

*Scheduled for March 25-28, 2009. For more information about the Lake County Library System or annual*  
*Down the Road: The Sixth Annual Festival*

## Passage of Progress

A partnership project of Lake County, Lake-Sumter Community College (LSCC) and University of Central Florida is reconstructing one of South Lake's first libraries. The new 50,000-square-foot Cooper Memorial Library at LSCC is scheduled to open in late summer 2009 and will serve citizens and college students alike. The library will house a bookstore, a restaurant, computer classrooms, study rooms and separate sections for children and teens, as well as a revamped law library. In July, the Lake County Law Library in Tavares closed and services were distributed to the 13 libraries of the Lake County Library System. While all libraries carry a core collection of self-help legal materials and online law databases, the new library will be the lead for providing legal research.

## In the Running

The National Association of Counties awarded the Lake County Library System's Festival of Reading program with an Achievement Award, which recognizes innovative county government programs. The annual event promotes reading and the love of literature through activities such as sharing thoughts about books and writing. The festival hosts nationally recognized authors during a series of events held in each of the 13 libraries as well as special venues. At the Fifth Annual Festival of Reading held March 29-April 5, more than two dozen guest authors and an estimated 3,500 residents and visitors participated in the festival.

# Pioneering Path

## Going the Distance

Lake County launched a countywide program for excellence in customer service. Efforts included an innovative employee-training program, a hotline for customers to report their service experiences and visible identification badges for all personnel. The aim of the FOCUS program, which stands for "Fulfilling Our Customers Through Unbeatable Service," is to ensure that all employees of the Lake County Board

of County Commissioners understand their role in fulfilling the County's mission statement: "To Provide Excellence in Service." The required training courses, organized by the Office of Employee Services & Quality Improvement, taught participants six core skills of customer service: Flexibility, Communication, Respect, Empathy, Expertise and Initiative. The class registered 858 County employees.



NEW CHAPTER—Officials from the Lake County Board of County Commissioners, Lake-Sumter Community College, University of Central Florida and the community break ground on the Cooper Memorial Library at LSCC.

*of Reading with a theme of "Fantastic Florida" is*

*Festival of Reading, call (352) 253-6167 or log on to [www.mylakelibrary.org](http://www.mylakelibrary.org).*



### **Sage Advice**

*Replacing light bulbs with compact fluorescent bulbs saves money and energy.*

