keep up with the technology books because areas like medicine and robotics are changing so rapidly," said Dean Padgett, head of the Business and Science department. "And then there are the books in popular categories — job skills, child-rearing, diet books. We had 350 people call when Fit for Life came out, and we bought 100 copies."

Padgett also will be buying more books in the pure science area, as well as those that fall under the business heading — insurance, real estate, marketing, accounting.

"It's very exciting," he said. "Maybe only once in your career do you have the money to spend like this."

Susan Broomall, head of the Social Sciences department, can reel off a list of popular areas in which more books are needed, both replacement copies and newly published books.


She also wants to boost the Florida collection with both fiction and non-fiction.

In Arts and Literature, librarians keep a weekly list of "Gaps, Shortages and Titles Never In." During a recent week, the list included joke books, current hynnals, books on surfing and snorkeling, To Kill a Mockingbird by Harper Lee, Mary Stewart novels, Stephen King novels, Agatha Christie mysteries, O. Henry short stories and T.S. Eliot poetry.

"We have a standard formula for dividing up book-buying money," Martin said, "but this is a good chance to do something extra for the foreign language collection, for example, while music is pretty solid right now."

Non-fiction is a major priority in the Children's Department.

"We were so strapped for space in the old building that we kept buying at a minimum," Peterson said. "We could keep up with the basic, new books, but couldn't do much with replacements. Many of the non-fiction books are out-of-date, while others are just worn out. There's also been a massive increase in use since we moved into the new building. Pick a subject, and often all you'll find is a bookend."

All the librarians agree that their various allotments of the $1.2 million will improve the quality of the overall collection.

"The money can make a lot of difference in the permanent collection of reference books and resource materials," Martin said. "But in a few years, the circulating books will need replacing again. That's the nature of libraries."

"It's true," Peterson said. "As books are made more available, they get more use. We're already seeing that. Our needs have never been so great."
THE WHOLE LIBRARY CATALOG

A guide to special services: Answer lines, genealogy, records, tapes, films, etc.

Reaching young readers

The goal of the Orlando Public Library’s Children’s Department is a monumental one: to reach all the children in the Orange County Library District, from birth through eighth grade.

The innovative tactic is to inform and inspire the adults who have constant contact with children.

To serve infants, for instance, they offer “Catch’em in the Cradle” workshops.

In the workshops, parents of babies and parents-to-be are introduced to learning games, songs, finger plays and first books for baby, plus how-to-parent books.

The workshops are available at no charge to any small groups in the service area, including informal gatherings of neighborhood parents, and are presented routinely in area hospital prenatal classes.

To reach people who have daily contact with toddlers and preschoolers, the library offers a “Sharing Literature with Children” workshop for day-care workers, Scout leaders, Sunday school and kindergarten and elementary teachers and parents.

The workshops are free and scheduled on request any place in the library’s service area.

Nancy Albright conducts story time, one of many programs aimed at young children.

Pop environment

A giant graffiti board, rock records and recreational reading draw people from 12 to 21 years old to the Young Adult Department on the second floor of the new library.

The shelves are filled with books made into hit movies, science-fiction novels, mystery stories, teen romances, information on clothes, sports facts, dating hints, health tips and other special interests.

The record bins offer a week’s loan of most of the albums on Billboard magazine’s Top 100 listings.

The magazine shelves invite patrons to check out back issues of a wide variety of teen-interest monthlies, such as Black Belt, Cycle, Ebony, Family Computing, Hot Rod, Mad, Off-Road, Omni, Rolling Stone, Seventeen, Sports Illustrated, Surfing and Wrestling USA.

The graffiti board covers one wall of the reading room, and there’s always chalk available for anyone who wants to write a poem, draw a picture or leave a thought for the day.

Sliding glass doors to the reading room provide a separate place where young adults can listen to music, play chess, and enjoy free movies on school holidays.

□ continued on next page
Large-print books

Large-print books are shelved in special sections of various libraries in the system and can be borrowed by anyone living in the library service area. As the name implies, print in the books is about a quarter-inch high, making it easier for people with poor eyesight to read. Like most other material at the library, the books can be checked out directly or mailed to patrons through the Books by Mail service.

The library system owns more than 7,000 volumes in large print, most of which are kept at the main library. Others rotate through the branch libraries.

The offerings are mostly fiction, but include much non-fiction, including history, biography, crafts, cookbooks and typing lessons.

Bridge to the past

The Genealogy department has more than 17,000 books on its shelves, and its staff has extensive research experience. Material ranges from detailed records and census information to simple how-to books, to aid novice genealogists.

The guides suggest that patrons talk to older relatives, search through family photographs and Bibles and collect all the names, places and vital statistics they can.

When that preliminary work is accomplished, patrons are guided to books of family histories and reels of microfilm packed with names and dates and places from old records and documents. If a patron needs genealogy information not found in the collection, the department often can borrow the material from another genealogy collection or help the patron to get copies of documents from other record sources.

Answer lines

They sit, phones by their sides and a wealth of information, significant and trivial, at their elbows, waiting for the next question.

And the questions come:

How many dimples are on a regulation golf ball? (336)

What was Typhoid Mary’s real name? (Mary Mallon, who died in 1938)

More than 600,000 questions were phoned in to the Orange County Library System’s reference librarians last year.

Some were difficult and some were easy, but all are attempted by the librarians, who make it a practice never to ask a caller why the information is wanted, just to supply it, if they can track it down.

Although every branch has librarians willing to help with research projects, the main library has a staff of reference librarians specifically for that purpose. The questions can be asked in person or by phone.

The main library’s number is (305) 425-4694. In Osceola County, callers can use (305) 846-7870, a special toll-free number that places the caller directly in touch with the main library in Orlando.

Bars no barrier

Every week, a librarian goes to jail.

With that librarian goes a load of books. At the end of the day, the librarian comes out — but the books do not.

They are checked out by the inmates of the Orange County Courthouse jail in downtown Orlando and the jail annex on Hughry Avenue.

Inmates are allowed to request paperbacks, magazines and books from the library’s shelves. Their requests are filled during the following week’s visit.

Through the program, inmates have access to almost all of the library’s collection. This, library officials say, is part of their commitment to provide service to residents of the service area, no matter what their limitations of transportation, reading ability or other circumstances.

At the Orange County 33rd Street prison, the layout of the facility doesn’t allow cell-to-cell service so a library clerk visits groups involved in school programs, drops off requested books and magazines, shows a 16mm movie from the Audio Visual department’s collection and leaves browsing material for the rotating deposit collections.

Jail inmate selects a book.

Adult new readers

Adults just learning to read or improving their reading skills are served by the Orange County Library System through an “Adult New Reader” program, which features books and pamphlets with a controlled, easy-to-read vocabulary.

The new reader books are available in the branch libraries and in the Social Science department at the main library.

There are skills books for early readers, which start with the basics of learning the alphabet and letter sounds and progress through the sixth-grade reading level.

Much of the information is in a workbook format to be used with a tutor or for independent work.
Apollo Laser

The main library has an electronic visual-aid system called Apollo Laser, which enables many partially-sighted people to read and write.

A television camera with a zoom lens is aimed at a page of material, and the image — capable of being enlarged up to 40 times its original size — shows on a special television screen for the user.

Glare and contrast can be controlled, and the image can be made to show either as a black image on a white background or a white image on a black background.

In addition to being used for reading, the system can help people fill out forms and write letters.

Some normal-sighted patrons have used the equipment to enhance the image on blurred, old maps and to enlarge small photos to make particular sections more visible.

The Apollo Laser is in the Audio Visual department of the main library and available for use during all regular library hours.

Network of knowledge

Almost 7,000 times last year librarians turned to a network of more than 4,000 public and academic libraries around the world to borrow materials not on their own shelves.

The Interlibrary Loan program uses a computer network to tie the participating libraries together, expanding their own holdings to include more than 9 million titles.

And while Orange County librarians were busy getting those 7,000 books from other libraries, they were also furnishing almost as many books off their own shelves to other libraries around the world.

The computer network has dramatically reduced the amount of time it takes to request and get most books from other states. The data base identifies several libraries that own a title and the request goes out over telephone lines.

If the request doesn’t get a positive response within four days, the computer automatically sends it on to the next library on the list.

Talking books

A Talking Books program is offered for people who cannot use regular printed materials.

The recordings are popular with patrons who have visual problems or physical disabilities that keep them from holding a book or turning pages.

There is no charge for checking out Talking Books, but patrons are required to fill out a special card application attesting that they have a special need for the service.

The system has more than 900 Talking Books.

Readers Digest, Newsweek, National Geographic, Sports Illustrated, and Good Housekeeping are among the 100 Talking Magazines available as part of the Talking Books program.

Talking Books are mailed to and from the patrons as “free matter” and may be kept as long as the patron wants.

The Talking Books program serves residents of Orange and Osceola counties, including Maitland and Winter Park. (No other Orange County Library System service is available for free to Maitland and Winter Park city residents.)

Sights and sounds

The Audio Visual department fills the entire main floor of the old part of the Orlando Public Library building.

VHS videocassettes, 16mm films, records, cassette tapes, framed art, a picture file, slides, and microfilm copies of more than 1,000 periodicals make up the department, which accounted for more than 25 percent of all the items checked out from the main library last year.

Most of the items in the collection can be sent to any of the system’s branch libraries and checked out there, for convenience. If a patron phones ahead, material can be picked up at the library’s new drive-up window.

Multilingual library

There are nearly 3,000 books in the Orange County Library System that aren’t written in English.

There are books in more than 20 languages, most of them housed in the Arts and Literature department of the main library.

For patrons for whom English is a second language, there are books on learning and improving English.

The Business and Science department offers bilingual science dictionaries and bilingual guides to business correspondence.

Other foreign language material is available through the massive Interlibrary Loan program. Back issues of foreign-language magazines can be checked out on special reference loan.

Cassette tapes and records are available to help English-speaking people learn other languages. There are also taped drills on English for the foreign-born.

Records of music and songs in foreign languages are in the Audio Visual department, along with children’s stories in Spanish on filmstrip or cassette tape.

Talking Books come in Spanish for visually and physically handicapped readers.

Technology aids

A special device at the main library allows librarians to communicate with hearing- and speech-impaired patrons over phone lines.

The Telecommunication Device for the Deaf, called a TDD, has a computer-type display panel and a typewriter-like keyboard.

Patrons who have compatible equipment call a special phone number at the library on a standard telephone and then place the handset in an acoustic coupler.

When the patron’s TDD connects with the equipment at the library, the librarian and the patron can communicate by typing messages and reading the responses on their screens.

Callers ask standard reference questions and request Books by Mail home delivery.

Often patrons ask the librarian to convey a message to a hearing person who doesn’t have a TDD. The librarian then acts as a go-between in making an appointment with a doctor or hairdresser and notifies the patron, via TDD, of the appointment time.
LIBRARY IN A LETTER BOX

Thanks to the Books by Mail program, good reading is just a telephone call away.

EVERY MAILBOX WITHIN THE SERVICE AREA OF THE ORANGE COUNTY LIBRARY SYSTEM CAN BE A LIBRARY IN MINIATURE.

Any circulating book on any shelf in the system can be sent, postage-paid, directly to patrons through the mail.

Orange County’s Books by Mail program is one of the few in the country that does not restrict what books are available to or from whom they can be sent.

Almost 7,500 books are processed through the program every month, accounting for almost 4 percent of the total circulation in the system.

The books are sent in padded bags with a removable address label. Under the label is a return label for the patron to use to send the book back.

Thousands of people telephone the libraries in the system with book requests every month.

Some don’t even give book titles — they just tell the librarian the kind of information they want or the author or genre of fiction they enjoy, and the librarians send them two or three books of that description.

Shut-ins, people who can’t get to the libraries easily, mothers with small children and people who just don’t want to go to the library telephone their requests in regularly.

Others who benefit from the service are those who want specific books that are not on the shelf when they visit the library. By filling out a request slip, they can obtain the book by mail as soon as it becomes available.

When the time comes to return the book, it can be mailed back in the same bag for 45 cents per pound, taken back to any library in the system during operating hours or dropped in the after-hours book return at any of the library branches.

**Orange County Library System**

**Directory & Hours**

**Orlando Public Library**
101 E. Central Blvd., Orlando, Fl. 32801
Telephone from Orange County: (305) 425-4694
Toll-free from Osceola County: (305) 846-7870
Hours:
Monday through Friday 9 a.m. to 9 p.m.
Saturday 9 a.m. to 6 p.m.
Sunday 1 p.m. to 5 p.m.

**East Orange Library**
9318 E. Colonial Drive, Orlando, Fl. 32807
Telephone: (305) 277-0021
Hours:
Tuesday through Thursday 10 a.m. to 9 p.m.
Friday and Saturday 10 a.m. to 5 p.m.

**Kissimmee Library**
305 Broadway, Kissimmee, Fl. 32741
Telephone: (305) 847-5829
Hours:
Tuesday and Wednesday 9 a.m. to 8:30 p.m.
Thursday and Friday 9 a.m. to 5:30 p.m.
Saturday 9 a.m. to 5 p.m.

**North Orange Library**
Palm Plaza Shopping Center
387½ Main St., Apopka, Fl. 32703
Telephone: (305) 889-3335
Hours:
Tuesday 1:30 p.m. to 8:30 p.m.
Wednesday 10 a.m. to 5:30 p.m.
Thursday 1:30 p.m. to 5:30 p.m.
Friday 10 a.m. to 5:30 p.m.
Saturday 9:30 a.m. to 5:30 p.m.

**Northgate Library**
Northgate Shopping Center
5019 Edgewater Drive, Orlando, Fl. 32810
Telephone: (305) 295-3613
Hours:
Tuesday through Thursday 10 a.m. to 9 p.m.
Friday and Saturday 10 a.m. to 5 p.m.

**Pine Hills Library**
Silver Pines Village Shopping Center
5996 Silver Star Road, Orlando, Fl. 32808
Telephone: (305) 295-3223
Hours:
Tuesday through Thursday 10 a.m. to 9 p.m.
Friday and Saturday 10 a.m. to 5 p.m.

**South Trail Library**
4702 S. Orange Blossom Trail, Orlando, Fl. 32809
Telephone: (305) 859-0110
Hours:
Tuesday through Thursday 10 a.m. to 9 p.m.
Friday and Saturday 10 a.m. to 5 p.m.

**Southeast Library**
2101 S. Semoran Blvd., Orlando, Fl. 32822
Telephone: (305) 292-2011
Hours:
Tuesday through Thursday 10 a.m. to 9 p.m.
Friday and Saturday 10 a.m. to 5 p.m.

**Washington Park Library**
511 Raleigh St., Orlando, Fl. 32811
Telephone: (305) 292-5662
Hours:
Tuesday 10 a.m. to 8:30 p.m.
Wednesday through Saturday 10 a.m. to 5:30 p.m.
Three of the country’s best-selling authors are coming to Channel 24 in a special broadcast of “Dinner With The Authors”—an annual event sponsored by The Orlando Sentinel and The Friends of The Orlando Public Library.


**DINNER WITH THE AUTHORS**
Sunday, April 20  3:00 p.m.
Friday, April 25  1:00 p.m.
On WMFE Channel 24
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