

FLA Early Voting Survey

- Updated January 14, 2009

On Wednesday, November 5, the Florida Library Association distributed a survey to Florida public libraries in an effort to identify information about libraries' experience with Early Voting in the Tuesday, November 4 General Election.

Questions

1. How has early voting affected library operations? - What has worked well, what have been the problems?
2. What have you learned from this year's early voting that made the experience more positive for everyone?
3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?
4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?
5. How many early voters did you serve?
6. Did you bring in extra staff or volunteers help to serve the voters?
7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

Alachua County Library District

1. How has early voting affected library operations? - What has worked well, what have been the problems?

There was a problem with parking and traffic stacking into the street because of the high turnout by the public. An unexpected problem occurred when the Governor issued his Executive Order extending early voting hours. There were no other incidents.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

We have worked with the Supervisor of Elections in the past and have worked out all the details. There was one occasion when the Supervisor of Elections staff needed access to a library after hours and this was easily accommodated.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

In anticipated high turnout elections, I would ask the Supervisor of Elections to have police or sheriff's office provide officers for traffic control if we think cars will stack into the street trying to access the library.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

We spent approximately \$1,200 on overtime that we do not expect to get reimbursed for.

5. How many early voters did you serve?

We estimate approximately 35,000 voters came through our two early voting sites.

6. Did you bring in extra staff or volunteers help to serve the voters?

Staff worked overtime, with little use of volunteers because the need was before and after normal opening/closing times.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

Nothing of significant consequence.

Boynton Beach City Library

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Our library had to relocate 17 library programs to other locations or cancel all together. Visitation into the library increased about 20% during the month of October compared to the same month the previous year (not counting the actual 13, 954 early voters whom did not necessarily cross through our gate counter). New library cards increased as well. Supervisors had to stay late at night when the courier was late picking up the ballots. Staff had to come in early, etc. For example, early voting ended at 7 PM and the library closed at 8:30 PM. The courier did not pick up the ballots until after 11 PM one night and 10 PM a different night. The carpeting in our meeting room was extremely dirty and with coffee stains, etc. We had to have our carpeting professionally cleaned. Walls were scraped by chairs. Seven Chair seats had permanent pen marks on them, which will not come off.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

More citizens are aware of the Library and its location.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

A written contract to cover damages to our meeting space. Courier pickup service needs to be increased as to not hold up staff and poll worker until late at night. No drinks should be allowed in the polling areas whatsoever, especially if there is carpeting.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

Staff time (not including in-kind) - \$1,278.98, Carpet Cleaning \$496.00, Wall Repairs \$355.00. Chair repairs \$280.00 for a total of \$2,409.98. We are hoping to be reimbursed for the damages. We should be reimbursed for the staff time.

5. How many early voters did you serve?

13,954

6. Did you bring in extra staff or volunteers help to serve the voters?

No

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

About 70 hours of staff time.

Broward County Division of Libraries

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Worked well:

- Had one overall coordinator from library system who served as the liaison between the Supervisor of Elections (SOE) & their use of the facilities. The Coordinator worked with the SOE from room reservation through election logistics and pick-up of equipment. All issues or concerns from libraries were communicated to the liaison.
- Requested that the SOE conduct delivery, set-up and testing during our regular library hours.
- Closed some libraries the last four days to facilitate indoor seating and parking for voters as well as freeing up staff to work provide support to the SOE. This also reduced stress on staff and customers trying to use the regular library services.
- Distributed flyers about library programs and services to waiting voters.

Problems:

- Insufficient parking for staff and library customers.
- Insufficient staff to handle library operations. Staff was stretched over more hours to open early and close late. Some staff were out of the buildings supporting the election process by working in call centers or counting absentee ballots.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

- SOE site managers reported wait times every 4 hours. These were published on the County website so voters could consider their options.
- Treated the voters and the SOE staff as customers of our library.
- Built a cooperative relationship with the SOE Site Managers.
- Provided a "break area" with table, refrigerator and coffee maker.
- Agreed upon areas for eating or drinking.
- Worked with the SOE Site Manager to design line flow & voter waiting areas.

- Voters and regular library customers used different entrances where possible.
 - Roped off or put cones in parking spaces to reserve for staff and SOE staff.
 - Used auditoriums or additional meeting rooms for voter waiting where possible.
 - Provided indoor waiting by winding stanchions in large lobbies or clearing areas within a library to create a "corral" of auditorium style seats bordered with stanchions.
 - Provided music or movies for those waiting inside.
 - Library Friends sold water, coffee and snacks to waiting voters.
 - The SOE issued numbers so that voters could leave the line or sit elsewhere until called.
3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?
- Choose locations that have sufficient parking and indoor seated waiting area.
 - Use municipal and community auditoriums, theatres, sports arenas and hotel conference venues that could be dedicated for this purpose for two weeks. Although there may be a charge for the use of some of these facilities, it might balance with the additional costs of security, stanchions, supplies, cleaning and repair to library facilities.
 - Increase the number of locations to prevent long wait times.
4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?
- Additional costs, not reimbursed:
- Janitorial time and supplies
 - Outside cleanup
 - Over-time custodial staff
 - Staff over-time for SOE support in call center and ballot sorting. (This may be reimbursed by County.)
5. How many early voters did you serve?
- 183,518 voted early at 12 library sites
6. Did you bring in extra staff or volunteers help to serve the voters?
- No. However, custodial and Building Services staff needed to postpone other projects to serve the needs of the library voting sites.
7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?
- A total of 682 additional hours were spent by staff at the 12 locations over the 14 days. Staff were compensated only with schedule changes, leaving the library with a very minimal staff at all times.

- Many staff in the smaller libraries worked 16 hour days.
- Additionally, Election Day, 2 days later, required an additional 128 hours of extra time to open and close 12 Libraries that served as voting precincts and 5 other libraries that served as Regional equipment distribution and return points.

Collier County Public Library System - Golden Gate Branch Library

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Our door counts generally doubled, which was good for attracting new library cardholders. It also made people aware of our new location, so that was beneficial. With more people in the building, and many of them non-library users, we had a big increase in trash left around the building. Many people brought food and drinks, others moved furniture, still more took books with them while in line, and then shelved them in a completely different place after voting, creating more work for my staff.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

It is important to have adequate space to accommodate the voting lines. In our new building (twice the size), the lines were much less stressful than it would have been (or has previously been) in our smaller branch.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

Poll deputies need to be instructed to be at the front of the building and take a pro-active approach in directing and assisting voters. Decide on the hours and stick to them. There was much confusion once the hours were extended.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

We incurred approx. 27 extra staff hours, which will be reimbursed by the Supervisor of Elections.

5. How many early voters did you serve?

I don't have an exact figure, but I'd guess between 8,000-10,000.

6. Did you bring in extra staff or volunteers help to serve the voters?

Staff worked extra hours.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

27 extra staff hours.

Collier County Public Library System – Immokalee Branch

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Due to reduced staffing and reduced Library hours, designated early voting hours did not correspond. And then with the change in early voting hours to 7-7, Library staff had to arrive to work at 6 AM. Library staff at our location were having to work 13-14 hour days. The Early voting staff were a pleasure to work with.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

Since this was not our first time with yearly voting, Library staff at least knew what to expect.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

More promotional materials (signs, flyers, radio spots, etc.) Also, voters need information on what the amendments mean and who the candidates are, especially judges and other non-presidential candidates.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

Printing costs for signage and voting information that would better serve our patrons. And the extended hours, incurred additional operating expenses—electricity & water. None of these expenses will be reimbursed.

5. How many early voters did you serve?

2,101

6. Did you bring in extra staff or volunteers help to serve the voters?

We had no volunteers. We had an extra person to cover a Saturday, otherwise, the Immokalee staff covered all other early voting hours.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

50.5 hours of overtime (beyond normal working hours)

1 hour for sign making, furniture moving, set-up/take-down

Collier County Public Library System – Marco Island Branch

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Worst--parking problems. Also: Quiet Room used by Election Officials for voting booths, so it was unavailable for tutoring. One public computer not able to be used because Voter Education TV installed there. Ballot scanners in Literacy and Young Adult area hindered (but did not prevent) access. Lines created noise. Magazines and newspapers scattered about. Extension of hours caused staff to shift schedules and report for work at 6:00 a.m.

Good--Many people renewed or applied for library cards. New arrangement of voting equipment helped flow through library. Presence of voting deputy to steer voters to poll and help when voting continued before and after library closed.

2. What have you learned from this year's early voting that made the experience more positive for everyone?
Better setup of voting equipment. Election officials and poll workers moved furniture.
3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?
Have more early voting places available for all elections. For primaries, limit early voting to one week.
4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?
Staff worked a total of 13.5 extra hours, which will be reimbursed.
5. How many early voters did you serve?
Not sure, probably 300-500 a day.
6. Did you bring in extra staff or volunteers help to serve the voters?
No.
7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?
Staff worked 13.5 extra hours. Otherwise, schedules were shifted to allow staff to work early or stay late. This did cause some staff stress.

Gadsden County Public Library

1. How has early voting affected library operations? - What has worked well, what have been the problems?
We have had 2 branches that participated in early voting and, of course, had different reactions.
What worked well were the additional people who came to the library while they were out voting. Also, library staff felt that the turnout was larger than in some past elections. Problems have included the additional use and problems with the bathrooms and parking.
Library patrons with campaign stickers being unable to use the lot; voters using the handicapped parking spaces and leaving no spaces for library patrons at times; poll workers taking the closer parking spaces and leaving the more distant ones for library patrons; and campaigners using library parking spaces and leaving none for library patrons.
2. What have you learned from this year's early voting that made the experience more positive for everyone?
The Supervisor of Elections worked quickly to remedy problems when called.
3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?
Organize parking better.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

Bathroom supplies; electricity. We were not reimbursed.

5. How many early voters did you serve?

(no response)

6. Did you bring in extra staff or volunteers help to serve the voter?

(no response)

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

One branch required staff to come in early to deactivate the alarm system. The staff received time off commensurate with extra time worked.

Hialeah Public Libraries

1. How has early voting affected library operations? - What has worked well, what have been the problems?

It was terrible for library operations. The parking lot was so full for so many hours that many patrons could not get to the library. We had to cancel and displace tutoring, classes and events for two and a half weeks.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

That American voting apathy seemed to be over for the moment.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

They need many more early voting sites to balance it out. The strain on staff was extreme. Having to park many blocks away for two weeks, not being able to leave for lunch, being bombarded and harassed by obnoxious campaigners constantly. Need more crowd control and litter control. The local police were a presence which helped with the parking lot gridlock the majority of the time. The stress on voters was also great. Fire Rescue was called at least once a day. Need shade, more chairs, etc. for voters.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

Lots of staff overtime to open and close the building as well as have bathrooms open for waiting public when library closed. Additional cleaning supplies, paper, and janitorial help. Yes, the City's election budget will reimburse us.

5. How many early voters did you serve?

15,656

6. Did you bring in extra staff or volunteers help to serve the voters?

Library staff overtime and extra janitorial.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

From 4-6 hours a day at the beginning of early voting to 16 hours the last Sunday. In addition they began delivering equipment the Wednesday before the early voting and displaced the auditorium for a total period of 2 and a half weeks.

Indian River County Public Library

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Early voting doesn't affect our library operations other than the issue of parking and of course the use of our meeting room.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

I think voters were pleased with having the extra days to vote instead of waiting for the actual voting day and the convenience of not having to go to their polling site.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

I have no recommendations; I have a good working relationship with our local voting office contact.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

No additional costs were incurred.

5. How many early voters did you serve?

We served 12,483 early voters.

6. Did you bring in extra staff or volunteers help to serve the voters?

No extra staff or volunteers were used. Elections office handled all staffing.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

Elections office handled all staffing duties and we supply them with a key for entry and leaving the facility.

Jacksonville Public Libraries

1. How has early voting affected library operations? – What has worked well, what have been the problems?

With the tremendous turnout of voters, parking proved to be a primary concern.

Early voting occurred in 13 of our branches and with the exception of two community branches the available parking spaces numbered from 80-100. Voters were undeterred and became creative in finding short term parking.

Unfortunately, this created some frustration for library customers planning lengthy library visits. One branch manager wrote that they were effectively '*shutdown as a library*' during this experience.

We also noted that there was a significant increase in the need for toilet products. Units quickly found that they had to request double orders to cope with the demand.

The voter wait time appeared to be no longer than one hour and fluctuated throughout the day depending on the location. The second weekend (*11/1 and 11/2*) were extremely busy and recorded exceptionally high numbers. Despite some technical glitches initially in day one and two, there were no major mechanical failures. The SOE anticipated a 40% turnout and ensured that they had enough staff at each site.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

In addition to '*our seasoning*' from the various elections held since 2004, the cooperative relationship JPL has established with the SOE has helped greatly. Our managers and staff understand the process and the reason for our participation. We also hold planning sessions for managers where they are able to ask questions and talk about particular problems or situations. We have also developed and made available on our internal website a FAQ regarding early voting.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

Expand the locations for early voting.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

At the request of the SOE we provided HVAC (airflow) 24/7. This was a preventive measure to address the technical glitches. JPL will charge back these costs through internal accounting.

Overtime costs for library staff will be paid by SOE through city payroll.

Costs for additional security will also be charged to the SOE through internal means.

5. How many early voters did you serve?

Total (2 weeks) = 162,688.

6. Did you bring in extra staff or volunteers to help serve the voters?

JPL did not use volunteers.

Additional hours for security staff were authorized when early voting hours were extended by the Governor.

Library staff who came in early and/or stayed late were deemed to have worked overtime and will be paid accordingly.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc)?

Staff generally arrived _ hour before the voting site opened and stayed late for approximately 1-2 hours depending on the level of business conducted during the day.

While the library may have provided minor office equipment (i.e. scissors, tape) the setup of the room was left to the SOE staff.

JPL has not done an internal survey on post election observations.

Leesburg Public Library (Lake County)

1. How has early voting affected library operations? - What has worked well, what have been the problems?

We certainly saw a lot of traffic. The early voting events (election and primary) took over one half of our meeting room for the full period plus the set-up (our meeting room divides in half with a moveable wall). It took us a day or so to manage how the lines would run because it kept the doors open to the outside or extended into the library and blocked the way to the restroom. We finally managed to change that by using the adjacent meeting room to snake the line into whenever there wasn't an event in there. The poll marshal handled that quite well once we set it up. However, our lines were not unreasonable at all – no more the 30 minute wait and most times more like 5 or 10.

Once the governor extended the hours that had a huge impact. We had to have staff in the building by 6:30 to see to it that the workers could get in. Since we had designed the meeting room so that it operated separately from the rest of the library, we didn't have any problem with access after that. We also had to have staff come back to set the alarms after closing beyond the 7 p.m. period and on the last Saturday when they didn't get out until 9 p.m.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

We've been doing this for about three years now and I think we have an excellent rapport with our poll workers. Our biggest problems were the voters. We got tons of phone calls "are you having early voting?" "How long are the lines?" "How long to I have to wait in line", "Could you look to see how long it is?" When we told them we couldn't do that or that the polling place didn't have a phone to transfer the call to the comment was "what good are you?" Also, lots of voters arriving and phoning on Monday expecting to vote and on Tuesday even though we are not a precinct. Many didn't know where their precinct was. The phone calls became a big joke.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

Tell the media to stop emphasizing the long lines! We weren't having a problem but the new media made it sound horrible. It was absolutely painless for our voters. Why not talk about some places that AREN'T having a problem?

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

We will not be reimbursed for any costs incurred. We may have used more HVAC but the weather was mild. I certainly had to do more clean up in our foyer – foot prints on the walls when people were leaning back and propping their shoes on the wall for support on one leg! There was tar on someone's shoes. Staff that came in early or returned to set the alarms were exempt so there was no overtime, etc.

5. How many early voters did you serve?

We didn't get a final count but easy days were over 700 and busy days were over 1,000.

6. Did you bring in extra staff or volunteers help to serve the voters?

We don't have any extra staff and we didn't even consider adding volunteers. The Supervisor of Elections provided enough staff to run the polls. Perhaps volunteer to manage the phones would have been a good idea.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

Probably about 12 – 15 hours. That's just a guess, we didn't track it since there was no reimbursement. This was administration staff. If you count the number of phone calls that had to be fielded because of early voting, that number would go up considerably.

Lake County Public Library System - Cagin Crossings Community Library

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Since our meeting rooms and public restrooms are in the front lobby, library operations were not affected when early voting occurred outside of library operating hours. On a positive note, many people who came to vote also registered with the library. The only noticeable problems were that the meeting rooms could not be cleaned during early voting, and it was a challenge to keep the restrooms replenished with toilet paper and paper towels.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

Since this is the first year that the library was used for early voting, it was a new experience for us; but there were no glaring negatives in the process.

3. What would you recommend to improve the early voting process?

Better communication with the Election Board would be helpful. Poll workers showed up 45 minutes prior to the time agreed upon on the first day. What would make the process better for residents trying to vote? The process seemed to go quite smoothly—no problems noted.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

The only noticeable cost was for supplies which will not be reimbursed.
There were also some photocopying expenses which will not be reimbursed.

5. How many early voters did you serve?

We did not receive that information back from the Election workers, but our door counts for the 2 week period were 30-40% higher than normal.

6. Did you bring in extra staff or volunteers help to serve the voter?

No.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

Room setup was done by the poll workers. Staff time to let them in and to lock up after they left was adjusted during the week, so there was no extra cost involved.

Lighthouse Point Public Library

Lighthouse Point did not have early voting.

Lynn Haven Public Library

The library was not involved in early voting.

Maitland Public Library

Maitland Public Library did not participate in early voting. We do not have a space that could be set aside for that period of time.

Marion County Public Library System – Forest Public Library

1. How has early voting affected library operations?-What has worked well, what have been the problems?

A positive aspect of early voting was the number of patrons it brought to the library. Some of these persons hadn't been to the library in years and some others 'discovered' the library for the first time.

During the beginning portion of early voting when library and voting hours coincided, operations were easier than later when polling places were open 7:00-7:00 and we were not open those same hours. There was confusion among patrons and voters with some voters thinking polls should have been open daily 7:00-7:00. Patrons thought we should open earlier to accommodate their needs to vote and visit the library at the same times.

A major problem for our branch library was one of having adequate parking. We share our lot with a community center so if we are having simultaneous events there is rarely enough parking. During the early voting period we needed enough parking for all library staff, polling workers, staff volunteering at the community center and library patrons and voters. On some days persons attending a flea market, Animal Services mobile trailers, WIC

recipients, the GED bus, Trick or Treat events and others clogged our parking lot. While this was a problem it could also be viewed as a positive due to the number of persons participating in all these activities.

Devoting our meeting room to early voting necessitated 'closing' this space to other groups use and library programming for the six weeks of early voting this year. It was not a major inconvenience to library programming as other arrangements were made and most groups wishing to use the meeting room understood as we were able to give them adequate notice of these events.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

The voter turnout and interest in this year's presidential election was amazing to be involved in.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

I think wherever the polling they should be open the same hours as the library or public building to try to eliminate confusion.

Many voters did not have sample ballots mailed to them or available to study prior to coming in to vote. We were able to accommodate them by printing sample ballots and especially Constitutional questions for them on our computers so they could study them prior to voting rather than just look at the board outside the room. An adequate supply of these sample ballots should be in the hands of the polling workers to distribute to voters.

We are an information distribution center and assist the public with their general questions however we cannot be expected to answer their specific voting related questions. We answered countless questions about hours of operation, whether lines were long, and similar general questions but would have liked to have referred specific questions to polling workers. Since they did not have a separate line or number to give out we had to refer callers to the Supervisor of Elections and for many this was an unsatisfactory response. They wanted better customer service and unfortunately that reflected poorly on the library. Callers were unable or unwilling to differentiate between library services and election board service.

Getting information about days and hours of voting out to the public appears to be an uphill battle. We had calls from voters and many walk-in voters on both Sundays and also on Monday, November 3 wishing to vote.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

Some extra man hours of work was provided assisting the polling workers in setting up, and in arriving early to open and staying late to close. We will not be reimbursed for this time as we view it as a public service.

5. How many early voters did you serve?

While an exact count of voters and their families cannot be accurately gauged it is known that an average of 200 voters were served each of the twelve days voting was held here.

6. Did you bring in extra staff or volunteers to serve the voters?

No extra staff was brought in to assist but since our system was conducting a quarterly survey that week it did strain staff. One person was basically tied to the circulation desk just to count voters and patrons and was unable to do much but that.

7. How much extra time was spent on early voting tasks (staff arrived early, left late, room setup, etc.)?

Our best estimate is that 10-13 hours of non-reimbursable extra time was spent on voting tasks by library staff.

Marion County Library System - Reddick Public Library

1. How has early voting affected library operations? - What has worked well, what have been the problems?

It gave the library exposure. There was an obvious increase in applications for library cards.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

There was an obvious convenience of not being restricted to a persons registered precinct. Twelve days should be sufficient for anyone to find time to vote.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

Space at the Reddick Library is very limited. For all intent and purposes the children's room was out of circulation for two weeks. Elections department might be better served to use the Reddick Community House in the future.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

There was minimal cost for Rest Room/ Kitchen paper products and soap. Will not be reimbursed.

5. How many early voters did you serve?

Averaged 175 per day the first week and 350 per day the second week. According to our figures there were 294 who voted at the Community House on Election Day.

6. Did you bring in extra staff or volunteers help to serve the voters?

No extra library staff was needed.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

Did not require extra time by Library staff,

Monroe County Public Library

1. How has early voting affected library operations? - What has worked well, what have been the problems?

The voting itself went well, and the precinct workers were a pleasure to work with—the main problems with the voting itself came from lack of information and/or lack of communication about just where and what hours the early voting would be. The voting took place in our community room, which has a separate outside entrance, and we posted signs on our doors with arrow, directions, etc., but people still constantly came into the Library to ask staff where the voting was taking place and about voting requirements, procedures, etc. Staff was also bombarded with phone calls about the early voting, especially the hours. This was a real drain on staff time.

The second major problem was the cancelling of two weeks of meetings, programs, and Library functions that were originally scheduled to be held in the community room. Most of these were scheduled well in advance of the notice of early voting, and the cancelled groups were not happy about having to change their plans.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

We tried to address any problems with voting staff in advance, or as soon as the problem occurred, before it became a major issue.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

Better publicized information about the exact location and times would be helpful for staff and voters. A direct phone line to the voting workers, with the number well-publicized ahead of time would also be helpful.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

The major cost was staff time (and sometimes patience), which will not be reimbursed.

5. How many early voters did you serve?

Around 4,000 voters, which was 20% of the County total of early voters, in two Library locations (there were 5 early voting locations total in the County).

6. Did you bring in extra staff or volunteers help to serve the voter?

No.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

Very little—the voting workers handled those tasks.

North West Regional Library System

1. How has early voting affected library operations? What has worked well, what have been the problems?

We are busier directing voters to the meeting room entrance where the voting takes place and referring voting questions to elections staff. Before this year there was a problem with management having to adjust scheduling to make sure staff was inside the library during non-operating hours so voters could use the handicap accessible entrance of the building due to voting hours being different than the libraries'. Since then there has been a handicap accessible ramp placed at the front entrance and the meeting room is accessible to voters from the outside of the building.

Therefore it is no longer necessary for library staff to be present during non-operational library hours. There have also been parking issues due to the layout of our building. Also there needs to be more clarity on the Supervisor of Elections staff pertaining to their responsibility to maintain the room while it is in their use, such as cleanup.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

Early voting created an opportunity for many who normally don't use the library, to visit and become more familiar with what it has to offer. The library staff focused on making this an easy and positive experience for the voters.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

I believe as far as our facility is concerned that there should be more effort placed on the clarity of voter parking and entrance accessibility by the Elections Office. Maybe some custom made signs would be beneficial.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

There are some costs involved, a slight increase in electricity, along with copying expenses. The supervisors' office does not reimburse us, but they do use their own copying paper.

5. How many early voters did you serve?

Over 1100 voters used this facility.

6. Did you bring in extra staff or volunteers help to serve the voter?

There was no need for extra personnel.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

(no response)

Orange County Library District

1. How has early voting affected library operations? - What has worked well, what have been the problems?

What worked well - Relationships with the SOE. Meeting with the SOE and our managers before the election. The public likes the idea of having early voting in their neighborhoods.

What did not work well - We did not have the facilities to handle the long lines, parking, bathrooms, trash concerns and we do not have the staff to easily cover the hours especially the extended hours while covering their regular duties. We had problems with patrons wanting to use the library and not getting in due to parking restraints and crowds. We spent a lot of time dealing with solicitors and other issues. Our Attorney's were consulted fairly regularly.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

We had several meetings with the SOE officers. We also brought our managers in to the SOE offices to meet with their leads/deputies so relationships could be built. We had several meetings where we spoke to SOE staff and the candidates to remind them of our rules of conduct and need to conduct our mission while they focused on theirs.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

Certainly having a place to vote with better parking and accommodations that are set to handle larger crowds and are covered. We had a lot of people waiting in the Florida sun to vote and it got hot. Even our largest facilities are busy so adding this process to those locations just increased challenges. We had to call paramedics on several occasions.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

The actual costs we had were close to \$15,000. We are hoping to be reimbursed for these true costs, while we cannot speak for other costs associated with early voting, including administrative time in meetings and with staff. The wear and tear on our facilities and staff. The cost to reshelve the collections that were really never recouped.

5. How many early voters did you serve?

111,877

6. Did you bring in extra staff or volunteers help to serve the voter?

We worked with our existing staff.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)? Time related to early voting/ voting that took staff away from their duties during this election amounted to:

Early Voting Totals	Election Day Totals
150.75	19.00
128.25	8.50

1. How has early voting affected library operations? - What has worked well, what have been the problems?

It reduced foot traffic. Phone traffic was unbearable until we got a cell number for the election office staff on site and put it on the answering machine (and forced those with library business to have to leave a message). Our lunch room & frig were cramped with poll workers stuff. We had 4x the number of county lib books incorrectly our drop. We did issue a 15-20 new library cards, that was the only good.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

Keep your sense of civic duty and sense of humor. Elections staff was well organized.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

More locations with better parking. I was in CA and saw voting in the airport. How about malls that have empty stores and lots of parking? Need to have water for those in line on hot days.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

No reimbursement. Needed lots of extra restroom supplies. City put 2-3 people on traffic control each day, so they didn't get their regular work done. Will have to have the carpet cleaned. Extra trash pick up where the outdoor line went (1/4 mile long); filled an entire dumpster. Repair of the grass field where overflow parking took place. Thousands of dollars in unplanned expenses.

5. How many early voters did you serve?

12,000

6. Did you bring in extra staff or volunteers help to serve the voters?

Covered above.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

In addition to the items mentioned above, we had to have open/closing staff on the Sundays (the park rangers did it).

Palm Beach County Public Library

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Four of the eleven early voting sites in Palm Beach County were PBCLS libraries. Over 55,000 ballots were cast at our branches and the Hagen Ranch Rd. Branch was the busiest of all county sites with over 15,000 ballots cast. All regularly scheduled programs were cancelled for a two week period for both primary and regular elections. During the regular election early voting period there were long wait times, up to six hours, and parking was

extremely difficult even at locations with normally a large amount of parking. Accordingly circulation stats suffered as regular customers avoided the library because of parking issues. On the positive side a large number of new library cards were issued to first time library visitors.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

The staff and public were generally appreciative and there were few if any tense moments. In spite of the long waits patience prevailed. The library staff met with Supervisor of Election's staff multiple times before the elections to work out all the site issues and things went pretty smoothly as a result.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

There absolutely need to be more sites with adequate parking. Also sites need to have more ballot printing devices which are expensive but essential to reducing the lines.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

Primarily personnel costs which are reimbursed by the SOE. Added janitorial and security services are also reimbursed by the SOE. Added utility costs are not reimbursed.

5. How many early voters did you serve?

Over 55,000

6. Did you bring in extra staff or volunteers help to serve the voters?

SOE provided the volunteers. Library staff primarily were there to open and close the buildings.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

Once the hours were changed to 7 – 7 staff needed to arrive by 6:00 am and in some cases other staff remained until 11:00 pm to close. Most days staff remained at least two hours beyond normal closing time to accommodate the process. The final Sunday staff remained eight hours after the polls closed to deal with the people in line.

Pasco County Public Library

1. How has early voting affected library operations? - What has worked well, what have been the problems?

The sheer number of people overwhelmed the libraries. Service to library patrons was impeded. We spent a lot of time just trying to keep access to the building clear. For the first time, the voters were rude and aggressive. We had to handle a large number of complaints that had nothing to do with us, except we were in the line of fire. We were not funded for overtime, but had to schedule staff to open and close the buildings beyond the normal

operational times. Bathrooms were an issue, we had to clean several times a day and used far beyond the normal amount of supplies.

We learned that anything beyond the 100 foot restricted area was our problem. We had to breakup fights between sign-wavers, deal with parking issues, stop people from blocking off the driveways with their cars, etc. We have done early voting in the past and have never had a problem. This was a two-week nightmare for staff.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

Not much. We have never had problems with early voting before. This time was a very negative experience. Kudos to the Sup of Elections people who were very professional and tried their best to help solve some of the problems.

The Friends of the Library set up a table in the lobby and recruited some new members.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

More early voting sites. We would be glad to see libraries not be used as early voting sites at all. Losing our meeting rooms for two weeks is a big blow to our programming.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

Personnel costs, supplies costs. All costs will be charged to the Sup of Elections, but they are funded from property tax and it's like taking money from one pocket and putting it in the other.

5. How many early voters did you serve?

Unknown

6. Did you bring in extra staff or volunteers help to serve the voters?

No

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

108 hour

Robert L. F. Sikes Library – Crestview

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Early voting worked fine for us, we issued many library cards to new members.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

This was our first year for a presidential election and it went fine.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

I think our early voting was well organized and there were no problems.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

Once the time was changed to 7am to 7pm we had to pay overtime, no I don't believe we will be reimbursed.

5. How many early voters did you serve?

8,430

6. Did you bring in extra staff or volunteers help to serve the voters?

No

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

Staff arrived 1.5 hours early weekdays and 2.5 hours early on Saturday. Closing at 7pm staff stayed from 2 to 5 hours late.

The staff stayed late one evening for a repairman who fixed the printers.

Total of 39.5 hrs overtime

Seminole County Public Library System

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Negative

- Regular library users unable to find parking space – unable to check out and return books. Some patrons had holds on their books cancelled because they were too late in picking up.
- Cancellation of programming – children's' story programs and adult business seminars – and therefore attendance at programs.
- Meeting rooms unavailable for community groups who usually book them every open hour for HOA meetings, Scouts, book clubs, GED tutoring, etc.
- Staff had to park off site and walk to the library.
- People queued up in lobby made it difficult to get to the stairs and the elevator.
- Due to the fact that no one but Supervisor of Election personnel was able to access the meeting room (polling location), cleaning was suspended for the duration of Early Voting. Since the Seminole County Libraries are closed on Friday, with no cleaning crews, the restrooms and lobby were dirty and messy.

Positive

- Exposure to library locations for thousands who may have never entered the public library before. Perhaps they will return as library customers.
- Will try to leverage this attendance for marketing purposes.
- What have you learned from this year's early voting that made the experience more positive for everyone?
- Increased attendance statistics although no increased circulation statistics.
- Promote staff buy in for being part of the democratic process.
- What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?
- Having elections staff able to field calls at each location so that library staff did not have to field calls for them.
- More early voting sites (in addition to the libraries).
- Better publicity and education of early voters from the Supervisor of Elections Office. There were many new voters who didn't understand the process and wanted library personnel to explain.
- More involvement of local police for traffic control.
- Clearer advertisement of voting days and times from the Supervisor of Elections Office. Library staff were asked these questions because people could not get through to the Supervisor of Elections Office by phone.
- More training of library staff by Supervisor of Elections.

2. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

- Extra water and electricity.
- Cleaning of meeting room carpets.
- Sprinkler heads broken by early voters parking on grass when they couldn't find a parking spot.
- The library spent approximately \$50,000 the first year of Early Voting on changing the meeting room door locks. The library was not reimbursed for this.
- The library will not be reimbursed for any extra costs incurred by Early Voting.

3. How many early voters did you serve?

Over 64,170

4. Did you bring in extra staff or volunteers help to serve the voter?

Extra hours were covered by exempt employees.

5. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

- Exempt staff had to be present two to three hours before normal opening hours to let poll workers into the building.
- The library staff were asked to answer hundreds of elections/voting questions because they were more accessible and more visible than the elections office personnel.

SurfBalBay Library (Broward)

There was no early voting at this library.

Villages Public Library – Sumter County Library System

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Early voting is held in the library's ground floor meeting room with entry through a rear entrance. The interior entrance is locked to prohibit entry into/from the library. There is a separate restroom inside the meeting room for use by the public and poll workers.

Last year, the majority of voters would enter through the front library doors and become upset when told they had to go around to the back of the library. In response to our concerns, the Supervisor of Elections placed prominent signage in front of the library directing residents to the voting location.

There have been problems with the lack of parking for library patrons during early voting. Because voters used most of the available parking, many library patrons complained about the lack of parking when trying to use the library.

Political signage, vehicles with political signs, and on-site campaigners have disrupted library operations. Facilities Maintenance was prompt to remove the signage but we have had library patrons complain about being approached by campaigners as they approach the library entrance from the parking lot.

Election Day voting does not take place at our library; however, many voters arrive on Election Day expecting to vote and are quite upset when told they need to go to their precinct. Many do not know what precinct to report to. In response to our concern, the SOE advertised that our library is not a voting site on Election Day, and listed the appropriate precincts for residents. In addition, we have list of voting sites for residents available prior to and on Election Day.

Lastly, we lose our one meeting room for a significant amount of time whenever there is early voting. Our library programs relocate to the small reading room, or are postponed until after early voting ends.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

The directional signage has been a big help in directing voters to the correct location, as has the SOE publicity about appropriate sites for voting on Election Day.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

The early voting process seemed to go very well this year. Other than the lack of parking, there were no major problems.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

There were no additional costs incurred.

5. How many early voters did you serve?

According to reports, an average of 700-800 people per day cast early votes at our library.

6. Did you bring in extra staff or volunteers help to serve the voters?

The library did not bring in any additional staff.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

There was no extra staff time spent on early voting related tasks,

Walton County Public Library System

None of the Walton County libraries were involved in early voting.

West Florida Regional Library (Escambia County)

1. How has early voting affected library operations? - What has worked well, what have been the problems?

Library operations have been affected very little at the two branches that have been the scenes of early voting. Other than opening the meeting room and reporting to work a little earlier, no particular problems except some groups were upset that their regular meetings could not be held because the room was being used for early voting.

The chief benefit to the library is that non-users became aware of the location of the libraries.

2. What have you learned from this year's early voting that made the experience more positive for everyone?

In actuality, other than providing the space, we have little to do with the actual voting.

3. What would you recommend to improve the early voting process? What would make the process better for residents trying to vote?

More locations. Also, it would be nice if better provisions were made for the elderly and disabled who have to wait a long time in lines. The availability of

water and other liquids would also be helpful for those waiting in long lines outside the building.

4. What additional costs did your library incur for early voting? Will you be reimbursed for those costs?

No really measurable costs. I am sure some costs for lighting and air conditioning were incurred but it would be difficult to measure.

5. How many early voters did you serve?

Don't have a final tally yet. 49,000 total early voters but the Supervisor of Elections office is included in this. Based on a guestimate, I would say that the two libraries had about 35,000 voters.

6. Did you bring in extra staff or volunteers help to serve the voters?

No need to bring in extra people.

7. How much extra time was spent on early voting-related tasks (staff arrived early, left late, room setup, etc.)?

I would estimate that only about 10 extra hours were needed, primarily for the extension of the hours in the final week.